INTRODUCTION

Library originates out of necessities of human life and grows through social maturity. In response to the society's need its existence as a social process, bounding up with community life, is ever since the recorded knowledge started to preserve for future. Though the problems are facing originally from the early days, attempts in finding out the real problems in the library management to create better library service had started only from the late 1940s when the society recognised the value of library as a social fabric. Upto early 1940s the library management was concerned with library economy or library administration the tool of pragmatism, either of which are redundant terms to day. Since then the professional know-how in this respect is in demand in all libraries irrespective of its size since the value has been recognised and the change of its concept and attitude has been made as libraries have substantial impact on societal values.

In this age, demand and supply of information are interacting as if demand and supply of essential commodities involving many factors, causing problems to library personnel. In order to have a better library management, to serve the information seekers well we have to find out the problems faced by the libraries of a particular region or area.
Without knowing the problems faced by the library personnel, improvement in the library service is not possible. In this north eastern region library personnel face more problems than the rest of India, in many aspects due to many factors such as (i) Non-availability of reading materials due to lack of proper transportation facility (ii) Lack of quarter facility (iii) Lack of understanding among the readers community, library personnel and authority etc.

The university and Post Graduate Centre libraries are to develop first in order to make the intellectuals enable to equip themself to be good citizens of the country. The university and post graduate centre library activities, in the academic library system, as a social institution, will have to depend on the efficiency and attitude of the library personnel. As such the study of personnel problems, to solve and apply in the library management to create more efficiency is necessary.

To-day, the University Grants' Commission of India is giving full emphasis to all universities in India as its funding and recommending authority in all respects. University libraries are developed and post graduate centres are established in recent years to give facilities in educating the young persons of this area. Particularly in the North Eastern Region of India the university and post graduate
centre libraries are considered to be bigger libraries than other type of libraries and they are having more problems in the management. The man power of the university and post graduate centre libraries will generally consist of (1) Professionals and (2) Non-professionals who are increasing in number as the libraries grow day by day. The growth of the libraries in terms of building, reading materials and staff will also lead ultimately to an increase in its problems.

Since there has been no attempt to study the personnel problems in the university and post graduate centre library management in this region comprising the study of work environment, inter personnel relationship and their interdependency, the topic is selected for research.

Objectives: The main objectives of the study are:

(1) to find out the present physical conditions for the staff and readers;

(2) to assess the actual job environment for the staff;

(3) to find out the job satisfaction of the staff;

(4) to examine the inter-personnel relationship at different levels i.e. (i) peer, (ii) superior - subordinate of the staff;

(5) to find out the inter relationship between the readers and staff;
(6) to analyse the over all interdependence of work and job environment;
in the university and post graduate centre libraries.

**Methodology and collection of data :-**

The two methods through which, the way of feeling, thinking and behaving of the employees of an organisation can be studied are as follows: (i) observation method (ii) survey method. The observation method needs unbiased and close systematic and conscious observation to have a minute study and detect the real attitudes of the employees. Whereas the real attitude and the opinion of the employees can be collected indifferently by way of conducting survey method through mailed questionnaires.

The study involves not only the professional and non-professional staff working in the university and post graduate centre libraries but also the attitude of staff towards the readers and vice versa. To avoid the biased collection of attitude, questionnaire method has been chosen.

Four types of questionnaires were designed for the purpose.

1. Questionnaire for the head of the library i.e. librarian;
2. Questionnaire for the professional staff including semi-professional staff;
3. Questionnaire for non-professional staff; and
4. Questionnaire for the users.

North Eastern Region of India has 7 Universities having full fledged libraries and 2 Post Graduate Centre libraries for the study. These universities and post graduate centres have been divided into two categories.

1. (a) K.K. Handique Library, Gauhati University, Gauhati.
   (b) Dibrugarh University Library, Dibrugarh.
   (c) Assam Agricultural University Library, Jorhat.
   (d) North Eastern Hill University Library, Shillong.
   (e) Manipur University Library, Canchipur, Imphal.
   (f) Arunachal University Library, Doimukh, Itanagar.
   (g) Tripura University Library, Agartala.

2. (a) Post Graduate Centre (NEHU Campus) Library, Kohima.
   (b) Post Graduate Centre (NEHU Campus) Library, Aizwal.

The questionnaires were mailed to all concerned staff of all university and post graduate centre libraries during February - March, 1988 but could not be received back. In view of the postal difficulties in the North Eastern India, personal visits to all university and post graduate centre libraries were planned in three phases. Discussions were held with all categories of staff of the libraries during the visit in addition to the collection of the questionnaires.
Personal assessments of work and job environment and physical conditions of the libraries were made. The direct interview of different categories of users in the libraries was also made.

The following table gives the total number of university libraries covered for the study and the total number of questionnaires distributed and collected. Various sources of information were consulted in addition to the questionnaire and interview method, to evaluate, verify and draw conclusions.
# Statement Showing the Number of Questionnaires Distributed to All Library Staff Members and Readers and Collected

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<thead>
<tr>
<th>Sl. No.</th>
<th>Name of the University Library</th>
<th>Distri I</th>
<th>Respon I</th>
<th>Distri II</th>
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THE STRUCTURE OF THE THESES:

The study is presented in the following manner.

Introduction: Gives the back ground of the study in brief. Defines the aim and scope of the study.

Chapter I

Chapter II
Gives a brief account of the development of University Libraries in India and a vivid picture of the University and Post Graduate Centre Libraries of this region.

Chapter III
Gives review of literature on personnel management published in the Western Countries, India and North Eastern Region of India with citations.

Chapter IV
Sets the analysis of the survey, its comparison and interpretations.

Chapter V
Chalks out the problems with suggestions.