CHAPTER 6

CONCLUSION AND SUGGESTIONS

6.1 Findings

The present study has helped to explore the collection development process of traditional and e-resource collection and the nature of application of ICT in the libraries of technical institutes of Assam. There is a bright prospect for the collection development policies in the libraries of technical institutes of Assam provided ICT is applied. Library professionals in the libraries of technical institutes particularly the libraries of polytechnic institutes are facing problems towards developing their collection and to apply ICT due to lack of supporting role of parenting authority. Lack of funds/grants, infrastructure are some of the important factors which are responsible for slow implementation of ICT. The libraries of technical institutes cannot serve its users without having necessary collections of both traditional and e-resources and band of enthusiastic workers.

Collection development is the backbone of all library services. The library with big collections without new procurements of reading materials cannot provide adequate services to its users. It should, however, be ensured that the stock of documents should be adequate and up to date to cater the educational needs of the users. In order to assess the need of potential users, survey should be conducted at regular interval. These surveys would help to assess, establish the needs, interests and the demands of all groups of users.
This study is quite essential for planning the library systems and services. Being the technical institutes, the librarians must be acquainted with the nature of resources available in the world along with the appropriate channels.

In the study made here, a number of observations and conclusions have been drawn and they are summarized below with reference to the stated objectives in the preceding chapter (Chapter-1).

**Objectives-1 To reveal the present status of total collection availability in the libraries of technical institutes under the study.**

Collection means the holdings of materials. The total holding of libraries of engineering institutions has been shown in Table 5.8 and Figure 5.1, it has been observed that majority numbers of libraries of engineering institutions have a total collection of less than 20,000 and two numbers of libraries namely AEC and JEC have a collection of above 50,000. It is found that AEC having the highest number of total collections (59253), followed by JEC library (59160). The NITS library has least number of collections (10920). Some of these technical institutes are newly established where having the less total collections.

As seen from the Table 5.9 and graphical representation of polytechnic institutions (Figure 5.8), it is revealed that NP library has the highest number (27,239) of total holdings, followed by AEI library (26702). RGP library has the least number of total collections (6033).

It is found from the tables that the document collection of libraries of engineering
institutions is quite good and reflecting good results compared to polytechnic institutions. The libraries of polytechnic institutes are not purchasing new editions of books and journals regularly due to lack of specific budget. As such it is a distant dream for the libraries of polytechnic institutions of Assam to have on line resources and institutional repositories.

**Objectives-2 To assess to what extent users are satisfied with the collection and services of technical institute libraries.**

Library is essentially a service institution and all the collections developed, infrastructure built up and personnel appointed are to serve as a base for providing effective services to its clientele.

Table 5.6 shows that all the libraries of technical institutes (Engineering Institutions) studied are found to be providing circulation service and reference service.

Regarding the provisions of other services varies from libraries to libraries. Out of 7 libraries, 5 numbers of libraries (71.4%) provide photocopying service while 2 numbers of libraries (28.6%) do not provide this service. CD-ROM database service and selective dissemination of information service to their users are provided by 2 numbers of libraries (28.6%) while other 5 nos. of libraries (71.4%) are not offering the same. Document delivery service is not offered by any library. Except one library (14.3%), all other libraries are not offering abstracting and indexing service. While one library (14.3%) has e-books service, other 85.7% libraries (6 nos.) do not make provision for the service. E-journals service and reservation service is done by 4 libraries (57.1%) while others 3
libraries (42.9%) have not. OPAC/ Web OPAC service is offered by 3 numbers of libraries (42.9%) while others are not offering the same. Current awareness service is offered by 71.4% libraries (5 nos.) and bibliographic service is provided by 2 numbers of libraries (28.6%).

Table 5.7 shows that all the libraries of technical institutes (Polytechnic Institutions) studied are found to be providing circulation service and reference service. Four numbers of libraries (44.4%) provide photocopying service while 5 numbers of libraries (55.6%) do not provide this service. Except ATI others have not CD-ROM databases. Six libraries (66.7%) have reservation service, while others 3 libraries (33.3%) have lack the facilities. Current awareness service is provided by 5 libraries (55.5%), while others do not make provision for the service. Others services are not provided by the polytechnic institutions.

Presence of respondents in all the libraries who consider the collection as poor is a peculiar feature. It is difficult to explain the reason as to why they have categorized the collection as poor when it is being rated very good and excellent overwhelmingly. May be that those who do not visit the libraries frequently have been unsuccessful in understanding the strength of the collection. However, minor variation in rating does not influence the result.

On observation, it is found that some of the services provided by the libraries are not regular in nature.
**Objectives-3 To understand the application of modern Information and Communication Technology (ICT) in the libraries of technical institutes.**

ICT is useful in a great extent. ICT can be used in libraries and information centers for the development of new information services and computerization of library services. It is useful for improving productivity and efficiency of library services effectively, e.g. provision of quality information, saving the space using the electronic storage, improving of cooperation in sharing of resource etc.

It is seen from analysis made in chapter 5 (Table 5.38) that all the libraries of engineering institutions have internet connectivity and library software. It is seen from Table 5.39 that the libraries of polytechnic institutes except AEI and ATI, all other libraries have not internet connectivity and not a single library using any library software.

In the survey, it is found that for creating and maintaining a database, all the libraries of engineering institutions use different types of software. Most of the libraries are using SOUL software. It is found that the libraries of polytechnic institutes are not having library software in use now.

The application of Information and Communication Technology (ICT) during the last few years has been phenomenal. It has been implementing on every sort of human life. In the library also, the use of ICT and its popularity is increased numerously. It is observed from the Table 5.35 that 57.1% (4 nos.) respondents from different libraries of engineering institutions opined ICT facilities are adequately available and 3 libraries (42.9%) respondents find ICT facilities are inadequate.
It is also found that all the libraries of engineering institutions are providing CD ROM searching and photocopying services. Out of seven numbers of engineering institutions, 6 libraries (85.7%) are providing on line service in their libraries. Only two libraries (28.6%) of engineering institutions having the on line reservation service, others are not having the service.

On the other hand, none of the respondents from libraries of polytechnic institutions opined that their ICT facilities are adequate.

**Objectives-4 To study the prospects of library consortia for effective resource sharing.**

With the advent of internet, all types of libraries have started forming consortia to provide common access to electronic resources across the internet. The main reasons for forming a library consortium is to improve information resources and services to the library users and to gain financial benefits. The standardized policy in collection development and bargaining power of a consortium can help to reduce cost of documents. Shared subscription to electronic resources is the main activity of a library consortium and it can be a viable solution in order to increase the access to electronic resources across institutions at a lower cost.

The consortia based subscription can be successfully deployed to meet the pressures such as diminishing budget, increased user’s demand and rising cost of electronic resources. The collective strength of consortia members facilitates the libraries
to get the benefit of wider access to electronic resources at affordable cost and at the best
terms and conditions.

Table 5.40 shows that all the libraries of engineering institutions have been using
different library software in their libraries. It is observed that only DBCET and RSET
library is participating in INDEST-AICTE consortium to access various kinds of e-
resources for their users.

**Objectives-5 To suggest suitable measures for adoption of collection
development in ICT based library and information centre.**

There is a great impact of ICT on the functioning of all types of libraries. The
services of libraries of technical institutes have been drastically changed due to the
impact of ICT to serve its academic community. It has become imperative to have an
understanding of the prospects of application of ICT in libraries of technical institutes of
Assam and also the impact of the attitude of library users and library professionals toward
ICT so that appropriate measures can be adopted to improve the services in a better way.

The e-resources which are being subscribed by the libraries should be periodically
evaluated in the basis of their usability and decision to be taken either to continue or to
cancel the subscription to those e-resources through conducting user’s survey in time to
time. The libraries should subscribe more and more e-resources through national and
international consortia those are easily available in market.
Strategies for enhancement of library fund should be developed to develop library collection. A part of the subsidiary account should be kept for ICT related purposes including acquisitions/up-gradation of existing hardware and software as well as maintenance and training.

The state government should evolve a state policy through Directorate of Technical Education on ICT use in the libraries of technical institutes and to allocate more grants to purchase computer and other accessories to modernize the libraries specially the libraries of polytechnic institutes.

Considering the importance of the study made and its positive impact in the days to come and also the professionalism involved, three hypotheses was proposed as cited in Chapter 1. On completion of research work, the three hypotheses are tested and results are discussed below.

**Hypothesis-1 Collection development in the libraries of technical institutes is affected mainly due to shortage of fund.**

Budgeting is very important task performed in any kind of library. The library personnel make plans for utilizing the library fund for the whole year when the new session starts. It is observed that a few libraries provided information regarding their yearly fund requirements. Regarding library budget in last four years i.e. from 2009-2010 to 2012-2013, out of seven libraries of engineering institutes, only AEC library (14.3%) maintain library budget as illustrated in the Table 5.34.
Regarding libraries of polytechnic institutions, there is no regular or specific budget for each financial year. Table 5.32 and Table 5.33 (Chapter-5) also depict that main barrier for collection development of engineering and polytechnic institutions is financial problem. Hence the hypothesis is been tested positive.

Hypothesis-2 Because of shortage of qualified manpower, the libraries of technical institutes have not been able to adopt ICT for collection development and to extend modern services.

The availability of total nos. of library staff is playing always an important role to extend different services effectively to its users. Of the libraries studied (Engineering Institutions), 6 libraries (85.7%) opined that they have manpower shortage and only one library (14.3%) opined that they have no manpower shortage (Table 5.32). On the other hand, all the polytechnic institutions have no sufficient nos. of staff to manage the library activities.

ICT is changing the work of libraries and information centers. More than ever, the libraries of Assam also need this technology. An increased number of users, a greater demand for library materials, an increase in the amount of material being published, new electronic formats and sources, and the development of new and cheaper computers are some of the reasons for the growing need for ICT in Assam. Because of shortage of qualified manpower (Table 5.32 and Table 5.33), almost all the libraries are facing acute situation for adopting the ICT to extend the modern services.
Hypothesis-3 Lack of weeding out policy is a major barrier in collection maintenance of the libraries of technical institutes in Assam.

Weeding out documents aspect is very difficult task in the collection development policy. Weeding out policy is an important component of collection development policy. Weeding out documents means removing documents which are found not useful or not serviceable from a library. It saves the space problem. Only one library (14.3%) of engineering institutions as shown in Table 5.30 opined for weeding out, but others 85.7% (6 nos.) libraries never planning for weeding out their unused collection.

None of the libraries of polytechnic institutions are planning for weeding out their unused collection (Table 5.31). Due to lack of weeding out policy, all the libraries are facing space problem and maintenance. Hence the hypothesis-3 is also been tested positive.

6.2 Conclusion

Collection development is vital activity of any library. Providing an up-to-date, adequate and balanced collection both qualitatively and quantitatively to meet the ever changing needs of the user community effectively is the primary duty of any library. Therefore, collections of every library must be consciously developed to meet academic and research demand of its unique and diverse community of its users. Librarians should have the attitude and interest to increase collections both textual and electronic which one is suitable for their libraries.
It is observed that very few libraries of technical institutes framed the collection development policy for development and management their traditional and e-resource collection. However none of these libraries have written policy statement for the above. Collection development policy gives certain guidelines to build a rich collection, so it is necessary for all libraries. It defines the collection building and establishes objectives of a particular library. It is a power to implement and to express the relationship of a collection development to the objectives of the institutions. In order to coherence, a collection development policy must be written one.

A written collection development policy is an indispensible tool for guiding all activities like planning, budgeting, selecting and acquiring library materials. The policy can also be useful in determining which material should be weeded out or should be removed from the main collection either for record or for transfer to storage. Collection building has to be done on the basis of average academic background of its users. The selection, acquisition, organization and presentation of materials should be based on the users survey conducted in the libraries of technical institutes. As far as possible, unnecessary duplication of documents should be avoided.

Libraries of technical institutes should have skilled and professional staff to undertake the collection development and management activities. Of the libraries studied (Engineering Institutions), majority numbers of libraries (85.7%) opined that they have manpower shortage (5.32) and all the libraries of polytechnic institutions having manpower shortage (Table 5.33) to maintain their regular job. The collection has no meaning in absence of right person to deal with the library materials. The libraries of
technical institutes have no proper budget provision for smooth running of the library. Since IT is playing an important role in the library, separate budget is to be provided which is still lacking in the libraries of technical institutes. Of the 16 libraries of technical institutes under the study, no library has been found to follow a standard policy for acquisition and also for weeding out of their resources. Whenever the resources are not being properly selected, it will be more difficult to find out the right information to right users.

On analysis of the data, it is found that libraries are not properly equipped with computer. OPAC facilities too are not up to date. Users are not acquainted with the e-resources to get their information due to the lack of ICT facilities in the libraries. The mindset of the librarians should be changed to cope up with the needs of the present ICT situation. It is necessary for libraries of technical institutes to cope up with the latest technology so as to meet the 21st century’s challenges.

The unique problems of collection development are - acquisition of irrelevant books, abnormal price rise, wrong selection policy, weeding policy, etc. It is found that all the libraries of engineering institutions have the printed journals collections. On the other hand, out of 9 libraries of polytechnic institutions, 7 numbers of libraries (77.7%) have the printed journal collections while others two libraries have not such type of collections (Table 5.9). Thus it is observed that regularity is not maintained in the libraries of polytechnic institutions so far journal subscription is concern. Subscription of journals are the most complex and peculiar in the library, choosing an agent, taking risk of huge advance payments, handling irregularly in supplies, transit losses, getting
extension of subscription period or refund for non supplies, checking prices, handling unconfirmed prices and supplementary invoices, promoting resource sharing disposal of duplicate and stray issue of journals which create a major problem. All these need adequate attention of the higher authorities.

In Assam, it is observed that there is wide variation in acquisition of books between different types of libraries of technical institutes and overall collection of these libraries is not satisfactory. Though everyone agrees that a written collection development policy is a must for any library, no standard book selection and acquisition method are being used in the libraries of technical institutes.

The application of ICT in libraries of technical institutes of Assam is not up to the mark and primary reason is the inadequate provision of funds and lack of right attitude towards collection development of the library. The application of ICT in the libraries depends on many factors like management supports, adequate financial resources, staff cooperation etc. and also lack of adequate training facilities and absence of ICT education in the State for the library professionals. Though fund does not permit to purchase sufficient books and journals for the libraries, it is required for the libraries to join the proper consortia and networking to overcome the problem of collection development through resource sharing. Besides, in most of the libraries of technical institutes, the number of staff is not sufficient.

It has been observed from the study that without up to date technological innovation in the libraries of technical institutes, it is impossible to deal with the ever
increasing information needs of users’ community. Library professionals irrespective of age have to learn how to seize and exploit technology as a strategic tool in information management. It is utmost important to orient themselves with new technology from time to time.

It is observed that not a single library is conducting users’ study regularly in their libraries. The librarians should make users’ study at regular intervals which will help them to set up policy, make decisions regarding a balanced collection. It will be in fitness of things of the libraries to procure and provide more electronic journals including full text databases.

It is considered that the users in general and the scholars in particular, familiar with electronic information sources and services, should be motivated and encouraged to use more and more of these electronic sources in the library. Thus the selection of electronic sources on the internet necessitates the knowledge of major internet resources tools such as the www, telnet, ftp, etc. so that the users in general and the research scholars in particular of the technical institutions can access the electronic resources available through internet and e-journals through subscription. It is also felt necessary for the institutions to increase the skills of their personnel.

The regular interactions with on-site users will enable them to have a clear understanding of the needs and problems of users, so that their needs may be fully taken care of.
The resource sharing and networking of libraries have become necessity today on account of growing mutual independence to face the situation created by explosion of information and ever accelerating technology. The need for the technical institute libraries are growing day by day. To overcome the impediment it is necessary to go for networking and resource sharing.

Maximum utilization of the resources does not depend only on good number of books and other resources but also on their proper arrangement in order to provide easy access and satisfaction level to the users which is more important and essential. The libraries of technical institutes are facing many problems in the organization and management such as budget, library staff, collection development, library services and facilities like CAS and SDI services, translation service and air conditioning facilities, application of automation in libraries, CD-ROM databases and absence of participation of national and international databases and networks, organization of reading materials and reading facilities. The lack of these facilities creates many problems in terms of access to, use and optimum utilization of library resources. This requires organizational support and proper atmosphere which must be created to meet the information needs of the readers more efficiently and effectively.

Digitization has become an efficient function of the libraries. It is necessary to introduce digital libraries for better library services particularly for distant library users and to ensure 24x7 library services. From the study, it is revealed that the use of internet for library and information services is very less. ICT-based resources and services in majority of the libraries are poor. The electronic resource used by the common users is
the e-mail. Users are not satisfied with the application of ICT in their libraries. The findings of this study have provided useful insights for libraries of technical institutes in Assam to take appropriate strategies in a rational and systematic manner to increase the infrastructure and also the use of ICT for library operations and services.

The library management of these libraries of technical institutes in Assam should need to review their policies instead of heavily depending on traditional information resources such as books and journals. Proper attention may be given for collecting digital resources. The higher authority should arrange timely training of staff and users in regard to ICT-based resources and services.

Moreover, it is necessary to make dedicated efforts to prepare themselves for the future. Development is a continuous process. It is the responsibility of the professionals to apply new and relevant technology in the libraries. The activities must be done in the context of the changing environment in the world and need of library users.

The success of any library is dependent upon the holdings of the library to a great extent. A balanced and relevant collection to the users is always needed. In view of explosion of knowledge, the library professionals of the libraries of technical institutes should think of a library which can be really a sheltering place for all the categories of users of knowledge. Therefore, collections duly selected by the library staff should not only cater to the needs of the present generation of the users but also it should be lighthouse of knowledge to guide future generation of information seekers.
The study humbly concludes that most of the libraries of technical institutes in Assam need proper collection with adequate ICT infrastructure including hardware and software. Besides, as already stated the library staff should be trained properly to handle the resources available in their respective libraries.

6.3 Suggestions

On the basis of the above analysis and feedback received from the respondents, the following suggestions are put forward for improving the library collections and services in the libraries of technical institutes of Assam:–

- Considering the need of the users, a balanced collection should be developed.
- A proper book selection policy at state level should be developed to ensure right information to the right users at the right time.
- To honour the time of the users, proper ICT should be adopted in organization, dissemination and delivery process.
- In view of information explosion particularly in science and technology, it is beyond the capability of a single library to be self sufficient to meet the users need. Hence, all the libraries of technical institutes of Assam should make sincere attempts to have resource sharing facilities by way of networking and local consortia and also to join national consortia.
- The top authorities of libraries of technical institutions should make all out efforts to develop the manpower fit for ICT based modern libraries.
➤ The study also found that weeding out of documents is a crying need of the hour though no library has given serious thought to it. So this study humbly suggests the higher authority to make a policy of weeding out the documents having no relevant with the courses of studies which will solve space problem as well as help the librarians in day to day management affairs.

➤ Frequently required and rare collection should be digitized, also librarians should make sincere attempt to procure digitally born documents which will be useful for library users.

### 6.4 Scope for Further Study

Libraries and Information Centres are continuing as meeting and learning places and are playing an important role among the users. While suggesting/identifying the areas to be studied for furthering the result of the present work, it is strongly suggested for building up balanced collections comprising of basic textbooks, reference books and e-resources is to be developed on scientific lines.

However, the study suggests further research work in the area. This will not only be of interest, but also of useful to reveal new knowledge in this field.