CHAPTER – 5
FINDINGS AND SUGGESTIONS

5.0. Overview:
Based on data analysis certain findings were drawn and are presented in this chapter. Data was collected from Guru Nanak Dev University, Punjabi University and Panjab University. All the three universities have central and varied number of departmental libraries in their university library system. There are varying library practices in each unit of university library system of three universities. Interpretation of collected data is presented in the tables 1 to 86 in chapter 4 of this study and observations and suggestions of it are discussed in the present chapter along with indication of table or table numbers of chapter 4 in brackets.

5.1. Findings:
The following findings are drawn from the present study. This section is divided into two parts.

Part 1:
Findings drawn from decentralized/departmental libraries of Universities of Panjab and Chandigarh based on data collected through questionnaires given to Users (i.e. Students, Faculty) and departmental librarians.

Part 2:
Findings drawn from central library of university library system in universities of Punjab and Chandigarh based on data collected through questionnaires given to University librarian.
5.1.1. Findings drawn from Decentralized /Departmental Libraries of Universities of Panjab and Chandigarh based on data collected through Questionnaires given to Users (i.e. Students, Faculty) and Departmental Librarians.

1. Space:

The findings reveal that the space in departmental libraries of three universities is not adequate. 61.06%, 75.90% and 79.87% of users of GNDU, Punjabi University and Panjab University reported that space is inadequate in their departmental libraries. Whereas 63.15%, 57.15% and 76.19% of departmental librarians of GNDU, Punjabi University and Panjab University answered that there is inadequate space in their departmental libraries. 23.89%, 31.32% and 35.22% of users and 25% of departmental librarian of GNDU, Punjabi University and Panjab University require triple space as compared to their present existing space of departmental libraries (Tables 4, 5, 36 and 37).

2. Library Basic Facilities:

The Basic library facilities are not adequate in departmental libraries of three universities (Table 6 and 38). The following table shows the percentage of inadequacy of basic library facilities in departmental libraries of three universities from users and Departmental librarians' point of view.

Table 1: Percentage of Inadequacy for Library Basic Facilities

<table>
<thead>
<tr>
<th>Universities</th>
<th>GNDU</th>
<th>Pbi. Univ.</th>
<th>Pb. Univ.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage of Inadequacy for Library Basic facilities</td>
<td>Users</td>
<td>DL</td>
<td>Users</td>
</tr>
<tr>
<td>1. Furniture</td>
<td>67.26%</td>
<td>57.89%</td>
<td>68.67%</td>
</tr>
<tr>
<td>2. Sitting Arrangement</td>
<td>69.92%</td>
<td>57.90%</td>
<td>68.67%</td>
</tr>
<tr>
<td>3. Ventilation</td>
<td>53.99%</td>
<td>36.84%</td>
<td>33.74%</td>
</tr>
<tr>
<td>4. Cooling Fans</td>
<td>76.11%</td>
<td>68.42%</td>
<td>63.86%</td>
</tr>
<tr>
<td>5. Proper Lighting</td>
<td>50.44%</td>
<td>42.11%</td>
<td>59.04%</td>
</tr>
<tr>
<td>6. Computer Terminals</td>
<td>92.04%</td>
<td>94.74%</td>
<td>95.19%</td>
</tr>
<tr>
<td>7. Telephone</td>
<td>78.76%</td>
<td>78.95%</td>
<td>83.14%</td>
</tr>
</tbody>
</table>

Key: DL = Departmental Librarian, GNDU = Guru Nanak Dev University, Pbi. Univ. = Punjabi University, Pb. Univ. = Panjab University
3. Library Collection:

3.1. Adequacy of Departmental Library Collection

Library Collections in departmental libraries of three universities are not adequate (Tables 7, 39). The percentage of inadequacy for library collection in departmental libraries of three universities from users and departmental librarians' point of view is given in Table 2 below.

Table 2: Percentage of Inadequacy for Departmental Library Collections

<table>
<thead>
<tr>
<th>Universities</th>
<th>GNDU</th>
<th></th>
<th>Pbi. Univ.</th>
<th></th>
<th>Ph. Univ.</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Users</td>
<td>DL</td>
<td>Users</td>
<td>DL</td>
<td>Users</td>
<td>DL</td>
</tr>
<tr>
<td>1. Syllabus</td>
<td>54.08%</td>
<td>69.44%</td>
<td>72.29%</td>
<td>57.14%</td>
<td>60.38%</td>
<td>94.64%</td>
</tr>
<tr>
<td>2. Previous years Question papers</td>
<td>86.72%</td>
<td>68.42%</td>
<td>73.50%</td>
<td>71.43%</td>
<td>79.88%</td>
<td>83.93%</td>
</tr>
<tr>
<td>3. Textbooks</td>
<td>49.56%</td>
<td>42.10%</td>
<td>77%</td>
<td>64.29%</td>
<td>50.95%</td>
<td>17.86%</td>
</tr>
<tr>
<td>4. Reference Books</td>
<td>70.80%</td>
<td>31.58%</td>
<td>74.69%</td>
<td>71.42%</td>
<td>69.91%</td>
<td>32.14%</td>
</tr>
<tr>
<td>5. Journals</td>
<td>83.19%</td>
<td>63.16%</td>
<td>83.13%</td>
<td>78.58%</td>
<td>85.54%</td>
<td>78.57%</td>
</tr>
<tr>
<td>6. Review Journals</td>
<td>90.27%</td>
<td>84.21%</td>
<td>91.57%</td>
<td>78.58%</td>
<td>89.94%</td>
<td>82.14%</td>
</tr>
<tr>
<td>7. Standards</td>
<td>96.46%</td>
<td>89.47%</td>
<td>93.98%</td>
<td>78.58%</td>
<td>94.97%</td>
<td>92.86%</td>
</tr>
<tr>
<td>8. Reports</td>
<td>92.04%</td>
<td>63.16%</td>
<td>90.37%</td>
<td>85.72%</td>
<td>92.46%</td>
<td>92.86%</td>
</tr>
<tr>
<td>9. Fiction</td>
<td>93.80%</td>
<td>63.16%</td>
<td>91.57%</td>
<td>78.58%</td>
<td>91.83%</td>
<td>89.28%</td>
</tr>
<tr>
<td>10. News Papers</td>
<td>84.96%</td>
<td>57.90%</td>
<td>74.70%</td>
<td>64.29%</td>
<td>86.80%</td>
<td>85.71%</td>
</tr>
<tr>
<td>11. Magazines</td>
<td>84.07%</td>
<td>68.42%</td>
<td>84.34%</td>
<td>71.42%</td>
<td>87.42%</td>
<td>85.71%</td>
</tr>
<tr>
<td>12. Dissertations</td>
<td>42.48%</td>
<td>42.10%</td>
<td>48.20%</td>
<td>57.14%</td>
<td>18.87%</td>
<td>25%</td>
</tr>
<tr>
<td>13. Microform</td>
<td>95.98%</td>
<td>100%</td>
<td>95.19%</td>
<td>92.86%</td>
<td>96.23%</td>
<td>96.43%</td>
</tr>
<tr>
<td>14. Interdisciplinary Study Material</td>
<td>89.39%</td>
<td>73.68%</td>
<td>86.75%</td>
<td>85.72%</td>
<td>86.17%</td>
<td>87.5%</td>
</tr>
<tr>
<td>15. Non Document Material</td>
<td>95.58%</td>
<td>89.47%</td>
<td>84.33%</td>
<td>92.86%</td>
<td>94.33%</td>
<td>92.86%</td>
</tr>
</tbody>
</table>

Key: DL = Departmental Librarian, GNDU = Guru Nanak Dev University, Pbi. Univ. = Punjabi University, Ph. Univ. = Panjab University

Hence, it is clear from Table 2 that library collections are inadequate in the departmental libraries of three universities.
3.2. Requirement for Interdisciplinary Study Material in Departmental Collections:

Findings reveal that 84.95%, 84.33% and 86.16% of users in GNDU, Punjabi University and Panjab University want interdisciplinary study material in their departmental libraries.

Departmental librarians are also in favour of interdisciplinary study material for their departmental libraries i.e. 89.47%, 92.86% and 75% of GNDU, Punjabi University and Panjab University respectively (Table 9 and 41).

3.3. Requirement for Book Bank in Departmental Libraries:

Findings reveal that 84.07%, 87.95% and 84.90% of users in GNDU, Punjabi University and Panjab University need Book Bank facility in their departmental libraries.

A few departmental librarians are also in favour of Book Bank in departmental libraries i.e. 36.84%, 57.14% and 39.28% in GNDU, Punjabi and Panjab University respectively (Table 9 and 41).

3.4. Total Collection in Departmental Libraries:

The study reveals that majority of departmental libraries of three universities have collection between 1000 and 3000 books. 21.05%, 21.43% and 42.86% of departmental librarians recorded their collection between 1000 and 2000 in GNDU, Punjabi university and Panjab University. Whereas 10.53%, 35.71% and 28.57% of departmental librarians recorded collection between 2000 and 3000 in GNDU, Punjabi University and Panjab University respectively.

In GNDU, 68.42% of departmental libraries have collection above 3000. This is because of multi subject nature (i.e. one library serves more than one departments) of some of their departmental libraries (Table 42).

3.5. Satisfaction of Users from Departmental Library Collection:

The findings reveal that about 50%, 71% and 58% of user population is dissatisfied with their departmental collection in GNDU, Punjabi university and Panjab University respectively. About 24%, 20% and 19% of user population in the universities
of GNDU, Punjabi university and Panjab University are highly dissatisfied with their
departmental collection (Table 10).

4. Departmental Library Staff

4.1. Adequacy of Library Staff

The Professional and Non-Professional staff strength is inadequate in
departmental libraries of three universities i.e. Professional (72.57%), Non-professional
(47.79%) in GNDU, Professional (84.34%), Non-professional (59.04) in Punjabi
University and Professional (91.20%), Non-professional (74.21%) in Panjab University
respectively from the user’s point of view (Table 11).

Departmental librarians too show inadequacy for Professional and Non-
professional staff in their departmental libraries i.e. Professional (78.95%) and Non-
Professional (63.16%) in GNDU, Professional (85.72%) and Non-Professional (85.72%)
in Punjabi University and Professional (87.5%) and Non-Professional (78.57%) in Panjab
University respectively (Table 43).

4.2. Requirement for Professional and Non-Professional Staff:

Majority of users and departmental librarian require double staff as compared to
their existing professional and non-professional staff in their departmental libraries i.e.
46.01% and 53.98% in GNDU, 73.49% and 54.21% of users in Punjabi University and
79.24% and 65.40% of users in Panjab University have requirement for double
professional and non-professional staff respectively in their departmental libraries (Table
12).

Departmental Librarians too want double strength of professional and non-
professional staff as compared to the existing staff i.e. 68.42% and 57.89% in
departmental libraries in GNDU, 50% and 85.71% in departmental libraries in Punjabi
University and 73.21% and 69.64% in departmental libraries in Panjab University
respectively (Table 44).
4.3. Educational Attainment of Departmental librarians in Relevant Field is Beneficial:

Majority of users and departmental librarians are in favour of educational attainment of departmental librarians i.e. additional subject degree relevant to department served besides degree in library and information science. 57.52%, 44.58% and 54.08% of users highly agreed with the statement in GNDU, Punjabi university and Panjab University respectively. About 37%, 49% and 46% of users agreed with the statement in GNDU, Punjabi University and Panjab University respectively (Table 13).

Departmental Librarians are also in favour of educational attainment of departmental librarian, i.e. 63.15%, 35.71% and 41.08% of departmental librarians of GNDU, Punjabi university and Panjab university highly agreed and 10.52%, 50% and 51.78% of departmental librarians of GNDU, Punjabi university and Panjab university agreed with the statement (Table 45).

Hence, it can be concluded that additional subject degree in relevant field related to department served besides degree in Library and information science is beneficial.

5. Library Services:

5.1. Adequacy of Departmental Library Services

Findings reveal that library services are inadequate in departmental libraries of three universities from users and Departmental librarians’ point of view (Table 14 and 46). Table 3 proves the percentage of inadequate services in departmental libraries of three universities.
Table 3: Percentage of Inadequate Departmental Library Services

<table>
<thead>
<tr>
<th>University</th>
<th>GNDU Users</th>
<th>DL Users</th>
<th>Punjabi University</th>
<th>Users</th>
<th>DL Users</th>
<th>Panjab University</th>
<th>Users</th>
<th>DL Users</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage of</td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Inadequate Library</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Issue/Return</td>
<td>51.33%</td>
<td>36.84%</td>
<td>57.83%</td>
<td>28.57%</td>
<td>78.62%</td>
<td>30.36%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reference Services</td>
<td>56.63%</td>
<td>47.37%</td>
<td>56.63%</td>
<td>21.42%</td>
<td>64.15%</td>
<td>25%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SDI</td>
<td>91.15%</td>
<td>78.95%</td>
<td>84.34%</td>
<td>85.72%</td>
<td>88.68%</td>
<td>85.71%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CAS</td>
<td>69.03%</td>
<td>73.68%</td>
<td>65.06%</td>
<td>57.14%</td>
<td>45.28%</td>
<td>76.78%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Preparation of</td>
<td>80.53%</td>
<td>89.47%</td>
<td>87.96%</td>
<td>71.42%</td>
<td>82.69%</td>
<td>85.71%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bibliographies</td>
<td>62.83%</td>
<td>89.47%</td>
<td>86.75%</td>
<td>85.72%</td>
<td>72.96%</td>
<td>42.86%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Online/ Internet</td>
<td>92.04%</td>
<td>89.47%</td>
<td>89.16%</td>
<td>92.96%</td>
<td>74.21%</td>
<td>78.57%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Access to NDM</td>
<td>95.58%</td>
<td>89.47%</td>
<td>93.98%</td>
<td>85.72%</td>
<td>90.57%</td>
<td>92.86%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Access to E-Journals</td>
<td>82.30%</td>
<td>68.42%</td>
<td>84.33%</td>
<td>78.58%</td>
<td>82.39%</td>
<td>89.28%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Routing Of Periodicals</td>
<td>87.61%</td>
<td>94.74%</td>
<td>95.18%</td>
<td>100%</td>
<td>93.71%</td>
<td>94.64%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Inter Library Loan</td>
<td>69.02%</td>
<td>63.16%</td>
<td>72.29%</td>
<td>35.71%</td>
<td>65.41%</td>
<td>25%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Library Timings</td>
<td>68.14%</td>
<td>88.95%</td>
<td>90.36%</td>
<td>85.72%</td>
<td>86.17%</td>
<td>78.57%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reprographic Services</td>
<td>82.30%</td>
<td>68.42%</td>
<td>84.33%</td>
<td>78.58%</td>
<td>82.39%</td>
<td>89.28%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Key: DL = Departmental Librarian, GNDU = Guru Nanak Dev University, Pun. Univ. = Punjabi University, Ph. Univ. = Panjab University

5.2. Access to Collections in Departmental Libraries:

The findings reveal that majority of departmental libraries have closed access system and a few of them have partially open or open access system. 46.90%, 73.49% and 81.13% of users in GNDU, Punjabi university and Panjab University have closed access system in their departmental libraries (Table 15). 47.36%, 57.14% and 64.28% of departmental librarians of GNDU, Punjabi University and Panjab University have closed access system in their departmental libraries (Table 47).

Findings also reveal that majority of users are in favour of open access system i.e. 83.18%, 79.51% and 88.05% in GNDU, Punjabi University and Panjab University respectively (Table 16). However, most of the departmental librarians are in favour of closed access system due to lack of adequate staff in their departmental libraries. 52.63%, 33.33% and 42.86% of departmental librarians in GNDU, Punjabi University and Panjab University respectively want closed access system (Table 48).
5.3. Issue/Return in Departmental Libraries:

There are varying issue/return practices for issue/return in various departments. Some of student users have no provision for issue/return in their departments i.e. no borrowing of books for home (20.35%, 40.96% and 35.85% in GNDU, Punjabi University and Panjab University respectively). Whereas some have provision of issue/return of one book (31.86%, 21.68% and 18.87% in GNDU, Punjabi University and Panjab University respectively), two books (14.15%, 12.06% and 10.06% in GNDU, Punjabi University and Panjab University respectively), three books (1.77% in GNDU only) and all the faculty members have provision for issue/return of unlimited number of books (Table 17).

Departmental Librarian’s data also reveal that there are varying library practices for issue/return in different departments, i.e. not at all (15.79% 42.86% and 44.64% in GNDU, Punjabi University and Panjab University respectively), one book (63.15%, 35.71% and 33.93% in GNDU, Punjabi University and Panjab University respectively), two books (21.05%, 21.43% and 21.43% in GNDU, Punjabi University and Panjab University respectively) (Table 49).

5.4. Loan Period in Departmental Libraries:

Findings reveal that there are varying library practices for loan period in different departments. It varies between Not at all (20.35%, 40.96% and 35.85% in GNDU, Punjabi University and Panjab University respectively), Overnight (24.78%, 21.69% and 18.87% in GNDU, Punjabi University and Panjab University respectively), two days (i.e. 12.39%, 12.05% and 7.55% in GNDU, Punjabi University and Panjab University respectively (Table 18).

The departmental librarians data also proves that in some departmental libraries, books are issued for departmental premises only (i.e. 26.31%, 42.86% and 44.64% in GNDU, Punjabi University and Panjab University respectively). In maximum departmental libraries, books are issued for overnight i.e. 52.63%, 35.71% and 33.93% in GNDU, Punjabi University and Panjab University respectively (Table 50).
Hence, study reveals that there is variation in loan period and Issue/Return practices and both are inadequate in various departmental libraries of three universities.

5.5. Availability of Library Catalogue in Departmental Libraries:
Library catalogue is not available in maximum number of departments in GNDU (77%) and Punjabi University (83.13%). Whereas in Panjab University 73.58% of departmental libraries have catalogue from user’s point of view (Table 19).

According to departmental librarians, 57.89%, 42.10% and 19.65% of departmental libraries of GNDU, Punjabi University and Panjab University respectively do not have library catalogue in their departmental libraries (Table 51).

5.6. Departmental Library’s Timing:
Majority of departmental libraries of three universities have departmental library timings parallel to department timings from both users as well as Departmental librarians’ point of view, i.e. 79.65%, 74.69% and 81.76% in GNDU, Punjabi and Panjab University respectively from users’ point of view and 89.47%, 78.57% and 89.28% in GNDU, Punjabi and Panjab University respectively from Departmental librarians’ point of view (Table 20 and 52).

Majority of departmental libraries are not open during Saturdays, Sundays and holidays (i.e. 92.04%, 95.18%, 96.23% in GNDU, Punjabi University and Panjab University respectively from user’s point of view) (Table 21).

Departmental Librarians also answered in no about opening of departmental libraries on Saturdays, Sundays and holidays, i.e. 89.48%, 100%, 96.43% in GNDU, Punjabi University and Panjab University respectively (Table 53).

5.7. Requirement for Library Timings:
Majority of users demanded that departmental library timings should be parallel to central library (i.e. 33.64% in GNDU, 20.48% in Punjabi University and 25.78% in Panjab university), followed by twelve hours a day as opening timings for departmental library (i.e. 46.01%, 48.19% and 59.74% in GNDU, Punjabi University and Panjab
University respectively). Whereas, departmental librarians requirement for library timing is parallel to department timings, i.e. 63.15%, 78.57% and 80.35% in GNDU, Punjabi university and Panjab University respectively (Table 22 and 54).

5.8. Satisfaction from Departmental Library Services:

Findings reveal that maximum number of user population is dissatisfied or highly dissatisfied from departmental library services. 50.44%, 67.46% and 30.20% of users of GNDU, Punjabi University and Panjab University are dissatisfied from departmental library services. 27.43%, 22.90% and 56.60% of users of GNDU, Punjabi University and Panjab University are highly dissatisfied from Library services (Table 23).

6. Library Co-ordination:

6.1. Central Library Membership:

All departmental students and faculty of three universities are the members of central library (Table 24).

6.2. Frequency of Visiting Central and Departmental Library by Users:

Findings reveal that majority of user visit the central library daily, followed by weekly visit. In GNDU, 25.66% and 37.17% of users visit the central library daily and on weekly basis respectively. In Punjabi University, 42.16% and 27.71% of users visit the central library daily and on weekly basis respectively and in Panjab University, 38.99% and 28.93% of user population visit the central library daily and on weekly basis respectively (Table 25).

Departmental libraries are too visited daily by majority of users (30.97%, 36.14% and 46.54% in GNDU, Punjabi University and Panjab University respectively), followed by visits on weekly basis (28.32%, 21.69% and 35.22% in GNDU, Punjabi University and Panjab University respectively) (Table 25).
6.3. Objectives of Users for Visiting Central Library:

Majority of users visit central library for access to more study material, followed by access to more periodicals, followed by access to interdisciplinary study material, followed by reading purpose as departmental libraries have not much space, followed by better environment in central library (Table 26).

6.4. Requirement for Interlibrary Loan among Various Departments:

Findings reveal that 81.41% of users in GNDU, 75.90% of users in Punjabi University and 78.61% of users in Panjab University need interlibrary loan among various departments of campus (Table 27).

Departmental Librarians are also in favour of interlibrary loan among various departments of University i.e. 63.16%, 42.86% and 73.21% in GNDU, Punjabi University and Panjab University respectively (Table 55).

Majority of users and departmental librarian require interlibrary loan from all campus libraries i.e. 64.60%, 65.06% and 69.19% of users in GNDU, Punjabi University and Panjab University respectively and 26.31%, 28.57% and 62.5% of departmental librarians in GNDU, Punjabi University and Panjab University respectively (Table 28 and 56).

6.5. Variation in Departmental Libraries of Arts, Humanities, Sciences and Social Sciences:

Findings reveal that there is lots of variation in departmental libraries of Arts, Humanities, Sciences and Social Sciences from users and Departmental librarians' point of view.

43.36%, 78.31% and 57.86% of users agree and 23%, 19.64% and 16.98% of users highly agree with this statement in GNDU, Punjabi University and Panjab University respectively (Table 29).

Whereas 73.68%, 57.14% and 80.35% of departmental librarians highly agree and 15.78%, 42.86% and 7.15% of departmental librarians agree with this statement in GNDU, Punjabi University and Panjab University respectively (Table 57).
6.6. Departmentalization to Optimum Level can improve University Library System and User Satisfaction:

Findings reveal that departmentalization can improve university library system and user satisfaction. About 90% 92% and 91% of user population agreed with this statement (Table 29).

About 99%, 74% and 93% of departmental librarians agreed with this in GNDU, Punjabi university and Panjab University respectively (Table 57).

6.7. Communication Gap Between Departmental and Central Library:

Findings reveal that there is communication gap between central and departmental libraries. About 69%, 100% and 70% population of departmental librarians agree or highly agree with this in GNDU, Punjabi University and Panjab University respectively (Table 57).

6.8. Lack of Co-ordination between Central and Departmental Libraries:

There is lack of Co-ordination between central and departmental libraries. About 37%, 86% and 63% of departmental librarians agree or highly agree in GNDU, Punjabi University and Panjab University respectively (Table 57).

6.9. Number of Periodicals, Magazines and Book transferred per year in Departmental Libraries:

Findings reveal that periodicals and magazines are not transferred in majority of departmental libraries, i.e. 57.90% and 78.94% in GNDU, 28.57% and 100% in Punjabi University and 41.07% and 73.21% in Panjab University for periodicals and magazines respectively. The majority of departmental librarians receive 21 – 50 titles of books from central library in their departmental libraries, i.e. 42.10%, 35.71% and 21.43% in GNDU, Punjabi University and Panjab University respectively (Table 58).

6.10. Time lag for Book Purchase:

Findings reveal that central library transfer the demanded books to departmental libraries in 3 – 6 months time span from Departmental librarians’ point of view, i.e.
6.1. Frequency of asking for Infrastructure and Status Report from the Departmental Library by the Central Library.

Findings reveal that in GNDU 89.47% and 68.42% of departmental librarians answered in seldom and not at all for more infrastructure and status report. Whereas in Punjabi University 100% and 78.57% of departmental librarians answered for not at all for more infrastructure and status report respectively. Whereas in Panjab University 100% and 78.57% of departmental librarians answered for not at all for more infrastructure and status report respectively (Table 60).

Hence, central library does not ask for more infrastructure and status report from departmental libraries in three universities.


Findings reveal that intimation to central library about donated or gifted books in departmental libraries is not given to central library by majority of departmental libraries i.e. 84.21%, 85.71% and 83.92% in GNDU, Punjabi University and Panjab University respectively (Table 61).

6.13. Acknowledgement of Departmental Seminars, Presentations, Speeches etc to central Library.

Findings reveal that 57.89% in GNDU, 35.71% in Punjabi University and 82.14% of departmental librarians in Panjab University give acknowledgement of their departmental seminars, presentations and speeches to central library (Table 61).
6.14. Renewal of Departmental Loan from Central Library:

Findings reveal that the departmental loan is not renewed in majority of departmental libraries by central library, i.e. 89.47% in GNDU, 100% in Punjabi University and 94.64% in Panjab University (Table 61).

6.15. Preference of University Library System:

Findings reveal that 77.88%, 69.885 and 82.39% of users in GNDU, Punjabi University and Panjab University prefer to have central library and rich departmental library system for their University library system and about 15%, 19% and 14% interested to have central, faculty and departmental library system (Table 30).

Departmental librarians are also in favour of central library and rich departmental library system, i.e. 73.68%, 71.43% and 69.64% in GNDU, Punjabi University and Panjab University respectively. However 15.80%, 28.57% and 25% of departmental libraries in GNDU, Punjabi University and Panjab University are interested to have central library, faculty library and rich departmental library system for their university library system (Table 62).

7. Library Automation:

7.1. Availability of Information Technology Applications in Departmental Libraries:

Findings reveal that there is inadequate application of automation and information technology in departmental libraries from users and Departmental librarians' point of view (Table 31 and 63). Table 4 shows percentage of inadequate IT applications in departmental libraries of three universities.

Hence, it is evident that there are lack of automation and IT applications in university departmental libraries.
Table 4: Percentage of Unavailability of Information Technology Applications

<table>
<thead>
<tr>
<th>University</th>
<th>GNDU</th>
<th>Pbi Univ.</th>
<th>Pb. Univ.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Percentage of Inadequate IT Applications</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Automated Routine work</td>
<td>100%</td>
<td>100%</td>
<td>86.79%</td>
</tr>
<tr>
<td>Automated Issue/ Return</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Barcode on books and Library cards/I-cards</td>
<td>100%</td>
<td>30.12%</td>
<td>0</td>
</tr>
<tr>
<td>OPAC</td>
<td>100%</td>
<td>32.53%</td>
<td>25.79%</td>
</tr>
<tr>
<td>Access to NDM</td>
<td>95.57%</td>
<td>89.47%</td>
<td>94.97%</td>
</tr>
<tr>
<td>Access To E-journals</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Membership of any Subject Network</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

**Key:** DL = Departmental Librarian, GNDU = Guru Nanak Dev University, Pbi. Univ. = Punjabi University, Pb. Univ. = Panjab University

7.2. Requirement For Fully Automated Departmental Libraries:

Findings reveal that users and departmental librarians are in dire need of automated departmental library i.e. 95.57%, 100% and 98.11% of users in GNDU, Punjabi University and Panjab University respectively require fully automated departmental libraries. All departmental Librarians of the three universities also want automation in their departmental libraries (Table 32 and 64).

8. Central Library:

8.1. Library Services in Central Library:

Findings reveal that some of library services provided in central library of three universities are inadequate from both users as well as Departmental librarians’ point of view. The following table shows the percentage of inadequate library services in central library.

Hence, it is evident that there are inadequate library services (discussed under study) in central libraries of GNDU, Punjabi university and Panjab University respectively from users and Departmental librarians’ point of view (Table 33 and 65).

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Table 5: Percentage of Inadequate Central Library Services

<table>
<thead>
<tr>
<th>University</th>
<th>GNDU</th>
<th>Pbi Univ.</th>
<th>Pb. Univ.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage of</td>
<td>Users</td>
<td>DL</td>
<td>Users</td>
</tr>
<tr>
<td>Inadequate Central</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Library services.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SDI</td>
<td>88.5%</td>
<td>100%</td>
<td>90.36%</td>
</tr>
<tr>
<td>CAS</td>
<td>50.45%</td>
<td>42.11%</td>
<td>54.22%</td>
</tr>
<tr>
<td>Preparation of</td>
<td>80.53%</td>
<td>57.90%</td>
<td>62.66%</td>
</tr>
<tr>
<td>Bibliographies</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Abstracting of</td>
<td>92.93%</td>
<td>78.95%</td>
<td>87.96%</td>
</tr>
<tr>
<td>Periodicals</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Routing of Periodicals</td>
<td>97.35%</td>
<td>89.48%</td>
<td>91.57%</td>
</tr>
<tr>
<td>Access to E-Journals</td>
<td>93.81%</td>
<td>78.95%</td>
<td>83.14%</td>
</tr>
<tr>
<td>Access to Internet</td>
<td>45.41%</td>
<td>0</td>
<td>27.72%</td>
</tr>
<tr>
<td>Access to Non-</td>
<td>56.64%</td>
<td>68.42%</td>
<td>63.86%</td>
</tr>
<tr>
<td>Document Material</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Inter Library loan</td>
<td>82.30%</td>
<td>15.79%</td>
<td>89.16%</td>
</tr>
<tr>
<td>among various</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Universities</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Book Exhibitions</td>
<td>46.02%</td>
<td>0</td>
<td>63.86%</td>
</tr>
</tbody>
</table>

Key: DL = Departmental Librarian, GNDU = Guru Nanak Dev University, Pbi. Univ. = Punjabi University, Pb. Univ. = Panjab University

9. User Surveys and Satisfaction

9.1. User Surveys in Central and Departmental Libraries:

The user surveys in central as well as in departmental libraries are not conducted regularly i.e. 87.61% and 89.39% in GNDU, 87.96% and 91.57% in Punjabi University and 85.72% and 84.91% in Panjab University from user's point of view for central and departmental libraries respectively (Table 34).

Departmental librarians also answered in negative for user surveys in central and departmental libraries, i.e. 78.95%, 57.90% in GNDU, 100% and 78.57% in Punjabi
University and 25% and 75% in Panjab University for user surveys in central and departmental libraries respectively (Table 66).

9.2. Level of User satisfaction from Central and Departmental Library:

Findings reveal that users are dissatisfied or highly dissatisfied from their departmental libraries i.e. 40.70% and 21.23% in GNDU, 38.35% and 40.96% in Punjabi University and 32.70% and 35.84% in Panjab University are dissatisfied and highly dissatisfied respectively.

The study also showed that majority of users are satisfied or highly satisfied from central library i.e. 57.52% and 30.08% in GNDU 60.24% and 24.09% in Punjabi University and 71.06% and 23.89% in Panjab University are satisfied and highly satisfied respectively.

Hence, it is evident that users are highly dissatisfied from departmental libraries and majority of users are satisfied from central libraries (Table 35).

Part – 2

5.1.2. Findings Drawn from Central Library of Punjab and Chandigarh through questionnaires given to University Librarian.

1. Central Library Users

Findings reveal that Panjab University has maximum number of users (10053) followed by Punjab University (7720) followed by GNDU (5218). Each university has maximum number of library users in under graduate and post graduate category i.e. 59.20%, 71.24% and 55.14% in GNDU, Punjabi University and Panjab University respectively (Table 67).

2. Central Library Collection:

Findings reveal that Panjab University has maximum number of collection (653108) for print and non-print material, followed by Punjabi University (437651) and
Percentage of non-print material is very less i.e. 0.36%, 0.54% and 0.47% in GNDU, Punjabi University and Panjab University. Punjabi University has maximum number of periodicals subscription (646) followed by Panjab University (628), followed by GNDU (430).

Hence, it is clear that central libraries of three universities have very less non-print material to serve their users (Table 68).


There is no provision of book bank for users in central library of three universities and upper and lower limit for departmental collection is not assigned by any university in this study (Table 69).

2.2. Adequacy of Library Collection in Central Library.

Library collection is not adequate for non-print material in three universities and periodicals subscribed by GNDU are inadequate (Table 70).

3. Library Staff:

Findings reveal that GNDU has maximum number of library staff in its central library (100) followed by Punjabi university (94), followed by Panjab university (92).

Panjab University has inadequate professional and non-professional staff for central as well as departmental libraries whereas GNDU and Punjabi University have adequate professional and non-professional staff in their central library but not in their departmental libraries (Table 71 and 72).

4. Central Library Services:

Findings reveal that selective dissemination of information (SDI) and CAS is inadequate in three universities. Whereas preparation of bibliographies, access to internet, e-journals, inter library loan with other universities are adequate in all three Universities. Abstractions of periodicals are adequate in GNDU only whereas it is inadequate in case of Panjab and Punjabi University.
Routing of periodicals and inter library loan among other departments of universities are inadequate in all three universities. Access to non document/print material is inadequate in Punjabi University, but adequate in Panjab University and GNDU.

Hence, some of cited central library services are inadequate and others are adequate in central library from university librarians' point of view's point of view. (Table 73)

5. Library Co-Ordination:

5.1. Inter Library Loan:

Sources of inter library loan for central library of Panjab University and Punjabi University are local public libraries and all other universities of nation whereas source of inter library loan for GNDU central library is neighboring universities only (Table 74).

5.2. Co-ordination Activities 1:

Findings reveal that library co-ordination is very poor between central and departmental libraries of three universities. Access to union catalogue of central library (OPAC) is adequate in Panjab University’s departmental libraries only. Acknowledgement of independent purchases /gifted donated collection of departmental libraries are done in Panjab University only. Intimation to departments for seminars, presentations in central library to various departmental libraries are adequate in central libraries of three universities.

Renewal of collection loan of departments is not done in the central libraries of all three universities. Consistency in routine work in central and departmental library is also not adequate in central library of any university. Access to all activities of different departmental libraries at one place is also inadequate in central libraries of three universities.

Centralized acquisition and technical processing is adequate in all three universities but it is both way in Punjabi University i.e. Books are purchased and processed in central and departmental libraries (which increases lack of co-ordination
between central and departmental libraries). Immediate transfers of newly acquired books to departmental library are also not done in central library of any university (Table 75).

5.3. Co-ordination Activity 2:

University librarians of three universities agreed or highly agreed with Variation in Departmental Library practices in Arts, Humanities Social Sciences and Science and Technology.

University librarian of GNDU and Panjab University agreed with Departmentalization of University Library System to Optimum Level can improve the Quality and User Satisfaction. However, Punjabi University librarian disagreed with this.

Presently there is communication gap between central and departmental libraries of three universities. University librarian of GNDU disagreed with this whereas Punjabi University's librarian highly agreed with this and Panjab University's librarian agreed with this.

GNDU librarian also disagreed that there is lack of co-ordination between central and departmental libraries whereas University librarian of Panjab University and Punjabi University agreed with this statement (Table 76).

5.4. Co-ordination Activity 3:

The findings reveal that the Central library never ask for more infrastructure and for any status report from departmental libraries in three universities (Table 77).

Hence, it is evident from library co-ordination activity 1, 2, 3 that library co-ordination is not up to the level to serve users efficiently and can implement feedbacks panel actions quickly wherever necessary in university library system.

5.5. Preference of University Library System

Central library and rich departmental library is preferred by all university libraries followed by central library, departmental libraries and faculty library systems by Panjab
University and GNDU. Whereas Punjab University also prefer to have a central library system only (Table 78).

6. Library Automation:

6.1. Adequacy of IT applications and Automation in Central Library:

Findings reveal that numbers of computers are not adequate in central library of GNDU and Punjabi University. Number of computers is adequate in Panjab University’s central library. Networking between various departmental libraries is adequate only in Panjab University.

Access to internet and E-Journals to user is adequate in all university libraries. Whereas access to non-document /non-print material is adequate in GNDU and Panjab University only and access to subject networks are adequate in Panjab university libraries only (Table 80).

6.2. Basis on Which Central Library Allow its Users to Access IT Applications:

Access to non-document material is available in GNDU and Punjabi University on first come first serve basis. Additionally, Panjab University library allow booking or reservations in advance.

Access to E-journals and internet is also done on first come first serve basis in GNDU and Punjabi University. In addition to first come first serve basis, booking /reservation is also done in Panjab University for access to E-Journals and Internet. Access to subject /specialized networks in all three universities is done on first come first serve basis as well as on booking /reservation (Table 81).

Hence, sometimes users have to wait for weeks and months to have access to their desired information.

6.3. Lack of Automation in Departmental Libraries:

All university librarians highly agree that there is lack of automation in departmental libraries whereas disagree about lack of it in the central library (Table 82).
Hence, it is proved that departmental libraries lack automation in three universities.

7. Library Budget:
Findings reveal that Punjabi University has maximum growth in library budget during the year 2004-05 (+13.51%) and 2005-06 (+14.81%), followed by Panjab University in the year 2004-05 (+6.41%), and 2005-06 (+7.01), followed by GNDU in the year 2004-05 (+0.75%), 2005-06 (+6.79%). Hence, there is little growth in library budget of universities. (Table 83)

7.1. Budget Allocation to Different Departmental Libraries:
Findings reveal that budget is allocated to various departmental libraries of three universities based on some statistics, which are namely number of students, number of faculty member of a department, number of courses run by department, cost of books, special demands etc. (Table 84).

7.2. Satisfaction from Library Budget:
All university librarians are dissatisfied with their library budget. Hence, it is evident that library budget is not sufficient to satisfy needs of central and departmental libraries. (Table 85)

8. User Surveys in Central and Departmental Libraries:
Findings reveal that user surveys are done only in Panjab University for central library and that too occasionally.
Whereas in GNDU and Punjabi university, user surveys are not conducted at central as well as departmental level.
Hence, it is evident that user surveys are not conducted regularly in central and departmental libraries of three universities to take feedback etc. (Table 86).
5.2. Suggestions:

1. Space:
   Space is basic stone of Library. The scarcity of space leads to poor services and improper utilization of available resources like study material, library equipment and furniture and staff. It is major hitch in implementation of new technology and standardizations if the space is inadequate in the library. It is difficult to operate library functions and to keep users satisfied without adequate space in Library.

   Presently in departmental libraries of Punjab and Chandigarh, there is dire need of more space (three times of existing library space is required as study reveals). If there is no provision for extending the library room/hall in departmental libraries then the solution may be allotment of another additional room to library for better functioning. It is suggested that the different sections of library may be divided among these rooms.

   Hence, it is recommended that proper and adequate space must be provided in departmental as well as central libraries. The architect must keep this in mind for future extension of library before planning library building or hall in central and departmental libraries as Library is a growing organism.

2. Library Basic Facilities:
   Library basic facilities like furniture, sitting arrangement, ventilation, cooling, lighting, computer terminals should be adequately provided in departmental libraries to provide comfortable environment for study. Telephone/intercom facility to communicate with other departmental libraries for information etc is essentially provided in departmental libraries for departmental staff etc.

3. Library Collections:
   Library collections of departmental libraries should be such that user may satisfy their research and information needs. Besides this number of copies of titles should be provided according to number of users. The old (outdated material) and worn out books must be weeded out on regular basis.
It is suggested to central library that for efficient and balanced book selection with great economy, University Libraries in Punjab and Chandigarh should devise some cooperative acquisition scheme for purchasing foreign material i.e. books and periodicals together. For inland publications, it is suggested that a legal acquisitive programme should be undertaken in which all-standard publisher should in varyably send at least one copy of their latest publications to each university library immediately after its publication. This leads to three main advantages, viz,

1. All university libraries will get every new and standard book on each subject published in the country.
2. The books will be received in the university libraries as soon as those are published.
3. Since the supply of books is on a special discount rate, it is economical for university library as there won't be any middle man's profit. It helps in an automatic quick inflow of newly published literature, and reduces the burden of book selection.

4. **Library Staff**

   Reading material exists in the library, but the readers cannot utilize it unless there is a sufficient staff to make those things available. Library staff acts as liaison between the books and the readers. The utility of the library and its collection depends on the initiative, efficiency and number of library staff. The departmental libraries of GNDU, Punjabi University and Panjab University are understaffed quantitatively and ill staffed qualitatively, with the result, the university library services are affected badly and are sub-standard.

   It is suggested that the university libraries of Punjab and Chandigarh assess the actual requirement of staff for their central and departmental libraries and follow standard staffing formula given by the UGC library committee and by Dr Ranganathan. The university authorities should also pay urgent attention to fill up the vacant posts in the university central libraries as well as departmental libraries of Punjab and Chandigarh.

   The majority of users and departmental librarian require double strength of professional and non-professional staff as compared to their existing staff in their
departmental libraries. The central libraries of three universities too need attention for filling vacant and new posts as users, collections and need for better library services are increasing in present information era.

The success of library depends on the efficiency of the library staff, hence it is necessary that the library staff should be professionally and academically well qualified.

Majority of users, departmental librarian and university librarian highly agree with the statement that it is beneficial if departmental librarian has additional subject degree relevant to department served besides degree in Library and Information Science.

Policy for on job training and refresher courses for library professionals must be made compulsory and university should conduct this type of courses at least once in a year or group of universities of region can hold hands with each other for such programs.

Besides training, encouragements for sense of service and dedication to the library services, staff may be compensated by advance increments, promotions etc. In order to improve reader’s services, subject specialists may be appointed in university libraries. To widen the horizons and outlook of the library staff, inter-university mutual transfers and short-term exchange programs should be made a regular feature to adopt a generous and flexible approach to library service and to meet the challenges facing the library profession.

5. **Library Services:**

It is observed that due to financial inadequacy, lack of proper administrative structure within the library, lack of automation and information technological applications, the university departmental libraries of Punjab and Chandigarh are limiting themselves to the traditional functions of the library. The concept of reference, preparation of bibliographies, documentation, SDI, CAS, access to internet, access to non-document material, access to E-journals, inter library loan, reprographic services etc are missing or inadequate in departmental libraries of three universities.

It is suggested that the departmental libraries in co-ordination with central library should make estimates for automation and provision for adequate services in departmental libraries and work for the betterment of library services.
Advanced reference services are not satisfactory in the central library of three universities in study. The central library should act as referral library and concentrate on SDI, CAS, preparation of bibliographies, abstracting of periodicals, routing of periodicals, interlibrary loan, access to E-journals, access to non-document material, access to internet, book exhibitions and routing of periodicals etc. It may be possible if central library release or discharge its workload to departmental libraries by increasing their library infrastructure, collections, staff along with good coordination and cooperation etc which will lessens the routine load of central library like issue/return, minor reference queries etc.

In this way, central library may work more on advanced reference and IT based information services etc to satisfy users.

6. Library Co-ordination:

The study reveals poor co-ordination between central and departmental libraries as well as among the different departmental libraries of universities of Punjab and Chandigarh in study. There is dire need for university/library authorities to assess and make constructive plan for library co-ordination.

Before making an action plan for university library co-ordination, following points must be taken into consideration:

1. There should be uniform library practices in different faculties like Arts, Humanities, Sciences and Social Sciences.
2. Departmentalization of university library system to optimum level must be done so that which can increase quality of library services and user satisfaction.
3. There should be excellent communication between central, departmental and faculty libraries (if any).
4. There should be excellent co-ordination between various departmental libraries as well as central, faculty libraries (if any) and departmental libraries.
5. There should be Provision for proper practical approach for inter library loan among various universities and research & development centers of world.
6. There should be Provision of inter library loan among all departments of universities along with faculty libraries (if any).
7. Renewal of departmental collection loan after specific period and weeding out of outdated, worn out study material should be regular in departmental and faculty libraries (if any).

8. Minimum time should be taken by central library for purchase and processing when the books are demanded by departmental and faculty library (if any).

9. Provision and trend should be present in university library system for acknowledgement of various activities of departmental and faculty Library's seminar, presentations to central library and vice versa.

10. Provision and trend should be present in university library system for acknowledgement of independent purchases (if any) or donated books or study material received through on exchange basis in departmental or faculty libraries (if any) must be send to central library immediately so that union catalogue (OPAC) may be updated.

11. There should be provision for access to union catalogue (OPAC) in departmental and faculty libraries (if any).

12. Efforts should be made for centralized acquisition and technical processing and both way practices should be avoided.

13. Efforts should be made to achieve consistency in routine works of central, departmental and faculty libraries (if any).

14. The university library system should be as such that access to all activities (minute details) of the departmental libraries may be available instantly at central library like issue/return, uploading or addition of new reference query etc by departmental library. It will also lead to a transparent and better library system in universities.

15. There must be a defined policy for submission of annual or six monthly status report of each departmental and faculty library (if any) to central library by respective departmental librarians or in-charges.

16. In addition, there must be a policy for central libraries to ask departmental libraries and faculty libraries (if any) about more infrastructure and maintenance of existing one.
17. A model for good library co-ordination is recommended for university library system of Punjab and Chandigarh in study. However, it may be implemented to any university after adjusting it for local variations. (figure on next page)

**Model for University Library System**

**Governing Body:**

The Governing body of faculty and departmental libraries are the central library only. The central library of university may act or be known as referral central library. The staff, collections, funds and necessary infrastructure to faculty and departmental libraries are transferred through central referral library in the suggested model.

**Objectives and Functions of Faculty Library:**

1. Faculty library is a mediator between central and departmental libraries.
2. Faculty library is created to serve its own departments (i.e. departments covered under that faculty). However all users are allowed to access its holdings.
3. Inter library loan may be availed from all departments as well as from all faculty libraries.
4. Book Bank facility may be provided in faculty library for their own departments covered under that faculty.
5. Faculty library’s team is responsible to inspect departmental libraries regularly.
6. Faculty library’s team is also responsible for preparation of library budget estimates of same faculty.
7. Faculty library may act as representative of respective faculty’s departmental libraries and unity of command will be of central library only.
8. It may help in reducing the workload of central library. Therefore, the central library can concentrate on extension services and advanced reference services etc.
9. The duties and services may be assigned to faculty libraries by central library authorities on need and requirement basis.
Figure 6: Model for University Library System.

This model of University Library System consists of four Faculty Libraries, one Central library and all departmental libraries of university.
10. The faculty library may provide services like access to e-journals/internet access to subject networks, preparation of documentation lists and bibliographies on demand, abstraction of periodical, documentation and information services and access to research software like SPSS etc for their users.

11. It may act as hub of seminars, presentations, conferences for departments covered under that faculty. This solves the problems of space in departments for holding seminars, speeches, presentations etc.

12. On the job training and refresher courses may also be organized in faculty library for library professionals for skill up gradations to provide better services in their departmental libraries etc.

13. The faculty library may also be responsible for conducting user surveys and formulation of necessary feedback in all those departments that are covered under that particular faculty.

14. Besides this, it may work for accomplishing tasks of automation, co-operation and library co-ordination in departmental libraries etc.

Conclusion:
Although in the suggested model, some duplication of collection and infrastructure is required for faculty library but it will improve the quality of library services and reduce the workload on central library. It may also prove helpful in documentation and information services and accomplishing better library co-ordination in university library system.

7. Library Automation:
Library automation is very poor in central and departmental libraries of university of Punjab and Chandigarh. It is suggested that special funds be allocated for full automation in central and departmental libraries. A team of technocrats and experts including university library professionals must be formed to assess the present situation of departmental and central library. The team may develop an action plan for proper automation in each unit of university library system.
Fully automated libraries will save the time and effort of users as well as library professionals and it will helpful in library co-operation and co-ordination. The consistency in routine works in each unit of university library system is also achieved through proper automation in each unit. It will also increase user satisfaction. Hence, library automation is necessary in the present age of information technology to walk with all other libraries of world on the same platform.

8. **Library Budget:**

There is lot of scope for improvement in university libraries at departmental and central level... the present budget amount is not sufficient to accomplish co-ordination, full automation, appointments, collections and building of infrastructure to come on same platform with international Universities.

At initial stage of automation and up gradation, lots of infrastructure needs to implement. Hence, center and state government must keep this in mind for allocating funds to universities. So that the library i.e. heart of university may get necessary funds for its upliftment. Besides this university may also think of reasonable methods of income which can be utilized for libraries.

9. **User Surveys:**

It is highly recommended that user surveys must be conducted in central and departmental libraries in order to take feedback to achieve user satisfaction. The work of user surveys may be given to some central agency or faculty library (if any) to know the satisfaction and expectations of users from present services.

10. **Betterment of University Library System:**

In universities of Punjab and Chandigarh, there are wide imbalances and inadequacies in the development of university libraries in respect of finances, book collections, periodicals, library basic facilities, library automation, library co-ordination, library services etc. It is an essential need that the each unit of university library system be given special treatment. The new departmental libraries or faculty libraries should be given special grants to bring them up to the minimum standards as well as to the level of
others. Peer time inspections for taking feedback and policy implementations must be done.

It is recommended that there is an urgent need to take immediate special programme under the joint auspices of the state government, the UGC and the respective universities to develop central and departmental libraries of the universities. This includes additional grants for the purchase of books and periodicals, appointment of additional staff, providing comfortable basic facilities like furniture, lighting, cooling, ventilation, number of computer terminals, library automation and making available qualitative and adequate library services.

Similarly, the universities should undertake to develop a library programme that is appended to their educational responsibilities and to the reader requirements. The library building, reading area/ space, library basic facilities like lighting, cooling arrangements, furniture and equipment for automation, flexible library timings and good library coordination should be provided.

The libraries are used frequently by the users. The libraries should be kept comfortable and clean so that reading becomes a pleasure for readers and not a burden for them.

It is a fact that all improvements in the condition of university libraries are possible only, when they are provided adequate and regular flow of finances and their proper utilization, and determination on the part of the university authorities and the Librarians. The programme of self renewal should be regularly implemented so that space problem of book stacks, worn out books, outdated reference books should be weeded out from time to time to accommodate new arrivals. Besides this, user surveys and peer time inspection must be made a regular feature in university library system.

5.3. Future Studies:

Research and development is continuous process, in the sense that no study in any field is final. In fact, every research into the area opens new vistas and brings new factors to light, thus promoting further work in the area. In order to develop university library system in proper and balanced manner, it is essential that the problems be identified. Evaluation of various aspects of university library system can be effectively done by
conducting research studies. For research in this field, the following research areas are suggested:

1. Comparative study of user satisfaction from departmental libraries of different faculties in university library system.
2. The status and job satisfaction of university library staff.
3. The financial management of university libraries.
4. The feasibility of study of resource sharing among the university and college libraries.
5. The use of central and departmental libraries by scholars in different subjects.

5.4. Conclusion:

The above issues, suggestions and recommendations, if taken care of, and implemented, will go a long way in solving the problems of university library system in Punjab and Chandigarh. It is found that such problems arise due to lack of adequate budget, infrastructure and its improper utilization, absence of perspective planning, lack of dedication on the part of library staff, negligence on the part of the university and government authorities, lack of library-oriented education and on job training programs etc. All these affect university library system and their services in each unit, and in general, they affect the library profession and the nation as a whole.