# CHAPTER-7

# MAJOR FINDINGS, RECOMMENDATIONS AND CONCLUSION

## 7.0 INTRODUCTION

Dream , Dream , Dream

Dream transform into thoughts and

Thoughts results in action

…….APJ Abdul Kalam

The application of Information and Communication Technologies (ICT) enables the library and information professionals to manage the library properly and to provide better facilities, functions and services to meet the present day challenges. The library and information centres

should serve their user community by their best collection, in a best possible ways and means at least possible time and cost.

A library, by opting best practices especially modernizing their operations and services, through using information technology can satisfy the present day needs of the users accessing through consortium based global information networks.

The college libraries affiliated to Dibrugarh University have been opting best practices. The data received from the surveyed 57 college libraries on background, facilities, functions, best practices and users' feedback on those services, functions, facilities etc. have been analysed as well as presented with graphical representation in the previous chapters.

## 7.1 MAJOR FINDINGS OF THE STUDY

The major findings of the study are elaborated under four sub headings:

7.1.1. Major Findings on the Colleges under Study,

7.1.2. Major Findings on the Colleges Libraries under Study,

7.1.3 Major Findings on the Library Professionals under Study,

7.1.4 Major Findings on the Feedbacks of the Users under Study.

### 7.1.1 Major Findings on the Colleges under Study

From the analysis of the total 57 feedbacks received from the college librarians in the Chapter-4, following major findings of the colleges are obtained:

- The J B College of Jorhat District is the oldest college in the area, established in 1930. Three colleges were established before or in the eve of independence of our country. Majority of the colleges under Dibrugarh University were established during 1960-70.
- As the colleges are affiliated to Dibrugarh University and under 2(f) and 12(B) of UGC, so they receive grants from the UGC.
- Most of the colleges (92.98%) have Arts stream followed by Science stream with 42.11% and Commerce stream with (33.33%).

- More than one third of the colleges (35.09%) provide PG courses apart from the core degree courses.
- Most of the colleges are having own website with primary information of the institutions and are having hyperlinks to related departments and organizations.
- All the surveyed colleges have been accredited by NAAC. Four tenth of the colleges under study (40.35%), obtained B grade. The rest of the colleges obtained B+ Grade with 21.05% and C++ Grade with 15.79%. Only two colleges obtained A+ grade with 3.51% and three colleges obtained A Grade with 5.26%.
- The North Lakhimpur College under study, the only Autonomous College under Dibrugarh University which has earned the distinction of a college as "With Potential for Excellence" under UGC during the 12$^{th}$ Plan period.
- The average number of teaching staff in the colleges is 46 persons and non-teaching staff is 19 persons .More than half of the colleges (57.89%) are having teaching staff in a range between 30-60 persons followed by 22.81% having 1-30 persons, 15.79% are having 60-90 persons and 3.51% are having 90-120 persons.
- About half of the colleges (49.12%) are having between 15-30 non-teaching staff in the colleges followed by 40.35% having 1-15, 8.77% are having between 30-45 and 1.75% between 45-60 non- teaching staff.

### 7.1.2 Major Findings of the Colleges Libraries under Study

There are total 57 college libraries covered under study. Based on the analysis of the feedbacks of those libraries in Chapter-5, following major findings are obtained:

- More than four tenth of the college libraries (43.86%) were established in the decade of 1960-1970's followed by 21.05% in 1980-1990s, with 19.30% in 1970-80s. The decadal growth rate is the lowest with 1.75% in 1990-2000s.
- The D.H.S.K College has the highest area (8100 Sq. Ft). About half of the colleges (49.12%) are having library area in the range of 2500-5000 Sq.ft., followed by 45.61% having 1000-2500 Sq.ft. and 3.51% having 5000-7500 sq.ft. The average library area among the libraries under study is 2692.30 Sq.ft.
- The libraries of the Women's College , Tinsukia and the Sibsagar College have the highest (more than 50,000) collection of text, reference and rare books. The Sibsagar College Library has total of 51,248 books and the Women's College, Tinsukia has 51,007 numbers of books.
- It is observed from the study that, the collection is higher in the older colleges than the newly established colleges. The average book collection among the libraries is 21957 numbers. About half of the colleges (47.37%) are having book collection ranging from 10,000-20,000 numbers. Rest 3.51% colleges are having more than 50,000 collection and only 5.26% colleges are having less than 10,000 book collection.
- The average subscription to periodical in the colleges is about 21 numbers. About five tenth of the libraries (47.37%) subscribe to 10- 20 periodicals.

A large number of libraries subscribe less than 10 numbers with 15.79% and 14.04 % libraries subscribe more than 40 periodicals.

- More than three fifth of the libraries (65.14%) are having bound periodicals and 35.09% libraries are having other collection.
- Most of the libraries (82.46%) under study practice open access, which facilitates the user community to go near to book stack to meet their requirements.
- The average subscription to newspaper among the libraries is 8.21numbers. About three fourth of the libraries (73.68%) provide 5-10 numbers of newspapers to their readers. About one forth (24.56%) of the libraries provide more than 10 newspapers.
- More than seven tenth of the colleges (70.18%) are having 3-6 manpower. Only 5 colleges of the area (8.77%) are having 0-3 manpower, 12 colleges are having (21.05%) more than 6 manpower. Only 10 libraries (17.54%) are having Assistant librarians and 44 libraries (77.19%) are having Library Assistant. The average library manpower among the colleges is 4.28 persons.
- All the colleges under study have library committee. The committees are formed by the Principals of the colleges abide by the rules and regulations of the DHE, Assam. The committee is formed with the principal of the college as Chairman and Librarian as Secretary of the committee. The members are from at least one faculty member from each stream available in the colleges.

- About half of the colleges (43.86%) under study, maintain library budget for the smooth running of the libraries.
- All the college libraries have library rules. The rules are provided to the user community through publishing a library rule separately, published in the college prospectus, in the Website or in the library bulletin board etc.
- Some libraries (47.37%) have provision for library caution money.
- The average reading room seat capacity of the libraries is 95. The capacity of seat is maximum for the students, followed by the teachers and staff. It is found that 7.09% colleges have no separate seats for the teachers and staff.
- More than three fourth of the libraries (77.19%) of the study area having N-LIST membership.
- Most of the colleges (89.5%) have separate reference sections in the libraries.
- More than seven tenth of the libraries (71.9%) have provision for the separate processing section.
- More than three fourth of the libraries (76%) have provision for separate Book Bank Section.
- Majority of the libraries (86%) have separate periodical section.
- About four fifth of the libraries (77.2 %) have reprographic room.
- About 60% libraries have separate computer section.
- Separate librarian's chamber is available (86%) in most of the libraries.
- Some libraries maintain records for circulation section in computerised

forms (54.4%) over manually (56.14%). A section of the libraries (10.53%) maintain records both in manually and in computerised form.

- Nearly seven tenth of the college libraries (68%) have introduced computer in 2005 onwards and the average 5.62 numbers of computers are available among the libraries.
- Majority of the libraries use operating system Windows 7 (82%) followed by Windows XP (46%) and Windows 8(14%).
- The average daily library users' statistics is 209. More than 52.6% libraries of the surveyed college libraries are having more than 200 daily library users.
- It is observed from the study that, where the best practices are more, there the users' daily library visit is also comparatively found more.

### 7.1.3 Major Findings about the Library Professionals under Study

The researcher has put forwarded some questions through the questionnaire or through conversation with them, to know their professional competencies, highest study, participation in seminars / workshops, publication and their attitudes towards the best practices, especially modernization / IT application etc. From the analysis of the feedbacks, following major outcomes are recorded:

- The study reveals that, most of the librarians and their professional colleagues have positive attitudes for the application of best practices in their libraries. They prefer more to serve the users through modernizing the functions and services of the libraries. They also demanded more in –

service training and employment of maximum number of competent library staff to serve the user in a best way.

- It is found from the study that, most of the college librarians are professionally competent to serve their libraries. About half of the librarians (43.86%) have highest professional MLISc. degree, followed by M.Phil. (38.6%), and BLISc. (14.04%). It is also remarkable that, about 4% librarians having Ph.D. as the highest professional degree.
- Majority of the librarians (87.72%) of the study participate seminars and workshops for their career enhancement. Most of the librarians participate national seminar followed by state and international level. The average number of participation to national level is 8.12, followed by state level with 5.14 and International level with 0.75.
- Most of the librarians (91.23%) are having publication of books, journal articles etc. The average number of such publication is 5.48. About three fourth of the librarians (58%) are having 1-4 publications, followed by 20% librarians are having 5-9 publications, 16% librarians are have 10-14 publications. Only 6% librarians are having maximum with 15-19 publications.
- The entire librarian's attitude towards modernisation/ IT application was ound positive. Most of the librarians responded (80.7%) highly agree towards modernisation/ IT application and about one fifth (19.3%) responded as agree. No librarian is found disagree towards modernisation/ IT Application.

### 7.1.4 Major Findings of the Feedback of the Users under Study

The subtraction of existing library resources, functions or services or new addition to them in the libraries; as well as the quality of them can be best known by taking regular feedback of the user community. There were total 969 users of the study comprising of 58.82% students, 29.41% teachers and 11.76% staff members of the respective colleges. Out of that, 52.12% were female against male 47.88% users. The users' feedback and its analysis of the study (in Chaptr-6) reveal the following major outcomes.

- More than three fifth of the users (68%) visit the library daily followed by weekly with 21.26% and sometimes with 9.6%. The students visit library daily than the teachers. It is also observed that, most of the students and teachers visit the library daily and weekly against the staff visit library sometimes.
- More than six tenth of the users (61.61%) fully aware of the resource, services and facilities of the libraries and rest 36.33% users awareness is limited .Only 2.06% readers responded as not at all aware of the resource, services and facilities of the libraries.
- More than half of the users (51.08%) of the colleges under study find the library resources as very good followed by good with 32.51%, excellent with 14.86% and average with 1.55%. The users have not found poor quality resources in the libraries.
- More than half of the readers' (58.51%) requirement is met above 50% by the library's collection followed by above 75% with 35.91% and above 25% only with 5.57%.

- Majority of the users (98.24%) think about the best practices and modernisation of libraries as essential. All the teachers responded positively on the best practices and modernisation of libraries.
- About 50% users' aware fully about the best practices and modernisation of the libraries followed by awareness is limited with 48.30%.
- About three fourth of the users' (74.72%) knowledge about libraries having computerised services is positive.
- More than seven tenth of the users (74.51%) find up to date library bulletin board in the library.
- Most of the users (90.51%) demand the Web Based services against only 9.49 % users provided negative response on it.
- More than three fourth of the users (66.36%) find available of the terminal (s) / computer (s) for the users in the libraries.
- About seven tenth of the users responded (66.46%) positively on availability of the electronic resources like CDs, DVDs, E-books etc. in the libraries and 33.54% users responded negatively.
- About seven tenth of the users (66.25%) use OPAC against a small part of the users (33.75%) do not use.
- About seven tenth (66.98%) of the users aware of the libraries best user award. It is also found that some users (33.02%) not aware of the best user award of the library.
- It is found in the study that more than half of the users (59.65%) find having suggestion box in the library and its timely responses against 40.35% users

not find this facility.

- Majority of the users (95.98%) demanded strong and dynamic library website in the study area. Only 4.02% users do not want library website. The demand for strong and dynamic library website is found more amongst the students and teachers.
- About seven tenth of the users (67.80%) find Internet search facility in the libraries against 32.2% users do not find this facility.
- Most of the users (92.47%) have strong demand for library Home Page / Website for information dissemination against only 7.53% users provided negative responses.

## 7.2 BEST PRACTICES AND MODERNIZATION OF LIBRARIES

The status of best practices and modernization of colleges libraries under study have been understood by going through in detailed analyses of the responses received from the librarians and the user community. Interview with the librarians and personal observation of the scholar also helped to put forwarded the interpretations. The findings of the analysis and its interpretation are mentioned below:

- All the colleges under study, are having separate library building.
- The open access is the best practice over closed or restricted access.It is found in the study that most of the libraries practice open access (82.46%).
- A sound library collection of book is one of the most important aspects to attract users and create reading habit amongst the users. The study reveals that about five tenth of the libraries (47.37%) having a good library

collection of more than 20,000 text and reference books .More than half of the libraries (56.14%) having rare book collection. About half of the libraries (47.37%) libraries are having book collection in the range of 10,000-20,000. (Table 5.14)

- The libraries under study have a good number of subscriptions to periodicals. The average subscription to periodicals among the libraries is 20.75 numbers. More than three fifth of the libraries (65.14%) are having bound periodicals and 35.09% libraries have other collection which is depicted in Table 5.15.
- There are a good numbers of library users in the colleges under study. The average library user among the libraries (209) witnesses the best practices and modernization of libraries which attract the readers.
- The colleges receive library budget from the college authority for a financial year. The main sources of the budget are library fee collected from the students, donation of the public, UGC and state governments' financial assistance etc. More than half of the college libraries (56.14%) maintain library budget manually or in computerised way.
- All the libraries are having library rules for their users which help a lot both to the library professionals as well as the users. Abiding by the rules certainly save the time of the user and staff.
- By taking caution money, a library can reduce lost and misuse of the library resources. It is observed form the study that, 47.37 % libraries collect caution money from the users.

- All the libraries have separate rooms and seats for reading purpose. The average seat capacity of the libraries is 95. (Table 5.24).
- A library's product and services completely depend upon the library personnel engaged in the library. There seems in the study that, most of the libraries have been serving with their limited numbers of library staff and rendering services to their best level. From the Table 5.20, we have come to know that, the average library manpower of the colleges under study is 4.28.
- It is found from the study that, more than half of the libraries (57.89%) practices collection development in deferent formats.
- It is found in the study that, more than half of the libraries (50.88%) are having in service training / staff promotional policy.
- A library can attract readers and provide more services by extending library opening hours/hours of service. About three fifth of the colleges (59.65%) under study practice best by extending their library opening hours/hours of service (Table 5.26).
- The students are treated as the soul of any educational institutions. By organizing student's participation programmes in the libraries or colleges, we can transform the potential user to the actual and habitual user. A remarkable number of libraries (73.68%) of the colleges under study perform the student participation programmes for creating reading habits and increase the library user.
- Libraries may generate resources through providing external membership.

It is found that, about one forth libraries (22.81%) generate resources through providing external membership.

- By arranging book talk on regular basis, a library can create reading habit to increase the number of readers. About 37% libraries under study, arrange book talks to attract the users.
- The facilities and services rendered by the libraries must be judged in accordance with the users' requirements. The study reveals that, more than three fifth of the libraries (66.67%) are having suggestion box and timely response policies.
- The study reveals that, about one fourth of the libraries (22.81%) have developed library home page for information dissemination. It is also observed that a section of the libraries (12.28%) have a strong and dynamic library Website.
- Campus LAN is required today to save the valuable time of the user. 40.35% of the libraries are having campus LAN facility.
- The electronics surveillance systems like CCTV/RFID etc. are essential for proper library management with limited library manpower. More than half of the libraries (54.39%) have electronic surveillance systems (only CCTV) in the study area.
- Users' attitude must be known through taking feedback practices. It is seen in the colleges of the study area that more than three fifth of the libraries (61.4%) have implemented users' feedback practice.

- By conducting staff - user meet at a regular interval, the resources of the library can be utilized to the optimal level and some library oriented problems can be solved easily. The study reveals that about half of the libraries (49.12%) arrange staff user meet for improvement of the library services.
- Users require both printed as well as electronic books in the library. More than half of the libraries (50.88%) are having E- Books besides printed books.
- The colleges can provide access to innumerable e-resources to their users by taking N-LIST membership. About three fifth of the libraries (59.65%) of the study area found having N - List Membership.
- A library can attract their users by providing library best user award. It is seen in the colleges of the area that, more than half of the libraries (57.89%) offer library Best User Award.
- By organising library book exhibition, a library may increase their user and reading habit. The study reveals that nearly three fourth of the libraries (73.68 %) organized library book exhibition in the college.
- Reprographic service is essential in the libraries. It is found that, most of the libraries (89.5%) provide reprographic services to their users.
- Internet connectivity is very essential in the libraries today. It is observed that, about three fifth of the libraries (59.7%) provide free internet browsing facility to the users.
- Through the book bank facility the library can help the needy users. Book bank facility is found in majority of the libraries (86%) to help the poor

students.

- It is found in the study that, all the colleges use standard classification scheme (DDC) and cataloguing rules (AACR-II).
- We cannot think today about a library without computer application. The study reveals that all the libraries use computer. Majority of the libraries (66.7%) use computers fully and only 12 colleges (21.05%) use partially. The computers are placed in Librarians chamber (98%) followed by processing (92%), circulation (70%), computer section (58%) other activities (50%), acquisition (38%) and reading room (34%).
- Libraries must use standard library software for its various advantageous factors. Most of the libraries (98%) under study, use SOUL software (both 1.0 and 2.0 version) developed by INFLIBNET, Ahmedabad.
- A library is expected to provide best services through computerizing all areas of the library housekeeping operations. The study reveals that, the areas of computerisation in the libraries are cataloguing (98%), circulation (64%), acquisition (56%), serial control (24%) and other areas (16%).
- There are only 7 libraries that have strong and dynamic library Website with 12.28%.
- The valuable time of the user and staff can be saved by using barcode technology especially in the circulation section of a library.

The study depicts that, more than three fifth of the libraries (62%) apply barcode technology.

## 7.3 SWOT ANALYSIS OF THE LIBRARIES UNDER STUDY

SWOT analysis helps a library to understand better in terms of the library's strengths, weaknesses, opportunities, and threats. These four elements may include the following:

**Library's Strengths**

- The strengths include the aspects of contribution, services, exceptional works, best practices, users' positive outlooks on the libraries etc.

**Library's Weaknesses**

- The weaknesses of the libraries cover need and areas of improvements, problems relating to infrastructure, resources, services and products, users needs etc.

**Library's Opportunities**

- The opportunities include what can be done with the available resources, taking advantage of state of the art happenings, utilisation of the existing strengths of the library for opportunities etc.

**Library's Threats**

- The threats cover better library services provided elsewhere, the weaknesses and other negative impacts, hiders in quality services etc.

The SWOT analysis has been carried out by the researcher on the basis of direct observations in the field and the feedbacks received from the respondents in response to the questionnaires. The strengths, weaknesses, opportunities and threats of the surveyed libraries have been discussed below:

### 7.3.1 The Strengths of the Surveyed Libraries

- Libraries are considered as service oriented organization with commitment
- Librarians are dedicated and committed to serve the users
- Library professionals are professionally qualified
- Library professionals have positive attitude towards use of ICT tools
- Library services have positive impact on students and their education
- Weightage of library homepage in college homepage
- Strong collection of print, and electronic resources
- Encouraging students to use the library by offering Best Reader Award
- Provision of Book Banks for students of SC/ST/OBC or other backward classes
- User orientation programmes for making students aware about the services and resources of the library
- Innovative practices in different libraries
- Organising book talks, book exhibitions etc.
- Better physical facilities which include, well-furnished reading room, Internet section, reference section, periodical section etc.
- Special collection in some specialized areas
- IT enabled resources and services like access to N-LIST consortium, OPAC, Barcode etc.
- Library automation using proven and widely used library management software like SOUL
- Separate library building and infrastructural facilities

- User feedback mechanism system.

### 7.3.2 The Weaknesses of the Libraries

- Impact of inadequate funds on staff, services, facilities, equipment and collection
- Shortage of library manpower
- Slow and inadequate network connectivity
- Lack of uninterrupted power supply
- Lack of campus network for resource sharing
- Lack of systematic assessment for resources, products, services and facilities
- No weeding out policies
- Lack of qualified library staff other than the librarian
- Paucity of funds
- Libraries are closed in holidays
- Absence of mechanism to measure the level of users' satisfaction
- Lack of institutional repository or digital library
- No use of barcode or RFID technology
- Absence of OPAC or WebOPAC
- No Inter Library Loan service
- Lack of proper budget maintenance and records in hand
- Lack of provision of library budget in the college's library budget
- Lack of ICT competencies among the librarians

- Low utilisation of N-List resources and services
- Lack of in house / in service training
- Lack of library oriented assignments in course curriculum
- Librarian is not considered as a member in the college's Governing Body
- Standard classification and cataloguing rules

### 7.3.3 The Opportunities of the Libraries

- Provision of making publicity of the library resources, products and services through online / instant messaging, newsletters etc.
- More proactive in contributing the student communities access/success by offering help and counsel.
- Provision of assessment of the status, services and facilities and other configuration by outsourcing experts.
- Preservation and conservation of manuscripts and rare collection
- Making digital library or institutional repository
- Making Library open in round the clock 24x7
- Increasing library consortium membership
- Proper utilisation of budget and maintenance of records
- Users and staff meet in regular interval
- More application of ICT products and services to provide services to the users.
- Taking users feedback and maintaining timely responses
- Sub-division /district level library resource sharing
- Making union catalogues on the collections of group of libraries

- Regular in-service training programme
- Seeking users help for valuable suggestions to provide quality service
- Universities may look for at least one year internship opportunities to MLISc students
- Outreach and library marketing of its products, services and collection
- Provision of new staff with innovative ideas in the field
- Potential of using unused resources of the parent organisation

### 7.3.4 The Threats of the Libraries

- IT people will replace the library and information professionals jobs
- Lack of attitude to serve the users efficiently and effectively
- Changing perception of the new generation users towards library and use of resources in the libraries
- Growing digital divide among the users and libraries located in rural and city areas creates potential loss of the status of the library
- Threat from other national/ overseas private universities
- Deterioration of the status of library profession in the peoples eye
- Not to cope up with the fast IT developments that may lead to decrease of library users.
- Threats from mass media and other alternates for better information/service providers which may easily attract the user community
- Outsourcing IT professionals to look after the ICT applications in libraries

## 7.4 REALISATION OF OBJECTIVES AND HYPOTHESES

### 7.4.1 Objectives of the study

- To understand the present scenario of the best practices in the degree college libraries under Dibrugarh University :

  Through entire work of the study, starting from the pilot study to field survey, data collection, analysis and findings of the study, the researcher has come to know about the state of the art of the best practices exercising the college libraries under Dibrugarh University which have been discussed in earlier chapters.

- To study the status of modernisation in the college libraries:

  The chapter- 5 of the thesis deals with the status of modernisation of the college libraries under study, where all possible aspects of the status of modernisation are discussed and achieved the objective.

- To find out different advantageous factors of using computers in college libraries:

  The chapter -3 deals with the best practices, modernisation and ICT and its application to library and information Centres are discussed. The objective is also realised by going through the Chapter-5 and Chapter-6, where we have come to know that there is a close relationship of modernisation and more exercise of best practices with the users' daily library visit. The present day users prefer to e-resources more e-resources and modern services than the traditional one. The users' daily visit to libraries is found more in the libraries

where N-List membership is there and where best practices are found more.

- To ascertain the users' responses in the selected college libraries where computer has been introduced:

  The users' responses in the college libraries where computer has been introduced have been discussed and shown in tabular forms with graphical representation in the Chapter- 6 of the thesis. The study reveals that, majority of the users (95.98%) demanded strong and dynamic library website in the study area and about seven tenth of the users (66.25%) use OPAC.

- To know the library professionals' attitude towards the use of IT in the degree college libraries under Dibrugarh University:

  The library professionals' attitude towards the use of IT application is found positive. In the Chapter-5 the analysis of data reveals that, most of the librarians responded (80.7%) highly agree towards modernisation/ IT application and about one fifth (19.3%) responded as agree. No librarian is found disagreed towards modernisation/ IT Application.

### 7.4.2 The hypotheses states

**i.** There is a close relationship between the best practices and library users visit to the library

**is found valid as proved in chapter 5.**

The study reveals that the users' daily visit statistics is found more in the libraries, where exercising the best practices are more as shown in the Table 5.27.

**ii.** Modernisation in terms of IT application has a positive impact on services and management of college libraries

**is found valid as proved in chapter 5 and 6**

From the analysis of the data, it is observed that with the help of modernisation, the library professionals of the study area have been offering best services and trying to attract the user community to the library with least number of library manpower. The automation helps the circulation desk and the use of OPAC helps the user to identify his/her requirement quickly. The use of CCTV, Barcodes etc. help the library professionals to smooth management of the library. Thus, modernisation in terms of IT application has a positive impact on services and management of college libraries.

**iii.** Library professionals' attitude towards modernisation is not positive

**is found invalid and cannot be proved, so rejected.**

## 7.5 RECOMMENDATIONS AND SUGGESTIONS

The present study deals with the best practices with special emphasis on modernisation in the college libraries under Dibrugarh University, Assam has facilitated to understand the present status of the best practices and modernisation aspects in the college libraries under study. Besides direct observation of the college libraries under study by the scholar, the feedbacks received from the user community has helped a lot to know the real situation prevailing there.

As mentioned in the hypotheses of the study, it is found in the study that, there is a close relationship between the best practices and library users visit to the library and Modernisation in terms of IT application has a positive impact on services and management of college libraries.

### 7.5.1 Suggestion to the College Authority

- The college authority must provide sufficient library manpower to the respective colleges to render quality services and products to the user community.
- There must be provision of multistoried and extension of the library building.
- There must be disaster management facilities and training in the colleges.
- Librarian must be incorporated in the major committees of the college development.
- The college community may enhance quality services and products through applying the Total Quality Management technique.
- The Governing body of the respective colleges may call upon the librarian to know the status and problems facing by of the library and do the needful

accordingly.

- The librarians may be encouraged to pursue higher studies for enhancing their career as well as to cope up with the present environment.
- The college authority may encourage the librarians to participate and contribute national and international seminars / workshops and publication.

### 7.5.2 Suggestion to the College Library

- The libraries which practice closed and restricted access must practice open access as early as possible to attract the user community.
- The study reveals that some college libraries (22.81%) have no NLIST membership. So the libraries those who have not become members of the NLIST programme INFLIBNET must be a member as soon as possible for enabling quality resources and services to the user community.
- The libraries must maintain the budget and keep the year wise expenses of it properly.
- The library may increase periodical subscription at least two for each department.
- As majority of the libraries have not provided reading room seat capacity for teacher, so, the provision may be incorporated urgently.
- Those libraries have not introduced facilities and services like book bank, Internet, OPAC, electronic resources, campus LAN, user study, barcode technology, electronic surveillance system etc.
- There may be regular user education programme for making users aware

about the resources, products, facilities and services in and through the libraries.

- The Librarian's Day / Library Day should be organized in the nearby High School/ Higher Secondary schools besides organizing in the own college to create reading habit among the student community,
- The library may generate resources by extending external membership and marketing the library products and services.
- Library professionals should acquire the softs skills like : communication skills, service oriented high self-esteem, time management, interpersonal skills, teamwork, conflict management, stress management, negotiation skills, presenting skills, self -study etc.

### 7.5.3 Suggestion to the INFLIBNET

- Though the INFLIBNET centre has provided SOUL software to college libraries of entire North Eastern Region at free of cost and training to the library professionals in its headquarters, for instant training and support services an active " SOUL Support Centre " or " INFLIBNET Coordinating Centre " should be established with a permanent premises and a coordinator in Assam.
- Though nine universities of the State (50%) has the membership of UGC - INFONET Digital Library Consortium till now, the centre should encourage the rest universities to become a member and the membership should be extended to the college libraries.

- As more than half of the colleges (169) of the state have membership of NLIST programme (54.87%), initiatives should be undertaken by the centre to cover all the colleges under the umbrella of this programme.
- The findings and recommendations of the research studies should be provided to UGC for justification and implementation.

### 7.5.4 Suggestion to the Dibrugarh University

- The University must not provide permanent affiliation to the colleges without having a separate library building, a qualified librarian with minimum five numbers of professionally competent supporting staff, minimum five numbers of computers and internet connectivity with uninterrupted power supply, both qualitative and quantitative collection of books and journals, at least fifty reading seat capacity, reprographics services etc.
- The University must make arrangement to monitor the state of the affairs of the affiliated college libraries and provide suggestions if required for accordingly.
- There must be regular Vice Chancellor and Librarians meet to discuss problems and issues of higher education and library services and provide solutions to them.
- The course curricula of all the courses must include library oriented assignments.
- The university libraries of the state should arrange regular training programmes on IT application and start digitisation of libraries.

- The university may introduce diploma course of library and information.
- By conducting VC Librarians meet at least twice in a year the library services and products may be increased to optimum level.

### 7.5.5 Suggestion to DLIS, Assam, Dibrugarh and Gauhati University

- There must be provision of at least one year internship for completing the MLISc course with a sizable remuneration.
- The LIS departments of the concerned universities should arrange some practical classes especially in IT Application in the college libraries.
- Some IT related workshops of minimum 15 days duration may be conducted for the college librarians to cope up with the present day IT tools and services.

### 7.5.6 Suggestion to the Government of Assam

- The government of Assam must enact the Library Act in the State by which the reading habit among the student community in their childhood may be inculcated.
- The government of Assam through Directorate of Higher Education (DHE) should provide funds sufficiently to the college libraries of the state uniformly to enhance best practices.
- From the study it is observed that most of the colleges (70.18%) are having 3 - 6 manpower, a very few colleges (only 10) have Assistant Librarians (17.54%) and some colleges have only two library staff. As such, it is

neither possible nor feasible to provide best services and products equally in all the libraries. So, the DHE as the apex authority must observed the matter seriously and provide the solution accordingly. The government must provide sufficient library manpower (at least seven) uniformly to all the colleges to render quality services and products the user community uniformly in the state.

- To monitor the library services of colleges and provide suitable suggestion for the improvement, the government should constitute and expert committee like the government of Kerala. The committee may be formed headed by the director of higher education as a convener with some eminent personalities/experts as members to monitor and instruct the concern authorities to standardize their library services and also for IT implementation.
- The government must make mandatory rule regarding the permanent membership of the librarian in the Governing Bodies of the respective colleges to enhance quality education in the institution.
- The librarians of the colleges have to visit time to time the office of the concerned authority regarding promotional or service related activities which hinders the best practices and smooth running the library functions. The DHE should provide special drives for abolishing physical visit of the librarians by doing everything online to motivate the librarians of the colleges to render them best services to the society.

### 7.5.7 Suggestion to the Academic Staff College

- The Academic Staff College may conduct IT related Refresher and Orientation Courses in Library and Information Science.
- In Refresher and Orientation Courses inclusion of library oriented units should be incorporated through which the participants may be able to know the services and the products, maximum use of e- resources, use of OPAC, UGC Infonet Consortium, NLIST Programmes etc.

### 7.5.8 Suggestion to the ACLA

- The Assam College Librarians' Association (ACLA) should take leadership in the all-round development in the library services of higher educational institutions in the state through discussing various related issues of IT application, modernisation and ultimately best practices uniformly in all the institutions irrespective of rural, urban or semi urban location.
- ACLA may organise sponsoring IT related workshop/ seminar ,training programmes district wise through the grants of UGC, INFLIBNET, NAAC etc.

### 7.5.9 Suggestion to the User Community

- User community may be benefited most through using the e- resources of N-List programme.
- User community must optimum use the facilities and services of the libraries provided for them.

- They must actively participate in the best practices of the libraries. Those users who visit the library weekly or sometimes must visit the library daily for gather information or knowledge by consulting resources available in the libraries or out sourcing e-resources through internet.
- The users must provide feedback of the problems faced by them and some constructive suggestions directly to the librarian or through suggestion box provided for it.

### 7.5.10 Suggestion to the UGC

- The college librarians must be provided Minor Research Projects / Major Research Projects for enhancing their career and cope up with the latest trends of the profession.
- Library IT infrastructure and training should be provided directly by the UGC centrally instead of providing funds for the same to the colleges.

## 7.6 SOME OF THE BEST PRACTICES A COLLEGE LIBRARY CAN PICK UP FOR EFFECTIVE FUNCTION AND SERVICES

The college libraries, as the heart of the institution should practice the best to cater the reading habit among the user community and perform effective and efficient functions and services to fulfill the users diversified strong demands. Some of the best practices a college library can pick out for effective function and service and to meet the present day challenges:

### 7.6.1 Some best practices under the area of library management

- Library committee
- Open Access,
- Separate library building
- Separate library account
- In-service programme
- Staff promotional policy
- Extending library working hour
- Library open in holidays
- Librarian's participation in Refresher /orientation programmes, seminar/workshop and publication
- Separate reading room, periodical section, circulation counter, service area, Information display etc.
- Resource generation through external membership
- Stock verification
- Measures for overall library maintenance and cleanliness
- Observe other best library services
- Weeding out policy
- Maintain budget properly and records in hand
- Total Quality Management approach
- User staff meet
- Fund generation from other than library fee and grants
- Uninterrupted power supply

### 7.6.2 Some best practices under the area of library collection and services

- Apply Soft skills
- Collection development in different formats.
- Organise book talk, book fair, book display etc.
- Best collection at least cost.
- Book bank
- Special collection
- Information brochures
- Newspaper clippings

### 7.6.3 Some best practices under the area of extent of use of services

- User education / orientation programme.
- Fresher's initiation programme
- Information aids
- Library publicity
- SDI/CAS service
- Library best user awards
- Users feedback practice with different formats
- Suggestion box and timely response
- Maintain library use statistics
- Display of new arrivals and disseminate information
- Career and employment oriented information services

### 7.6.4 Some best practices under the area of IT application

- Library automation
- Access to e resources
- Database creation through standard library software
- Access through OPAC
- Information retrieval through Web OPAC
- Broadband/Wi-Fi/Li-Fi Internet connectivity.
- Participate Consortium bases services
- N-List membership
- Reprographic service
- Library home page
- A strong and dynamic library Website
- User feedback though library homepage
- Campus LAN
- Electronic surveillance system-CCTV, RFID etc.
- Digital library
- Developing virtual presence
- Web based services like: Ask the librarian, FAQ, instant messaging etc.

The above list is not vivid and complete one. We know that the best practices are dynamic in nature; it changes through the stages of failure and modification. These are always the result of identification, reflection, feedback and innovation and experience oriented. Some best practices can be gathered from other libraries for enhancing the institutional effectiveness.

## 7.7 FOCUS ON THE FURTHER RESEARCH AREAS

The present study is concentrated on the best practices with special emphasis on modernisation in the libraries of degree colleges affiliated to Dibrugarh University, Assam. The study is restricted itself to the libraries of the colleges having 2(f) and 12 (B) of UGC Act. Keeping in view of the limitation and based on the findings of the present study, there seemed ample scope for future research on the allied fields:

- A comparative study on innovative practices among the State and Central University Libraries in North East India.
- Status of IT application in the Degree College Libraries of Assam.
- Users' information search strategies in computerised academic libraries in Assam.
- Information use pattern of electronic resources in the University and College Libraries in Assam.
- A comparative study on IT application among the University Libraries of Assam.
- The impact of libraries on academic institutions accreditation by NAAC and its grading system.
- Use pattern of the N-List resources in the academic libraries of North East India.
- Status of digital library system in Assam.

## 7.8 CONCLUSION

Library and information centres are established to fulfill the mission and vision of the parent organisations through enabling effective and efficient functions and services to the target groups or end users. It is treated as the heart of educational institutions.

A standalone library, with its limited sources of information is beyond imagination to satisfy the user's requirements. It is neither possible nor feasible to any library in the globe to claim self-sufficient in terms of its sources of information and knowledge. Due to the world wide exponential growth of information and literature at a faster rate in diversified formats in one side and paucity of library fund in the other side creating lot of problems in fulfilling users diversified and strong demands. Resource sharing is the ultimate solution to overcome the burning question. Resource sharing in actual sense may be obtained through the computerisation and networking the libraries. Consortium based resource sharing both in national and international level has successfully been practiced in the library and information fields over last decades and converting the whole earth into a global village.

The college libraries play a crucial role in higher education system. Modernisation of such libraries with optimum use of ICT is need of the hour to meet the present day challenges. It helps tremendously in smooth running library operations such as gather, store, locate, disseminate and retrieve required information and knowledge elsewhere very quickly and accurately overcoming any geographical barrier.

The research work entitled "A Study on Best Practices with Special Emphasis on Modernisation in the Libraries of Degree Colleges Affiliated to Dibrugarh University, Assam" has been undertaken to understand the state of the art prevailing in the degree college libraries of the study area covering seven districts of Assam.

The objectives of the study was to understand the present scenario of the best practices in the degree college libraries under Dibrugarh University and to study the status of modernisation in the college libraries. The present study required the primary data from different degree colleges under the Dibrugarh University, to find out the prevailing situations. For solving the present research problem, survey or descriptive method has been adopted for the study. The required data has been acquired mainly from both primary and secondary sources of information.

The questionnaires, interviews along with direct observation had been applied as appropriate tools for data collection. There are 74 general degree colleges affiliated to Dibrugarh University and under 2 (f) & 12 (B) of UGC Act, 1956, as such , all the college libraries (74) were taken as population of the study. The questionnaire I was first distributed to all the concerned college librarians. Out of them, 57 college librarians responded by filling up the questionnaire with a response rate of 77%. The researcher has decided to collect users' data by applying stratified random sampling from 10 numbers from students, 5 numbers from faculty and 2 numbers from staff of the respective college libraries, from where the librarians' responses are obtained.

It was revealed from the study that: all the colleges are affiliated to Dibrugarh University and under 2(f) and 12 (B) of UGC, and get financial grants from UGC. All the surveyed colleges have been accredited by NAAC and during the accreditation process; libraries have to play a crucial role by exercising best practices especially by modernizing the respective libraries and by providing quality services to the end users with quality resources. The North Lakhimpur College under study has earned the distinction of a college as "With Potential for Excellence" under . The colleges are supervised /inspected by the experts of Dibrugarh University time to time.

Accordingly, the libraries have been given proper weightage in this process. All the college libraries under study have separate library building with well-equipped library furniture's, accessories and with sufficient stack room and separate reading rooms. About half of the college libraries (47) practice open access (82.46%). Most of the colleges (89.5%) have separate reference sections in the libraries, three fourth of the libraries (71.9%) have provision for the separate processing section, majority of the libraries (86%) have separate periodical section. About 76% libraries have Book Bank section for giving service to the poor students. More than half of the surveyed libraries (57.9%) provide the Best Reader Award. Most of the libraries (98 %) use standard library software SOUL developed by INFLIBNET, Ahmedabad. It is found in the study that, all the colleges use standard classification scheme (DDC) and cataloguing rules (AACR-II). More than half of the surveyed college libraries (59.7 %) are having N-List membership. About one fourth of the surveyed libraries (22.81 %) have developed library home page for information dissemination. More than three fourth of the libraries (77.2 %) have reprographic facility. More than half of the surveyed libraries (54.4%) are having electronic surveillance system (only CCTV) for smooth management. More than half of the libraries maintaining records for circulation section in computerised forms (54.4%) and rests are maintaining it manually (56.14%). A section of the library (10.53%) maintains records both in manual and computerised forms. Majority of the college libraries (68%) introduced computer 2005 onwards. Campus LAN is required today to save the valuable time of the user. 40.35% of the libraries are having campus LAN facility. More than half of the libraries (57.89%) practices collection development in deferent formats. A remarkable number of libraries (73.68%) of the colleges under study perform the student participation programmes for

creating reading habits and increase the library user. The study reveals that, more than three fifth of the libraries (62%) apply barcode technology. The study reveals that, more than three fifth of the libraries (66.67%) are having suggestion box and timely response policies. All the libraries of the study are found the use of some other best practices also. More than 35 % of the libraries apply 10 - 19 other best practices which ultimately attract the user community to the library. The Gargaon College Library ranked first and the Nazira College Library ranked second in the application of other best practices among the libraries. More than three fifth of the users (68%) visit the library daily .The average daily library user among the surveyed libraries is 209. More than 52.6% libraries of the surveyed college libraries are having more than 200 daily library users. More than six tenth of the users with 61.61% fully aware of the library resources, services of the libraries and more than half of the users with 51.08 % find the library resources as very good .Majority of the users with 98.24% think about the best practices and modernisation of libraries as essential. About seven tenth of the users with 66.25 use OPAC in the library. Most of the users with 90.51% demanded the Web Based services in the libraries. Majority of the users with 95.98% have strong demand for library Home Page /Website for information dissemination. All the librarians' attitude towards modernisation / IT application was found positive. About 81% librarians responded as highly agree towards it.

` Library profession is a very noble profession and through modernizing the library operation and services applying ICT as well as facilitating other best practices, we may be able to fulfill the Five Laws of Library and Information Science enunciated by Dr.S.R.Ranganathan which ultimately aiming at satisfying users demands. We must fulfill the dreams of Ranganathan by enabling best possible services to the user community and proactive in accepting new knowledge and technology to meet the present day challenges.