Library Philosophy and Practice (e-journal)   Libraries at University of Nebraska-Lincoln

9-1-2012

Departmental Libraries at the University of Peshawar: Current Status, Services, Issues, Challenges and Prospects

Amjid Khan
Assistant Librarian Department of Pharmacy University of Peshawar, amjid.khan@iiu.edu.pk

Rubina Bhatti
Islamia University of Bahawalpur, dr.rubytariq@yahoo.com

Departmental Libraries at the University of Peshawar: Current Status, Services, Issues, Challenges and Prospects

Amjid Khan (MPhil Scholar, LIS)
Assistant Librarian
Department of Pharmacy
University of Peshawar
&
Dr. Rubina Bhatti
Chairperson & Associate Professor
DLISc, the Islamia University of Bahawalpur, Bahawalpur

Abstract
This study aims to examine the current status; collection; services; use of information technologies, budget and sources of budget in the departmental libraries at University of Peshawar. Questionnaire was distributed among the population of all library professionals working in departmental libraries (N=36, 100%) with the response rate of (N=28, 80.2%).SPSS (Version 19) was used for quantitative data analysis. Study identified that the respondents were to some extent satisfied with the present departmental library's collection and budget. Inadequate information technology; lack of automated catalogue; lack of barcodes on books; lack of OPAC and automated circulation services; lack of Indexing and Abstracting Services; inadequate computers for users; lack of books binding and reprographic services in the departmental libraries were found from this study. They provided HEC digital library access to their users. Most of the departmental libraries have their proper library committee for the overall management. Majority of departmental libraries received fund from university sources. Most of them faced inadequate budget and space problem. The study has practical implications for library administration and management, librarians and information specialists for improving the current situation and better services provision for maximum users' satisfaction.

Key words: Departmental Libraries, Departmental Libraries Status, Departmental Libraries Services, Departmental Libraries Budget, Information Technologies

Introduction

Libraries are universally recognized as important social institution for diffusion of knowledge and information. No community, institution or organization is considered complete without the support of a library and its services. The gradual spread of the concept of democracy, extension or education, growth of research activities, rapid industrialization, continuous increase in production of recorded knowledge both in print and non-print media, and advancement in information transfer, computer and communication technologies have contributed to the growth of libraries and information centers as well as to the development of user oriented services.

Arora, K. (2008) stated that the aim of university is to promote learning and to widen the boundaries of knowledge. To meet this it depend more on its library than on its teachers. The teacher imparts knowledge while the library satisfies the individual's inquiry and sense of curiosity. The university cannot accomplish its twin tasks of spreading knowledge and expanding its frontiers till it has not first provided itself with an outstanding library system.

ALA glossary of Library & Information Sciences (1990) defines university library as "a library, or system of libraries, established supported and administered by a university to meet the information needs of its students and faculty and support its instructional research and service programs". The library is the core of a university, as a resource it reside the central and primary place, because it serves all the functions of a university teaching and research, the creation of new knowledge and transmission to posterity of the learning and culture of the present and the past, where the departmental libraries purpose is to disseminate information within a specific field of subjects. It allows an individual to acquire spiritual, inspirational, and recreational activity through reading, and therefore, the opportunity of interacting with the society's wealth and accumulated knowledge (Omojuwa, 1993). University Library is considered as nerve center and heart of all educational system, it play a key role in supporting the institution in achieving their mission and goals. It function in knowledge disseminating is greatest one (Kuh&Gonyea, 2003; United Kingdom. UGC.1976; Saddique, 2005). Colleges, Universities and their libraries can improve educational, economic, social and cultural conditions of a nation; they have a major role in producing useful citizens, scholars, educationists, future leaders, intellectuals, scientists, doctors, engineers, economists (Jamil, 1983; Bargellini&Bordoni, 2001). The University library is thus an important organization maintained by a university to support and promote its teaching, research, extension and publication programs.

Wisconsin Library Association (2006) explored that departmental libraries play a significant role in the educational process. They support syllabus, teach information literacy, foster critical thinking skills and provide chances for self-education, self-improvement and life-long learning.

According to Lee (2003) departmental library is a library service unit, with collections, which is organized specially to serve the needs of one or more academic discipline and is physically isolated from the main library. Swan (2002) stated that departmental library mirrors the curriculum of the department and anticipates changes in the field of study.

Keeping in view the importance of university libraries in general and departmental libraries in specific, the following questions that motivated the study include:

- What is current status of departmental libraries in the University of Peshawar?
- What is the current status of services; collection organization and management in the departmental libraries at University of Peshawar?
- What is the automation status in the departmental libraries at University of Peshawar?
- What kind of issues and challengesbeing faced by the departmental libraries?
- What is the current financial status in the departmental libraries at University of Peshawar?

Literature Review

Akhtar, (2007) conducted a study on university libraries in Pakistan. He stated that there are four models of libraries at university level in Pakistan, namely (a) strongly central library system with exclusively operate in the professional universities. Example of this system is the Khyber Pakhtunkhwa Agricultural University, Peshawar; University of Engineering and Technology, Lahore; University of Agriculture, Faisalabad; AllamaIqbal Open University, Islamabad; and Mehran University of Science & Technology, Jamshoro, Sindh. (b) Central Library with Branch/Campus Libraries, Example of this system is The Islamia University of Bahawalpur where one well equipped central library with two branch libraries operates in the university.(c) Decentralized Library system with no coordination. In this system all the teaching departments have their own departmental libraries. This is the most popular system in the university libraries of Pakistan. All the jurisdiction of such libraries including technical processing, purchase, professional staff and budget are carried out separately from the central library. Such libraries serve under the chairman or head of the concerned department. Example of this system is University of Peshawar, Peshawar; University of the Punjab, Lahore; International Islamic University, Islamabad and the Quaid-e-Azam University, Islamabad; (d) a central library along with seminar/departmental libraries in which the central library is responsible of acquisition of materials, technical processing etc to meet the requirements of the teaching and research needs of the whole academic and students community on the campus. Universities of Karachi and of Sindh are the best examples of this system.

Similarly Ameen, & Haider. (2007) found that universities libraries in Pakistan have administratively different structure, such as (i) central library with independent, subject libraries attached with the departments, colleges (ii) central library with seminar or reference libraries in departments, colleges (iii) only central library. It may be described as both centralized and decentralized system.

Moran (1996) conducted his research on the role of medical departmental libraries. He concluded that departmental libraries play a vital role in fulfilling the information needs of many academies. Lee (2005) did his research on academic departmental library collections as curriculum trend indicators. He concluded that an academic departmental library provides unique collection due to the collaboration of librarians and experts who are teaching in the field. It replicate changes in the profession and mirrors the curriculum. He highlighted on the necessity of departmental library and its services and concluded that universities should develop their libraries to enhance knowledge management systems at campus level. Akhtar (2008) conducted his research on library services and user satisfaction from the departmental library of LIS department, Punjab University, Lahore. He found that most of the users were not satisfied with the present status of department library and its services. He suggested improvement in library collection and application of information technology to improve the usage and services of library.

Objectives of the study
Following are the main objectives of the study

1. To understand the current status of departmental/seminar libraries in University of Peshawar.
2. To examine deeply the organizational infrastructure of departmental libraries such as collection, organization of collection, use of information technology, automation, users, resources and services they offered, space, budget, staff, access System and other facilities.
3. To study the various levels of library & information services provided by departmental libraries in University of Peshawar to its users.
4. To present suggestions and recommendations, this would assess the competent authority of the University of Peshawar in further promoting departmental libraries and its services.

Methodology

Keeping in view the need of time, the core objectives of this study was to examine/explore the status of departmental libraries in the University of Peshawar. To achieve objectives of this study, the survey method was adopted to collect the data from the respondents. ''The basic purposes of descriptive surveys method usually are to describe characteristics of the population of interest, estimate proportions in the population, make specific predictions, and test associational relationships''(Powell, 2004).

A paper base questionnaire was prepared according to the objectives of the study and was pre-tested among the 08 senior librarians working in University of Peshawar. The questionnaire was re-designed after valuable comments and suggestions from the senior librarians. The final questionnaire was distributed personally by the researchers among the library professionals working in departmental libraries at University of Peshawar (N=36, 100%). The response rate were (n=28, 80.2%). The questionnaire contained both open and close ended questions, so it was analyzed both quantitatively and qualitatively to reach at certain conclusion. Statistical Package for Social Sciences (SPSS-Version 19) for window was used for quantitative data analysis. Additional space was also provided for suggestions and comments at the end of the questionnaire.

Data analysis

The Questionnaire was distributed personally by the researchers among thirty five (35) departmental libraries during April 2012. The data were collected from the respondents with a response rate of (n=28, 80%). The first section of the questionnaire dealt with the frequency distribution of library staff. Majority of (n=25, 89.3%) the departmental libraries were managed be professional librarians. Only (n=3, 10.7%) departmental libraries were managed by nonprofessional staff. (Figure 1)
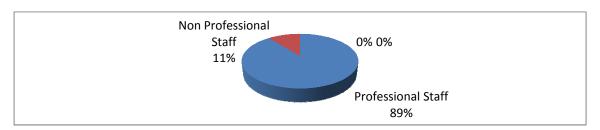

Figure 1. Frequency Distribution of Departmental Libraries Staff (N=28)

Satisfaction with Departmental Libraries collection and present Budget

The mean-wise rank order of statements which were asked from the respondents in Table 1, shows that they were satisfied with library budget (Mean=3.14) and with the statement that the "present library collection meet the requirements of users" (Mean=2.50). On the other hand they were to some extend satisfied with the present library collection (Mean=2.46).

Table 1 *Descriptive Statistics of Satisfaction with Departmental Libraries budget and Collectioon (N=28)*

Rank	Statement	Mean	SD
1	Satisfaction with Library Budget	3.14	.891
2	Present library collection meet the requirements of users	2.50	.839
3	Satisfaction with the present Library Collection	2.46	.881

Note: 1=Dissatisfied, 2= To some extent satisfied, 3=Satisfied, 4=Highly Satisfied

Organization of departmental libraries material

The result in Table 2 shows that Majority (n=26, 95%) of the respondents were using Dewey Decimal Classification System (DDC) for classification of library materials/collection.Among them (n=22, 78.6%) of departmental libraries material/collection were classified and (n=21, 75%) materials/collection werecatalogued.

Table 2 *Frequency Distribution of Respondents Opinion About Organization of Library Materials (N=28)*

Rank	Statement	Frequency	Valid Percent
1	Use of DDC scheme	26	92.8
2	Library materials catalogued	21	75.0
3	Library materials classified	22	78.6

Use of Computerized/Automated Services

The respondents were asked about the use of information technology in the departmental libraries. The result in Table 3 shows that only (n=09, 32.1%) departmental librarieshad

automated catalogue, (n=02, 7.1%) had automated Issue/Return system, (n=03, 10.7%) used barcodes on books and library cards, (n=03, 10.7%) were OPAC and (n=05, 17.9) provides access to non-book materials. The majority of respondents (n=17, 60%) gives access to HEC digital library. Only (n=9, 32.1%) departmental libraries give access to e-journals.

Table 3 *Frequency Distribution of Respondents about Use of Computerized/Automated Services*

Rank	Statement	Frequency	Valid Percent
1	Automated Catalogue	9	32.1
2	Automated Issue/Return	2	7.1
3	Barcode on books & library cards	3	10.7
4	Online Public Access Catalogue (OPAC)	3	10.7
5	Access to non-book materials	5	17.9
6	Access to HEC digital library	17	60.7
7	Access to e-journals	9	32.1

Departmental Libraries Services

The rank order of statements in Table 4 shows that (n=20, 71%) departmental libraries provides adequate 'Issue/Return Services', (n=17, 60.7%) provides adequate

Rank	Statement	Frequency	Valid Percent
1	Issue/Return services	20	71.4
2	Reference services	17	60.7
3	Current awareness services (CAS)	9	32.1

te 'Reference Services, (n=9, 32.1%) provides adequate 'Current Awareness Services', (n=10, 35.7) provides adequate 'Selective Dissemination of Information Services' and (n=4, 14.3%) provides adequate 'Table of Content Services' to their users. Only (n=6, 21.4%) respondents reported that they provides adequate 'Bibliographic Services', (n=1, 3.6%) provide adequate 'Inter Library Loan facility' and (n=2, 7.1%) provides adequate 'Reprographic Services', (n=2, 7.1%) provides adequate 'Indexing and Abstracting Services'. Among them, (n=6, 21.4%) provides adequate 'Computers for Users, (n=16, 57.1%) provides adequate 'Furniture for Users', (n=10, 35.7%) provides adequate 'Book Binding Services' and (n=3, 10.7%) gives 'Orientation Program on Library Resources'. The respondents rate shows that (n=13, 46.4%) departmental libraries had 'Proper Library Committee'.

Table 4 *Frequency Distribution of Respondents Opinion About Library Services (N=28)*

4	Selective Dissemination of Information (SDI)	10	35.7
5	Table of Content Services (TOC)	4	14.3
6	Bibliographic Services	6	21.4
7	Inter-Library Loan (ILL)	1	3.6
8	Reprographic Services	2	7.1
9	Indexing & Abstracting Services	2	7.1
10	Computer for Users	6	21.4
11	Furniture for User	16	57.1
12	Book Binding Services	10	35.7
13	Orientation Program on Library Resources	3	10.7
14	Proper Library committee	13	46.4

Departmental Libraries Access System

The respondents were asked about the access system in the departmental libraries. The result in Figure 2 shows that only (n=5, 17.9%) departmental libraries adopted 'Open Access System'. On the other hand (n=21, 75.0%) used 'Closed Access System' While (n=2, 7.1%) adopted 'Partially Open Access System'.
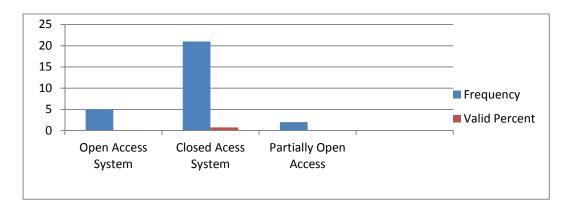

Figure 2. Frequency Distribution of Departmental Libraries Access System (N=28)

Most liked Access System for Library

The respondents were asked to propose the most like access system for departmental libraries. The result in Figure 3 shows that most (n=18, 64%) of the respondents were preferred

'Closed access system' for departmental libraries. Among them (n=9, 32.1%) were preferred 'Open access system' and only (n=1, 3.6%) were preferred 'Partially open access' system.
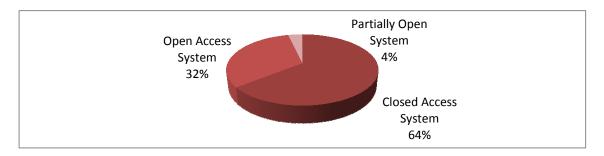

Fiqure3. Frequency Distribution of Respondents Opinion About most liked Access System for Library (N=28)

Sources of Departmental Libraries budget

The majority of respondents (n=22, 78.6%) received library budget from university sources. Among them (n=5, 17.9%) respondents received budget from departmental sources and only (n=1, 3.6%) received Higher Education Commission fund.(Figure 3.1)
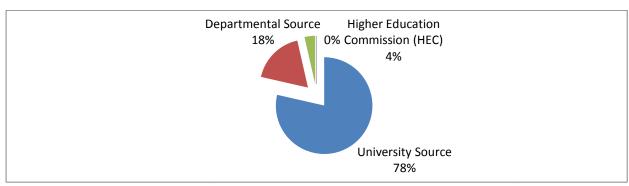

Figure 3.1.*Frequency Distribution of Respondents Opinion About Source (s) of Budget (N=28*

Annual budget of Departmental Libraries

Most of the respondents (n=23, 82.1%) were received Rs 50,000-100,000 budget for the purchase of books and other reading materials. Among them (n=3, 10.7%) received 100,000-200,000 budget and only (n=2, 7.1%) budget for the purchase of books and other reading materials. (Figure 3.2)
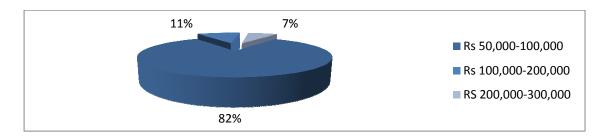
Figure 3.2 *Frequency Distribution of Respondents Opinion About Annual Budget (N=28)*

Present space and recommended space for users

The respondents were asked about the present space for users in the departmental libraries. Among them (n=17, 61.7%) were not satisfied with the present space. The respondents were asked to recommend appropriate space for library users. Majority of the respondents (n=17, 60.7%.) were recommended that the present space should be increased to fourth time the present space,

(n=6, 21%) recommended that the present space should be increased to triple the present space and only (n=5, 17.9%) recommended that the present space should be increased to double the present space. (Figure 4)
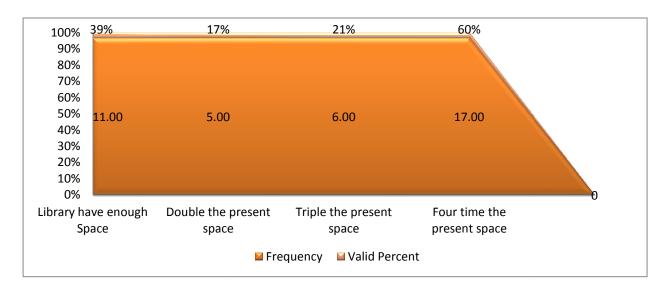

Figure 4. Frequency Distribution of Respondents About Present Space and Recommended Space for Users (N=28)

Respondents' comments and suggestions

As additional space was provided, the respondents were requested to give comments and suggestions for better improvement of departmental libraries services. Majority of the respondents (n=23, 82.1%) provided their comments to improve the following area of the departmental libraries: libraries building; adequate budget; libraries staff, computers and other IT tools.

Departmental libraries staff

The respondents suggested that "qualified and competent professional staff" and managerial staff should be appointed in the departmental libraries to overcome burden on a single librarian. They suggested regular training and refresh courses for librarians. The respondents suggested that the present librarians service structure and promotion rules should be redesigned.

Collection in the departmental libraries

The respondents strongly recommended that departmental libraries should purchase latest books and other reading materials. Journals related to their subjects should be subscribed.

Computers and automated facilities/services

The respondents emphasized that latest computers; Computer Server, hardware & software facilities/services should be implemented in the departmental libraries for betterment in the library services. They also suggested that IT expert should be appointed in all departmental libraries to manage all automated and IT based duties. They also suggested that uniform automation software should be installed to connect all the departmental libraries which can helps them in resource sharing and making uniform catalogue.

Departmental libraries services

The respondents provided various suggestions regarding further improvement of departmental libraries services. They suggested that printing and photocopy facility should be provided within the premises of departmental libraries. They should launch Online Public Access Catalogue (OPAC) and should digitize Theses and Dissertation. The respondents also suggested library orientation and information literacy program for students. To enhance the usage of library

and information services in the departmental libraries, they suggestedresource sharing; Inter Library Loan (ILL) among departmental libraries.

Departmental libraries budget

Majority of the respondents commented that "inadequate finance" is the big hindrance in promoting departmental libraries and its services. They suggested that library budget should be increased for the purchase of reading materials, modern technologies and library furniture.

Findings

The study reveals that the respondents expressed to some extent satisfaction with the present departmental library's collection and budget. Most of the departmental libraries have their catalogue and were using DDC system for organization of library materials.

Inadequate information technology; automated catalogue; barcodes on books; lack of OPAC and automated circulation services; lack of Indexing and Abstracting Services; inadequate computers for users; books binding and reprographic services in the departmental libraries were found from this study. They provided HEC digital library access to its users.

Most of the departmental libraries have their proper library committee for the overall management. Majority of departmental libraries received fund from university sources. On the other hand most of departmental libraries faced inadequate budget and space problem. Most of the departmental libraries provided closed system to their users.

Recommendations

Keeping in view the results of this study, following recommendations are suggested to improve the status of departmental libraries and their services.

1. Departmental libraries should higher professionals and IT expert personnel to serve better in the IT environment.
2. To provide right information at right time, it is suggested that OPAC, circulation and digitization of theses and dissertation should be initiated in all departmental libraries.
3. Adequate library budget and library space should be increased.
4. Departmental libraries should purchase latest and relevant books as well as subscribes journals to meet the requirements of students, faculty members and research scholars.

5. To increase research output, it is suggested that access to online resources/databases should be increased.

6. Online reference and alert services should be provided to users.

7. Departmental libraries should provide internet facility to their users.

8. Library orientation and information literacy programs should be started in the departmental libraries for users and teachers.

9. It is suggested that all departmental libraries should provide open access system for easy and quick retrieval of materials.

Conclusion

This study is conducted for the first time in the history of librarianship, to examine the current status, collection, services and issues being faced bythe departmental libraries at the University of Peshawar.The study found a big gap between departmental libraries and latest trends in the field of libraries and information services. Library and information scientists should conduct further studies by evaluating and analyzing the departmental libraries system; status, services and learning facilities provided by them to their users. Furthermore, users' satisfaction from departmental libraries and comparative studies can be conducted among the departmental libraries at various universities/institutions in Pakistan to find out at certain conclusion.

Reference

Akhtar, M. Z. (2007). University Libraries in Pakistan. . TürkKütüphaneciliği. Retrieved from http://tk.kutuphaneci.org.tr/index.php/tk/article/viewArticle/201

Akhtar, M. Z. (2008). Library services & user satisfaction.Department of LIS Punjab University Lahore. Pakistan Library & Information Science Journal, 39(2), 25-34.

ALA Glossary of Library and Information Sciences. (1990). New York: American Library Association.

Ameen, A. S. J. H. (2007). Book selection strategies in university libraries of Pakistan: An analysis. Library Collections, Acquisitions and Technical Services. Retrieved from http://www.sciencedirect.com/science/article/pii

Arora, K. (2008). University library system: centralization and decentralization. New Delhi: Regal Publications

Association,W.L.(2006). The value & importance of libraries. Retrieved from http://www.wisconsinlibraries.org/research/value.asp

Bargellini, L. M., &Bordoni, L. (2001).The role of the library in a new learning scenario. The Electronic Library, 19(3), 153-157.

Jamali, M. H. (1983). The role of university library in the national reconstruction in the 15th century hijra: Pakistani Librarianship 1982-83. Peshawar: PLA NWFP Branch.

Kuh, G. D., &Gonyea, R. M. (2003).The role of academic library in promoting student engagement in learning. Retrieved from www.ala.org/ala/mgrps/divs/acrl/events/pdf/kuh.pdf

Lee, H. W. (2003). Departmental libraries: Guidelines & requirements. Retrieved from http://www.ohio.edu/policy/s14-101.html

Lee, H. W. (2005). Knowledge management and the role of libraries. Retrieved from http://www.whiteclouds.com/iclc/cliej/cl19lee.htm

Moran, B. (1996). The role of the medical department library. Bulletin of Medical Library Association, 84(1), 25-31.

Omojuwa, R. A. (1993). Directions in adult literacy programming in Nigeria, literacy and reading in Nigeria (7 ed.). Nigeria: Reading Association of Nigeria.

Powell, R. R., &Connaway, L. S. . (2004). Basic research methods for librarians Westport: Libraries Unlimited.

Prasher, R. G. (2002). India's University Libraries: organization operation and services. Medallion Press: Ludhiana.

Saddique, M. (2005). Role of library in research. Gomal University Journal of Research, 21.

UGC, U. K. (1976). Report of a working party. London