CHAPTER-5
SERVICES, USE AND PROBLEMS

5.1 INTRODUCTION

From the time of acquisition and entrance of reading materials into portals of library building, a book has to pass through many processes before it reaches the hands of a reader. The library material has to cross over many steps before it is used by the library clientele. Mookerjee and Sengupta describe these processes as 'preparational processes' performed in the internal organization of the library. They say:

"The 'preparational processes' – classification, cataloguing and mechanical preparation – are the main technical aspects of library work by which the library materials are systematized and made available to users."\(^1\)

The library services can broadly be studied under two heads – work behind the screen, and work with the readers. The former is an indirect service involving the book acquisition, classification, cataloguing, binding, reproduction of documents etc. which are broadly called, 'Technical Services'. The latter is a direct job which involves circulation techniques, reference and bibliographical services, documentation and information services, which are termed as 'readers Services'.

5.2 TECHNICAL SERVICES

Technical services are essential for the successful implementation of any library programme. The details of technical work may vary slightly from library to library, on account of their service plans and programmes, but still acquisition, classification, cataloguing, binding photographic reproduction are mainly common factors in this area.

5.2.1 Classification in DGSPRL

DGSPRL follows Dewey decimal classification scheme, 22\(^{nd}\) edition for classifying its collection. The main reason to follow the DDC scheme seems that this scheme is simple and easy in use. After accessioning books are checked against catalogue and the word "copy duplicate" is written in pencil on the fly leaf of those books for which the entries are written on the verso of the title page. In case of books, of which earlier editions are available in the library catalogue, the word "Duplicate" is written on the fly leaf of the book. The specific subject of the books, the cards for
which are not found in the catalogue, are determined by reading the title of book, but in cases where the specific subject is not clear from the title because of its misleading nature, the other parts of the books e.g. table of contents, book jackets, flap and book reviews are gone through.

After determining the specific subject of each book, the classification schedules and other aids are used for allotting proper class numbers. After allotting the class number the classifier assigns the book number using Table of Author number's (Two figures) After assigning call numbers to the document, subject headings are assigned using Sears’ List of Subject Headings, so as to help in preparation of subject catalogue cards for the same.

5.2.2 Cataloguing in DGSPRL

A shelf list is an essential component of the library's tools for access to its collection. Since it shows the material assigned to a particular classification number, it is an invaluable aid to classification; its classified arrangement makes it a substitute for a more elaborate classified catalogue. The catalogue system which is now followed by the DGSPRL is AACR second edition 1980. DGSPRL is cataloguing the documents according to dictionary and classified catalogue. The library prepares subject, author, title and series entries of a book. The catalogue is kept in card form in catalogue cabinetes. Cards are filed in the catalogue by following letter by letter alphabetization. After the book has been classified and catalogued certain further preparatory processes are carried out by library, before the books are sent to the shelves. These are:

1. One ownership slip containing information about name of library and university.
2. A book tag is also pasted normally on the spine of the book call number of the book, is written on it.

5.2.3 Number of Entries Prepared for Each Document

Users may approach a document through different access points i.e. subject, author, title etc. DGSPRL prepared three entries (subject, Author and title) for each document.

5.2.4 Processing Time

DGSPRL completes the technical treatment of books within a week to place them on the shelves for researcher's use.
5.2.5 Stock Verification

Stock Verification implies the physical check up of the books in a library. It helps in Stock Reactification, periodical shuffling, dusting of books and updating the library catalogue. It is useful for knowing the lost books and enables the library to replace the essential lost books. DGSPRL does not undertakes stock taking work regularly because it effects the users services and technical work of the library. Only once, stock taking has been done in 2012, due to some audit objections.

5.2.6 Binding

Books are bound to be damaged worn out when they are regularly used. The binding is good and regular care of books and periodicals. DGSPRL have separate binding unit. Binding and repair of old books and periodicals and other reading material is done by binding unit. All Punjabi Journals and news papers has been bound by binding unit in this library.

5.2.7 Lamination

This library have lamination machine. Many old manuscripts, rare books etc has been laminated.

5.3 Reader's Services

When the library material has undergone necessary preparational processes, it is ready for use. The basic test of quality of a library depends upon its ability to get into the hands of the reader a book one wants and when one wants it. William S. Dix suggests that this is the first principle, and that from it stem nearly all of the things we do or ought to do in libraries. Dix's principle has two corollaries which are particularly relevant to readers' services:́ '(a) library materials should be highly accessible and easily available for use by all members of university community ; and (b) assistance in the location of materials and in the use of the library for information and research should also be available.2

Readers come directly in contact with these services. Lancaster divides them as catalogue, shelf arrangement reference service, announcement/ dissemination, document delivery like reading facilities, circulation, copying and borrowing.3 In DGSPRL, Reader's services includes catalogue, shelf Arrangement, Reference Service, Announcements/ Dissemination, Document Delivery, Reading, Facilities, Xerox etc. These services are explained as under:
5.3.1 Catalogue

Catalogue is the place where the users are find the way of holding of the collection. The catalogue provides the information whether a particular document is available in the library or not. Catalogue must be located on central place. In DGSPRL, it is located on the ground floor at the entrance of library with adequate guides outside the trays. Catalogue of special collection is located on the second floor. Library staff guides the reader to see the catalogue from time to time.

5.3.2 Shelf Arrangement

In DGSPRL, the collection is under closed access. To help in browsing and locating book way guides, shelf guides are provided by DGSPRL. For the providing fast delivery facility to readers, shelf arrangement is carried out regularly.

5.3.3 Automation

Library has been considered for automation in 1995-96 when the amount 106500 has been provided for the computerization of Punjabi Reference Library. Housekeeping work was started with the help of university main library's computer section. Besides this the training has been provided for DGSPRL Staff. "LIBSYS" software has been installed to generate database in this library. DELDOS software was used for another database of Punjabi and English Books on Punjabi language & Literature, Punjab History & Culture and Sikhism.

Presently library have three computers. Out of these one is in the office of incharge, one is in general section for data entry and one is in special collection section for generating the data. Only housekeeping operations has been done in DGSPRL over the years. The project of digitization of manuscripts was started on 7.7.2008. Approximately all manuscripts has been digitized and a Digital Catalogue of manuscripts is available online.

5.3.4 Access System

In DGSPRL, all books are given to users to consult or read in the premise of its building. Any document in any collection can be used in the library premises. Due to closed Access system, users are not allowed to take books out of the library.

Another major function attached to the Readers' services is the access facilities of books to readers. In the open access system, the books are shelved in the book racks and the reader is free to walk amidst the book racks, browse and pull out books at will, dip into them and select what he wants. On the other hand, in a closed access system, all the books in the library are arranged in the locked almirahs. DGSPRL have
closed Access system. But all the books in this library are arranged in open racks not in locked almirahs, users are not allowed to go in the open stack area. Library staff issues the books to users on demands for consulting in the library premises.

5.3.5 Reference Services

There are many and varied reference books in the library's collection, which are used in carrying out reference services to readers. Important among them are: encyclopedias, dictionaries, handbooks, almanacs, directories, atlases, biographical reference books, indexes, abstracts, national and subjects bibliographies, union lists, guides to subject literature and guides to library resources. The reading community in a library may be catered with the following types of reference services.

1. Answering of queries
2. Reference Services
3. Readers Advisory Service
4. User's Instruction
5. Literature Search
6. Compilation of Bibliography
7. Documentation Service

DGSPRL provides initiation programme to its readers in the starting of academic session. This library is reference library, this is actively used by users till late evening. Library staff answering the queries by users through face to face and on telephone or mobile and email etc. Time to time, library giving the instructions for users to proper use of library services.

5.3.6 Announcement/Dissemination

DGSPRL giving such services to its users from time to time. It is found after consulting the annual reports of Punjabi University, this library was providing documentation and bibliographical services. These following services has been provided by DGSPRL.

1. Display of new Arrivals
2. Current awareness services
3. Reprography
4. Inter Library loan
5. Preparation of Bibliographies
6. Punjabi Press Index
5.3.7 Reprography

Photocopy service has made it very convenient for reader to take a copy of book required by him/her. It saves the reader's time. Users can get some pages of book for photocopied and take it home for consultation. DGSPRL is providing the photocopy services with the help of Bhai Kahan Singh Nabha Library because Xerox section is combined of both libraries.

5.3.8 Reading Facilities

A well planned library provides reading facilities to the users. An attractive reading area having comfortable seats with even and uniform lights is a source of inspiration for the reader for painstaking studies.

Table 5.1 : Reading Facilities in DGSPRL

<table>
<thead>
<tr>
<th>Services/ Facilities</th>
<th>Ground Floor</th>
<th>1st Floor</th>
<th>2nd Floor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reading Hall</td>
<td>Available</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>Reading Area for Bound Periodicals</td>
<td>NA</td>
<td>Available</td>
<td>NA</td>
</tr>
<tr>
<td>Reading Hall for Special Collection</td>
<td>NA</td>
<td>NA</td>
<td>Available</td>
</tr>
</tbody>
</table>

NA = Not Available

The table 5.1 shows that the reading area has been provided on every floor of library building. General reading area is on ground floor. Reading area for consulting bound periodicals and newspapers is on first floor and to consult the special collection reading facility has been provided on 2nd floor of the library. Three Research Carrels/ Rooms have been provided for Life Fellows of Punjabi University, Patiala.

5.3.9 Periodical Services

The periodicals contain the latest information, recent research and new currents of thought within them. The library gets 181 magazines and journals. These are displayed on the slopping shutters, which are made of wood. This service is very popular with the users.

5.3.10 Newspaper Services

One of the earliest function of libraries was to provide reading rooms in which newspapers were made available to majority of the scholars/students for current information and recreation. Following this tradition, the library makes available eleven newspapers. This is the most used service in the library. All old newspapers are preserved for consulting by readers.
5.3.11 Services which DGSPRL does not Provide

There are many services which a library is expected to render, but are not provided by the library, such as reprographic service, documentation/information service, Audio visual facility, translation service, Internet for users, E-books, E-Journals, etc.

5.3.12 Opening Hours

According to Dr S.R. Rangathan, "In no country where the law "books are for use" has taken root in public mind will any library be allowed to close till the majority of humanity go to bed and so cannot use it. Nor can it be kept closed after they rise from bed. Nor will any library be allowed to close on any day of the year not even on Sunday, even in Christian Countries. It is indeed considered criminal to close a library at any time when people can conveniently use it." But in practice the position varies from library to library, depending on the reading habits of the readers and availability of staff and resources.

5.3.13 Location

Location of every library is very important. DGSPRL is on the outskirts of Patiala city. But it is centrally located in its parent institution.

5.3.14 Working Hours

"The working hours of a university library do not constitute any service unit, yet they are very important. There is no standardization regarding opening hours of a university library. The library committee recommended that, "a modern library has to be kept open for long hours all the normal working hours of humanity say from 7 am. to 10 p.m. in our tropical conditions and our social habits.""

<table>
<thead>
<tr>
<th>Opening Days</th>
<th>Opening Time</th>
<th>Closing Time</th>
<th>Total Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday to Friday</td>
<td>9: 15 am</td>
<td>7.00 pm</td>
<td>10 hours</td>
</tr>
<tr>
<td>All Holidays and Saturdays</td>
<td>9: 15 am</td>
<td>5.00 pm</td>
<td>8 hours</td>
</tr>
<tr>
<td>Sundays</td>
<td>Closed</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

As per the table 5.2, DGSPRL remain open for maximum number of hours-10 in working days. During holidays and Saturdays this library is opened for maximum number of 8 hours, but during Sundays, this is closed. The opening and closing time is same in every season (summer & Winter). DGSPRL remains close on every Sundays and on the Occasions of Diwali, Holi, Birthday of Guru Nanak Dev Ji, Independence Day & Republic Day.
Table 5.3: Opening Hours in Working Days (1980 - 2014)

<table>
<thead>
<tr>
<th>Year</th>
<th>Opening time</th>
<th>Closing Time</th>
<th>Total hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>1980-1995</td>
<td>9:15 am</td>
<td>5.00 pm</td>
<td>8 hours</td>
</tr>
<tr>
<td>1996-2012</td>
<td>9:15 am</td>
<td>6.00 pm</td>
<td>9 hours</td>
</tr>
<tr>
<td>2013-till date</td>
<td>9:15 am</td>
<td>7.00 pm</td>
<td>10 hours</td>
</tr>
</tbody>
</table>

The table 5.3 shows that the Opening Hours in working days from initial stage to 1995, DGSPRL was opened for 8 hours only. In 1996 Its closing time has been changed and opening hours was increased to nine. As per user demands the opening time was increased to 10 hours from 2013.

5.4 BUILDING OF DGSPRL

Libraries grow much faster than even librarians realise, therefore the factor of future growth is to be given due weight. Keeping in the view the fifth law of library science "library is growing organism." the building of the library should be capable of future growth. The library building first of all should be functional and then graceful.

Dr. Ganda Singh Punjabi Reference Library started functioning in 1981. Initially the library was temporarily housed on third floor of Punjabi University main library building. In 1995 the construction of new building for the DGSPRL was partially completed and the Punjabi Reference Library has been shifted from main library to its own new building on January 1996. The foundation stone of the library building was laid by Dr Joginder Singh Puar Ex-Vice Chancellor on 01.01.1996. The building of this library is functional. The adequate and proper kind of lighting and ventilation is also available. The lighting in a library is glare free and shadowless. It does not cause eye strain and fatigue to readers there is an adequate number of fans and continuous supply of electricity.

Dr Ganda Singh Punjabi Reference Library is housed in an attractive building, which is centrally located on an area of 27100 sq. ft. and interlinked with the university library building. The main gate of DGSPRL is combined with Punjabi University Main library. The surroundings of the library are serene and the building has all the physical amenities including air cooling and air conditioning etc. To control the heat & air the windows are there and ventilation is therefore ensured. Punjabi writers, literary figures and a mural prepared by the Department of Fine Arts adorn the interior of this library. It is spread over three floors. Three stairs are provided in three corners of this building. Generally one stair is used by library and
other two stairs are reserved for emergency. One ramp stair with five feet width has been provided from ground floor to first floor for handicaps and Heavy transport.

5.4.1  Ground Floor

The most of the work area is concentrated on the ground floor. The ground floor has a magnificent reading hall which has a seating capacity of 100 readers. The general books, reference books, encyclopedia, dictionaries, yearbooks, subject bibliographies, current magazine and newspapers and other useful reference source have been placed in ground floor. On the ground floor, this building has three specified zones viz. the staff area, the stack area and the reading area. Stack area is over 2000 square feet spread. Presently, the incharge office, Acquisition Unit, Technical Unit, Data Entry Unit, Periodical Unit, Public Catalogue, DELDOS facility catalogue of Periodicals are placed on ground floor. Micro film reading room is on ground floor. There are nine rooms, two toilets (ladies & Gents) are has been provided on ground floor.

5.4.2  First Floor

The first floor housed with Binding Section and reading area for consultation of bound periodicals & newspapers. Since 1981, bound periodicals and newspapers have been placed on the first floor. There are eight rooms, two toilets (ladies & gents) are provided on First floor. Bound periodicals are placed in open area not in rooms. Reading area and binding unit are also in open area of Ist Floor.

5.4.3  Second floor

Special collection section have been placed on second floor of the Library building. The personal collections which are denoted by eminent scholars have been housed on second floor. There are seven rooms, two halls and two toilets on the second floor. Out of two halls, one is used for reading area and second is used for stack area. In this library ramp stairs is attractive feature of library building. Reading areas for users have been provided on every floor of the building. Twenty three rooms and two halls, six toilets has been provided in the building of DGSPRL.

5.4.4  CCTV Camras

In 2008 CCTV camras have been installed in DGSPRL for protection of library collection and to avoid the loss of books. These camras has been fitted on all three floors of the buildings of DGSPRL. These camras are reporting on the two screens of LCD, out of which one in librarians office and second is in the office of Incharge of DGSPRL.
5.4.5 Fire Protection System

During 2009, to control any mishappening by fire and electrical short-circuit, the fire protection system has been provided in DGSPRL. The facility of fire protection has been provided on every floor of the building of DGSPRL.

5.4.6 Wheel Chair for Handicaps

In 2008, the facility of wheel chair has been provided for the handicaps users of the library. Every day library staff helping the handicaps readers by wheel chair. Library staff pick up the handicaps users from the main gate of library by wheel chair and drop them after consulting the library.

5.4.7 Water Cooler and R.O. System

In DGSPRL, to giving the facility of cold and pure water for users and staff, the water cooler and R.O. System has been provided in Dr. Ganda Singh Punjabi Reference Library. This facility is available on the first floor of the building.

5.4.8 Library Furnitures, Shelving & Equipment.

The interior planning of any library has to take into account the layout of furniture, book stocks and other moveable equipments in order to ensure maximum efficiency in the functioning of the various departments of the library.

5.4.9 Shelving

In the planning of furniture and equipment of library, shelving has been given the first consideration, as it is basic and major item of expenditure connected with the internal equipment. The DGSPRL acquires a variety of reading material- books, periodicals pamphlets, newspapers, maps etc, and the shelving required to these material depends on their physical size, shape and weight. The standard size of book racks of 7’ x 3’ is used to stock the library books. The total number of book racks, in Dr. Ganda Singh Punjabi Reference Library for shelving purposes are 395. Out of which 104 in general collection section, 40 in bound periodicals and 251 in special collection section.

5.4.10 Periodical Display Racks

DGSPRL provides periodicals as an item of reading material. Unlike books, their sizes and ephemeral use require special type of display. So the modern trend is to display the periodicals on especially designed periodical racks, where space for display and storage is provided. For periodical display, DGSPRL has got seven racks. The size of periodical racks is 6’ x 5’.
5.4.11 Book Trolley

Everyday books have to be transported from the ground floor to First & Second floor, from Acquisition unit to technical unit, from technical unit to stack area and occasionally for arranging displays. So library have got one books trolley to relieve the assistants much of the tedium of book load transport from place to place in the library.

5.4.12 Almirahs

DGSPRL have got 35 godrej almirahs to procure the official files and manuscripts. Out of them 22 almirahs of the size 5' x 3', 8 almirahs of the size 7' x 3' and five almirahs of the size 4' x 2½'. Out of these 32 almirahs, eleven are in General Collection Section and 24 are in Special Collection Section.

5.4.13 Cardex Cabinet

DGSPRL has also got cardex cabinet. Its lengths is 2'2", Height- 2'2" and width 9". It helps to prepare the systematic record of periodicals.

5.4.14 Chairs

The seating accommodation in a library is an important item in the library building programme. A good number of wooden chairs are available in DGSPRL. Out of which 100 chairs are in reading area of ground floor, 20 chairs are in special collection section which are placed on IInd floor and 10 chairs are in reading area of bound periodical at Ist floor.

5.4.15 Tables

Availability of tables for reading area in the library is very important for readers to spread one's books and writing material. There are total 15 full size tables in different reading areas of DGSPRL. Out of them 12 tables of the size 8' x 4' are in reading area of ground floor, two tables of size 6' x 4 " are in special collection section and one table of size 6' x 4 ' is in reading area of bound periodicals and newspapers.

5.4.16 Card Catalogue Cabinets

Catalogue cabinet is quite a complicated piece of furniture in order to withstand heavy wear and tear: DGSPRL have got 12 wooden catalogue cabinets, out
of these 7 catalogue cabinets are in general collection and 5 are placed in special collection section. Out of these, 10 catalogue cabinets contain 36 drawers. And 5 catalogue cabinets contain 24 drawers.

5.4.17 Equipments

In addition to the forgoing items of furniture, library have miscellaneous equipments e.g. notice boards, book supports, side racks, foot steps, stools, microfilm projector etc. All of which increase the efficiency of library services.

5.5 USE OF DGSPRL

The library is a service institution. Its most important and basic concept is that of the service to the members, which is guided by the five laws of library science. The use of DGSPRL can also be measured by its user's number and the number of books that have been consulted by users over the years.

5.5.1 Growth of Users of DGSPRL (1983-2013)

The growth in number of users of DGSPRL has been described in the table 5.4. The maximum number 39150 of users consulted the library in 2014. The library was consulted by 103 users in 1983 which were minimum number of users. The library has been used by average 7018 users annually. Over the years, total 238596 user have used the library. As per this table and figure 5.1 maximum growth was 3870 (303%) of user's number in 2001 and minimum was 53 (1%) in 2002. The growth 1149 (16%) of users number has been found per year. The overall growth was positive over the years. During last decade (2001-2010) maximum 12289 average number of users and during the years (1991-2000) minimum 220 average users had consulted the library yearly. The information regarding uses of DGSPRL from 1981 to 1982, 1988 and 1990 to 1996 is not available.
### Table 5.4: Growth of Users of DGSPRL (1983-2014)

<table>
<thead>
<tr>
<th>Year</th>
<th>No. of Users</th>
<th>Growth of Users</th>
<th>Decadal Average of Users</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Increased/Decreased Users</td>
<td>% age</td>
</tr>
<tr>
<td>1983</td>
<td>103</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>1984</td>
<td>150</td>
<td>47</td>
<td>45.63</td>
</tr>
<tr>
<td>1985</td>
<td>405</td>
<td>255</td>
<td>170</td>
</tr>
<tr>
<td>1986</td>
<td>675</td>
<td>270</td>
<td>66.66</td>
</tr>
<tr>
<td>1987</td>
<td>715</td>
<td>40</td>
<td>5.92</td>
</tr>
<tr>
<td>1989</td>
<td>1811</td>
<td>1104</td>
<td>154.40</td>
</tr>
<tr>
<td>1997</td>
<td>300</td>
<td>-1511</td>
<td>-83.43</td>
</tr>
<tr>
<td>1998</td>
<td>280</td>
<td>-20</td>
<td>-6.66</td>
</tr>
<tr>
<td>1999</td>
<td>344</td>
<td>64</td>
<td>22.85</td>
</tr>
<tr>
<td>2000</td>
<td>1277</td>
<td>933</td>
<td>271.22</td>
</tr>
<tr>
<td>2001</td>
<td>5147</td>
<td>3870</td>
<td>303.05</td>
</tr>
<tr>
<td>2002</td>
<td>5200</td>
<td>53</td>
<td>1.02</td>
</tr>
<tr>
<td>2003</td>
<td>7766</td>
<td>2566</td>
<td>49.34</td>
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<tr>
<td>2004</td>
<td>17304</td>
<td>9538</td>
<td>122.81</td>
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<td>2005</td>
<td>25537</td>
<td>8233</td>
<td>47.57</td>
</tr>
<tr>
<td>2006</td>
<td>6950</td>
<td>-18587</td>
<td>-72.78</td>
</tr>
<tr>
<td>2007</td>
<td>11887</td>
<td>4937</td>
<td>71.03</td>
</tr>
<tr>
<td>2008</td>
<td>12050</td>
<td>163</td>
<td>1.37</td>
</tr>
<tr>
<td>2009</td>
<td>13045</td>
<td>995</td>
<td>8.25</td>
</tr>
<tr>
<td>2010</td>
<td>18000</td>
<td>4955</td>
<td>37.98</td>
</tr>
<tr>
<td>2011</td>
<td>20000</td>
<td>2000</td>
<td>11.11</td>
</tr>
<tr>
<td>2012</td>
<td>25000</td>
<td>5000</td>
<td>25</td>
</tr>
<tr>
<td>2013</td>
<td>25500</td>
<td>500</td>
<td>2</td>
</tr>
<tr>
<td>2014</td>
<td>39150</td>
<td>13650</td>
<td>54</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>238596</strong></td>
<td><strong>39055</strong></td>
<td><strong>16</strong></td>
</tr>
</tbody>
</table>

**Average Per Annum**

| Total Average | 238596 | 39055 | 16 |

Note: The Information regarding users of DGSPRL from 1981 to 1982, 1988 and 1990 to 1996 is not available.
Figure 5.1: Growth Rate of Users of DGSPRL (1984-2014)
5.5.2 Growth of Books Used in DGSPRL

In the table 5.5, the growth of books used in library has been explained in systematic and chronological order. Due to absence of data from 1981 to 1993, and 1995 to 1996 regarding the consulted books this period has not been included for growth of books used in DGSPRL. The growth of books has been examined on the basis of available data from 1997 to 2014 and 1994. The Maximum number 81000 of consulted books was in the last year 2014 and minimum number was 1500 during two years (1997 and 1998). Per year 15330 average number of consulted books has been measured over the years. The total 521229 books has been used by the users in the library. The figure 5.2 shows that the maximum 10144 (601%) growth of used books in 2001 and minimum growth 713 (0.95%) in 2013 has been found. Yearly 2332 (15%) growth of consulted books has been measured over the years. During the last decade (2001 to 2010) maximum average 21249 books and during 1991 to 2000 minimum average 803 books has been used by readers annually in DGSPRL.

Table 5.5: Growth of Books Used in DGSPRL (1994-2014)

<table>
<thead>
<tr>
<th>Year</th>
<th>No. of books used</th>
<th>Growth of Books Used</th>
<th>Decadal Average of Used books</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Increased/decreased consulted books</td>
<td>% age</td>
</tr>
<tr>
<td>1994</td>
<td>1700</td>
<td>-200</td>
<td>11.76</td>
</tr>
<tr>
<td>1997</td>
<td>1500</td>
<td>0</td>
<td>0.00</td>
</tr>
<tr>
<td>1998</td>
<td>1500</td>
<td>140</td>
<td>9.33</td>
</tr>
<tr>
<td>2000</td>
<td>1689</td>
<td>49</td>
<td>2.98</td>
</tr>
<tr>
<td>2001</td>
<td>11833</td>
<td>10144</td>
<td>600.59</td>
</tr>
<tr>
<td>2002</td>
<td>13000</td>
<td>1167</td>
<td>9.86</td>
</tr>
<tr>
<td>2003</td>
<td>15107</td>
<td>2107</td>
<td>16.20</td>
</tr>
<tr>
<td>2004</td>
<td>12920</td>
<td>-2187</td>
<td>-14.47</td>
</tr>
<tr>
<td>2005</td>
<td>10768</td>
<td>-2152</td>
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<tr>
<td>2006</td>
<td>11472</td>
<td>704</td>
<td>6.53</td>
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<tr>
<td>2007</td>
<td>17304</td>
<td>5832</td>
<td>50.83</td>
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<tr>
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<td>26070</td>
<td>8766</td>
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<td>2010</td>
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<td>27.77</td>
</tr>
<tr>
<td>2012</td>
<td>75000</td>
<td>6000</td>
<td>8.69</td>
</tr>
<tr>
<td>2013</td>
<td>75713</td>
<td>713</td>
<td>0.95</td>
</tr>
<tr>
<td>2014</td>
<td>81000</td>
<td>5287</td>
<td>07</td>
</tr>
<tr>
<td>Total</td>
<td>521229</td>
<td>79300</td>
<td>15</td>
</tr>
<tr>
<td>Average Per Annum</td>
<td>15330</td>
<td>2332</td>
<td>15</td>
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</tbody>
</table>

Note: The data from 1981 to 1993 and 1995-96 regarding the consulted books of DGSPRL is not available.
Figure 5.2: Growth Rate of Books Used in DGSPRL (1997-2014)
5.6 PROBLEMS

1. Lack of Internet Facility: The library does not have internet facility for users. Connection of internet has been provided in the office of incharge only. This lack effects the research work and library development.

2. Lack of Photocopy Facility: Photocopy unit is combined with the Photocopy unit of Punjabi University Main Library. It is not separate in the library premises. For photocopy facility, students go to main library (BKS NL). Absence of Xerox facility in library premise waste the time of users.

3. Entry Gate of DGSPRL: The main gate of DGSPRL is closed for any person. But only handicap users are allowed to enter by this gate. Generally all users enter in the library by the main entry of Punjabi University Main Library. So users feel uncomfortable to use the library. This problem affects the use of library and wastes the time of users.

4. OPAC not for Users: In modern time every person is involved in technology. Generally peoples are habitual to use computer for research purposes. But DGSPRL have not the facility of OPAC to users. Users & staff consult the card catalogue to find the needful documents. Time of users & staff, use of library, speed of research etc. are affected negatively due to this problem.

5. Lack of Opening Hours: Generally the Library is opened for ten hours in working days and 8 hours on Saturday and holidays. Users always demand for more time. They demand that library should be open for 12 hours in working days, Saturday, Sundays and holidays. Many times users have requested to the university authority for more opening hours.

6. Closed Access: Close Access is the main problem of users. They cannot enter the stack area of DGSPRL, without the permission of Incharge/Library. They can get the documents by the help of staff. Users give their demands regarding needful books to dealing staff. Then the staff give the books for consultation. Close access waste the time of users and affect the use of library. Generally users argues with the staff to enter in the stack area. They demand for open access.

7. Sound Pollution Near Library: Some times, functions are organised by staff/students near the library which disturb the scholars/users. Noise of the loudspeaker makes the sound pollution near the library. Many times, users demands to check the parties/functions near the library. But no solution has been made for this
problem. This disturbance affects the research work of researchers and the use of library.

8. **Lack of Staff**: The library does not have sufficient staff. The librarian, assistant librarian and other staff are deputed from university main library. Only 12 Staff members are provided in the budget. Less number of staff cannot provide the services properly. Lack of staff effect the technical and reader's services of library.

9. **Insufficient Funds**: Provision of funds is limited for DGSPRL. The library can not purchase all books which are published in Punjabi because prices are very high. Presently, plenty of publications are available in the market. But funds are insufficient. There are no provision of separate budget item for periodicals. Only three lakhs are provided in the budget, which is very low to purchase Punjabi Collection.

10. **Lack of Independent Charge**: DGSPRL is under the charge of university librarian. It does not have independent charge. Ex Librarian, S. Hakam Singh have recommended the independent charge for DGSPRL many time during his inchargeship. According to him, University librarian cannot give the full attention to developing the PRL. So PRL should have a own separate librarian who can make full time job for the growth of PRL. Lack of independent charge is the main reason of slow growth and development of the library.

11. **Space Problem**: According to Dr. Ranganathan's fifth Law "library growing organism" Library is a growing institution which requires the space for the material. Every year books, donor's collection, journals, newspapers furniture, etc are acquired by DGSPRL. Space is compulsory for these items. Now DGSPRL have approximately 1,65000 documents. Collection, furniture, and other equipments are growing regularly. But the present library building has a limited space.

12. **Absence of Future Plans**: Every institution can achieve targets on the basis of its future plans. But DGSPRL have not any future plan. Since the beginning of DGSPRL, it is growing with the routine works. There are many aspects which can be covered with future plan.

13. **Absence of Computer Laboratory**: DGSPRL has not separate computer laboratory. Only two computers are available in the library. Out of these one is in the office of incharge and second is for data entry. Only two computer are not sufficient for full automation of DGSPRL.
5.7 CONCLUSION

It is concluded that DGSPRL remain open for maximum number of 10 hours in working days and 8 hours during holidays and saturdays barring all sundays and on the occasions of Diwali, Holi, Birthday of Guru Nanak Dev Ji, Independence and Republic day. Technical services and reader's services are being provided in DGSPRL. But Some expected services are not provided such as reprographic in library premises, audio-visual facility, translation service, internet facility, E-books, E- journals etc. CCTV cameras and fire protection system have been installed for the protection of library and to avoid the loss of documents.

The library has been used by total 199446 users from 1981 to 2013. Per annum the average number of users has been found 6044 from 1981 to 2013 Maximum number of uses was 25537 in 2005. But maximum growth of users was 9538 in the year 2004. Growth of users was declined during three years 1997, 1998 and 2006. Generally number of users was increased since 1981 to 2013. Per annum average of used document was 13340 from 1981-2013. Maximum books has been used by users in the year 2013. Maximum growth of used book has been found 28776 for the year 2007. Number of used books have been declined during the years 1997, 1999, 2001, 2004, 2005. Generally growth of used books was increase from the year 2000 to 2013. Some lacks has been found such as facility of Internet, Photocopy, OPAC, Opening hours, etc.
REFERENCES


