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Library Philosophy and Practice (e-journal). 6105.

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Collection and Services of Government Libraries in Delhi: A Study

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ABSTRACT

The purpose of this paper is to find out the collection development and management, library services, library staff, library budget and ICT technology in the 6 government ministries' libraries of Delhi. There are various libraries associated with government ministries in Delhi of which some has good collection and functioning while some are not up to the mark. In this study investigators have selected six libraries which are library of Ministry of Law, Corporate Affairs, Agriculture, Commerce and Industry, Urban and Housing Development and Consumer Affairs, Food and Public distribution for collecting their qualitative and quantitative data which could be directly related to their overall development. The librarians or head of selected libraries, staffs were approached with a structured questionnaire which aimed at collecting information about the overall collection, management and functions of the libraries. Findings of study show that these libraries are lacking professional skilled staff as well as unavailability of adequate ICT components. Furthermore, there is lack of proper information services which is hindering their overall development. There are various studies on various types of government libraries however no study on ministerial libraries of government of India has been done before. These libraries are special libraries in nature and consists of rare and useful collection. Hence, evaluation and study of these libraries to know their developmental status will be helpful to the library users.

Keywords: Government library, Ministry library, growth and development of library, collection and services of library and government library in Delhi etc.

Introduction:

Government Ministry libraries play a vital role in making society aware about ministry's objective and their functioning. These special libraries are record house for the exhaustive and authentic information connected to respective ministry, therefore, these should be well maintained and staff should be well skilled to serve the purpose.

New Delhi is the Capital of India and a place where all the ministries of government of India are located. Research scholars, employees of ministries and politicians' access ministerial libraries to seek information to enhance the productivity of their work. Thus, library staff must develop a collection fit for the users and manage it well to fulfill information requirement of the people it caters for.

The present paper aims at surveying the condition of libraries of government ministries through various parameters such as collection, services, staff, users, library automation and library budget. A library survey for systematically collecting the details of the library's members, budget, activities, staff, functions, collection, services, infrastructure etc. for the period from 2010-11 till 2019-20 was conducted. The techniques which were used to collect data are questionnaire, interview, observation and various documents such as annual reports of the libraries, brochures etc. The evaluation of the study sheds light on the current situation of the ministerial libraries and will contribute to their future growth and development.

The workflow of Government of India is structured in different ministries and these ministries have libraries associated to them. For this study following six libraries connected to six different ministries have been studied:

1. Ministry of Law-Department of Legal Affairs (MoL) - Room No. 426, A-wing,
2. Ministry of Corporate Affairs (MoCA) - Shastri Bhawan, New Delhi
3. Ministry of Agriculture (MoA) - Room No. 012, Ground Floor, Krishi Bhawan
4. Ministry of Commerce and Industry (MoC&I) - Room No. 51 (Basement) Udhog Bhawan
5. Ministry of Urban and Housing Development (MoUHD) - Room No. 303, C-Wing,
6. Ministry of Consumer Affairs, Food and Public Distribution (MoCAFDPD) - Ground Floor, Krishi Bhawan

The government libraries were established many years ago but still many library pupils are not aware of their existence and thereby not utilising rare and exhaustive information sources. The biggest reason of not utilising resources adequately is distracted location of the libraries. It took pertinacious efforts and determination for the investigator to visit each and every floor/room of various governmental Bhawans/buildings to track and locate these libraries.

Literature Review:

Kandhaswamy & Bhat traced the history of growth and development of public libraries of India through an account of social, economic and political conditions that existed during post-independent era. Investigator also examined the role of government and non-government organisations in the development of public library system of India. Investigators further examined public libraries in each state to understand and find possible ways to address the existing inadequacies and potential challenges in establishing new libraries(BHATT, 2020).

Chaurasia & Singh tried to analyse reasons of difficulties suffered by public libraries in India due to Indian culture and government initiatives. It was observed from the findings that there is no library legislation in the states with a low literacy rate. The lack of political consensus and goodwill, also legislative process and legal issues involved in policymaking badly hampered of the public libraries for the public of India(Chaurasia, Abhay and Singh, 2020).

Tonmoy explored the growth and development of university libraries of Assam in context of Ranganathan's fifth law of library science in IT environment. Researcher discussed about the status of growth and development of university libraries of Assam and also identified factors of their development. Study reflects the growth scenario in terms of collection, manpower, users, services and funds etc. It is also observed that university libraries of Assam have been using various tools and techniques to implement latest technology to uplift the library standards, different functionalities by offering enhanced services and also to incorporate most recent technological advancement to the end users(Sabhapandit, 2018).

Vaiphei discussed the growth and development of theological college libraries of North East India. The researcher tried to show the growth and development of such libraries based on findings of extensive survey. Kaur & Walia found that with the advent of ICT and its impact on the society, it is evident that the public libraries are not making the desired effort to reach out to the public and make it more appealing to the users. The main problem with the library remains to be the lack of membership(Haominthang, 2016).

Singh explored the growth, development and use of Dr. Ganda Singh Punjabi reference library which is one of the richest libraries on Punjabi language and literature in the world. Findings revealed that library does not carry adequate amount of collection because of insufficient financial support from its authority, adequate professional staff is not employed by the authority for its effective working and services are lacking modernization in its functioning(Singh, 2019).

Tripathy discussed about status of special libraries in Orissa. Findings revealed that government libraries are more prominent as compare to other class of special libraries and majority of libraries have a proper infrastructure, adequate space for keeping collection, provision of reading area, proper information sources and facilities, IT equipments, information security tools etc. However, majority of libraries are yet to have their own library website(Tripathy, 2013).

Research Methodology:

The present six libraries undertaken for the studies have not been studied so far. The investigator has personally interviewed the library head to collect adequate data in respect of the questionnaire designed for the present studies. Data were also collected by interviewing different members of the staff of these libraries followed by direct observation of the responses. Annual reports of the libraries were also taken into consideration for presenting a comparative analysis of the libraries under study. APA 6th Manual style consider for Referencing style here.

Research Questions:

- To know the growth and development of the libraries.
- To know about the collection and services available to users in the libraries.
- To know the status of the library staff and the development policies followed by the libraries.
- To know the modes of digitization and automation adopted by the libraries.
- To know the information security system equipped by the libraries.
- To know the source of budget in the libraries.

Data Analysis and Interpretation:

A comparative account of the developmental status of these libraries has been made by the authors. The data collected and interpretations made are presented as under:

Collection development and collection management:

Collection development is the process of selecting, acquiring and organising the information resources of a library. It is very important to know if the collection is organised with proper display techniques and guiding signs so as to make information resources easy to locate.

It is observed from the data collected that Library under Ministry of Commerce and Industry has the largest collection which ranges from 1 lakh-2lakh during 2010-11 to 2019-20 and has

an increment of 1,000 library collection each year. Libraries of ministry of law and ministry of corporate affairs followed with collection of 50,000-1 lakh since year 2010-11 till year 2019-20 with an increment of 400 and 3,000 per year respectively. Library collection of other libraries namely libraries of ministry of agriculture, ministry of Urban and Housing development and Ministry of Consumer Affairs, Food and Public Distribution have collection ranges from 20,00- 50,000 with an increment of approximately 2500 each year since 2010-11 till 2019-20.

Functions of the Libraries:

Every library has its own strategy and plan to run itself effectively and efficiently depending upon the size and nature of the library. Functions of the library is divided into various sections like acquisition, technical, periodical and others. Good libraries with huge collection mostly have all the sections but libraries with small collection may or may not have all the sections. Thus, it is important to know the existence of different sections.

Table 1. Sections maintained in the libraries.

Library Sections	Ministry of Law Department of Legal Affairs	Ministry of Corporate Affairs	Ministry of Agriculture	Ministry of Urban and Housing Development	Ministry of Commerce and Industry	Ministry of Consumer Affairs, Food and Public Distribution	Total
Acquisition Section	✓	✓	✓	✓	✓	✓	6
Processing/Technical Section	✓	✓	✓	✓	✓	✓	6
Circulation Section	✓	✓	✓	✓	✓	✓	6
Periodical Section	✓	✓	✓	✓	✓	✓	6
Reference Section	✓	✓	✓	✓	✓	✓	6
Stack area Section	✓	✓	✓	✓	✓	✓	6
Binding Section	✗	✗	✗	✗	✗	✓	1
Electronic Data Processing Section	✗	✗	✗	✗	✗	✓	1
Audio Visual Section	✗	✗	✗	✗	✗	✗	0
Digital Library Section	✗	✗	✗	✗	✗	✗	0
Office	✗	✗	✗	✗	✗	✗	0
Total	6	6	6	6	6	8	

It is observed from the Table 1 that all six libraries have basic required sections which are Acquisition, Technical, Circulation, Periodical, Reference and Stack area section (6 sections). But most of the libraries do not have electronic data processing, Audio Visual section and Digital library section which shows these libraries lack automation in their functionality. Ministry of Consumer Affairs, Food and Public Distribution library do have Binding and Electronic data Processing Sections which helps it to work more effectively. Investigator has found that all the sections are in same position during ten years for which the study was conducted i.e., 2010-11 to 2019-20.

Technical Processing:

After acquisition, information resources have to undergo technical processing so as to make them searchable and usable. The main course of action of technical processing involves Classification and Cataloguing. As observed, majority of the selected libraries uses Dewey Decimal Classification (DDC) to classify their collection and Anglo-American Cataloguing Rules (AACR-II) to catalogue their library collection. Library under Ministry of Law-Department of Legal Affairs follows Colon Classification scheme to classify its resources and uses Classified Catalogue Code for cataloguing purpose. Ministry of Urban and Housing

Development's library uses Online mode to catalogue without help of any Cataloguing Scheme. MoCAFPD's library catalogues on e-granthalaya software.

Accessibility of the resources in the libraries:

An effort was made to ascertain the accessibility of resources under the six libraries. The type of access can be Open or Closed depending upon the accessibility to the resources. It was observed that all of the libraries except Library of Ministry of Law provide open access to their users so as to facilitate utilisation of the library collection. Further, the libraries do not have any security mechanism in their library to protect their collection as they do not need any since their users are government employees and no misconduct had happened in the past either.

Shelving and Display Infrastructure:

It is very important for a library to display its collection in such a way that it is easily noticeable to the library users. Different shelving techniques are used by libraries for different types of collection to make its members aware of the collection.

It is seen from data collected that, 4 shelving techniques which are Book end (to keep the collection on shelf together), Magazine stand, Newspaper display and Periodical racks are available in all 6 libraries. None of the libraries uses Book easel (on which large or delicate books could be supported while reading), Brochure display, CD/DVD display, Desktop display, Wall mount display, Book ease trolley (to transfer book from one place to another) and Compact shelving for its collection.

Availability of Information Resources:

Collection of government ministry libraries are associated to need and requirement of ministry itself. These libraries do not have general collection like other public libraries but their collection is specified in nature. An overview of the information resources in these libraries is given in table below:

Table 2. Detail of Collection of the libraries

Information Resources	Ministry of Law Department of Legal Affairs	Ministry of Corporate Affairs	Ministry of Agriculture	Ministry of Urban and Housing Development	Ministry of Commerce and Industry	Ministry of Consumer Affairs, Food and Public Distribution	Total
Books	✓	✓	✓	✓	✓	✓	6
Thesis/ Dissertations	✗	✓	✗	✗	✗	✗	1
Magazines	✓	✓	✓	✓	✓	✓	6
Newspapers	✓	✓	✓	✓	✓	✓	6
Maps/Charts/ Atlas	✗	✓	✓	✓	✓	✓	5
Periodicals	✓	✓	✓	✓	✓	✗	5
Reference Resources	✗	✓	✓	✓	✓	✓	5
Conference Proceedings/ Committee reports	✓	✓	✗	✗	✗	✗	2
Government documents/ Gazetteers/ Annual Reports	✓	✓	✓	✓	✓	✓	6
Manuscripts	✗	✗	✗	✗	✗	✗	0
CD/DVDs	✗	✓	✓	✗	✓	✗	3
E-Books	✗	✗	✗	✗	✗	✗	0
E-Journals	✗	✗	✗	✗	✓	✗	1
Total	6	10	8	7	9	6	

As shown in Table 2, these libraries have record of government documents related to their respective Ministry which includes Annual reports, gazetteers and (SWAMI) rule books etc. Library of MoCA has research work documents from ICS/ICWA. Library of Ministry of Commerce and Industry has rare collection of Copyright records, Policy making records, books on FDI, databases of CMIE and a special document namely, Statistics of Foreign Trade (Quarterly). It is observed that out of 13 above mentioned collection types, Books,

Newspaper, Magazines and Government documents are available in all the libraries. Except library under MoL, all other libraries also house Maps/Charts/Atlas, Periodicals and Reference resources. Library of Ministry of Corporate Affairs have most of the types of collection i.e., out of 13 mentioned types it contains 10 different types of collection followed by Ministry of Commerce and Industry which has 9 different types of collection in its library. Manuscripts and e-books are not available in any of the libraries under study.

Stock Verification and Preservation:

Various stock verification and preservation tools utilised by the libraries under studies were observed. This is important as stock verification enhances utilisation of documents and prevent duplication whereas Preservation of documents protects rare and expensive documents from damage and increases their life. The process of weeding out of old and obsolete collection to provide space to introduce new and required collection was also ascertained in the study.

All the libraries under study adopts Accession number list method to verify its collection which is usually done after 3 years in all the libraries.

Weeding out of stock has no fixed period in the libraries of Ministry of Law, Ministry of Agriculture and Ministry of Urban and Housing Development. Stock weed out of around 200-300 books is being done annually in the library of Ministry of Corporate Affairs. Library of Ministry of Commerce and Industry weeds out its old collection after every 2 years. Library of Ministry of Consumer Affairs, Food and Public Distribution follows instruction from LMC (Committee) to weed out its old stock.

Table 3. Preservation Methods adopted by libraries.

Libraries	Regular/ Periodical Dusting	Fumigation	Air- Conditioning	Chemicals/ Pesticides/ Pest control	Binding	Vacuum Cleaning	Total
Ministry of Law-Department of Legal Affairs	✗	✗	✓	✓	✓	✗	3
Ministry of Corporate Affairs	✓	✓	✓	✓	✓	✗	5
Ministry of Agriculture	✓	✓	✓	✓	✓	✓	6
Ministry of Urban and Housing Development	✓	✗	✓	✓	✓	✓	5
Ministry of Commerce and Industry	✓	✗	✓	✗	✗	✓	3
Ministry of Consumer Affairs, Food and Public Distribution	✓	✗	✓	✗	✗	✓	3
Total	5	2	6	4	4	4	

Table 3 shows that libraries are taking preventive steps to preserve its collection for future generation. Air-conditioning is installed in all the 6 libraries under study for its library collection. Fumigation is least used method of preservation of collection, only 2 libraries are adopting this method for preservation of collection. Library of Ministry of Agriculture is using all the 6 mentioned methods of preservation for sustainability of its collection.

Information services:

Libraries of government ministries serve its employees who work for the country. Thus, these libraries must offer the opportunity to keep its users up to date, to educate them continuously and help them to work effectively and more creatively. It helps people to form their own opinion, and develop their creative and critical capacities and power of appreciation.

Table 4. Information Services available in the libraries.

Library services	Ministry of Law-Department of Legal Affairs	Ministry of Corporate Affairs	Ministry of Agriculture	Ministry of Urban and Housing Development	Ministry of Commerce and Industry	Ministry of Consumer Affairs, Food and Public Distribution	Total
Issue/Return system	✓	✓	✓	✓	✓	✓	6
Reservation	✗	✗	✗	✗	✗	✗	0
Reading Room Facility	✓	✗	✗	✓	✓	✓	4
Seating arrangement	✓	✓	✓	✓	✓	✓	6
Lighting/Ventilation	✓	✓	✓	✓	✓	✓	6
Proper arrangement of Library resources	✗	✓	✓	✓	✓	✓	5
User guidance/orientation	✗	✓	✗	✗	✓	✗	2
Help in searching/locating the required information	✗	✓	✓	✗	✓	✓	4
Facility for group discussion	✗	✗	✗	✓	✓	✗	2
Water/Toilet Facility	✓	✗	✓	✗	✓	✓	4
Proper Library Furniture	✗	✗	✗	✗	✓	✓	2
Seminar room/ Meeting Hall	✗	✗	✗	✗	✗	✗	0
Property counter facility	✗	✗	✗	✗	✓	✓	2
Cataloguing	✓	✓	✓	✓	✓	✓	6
Serial Management	✗	✗	✗	✗	✗	✓	1
Book Exhibition	✗	✗	✗	✓	✗	✓	2
Popular Lectures	✗	✗	✗	✗	✗	✗	0
Public Meeting	✗	✗	✗	✗	✗	✗	0
Felicitation to retired persons	✗	✗	✗	✗	✗	✗	0
National Library Week	✗	✗	✗	✗	✗	✗	0
Information Literacy Programme	✗	✗	✗	✗	✗	✗	0
Computer Literacy Programme	✗	✗	✗	✗	✗	✗	0
Cultural Activities	✗	✗	✗	✓	✗	✗	1
Conferences/Seminars/works hops	✗	✗	✗	✗	✗	✗	0
Photocopy service	✓	✓	✓	✓	✓	✓	6
Printing	✓	✓	✓	✓	✓	✓	6
Scanning	✗	✓	✓	✓	✓	✓	5
New arrivals list	✗	✓	✓	✓	✓	✓	5
Translation service	✗	✗	✗	✗	✗	✗	0
Inter-Library loan	✓	✓	✓	✓	✓	✓	6
Document delivery	✗	✗	✗	✗	✗	✗	0
CAS	✗	✗	✗	✗	✗	✓	1
SDI	✗	✗	✗	✗	✗	✗	0
Newspaper display	✓	✓	✓	✓	✓	✓	6
Newspaper Clipping Service	✗	✗	✗	✗	✗	✗	0
Abstracting	✗	✗	✗	✗	✗	✗	0
Indexing	✗	✗	✗	✗	✗	✗	0
Quiz	✗	✗	✗	✗	✗	✗	0

Debate	✗	✗	✗	✗	✗	✗	0
Internet service	✓	✗	✗	✓	✗	✗	2
OPAC	✗	✗	✗	✗	✗	✗	0
Referencing service	✓	✓	✗	✗	✗	✗	2
Alerts/ Notification to users	✗	✗	✓	✓	✓	✓	4
Feedbackthrough mail/ telephone	✗	✗	✗	✗	✗	✗	0
Online Counselling/ Online conferencing/Online services	✓	✗	✗	✗	✗	✗	1
Total	13	14	14	17	19	20	

Table 4 clearly shows that basic library services like circulation, cataloguing, proper seating arrangement, proper lighting/ventilation, photocopy service, printout facility, Inter-Library loan and newspaper display are available in all the 6 libraries under study. However, these libraries not provide services like Reservation of book, there is no Seminar/Conference room for organising any seminar/conference/workshop, Popular Lectures, Public Meeting, Information Literacy Programme, Computer Literacy Programme and Felicitation to retired persons. These libraries do not celebrate National Library Week and Cultural Activities. Services like document delivery, newspaper clipping, OPAC, Feedback through mail/telephone, Debate, Quiz, Abstracting and Indexing services are not provided by the ministry libraries as any need of them never arise. Out of 45 services mentioned above, library of Ministry of Consumer Affairs, Food and Public Distribution provides 20 services Library of Ministry of Law provides minimum i.e., only 13 services.

Users of the libraries:

Members of a library should be registered and should be provided with a membership card and only library membership card holder can access to the library and utilises library resources and services. It is observed from the survey that Employees of respective library can be member of the library (except library of ministry of Law) by following a basic procedure of membership registration. Only Law members can be member of library of Ministry of Law-Department of Legal Affairs. Library of Ministry of Corporate Affairs has its employees as well as Ministers as its members. Members of Ministry libraries are provided with Passbooks along with library cards, on which entry of issue/return has been done.

ICT facility/infrastructure and Library Automation:

In today's digital environment it is important for every library to introduce digital resources in the library to work efficiently and serve its users with best library services with least time consumption. It is only possible with the help of Library automation and ICT equipments. Concept of ICT and Automation is more useful and helpful for library users in existing pandemic situation.

ICT facility/Infrastructure:

With the advancement in technology to acquire, organise, store and disseminate information, ICT has become an integral part of library these days. ICT equipments helps to perform various library functions more effectively and efficiently.

It is observed that basic ICT equipments like computer, photocopier, scanner and Printer are available in the libraries. Library of Ministry of Commerce and Industry has highest number of computers, scanner and printers i.e., 11 computers from which 7 computers are for staff and 4 computers are for library users, 3 scanners, 1 photocopier and 5 printers. Library of Ministry of Corporate Affairs has 3 computers, 1 photocopier and 1 printer. Ministry of Agriculture library has 1 photocopier, 3 computers, 1 scanner and 2 printers in its library. Library of Ministry of Law has only 5 computers and 2 printers and library of Ministry of Ministry of Consumer Affairs, Food and Public Distribution has 3 computers, 1 photocopier, 1 scanner and 1 printer which are available for the use of library staff. Other ICT equipments like, Barcode reader/scanner, Web Camera, CCTV, Multimedia kit, Teleconferencing devices, Video-conferencing devices and Theft detecting alarms are not available in any of the libraries under study.

Library Automation:

Libraries have now started performing library tasks with the help of automated software to save time and energy of staff as well as of users. Library automation helps the library to serve users at remote places which is not possible without automated gadgets.

It is observed that Library of Ministry of Law is not yet automated, infact, even the library software is not available on which basic library functions can be performed. Library of Ministry of Corporate Affairs has initiated the library automation process and are currently working on LIBsys software and link of the library is

given on its Ministry's website. Libraries of Ministry of Agriculture and Ministry of Consumer Affairs, Food and Public Distribution are fully automated libraries and they are currently working on E-granthalaya software. Libraries of Ministry of Urban and Housing Development work with 3 different LMS namely, E-Granthalaya, E-Cloud and LivAir and Ministry of Consumer Affairs, Food and Public Distribution has separate Homepages from which anyone can access the information about the library. Library of Ministry of Commerce and industry is currently ministry's website.

Human resources:

The human resources of a library/institute consist of all group of paid employees working on various levels for the operation and management of the library and library system. An overview of number of employees of the libraries is given in the below Table 5.

Table 5. Availability of Library staff in the libraries.

Library Staff	Ministry of Law Department of Legal Affairs	Ministry of Corporate Affairs	Ministry of Agriculture	Ministry of Urban and Housing Development	Ministry of Commerce and Industry	Ministry of Consumer Affairs, Food and Public Distribution
Director	-	-	-	-	-	-
Under Secretary	-	-	-	1	-	-
Librarian	1	-	-	-	-	-
Section Officer	-	-	-	1	-	-
Library and Information Officer (LIO)	3	-	-	-	-	1
Assistant Library and Information Officer (ALIO)	-	-	1	-	1	-
Library and Information Assistant (LIA)	-	-	-	-	4	1
Assistant Section Officer (ASO)	-	-	1	-	-	-
Library Assistants	-	1	-	-	-	1
Library Attendant	3		1	-	-	-
Junior Library Clerk	-	-	1	-	-	-
Upper Divisional Clerk (UDC)	-	1	-	1	1	-
Lower Divisional Clerk (LDC)	-	-	-	-	-	1
Gate-Keeper	-	-	-	-	-	-
MTS	-	2		1	4	1
Sweepers	-	-	-	-	-	-
Total	7	4	4	4	10	5

As mentioned in the Table 5, Library of Ministry of Commerce and Industry has maximum number of library staff i.e., 10 out of which 5 employees are library science professionals. Library of Ministry of Urban and Housing Development has minimum employees i.e., only 4 members and none of them is library professional. These libraries are not provided with separate sweepers and book cleaners and these tasks are particularly performed by the sweeper of respective floors. Investigator has found out that libraries lack staff (professional and unprofessional both) and staff development policies which prevent libraries to operate effectively and serve better. Unavailability of proper staff hinders the overall working environment of any organisational system; thus, current staff are requesting for the recruitment of library professional in the libraries.

Staff Development:

Staff Development is a key aspect for analysing the developmental status of a Library. Measures of training and development should be operated to make the library staff work efficient and skilled, so that they can perform better. There are various programmes like In- house training, seeking help from Professional associations, Courses/Workshops, Tours to other institutions, Web-based tutorials, Conferences/Seminars, Video-conferencing and Self- study which helps library authority to make its library staff more skilled. It is seen that Library of Ministry of Urban and Housing Development has been carrying out activities for staff

development which are Inhouse training, training from Professional association (NIC) and conference/seminar. Library of Ministry of Commerce and Industry is adopting only 1 development programme which is Inhouse training for its staff. Rest of the libraries are not adopting any of the above methods. Investigator during personal interaction with the library head and other library staff has found that library staff is very upset with unavailability of Staff Development Policy in the libraries of the Ministries. There are no promotion schemes available for the library staff like other employees of the Ministries but their recruitment process is same as other employees.

Library budget:

Financial support is very necessary to run any organisation. In case of library system, the amount of budget determines the services which can be offered to the users and resources which can be purchased for use of library users.

It is observed that government used to provide financial support to libraries of ministries directly or indirectly. Libraries of Ministry of Law, Ministry of Corporate Affairs, Ministry of Agriculture and Ministry of Urban and Housing Development, do not get any budget in hand to make expenses but their expenditures are included in the office expenses. The details regarding new purchases or other services in the libraries is provided annually to the main office of the respective ministries and expenses are directly born by the government itself. Libraries of Ministry of Commerce and Industry and Ministry of Consumer Affairs, Food and Public Distribution get annual budget as part of government grants.

Findings and Results:

Based on the comparative evaluation of the six libraries under study after taking into account their collection, services, staff, users and other operations, they have been assigned with ranks depending upon major findings or result which is shown in the following Table 6 below:

Table 6. Evaluation of Library and its operations

Particulars	Ministry of Law- Department of Legal Affairs	Ministry of Corporate Affairs	Ministry of Agriculture	Ministry of Urban and Housing Development	Ministry of Commerce and Industry	Ministry of Consumer Affairs, Food and Public Distribution
Collection	3	2	6	4	1	5
Sections operated	2	2	2	2	2	1
Shelving Techniques	1	1	1	1	1	1
Type of collection	5	1	3	4	2	5
Preservation method	3	2	1	2	3	3
Information services	6	5	4	3	2	1
ICT tools	4	6	3	2	1	5
Library automation	6	4	3	2	5	1
Human resources	2	4	4	4	1	3
Staff development program	3	3	3	1	2	3
Total	35	30	30	25	20	28
Final Rank	6	4	4	2	1	3

It is observed from the Table 6 that library of Ministry of Commerce and Industry has ranked first with better collection and collection development policy, staff and staff development policy, information services and library automation tools and techniques followed by library of Ministry of Urban and Housing Development with second rank. Library of Ministry of Law ranked last as compare to other libraries under study, thus this library should work more efficiently to improve its collection and library operations to cope up with the diversify and huge information resources demands. Library users and library budget is not considered for evaluation as these two factors are not under the purview of the library. Library users can be employees of the ministry; thus, library has not maintained any record for users due to involvement of many government restrictions, out of limit operations as well as unavailability of skilled and permanent library staff. Library budget so provided is adequate and meet all the needs and demands of the library, however, the amount was not disclosed due to government policies.

Conclusion:

Libraries are established to fulfil the needs and demands of library users by providing them with adequate resources and best services. The libraries under study are special libraries in nature as these libraries have collection associated to its ministries and only their employees can be users of these libraries. The investigator has found that there is unavailability of professional and skilled staff and staff development programmes in these libraries which is the major hindrance for these libraries to develop and grow. Thus, there should be introduction of new staff recruitment, training, development and promotion schemes in the ministry for their libraries. Libraries of ministries are known to serve their users who are basically the employees of Ministry itself. Although, these libraries are providing them required information resources but library services are not up to date. Most libraries have still not introduced ICT and automation in the library which can help library staff to serve better and attract more users to their libraries. Library automation and incorporation of more and more ICT components can increase the efficiency of work and make services appealing to the users.

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