CHAPTER - 7
FINDINGS AND SUGGESTIONS

On the basis of data analysis certain findings were drawn and are presented. The data was collected from aforesaid colleges of Chandigarh. All the nine college libraries of Chandigarh, in general, are well placed in terms of resources viz., collection, staff, budgets, users and infrastructural facilities. The reasons for using Information Technology are to improve access to the collection, to improve quality of existing services and to reduce routine and time consuming clerical operations.

7.1 Findings

The following findings have been drawn from the study:

1. In Chandigarh four are girls colleges, i.e. GCG-11, MCM-36, DSCW-45 and GCG-42, and five have co-education, i.e. GC-11, DAV-10, GGDSD-32, GC-46 and SGGS-26 (Table 6.1.1).

2. Maximum library staff is in DAV-10 i.e. 15 member and minimum in DSCW-45 i.e. 4 members (Table 6.1.2).

3. Maximum amount of the budget is sanctioned by authorities of GGDSD-32 i.e. 15.00 lakh and minimum 1.75 lakh of SGGS-26 in current year shown in Table 6.1.3.

4. The budget increased in 2004-05 and then again decreased in 2005-06 in all colleges.

5. The highest percentage of undergraduate and postgraduate teaching faculty and non-teaching staff is in DAV-10, GC-11 and GGDSD respectively.
6. DSCW-45 and GCG-42 did not have postgraduate students (Table 6.1.4).

7. Circulation statistics is shown in table No. 6.1.5 that maximum documents were circulated by GC-11 and minimum by SGGS-26 (Table 6.1.5).

8. The maximum collection of books is in GC-11 and DAV-10, it is more than 1.00 lakh (approx.) and minimum is of DSCW-45 with 1.00 thousands (approx.) (Table 6.1.6).

9. Maximum non-book material/C.D's are available in GGDSD-32 and minimum in GCG-42 (Table 6.1.6).

10. Table 6.1.7 reveals that all nine colleges have computer, printer, intercom and photocopyer services in college libraries.

11. Table 6.1.7 also shows that only DAV-10, DSCW-45, GGDSD-32, GC-46, MCM-36, SGGS-26 are providing the internet facility to users and GC-11, GCG-11, and GCG-42 do not have such type of facility in the college library.

12. All the nine colleges are providing services of circulation of documents, reservation of documents except SGGS-26 and newspaper clipping. Very few colleges provide CAS and SDI services (Table 6.1.8).

13. DAV-10, DSCW-45, GC-46, GGDSD-32, MCM-36 and SGGS-26 are providing the online searching facility and GC-11, GCG-11 and GCG-42 are not providing such type of service in the college library.

14. Table 6.1.9 shows that all nine college libraries of Chandigarh are organizing the orientation programmes, reference and information services to users.
15. The college libraries of GGDSD-32, DSCW-45, GC-46, MCM-36 and SGGS-26 are fully automated and GC-11, GCG-11, DAV-10 and GCG-42 are partially automated (Table 6.1.10).

16. Table 6.1.10 shows that all college libraries are using computer in house keeping jobs. Only GGDSD-32 and DSCW-45 are using computer for networking and resource sharing.

17. Most of the college libraries of Chandigarh are using integrated library automation software packages, which include LIBSYS, E-Granthalay, and SOUL etc (Table 6.1.10)

18. DAV-10, GGDSD-32, GC-46, MCM-36 and SGGS-26 have Internet connection and GC-11, GCO-11 and GCG-42 have no Internet connection in the college library.

19. In table 6.2.1 data according to students as users questionnaires shows the respondents' frequency of visit to college libraries. As an average 37.78%, 32.22, 14.17, 2.22, 3.61 and 10.10 of daily, twice a week, once in a week, fortnightly, once a month and occasionally respectively.

20. As an average 66.67%, 40%, 28.33% and 10.28% respondents' are visiting to library for the purpose of study/research and training, to locate information from books and journal, to borrow books and to access the Internet facility respectively. In GC-11, GCO-11, GCG-42 and DAV-10 are not providing the Internet for the students as users in the college libraries (Table 6.2.2).
21. As an average maximum text books are used i.e. 80% followed by reference books i.e. 72% followed by dictionaries i.e. 64%, followed by library catalogue i.e. 54% followed by encyclopedia i.e. 50% followed by online searching i.e. 28% by students for locating the required information (Table 6.2.3).

22. Table 6.2.4 reveals that as an average 52.50% students are getting mostly their required material and 47.50% students are getting partially the material they required from the college libraries. Not a single respondent is there to response in never.

23. As an average 24.72% students say ‘Yes’ for using Internet facility and 75.28% says that they are not using the Internet facility in the college libraries (Table 6.2.5).

24. In table 6.2.5 data reveals that almost 96.39% students are satisfied with the library timing and only 3.61% says that library timings are not suitable to them.

25. As an average 37.32% respondents’ says that the collection of college libraries of Chandigarh are excellent, 59.445 say that collection is adequate and only 3.33% say that collection is inadequate (Table 6.2.6).

26. As an average 64.44% students are satisfied and 35.56% said fair and no member have dissatisfaction with the services provided by the college libraries of Chandigarh (Table 6.2.7).

27. As an average 46.11% student are satisfied 51.94% said fair and 1.94% is not satisfied by the number of collection of college libraries (Table 6.2.7).
28. Table 6.2.7 shows that as an average 40% are satisfied and 58.61% said fair and 1.39% have dissatisfaction by the variety of information sources available in college libraries of Chandigarh.

29. As an average 19.72%, 20.83%, 11.67%, 15.28% and 8.33% students have dissatisfaction due to information not up to date, incomplete information, local library inadequate, insufficient library services and irrelevant information respectively (Table 6.2.8).

30. Table 6.3.2 indicates the purpose of visiting to library by the teaching faculty as users. As an average 31.8%, 31.5%, 30.2% and 6.5% of teaching faculty visit to library for study and research, to locate the information from books and journals, to borrow the books and to access the Internet respectively.

31. The teaching faculty requires the information usually from reference sources 67.78%, reports 11.11%, indexing journals 6.67%, abstracting journals 12.22% and thesis 5.56% as an average (Table 6.3.3).

32. The teaching faculty never requires the reference sources 3.33%, reports 11.11%, indexing journals 21.11%, abstracting journals 17.78% and thesis 36.67% as an average (Table 6.3.3).

33. The table 6.3.4 reveals that as an average maximum 81.67% of periodicals followed by reference books i.e. 69.44%, followed by text books i.e. 68.89% followed by library catalogue i.e. 50.11% followed by dictionaries i.e. 51.11% followed by CD-ROM i.e. 90% followed by encyclopaedia i.e. 49.44% are required by teaching faculty of college libraries.
34. As an average 80.56% teaching faculty is getting their required material mostly and 19.44% are getting partially their required material from the college libraries of Chandigarh (Table 6.3.5).

35. 27.78% teaching faculty says excellent about the library collection, 65% say adequate and 7.22% says inadequate to the collection of college libraries (Table 6.3.6).

36. Table 6.3.7 shows that teaching faculty as an average 64.44% are satisfied, 35.56% said fair to services provided by the college libraries.

37. Teaching faculty as an average 45% are satisfied, 51.67% said fair and 3.33% are not satisfied by number of collection of the college libraries of Chandigarh (Table 6.3.7).

38. Table 6.3.7 shows that teaching faculty as an average 38.33% are satisfied, 60% said fair and 1.67% are not satisfied by the variety of information sources provided by the college libraries of Chandigarh.

39. As an average 26.11%, 12.225, 18.89%, 11.67% and 3.335 teaching faculty have dissatisfaction from the information not up to date, incomplete information, local library inadequate, insufficient library services and irrelevant information respectively (Table 6.3.8).

40. Table 6.3.9 shows the difficulties that comes across in accessing information by teaching faculty, as an average 50%, 21.11%, 22.22%, 31.11%, 12.22% and 1.11% by lack of time, lack of access to information, lack of library material, lack of knowledge of information sources, lack of knowledge in the use of
library services and from unfriendly library staff respectively.

41. As an average 85.56% teaching faculty said that they are getting assistance from the college library staff and 14.44% said that they are not getting assistance from the staff of college libraries (Table 6.3.10).

42. College libraries of Chandigarh have technology but are not able to utilise them to the desired extent due to lack of properly skilled and Information Technology trained personnel.

43. Library personnel realized that Information Technology has a great potential and offers various benefits in library operations and information services, if utilized effectively in libraries.

44. Overall, library staff and users have more positive perceptions and Information Technology applications, potentials and benefits of using technology in college libraries of Chandigarh.

7.2 Suggestions

The world of information is undergoing rapid change. The day has arrived when it is most important to learn to access, analyse, apply and evaluate such information. As custodians of information, librarians need to be aware of the implications of these changes and develop technological and managerial skills, which will enable them to make effective use of information.

The ready availability of information on the Internet and its widespread use, actually presents the librarians with an opportunity, not a threat. The users realize that they need help, which only librarians can provide. Librarians now face difficulties and changes due to new trends in information
access. In the present technological/internet era the professionals have to change themselves. To meet the information need of users they should know how to manage and deliver appropriate information services.

1. In view of shrinking library budgets, rapidly increasing capabilities, dramatically decreasing cost of Information Technology and explosive growth of electronic information sources, it has become not only essential but also more useful, economical and effective for college libraries of Chandigarh to make best use of Information Technology in housekeeping operations and information services to users.

2. Information Technology applications for total library computerization require heavy investment at the initial stage. Therefore, adequate funds in the form of special grants should be made available for college libraries to modernize their operations and services.

3. Majority of college libraries of Chandigarh are using Information Technology mainly to housekeeping operations which need to extend and concentrate more on need-based value added user services.

4. College libraries of Chandigarh should follow established standards for compatibility, exchange and sharing of resources as well as economy in cost and efforts.

5. College libraries of Chandigarh operating under shrinking budgets, increasing costs and greater user demands need to make more serious efforts in using new technologies in order to enable them not only to improve the quality of existing service but also make possible a greater range of innovative need based and value added user services.
6. Effective utilization of new technologies in libraries is possible only with skilled and competent personnel. It has become essential for library to have staff with Information Technology skills.

7. College libraries of Chandigarh should provide more number of computers exclusively for users to access OPAC, CDROM databases and Internet facilities not only within the library but also in departments as well as in students hostels.

8. College libraries of Chandigarh should develop current awareness program in the form of lectures, demonstrations, bulletins and newsletters for user community in order to make them aware of the importance and utility of library services.

9. A well-designed marketing strategy is a backbone for higher levels of user acceptance and utilization. Therefore, college libraries of Chandigarh should organize intensive user education programs for optimum utilization of Information Technology based facilities and services.

10. College libraries of Chandigarh should conduct periodic studies to evaluate the services in order to measure user satisfaction for further modifications and improvement.

11. Computerization of the housekeeping functions of the library is only a part of total automated functioning of a library. The user satisfaction levels measure its efficiency. The study reveals that the facilities for user access, awareness and training have to be increased in Chandigarh College Libraries.

12. The teaching faculty members should be given better orientation in college libraries of Chandigarh so that they
can make effective use of library in teaching and research.

13. College libraries should try to have frequent user orientation programme so that the users are well aware of the information sources, services provide collection development and tools and techniques of the college library.

7.3 Future Studies

Development is never a single installment process. It is a 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 prompting further work in the area. The researcher always feels that further investigation could be prompted, truth reached is never absolute but only relative and every researcher increases the relativity of truth. In view of the research, the following further studies may be found pragmatic.

The present study was confined to the academic college libraries of Chandigarh. Further research work can be undertaken to replicate the present study from professional and medical college libraries of Chandigarh and different states of India.

The present study was confined to the college libraries only. For further research in users and use pattern in public and special libraries can be covered.