CHAPTER: 7
CONCLUSION AND RECOMMENDATIONS

7.1 INTRODUCTION
The current research is related to, “How a library can be evolved into a learning hub”. A different area has been considering to finding out the current status of library usage, the challenges library professionals are facing, the effect of ICT on the library, changing requirements of users. Changing working condition and outer appearance of the library, marketing of library sources and services etc.

The data have been collected with the structured questionnaire among the different segments of users like students, public library users, industrial staff and faculties, and librarians. Data are analysed with the help of coding and tabulation and bar charts.

7.2 SUMMARY OF FINDINGS

After analysing the data following findings have been identified:

To determine the current status of library usage among stakeholders

1. More library users are using library daily.
2. Industrial staff is using library less than academic staff and students.
3. Industrial staff is using it for their research purpose.

To determine factors affecting stakeholders satisfaction with respect to the library.

1. To satisfy this objective library services have been taken into consideration.
2. The low response has been received from the users. It shows that either they are not much satisfied with library services or they are not aware of different library sources and services.
3. Maximum users like web browsing services in the library, it shows that they are interested in taking online information than using library books.
To determine information seeking behaviour of stakeholders.

- **Sources of Information:**
  1. Maximum users are using books as their information source.
  2. Users are also interested in using Google as their information sources.
  3. Users who responded for books have the view that they prefer to use Google for fast access to information. But for them, books are permanent and long lasting source of information.

- **Purpose to visit library**
  1. It is found that more users are using the library for reading.
  2. Faculties and students are using it more.

- **Type of material users prefer**
  1. More people are using print sources of information
  2. Very less difference between print and online sources of information usage.
  3. More users prefer are using books, journals, magazine, and newspapers.
  4. When reason is asked them for using of print material they say E- resources are not available with the library.
  5. More users are using electronic resources from their personal laptop.
  6. Users are also using a mobile device as their information sources.
  7. More users are using Google as accessing online information.

- **Type of Library users prefers.**
  1. More users prefer digital library as information sources.
  2. Users also said that they want both the type of library.

To articulate attributes of learning hub:

1. From defined attributes of learning hub, more users need comfortable furniture in the learning hub.
2. After that, they want electronic resources.
3. Users also want library open 24*7.
4. Users want group discussing area and silent reading space both.
5. After that, they want library as Hi-Tech computer work station.
6. Then they want library activity, online booking system for the library, small library café, peer teacher meeting area and stationary shop.
The above attributes were examined for the various libraries in order to know currently how many attributes are being provided to the library users by them and the findings are as follows:

1. It is found that more users are giving response that their library is having Hi-tech computer workstation to access E-resources.
2. More libraries have space to accommodate both print and electronic resources.
3. Usage of web 2.0 technology, more libraries is providing library web page to access their information. Very less library has facilities of SMS and mobile learning, library Facebook page and blogs.
4. More library furniture is comfortable and flexible.
5. More Users want peer teacher meeting area in their library.
6. About library timing students, industrial staff and faculties are satisfied with the library time while public library users want library open 24*7
7. More users want library as silent reading space, but say that group discussion area should be there but it has a different space so that person who needs silence do not disturb.
8. Users want more facilities in library
9. They want archive collection in the library.
10. Want e-learning in the library. Users want library professional pro-active.
11. The want Cyber library and Mobile library
12. Motivated library professional, to support users at any time with complete knowledge of the sources available within/outside the library
13. Personality development programs and study of human behaviour must go hand in hand.
14. Users want libraries to conduct information literacy program.
15. Users want welcoming ambiance, helping staff who should be aware of the library collection.

From the librarian’s data analysis following finding have been identified:

1. Employees and research scholars are using the library more.
2. More users use the library for reading and learning and issuing books.
3. Library usage is increasing during exam time; people are using the library to solve assignments also.

4. More users are using web opac services, current awareness service, Hi-tech computer work station, email services consequently.

5. Users like facilities of due book reminder, computer work station, self-issue and online reservation system.

6. It is found that none of the users responded to a facility of library café and stationery shop in the library.

7. It is found that most of the users are using books as information sources.

8. More users prefer to ask a librarian for the required information then using OPAC, WEB OPAC or other sources.

9. Users generally use E-mail to communicate with library staff in comparison to a web page, Facebook page or blogs.

10. Librarians also opinion that comfortable furniture in the main attribute of learning hub. They also say separate reading space, large area to accommodate print and electronic material etc. Hi-Tech computer work stations are also important attributes of learning hub according to the librarian.

11. Television, cafeteria, gaming, separate peer teacher meeting area are very less preferred by librarians.

12. The hi-tech computer lab is available with most of the libraries.

13. Group discussion space and peer teacher meeting are available in few libraries.

14. White board facilities and online booking system for the computer lab are also available in few libraries.

15. A large number of libraries do not offer cafeteria or allow users to have snakes in the library.

16. None of the libraries are having a stationary shop.

17. None of the libraries are providing a laptop to access E-information but they are providing a computer for the same.

18. Libraries are providing Wi-Fi and printing – Xerox facilities.

19. Around sixty per cent librarians giving orientation. Which is lesser as it is must to give.
20. Most of the librarians are using E-Mail as a tool of marketing their sources and services. Librarians are also not aware of the tools like library blogs and Facebook page, publish library news letters can also be used as marketing sources.

21. Fewer libraries are marketing their sources and services.

22. Majority of libraries are not running short term courses like personality development.

23. More librarians are introducing library exhibition as an activity only.

24. Majority of librarians are not having a television for current affairs or see other educational programs.

7.3 SUGGESTIONS

The following suggestions are based on analysis and interpretation of data, interaction with various categories of users, staff, research scholars, and library professionals. Suggestions also include feedback given by the respondent at the end of the questionnaire.

Libraries are more used for the research purpose by industrial staff in the taken sample areas. Very few industries are having a library in industry, so it is suggested to establish library and research centre in the industries where it can be helpful for the industrial staff.

Users are more attracted towards the electronic resource. They prefer to use web browsing service more in the library where they can find required data from online search engines, so we have to keep more electronic resources with the print one to satisfy our techno-savvy users.

Users still believe that books are permanent and valuable sources of information so that libraries existence is not at all question. We just need to be aware people about sources available with us. So it is advisable to have both print and electronic resources.

If I talk about attributes of learning hub, it is advisable to have comfortable furniture for the users so that they can feel homely while learning.

Open your library 24*7*365 days

Current research work more concentrates on user’s comfortable, attractive appearance of the library, Hi-Tech facility, instead of the silent reading zone where books are just lying and users are silently reading their books, showing a toxic environment.

Divide your library into different segments, and make the library atmosphere live.
Segments are silent reading space, group discussion area, Hi-Tech computer work station, We-Fi facility, peer teacher meeting area, small library café, stationary shop, Television room where users can see current updates in the world, audio visual area where CD’ of class room lectures are available or else live class room lectures can be attained. Avail white board in the library in the peer teacher meeting area.

Avail printing and Xerox facility for the users, it can be paid services.

One of the most important suggestions is to market your library sources and services. Librarians are using notice board display or e-mail to communicate with users; some libraries are updating their updates on their website. Today users are more attached to social media, so it is advisable to use social media that is web2.0 to market your sources and services. These social media includes Facebook page, WhatsApp, blogs, and other social networking tools, to market your sources and services.

Library professional are shy in nature, and do not talk to others, so time change, be interactive, more practical, techno savvy along with information savvy, should be connected with users, staff, management, and other required fellows.

7.4 CONCLUSION

Current research is on, “evolving a library into a learning hub”, is mainly on how to provide comfortable and homely, user oriented atmosphere to the users. Learning hub is the first step towards the modernization of library outer appearance. The result of a profound review of the literature reveals certain criteria of learning hub, it is a place where people will get traditional as well as digital information, it is silent reading space as well as group discussion and peer teacher meeting space. It is conference area. It is having a comfortable sitting area with sofa and desk for keeping users materials where users can sit in a group and can chit chat. Here they can access their laptop, can have snacks and soft drink, here they will get their small requirement of stationery, printing and Xerox facility along with study and learning. We find many people sitting in CCD, Tea-post, and cafeteria of their canteen and studying there with their friends. If these places provide this type of atmosphere why not a library. Libraries can arrange more comfort than these places alone with the bulk of knowledge. So we can say that combination of Library-cafeteria-CCD-tea post-Stationary shop is an attractive learning hub and it really affects the environment of library and its usage.
The researcher conducted a study of 300 users and 35 librarians. Data have been collected from different disciplines users like 10 academic libraries, 10 industries libraries, 5 Institute libraries, 5 Public libraries and 5 special libraries to identified current status of the library, information seeking habit of users and their expectation from information professionals. Criteria of learning hub have been introducing them in the questionnaire and their reviews have been taken for each criterion. Attributes of learning hub have been found by the researcher from the profound review of the literature. It also explained to the librarians and ask them how many of these attributes they are using in the library. Both users and librarians found those attribute of learning hub useful to increase library usage and modernize library sources and services.

Very fewer libraries i.e.11.11% libraries are having library café, 88.89% are not allowing users to have snacks and soft drinks in the library. 81.48% are not giving facility of online booking system of computer work stations. 62.96% libraries do not have separate group discussion space. 65% libraries do not provide white board facility. 63% do not provide peer teacher meeting area. 85.18% libraries do not provide a laptop to the users to access online resources, 100% libraries do not have a stationary shop in the library which satisfied users basic stationery requirement. Social networking sites like face books and blogs are used at 18.51% by the libraries to communicate with the users. Only 59.25% response received for library activity, so very fewer libraries are doing activities. Only 60% librarians are market their sources and services 70.37% libraries are arranging library exhibition as an activity and 48.15% libraries are Shhhhhhhhhhhhh! Silent reading space. Average 60% users are using Google to access online information in comparison to electronic database provided by libraries. And at last but not least 96.30% libraries do not have Television to see Current News and audio visuals of class room lectures. And a positive response regarding 75% library furniture is comfortable.

Upon comparison of attributes of learning hub among various libraries, very few libraries are providing this special attributes of learning hub. Therefore it is concluded that if such special sources and services are provided to the library users along with digital resources and all comforts the usage of libraries will defiantly increase subsequently the image of library changes and it will, “EVOLVE A LIBRARY INTO A LEARNING HUB”.
7.5 RECOMMENDATION FOR FURTHER RESEARCH

In the current research work attributes of a learning hub has been introduced. The researcher also introduces how these attributes can evolve in the library to present the library as a learning hub. Users view of these attributes and shortfalls in implementing them in a library have also been studied. Based on the result following recommendation have been listed for the further research.

1. Find out consequences for the practical implementation of these attributes.

2. Users and librarians view are considered but members of management who are the main source to give financial feedback is not consider so it is recommended to study the readiness of the members of higher authority for library development.

3. The study includes physical spaces as well as E-resources and services, but more concentration is on physical infrastructure, so it is recommended to study on implementing more e-resources and services in detail to make the library collection hi-tech as well.