A COMPARATIVE STUDY ON READERS' SERVICES OF GOVT. NATIONAL COLLEGE LIBRARY AND C.M.K. NATIONAL GIRLS COLLEGE LIBRARY, SIRSA

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Abstract:

The present study is focused on the comparative analysis of two degree colleges viz. Government National College Library and C.M.K. National Girls' College Library, situated at Sirsa District in Haryana State. The main objective of the study is to evaluate the available resources, readers services and facilities being provided by these libraries to its users and also know how to improve them for the minimum benefit. In the present work, the researcher applied questionnaire method for the data collection. A questionnaire was developed for data collection from the librarians, teachers and students. A sample of 150 users out of which 92 questionnares from Govt. National College Library and 88 from C.M.K. National Girls' College Library, Sirsa got filled by the respondents of both libraries. The collected data were coded and classified. The responses were calculated and got the percentage of each item by simple percentage method.

Key words:

College, College Library, Readers' Services, Technical Services, Administrative Services.

Introduction:

Libraries have an important place in educational institutions as academic institutions can not survive without libraries. College libraries can not be independent as they are appended to educational institutions. An academic library is considered as the '**Nerve Centre of the Institution'**, '**Apex of the entire Academic life', 'Temple of Learning'** and '**Head and Heart of the educational institution'** etc.

A College is an institution of higher learning where an individual can sharpen his abilities. The college education opens to its entrants new vistas of knowledge. It enables the students more responsible to the problems faced by the society and motivates them to contribute to the welfare of their fellow beings. The education should be meaningful and relevant,

The College Library is the heart of the institution. It has been accepted that a college library forms an important and integral part of the teaching process in the institution. The library inculcates the habit of reading and develops the habit of reading and develops love for books among students. It also develops the habit of self-study.

College library is a first ladder in the educational system of higher learning. It is the beginning process of higher education as against school education. The new education policy document (1985) has not taken up the college library as a distinct entity as compared with university library, perhaps because of American influence where college and university libraries are interchangeable concepts. The library is an augmenter to classroom instructions. It is very much related to the method and level of teaching.

In USA, the concept of **'College Library'** has been used successfully. The college is considered a library and library is regarded as a college. The education becomes student centered, which encourages students to play dynamic and creative roles in their self- education. For student centered education, a well equipped library is pre-requisite for any academic institution of higher education viz. University or College. Various educationists described College library as **'Nerve Centre of the Institution' 'Apex of the entire academic life' 'Temple of Learning'** and **'Head and Heart of educational institution.'**

Dr. Shankar Dayal Sharma, our learned President of India stated "A library is more important than a university because a library can function without a university whereas a university cannot do without a library"

Paul S. Buck remarked "A good collection of books attracts a good faculty, a good faculty inturn attracts good students. Thus, the reputation of a university or college depends on the status of its library. Hence, needs for the libraries functioning as intellectual workshops rather than museums of books"

In view of importance of college library in education, a modern college in our country must have well planned and functional library so that it can become an intellectual hub of the institution both for students and teachers. Such a library will then become a "**Temple of learning"** with librarian as its priest, who must invite in to the temple seekers of knowledge to enjoy an intellectual feast in a calm and serene atmosphere from the choicest collection of materials arranged in a helpful order.

The college library is a living organism humming with activity. The library needs the daily needs of the academic community by providing various services and facilities necessary for the success of all programmes of the college. A college is described as a community of intellectuals where teachers are head, students are the body and library is its heart. If the community is to perform its function properly and efficiently its heart i.e. library must then be strong and efficient in its functioning.

Definition of terms: The terms College, College library, and Readers services may be defined in the context of present work as under:

College: A college is regarded as an institution of higher learning which usually offers three years or four years courses after school leading to a bachelor's degree. Some of the large college also offer courses leading to Masters degree.

College Library: A library associated with Degree college, P.G college or Professional college may be called as college library.

Readers' services-College services: The library services are of two types :

Readers' Services: The College library should provide the following services for the optimum use of the library resources for the benefit of the maximum number of users.

The Colleges' library may cater to the library needs of **(1) General category of users (2) Special category of users:** The college library should provide the following readers services to general category of users.

Circulation services: Circulation services means to issue books and other reading materials to the users for their use within the library and at their homes. Text books and general books be issued for home use. Reference books, rare books, out of print books and close section books to be used within the library premises.

Reading facilities: The college library should provide reading facilities in the library, with direct and open access, to the users. Reading Room facilities with good furniture and infrastructure and adequate sitting.capacity be provided to students and teachers.

Orientation of users: The college library should provide instructions to use the library resources and services to the users so that they may be well acquainted with the library rules and regulations and use the library in a better way.

Inter-library loan services: Essential services like audio-visual and inter-library loan for the documents not available in the library be provided.

Reference Service: Reference service is a personal assistance given to the readers to help them in the location or searching of documents or use of library catalogue or understanding of reference books etc., provide general or specific information required by the users by answering their queries by the reference section staff and guiding the users to consult which book or topic or information required by them.

Display Services for New Arrivals: The college library should display the new books or documents or information on the new arrivals display racks and notify the list of additions to the library on the library and college notice board.

Reservation service: Reservation of documents service be provided to the users by reserving the issued documents by putting Reservation Slips in issue record giving instruction for issue the reserved documents to the useers as they require the documents for their studies,

Newspaper Clipping Services: The college library should provide news paper clipping services by collecting the important news in files.

Reprographic Services: Reprographic services by supplying photo-stat copies of documents to the users at the nominal rates be provided.

Book Exhibitions: Book exhibitions on topic of seminars or discussion conduct in the college or on subjects of current importance be organized in the library.

Effective library usage: To promote the effective library usage, the college library should up the reading circles. Browsing corners and organise extension services, public relation services etc. according to local condition. By these services the library use will increase.

Library hours: The library working hours should be fixed in such a manner that it will be possible for the users to have access to the library materials on the shelves after normal class hours, during holidays and vacation period.

Bioliographical services: The college library should provide bibliographical services by preparing bibliographies on specific fields or topics as and when required by the user.

Specialised services: Specialised information services should be provided by the college libraries along with the aforesaid readers' services as these are required by the teachers engaged in research or in advance studies. Some important specialized information services to be provided are :

Current awareness Services (CAS): Current awareness services are provided to keep abreast of new development in specific fields or subject of interest of teachers. The current awareness services can be provided by disseminating current information through display of currently received documents; by notifying the receipt of new arrivals; by routing journals and through publication of in -house current awareness bulletins or documentation lists.

Selective Dissemination of Information Services (SDI): Selective dissemination of information services are provided to keep users of the system informed to new developments in their respective areas of interest. It provides notification of new primary documents, as and when, added to the library giving bibliographical details with or without abstract of each document. Notifications are based on a match between a readers' interest profile (user profile) and document profiles.

Indexing and Abstracting Services: Indexing and abstracting services are undertaken in response to some special need e.g. to cover special category of documents, report literature, working or discussion papers and periodicals.

Literature Search Services: Literature searching is required by the teachers to know every thing that has been published on subject and they want to know the state-of-the-art before undertaking new research project.

Translation Services: Translation services are to be provided to the teachers who are eager to know what has been written in their subjects or areas in the languages with which they are not conversant.

Document Delivery Services: Document delivery service is to make available the documents, which are referred in text of their fields of subjects of interest of the teachers and students from own resources or from other sources as and when required by the users.

Referral Services: Referral services are provided by suggesting or directing the users about sources likely to satisfy their needs for getting the required Information. The library does not provide inquiries directly with information they need but it refers the users to the source from where the information may be gathered.

Computerised Services: In the present time of modernization of information, storage and retrieval the services like internet, fax and a e-mail should also be provided to satisfy the users information requirements.

Statement of the problem: The problem in the present study is to find out the status and growth of services being provided by Govt. National college library and C.M.K.National Girls' college libraries to its users.

Procdure of the study: In this study, the researcher mainly applied questionnaire method for data collection. He also used the survey method to conduct research on the topic applying a combination of observation, interview and questionnaire techniques. The research was carried on the survey of 92 respondents from Govt. national college and 88 users from C.M.K.National Girls College libraries, Sirsa. Questionnaire from Librarians have been filled in respect of the whole system and its infrastructure so that the researcher may compare it with data collection and put forth some basic facts which develop the feelings of dissatisfaction among the readers. The collected data has been coded and classified. The response were calculated and got the percentage of each item by using simple percentage method.

Conclusion:

Budget: The allocation of funds/budget provided to libraries is not adequate. A good library services largely depends upon a sound financial administration. With the present available resources the college libraries are only able to provide readers' services like circulation and reference only. Specialized services like computerized circulation, reprographic, bibliographic, documentation, CAS,SDI, and literature search can not be thought of with the available meager financial resources to college libraries these days. The allocation of budget of library should be atleast 10% of the total budget of the institution.

Collection: The collection of books and other reading materials is balanced but still there is dire need of text books on all subjects, reference books, periodicals, general books, competition books and non- book material. Most of the users are not able to get latest books in reasonable time. To overcome this problem, libraries should maintains regular shelf rectification and pay attention towards weeding out of obsolete, out of dated and unused books.

Library staff: The staff position in both libraries are not satisfactory because the post of Librarian, Assistant librarians, Restorers and Attendants are lying vacant in concerned libraries. More professional staff is required to handle circulation, collection management, information and reference service and other house keeping operations in the library. Therefore, strength of the staff should be as per UGC norms. Staff should be given facilities to improve academic and professional qualifications. They should be provided opportunities for self development through participation in conference and seminars.

Library automation: To cope with the library work and to fulfill the needs of the growing number of readers the computerization of library is essential. It enables us to implement ranganathan's five laws of library science, especially the fourth law "save the time of readers". Although, both the libraries have installed computers in their respective libraries but due to its initial stage lack of sufficient budget, skilled staff and training, computers are not utilitised as per the requirement of users.

Library services: So far as library services are concerned, the college libraries are working merely as lending centres. Library hours are same as college hours. Libraries are not kept open on Sundays and other holidays. Lending days and timings are also limited. A large number of important books remain issued to the teachers. Reminders to return books are not issued in time. The college libraries are not in a position to provide services such as reference, inter library loan, book reservation, current awareness service, indexing / abstracting, bibliographic services computer services and reprographic services which are considered essential in modern time.

Physical facilities/working condition: The physical working conditions in libraries are sufficient at some extent, but these are not appropriate as per the requirement of readers. They do not have proper furniture in reading rooms and stack halls. Lighting, water/lavatory, heating/cooling facilities are not in good condition. Hence the performance of users is decreasing.

Scope of the recommendation and suggestions for further research: By adopting the effectiveness, cost effectiveness and cost benefit method, the usage of library can be improved. By improving the library staff quality, the efficient services can be provided. By providing photocopying services at nominal rates the users of the library can be providing more required material with less number of copies of documents. By processing the reading material, the library use can be improved. By library orientation, students can be attracted towords college library. Through reference service, inter library loan services, computer services, maintenance of library catalogues users can be motivated and attracted to use the libarary. Through organizing library routines, sound acquisition and selection policy, the present collection can be utilized efficiently for the benefit of maximum number of readers. By understanding the aims and objectives of institution and users requirement, the collection development and library services can be improved with available resources.

Due to limited funds, college libraries are not in position to purchase reference books like Encyclopaedia Britannica, Encyclopaedia Americana and other important books. With the present library staff, these libraries are not capable to provide proper library services.

The college libraries are suggested to generate their own resources through special occasions, trading activities and charges for library services etc. By adopting measure to reduce library expenditure and judicious use of resources, creating library networks for resource sharing, using modern storage media etc.the funds saved can be utilized for other activities. The effective usage of library can be improved by adopting modern teachniques, improving staff quality, adopting sound acquisition and selection policy & procedures.

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