Chapter-8

Findings & Suggestions
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The analysis given in the previous chapters and suggestions put forth by different categories of readers i.e. students undergraduates, postgraduate, etc. research scholars, faculty members and others users during the data collection through questionnaires, interviews and observation methods have helped to formulate the finding and offer suggestions to improve the usages of library services provided by the National Library and the Khuda Bakhsh Library. These are discussed below:

(A) The National Library, Kolkata

1. The National Library, being located quite close to respective faculties of Calcutta University places of residence, is easily accessible to the users. They avail the facility extensively. It has been noticed that 86% users are satisfied with the location of the library and feel that central location of library assists the use of documents.

2. The present building of the National Library was established in the first half of the 19th century with the provision of separate reading rooms having a total capacity of 814 reading seats. Latest building was inaugurated is the 'Prashasan Bhawan' and the foundation stone of the Bhasha Bhawan was laid in 1989. The Bhasha Bhawan took 14 long years in its completion. It is six storeyed building. It was inaugurated by the Minister of Information and Broadcasting & Culture, Shri S. Jaipal Reddy in 2004. That remitted the paucity of space. It has been suggested that computerization of library as
well as weeding out unused collection should be made, so that more space could be available, so as to maximize the use of the library collections.

3. The National library remains open from 9:00 a.m. to 8:00 p.m. on all working days (five days basis i.e. Monday to Friday) and on Saturdays, Sundays and public holidays, except for three National holidays library functions from 9:30 a.m. to 6:00 p.m. It is therefore, suggested that all the section of the library must be opened for maximum hours to ensure the optimum use of the library collections.

4. It is recorded that the budget allocation of National Library, during the year 2005-2006 was 19,80,00000 rupees. It is suggested that the budget of the library should be enhanced properly to remove the difficulties faced the library acquiring the books.

5. It is found that the total number of document collections in the National Library recorded till March 2006 is 24,02,579 volumes. The National Library has also received publications under the Delivery of Books Acts that is 10,09,182 volumes during 2005-2006. It is suggested that library should arrange more multiple copies of documents in all fields. Books of latest edition should be acquired. Library should also acquire more reference sources to satisfy the needs of the users.

6. The National Library is subscribing periodicals from very beginning and now has a good collection of it. In the year 1947 the total number of periodicals received by the library was limited to 336. Consequently by the amendment of the Delivery of Books Acts which was implemented in 1956, the library became entitled to receive one copy each of all newspapers published in the country. This resulted in the increase of the collections of
periodicals in the library. The library has 1,57,491 periodicals till 31March, 2006. Therefore, it is suggested that more journals should be subscribed by the library keeping in view the needs of the researchers.

7. In Rare Books Division, valuable materials of the library are preserved, properly stacked and served to the readers and research scholars. In the year 1947-1948, the numbers of non-books materials 40,561 are available. But during the last five decades the library acquired total number of microfilms materials that was 1,02,550. The Rare Books Division also preserved the manuscripts. It is found that 3,600 rare and historically important manuscripts in different languages had been increased. The xylograph preserved by H.E. Dalai Lama was also preserved in this Division. The total number of manuscripts collection is 3,227 till 31March, 2006. It is suggested that library should acquire more non-books material as well as manuscripts to satisfy the increasing demand of the users.

8. It has been found that 54% users have rated the efficiency of Reference librarian staff under ‘good’ category, whereas 25.5% users have rated as ‘excellent’ category, and 20.5% users have rated the library staff as ‘poor’ category. It is suggested that librarian should be efficient, polite and have co-operative nature.

9. It has been found that most of the users have rated the information sources for example 83.5% books/monographs come under ‘excellent’ category, while 73% users have rated periodicals/journals under the ‘good’ category. Further followed by 55% reference books were rated as ‘good’ 49% bibliographies and 44% formal sources have been rated under the ‘average’ category, whereas 36% conference proceedings and 35% indexing/abstracting periodicals, have been rated under ‘average’
categories. It is suggested that library should arrange more multiple copies of documents in all fields. More journals should be subscribed by the library keeping in view the needs of the researchers. Library should acquire more audio-visual material for teaching and research requirements. The last but not least library should also acquire more reference sources to satisfy the needs of the researchers.

10. Library has limited resources but unlimited requirements. However, library faces a lot of financial problems due to high cost of documents, equipments, staff salaries and services etc. It has been suggested that library should adopt Zero Based Budgeting System (ZBBS), library should start services such as translation, bibliographical on commercial basis.

11. It has been noticed that majority of the users visit the library daily, while the percentage of users who visit the library once in a month is less and most of the users visit to the library for academic pursuits. Though it is suggested that library should make an arrangement to provide nascent information to the visitors.

12. On the basis of the analysis it is found that majority of the users are of the opinion that the numbers of membership cards issued by the library for borrowing books at a time are adequate i.e. 60%, whereas low percentage of users are of the view that membership cards are inadequate i.e.40%.From the above survey results it looks that 60% members are satisfied with the borrowing card policy of the library whereas 40% disagree. In the light of the above facts. I would like to suggest that library should make the issuing policy more satisfactory/users' friendly.

13. It is found that 71.5% users get facility i.e. reservation of documents. It is suggested that library should provide more service
regarding reservation of documents. Reservation of documents services should be extended up to undergraduate level.

14. It is examined that majority of users are satisfied with location of documents for consulting the library catalogue, whereas 19% users are taking help of the library staff and 16% searching shelves themself. It is suggested that the system of library catalogue should be fully computerized. It helps the visitors obtain information quickly.

15. It is observed that majority of the clientele search their required documents through catalogues by subject, whereas 61% users are searching the documents by author’s name. Therefore, I would like to apprise that library’s catalogues should be computerized retrieval system for books and updated it regularly.

16. It is found that non-fictions are the most used by users whereas pure science, fine arts, historical, technology, fiction (novel, short stories etc.), biographical and religious documents are of least use of them. It is suggested that library should arrange more multiple copies of documents in all fields specially Science & Technology. Documents of latest edition should be acquired on priority basis.

17. It is evident that large number of the users of the National Library use English language (94.5%), Bengali (77%), whereas Sanskrit, Malayalam, Russian are least of users choice. It is suggested that regional relevant scripts should also be provided.

18. It is recorded that 32% users are not satisfied with the existing library services. Users are aware about the services provided by the library but the users basically know four or five services not all the services provided by the library. In case of Translation Service, Inter Library Loan (ILL), E-Journal/CD-ROM, Internet Service
and Indexing/abstracting services it is known 03%, 06%, 12% and 27% users, whereas services like Circulation, Reference, Bibliographic, Reprographic, CAS Newspaper clipping and SDI Service are known by 63%, 62%, 39%, 30%, 27% and 26% respectively. It is therefore, suggested that there should be no restriction for photocopying from various Encyclopedias, because it is beyond financial reach of scholars/researchers. There should be no restriction as to the quantity or volume of the Xerox and there must be easy approach for getting those needed. Timing of issue and return counter should be extended. ILL should be extended to all types of users’ at large scale.

19. A permanent section should be established near the entrance, entitled ‘May I Help You’ or ‘Enquiry’. This section should have facility of telephone, few important reference sources etc. The timing of this section should be at least 12 hours from 8:00 a.m. to 8:00 p.m. throughout the year including Saturdays, Sundays and holidays. Library should maintain the user needs profile. Translation service should be introduced in English as well as in national languages and vice versa.

20. Majority of the users prefer to use books as their first choice whereas their second and third choices are Periodicals and Manuscript respectively. The rate of use in e-documents and non-book materials recorded a very low percentage. It has been suggested that library should take serious efforts to collect the all publication and printings under D.B. Act. The use of periodicals by the scholars is comparatively less even though periodicals are the carriers of nascent research output in any field. Display of current periodicals and local information services focused on periodicals can improve the situation. Library should be encouraged to set up
freely accessible institutional repositories of their full text articles and publications subject to copyright restrictions.

21. However more than half of the users are of the opinion that the use of OPACs provided by the National Library system are inadequate to meet their required information, and only very few users are face the problem as well as take the help of library staff by using the OPACs. It is suggested that access to every document in a library should be possible through a proper system of OPACs.

22. The majority of the users are satisfied with the infrastructure facilities of the library from cleanliness as their first choice whereas their second and third choices are lighting, ventilation, toilet and drinking water facilities respectively. The rate of satisfaction with infrastructure facility like furniture’s recorded a very low percentage. In order to promote the use of books it is advised to have a functional building with provision for pleasant, natural and electrical light, soothing interior, good-looking furniture, comfortable chairs and other such facilities. Glasses should be kept on the acquaguard so that users can drink water.

23. It is found that the behaviour of the library staff i.e. 43% rated as ‘good’ whereas 31.5% rated as ‘average’ and 16% rated as ‘fair’. The rate of the behaviour of the library staff i.e. 9.5% as ‘excellent’ recorded as very low percentage. It is therefore, suggested that library staff should be attentive, cheerful, and careful for books and readers. Library staff should also render helping hand to the readers. Library staff should therefore take keen interest in assessing the needs and requirements of their readers.

24. Majority of the users are not aware about Internet service provided by the library. Most of the users in the National Library have a
tendency to use Internet service two to three times in a month and most of the users depend on Internet Service because of quick access of relevant information through Internet. It has been suggested that users training programme should be essentially made compulsory to navigate various Internet resources i.e. e-journals/e-books etc. Library should have one notice board on which information regarding latest website of the journal must be displayed with their addresses. The timing of the Internet Service should be extended till library remains open.

25. It is found that the satisfaction with overall functions of the library is good as well as fair as most of the users gave response in this regard. It is therefore, suggested that the National Library should provide all books, periodicals, etc. published in the country. Internet and xerox service should be provided at low cost to the users. Library hours should be extended. There should be separate ‘Readers Corner’ to exchange and discuss matters. There should be a particular ‘Smoking Zone’ for smokers.
(B) The Khuda Bakhsh Library, Patna

1. The Khuda Bakhsh Library is located in the centre of city in Patna (Bihar). A central location of the library saves the time of the reader; conveyance is easily available from all direction. The study has clearly shown that 77% users are satisfied with the location of the library and seems that central location of a library promotes the use of books, whereas 23% users are not satisfied with the location of the library because a calm quite and distantly located place is the right place for opening the library.

2. The present building of the Khuda Bakhsh Library was constructed in 1888 with the provision of separate reading rooms having a total capacity of 93 reading seats and a double storey book tower. But now, it has become inadequate due to manifold increase in the number of users and collection in course of time and it is suggested that library should go in for extension of the present building, providing adequate facilities and sufficient space for reading rooms and collection development. Computerization of library as well as weeding out of unused collection should also be made, so that more space could be available, so as to maximize the use of the library collection.

3. The Khuda Bakhsh Library provides Curzon Reading Room facility from 8:00 a.m. to 8:00 p.m. throughout the year including Fridays, Saturdays, Sundays and public holidays, except for three holidays of national importance and on the occasion of foundation day (2nd August). However, main sections of the library open from 9:30 a.m. to 5:30 p.m. on working days only. During these hours lending activities are done. It is suggested that all of the sections of the library should be extended by an hour.
4. From the annual reports of the various years, Khuda Bakhsh Library came to know that in the year 1974-1975 its total collection of document was 97,400 but in the last 30 years the collection has increased up to 2,80,123, to satisfy the emergency demands of the readers. Library should take different activities such as: (i) Library should arrange more multiple copies of documents in all fields. (ii) Books of latest edition should be acquired, (iii) More journals should be subscribed by the library keeping in view the needs of the researchers, (iv) Library should acquire more audio-visual materials, and (v) Library should acquire more reference sources to satisfy the needs of the users.

5. The Library’s total number of periodical subscribed during 2005-2006 was 105 titles. From the survey of the annual report of different years, we came to know that the periodicals subscribed by the Khuda Bakhsh Library are not satisfactory and adequate to the needs of the scholars. The Khuda Bakhsh Library has to subscribe more periodicals in this fast growing literature in different branch of knowledge.

6. Library has a rich collection of manuscripts of Arabic, Persian, Urdu, Sanskrit, etc. languages. Large numbers of manuscripts available in the library have been donated by well known personalities and some of the manuscripts have also been purchased by the Library. During 2005-2006 the number of manuscripts subscribed by the library has increased i.e. 169. It is therefore, suggested that more manuscripts should be subscribed by the library keeping in view the needs of the researchers.

7. The Library has built up a comprehensive collection of non-books documents of eminent personalities. It is noticed that the growth in number of non-books material subscribed during 2005-2006 was
169. It is suggested that library should acquire more non-books material under Research & Development programmes.

8. It is observed that reference service provided by the Library during 1999-2000 to 2005-2006 was 50,211 to 29,087 respectively. It is therefore suggested that reference service should provide vocational guidance to readers under advisory and counseling services. It is equally important to acquaint.

9. It is clear from the analysis that 67% users have showed their satisfaction about the Reference Librarian as 'good' only 33% users have shown satisfaction of the library staff as 'excellent'. An efficient staff is required for better services to the readers. It is suggested that library should conduct orientation programme for new staff. Readers, staff meeting and group discussion on the various aspects of the library should be encouraged. The professional staff should be deputed to attend the workshops/seminars/conferences and refresher courses.

10. The success or failure of a library depends upon its collection of information sources. From the user's point of view the excellent collection is one which covers as many subjects as possible. Since users from different sections of the academic community consult different types of material i.e. books, periodicals, reports conference proceedings, manuscripts etc., the collection must be adequate in all respects to make it more user-friendly. But the present study reveals that the rating of information sources i.e. books/monographs 94.5% reference books and periodicals, 94% are rated under the 'excellent', whereas indexing/abstracting periodicals 56%, bibliographies 66%, formal sources 66.5% rated under the category of 'good' and dissertation/theses 44.5% and conference proceeding (42%) are rated under the 'average'
category. It is suggested that library should have a well drawn up acquisition policy with the involvement of the users of different categories to build up a really representative collection of the documents or periodicals useful for education and research.

11. Library has limited resources but unlimited requirements. Therefore, library faces number of financial problems due to budget cut, high cost of documents, equipments, salaries and services etc. It is therefore, suggested that to fulfill the needs of the readers in view of the limited financial resources, the library may undertake the various measures: (a) Library should adopt Zero Based Budgeting System (ZBBS), (b) Library should start services such as bibliographical, translation on commercial basis, (c) Library should share resources in the areas such as document resources, staff training, communication of information, and processing of the material, etc. with other libraries in nearby towns.

12. The study shows here that the majority of the users frequently visit the library almost daily; while many others visit the library 2-3 times in a week is the second choice. The users show very low percentage i.e. occasionally. Majority of the users visit library for academic purposes while 31% visit for preparation of competitive examination. The least number of users visits for recreational and other purposes. It is suggested that the library should provide latest information to the users such as books, newspapers/periodicals, manuscripts and other reading materials.

13. On the analysis it becomes clear that 63% users are of the opinion that the number of membership cards provided by the library are adequate, while 37% users are not satisfied with the library cards and demand more books at a time.
14. It is clear after the analysis that majority of the users i.e. 73.25% are not aware of the reservation of documents, whereas 26.75% users get facility of reservation of documents. It is suggested that the library should provide more reservation of document service to the users.

15. Technical staff should adopt methods that ensure organization of material in the library in a manner that is most helpful to the users in gaining access to documents that are new. This can be done by classification and cataloguing. It has been indicated that 54% users are consulting the library catalogues, while 22% of users are searching the shelves themselves. Thus 14% users admitted that they locate the document of library with the assistance of library staff, while 9% use library resources by taking the help of friend/colleagues and 1% others.

16. The analysis of the data reveals that 54% users search elements to get the actual documents records by title, by author 59%, by subject 59%, by call number and others 14% respectively.

17. Similarly, library catalogues in the library have been assessed as cumbersome since too many cards are filed in the catalogues cabinet which makes it crowded and difficult to consult. Sometimes cards are found missing, the users are very often disappointed with the library catalogue as it indicates the existence of documents as untraceable by the staff. Therefore, it is suggested that library catalogues should be updated and library should develop a computerized retrieval system for documents.

18. The analysis reveals that average 61% users of all categories are aware about the historical resources of the library. While 49% users are using the pure sciences to satisfy their information needs. The data also reveals that an average 36.5% used the library for biographical
resources, whereas 30.5% used the fictions (novels, stories, etc.). It was found that only 23% users use library for technology, 22% users use for non-fictions, 18.5% others and religious documents from the library. It is therefore, suggested that library should be linked to various local national and international network systems for the sharing of the resources of different libraries.

19. The investigator observes that most of the users are of the opinion that they are satisfied with the utilization of Hindi language resources i.e. 99%, while 95% users use English language as their second preference. Data also reveals that 44% of the users use Urdu, 10% Sanskrit and 2% respondents use Bengali language. It is suggested that the size and nature of the collection should reflect the local requirements. The library should also acquire information of local relevant languages.

20. It is clear from the analysis that most of the users are aware about library services i.e. 91%, whereas only 9% users are not aware about the library services. The study also analyses that the users are aware about the services provided by the library but users basically know four or five services not all the services provided by the library. In case of Inter Library Loan, CD-ROM/E-Journal, SDI service, Internet service, Indexing/abstracting, Translation and Reprographic service, it is known by only 1%, 18%, 36%, 39%, 44%, 46% and 39% users, while services like circulation, CAS, reference, bibliographic and newspaper clipping is known by 90%, 83% 79%, 65% and 60% respectively. However, it is suggested that library should issue a monthly quarterly bulletin/newsletter for the readers detailing various activities of the library. A periodical review to determine the needs of users and effectiveness of services should be conducted by library. A
pamphlet containing information regarding the rules and regulations, size and type of the collection of various services, provided by the library, should be given to the new users. Extension services should be provided for women, children, senior citizens and physically challenged persons.

21. From the present data it is clear that 94.5% users of all categories use books, while 71.5% users use periodicals/journals. Further followed by 16% e-documents, 6% audio-visual materials and 0.66% other types of documents. It is therefore, suggested that library should acquire more e-documents and audio-visual materials for teaching and research requirements. Library should arrange more multiple copies of documents in all fields. Books of latest edition should be acquired. More journals/periodicals should be subscribed by the library keeping in view the needs of the research scholars, and library should acquire more reference sources to satisfy the needs of the users.

22. It is clear that 83% users are not satisfied with uses of the Online Public Access Catalogues (OPACs). When using of the OPACs 6.33% users are facing the problems and only 4.8% users take the help of library staff, whereas 1.5% users take the help of colleagues/friends to tackle the problems using the OPACs. It is suggested that library should organize users' orientation programme for uses the OPACs/e-documents.

23. On the analysis it becomes clear that majority of the users i.e. 96.6% lighting, 95.5% cleanliness, 92.6% ventilation and 85% toilet are satisfied with infrastructure facilities of the Khuda Bakhsh Library, whereas 80% drinking water and 76% furniture's are satisfied with the library users. It is suggested that rubber sheet
or linoleum should be laid down in reading halls to reduce the noise.

24. Most of the users in the Khuda Bakhsh Library for instance 52% users have rated the behaviour of library staff as ‘excellent’, 28% have rated ‘good’ and 13.5% ‘average’, but 3.5% users also rated the behaviour of library staff as ‘fair’. An efficient staff is required for better services to the readers. It is suggested that efficient and well behaved staff should be acquired.

25. The study reveals that most of the visitors of Khuda Bakhsh Library are well acquainted with Internet searching. The users prefer to Internet services, which has quick access and relevant information, are obtained easily. Eighty five percent users are satisfied with the database services. So, it is suggested that library should start a short training course for the users as well as for its staffs, which will help them to provide services on fast track basis.

26. The analysis reveals that majority i.e. 53% users of all categories are satisfied with the overall function of the library as ‘good’, whereas 33.4% of users rated as ‘excellent’, 12.4%, 1% and 0.6% users are not satisfied with overall functions of the library. It rated ‘fair’, ‘poor’ and ‘very poor’. It is suggested that the library should make arrangement for sufficient number of seats in each sections and divisions to ensure maximum use of its collection. The reading space for research scholars and faculty member should be separated for that of other users. Library should acquire more reference sources to satisfy the needs of the users.
Areas for Further Studies

The present study is carried out the help of several variables i.e. the growth of teaching and non-teaching staff, infrastructural facilities, funds, document collection, utilization of libraries etc. The study covers growth, development and use of National Library, Kolkata and Khuda Bakhsh Library, Patna. Still certain areas are there where further study can be carried out. They are as follows:

1. The study can conduct to find growth, development and use of different libraries in India as well as other countries.
2. The study can extend to whole of the countries.
3. The same study can also be extended to the University libraries.
4. To carry out research on the same specialized national libraries in India as well as other countries.