

# Challenges and Issues of College Library Services in Dibrugarh District of Assam: A Case Study

Dhrubajit Das

Dipika Baruah

*The college libraries of Dibrugarh district are facing many problems due to lack of adequate finance, collection, sufficient manpower, and lack of infrastructure. As a result they cannot provide expected services to the users. In this paper a study has been conducted on the management and services of college libraries in Dibrugarh district of Assam. The study intends to find out the various services rendered by the college libraries in Dibrugarh district as well as users satisfaction from the existing services; status of library automation and problems faced by the college libraries and forwarded some vital suggestions.*

**Keywords:** College Library, Services, Dibrugarh, Assam, Library

## 1. Introduction

Library services refer to the facilities that are provided by a library to the users for the purpose of using resources available in the library in order to meet their information requirement. A college library should ensure to collect and organize recorded information available in various formats in accordance with the aims and needs of the users. The college library, pulsing heart of the college campus, contributes to the realization of the objectives of the college. The objective of the college library is to make available its resources and services as an effective supplement to the instructional programmes undertaken by the college.

Due to the exponential growth of knowledge, in recent times, in printed, non-printed, electronic and multimedia forms as well as their demand by the growing users, it becomes very difficult for the college library to collect and organize the reading materials in such a way so as to disseminate them properly. The exponential growth of literature in all forms made it difficult for the users to find out the required information and it becomes the responsibility of the librarian to satisfy their need by devising new ways and new means. The college libraries of the present age are facing new types of challenges, which they cannot imagine a decade ago. In order to cope up with the changing environment, the college libraries need to reorganize their systems and procedures and adopt modern techniques in order to survive in the environment of continuing technological development. There is an urgent need for the college libraries to re-invent their conventional procedures and methods practiced for organization and dissemination of knowledge in order to adapt in the recent technological changes.

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The study has been conducted on the college library services in Dibrugarh district of Assam. The study intends to find out the various services rendered by the college libraries in Dibrugarh district as well as users satisfaction; status of library automation and problems faced by these libraries.

### 2. Scope of the Study

Dibrugarh is one of the oldest district of Assam covering 3381 sq.km area with over 11 lakh population. There are all together 15 colleges in Dibrugarh district and the present study covers services rendered, users satisfaction in 9 colleges of the district.

### 3. Methodology

Relevant data on the field of study are collected by adopting following methods:

1. Survey through questionnaires distributed to:
  - a) the college libraries in Dibrugarh district under study in order to collect data related to the present functioning and services of the libraries.
  - b) to the different categories of college library users under study to ascertain about their satisfaction from library services
2. Interviews, interaction made with library managers, library professionals and the users of the college libraries of Dibrugarh district
3. Personal observation

### 4. College Libraries of Dibrugarh District

There are all total 15 colleges in Dibrugarh district, out which twelve colleges are NAAC accredited. The following Table 1 shows these colleges with their date of establishment and NAAC grade. The colleges are arranged according to the year of establishment. The colleges with star mark are included in the study.

**Table 1: Colleges in Dibrugarh district**

Sl. No	Name Of Colleges	Year of Establishment	Naac Grade
1	DHSK College*	1945	B++
2	DHSK Commerce College*	1960	B
3	Dibru College	1963	B+
4	MDK Girls' College*	1963	B++
5	Naharkatia College	1964	C++
6	Tengakhat College*	1967	C++

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7	Duliajan College*	1969	B+
8	DDR College*	1971	B
9	Tingkhong College*	1972	C+
10	Namrup College	1973	C++
11	Khowang College*	1982	B
12	Pithubar College	1989	-
13	Duliajan Girls' College	1992	B
14	NLB City College*	1992	-
15	Moran Commerce College	1993	-

## 5. Library Collection

Table 2 bellow shows detail about the collection of the various college libraries of Dibrugarh district under study.

Table 2: Collection of the college under study.

Name of college	Books	R. B	B. B	C. P	N. P	N. B. M	B. V	O. C	Total
DHSK College	35000	4000	500	9	7	25	3000	nil	42541
DHSK Commerce College	24744	5000	1839	6	6	nil	100	nil	31695
MDK Girls' College	22210	1377	1279	8	5	28	354	470	25731
Tengakhat College	10100	1000	Nil	10	10	100	nil	5	11225
Duliajan College	13000	500	2000	35	7	17	28000	nil	43559
DDR College	9432	561	167	11	3	nil	19	nil	10193
Tingkhong College	9450	2501	Nil	5	3	10	nil	20	11989
Khowang College	7000	1500	1300	2	2	nil	nil	nil	9804
NLB City College	5730	nil	Nil	nil	nil	nil	nil	nil	5730
Total	136666	16439	7085	86	43	180	31473	495	192467

**R.B**-Reference Books; **B.B**-Book Bank; **C.P**-Current Periodicals; **N.P**-Newspaper; **N.B.M**-Non-Book Materials; **B.V**-Back Volumes; **O.C**-Other collection

In colleges like DHSK College and Duliajan College the total collection is more than forty thousand, whereas in colleges like Khowang College and NLB City College the collection is less than ten thousand. DHSK College has the highest book collection of 35000. DHSK Commerce College maintains the highest number of Reference Collection of 5000. Duliajan College receives 35 copies of Current Periodicals, out of which 29 are subscribed by them and the rest they get as gifts. It also has the highest number of total library collection which is 43559 and occupies 23% of the summation of total collection of these

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colleges as shown in Fig. 1. It can be noted here that NLB City College Library has only 5730 book collection and no other collection. It neither subscribes any journal or newspaper nor reference books.

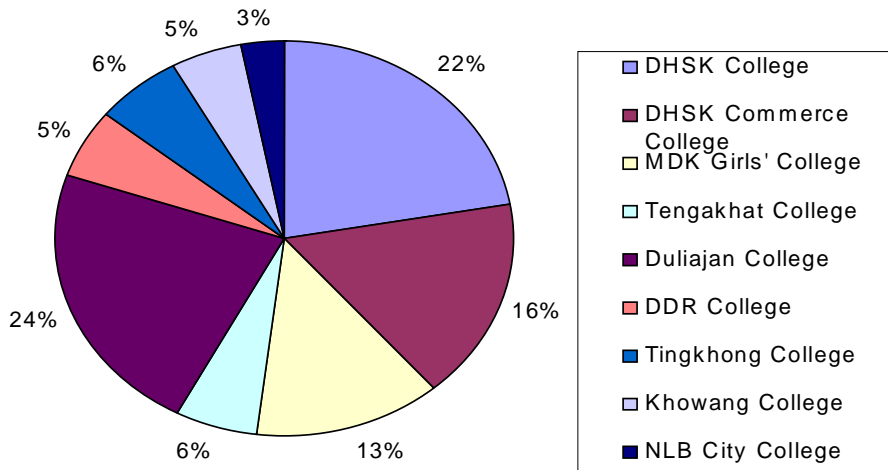
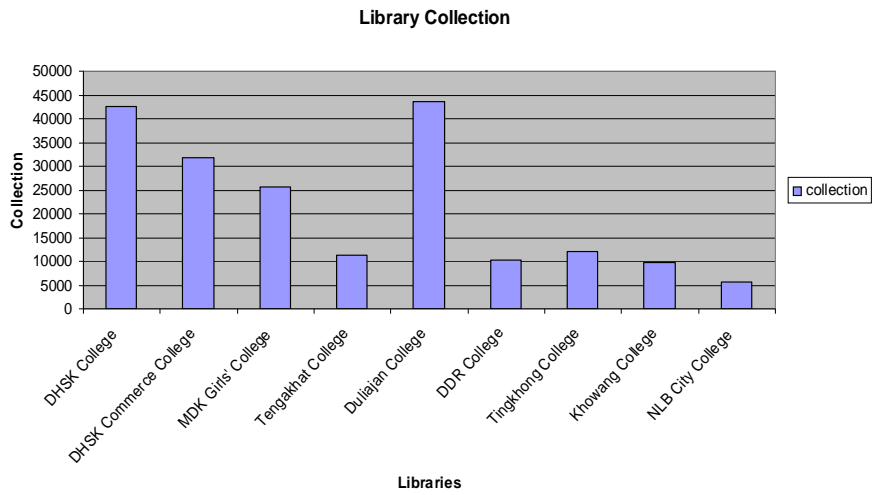


Figure 2: Library collection in percentage

## 6. Services

Table 3 below describes the services of the college libraries of Dibrugarh district under study.

Table 3: Services of the libraries under study

Services	DHSK	DHSKC	MDK	TC	DC	DDR	TIC
Open access	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Reading room	Yes	Yes	Yes	Yes	Yes	Yes	Yes
P.R. room	Yes	Yes	Yes	No	Yes	Yes	Yes
Circulation	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Ref. service	Yes	Yes	Yes	Yes	Yes	Yes	No
O.I.P	Yes	No	No	Yes	Yes	No	No
Orientation	No	No	No	No	Yes	No	No
N.B.D	No	Yes	Yes	Yes	Yes	No	No
Photocopying	Yes	Yes	Yes	No	Yes	No	No
Book Bank	Yes	Yes	Yes	No	Yes	Yes	No
Bib. service	No	Yes	No	No	No	No	No
IIL	No	No	No	No	No	No	No
Ext. service	No	No	Yes	No	Yes	No	No
Comp. facility	No	No	Yes	No	Yes	No	No
Int. facility	No	No	No	No	No	No	No
Opening hour	10.00 - 4.00	9.30 - 4.30	9.00 - 4.30	9.00 - 4.00	9.00 - 5.00	9.30 3.30	9.30 - 2.30

**P.R. Room**- Periodical reading room; **Ref. service**- Reference service; **O.I.P**- Overnight issue of periodicals; **Bib. Service**- Bibliographic service; **IIL**- Inter-library loan; **Ext. Service**- Extension service; **Comp. facility**- Computer facility; **Int. facility**- Internet service

Fig.3 shows the extent of library services provided in the college libraries of Dibrugarh district. From Fig. 3 it is clear that the highest number of services are provided by Duliajan College and the least number of services are provided by Tingkhong College. All the libraries have Open-access system except Khowang College library. Duliajan College provides Open-access only to the faculty members and the Degree

students and the Higher Secondary students have to follow Close-access system. Reading room facility and circulation facility is common to all the colleges but some other basic services like periodical reading room, orientation, photocopying service, extension service are provided in very few of the colleges. Bibliographic service is given by only one college i.e. DHSK Commerce College. None of the colleges provide inter-library loan, and internet service. In Duliajan College, the IT Department provides Internet service to all the students and faculty members and very shortly internet service will be started by the library as informed by the librarian. All the libraries under study remain open from Monday to Saturday. On average, the libraries remain open for five hours a day. Duliajan College Library remains open for the maximum time of eight hours a day and Khowang College Library remain open for the minimum time i.e. 5 hours a day. Tingkhong College and MDK Girls' College Library also extend services to the retired faculties of the institution as well as users from nearby locality.+

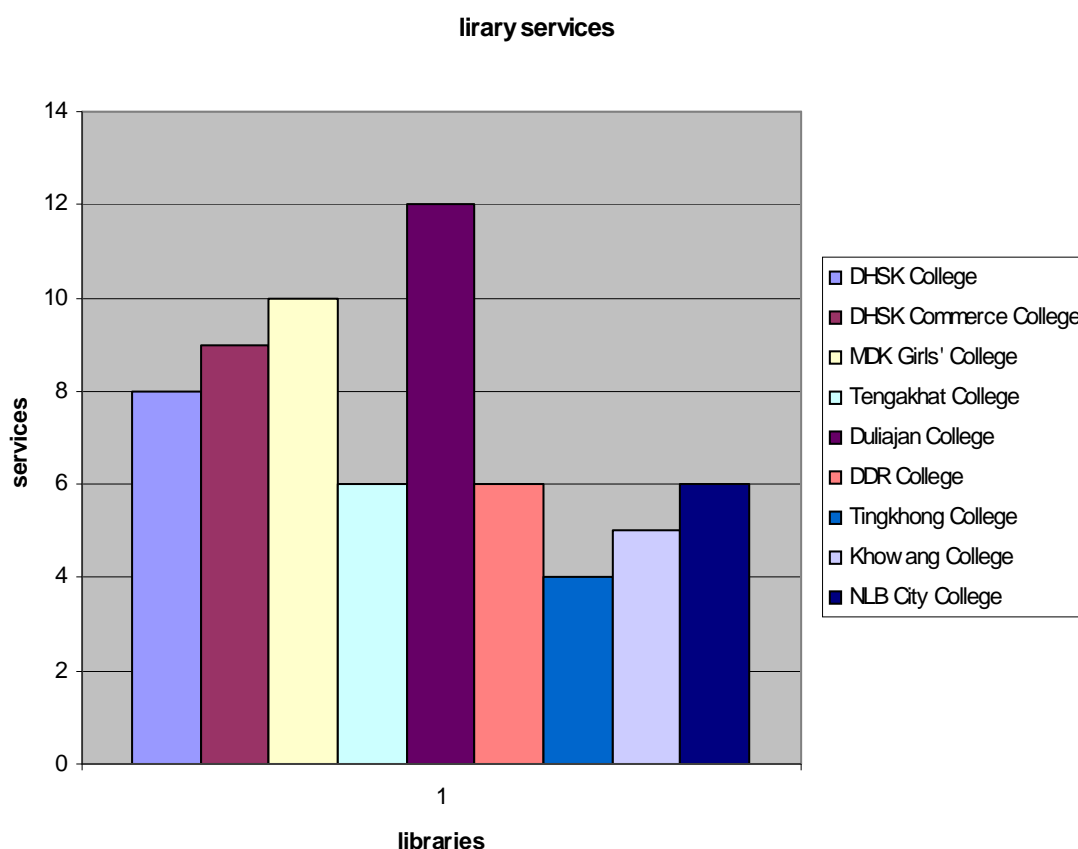


Figure 3: Services provided by the college libraries

## 7. Library Staff

The following Table gives an idea about the staff strength of the different college libraries.

**Table 4: Staff strength of the libraries under study**

College	Number of staff				Staff with computer knowledge	Total number of users	Number of users per staff (approx)
		Semi-Prof.	Non-Prof.	Total			
DHSK	1 (MLISc)	nil	5	6	1	1880	31
DHSCC	1 (MLISc, M.Phil), 2 (BLISc)	nil	2	5	2	1700	34
MDK	1 (MLISc, M.Phil), 1 (BLISc)	nil	6	8	2	2548	31
TC	Nil	nil	3	3	1	625	20
DC	1 (MLISc)	nil	3	4	4	1460	36
DDR	1 (MLISc)	nil	1	2	Nil	930	46
TIC	1 (BLISc, M.A)	nil	1	3	3	522	26
KC	1 (BLISc, M.Com)	nil	1	2	1	1025	51
NLB	1 (MLISc)	nil	1	2	1	1479	73
Total	12	nil	23	35		12169	

Most of the libraries have very less number of staff. MDK Girls' college has the maximum number of staff (8 staff) which also has the largest number of users. DHSK Girls' College has the highest number of Professional staff i.e. 3 numbers. The Librarian of DHSK Commerce College and MDK Girls' College also have M.Phil Degree. Tingkhong College and Khawang College Librarian have BLISc Degree. Tengakhat College Librarian post is not sanctioned and at present it is managed by a faculty member. The resources of this library are not yet classified and catalogued. Duliajan College Library has the highest number of staff having computer knowledge i.e. 4 numbers. Tengakhat College Library comes second with 3 staff member having computer knowledge. DDR College doesn't have any staff with computer knowledge.

## 8. Library Automation

Table 5 gives an idea about the Library Automation status of the college libraries under study.

Name of college	Fully Automated	Partially Automated	Area of Automation	Not Automated	Software used	Date of initiation
DHSK	-	Yes	Cat	-	SOUL	2007
DHSCC	-	-	-	Yes	-	-
MDK	-	Yes	Acq, Cat	-	SOUL	2004
TC	-	-	-	Yes	-	-
DC	-	Yes	Cat, Cir, SC	-	SOUL	2003

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DDR	-	Yes	Acq	-	Shruti Software	2003
TIC	-	Yes	Acq	-	GCLS	2005
KC	-	-	-	Yes	-	-
NLB	-	-	-	Yes	-	-

**Cat-** Cataloguing; **Acq-** Acquisition; **Cir-** Circulation; **GCLS-** Geo Create Library Software

Out of the nine colleges under study, five colleges have initiated automation in their libraries. Duliajan College library has already automated the cataloguing, circulation and serial control procedures. MDK Girls' College has automated acquisition and cataloguing processes. DHSK College has created the database of collection acquired in 2007 and after. DDR College and Tingkhong College have automated their acquisition system. The rest of the college libraries are yet to start automation process.

#### 9. Users' Satisfaction: Based on Survey

A library, besides acquiring and preserving documents properly also responsible for maintaining a retrieval process that promises a timely and accurate recall of the stored information and providing tools for manipulating the stored information efficiently. For manipulating and retrieving information efficiently libraries have undertaken certain technical works for processing the document. Among the technical works, the classification and cataloguing of documents are considered to be played a very important role for identifying and locating documents pin-pointedly.

The methodology used for conducting users' study is questionnaire and interview methods. The survey has been covered two main categories of users of the college library such as Faculty Members and Students, which is tabulated in Table- 6 below:

**Table 6: Users' Survey and Responses Received**

College	Category of User	Population Size	Sample Size
DHSK	Students	1800	45 (2.5)
	Teacher	80	7 (8.75)
DHSKC	Students	1674	37 (2.21)
	Teacher	26	-
MDK	Students	2500	27 (1.08)
	Teacher	48	-
TC	Students	600	18 (3)



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	Teacher	25	-
DC	Students	1400	38 (2.75)
	Teacher	60	3 (5)
DDR	Students	900	13 (1.44)
	Teacher	30	5 (16.6)
TIC	Students	500	7 (1.4)
	Teacher	22	2 (9)
KC	Students	1000	17 (1.7)
	Teacher	25	2 (8)
NLB	Students	1450	12 (0.82)
	Teacher	29	-
Total	Students	11824	214
	Teacher	354	19

( Figures in parenthesis indicates percentage.)

The table 6 above reveals that the total size of user population under these two board categories is 12,178 and a total of 300 (2.46%) questionnaires are distributed to them. Out of 300 questionnaires distributed, a total of 233 (77.66%) responses are received. Out of 233 responses received 19 (8.15%) are faculty members; 214 (91.84%) are students.

### 9.1. Visit to Library

Table 7 describes the frequency of library visit by the users under study. The users of all the libraries under study are clubbed together as follows:

Table 7: Frequency of library visit

Category of User	Regularly	Twice or thrice a week	Once a week	Once or twice a month	Occasionally	Total
Students	61 (28.5)	79 (36.91)	48 (22.42)	7 (3.27)	19 (8.87)	214
Teacher	6 (31.57)	9 (47.36)	2 (10.52)	1 (5.26)	1 (5.26)	19
Total	67	88	50	8	20	233
Percentage	28.75	37.76	21.45	3.43	8.58	

Figures in parenthesis indicates individual category percentage

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The table reveals that among the 19 faculty members responded 6 (31.57%) are regularly visited to the library; 9 (47.36%) are visited to the library twice or thrice a week; 2 (10.52%) are visited once a week and 5.26% of teachers visited library once or twice in a month. Out of 214 students responded, 61 (28.5%) students are regularly visited; 79 (36.91%) are visited to the library twice or thrice a week; 48 (22.42%) are visited once a week; 7 (3.27%) are visited once or twice in a month and 19 (8.87%) students are visited to the library occasionally.

### 9.2 Users view on Library Collection

Different users have different information need. Their preferences are also differ from each other. The users' view on the availability of different reading materials in the library and their level of satisfaction on the existing collection is given in the following table 8:

Table 8: User view on library collection

College	Satisfied	Not-Satisfied	Total user surveyed	Satisfied percentage	Not-Satisfied percentage
DHSK	27	25	52	51.92	48.07
DHSKC	22	15	37	59.45	40.54
MDK	17	10	27	62.96	37.03
TC	2	16	18	11.1	88.88
DC	23	18	41	56.09	43.9
DDR	11	7	18	61.11	38.88
TIC	1	8	9	11.11%	88.88
KC	5	14	19	26.31	73.68
NLB	1	11	12	8.33	91.66
Total	109(46.78)	124(53.21)	233	46.78	53.21

The table reveals that 62.96% of users are satisfied on the availability of library collection in MDK college followed by 61.11% users satisfaction in DDR college while 91.66% of users are expressed their dissatisfaction on library collection in NLB college library.

### 9.3 Library Opening Hour

Working hour of a library affects the use of the college library. In college neither the students nor the teachers are able to properly visit the library during the college period. So, the library needs to serve its users beyond the normal class hour. Table 9 below shows the users' satisfaction level on the opening hours of the college libraries in Dibrugarh district:

**Table 9: Users view on opening hour of library**

College	Satisfied	Not-Satisfied surveyed	Total user	Satisfied percentage	Not-Satisfied percentage
DHSK	42	10	52	80.76	19.23
DHSCC	26	11	37	70.27	29.72
MDK	19	8	27	70.37	29.6
TC	7	11	18	38.8	61.11
DC	35	6	41	85.36	14.63
DDR	14	4	18	77.77	22.22
TIC	1	8	9	11.1	88.8
KC	13	6	19	68.4	31.5
NLB	6	6	12	50	50
Total	167	66	233	71.67	28.32

The above table reveals that 85.36% of the users of Duliagan College Library and 80.76% users of DHSK College Library are satisfied with the opening hour of the library i.e. (9.00 am- 5.00 pm and 10.00 am- 4.00 pm respectively). The users of Tengakhat College Library are highly dissatisfied with the opening hour of the college library

### 9.4 Rating by Users

The rate of satisfaction of the users depending upon the extent of services to which the libraries are able to satisfy them has been given in the Table 10 below:

**Table 10: Library rating by users**

College	Excellent	Good	Average	Bad	Total user surveyed	Excellent %	Good %	Average %	Bad %
DHSK	-	14	38	-	52	-	26.92	73.07	-
DHSCC	-	13	24	-	37	-	35.13	64.86	-

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MDK	14	4	8	-	27	51.85	14.81	29.62	-
TC	-	5	13	-	18	-	27.77	72.22	-
DC	12	23	6	-	41	29.26	56.09	14.63	-
DDR	-	15	3	-	18	-	83.33	16.66	-
TIC	-	4	5	-	9	-	44.44%	55.55%	-
KC	-	8	11	-	19	-	42.1	57.89	-
NLB	-	1	11	-	12	-	8.3	91.66	-
Total	26	87	119	-	233	11.15	37.33	51.07	-

From the survey it is found that that the users of MDK Girls' college are highly satisfied from the services rendered by the college with 51.85% rated as excellent followed by DC with 29.26% rated as excellent. The users of NLB City College are least satisfied with the services of library with 91.66% rated as average.

### 10. Findings

Library is one of the most important assets of a college. The success of a college largely depends on the condition of the college library. In this age of ICT, many new service and facilities are introduced in the library and information centre. Through the survey it is found that most of college libraries of Dibrugarh district are rendering services to its patron in traditional way. Out of the nine college libraries surveyed, five colleges have initiated automation in their libraries.

From the survey it is found that most of the college libraries of Dibrugarh district are providing facilities like open access, circulation, reading room, periodical reading room, reference service, new book display and book bank to its users. Other services like overnight issue of periodical, orientation programme, photocopy facility, bibliographic service, extension service etc are provided in very few of the colleges. None of the libraries are providing Inter- library loan and internet services to the users (Table:3)

Colleges like DHSK College and Duliajan College have more than forty thousand collections in its library but in other colleges like Khowang College and NLB City College, collection is less than ten thousand. Some college libraries have very less number of journals and newspapers.

Most of the college libraries have very few numbers of staff. None of the library has semi-professional staff. Tengakhat College does not have professional librarian (Table:4)

Most of the librarians are of the view that they are not getting sufficient fund for running the library properly. Some of the college libraries also fail to get the support of the college authority. Out of these libraries under study, Khowang College Library even doesn't have library committee.

Through the users' survey it is found that most of the users are not satisfied with their library collection. The users of Tengakhat College and NB City College are among the most dissatisfied group. The users of DHSK Commerce College, MDK Girls' College and Duliajan College are highly satisfied with the collection of their library (Table:6 ). The users of MDK Girls' College Library and Duliajan College Library are most satisfied with the library facilities and the users of Tengakhat College Library and NLB City College Library are least satisfied with the services of the libraries. From the survey it is found that the users are more comfortable with open-access system than close-access system.

The detailed findings of the survey are listed below:

#### **10.1. Library Collection**

1. Duliajan College Library has the highest number of total collection of 43,559 and NLB City College Library has the least number of collections i.e. 5730.
2. DHSK Commerce College Library subscribe the highest number of current Journals i.e. 35 numbers and Khowang College Library subscribe the least numbers of journals whereas NLB City College Library does not subscribe any journal.
3. Tengakhat College Library subscribe the maximum number of Newspaper i.e. 10 numbers and Khowang College Library subscribe the least number of only 2 Newspaper whereas NLB City College Library does not subscribe any Newspaper.

#### **10.2. Library Services**

1. Reading room facility and circulation facility is provided in all the college libraries.
2. Except Khowang College Library, all the other libraries are open-access.
3. Current periodicals section is not available Tengakhat College Library, Khowang College Library and NLB City College Library.
5. Photocopying service is available in DHSK College, DHSK Commerce College, MDK Girls' College and Duliajan College Library.
6. Bibliographic service is provided only in DHSK Commerce College Library.
7. Extension service is provided in MDK Girls' College Library and Duliajan College Library.
8. MDK Girls' College and Duliajan College Library have computer facility for the users.
9. None of the colleges under study have inter-library loan and internet facility.

### 10.3 Library Automation

1. Five college libraries out of nine under study have initiated the process of automation.
3. DDR College Library is using Shruti Software, Tingkhong College Library is using locally made Library Software and the other libraries are using SOUL Software for automating their libraries.
3. Duliajan College Library has automated its catalogue, circulation and serial control, MDK College Library has automated its acquisition and cataloguing procedures, DHSK College Library has create its database of collection acquired in 2007 and after and DDR College Library and Tingkhong College Library has automated its acquisition process.

### 10.4 Users Satisfaction

1. An average of only 46.78% of users are satisfied with the library collection and the 53.21% are not satisfied (Table 8)
2. The users of MDK Girls' College Library are highly satisfied from the library collection with 62.96% (Table:8)
3. The users of NLB City College Library are most dissatisfied from library collection with 91.66%
4. The users of MDK Girls' College Library and Duliajan College Library are most satisfied with the services rendered by the college library with 51.85% and 29.26% responded as excellent respectively.

### 10.5 Suggestions

Some of the suggestions for improving college library services in Dibrugarh district are given bellow:

1. The collection of the libraries should be enhanced.
2. The number of reference collection should be improved.
3. There should be more subscription of journals and newspapers.
4. The libraries should maintain back volumes of periodicals.
5. The opening hour of the libraries should be extended and kept open beyond college hours.
6. Orientation programme should be conducted to introduce the user to the library.
7. Photocopying, Bibliographic Service, ILL, Extension service, computer facility and internet facility should be provided to the users.
8. The staff should be well acquainted with the latest technology.
9. User survey should be conducted in order to know users requirement.
10. The college libraries of Dibrugarh district should adopt modern technology and convert themselves into automated library phase - wise

## 11. Conclusion

To sustain in this age of Science and technology, a college library should equip itself with modern machines and gadgets. The college libraries should switch over from the traditional system to the modern system to cope up with the ever changing world of Science and technology. The choice, requirements and demand of the users are also changing and increasing in rapid way in this age. To fulfill these requirements and demands of the users, the college libraries need to change themselves and come out from the traditional cage.

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## About Authors

**Dr. Dhrubajit Das**, Librarian, S B Deorah College, Guwahati - 7  
E-mail: ddas\_ghy@yahoo.co.in

**Miss Dipika Baruah**, Student, Gauhati University, Guwahati - 7