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Modernizing the Sikkim University Library: Transformation from Traditional to Modern Library Services and Facilities.

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“Modernizing the Sikkim University Library: Transformation from Traditional to Modern Library Services and Facilities”

Abstract:

Information and Communication Technology has transformed the whole gamut of Library and Information Centers and its adaptability in libraries are inevitable. Although the primary function of a library remains the same, *i.e.* to acquire, organize and provide access to information to the users, the ways the tasks have been carried out are changing tremendously. This continuous development has demanded the libraries to modernize. With this perspective, the paper has attempted to highlight the transformation of Sikkim University Library of North East India. The paper will focus on modern services and facilities and provision of different E-resources in the library. It will also highlight the infrastructure of Sikkim University Library.

Keywords: *Modernization, University Library, ICT, Transformation, North East India, E-resources, Library services.*

0. Introduction

Transformation of libraries from traditional to modern (*i.e.* print resources to E-resources, offline to online services) creating digital contents accessible in many forms and from anywhere. Frequent technological changes have challenged to all types of libraries to cope up in very innovative frame with huge resources and knowledge to the users within a minute. Emergence of new technologies have transformed the University libraries and brought with a new generation of digital services platforms. This digital platform has been designed to provide more comprehensive approach to the management and access to all formats of library resources. The library professionals are also constantly trying to adapt themselves with the technological changes in order to provide better and more efficient resources, services and facilities to the users. ICT has enhanced the initiative of innovation and adoption of services and facilities of University Libraries of India in a remarkable way.

0.1 Sikkim University Library, a brief review

North East India is the Easternmost region of India comprising of eight states - Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim and Tripura. Sikkim is the neighbour

state and only brother of the Seven sisters of North East India. Sikkim is bordered by Bhutan, Tibet and Nepal. Its capital is Gangtok. Apropos to higher education, there is one institute of National importance, one Central University, one State University and five private University (UGC, 2021). Sikkim University, the only Central University of Sikkim is located at Gangtok. It was established under an Act of Parliament of India. Like any other University, it also has Central Library since 2008 in a rented premises with about 1000 sq. ft. floor area. Presently, it occupies about 9000 sq. ft. capable of accommodating about 70,000 books. This Central Library is considered as the heart as well as index of all academic activities of the University. Brief information on the University Library is lined up below in the Table 0.1.

Table 0.1 General Information about Sikkim University Library

Name of the Library	Central Library
Location	Teesta-Indus, 6 th Mile Tadong, Gangtok, East Sikkim- 737102
University Website	cus.ac.in
Library Website	library.cus.ac.in
Staff	12
Email	librarian@cus.ac.in
Telephone	03592-251060

1. Significance of the study

In this techno-era, application of ICT in University libraries has played great role in ushering the learning process in a new dimension. Today, users are keener towards using e-resources and ICT based services and facilities provided in the library. Central University libraries of India have been adopting digital technologies and showing leadership and training to help remake the academic community. This evolution has ushered new avenues for Central University libraries of North East India to transform their traditional resources and services with electronic ones to meet the information needs of the users. Relatively few studies of transformation and adoption of resources and services in Sikkim University library of North East India exist. As well as the scope and sphere of my Ph.D research work include 9 (nine) Central University Libraries of North East India, of

them, Sikkim University Library has been taken for this study. With this perspective, the study entitled “**Modernizing the Sikkim University Library: transformation from traditional to modern library services and facilities**” is a sincere attempt to highlight the new developments, transformation and adoption of modern services and facilities; and status of infrastructure of Sikkim University Library.

2. Objectives of the study

Based on the topic cited above the objectives of the study are lined up below.

- 2.1 To know the present status of Sikkim University Library of North East India.
- 2.2 To identify the modern services and facilities of Sikkim University Library.
- 2.3 To find out the availability of ICT based infrastructure of Sikkim University Library.

3. Scope and limitation of the study

There are nine Central Universities of North East India (MHRD, 2021; UGC, 2021). Owing to paucity of time, the researcher has limited the study to only one Central University of North East India. For the pilot study, Sikkim University is selected for the purpose of the research.

4. Methodology

The survey method has been applied for this study by the researcher. Apropos to the objective of the study, a structured questionnaire was designed pertaining to the topic and was emailed in order to collect necessary data from librarian. Both primary and secondary sources was consulted and presented in a tabular format for interpreting them to get concrete information. Further, telephonic interview was conducted from junior and senior professionals. Website of Sikkim University Library has been analyzed. The researcher has used simple statistical methods such as, average, percentage, etc. for collecting data. Review of literature has been conducted only to conceptualize the scope and dimension of the study as well as to concretize the idea and materialize the objectives lined up for the study. The APA style 7th edition reference has been used.

5. Data Interpretation

5.1 Library Collection

Sikkim University library aims to develop a good collection of resources to meet the information needs of the users and 32 academic departments.

5.1.1 Total collection of Resources

The number of Print and E- resources available in Sikkim University library from the session 2018-2019 to 2020-2021 is given in the table 5.1.1.

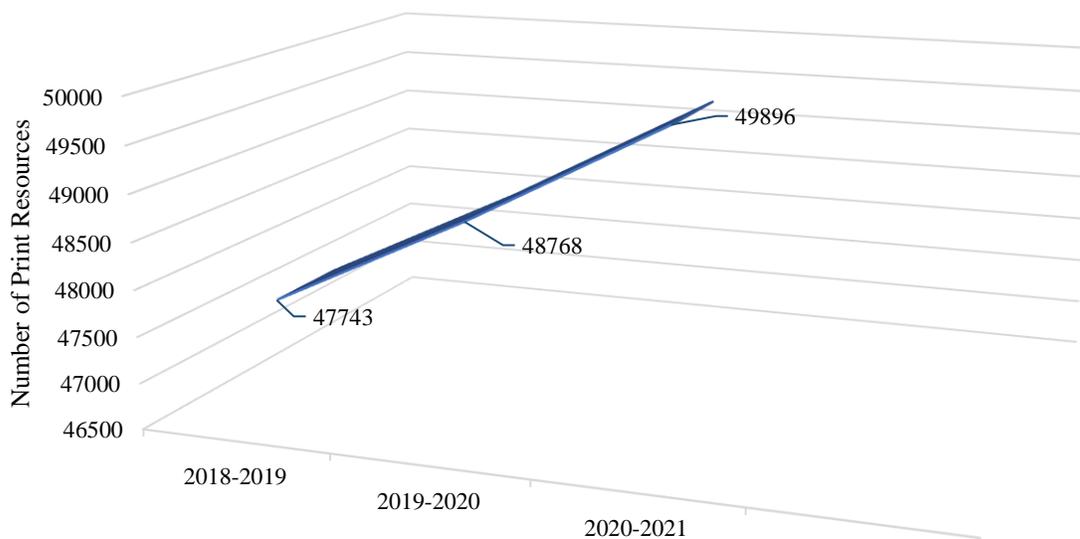
Table 5.1.1 Total collection of Resources

Type of resources	2018-2019	2019-2020	2020-2021
Print Resources	47743	48768	49896
Electronic Resources	953	8924	9878

Table 5.1.1 highlights about the collection of Print and E-resources of the library year wise. Total collection of Print and E-resources in the year 2021 is 49896 and 9878 respectively. The University library also has a small collection of 1178 Braille books.

5.1.1.1 Growth of Print Collection

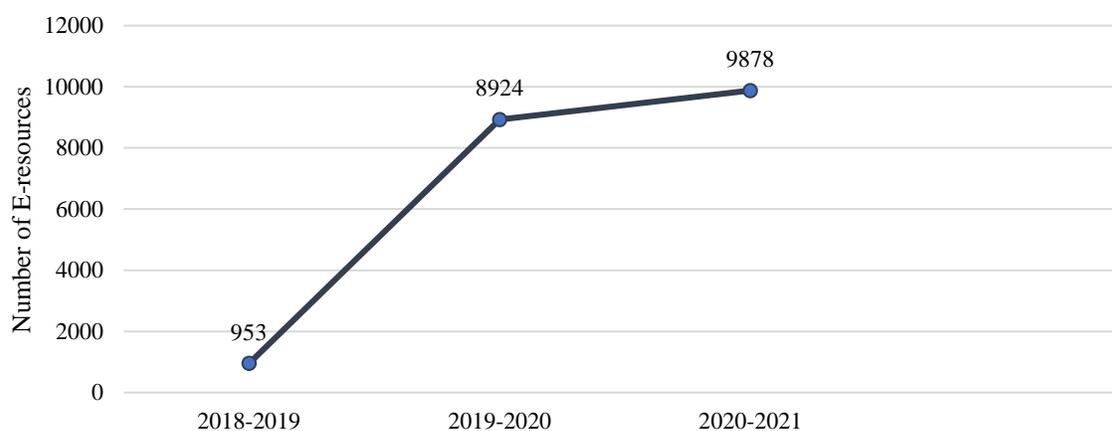
Figure 5.1.1.1 Growth of Print Collection



Based on the Table 5.1.1, from Figure 5.1.1.1, it can be seen that there is a growth of print resources *i.e.* increase of 1025 resources in the year 2019-2020 and 1128 resources in the year 2020-2021. So, increase of the Print collection from 2018-2019 to 2020-2021 is 2153.

5.1.1.2 Growth of E-resources

Figure 5.1.1.2 Growth of E-resources



It can be seen from Figure 5.1.1.2 that there is growth of E-resources *i.e.* 7971 resources increase in the year 2019-2020 and 954 resources increase in the year 2020-2021. From year 2018-2019 to 2020-2021, there is an increase of 8925 E-resources.

5.1.2 Provision of various E-resources

There is a provision of different E-resources in Sikkim University library given in the Table 5.1.2.

Table 5.1.2 Different E-resources

E-Resources	Y/N
E-Book	Y
E-Journal	Y
E-Magazine	Y
E-Newspaper	N
E-Thesis	Y
CD/DVD	Y
Database	Y
Digitization	Y
Institutional Repository	Y
Subject Gateways	Y

*Y- Yes, N- No

From the Table 5.1.2, it is clear that Sikkim University library has adopted almost all types of E-resources to satisfy the users' needs. Various E-resources provided are E-Book, E-Journal, E-Magazine, E-Thesis, CD/DVD, Database, Digitization, IR (Institutional Repository) and Subject Gateways. Only E-newspaper is not available in the library. In-House Databases on Himalayas and North East India has been created. Faculty publications have been digitized. These resources can be access and available for download.

5.1.3 Transformation to online access of E-resources

Users need quick access to E-resources anywhere anytime. To cater the needs of the users the Off-Campus Access is provided by the University library to the faculty members, scholars and students to access the subscribed E-resources from outside the University campus. Username and password are given to the users to avail this service. Thus, the users of Sikkim University library can access the subscribed E-resources for their research work, assignments, etc. without visiting the library.

5.2 Membership to Library Consortia and other organizations

Due to information explosion, libraries found difficulty in selection of authentic resources. Financial constraint is another factor for libraries to choose resources for the patrons. As such Library consortia is need of any type of library. Sikkim University Library has membership to different consortia and networking bodies mention in the Table 5.2.

Table 5.2 Organizational Membership

Name of the organization	Year of Membership
DELNET	2012
e-Shodhsindhu	2014
Shodhganga	2014
VIDWAN	2014
DeLCON	2018
e-PG Pathshala	2018
NDLI	2020

Sikkim University Library started its first membership to DELNET (Developing Library Network) in 2012 whose prime objective is to promote resource sharing among the libraries by developing a network of libraries. Sikkim University Library has membership of e-Shodhsindhu, Shodhganga, VIDWAN (Expert Database and National Researcher Network), DeLCON (DBT- Electronic Library Consortium), e- PG Pathshala (e-content in 70 subjects across all disciplines of social sciences, arts, fine arts and humanities, natural & mathematical sciences); and NDLI (National Digital Library of India, a virtual repository of learning resources).

5.3 Library Services and Facilities

5.3.1 General Services provided in the library

The basic function of any library is to provide services to its clientele efficiently and effectively.

The services provided by Sikkim University Library is lined up in the Table 5.3.1.

Table 5.3.1 Library services

Library Services	Y/N
Book bank	N
Book reservation	Y
CAS/SDI	Y
Circulation	Y
Display of New Arrivals	Y
Document Delivery Service	Y
Indexing & Abstracting	Y
Inter library Loan	Y
Library booklet	Y
Newsletter	N
OPAC/Web OPAC	Y
Print on demand	N
Profiling system	Y
Reference service	Y
Reprography	Y
User orientation	Y

**Y- Yes, N- No*

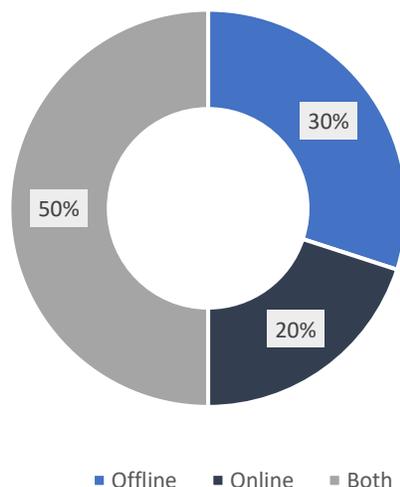
From Table 5.3.1, it is clear that the services provided in the library are Book reservation, CAS/SDI (Current awareness service/ Selective Dissemination of Information), Circulation, Display of New Arrivals, DDS (Document Delivery Service), Indexing & Abstracting, IIL (Inter library Loan),

Reference service, Reprography and User orientation. Library Booklet is published by the University library for the convenience of the users. The University library is also maintaining a User profile for all types of users which help the library professionals to disseminate the right information to the right user. Book Bank, Newsletter and Print on demand service has not yet been started in the library.

5.3.2 Transformation from Offline to Online service

Sikkim University library has adopted various services through online mode so that users can access resources anywhere, anytime.

Figure 5.3.2 Online library services



On the basis of Table 5.3.1, Figure 5.3.2 highlights the accessibility of services that can be provided online or offline by the University library. So the Figure says that 17% of services provided by the University library on online mode are Book reservation and CAS/SDI. 33% of services provided on both online and offline mode are Display of New Arrivals, DDS (Document Delivery Service), OPAC/Web OPAC, Reference Service and User Orientation. 50% of services are provided on offline mode are Indexing & Abstracting, Inter library loan and Library booklet. It is revealed that the University library has transformed most of the services online to satisfy the needs of the users.

5.3.2 Modern Library facilities

All the libraries are faced with finding the best way to add value to their services to satisfy the users. Facilities provided by the Sikkim University library is shown in the Table 5.3.2.

Facilities	Y/ N
Collaborative Learning	Y
Digital payment	Y
Discovery service	Y
E-news service	N
Email service	Y
Facility for group discussion	Y
Wi-Fi facility	Y
Library blog/portal	Y
Library photo/video in website	N
Library seminar hall	N
Library QR code	N
Library Mobile app	Y
Outreach program	Y
Plagiarism checking service	Y
RSS feed	N
SMS alert	N

**Y-Yes, N- No*

From the Table 5.3.2, it can be seen that Collaborative Learning, Discovery service, Facility for group discussion and Mobile application are adopted by the library keeping in pace with the new developments. Discovery service is used for searching print and online resources. For plagiarism checking, Urkund software is used. There is also a facility of digital payments in the library. Payments of Library fines can be made through PAYZAPP.

5.3.3 Use of social media: a modern tool for publishing materials

Sikkim University Library has started using Facebook in the year 2016 and You tube as a modern platform to inform services, programs and publishing materials in the year 2020. Facebook page

of Sikkim University Library is Teesta-Indus Central Library, Sikkim University. WhatsApp also has been introduced for notification and sending reminders for overdue books.

5.4 Library Infrastructure

5.4.1 Status of Physical infrastructure

The present status of physical structure of Sikkim University Library is given in the table 5.4.1

Table 5.4.1 Status of Physical infrastructure

Statement	Yes	No
Capability for creation and enhancement of infrastructure	√	
Green Library concept/ sustainable environment		√
Library building disabled-friendly and barrier free access	√	
Library feature movable seating	√	
Library space flexible	√	
Library centrally air-conditioned	√	
Latest Standards for library building, furniture and fittings		√
Possibility of re-allocation of space	√	

Table 5.4.1 shows that library building has the provision of enhancing its infrastructure and designed for physically disabled users. Flexible modular structure which facilitates space adjustment as per requirement of the library; and Sikkim University Library is not exception to this. It has feature movable seating (rearrange of chair, table, *etc.*); flexible space for rearrangement of shelving, stacks, *etc.*; there is a facility of HAVC system (Heating Ventilation and Air Conditioning).

5.4.2 Status of IT infrastructure

Table 5.4.2 Status of IT infrastructure

Statement	Yes	No
Application of cloud computing		√
CCTV for security of library	√	
Frequent upgradation of Library website	√	
Implementation of RFID in library	√	
Integrated Library System	√	
Digital Repository System	√	
Latest version of software & hardware applications	√	
Single window access	√	

From Table 5.4.2 it is clear that the University Library is maintaining and updating its infrastructure considering the new and contemporary developments in Library and Information centers. For security, CCTV (Closed-circuit television) with electronic exit gate has been fitted on all the floors of the University library to prevent theft. Regarding upgradation of the library website, it is last modified in 4th of August, 2021. All the collections are tagged with RFID (Radio Frequency Identification) which facilitates the users of self-check-in and check-out. KOHA, integrated library software, is used for Library management. For Digital Repository, DSpace (DuraSpace) is Used to archive and facilitate the access of Sikkim University publications. Library provide access to multiple information resources from a Single window under the platform of KNIMBUS. All the publishers' products have been integrated for simultaneous search. This also provides remote access to authorized registered users. Library server has been accessible from the departments by using fiber cabling which may considerably promote the usage of E-resources.

5.4.2 Availability of ICT based Infrastructure

Table 5.4.2 ICT based Infrastructure

Name of the Components	Total numbers
Audio-visual equipment	-
Barcode printer	3
Barcode reader	4
Client workstation	24
Computers	70
Multimedia projector	2
Printer	6
Reprography machine	2
Scanner	6
Server	6

Table 5.4.2 highlights the availability of different ICT based Infrastructure in Sikkim University Library. Barcode printer and reader are available for smooth functioning of Library activities. There are 70 numbers of computers, 2 numbers of projectors, 2 Reprography machines, 6 scanners, and 6 servers. Although printer is available, it only for library operation and not for users.

Conclusion

University Library is considered as the heart of the institution. Owing to technological evolution, Central University Libraries have been compelled to transform and adapt new development. Though Sikkim University Library, being newly build only about 10 years old, is comparable to any other old University Library in India so far as modernization and infrastructure facilities are concerned. Sikkim University Library has successfully achieved the concept of modern library by transforming and adopting new ICT to multiply and simplify the services and facilities to the utmost satisfaction of its users.

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