

Bangla Sahayata Kendra (BSK): An Initiative of Community Engagement by Information Services through Public Libraries and allied in West Bengal

By

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Introduction:

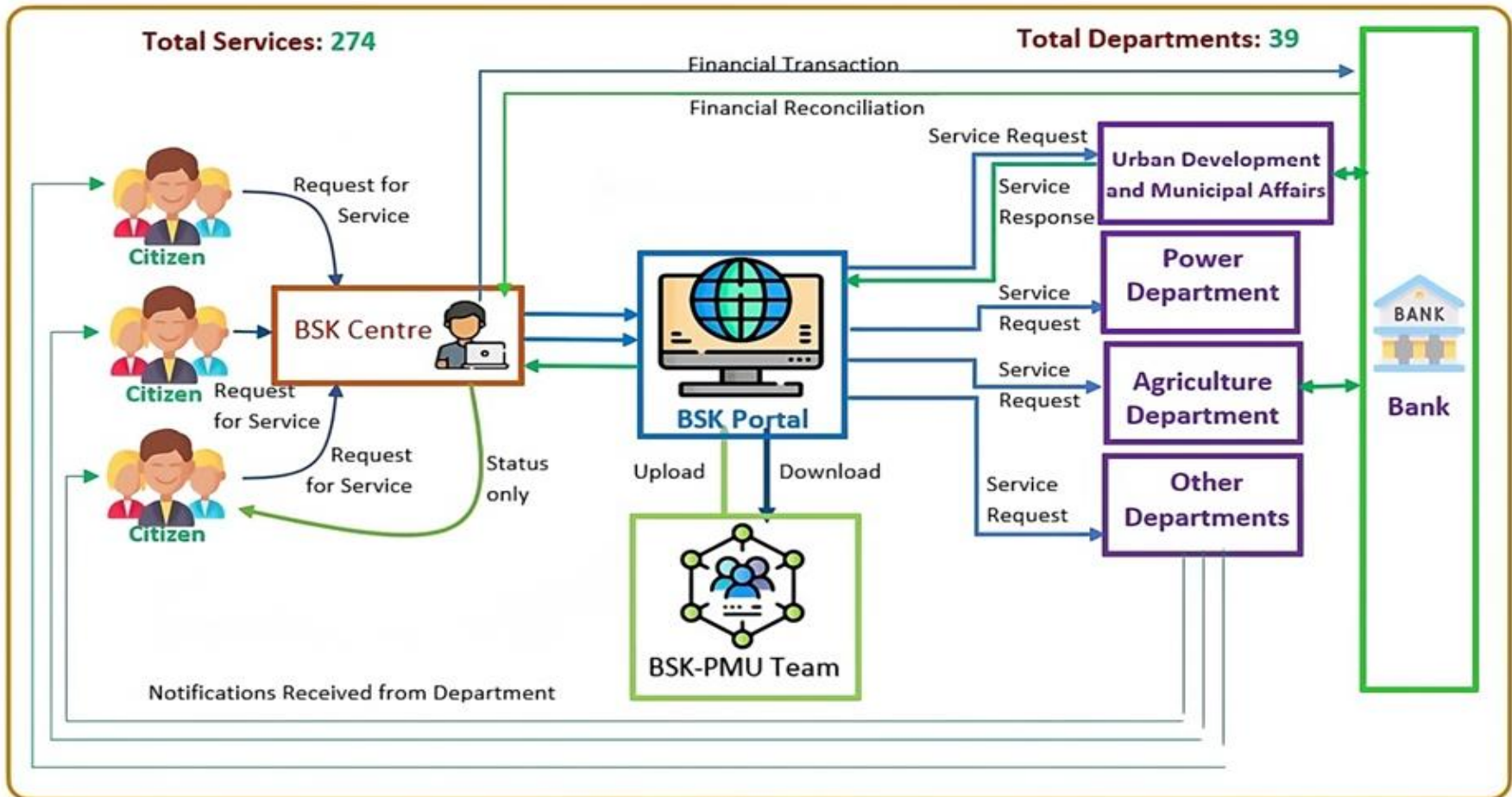
Public libraries have been integral to the fabric of society, serving as bastions of knowledge, culture, and community engagement for centuries. These institutions have played a pivotal role in democratizing access to information, promoting literacy, and fostering lifelong learning among individuals from all walks of life (Goulding, 2009). In West Bengal, the BSK stands as a testament to the enduring relevance and transformative potential through public libraries in advancing social development and inclusivity.

Amidst the evolving landscape of library services, the BSK emerges as a groundbreaking initiative in West Bengal. Founded on the principles of community engagement and empowerment, BSK seeks to revitalize the role of public libraries as catalysts for social change and inclusive development. By leveraging existing infrastructures and forging strategic partnerships with local stakeholders, BSK aims to reimagine the traditional concept of public libraries and tailor their services to meet the evolving needs of 21st-century communities.

BSK:

The Bangla Sahayata Kendra, initiated by the government of West Bengal in October 2020 under the National e-Governance Plan, serves as a vital grassroots aggregator. Operating from government facilities across 23 districts in West Bengal, these centres offer a comprehensive array of online public services via a unified digital platform. With 3561 operational centres, they facilitate access to information on state government schemes, programs, and initiatives. Through their interface, accessible at <https://bsk.wb.gov.in/>, these centres deliver 280 services spanning 38 administrative departments. Among these, 177 are transactional services, while 101 provide information. The portal, developed internally, efficiently manages all transactions and service provisions. Additional services are continually integrated via APIs to streamline application processes, status updates, grievance redressal, and issuance of final certificates or receipts.

BSK Delivery Model



BSK Present Delivery Model

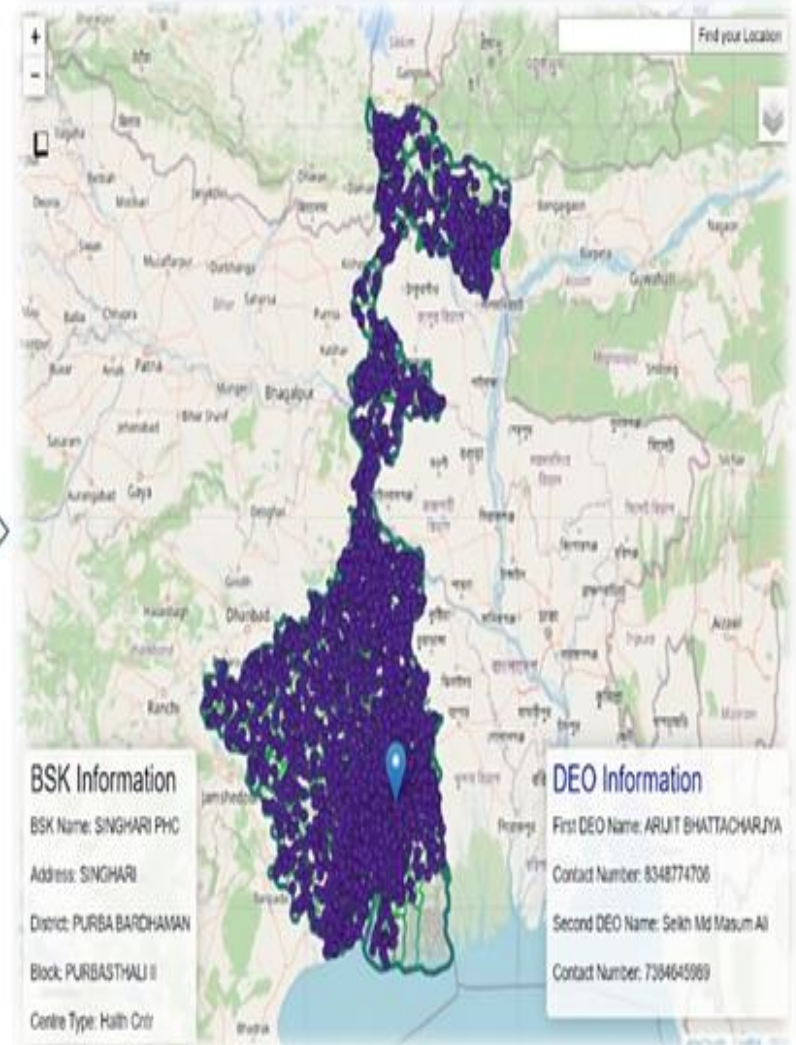


Operational Area

<https://bsk.wb.gov.in/findbsk#>

SL	Districts	Number of BSKs
1	ALIPURDUAR	60
2	BANKURA	213
3	BIRBHUM	197
4	COOCH BEHAR	139
5	DAKSHIN DINAJPUR	80
6	DARJEELING	116
7	HOOGLY	241
8	HOWRAH	164
9	JALPAIGURI	87
10	JHARGRAM	82
11	KALIMPONG	24
12	KOLKATA	39
13	MALDA	137
14	MURSHIDABAD	254
15	NADIA	192
16	NORTH 24 PARGANAS	260
17	PASCHIM BARDHAMAN	95
18	PASCHIM MEDINIPUR	186
19	PURBA BARDHAMAN	239
20	PURBA MEDINIPUR	227
21	PURULIA	182
22	SOUTH 24 PARGANAS	255
23	UTTAR DINAJPUR	92
	Total	3561

3561



Time span: Financial Year 1 st April- 31 st March	Total Footfall Yearly (TFY)	Total Footfall of 3561 BSK in West Bengal	
		Total Footfall Monthly(TFM) TFY/12	Total Footfall Daily (TFD) TFM/30
2020-2021	647280	53940	1798
2021-2022	31384490	2615374	87179
2022-2023	17485338	1457111	48570
2023-2024	17561908	1463492	48783



Total Operational Public Library as BSK

Total Public Libraries in West Bengal	Total Public Libraries using for BSK Service	Total Percentage
2480	630	25.40%

Name of the District	Number of public libraries where BSK is developed	Percentage (%)
Alipurduar	10	1.58%
Bankura	25	3.96%
Birbhum	34	5.39%
Coochbehar	26	4.12%
DakshinDinajpur	12	1.90%
Darjeeling	38	6.03%
Hooghly	62	9.84%
Howrah	36	5.71%
Japaiguri	11	1.74%
Jhargram	6	0.95%
Maldah	19	3.01%
Murshidabad	63	10%
Nadia	45	7.14%
North 24 Pgs	52	8.25%
PaschimBardhaman	16	2.53%
PaschimMedinipur	9	1.42%
PurbaBardhman	51	8.09%
PurbaMedinipur	28	4.44%
Purulia	21	3.33%
South 24 Parganas	47	7.46%
Uttar Dinajpur	19	3.01%
Total	630	100%

Number of public libraries where BSK is developed Rural or Urban area

Centre Type	Number of public libraries where BSK is developed	Percentage (%)
Rural Area	541	85.87%
Urban Area	89	14.13%
Total	630	100%

The Average foot fall of Each BSK Yearly

Financial Year	Total Footfall Yearly (TFY)	Total Number of BSK (TNB)	Average foot fall of Each BSK Yearly (TFY/TNB)
2020-2021	647280	3561	181.769166
2021-2022	31384490		8813.392306
2022-2023	17485338		4910.232519
2023-2024	17561908		4931.734906

Total footfall through BSK services in Public Libraries Yearly

Financial Year	Average foot fall of each BSK (AFB)	Total Number of BSK in Public Libraries (TNBPL)	Total footfall through BSK in Public Libraries Yearly (AFB*TNBPL)
2020-2021	181	630	114030
2021-2022	8813	630	5552190
2022-2023	4910	630	3093300
2023-2024	4931	630	3106530

Findings:

The research findings unveil the pivotal role of BSK Community Engagement in driving community participation within public libraries across West Bengal. Through a detailed examination, it has been found that BSK services significantly contribute to community engagement, with a substantial proportion of public libraries actively involved in BSK initiatives. The study reveals the extensive reach and impact of BSK services, facilitating access to essential resources and information and fostering citizen-government interaction. A strong correlation between BSK services and increased footfall in public libraries, indicative of robust community engagement and utilization of BSK facilities is seen.



Thank You