CHAPTER-7
FINDINGS, CONCLUSIONS AND SUGGESTIONS

This study has been conducted to ascertain the growth, development and use of DGSPRL. It is based on the data collected from annual reports (1975-2012), Syndicate proceedings (1975-2013), university budget estimates (1980-81 to 2012-13), and library records (1980-2014). These all sources have been examined to know about the organisational structure, Historical overview, financial management, personnel and collection development. Information was collected from library staff and users to know problems of library. Data was also collected through library visits and observations. Records regarding earlier period, users (1981 to 1982, 1988 & 1990 to 1996) and used books (1981 to 1993 & 1995-96) are not available in the library and other sources. Library lacked some user's facilities, sufficient funds and sufficient personnel to increase, its growth, development, and use.

7.1 FINDINGS OF THE STUDY

The status of hypothesis tested against finding is discussed as under:

1. Data has partially supported first hypothesis, DGSPRL is not carried out the functions which were envisaged at the time of its establishment.

   This study revealed that for the purchasing books, the per annum only Rs 1,22,676 have been provided. But, with this insufficient amount, library could not acquired more documents which were published over the years. Per annum 2289 books have been purchased. For the purchasing of periodicals, no budget head has been provided during thirty three years. Magazines and Journals were purchased from the budget head "purchase of books, library supplies etc."

   Only two computers are provided for housekeeping operations. Lack of technology for users is the main reason for inadequate services. Library have not own computer laboratory, photocopy unit and any future plan for this purpose. After 1985, the independent charge for DGSPRL have not been provided. Thus, the hypothesis has been partially proved.

2. Study has proved the second hypothesis, that the library is not getting sufficient financial support from its authority for its proper functioning.

   Punjabi university has spent an average 0.07% of its annual outlay on DGSPRL. The budget item of "Purchase of manuscripts, Documentary films and
unpublished works" has been abolished with effect from financial year 2008-09. The total expenditure on the purchasing of manuscripts was Rs. 38,183 during thirty three years. In 1995-96 only once, the Rs.1,06,500 has been provided for computerization during thirty three years. Only three times, the amount Rs. 18,865 for 1993-94, Rs.12,404 for 1994-95, Rs, 17,000 for 1995-96 have been provided to prepare the bibliography of research in Punjabi over the years. Barring the purchase of books, no other fund has been provided for other budget items from 1980-81 to 1985-86.

The expenditure has not been done regularly in every year on furniture, Xerox, Binding and repair over the years. So, therefore data has supported the hypothesis.

3. Third hypothesis, sufficient staff is not employed by the authority for its efficient and effective working.

- Over the years, many recommendation regarding proper staff have been sent to the university Authority by committees and Ex-Librarian, S. Hakam Singh. But University Authorities have not accepted these proposals completely.

- In the initial stage, nine staff members were working in the library. Number of staff have increased to nineteen only over the years. Out of these, two are professional, eleven are semi professional and six are non professional. Thus the number of professional and semi professional are not sufficient for proper functioning. Two professional staff and five semi professional, has been deputed from Punjabi University Library. Only six semi non professional and six professional have been provided in budget for DGSPRL.

- It has been found that professional staff has not been appointed for DGSPRL during thirty three years. The proper separate provision of staff for DGSPRL has not been done over the years. Thus the hypothesis has been proved.

4. As per fourth hypothesis, the library is not providing services to its clientele which are expected of modern reference library.

Due to closed access system, the books are issued to users for consulting in the library premises. Initiation programme in the starting of academic session and answering the queries of users are done by library. Such services like Display of New Arrivals, CAS, Reprography, Inter Library Loan, Preparation of Bibliographies and Punjabi Press Index, Comfortable Furniture, Wheel Chair for Handicaps, Reading,
Facilities, Periodical & News Paper Services are provided by Library from time to time.

Library remains open for 10 hours in working days and 8 hours in holidays & Saturdays.

Services which are expected of reference library such as reprography in premise of library, documentation, Audio-visual facility, translation, Internet access facility for users, E-books & E-Journals, OPAC for users etc. have not been provided to the users. So, the hypothesis is partially proved.

5. Data has supported the fifth hypothesis, there has been positive growth in its collection over the years.

Library was started with the collection of 476 documents. This collection has increased to 165226 documents over the years. Documents were acquired by library in every year from 1980-81 to 2013-14. The documents in Punjabi 1,24,963, 21,864 in English, 11,824 in Hindi and 6,575 in Urdu have been acquired during these years. 94,273 documents in general collection section and 70953 donor's document in special collection section has been accessioned over the years. Collection is included 77831 purchased documents, 8317 gratis books, 8125 bound periodicals and 70,953 documents from fifty one eminent donors over the years.

The funds has been provided to purchase the books in every year from 1980-81 to 2012-13. The total amount Rs. 1,36,79,668 has been spent for the purchasing of books & Journals over the years. The expenditure on collection was 29.59% of total library budget.

Based on the above data it is concluded that possibilities were available to positive growth of its collection. Thus, hypothesis stands proved

6. With regard to sixth hypothesis, there has been positive growth in its use.

Growth of use has been found on the basis of number of users and used books over the years. The library has been consulted by 238596 users during the thirty three years. Per annum average number of users was 7018 from 1981-2014 Generally growth has been found positive over the year. But during 1997-98 and 2006 it was negative.

The total 521229 documents were consulted by users over the years. It has been found that 15330 documents were used annually from 1981 to 2014. The growth was positive during 29 years and was negative during five years (1997, 1999, 2001,
This shows that generally growth was positively except five years. The hypothesis is partially proved.

7.2 HISTORICAL OVERVIEW

- Punjabi University established the Punjabi Reference Library in 1981 through the Department of Punjabi Language Development (DPD).
- In 1980, University thought to preserve the literature on Punjabi Language. Thus, Punjabi Reference Library came out from the university idea of preserving Punjabi literature. During 1980 many meetings of experts have been organized by university Authority to establish the Punjabi Reference Library. In 1981, the result of these meetings was the establishment of Punjabi Reference Library.

7.3 ORGANIZATIONAL STRUCTURE

On the basis of collection, it is divided in two sections: general collection section and special collections section. Every routine work such as accessioning data entry, classification, cataloguing, binding maintenance etc. are done separately by both sections, but not at one place. Every section has its own working units.

- University librarian was its officiating head from 1981 to 2014. Independent charge or headship for DGSPRL has not been provided by university Authority over the years barring 1981-85.
- Generally its inchargeship has been done by a deputy librarian or a Assistant Librarian over the years, but mostly a Assistant librarian has done this job during thirty three years. The incharge was directly responsible to the head over the years.
- Acquisition work and data Entry were done by semi professionals/professional assistants, over the years. Technical unit has been controlled by library Assistants from 1981 to 2014.
- Stack areas, shelving and service points were controlled by library restorers during thirty four years.
- Computerization was started from 1996 and Binding/repair of documents from 1991. Supporting & administrative staff were included the clerk care taker and peon over the years.
- Punjabi Reference Library was under the control university main library from 1981 to till date.
• No library committee for this library has been constituted by University Authority over the years.

7.4 LIBRARY PERSONNEL

It has been found that out of total 19 posts, 12 posts were sanctioned in the budget and seven posts are deputed from Punjabi University library. Out of 12 sanctioned posts, 9 were provided in its own budget and 3 were provided in the budget of university main library. Presently no post is vacant. Three posts of restores are on contract basis and other all posts are on regular basis.

7.4.1 Recruitment & Promotion

• The appointment and conditions of professional staff were done according UGC norms over the years.
• Qualification conditions of Semi professional staff has been prescribed by Punjabi University for their direct recruitment and promotion from time to time.
• It is found that no permanent criteria or rule has been prescribed for the promotion of library assistants and binder.

7.4.2 Qualifications, Experience & Pay Scales

• Out of total staff, one has Ph.D Degree, one doing Ph.D., one M.Phil., five M.Lib, & Inf.Sci. Six B.Lib, & Inf.Sci. Six M.A. and one net qualified.
• Mostly staff are experience holder over the years. Five staff members have experience above 30 years, five have above 20 years, four have above 10 year and five have less than 10 years.
• Pay scales have been given to professional staff according to UGC norms and for other non UGC posts, pay scales were prescribed by PUP according to Punjab State Pay Commission over the years.
• The staff members were transferred (from library to other departments and from other departments to library) from time to time.

7.4.3 Growth and Development of Staff

For the development of staff, library provided the opportunities to attend the training programmes.

• Proposals regarding staff has been recommended by committees constituted by university Authority in three times during 1980 to 1981. Some recommendations were accepted by Authority.
• For proper functioning of Library, S. Hakam Singh librarian had sent staff recommendations to the higher Authority in two times on 25.1.1983 and 16.5.1986. But these recommendation has not been permitted by Authority.

• The posts were created and abolished from time to time. Mostly posts were created and two posts were abolished over the years. Maximum number of posts, seven posts were created during 1999-2000.

• Number of staff have increased from four to nineteen in position during the thirty four years. Generally growth of staff was positive but not sufficient to meet the needs of the library.

• In DGSPRL, presently, one Assistant Librarian, two Library Assistants, four Professional Assistants, five restores, one clerk, two binders, two peons and two sweepers are employed.

7.5 FINANCIAL MANAGEMENT

7.5.1 Source of Income

Punjabi University was the sole funding body of library over the years. A total of Rs. 1, 70, 000 was received from National Archives of India three times for preservation and conservation of manuscripts and rare books. Gifts of 8317 books and free collections from fifty one donors have been received from time to time.

7.5.2 Expenditure

The components of expenditure are salaries, books & manuscripts, contingencies, furniture, Xerox, Binding. The total Rs. 1,36,79,668 which was 0.07 percent of university total budget 18,84,22,55,308 over the years has been spent on DGSPRL. Out of this total Library budget, Rs. 87,37,408 (63.87%) on salaries, 4048315 (29.59) on books, 38183 (0.27) on manuscripts, 105702 (0.77) on contingencies, 194107 (1.41%) on furniture, 281800 (2.05%) on Xerox, 119384 (0.87%) on binding, 48269 (0.35%) on bibliography of research in Punjabi, 106500 (0.77) on automation has been expended during the thirty three years.

• It is found that maximum expenditure was on salaries and secondly on purchasing of books was not sufficient. Expenditure on other items was minor.

• The expenditure on purchasing of manuscripts, furniture, Xerox Binding, bibliography of research in Punjabi and Computerization has not been done regularly over the years.
• The budget item "purchasing of manuscripts, documentary films and unpublished works" was abolished from 2008-09.

• The expenditure Rs. 1,06,500 has been done once on computerization and three times (18,865 for 1993-94, Rs. 12404 for 1994-95, Rs. 17000 for 1995-96) on bibliography of research in Punjabi.

During 1980-81 to 1985-86 no expenditure was done on all items except book purchasing.

7.6 GROWTH OF COLLECTION

On the basis of collection library is divided by two sections: General collection and special collection sections. Out of total allocation, 94273 (57.05%) documents are in general collection section and 70953 (42.9%) are in special collections section.

7.6.1 General Collection Section

It was includes 77,831 purchased documents 8,317 gratis books and 8,125 bound periodicals. Purchased documents has been acquired every year. Gratis books were also received continuously barring the years 1980-1982. The growth of bound periodicals was regular from 1994-95 to 2013-14. It is found that general collection section have aquired 89979 documents in Punjabi language, 3,984 in English, 230 in Hindi and 80 in Urdu/Persian languages.

Periodicals are also part of General collection section. During thirty four years on an average, 83 per annum periodicals has been subscribed and 56 per annum periodicals were received as gratis. Over all growth of periodicals was negative over the years.

In this section, fifty seven subjects are included in the collection. Punjabi Literature, History and Sikhism have major strengths than other subjects. Punjabi literature has 52313 documents which is maximum number. Building is the subject which has minimum 15 documents two copies of publication in Punjabi language and one copy each of the publication in Hindi & English has been purchased in this section.

7.6.2 Special Collections Section

In this section only donated documents from eminent donors were acquired not purchased. It has multiple copies of publication in different languages and there is no limit to copies of document. It included 70953 documents of 51 donors. In this
section, rare material and manuscripts has been preserved under the financial assistance scheme of national archives of India. The 1500 Punjabi Language documents published during 1900-1950 were microfilmed. The online catalogue of 15000 titles in Punjabi Language and 1000 titles in English was prepared under the project of DELNET. Thirty eight personal collections of donors has been merged into each others. The separate corners has been provided for thirteen personal collections. Separate corners were also provided for thesis old journals & newspapers, manuscripts and sets of Shri Guru Granth Sahib.

Maximum number of documents was 17695 of Bhai Mohan Singh Vaid's personal collection and it was received first in 1966. The minimum number of documents was 22 of personal collection from Gurtej Singh. It is found that per annum 1478.18 average documents has been received in this section during 1966 to 2013. Maximum Punjabi documents were found in 36 personal collections, maximum English documents in 11 personal collections, Maximum Hindi in two personal collections and maximum Urdu document also in two personal collections. This section have included 34984 documents in Punjabi Language, 17880 in English, 11594 in Hindi and 6495 in Urdu/Persian. Maximum 11433 Punjabi documents in Bhai Mohan Singh Vaid's personal collection, 3767 English documents in Ganda Singh's collection, 3134 Hindi Documents in Dr. Manmohan Sehgal's collection and 1525 Urdu/Persian documents has been received during 1966 to 2013.

Mostly collection is available on Punjabi Literature, History & Culture, and Religion. Separate collection Number has been provided for every document of different collections. Out of 51 personal collections, 43 were earlier classified by CC and again reclassified by DDC 21 edition. Latest two personal collections are under processing.

- It has been found that the collection has increased from 476 to 165226 documents over the years. The acquisition policy has been laid down by Authority
- There is no subject wise allocation of funds or Gants.
- It is unique feature of collection that every document is belonging to DGSPRL's identified areas as like Punjabi Language & Literature, Punjab History & Culture, Sikhism.
Out of total collection, 124963 (75.63%) documents are in Punjabi, 21864 (13.23%) in English, 11824 (7.15%) in Hindi and 6575 (3.97%) in Urdu/Persian as on 31.3.2014. Maximum number of documents is in Punjabi which is 124963 and minimum is 6575 in Urdu. During the thirty four years, 77831 purchased documents, 8317 gratis books, 8125 bound periodicals and 70953 documents from fifty one eminent donors were included. The documents has been acquired regularly without every break from 1980-81 to 2013-14. There has been positive growth in the collection over the years.

7.7 SERVICES

7.7.1 Classification

Dewey Decimal classification scheme has been found user friendly as DGSPRL was using it to classify collection. The special collection section was earlier using colon classification scheme, but later on it also switched over to DDC. Forty three personal collections have been reclassified with DDC. The collection was completely classified except two last received personal collections. But these are under processing.

7.7.2 Cataloguing

The catalogue code AACR-II has been followed by DGSPRL. Library was prepared subject, author, title and series entries of a book over the years. The collection has been catalogued according to dictionary and classified catalogue. It is found that processing time of a document was a week.

7.7.3 Stock Verification

Due to some audit objections, the library have done the verification only once in 2012 during the thirty four years.

7.7.4 Binding & Lamination

The binding, lamination and repair of documents has been done by DGSPRL's own separate binding unit from time to time.

7.7.5 Reader's Service

- Due to close access, the library staff issued the books to users on demand for consulting in the premises.
- Initiation programmes has been provided to the readers in the beginning of academic session.
- The documentation and bibliographical services has been provided partially
• It is found that photocopy services has been provided with the help of university main library.
• Reading facilities were provided on the every floor of library building.
• It is found that the opening hours were increased from 8 to 10 over the years. Library remain open for maximum number of hours 10 in working days, 8 in holidays and Saturdays and closed on Sundays.
• Library is responded to participating in resource sharing programmes through DELNET.
• Some services such as reprography in library premises, documentation, audio-visual facility, translation, internet for users, E-books, E-Journals, OPAC etc were not provided over the years.

7.8 DGSPRL BUILDING
• Initially DGSPRL was temporarily housed in the building of university main library from 1981 to 1995. It has been shifted to its own new building on January 1996.
• It is centrally located on an area of 27100 sq. ft. and interlinked with university library building. Its main gate is combined with university main library.
• It is spread over three floors. Three stairs and one ramp with five feet width has been provided in it. But out of these two stairs were closed for emergency.
• CCTV cameras have been installed for the protection of collection from 2008. During 2009, to control any mishappening by fire or electrical short-circuit, the fire protection system was provided in the building. Wheel chair for handicaps, water cooler and R.O system has been provided.
• Its furniture is included 395 book rack, 7 periodical display racks, book trolley, 35 Godrej almirahs, one Cardex cabinet, 130 chairs, 15 full size tables, 12 wooden catalogue cabinets, equipments etc.

7.9 USE OF DGSPRL
• Its use has been measured on the basis of user's numbers and number of books which were used from 1981 to 2014.

7.9.1 Number of Users
• It is found that the data regarding number of users from 1981 to 1982, 1988 and 1990 to 1996, was not maintained by library.
- The library was used by 238596 user over the years. Per annum average 7018 users were consulted the library from 1981-2014. The growth of user was negative during 1997-1998 and 2006. Overall growth was positive during 1981-2014. Maximum number of users was 39150 in 2014 and minimum users were found 103 in 1983.
- The growth of users was 9538 (123%) in 2004 which was found maximum and growth was measured minimum as 40 (6%) users in 1987.
- The per year average growth of users has been measured and 1149 (16%)

### 7.9.2 Consulted books

The data regarding Consulted books from 1981-1993 and 1995-1996 were not preserved by library. Users consulted 521229 documents over the years. Per year average 15330 books have been used during thirty four years. Except the five years (1997, 1999, 2001, 2004, 2005) the growth is found positive. It is found maximum number of used books was 81000 in 2014 and minimum number was 1500 during 1997 & 1998. The maximum growth of used books was 13943 in 2009 and minimum growth was 713 (1%) in 2013. The average growth of used books has been found as 1730 (11%) per year.

- It is found that average two books has been consulted by one user per year from 1981-2014. Thus, the use of library was not sufficient.

### 7.10 PROBLEMS

- Study revealed the lack of facilities of Internet, photocopy, OPAC for users.
- It is found that lack of opening hours, closed access and outside sound pollution are the main problems faced by users.
- Library does not have sufficient staff, more space, proper funds and separate computer laboratory over the years.
- Absence of independent charge and future plans for DGSPRL are major hurdles for its growth & development.
- User's entry through university main library gate wastes their time and affects the use of library.

### 7.11 A PROPOSED MODEL FOR DEVELOPMENT OF DGSPRL

This study is found out the solutions to fulfill the gaps of DGSPRL. Some valuable proposals have been presented in the Model which will be beneficial for the growth and development of DGSPRL in the future.
7.12 CONCLUSIONS

For studying the growth, development and use of DGSPRL, its historical background, organizational structure, personnel, finance, collection, services and use were the indicators. DGSPRL has been established in 1981 by Punjabi University to Promote the Punjabi Language. It formulates norms and standards for this library and ensures their implementation. It has been spending on library since its inception. The library is under the control of university librarian since its beginning. Any library committee for this library has not been constituted over the years. The library is divided into two sections (general collection section and special collection section) on the basis of its collection. The staff positions have been created and abolished from time to time. Generally it has increased. Over the years, it has been increased from four to nineteen in position. Out of nineteen, seven Staff members are deputed from university main library. The number of staff is not sufficient as per requirement of the library. University is the sole funding body of library since its inception. The proper allocation of funds for various items such as salaries, books, furniture, automation etc has not been provided during the period under the study. Expenditure on salaries is 64% of the total library expenditure over thirty three years. There is much expenditure on salaries and insufficient funds on books and other items.

Finances have seen generally positive growth in the library during thirty three years. But in reality, it was not much significant and did not match with the price increase in documents and other materials. Consequently there was decline in intake of books, furniture, technologies etc. In other words, the sufficient funds have not been allocated to the library. DGSPRL acquire the documents as per collection development policy. Publication Bureau is committed to give free publications. Collection is strengthened by purchasing and material received gratis. It has increased to 165226 as on 31.3.2014 and divided into two parts: General Collection and Special Collection. The documents in Punjabi, English, Hindi, Urdu languages are included in it. The growth of collection has been positive over the years. This is unique feature of collection, its each document is related with Punjabi language & literature or Punjab History & culture or Sikhism. Automation has been introduced in this library from 1996. But it is used only for housekeeping jobs such as data entry, cataloguing, digitization of manuscripts, official work etc. Library remain open for 10 hours in working days. It follows Dewey Decimal classification Scheme for classification and AACR-II for cataloguing. It completes the technical process of a document within a
Binding, repair and lamination of documents is also carried out. Besides this, library provided many reader’s services such as initiation programme, answering the queries, display of new arrivals, CAS, reprography, inter library loan, preparation of bibliographies, Punjabi Press Index etc.

Some expected services such as translation, Xerox in library premises, documentation/information, Audio-Visual facility, Internet and OPAC etc. have not been provided over the years. Reading facilities has been provided on each floor of building. CCTV and fire protection system have been installed in the Library. Over the years, library was used by total 238596 users and total 521229 documents were consulted. It is found that on an average, two books have been consulted by a user. Many problems has been found such as lack of computer laboratory, OPAC, Internet, closed access, absence of independent charge & future plans, unavailability of important statistical data etc. So DGSPRL have witnessed growth, development and use, but much is to be expected. For which some suggestions in the light of this investigation have been made in the proposed model for development of the library.

7.13 AREAS FOR FURTHER RESEARCH

- Comparative study of Punjabi Language Libraries located in Punjab. Some other Punjabi language Libraries such as library of Languages Department of Punjab, Patiala, Sikh reference library Amritsar etc. are also located in Punjab.
- Study on preservation and use of manuscripts and rare materials available in Special Collections Section.
- Study on development of DGSPRL into a clearinghouse on Punjabi Language & Literature, Punjab History & Culture and Sikhism.
APPENDICES

Appendix 1: Proposal of 13-5-1980 to Establish the Punjabi Reference Library

Appendix 2: Proceeding of Senate meeting of 14-07-1980 regarding the proposal to Establish PRL


Appendix 4: Proceedings of Meeting on 5-8-1980 regarding the Establishment of PRL.

Appendix 5: Copy of Vice Chancellor Order Regarding Establishment of PRL.

Appendix 6: Proceeding of Syndicate meetings of 24.10.1980 and 23.06.1981 regarding establishment of PRL.


Appendix 12: Official Letters Regarding Grants from National Archives of India