

Library and Information Services across the Colleges in the Union Territory of Dadra and Nagar Haveli: A Study

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Abstract

In any organisation or institute, service plays a very important role in their management and functions. Service is the main factor for the development of an organisation. The Library and Information Centre is a non-profit organisation. Its main objective is to provide the required information to the users, according to the user's satisfaction and based on priority. User satisfaction is a very important aspect of a library; providing the best services is the primary need for the fulfilment of the objectives of a library. This paper is based on a study of the library and information services provided by different college libraries in the union territory of Dadra and Nagar Haveli. A researcher has tried to understand how many college libraries have a rich collection, good infrastructure, best facilities, and the type of library and information services provided to their users.

Keywords: Library and Information Services, College Libraries, Users

“Bad libraries build collection, good libraries build services and great libraries build communities” – R. David Lankes

Introduction

The library plays an important role in the academic community by offering access to world-class information tools and facilities, as well as by promoting collections and services broadly, which helps to promote science. It is a service organisation of both visible and intangible properties and resources. Document capital,

human resources, and infrastructure services, such as buildings, vehicles, and furniture, make up the tangible properties.

College libraries play a vital role in the achievement of the vision, mission, and objectives of any academic institution. It is an important and irreplaceable part of teaching, learning, and research process at the academic level. A report by the Kothari Commission on Education and National Development (1964-66) pointed out that “No university, college or department should be set up without taking into account its library needs in terms of faculty members, periodicals and other resources of the library. Nothing could be more demanding to a growing institution than to neglect its library, the library should be an important center of attraction on the college or university campus” (Ministry of Education, 1966). Today, information plays a very important role in the decision making process in governments, different organisations, and everyday life. Government agencies and business firms, organisation, institutions, and educational institutions need authentic information for fulfilling their objectives. The present study is an overview of library facilities, resources, and services of college libraries in the union territory of Dadra and Nagar Haveli, and covers a total of eight college libraries as the target sample.

Library and Information Services

Libraries are implemented to provide a particular and defined community information resources. Members of a given geographic region are provided by a public library.

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A parent college or university's students and faculty are served by an academic library. By servicing the members, special libraries aid in the achievement of organisational goals. Commercial enterprises benefit from corporate libraries. In each case, the library functions only to serve the needs of its parent community (Iwhiwhu & Okorodudu, 2012). In the course of assisting its community, each library performs three essential functions: choosing and collecting information, organising data, and serving users. The librarians at the academic colleges employed ICT as a tool (such as Library Management Software (LMS), the Internet, and Telecommunication, among others) to provide the appropriate information to the right people at the right time. In the field of library services, several librarians proposed four basic functions.

- Educating the users on how to manage their library.
- Supporting users in resolving their problems.
- Assisting users in choosing good works.
- Raising awareness of the library in the community.

This included directly or indirectly providing help to its users for finding a particular information or document. This service is provided manually or mechanically. There are different types of library and information services provided to the users. Reference services, referral services, bibliography services, indexing and abstracting services, Internet services, new arrival books, current awareness services, selective dissemination services, document delivery services, translation services, inter-library loan services, and so on. Library and information services deal with integrated applications of professionally processing print and non-print, formal and informal, bibliographic and full-text, and core and related information services.

Review of Literature

Bhardwaj and Jain (2016) discussed in their conceptual paper review literature about the marketing of library products and services, and highlighted several marketing techniques in the use of library resources services. In her study, Bansal (2014) dealt with users' attitude towards information sources and information services in the library of F. C. College for Women, Hisar. Data was collected from the students as well as faculty members of the college. Around 100 out of 125 questionnaires were taken into consideration. Further, the paper attempted to analyse

the usage pattern, adequacy of the library collection, and users' opinion on information sources and services. Hussain et al. (2013) demonstrated and elaborated the primary way to learn about ICTs, the purpose of using ICT-enabled library services, assess to what extent users utilised ICT-based library services and facilities, various aspects of Internet usage, favourite search engines, and the problems faced by the users in using ICT in libraries. The paper also determined the satisfaction level of users regarding research work, online database services, and infrastructure facilities. Suggestions were provided to make the service more beneficial to the library users of B-schools in Delhi and the NCR region. Singh and Arora (2015) discussed about library facility, resources, and library services in the university libraries of Haryana. The author highlighted library collection, library membership, library staff and timing, library services, library space and furniture, library automation, and e-resources. In his article, Panda (2020) offered an outline of the concept and the application of developments in mobile telecommunication systems, and web technologies to deliver ubiquitous, user-friendly, personalised, and dynamic up-to-date information services to the users of a library. He further enlarged his study to provide insight into the benefits and barriers opposing the use of mobile technologies to support this 'new normal' in the libraries. Nicholas (1998) observed that librarians should be active partners in the implementation of marketing and promotions in the library services. She suggested that librarians must use social media and other platforms for increasing the utilisation of library resources and services. The researcher has provided some tips to the librarians and library staff for the application of marketing in library services. Gupta (2003) explained about the importance of the marketing concept in the LIS professional. He has discussed Dr S. R. Ranganathan's five laws of library science with marketing, and library and information services. The author suggested that any library must promote their library and information services for better utilisation of library resources and collation.

Objectives of the Study

- To study the library resources and facilities available in college libraries in the union territory of Dadra and Nagar Haveli.
- To study the different types of library and information services provided by the college libraries.

- To study the challenges faced by the librarian in providing library and information services in the college libraries.

Research Methodology

This study uses a survey-based method; necessary information is collected from primary and secondary information sources. Primary information is collected by using a questionnaire and secondary sources include

books, journals, and conference proceedings. For the collection of primary data, the researcher prepared a well-structured questionnaire and personally administered it to the college librarians of the respective colleges; responses from eight respondents were received. The collected data were tabulated properly. The main target of writing this paper is to know about library facilities, resources, and library and information services provided by the college libraries in Dadra and Nagar Haveli. The details of colleges are shown in Table 1.

Table 1: List of Colleges

| <i>Sr. No.</i> | <i>Name of the College</i> | <i>Established Year</i> |
|----------------|--|-------------------------|
| 1 | Namo Medical College and Research Institute, Silvassa | 2019 |
| 2 | SSR College of Education, Silvassa | 2007 |
| 3 | SSR College of Arts, Commerce and Science, Silvassa | 2006 |
| 4 | SSR College of Pharmacy, Silvassa | 2007 |
| 5 | SSR Institute of Management & Research, Silvassa | 2008 |
| 6 | A.P.J Abdul Kalam Government College, Silvassa | 2011 |
| 7 | Smt. Devkiba Mohansinhji Chauhan College of Commerce and Science, Silvassa | 2014 |
| 8 | Smt. Devkiba Mohansinhji Chauhan College of Law, Silvassa | 2017 |

Analysis and Interpretations

Data collection is very important for the survey method. Collected data must be true and accurate for finding the real problems.

Collection of the Library

Table 2 shows the print collection of the library. The college libraries have a good collection of books compared to other collections. College libraries have more than 95% books, whereas other resources make up only 5%. Project reports make up 1.8%, whereas 1% is bound volumes.

Table 2: Print Collection of the Library

| <i>Details</i> | <i>Books</i> | <i>Journals</i> | <i>Magazines</i> | <i>Bound Volumes</i> | <i>Project Reports</i> | <i>Ph.D. Thesis</i> | <i>M.Phil. Thesis</i> | <i>Dissertations</i> |
|------------------|--------------|-----------------|------------------|----------------------|------------------------|---------------------|-----------------------|----------------------|
| No. of resources | 55887 | 161 | 68 | 633 | 1100 | 5 | 0 | 400 |
| Percentage | 95.936 | 0.2763 | 0.116 | 1.0866 | 1.8882 | 0.008 | 0 | 0.686648 |

Total Number of Registered Members

Fig. 1 shows the details of registered members of college libraries. The maximum number of members

are students (5,066), followed by faculty members (305), whereas there are no corporate and alumni members in the college libraries of DNH.

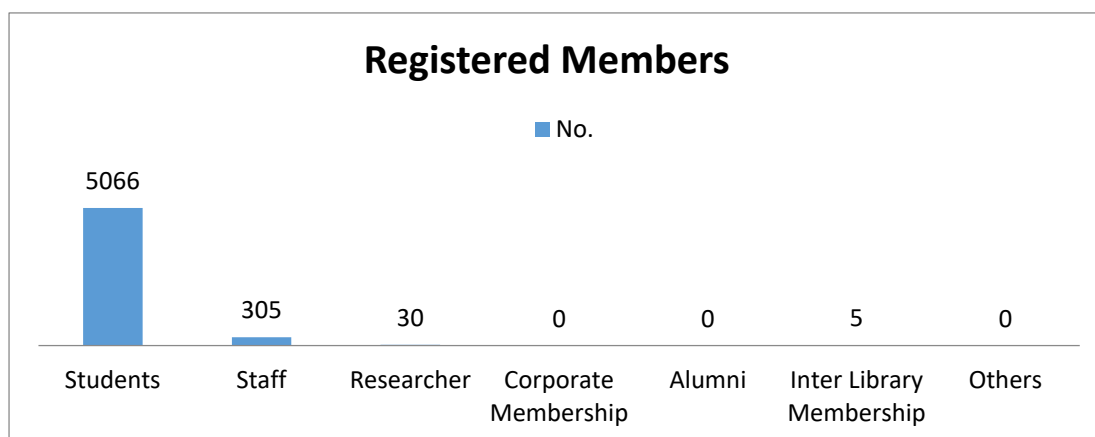


Fig. 1: Registered Members of College Libraries

Library Activities

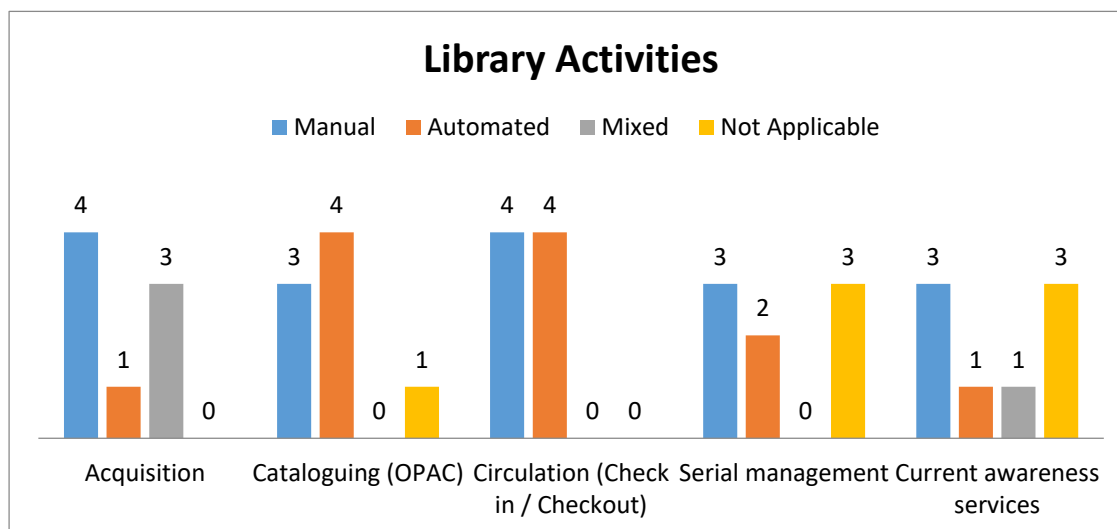


Fig. 2: Library Activities

Fig. 2 shows library activities like acquisition, circulation, and CAS services provided by the college libraries in a manual format. Around 50% of the college libraries provide automate cataloging and circulation services. Three college libraries maintain serial management manually, whereas only two colleges keep automated records.

Library Equipment Facility

Fig. 3 shows details of the library equipment facilities in the college libraries of DNH. All the college libraries have computers, barcode readers, printers, and scanners. However, RFID technology is not available in any of the college libraries. Photocopying facility is available in five college libraries. Some college libraries have video displays, digital cameras, and overhead projectors.

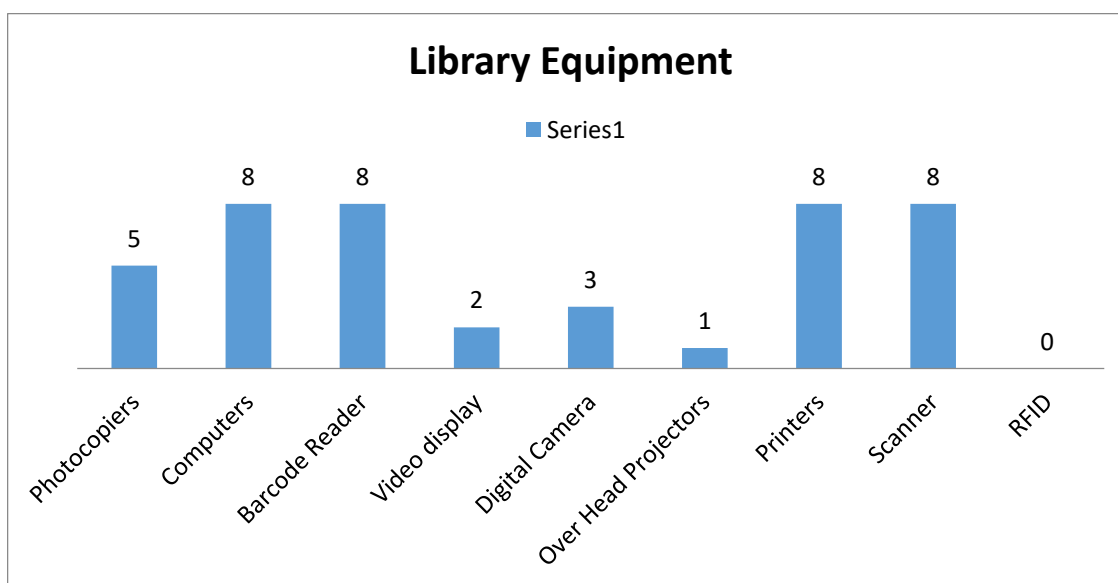


Fig. 3: Library Equipment Facility

Library Automation Software

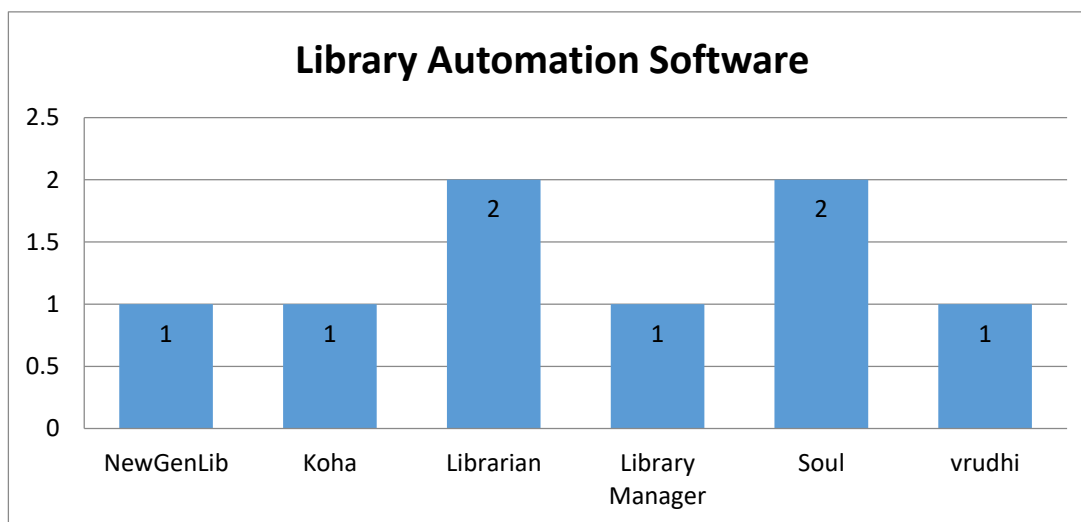


Fig. 4: Library Automation Software

Fig. 4 shows the status of the library automation software. Nowadays, the demand for library open source software is very high in all types of libraries. However, in the DNH, a maximum number of academic college libraries

use integrated library management software. Out of 8 college libraries, only 2 use open-source software, whereas 6 use integrated library management software.

Library and Information Services

- *Library General Services*

As mentioned in Fig. 5, only two services – reference service and CAS (current awareness service) – are

provided by all the college libraries in DNH. Only 87.5% of college libraries provide literature search reviews, newspaper clipping services, and book display services to their users. Only 50% of the college libraries provide book banks and reprographic services.

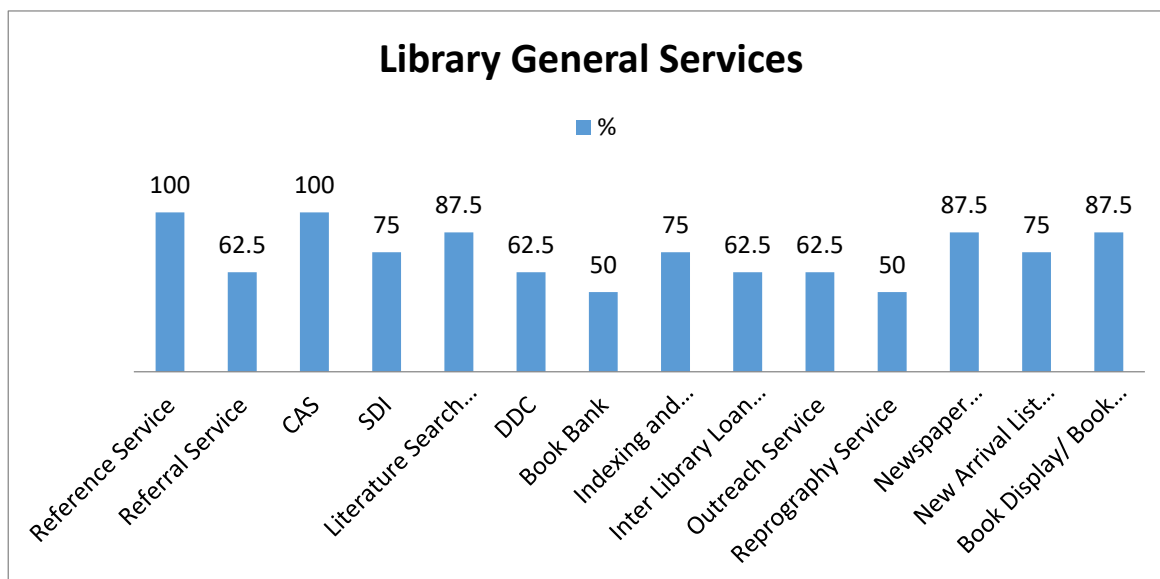


Fig. 5: Library General Services

- *Information Literacy*

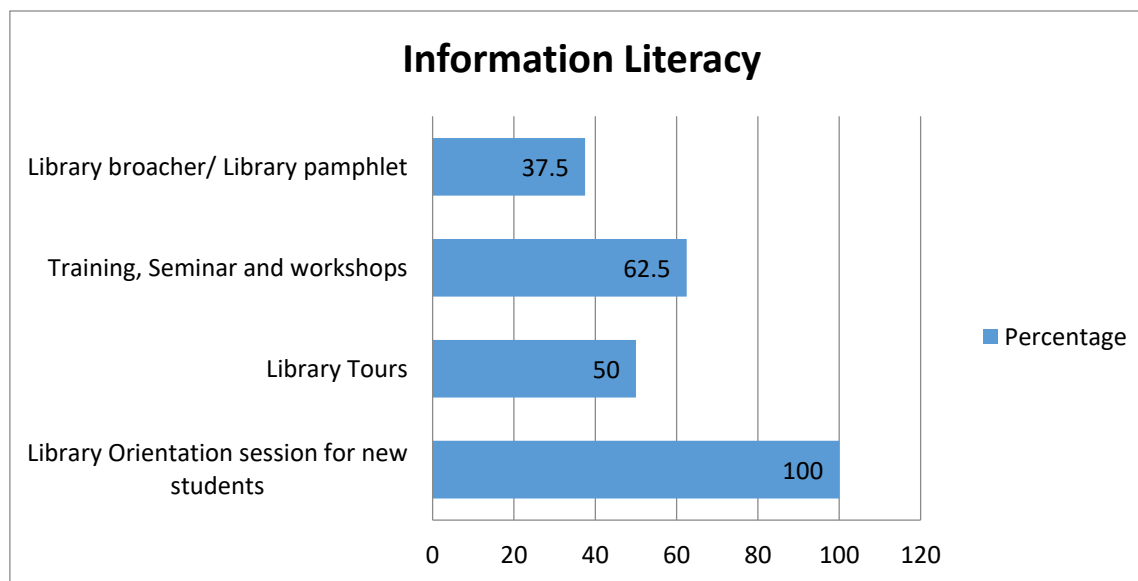


Fig. 6: Information Literacy

Fig. 6 shows the status of information literacy services provided by the college libraries in DNH. Only one service library orientation session for new students is provided by

all the college libraries, whereas only 50% of the college libraries provide library tours service. Library brochure/ library pamphlet services is provided by only 37% of the

college libraries, whereas 62.5% of the college libraries provide training, seminars, and workshops, to create awareness about library and library resources to the users.

● ICT-Based Library Services

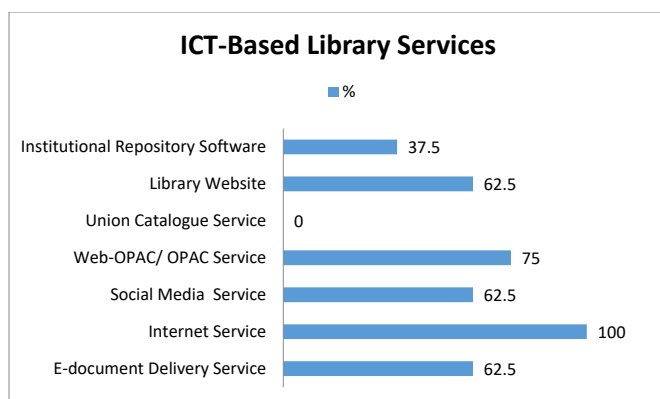


Fig. 7: ICT-Based Library Services

Fig. 7 shows the status of ICT-based library services. All the college libraries provide Internet services to the users, whereas 62.5% of the college libraries provide library websites, social media services, and e-documents delivery services. Web OPAC service is provided by 75% of the college libraries; on the other hand, 37.5% of the college libraries have institutional repository software. No college library provides union cataloguing services.

Problems and Challenges

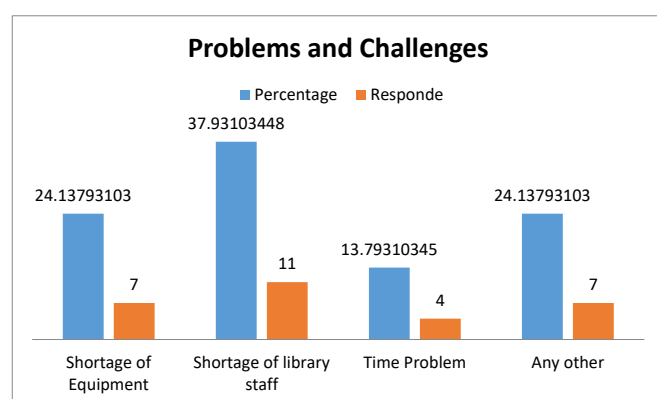


Fig. 8: Problems and Challenges

Fig. 8 shows that the main reason why college libraries do not provide library and information services to the users is shortage of library staff. The highest percentage (37%) of the college libraries believed that there is not enough

library staff. Only 13% of the college libraries assumed that time is a big obstacle to providing library and information services to the users. On the other hand, 24.13% of the college libraries believe that there are other reasons why library and information services are not provided.

Recommendations

Nowadays, library professionals are undergoing rapid changes. Different types of internal and external factors are reshaping the role of libraries. Due to the increasing number and types of information tools and techniques in this digital age, librarians must think about the maximum number of users who benefit from the library and information services and products; the need of the day is maximum utilisation of library resources by users. As per the observations of the researcher, the following suggestions will help increase utilisation of library resources and services.

- Marketing and promotion of library and information services and products.
- Required infrastructure and facilities must be available in the library.
- Increase in user-oriented services, and awareness programmes and activities by the library.
- Library human resources plays a very important role in providing the best library and information services to the users. So, recruit qualified and smart library staff.
- Library professionals must adopt and apply ICT in library activities, function, and services.

Conclusions

The library is a non-profit organisation. The main objective of the library is to provide the right information to the right users at the right time. It is the moral responsibility of a librarian to bring library services to the forefront, and hence prove the excellence of the library services. The librarian needs to apply the emerging trends and technology in library services. Social media is the best platform for library awareness services, of library services and products. For any college libraries, the library professional staff are the main factors in providing a better service to the users. College libraries of DNH are facing a number of problems.

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