Chapter 7
Comparative Study of The Libraries
CHAPTER-7
COMPARATIVE STUDY OF THE LIBRARIES

The comparative study of the two libraries can be examined fruitfully. The study of the two libraries depends upon the aims and objectives, strength of teachers, students, research scholars, others, their documents and information requirements, level of courses, and financial resources etc. and they play an important role in the provision of the use of services.

PART-A: LIBRARIES

7.1 Historical Development

(A) The National Library, Kolkata

The National Library, Kolkata is first of its kind in India. Its origin is traced to the former Calcutta Public Library, established in the first half of the 19th century. The Calcutta Public Library was established largely at the initiative of Mr. J. H. Stoquelar, the Editor of the Englishman. The nucleus of the library was formed by donations from private individuals and by transfer from the library of the college of Fort William of a valuable collection of books consisting of 4,675 volumes made at the instant of then Governor-General, Lord Metcalf. Prince Dwarakanath Tagore became the first proprietor of the Calcutta Public Library. The library was opened to the public on the 21st March, 1936 on the ground floor in the residence of Dr. F.P. Strong, Civil Surgeon. After being shifted for a short time to Fort William in July 1841, the Library was finally removed to the first floor of the Metcalfe Hall on the Strand Road. The Calcutta Public Library was unique in the sense that it was the first public library in this part of the country. The moving spirit of the library in its formative phase was Peary Chand Mitra, said to be the father of the Bengali novel, who
started his career as a Sub-Librarian and eventually came to be promoted as Librarian.

It was Lord Curzon who first conceived the idea of opening a library for the use of the public. He took note of two libraries with rich collections of books. The Imperial Library formed in 1891 by amalgamating a number of Secretariat libraries and the Calcutta Public Library. He decided to put together the rich collection of both the libraries and make them into one and available them to the reading public. The Imperial Library (Indentures Validation) Act was passed in 1902 and the reconstituted Imperial Library was formally opened to the public at the Metcalfe Hall on the 30th January, 1903 by Lord Curzon with the intention that it should be a library of reference, a working place for students, and a repository of materials for the future historians of India, in which, so far as possible, every work written about India at any time can be seen and read. The maintenance of the imperial Library was entirely the responsibility of the Government of India.

The first librarian, John Macfarlane used to be an Assistant Librarian of the British Museum prior to his appointment to the Imperial Library. After his untimely death, the famous scholar and linguist Harinath De's took over charge of the library, on the 22nd of February, 1907. Unfortunately this time too the library suffered grievously another untimely death. After Harinath De's death Mr. J.A Chapman assumed charge of the library on the 25th January, 1911. Mr. Chapman retired on the 1st December, 1930 and Khan Bahadur K.M Asadullah was appointed in his place. He continued as the Librarian till the 18th July, 1947.

Shortly after independence Sri C. Rajagopalachari, the then Governor General, suggested that the erstwhile home of the Lieutenant-Governors and Viceroy's the Belvedere - should be the future home of the National Library. Prime Minister Shri Jawaharlal Nehru and the Minister of Education, Maulana
Abul Kalam Azad, endorsed the suggestion. The library came to be renamed as the National Library in terms of the Imperial Library (Change of Name) Act, 1948. In the same year the collection began to be shifted to the Belvedere Estate.

On the 31\textsuperscript{st} March 1949, the four sons of Sir Asutosh Mukhopadhyay expressed their willingness to the Minister of Education to make a gift of the library left by the illustrious father to the National Library. This was enthusiastically accepted by the Minister of Education. In course of time many valuable gift collections like the Ramdas Sen Collection, the Barid Baran Mukherjee Collection, the Sir Jadunath Sarkar collection, the Prof. Vaiyapuri Pillai Collection were added to the library greatly enriching its impressive stock.

On the 1\textsuperscript{st} February 1953, exactly 50 years after the establishment of the Imperial Library, the institution celebrated its Golden Jubilee with the participation of a distinguished gathering of librarians, scholars and eminent citizens drawn from all walks of life when Maulana Abul Kalam Azad, Education Minister to the Government of India formally threw open the doors of the library to the public.

(B) The Khuda Bakhsh Library, Patna

The Khuda Bakhsh Library is located on the banks of the river the Ganga in the city of Patna. Its building is splendid. It is a unique repository of rare manuscripts for Arabic, Persian, Urdu, Turkish, Pustho, Hindi and Sanskrit and stands eminence for various other disciplines. Besides, it has rich and large collection of printed books which consist of both Oriental as well as Western languages. Especially old Urdu periodicals are an additional collection, which has made it more important. Another major area of its attraction is its collection of different schools of painting such as Mughal, Rajput Oudh, Turkish, Iranian and Central Asian.
The library is hundred years old. It has been named after its founder Mohammad Bakhsh (d.1876) was bibliophile who during his lifetime had amassed 1400 manuscripts with that collection he set up a modest library as *Kutub Khana-i-Mohammadiya*. His son Khuda Bakhsh (1842-1908) added more rare manuscripts which were left behind by his father Mohammad Bakhsh from his personal resources and efforts. The numerical strength reached up to 4000. Khuda Bakhsh dedicated the entire collection to the nation by a deed of trust. The library was formally inaugurated on 14th January, 1891 and was properly opened to public on 5th October in the same year. The growth of library was not stopped after the death of its founder in 1908. In December, 1969, the Government of India, through an Act of Parliament, declared it is an Institution of National Importance and from July 1970 it is being governed as an autonomous institution by Board of Management constituted by the Government of India with Governor Bihar as its *ex-officio* Chairman.

### 7.2 Library Staff

The staff strength is based on certain factors such as: size, collections, services, library hours, etc. The National Library staff and strength are 469, which that of the Khuda Bakhsh Library is 56. The staff strength of National Library is 8.37 times of Khuda Bakhsh Library.
7.3 Days and Hours of the Library

The National Library which provides readers services on 362 days of the year remains open from 9:00 a.m. to 8:00 p.m. on the five working days i.e. from Monday to Friday, and on Saturdays, Sundays and other holidays functions from 9:30 a.m. to 6:00 p.m. It remains entirely closed on national holidays i.e. the Republic Day (26th January), Independence Day (15th August), and Mahatma Gandhi’s Birthday (2nd October) every year. Whereas the opening hours of the Khuda Bakhsh Library vary for 8 hours daily from 9:30 a.m. to 5:30 p.m. throughout the year accept Fridays/Holidays. Friday remains closed in lieu of Sunday. While Curzon Reading Room is kept open for 12 hours a day (8:00 a.m. to 8:00 p.m.) throughout the year.

7.4 Membership

The lending membership of the National Library enrolment including the staff member, guest members, and students’ members during the session 2005-2006 was 40,903 while that of the Khuda Bakhsh Library was 1,677 in the year 2005-2006.

Fig. 7.2: Membership
7.5 Library Building and Other Physical Facilities Library Building

The National Library, Kolkata has many stages in the life. First it was Calcutta Public Library which was set up in 1836. In 1903 the Calcutta Public Library was named the Imperial Library and remained till 1948. In 1948 the name of the Imperial Library was once again changed to the National Library, to come over the colonial feelings. On 1st February, 1953 it was formally opened to the Public by the Union Education Minister, Maulana Abul Kalam Azad. The first extension to the existing building of the National Library was made in the form of an annexe by the Prime Minister Pt. Jawaharlal Nehru in 1961. The second foundation of an annexe was by Sm. Sheila Kaul in 1984. Shri Rajiv Gandhi inaugurated the “Prashasan Bhawan” and laid foundation of the “Bhasha Bhawan” in 1989. The Bhasha Bhawan took 14 long years in its completion. It is a six storeyed building. It is designed on modern architectural plan. It was inaugurated in 2004 by the Minister of Information, Broadcasting & Culture, Shri S. Jaipal Reddy. The total built up area covered by the National Library building is 62,325.157Sm. There are various sections and divisions in the library such as professionals, conservations and administrative divisions.

The Khuda Bakhsh Library, Patna was initially started in a double storey building in 1888 by its founder Mohammad Bakhsh. The Government of Bihar in 1938 made another building on the premises of the library and all books were shifted there. The problem of space due to the acquisition of large number of books was solved. The Government of India showed its generosity towards library by constructing another floor in the existing building in 1969. It was inaugurated by Shri Giani Zail Singh and opened to the Public on 12 February, 1983.

Due to the increasing humidity and temperature the fear was apprehended. To control the temperature for preservation of rare manuscripts Central Air Conditioning Plant was set up in 2000-2001 in
the Manuscripts Stacks and its adjacent areas. There is still lack of sufficient number of seats as well as shelving of documents/books. As for increasing seats and space the opinion of architects were sought but contradictory views were received. So the idea of increasing the seats and space in the present building was dropped. The problem remained unsolved. There are various sections and divisions in the library such as Acquisition, Technical, Circulation, Manuscripts, Periodical and other divisions.

The National Library has 814 reading seats and has adequate lighting arrangement because of a provision of generator system. It has drinking water, air coolers, and toilet facilities. While Khuda Bakhsh Library has 93 reading seats, and provision of generator system is available.

7.6 Library Budget

The budget allocation of National Library during the year 2005-2006 was Rs.19,80,00000, while the present maintenance budget of the Khuda Bakhsh Library was Rs. 60,705089.16 for the purchase of documents and others.

![Library Budget](image)
7.7 Library Collections

The National Library’s total collection of document is 24,02,579 volumes on 31.3.2006, while Khuda Bakhsh Library has 2,80,123 volumes on 31.3.2007.

Fig. 7.4: Library Collection

7.8 Lending Section

Lending books for home use is major service of the library. During the period of 2004-2005 the National Library issued 7,634 books for home use, while in next year 2005-2006 it issued 10,575 books. Whereas Khuda Bakhsh Library provided 4,634 books to its members for home use in the year 2004-2005, while the next year in 2005-2006 it issued 4,484 books only for home use.
7.9 The Delivery of Books Acts

The total collection of documents in the National Library of Kolkata acquired through Delivery of Books Acts was 10,09,182 on 31 March, 2006. The Khuda Bakhsh Library is lacking this facility of acquisition of books.

7.10 Periodicals

Total numbers of periodical collection of the National Library till 31.03.2006 were 1,57,491. But Khuda Bakhsh Library subscribes 105 periodicals in one academic year.
7.11 Manuscripts

The total numerical strength of the manuscripts in National Library collection recorded till 31.03.2006 was as 3,227, whereas Khuda Bakhsh Library acquires 169 manuscripts in a year.

7.12 Non-Books Materials

The National Library has acquired total number of non-book materials i.e. 1,02,550 in 2005/2006, whereas Khuda Bakhsh Library has acquired total number of non-book materials i.e. 169 in 2005-2006.

![Graph of Non-Book Materials](image)

Fig. 7.7: Non-Book Materials

7.13 Technical Services

The National Library follows Dewey Decimal Classification (DDC) Scheme since 1954. The four editions of DDC i.e. 16th to 19th, have been used for assigning class number of books. Cutter's Three Figure Author Table is used as guide to assign author marks. The Library cataloguing system follows AACR-1&2. For uniformity and consisting in subject headings, the Subject Headings are used in the Dictionary Catalogue of the Library of Congress. In case of the Khuda Bakhsh Library above said tools are used for processing of the documents.
7.14 Preservation Division

From the analysis of the annual reports of these both libraries, we came to know the Preservation Divisions are responsible for the physical preservation and maintenance of the study materials. The other function of this Division includes the physical verification, selection, bibliographic examination of damaged and loose items, and preparation of binding specifications as well as re-labeling of reconditioned items. Besides these division reconditioned the items and made them available for the users. This also imparts training officials/workers deputed from other organizations time to time.

The National Library’s this Division in the year 2005-2006 has performed these activities: 7,190 volumes physically checked, 2,576 binding specification slips prepared, 6,728 volumes bound, 7,329 volumes mended, 358 register bound, 1,325 brittle and damaged leaves restored, 6,728 periodical volumes bound, 2,143 volumes lettered and 360 rare books bound. In the likewise event, the preservation Division of Khuda Bakhsh Library carried the similar works as these are: 129 manuscripts repaired & bound, 2,981 books repaired and bound, 16,578 numbers of folios of manuscripts and printed books restored and given curative treatment and 2,345 books and manuscripts fumigated.

7.15 Reprography Division

The Reprography Division of the National Library is responsible for preparing microfilm/xerox/electro fax copies of research materials available in the library and supplies them to scholars and institutions on payment of low charges. The various data show the output of the Division during the year 2005-2006 such as (15 rolls) microfilm negative, (35 rolls) microfilm positive, (1,09410 prints) photocopying, (2,615 copies) microfilm reader printer copy, (50 rolls) microfilm processing and editing, (6,354) copy done in DTP machine, and (165) orders executed for microfilm. In case of the
Khuda Bakhsh Library, photostate copies of printed material and microfilms or printouts of manuscripts are also furnished on demand. During the year 2005-2006 under reprography of documents such as (10,471 exposures) microfilms/printouts of manuscripts supplied and (9,998 exposures) xerox copies of printed books were supplied.

7.16 Reference Service

During the year 2005-2006 the total numbers of users benefited by this reference service were 8,725 in National Library, whereas in Khuda Bakhsh Library the maximum numbers of users in the year 2005-2006 were 1,479 approx. who utilized this service. So far as research scholars and readers are concerned 1,93,640 users in National Library attended and Khuda Bakhsh Library 16,415 users were from India and abroad who utilized the library services. In the National Library 180 queries were replied by post while in case of Khuda Bakhsh Library 998 queries were replied by post.

7.17 Library Automation

A Computer Center was set up in December 1987 at the National Library, Kolkata. The Library uses MINISIS for bibliographical control of library operations, and CDS/ISIS is practiced to create databases for special areas or subjects. The Library has developed a standardized chart of diacritics for automated bibliographic services for Indian languages. The computerization programme is moving slowly. During the period 2003 library has initiated the retrospective conversion of over 2.5 million bibliographic records of the National Library as available in the Roman script in printed form. Another in card catalogue forms into MARC 21 format and Bar-coding as well. In case of Khuda Bakhsh Library, it has transferred the descriptive catalogues of its manuscripts on CD-ROM. The compilation of OPACs for all the printed material has been under active
consideration of the library for sometime. During 2004-2005 a pilot project of retrospective conversion of 15,000 printed books was entrusted to an outside agency. During the same year a pilot project was checked and finally approved. Work on the project started again from January 1, 2005 and 1,45,873 books were catalogued by March 31, 2006. The Khuda Bakhsh Library also utilizes LibSys Software for automation of the documents.

7.18 Publications

The National Library has been active in publishing retrospective European and Indian languages catalogues. It has published a few volumes in this series. The other volumes include the printed catalogues of the Calcutta Public Library, the Imperial Library and the National Library. There are eighteen volumes of bibliographies including 'Index Translationum Indicarum', bibliography of dictionaries and encyclopedias in Indian languages and Bibliography of Indology. A series of general publications of thirteen volumes has been published, including Author Table of Indian Names, which was brought out as an alternative to Cutter's author table. Since 1984, it has published thirty one brochures, including the National Library of India, 1903-1978: A Pictorial History. In case of Khuda Bakhsh Library, research oriented Journal was started in 1977. Its periodicity is quarterly, published regularly without any break, containing research articles in Urdu, Persian, Arabic, Hindi and English languages. During the year 2004-2005 under review fourteen publications in Urdu, English and Hindi and also four issues of Khuda Bakhsh Library Journal were brought out.

7.19 Indian National Bibliography

The Indian National Bibliography (INB) is the officially sponsored authoritative classified record of current Indian publication, except the ephemera, in all the fourteen Indian languages (Assamese, Bengali, Gujarati
Hindi, Kannada, Malayalam, Marathi, Oriya, Punjabi, Sanskrit, Sindhi, Tamil, Telugu and Urdu) recognized by the Indian constitution, and in English. Issued from 1958 as a quarterly and from 1964 as a monthly, this bibliography is also cumulated annually. In Khuda Bakhsh Library there is no provision like INB services.

7.20 Services

The National Library provides the following services to its readers: Circulation, Reference, Bibliographic, Reprographic, CAS/SDI, Newspaper Clipping Indexing/Abstracting, ILL, Internet, E-Journal and Translation Services. The Khuda Bakhsh Library in addition to these also provides Newspaper Clipping service. Photocopying services provided by National Library is both on commercial as well as non-commercial basis while the Khuda Bakhsh Library provided it in a restricted manner. Same is the case with other services also. The ratings of service provided by National Library are more comprehensive and efficient in comparison to the Khuda Bakhsh Library.
PART-B: USERS STUDY

7.21 Data Collection and Size of Sample

Data regarding collection, physical facilities especial uses of services provided by National Library, Kolkata and Khuda Bakhsh Library, Patna collected through questionnaire from various categories of users of National Library and Khuda Bakhsh library are as follow:

Table: 7.1 Size of sample of different categories of users

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Categories of users</th>
<th>National Library</th>
<th>Khuda Bakhsh Library</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>No. of users included in the study</td>
<td>% age</td>
<td>No. of users included in the study</td>
</tr>
<tr>
<td>1</td>
<td>Undergraduates (UG)</td>
<td>162</td>
<td>30</td>
</tr>
<tr>
<td>2</td>
<td>Postgraduates (PG)</td>
<td>27</td>
<td>05</td>
</tr>
<tr>
<td>3</td>
<td>Professional Courses (PC)</td>
<td>180</td>
<td>34</td>
</tr>
<tr>
<td>4</td>
<td>Other Categories (OC)</td>
<td>72</td>
<td>13</td>
</tr>
<tr>
<td>5</td>
<td>Faculty Members (FC)</td>
<td>72</td>
<td>13</td>
</tr>
<tr>
<td>6</td>
<td>Research Scholars (RS)</td>
<td>27</td>
<td>05</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>540</td>
<td>100</td>
</tr>
</tbody>
</table>

Fig. 7.8 Size of Sample
7.22 Frequency of Visit to the Library

The frequency of visit of the users is higher in comparison to the Khuda Bakhsh library. In National Library 40.25% users visit the library 2-3 times in a week, while 17% users visit the Khuda Bakhsh library 2-3 times in a week. In the same way 50.67%, 1.67%, 0.83%, and 6.66% users visit the National Library daily, once in a 15 days, once in a month and occasionally. In case of the Khuda Bakhsh library 77% and 06% users visit the library daily and occasionally. The comparison reveals that National Library is used more than Khuda Bakhsh Library.

![Diagram showing frequency of visit comparison between National Library and Khuda Bakhsh Library]

Fig. 7.9: Frequency of Visit

7.23 Purpose of Visit to the Library

The purpose of visit by the users in both the libraries is same. The difference is in the degree or extent of purposes. For example in the National Library, 30% users visit for professional, 40% academic, 7% preparation for competitive examinations, 8% recreational, 10% reference and information service and 5% for other purposes while in case of the Khuda Bakhsh Library the percentage of users are 19%, 33%, 31%, 2% and 13% respectively for above mentioned purposes.
7.24 Library Hours

84% users are satisfied with the library hours of the National Library and feel that these are adequate because library is kept open from 9:00 am to 8:00 pm 11 hours on the five working days i.e. Monday to Friday, and on Sundays and other holidays library function from 9:30 am to 6:00 pm. It remains entirely closed on the national holidays i.e. the Republic Day (on 26th January), Independence Day (15th August) and Mahatma Gandhi’s Birthday (2nd October) every year. Only 16% users are demanding extension of the library hours. In Khuda Bakhsh Library 68% users are satisfied with the library hours quite adequate because library is kept open on an average for 7.5 hours daily (9:30 am to 5:00 pm in a six days in a week) throughout the year accept Fridays and other holidays. While Curzon Reading Room is kept open for 12 hours daily from 8:00 am to 8:00 pm throughout the year and 32% users are demanding extensions of library hours.
7.25 Reservation of Documents

The facility to get the document reserved is available in the both libraries. 71.5% users of the National Library are of the opinion that library provides the facility to get the document reserved; while in case of the Khuda Bakhsh Library 26.75% users obtained this facility.

7.26 Library Location

86% users are satisfied with the location of the National Library and feel that Central Location of a library promotes the use of books, while in case of the Khuda Bakhsh Library 77% users are satisfied with the library location.

7.27 Rating of the Information Sources

The National Library rated periodical as 'good' the percentage of users being (73%). Books/monographs ‘excellent’ (83.5%), dissertation theses ‘below average’(33%), conference proceedings, symposia, i.e.(36%), Indexing/abstracting periodicals (35%), bibliographies(49%) and formal sources (44%) are rated as an ‘average’ and reference books (55%) as of ‘good’ category. In case of Khuda Bakhsh Library books/monograph (94.5%), periodicals and reference books (94%) are rated as ‘excellent’ dissertation/ theses (44.5%) and conference proceedings symposia, etc. (42%) are rated by the users in the ‘average’ category, while(56%) indexing/abstracting periodicals and (56.5%) formal sources are rated under the category of ‘good’. The user’s view reveals that the collection of the National Library is balanced in general of ‘good’, while collection of the Khuda Bakhsh Library is ‘excellent to average’ category.

7.28 Documents Location

Document consulted by users of the both libraries are same. The difference is in the degree or extent of uses of document for example in the National Library 49% users are consulting the library catalogue, 19% by
assistance of library staff, 16% searching the shelves himself, 13% taking the help of friends/colleagues and 3% of others. While in case of Khuda Bakhsh Library the percentage of users are 54%, 14%, 22%, 09% and 10% respectively for above mentioned methods.

![Diagram of Document Location]

**Fig. 7.11: Documents Location**

### 7.29 Document Searching Through Catalogues

Facilities to get the document searching through catalogues are available in the both libraries. Generally access to such records is through four elements such as title, author, subject and call number. 54% users of the National Library search element to get the actual document records by title, 61% by author, 82% by subjects, 21% by call number, and 3% by other methods, while in case of Khuda Bakhsh library 54% by title, 57% by author 59% by subject 14% by call number and 37% by others methods.
7.30 Use of Documents

An awareness of the different types of reading materials which normally found in a library’s possession is necessary from the users’ point of view. It helps them to recognize and select the types of documents which are used mostly and suit them. Both the libraries provide documents’ uses by the users. In the National Library 29% users are using fiction (novel short stories etc.), non-fiction (42.5%), 19% religious document, 34% historical, 20% biographical, 35% pure science, 32% technology (applied science), and 14% others documents. In case of the Khuda Bakhsh Library the average percentages of users are 30.5%, 22%, 18.5%, 61%, 36.5%, 29%, 49%, 23% and 18.5% revealed the documents from the same sources respectively.
7.31 Utilization of Language Materials

The users in the both the libraries are aware about the utilization of language material provided by the library. In case of National Library users materials as English 94.5%, Hindi 46.6%, Urdu 5%, Bengali 77.5% Sanskrit 4%, Malayalam 2%, Russian 2% and others 6%, while in case of Khuda Bakhsh Library the average percentage of utilization of language materials are 95%, 99%, 44%, 2%, 10% and other 0.6% respectively.
7.32 Types of Services Known by the Users

In case of National Library 63% users are aware about Circulation, 62% about Reference, 39% about Bibliographic, 30% about Reprographic, 27% about CAS, 26% about Newspaper Clipping, 25% about SDI, 27% about indexing/abstracting, 12% about Internet, 6% about Online Journal/CD-ROM, and 3% about ILL and Translation services, while in case of Khuda Bakhsh Library the percentage of users for respective services are 90%, 79% 65%, 39%, 83%, 60%, 36%, 41%, 39%, 18% and 1% respectively.

![Diagram showing library services]

**Fig. 7.15: Library Services**

7.33 Users Awareness about the Documents

The users in the both the libraries are aware about the document. In case of National Library 100% users are aware about the books, 69% periodicals, 29% manuscripts, 8% e-documents, 2% and 1% others documents and audio-visual cassettes, whereas in case of Khuda Bakhsh Library the percentage of users for respective documents are 94.5%, 71.5%, 29.5%, 16%, 6% and 0.66% respectively.
7.34 Users Satisfaction with Reference Librarian

25.5% users of the National Library rated the efficiency of Reference Librarian under 'excellent' category, 54% users have rated under 'good' category, and 20.5% rated under the 'poor' category. In case of the Khuda Bakhsh Library an average 67% users of Reference Librarian rated under 'good' category and 33% users have rated under 'excellent' category.

7.35 Users Satisfaction with Rules and Regulation of the Libraries

67% users are satisfied with the rules and regulation of the National Library whereas, in the Khuda Bakhsh Library, 84% users express their view that library has provided sufficient service to the users.

7.36 Use of Online Public Access Catalogues (OPACs)

Only 7% users use OPACs of the National Library and feel that users are unaware about the OPACs, while in the Khuda Bakhsh Library 17% users use OPACs.

7.37 Problems Faced By Using of the OPACs

2% users of the National Library are the problems faced by the use of OPACs, and are demanding that library should be provided numbers of
computer for the users. In case of Khuda Bakhsh Library 6.33% users are faced the problems by using the OPACs.

7.38 Tackle the Problems by Use of the OPACs

The users in both the libraries tackle the problems by the use of OPACs. In case of National Library users (2%) take the help of library staff and (22%) take the help of colleagues/friend, while in case of Khuda Bakhsh Library users (4.8%) take the help of library staff and (1.5%) take the help of colleagues/friends.

7.39 Library Facilities Impressed by the Users

A great need is felt by the users in the two libraries for library facilities impressed by the users of the National Library such as 83% library collection, 31% document borrowing, 6% computerized circulation, 18% reprographic, 4% browsing, 5% OPACs, and only 5% CD-ROM/E-Journal. Whereas in case of Khuda Bakhsh Library the percentages of users are 96.6%, 41.6%, 26%, 24.3%, 22.5%, 6% and 2% revealed the information from the same sources respectively.

![Fig. 7.17: Library Facilities](image)
7.40 Reading Facilities

The National Library users (100%) are satisfied with the library space facilities of the National Library and feel that these are adequate, while in the case of Khuda Bakhsh Library (45%) users are dissatisfied with the space facilities because there was no adequate space.

7.41 Satisfaction of Users with Infrastructure Facilities

Users' satisfactions with infrastructure facilities are important because reader's dissatisfaction means that the service provided by the library is not good. In the National Library, 80% users are satisfied with the furniture, while 76% users are satisfied with the Khuda Bakhsh library furniture. In the same way National Library is satisfied with 95% lighting, ventilation and toilet, 81% drinking water, and 96% cleanliness. In case of Khuda Bakhsh Library users are satisfied with infrastructure facilities like 76% furniture's, 96.6% lighting, 92.6% ventilation, 80% drinking water, 95.5% cleanliness and 85% toilet. The comparison reveals that National Library is used more than Khuda Bakhsh Library.

Fig. 7.18: Infrastructure Facilities
7.42 Behavior of the Library Staff

In both the libraries the staff behaviour has been rated by the users as follows: In National Library 9.5%, 43%, 16% and 31.5% of users have rated the library staff as 'excellent' 'good' 'fair' and 'average' respectively. In Khuda Bakhsh Library the average percentage of users of same categories have been rated this staff as 55%, 28%, 3.5% and 13.5% respectively.

7.43 Use of Internet

The users in the both the libraries use the Internet services being provided by the library. In case of National Library 17.75% users are aware about the Internet services are being provided by the library. Whereas in case of Khuda Bakhsh Library 40% users are aware about the Internet services.

7.44 Frequency of Internet Use

The frequency of visits of the Khuda Bakhsh Library users is higher in comparison to the National Library. In Khuda Bakhsh Library 68.3% users use the Internet daily, while 4% users use the Internet National Library daily. In the same way 5% and 6.5% users use the Internet in the National Library 2-3 times in a week, once in a week and 2 to 3 times in a month respectively. In case of Khuda Bakhsh Library 10.6%, 12.6%, 2.5% and 7.3% use the Internet 2 to 3 times in a week, once in a week, 2 to 3 times in a month and once in a month respectively. The comparison reveals that Khuda Bakhsh Library users used Internet more than National Library.

7.45 Purpose of Internet Use

The purpose of Internet used by the users in both the libraries is same. The difference is in the degree or extent of purposes for example in the National Library 15% users use Internet for accessing the information speedily, 12% for study research purpose, 11% for career development and
8% for entertainment, while in case of Khuda Bakhsh Library 14.6% users are using Internet for accessing the information speedily and 15.3% for study research purpose. 20.6% and 7.3% users are using Internet for career development and for entertainment purposes.

Fig. 7.19: Purpose of Internet Use

7.46 Adequacy of Online Database Services

89% users of National Library are of the opinion that online database services are adequate, while in Khuda Bakhsh Library 85% users expressed their views that online database services are also adequate.

7.47 Satisfactions with Overall Functions of the Library

10%, 47%, 23%, 9.5%, 4% and 6.5% users of the National Library as rated the library as ‘excellent’, ‘good’, ‘fair’, ‘very poor’ and no opinion category respectively. The users of the Khuda Bakhsh Library also rated in similar manners i.e. 33.4%, 53%, 12.4%, 1% and 0.6% user’s categories respectively.
Fig. 7.20: Satisfaction with Library