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State of Development of the University Libraries in West Bengal Established During 2001-2010: A Comparative Study

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Abstract

The University Library system is an integral part of the universities. Its growth and development are solely dependent on the growth and development of the educational and research programs of the university. This paper examines the state of development of some university libraries in West Bengal established during 2001-2010, namely Aliah University Library, West Bengal State University Library, GourBanga University Library and SidhoKanhoBirsha University Library. The key factors considered in this paper are library collection development, services, staff pattern, budgeting, circulation system, consortia & resource sharing and user strength. This paper also highlights the present status, problems and shortfalls of the university libraries.

A questionnaire was prepared to collect the data for the four university libraries. Questionnaires were personally handed over to the Librarians/ Library-in-Charge of the four universities. It was found that budget, professional staffing, service, e-resources, etc. were inadequate. User awareness programmes were lacking.

This paper may be useful for the users, librarians and also for the parent body of the institutions. They may use of the findings in their policy decisions related to the development of resources and infrastructure in the library in a better way to fulfil the objectives of the University Library. The infrastructure and service of the libraries are insufficient. There is no user awareness programme. The libraries need to develop their services for the betterment of the academic programmes of the universities.

Keywords: University Library, Academic Library, Library Collection, Library Services, Library Staff Pattern, Library Budget.

Introduction

Universities are generally built around libraries. "The importance of University Library is rightly emphasised in the words of Dr. Shankar Dayal Sharma, while inaugurating the New Delhi World Book Fair in 1988, said *"A library is more important than a university because a library can function without a university, whereas a university cannot do without Library"*. Libraries and universities are the two facets of the same coin, namely learning. Their interface is an age-old one. In the absence of a good library, the teaching and research in any university will get atrophied. Therefore the heart of the university campus, the fulcrum of the university education and the name of the university library should be pulsating with vigor and energy for the better health of the academics (Ravi, 2005)

The Report of the Radhakrishnan Commission on University Education (1948-1949) states that "The library is the heart of all university's work, directly so, as regards to its research work, and indirectly as regards its educational work which derives its life from research work. Scientific research work needs a library apart from laboratories however for humanistic research, a library is considered to be both the library and a laboratory together as one. Training, higher branches of learning and research are mainly an understanding on how to be able to efficiently use the available tools and in such a scenario if the library tools are unavailable, how could a student even think of using them?". (Radhakrishnan, 1949)

The Kothari Commission in its report on the Education and National Development (1964-66) further emphasized "No university, college or department should be set up without taking into account its basic library needs of staffing, journals, space, etc. Nothing could be more damaging to the growth of a department than to neglect its library. This should be an important center of attraction and the main focus in the college or university campus." (Kothari, 1971)

Malcom S Adisheshaiah (1992) expressed that "if the purpose of all education is learning, then the library is the only functional source of all learning and there is no replacement to it. If the purpose of higher education (post-graduation, doctorate and post-doctorate) is to develop new sources of knowledge encouraging the enhancement in the overall knowledge levels, then there should be no alternative to the library. The scholar will have to plow his way through, to attain the end of knowledge acquisition and knowledge building"

Paul Buck (1964) had stated that “Quality education in universities is impossible without a quality library, quality faculty is not possible without a quality library and the library is essential to the maintenance of free access to the idea”. He classified the functions of the university library under the headings of resources, retrieval of information, coordination and staff capability. He summarised all the functions of the university library under their respective headings in just one word called the ‘responsiveness’ to the university’s needs.

The University Libraries in West Bengal are established to strive for the fulfillment of the ideas and objectives of the universities. Since the university library functions as an integral part of the university, its growth and development are solely dependent on the growth and development of educational and research programs of the university.

Review of Literature

Mahan (2001) had, in general, discussed the financial problems of the universities, research laboratories and the libraries in India. He describes such problems faced by the University of Jammu Library and the Regional Research Laboratory Library in Jammu, by means of various case studies. Due to the unavailability of funds, libraries are finding difficulties in not only modernizing and restructuring their work operations but also in catering to the traditional services of their users. The rising cost of reading material and currency fluctuations has considerably reduced the purchasing power of the libraries while the growing user demand and additional requirements for modernization have put many libraries in a predicament.

Devi & Singh (2006) defined the term ‘Manpower’ and ‘Development’ from the management and general point of view. They have discussed the train-development continuum and their fitness at various levels of the organization. They have also explained the importance of manpower in the context of libraries especially in the University Libraries. Further, they have highlighted the various aspects of the development of library manpower in today’s fast-changing environment. Last but not the least, they have also analysed the various committees set up by the UGC with respect to the libraries and their implication upon the manpower development in libraries.

Sunandamma and Sarasvathy (2018) studied the status of resources and services in a few selected women university libraries in the south of India. The study incorporates different viewpoints like objectives of the Women University Library, the status of print and e-resource collections, library

memberships, staff in the university library, working hours of the libraries, services offered by the university library, e-resource subscriptions and infrastructure of those women university libraries. Sabhapandit (2019) discusses remarkable developments happening all over the world both in terms of quantity and quality where libraries are playing a major role. Library collection is increasing at a regular pace both in physical and electronic forms. This study highlights the growth and development of library collection in the University libraries of Assam in terms of balance growth as indicated in the Ranganathan's fifth law of Library Science. The study delved deep into how to accommodate the ever-growing collection. It is also an attempt to understand and observe the changing roles of Ranganathan's Fifth Law of Library Science and how the law has been put into practice with respect to its physical growth being limited only to library collections. Besides, the research also highlights as to how Ranganathan's Fifth Law of Library Science is still applicable and totally relevant in terms of library collection growth.

The Objectives of the study

- ❖ To identify the provisions of infrastructure in the four university libraries
- ❖ To find out the present condition of their day to day management work and the issues they are dealing with.
- ❖ To understand the four university libraries' staff pattern and identify the issues.
- ❖ To find out the user services offered by the libraries.

Scope and Limitation

For the study purpose, Aliah University Library, West Bengal State University Library, GourBanga University Library and Sidho-Kanho-Birsha University Library have been considered.

Methodology

A questionnaire was prepared to collect the data from the four university libraries. Questionnaires were personally handed over to the Librarians / Library in Charge of the four Universities. The collected data has been analyzed in a systematic manner using appropriate graphs, figures and tables.

About The Universities

- ❖ Aliah University (AU): Aliah University is a state government controlled autonomous university in New Town, West Bengal. It is one of the State University established in 2008 by the Government of West Bengal under the Act XXVII 2007. It offers undergraduate and postgraduate programs in different subjects. Aliah University is a unitary university that has 22 departments.
- ❖ West Bengal State University (WBSU): West Bengal State University is a public university situated in Berunanpukuria, 7 km off from Barasat city, Kolkata, North 24 Paraganas. The Government of West Bengal through an Act of the Legislative Assembly has passed the West Bengal Act XXVIII, 2007. At present, there are 29 postgraduate departments and 55 affiliated colleges.
- ❖ University of GourBanga (GBU): University of GourBanga is a public state university located in Malda City, West Bengal. It is one of the new state universities established in 2008 by the Government of West Bengal on Act XXVI 2007. At present, 21 postgraduate departments are running with near about 2500 enrollment and 49 affiliated colleges.
- ❖ SidhoKanhoBirsha University (SKBU): SidhoKanhoBirsha University is a state university established in 2010 in Purulia, West Bengal. It is one of the new state universities established in 2010 by the Government of West Bengal on the Act XXII 2010. Its postgraduate departments started functioning from the 2011-12 session. At present, there are 19 postgraduate departments and 32 affiliated colleges.

About TheUniversity Libraries:

- ❖ **Aliah University Library (AUL):**Aliah University Library has started functioning at Salt Lake Campus. It attempts to fulfill the academic and research needs of the teachers, research scholars, students, officers and non-teaching staff. The Aliah University Library provides lending, reading room and internet facilities to the members of this university. The main objectives of the university library are to support the institutional teaching and research programmes of the university. Other broad objectives of the university are the conservation of knowledge and ideas, publications (which enrich collections utilizing exchange), etc. AUL accommodates about 533 people in its well-maintained reading room. The newspapers, magazines, journals, reference books, e-resources are also accessible in the University Library.
- ❖ **West Bengal State University Library (WBSUL):**West Bengal State University Library is at present housed on the 1st floor of the academic building and can accommodate about 60 readers. WBSUL has a total area of 16000 square feet, and a well-maintained library. Books, newspapers, magazines, print journals and good number of e-resources are made accessible to the teachers, research scholars, and students. WBSUL is a member of INFLIBNET, NDLI, and access E-Resources.
- ❖ **GourBanga University Library (GBUL):** Gour Banga University Library started functioning in 2008. It has a library committee to look after the different functions of the university library. GBUL accommodates about 60 people in its well-maintained reading room. Books, Journals, newspapers, magazines, organized with best available tools & techniques. Apart from the print resources, a good number of electronic resources comprising e-journals, online databases, are made accessible to the users. GBUL accommodates about 60 people in its well-maintained reading room. GBUL books, newspapers, magazines, etc. are organized with the best available tools & techniques. Apart from the print resources, a good number of electronic resources comprising e-journals, online databases, gateway portal to e-journals are made accessible to the users based on the university campus.
- ❖ **SidhoKanhoBirsha University Library (SKBUL):**SidhoKanhoBirsha University Library is a central facility, which provides information support for teaching and research activities of the University. The university library (UL) was started in the year 2010 and implementation of the library automation was started in 2014. At present the SKBUL has a total collection of

37602 books, 388 journals, 465 e-journals, 12 newspapers and magazines. Apart from this, the library has received a number of books as gifts from various sources.

Data Analysis

Basic Information about the Libraries

Table 1: Basic Information about the University Libraries

Name of the University Library	Library Web Page/Web Address	Working Time (Days & Hours)	Qualification of Librarian/ Library in Charge	No. of Professional Person(s) in Library Committee
AUL	Attached with university website https://www.aliah.ac.in	5 Days in a week (Monday to Friday, 10 AM to 5 PM)	MA, MLIS (Librarian in Charge)	2 (Librarian, One external expert Library & Inf. Sc. professional)
WBSUL	Attached with university website https://www.wbsubregistration.org	5 Days in a week (Monday to Friday, 11 AM to 5 PM)	MLIS PhD (Librarian)	2 (Librarian, One external expert Library & Inf. Sc. professional)
GBUL	Attached with university website https://www.ugb.ac.in	6 Days in a week (Monday to Saturday, 10 AM to 5.30 PM)	MLIS, PhD (Librarian)	2 (Librarian, HOD, Library & Inf. Sc.)
SKBUL	Attached with university website http://skbu.ac.in	5 Days in a week (Monday to Friday, 10 AM to 5.30 PM)	MA, MLIS (Librarian)	1 (Librarian)

Table 1 shows that working hours of the university libraries are different, AUL, WBSUL, SKBUL remains open from Monday to Friday i.e., 5 days in weeks and GBUL remains open from Monday to Saturday i.e., 6 days in a week. It is found that AUL remains open for 35 hours, WBSUL opens for 30 hours, SKBUL opens for 37.5 hours in a week and GBUL opens for 45 hours in a week i.e., maximum time. AU, WBSU, GBU, SKBU have separate websites respectively viz. <https://www.aliah.ac.in>, <https://www.wbsubregistration.org>, <https://www.ugb.ac.in> and <https://skbu.ac.in> & library web pages are parts of them. All these universities have no separate

university library website. Table 1 shows that WBSUL, GBUL, and SKBUL respectively have a full-fledged university librarian having MLIS, Ph.D. degree, MLIS, Ph.D. degree, MA, MLIS degree. Table 1 shows that AUL does not have a full-fledged librarian and at present headed by library in charge and having an MA, MLIS degree. Table 1 shows that AUL, WBSU, GBU, SKBU have library committee and nature of the committee is recommended. Table 1 also indicates that AUL, WBSUL, GBUL have two library professionals and SKBUL has one library professional in the respective library committee.

$$\text{Average working time } (\bar{t}) = \frac{1}{4} (t_i) \text{ hr.}$$

$$= \frac{1}{4} (35 + 30 + 37.5 + 45) \text{ hr.}$$

$$= \frac{1}{4} (147.5) \text{ hr.}$$

$$= 36.87 \text{ hr.}$$

$$\text{Standard deviation } (\sigma_t) = \sqrt{\frac{1}{n} \sum t_i^2 - \bar{t}^2} \text{ hr.}$$

$$= \sqrt{\frac{1}{4} (35^2 + 30^2 + 37.5^2 + 45^2) - (36.87)^2} \text{ hr.}$$

$$= \sqrt{1389.06 - 1359.76} \text{ hr.}$$

$$= \sqrt{29.3} \text{ hr.}$$

$$= 5.41 \text{ hr.}$$

$$\text{Coefficient of variation} = \left(\frac{sd}{mean} * 100 \right) \%$$

$$= \left(\frac{5.41}{36.87} * 100 \right) \%$$

$$= 14.67 \%$$

User Strength of the University Libraries

Table 2: User strength of the University Libraries

User Category	AUL		WBSUL		GBUL		SKBUL	
	No of User	% of User	No of User	% of User	No of User	% of User	No of User	% of User
Teacher	120	5%	92	4%	65	3%	71	4%
Research Scholar	80	3%	75	3%	85	4%	50	3%
Student	2300	92%	2000	92%	2016	93%	1600	93%
Staff	-	-	-	-	-	-	-	-
Others (Officer)	-	-	-	-	-	-	-	-
Total No User	2500	100%	2167	100%	2166	100%	1721	100%

University Library offers the membership facility to teachers, research scholars, students, staff, officers, etc. AUL caters to respectively 120(5%), 80(3%), 2300(92%) teachers, research scholars, and students, out of total users of 2500. WBSUL caters to respectively 92(4%), 75(3%), 2000(92%) teachers, research scholars and students out of total users of 2167. GBUL caters to respectively 65(3%), 85(4%), 2016(93%) teachers, research scholars and students out of total users of 2166. While SKBUL caters to respectively 71(4%), 50 (3%), 1600(93%) teachers, research scholars and students out of total users of 1721. Strangely, staff and officers of the universities are not a member of the university libraries.

Budget Allocations for Procurement of Printed & Electronic Documents

Table 3: Budget allocation for procurement of Printed & E documents

Financial Year	AUL (in Rs.)	WBSUL (in Rs.)	GBUL (in Rs.)	SKBUL (in Rs.)
2012-13	-	178839	2057600	2100000
2013-14	2350000	219558	257600	2193600
2014-15	3044192	4553000	257600	164900
2015-16	5496734	4038216	13150000	6528200
2016-17	2726422	402870	9608844	6259800
2017-18	4825321	2034	83501	17105000
2018-19	21835590	6431551	2400000	3200000

Details of budget allocation financial year wise for procurements of books and e documents are mention in table 3 and figure 1. SKBUL has utilized the highest budget in the financial year 2017-18, 2012-13, GBUL has utilized the highest budget in the Financial Year 2016-17, 2015-16, WBSUL has utilized the highest budget in the financial year 2014-15. AUL has utilized the highest budget in the financial year 2013-14, 2018-19. Average budget per year of AUL, WBSUL, GBUL,

and SKBUL Rs 6713043.17, Rs 2260866.86, Rs 3973592.14, and Rs 5364500 respectively

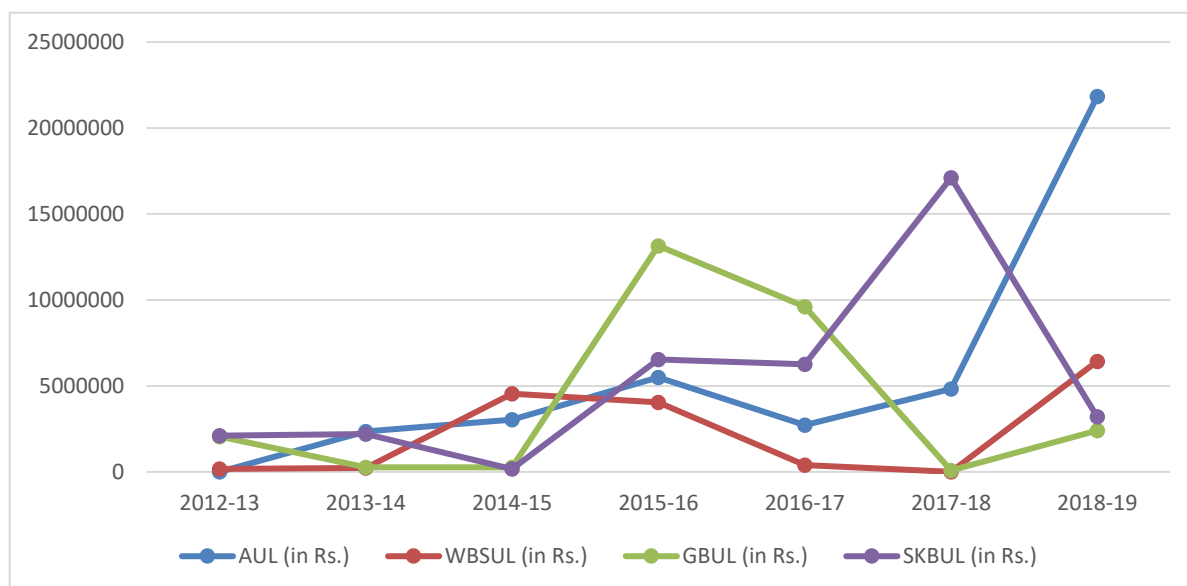


Figure 1: Budget allocation for procurement of Printed & E documents

Item wise budget allocation printed books, printed journals are mention in table 4

Table 4: Item wise budget allocation

Financial Year	AU (in Rs lac)		WBSU (in Rs lac)		GBU (in Rs lac)		SKBU (in Rs lac)	
	Books	Journals	Books	Journals	Books	Journals	Books	Journals
2012-13	-	-	1.7883	-	2	-	-	-
2013-14	14.1	9.4	11.055	-	2.5	-	130.29	-
2014-15	10.65	5.5	44.47	-	2.5	-	51.178	-
2015-16	10	9.6	39.34	1.04	89	42 #	57.732	-
2016-17	27.26	-	4.028	1.06	0.835	0.076	1.649	7.53
2017-18	48.25	-	0.2034	1.09	96.088	0.076	21.936	26.5
2018-19	83.86	-	64.31	-	24	0.076	21	32

Print Journals & e-Journals combind purchased

Category wise collection development of printed documents and E-Resources

Table 5: Total number of Printed and E documents in the Libraries

Name of the university library	Books no	Journals vol	Abstract /index /Database	Theses/ Dissertation no	Standard/ Specification	Manuscripts	Patents	Newspaper & Magazine	E-books	E-Journals	CD Rom	Any others
AUL	38104	1265	-	27	-	-	-	35	907	2287	-	-
WBSUL	25000	793	-	120	-	-	-	2	-	34	-	-
GBUL	25560	126	-	1025	-	-	-	6	-	126	-	-
SKBUL	37602	592	-	20	-	-	-	12	-	588	-	-

The total number of library resources is represented in table 5. The AUL has a collection of 38104 printed books, 1265 printed journals, 27 theses and dissertation, 35 newspaper and magazine, 907 e-books, 2287 e-journals. The WBSUL has 25000 printed books, 793 printed journals, 120 theses/dissertation, 2 newspapers and magazine, 34 e-Journals. The GBUL has 25560 printed books, 126 printed journals, 1025 theses/dissertation, 6 newspapers and magazine, 126 e-Journals. The SKBUL has 37602 printed books, 592 printed journals, 12 newspapers and magazine, 588 e-journals. AUL has the highest no of printed books, printed journals, e-books, e-journals, newspapers, magazines, and GBUL has the highest no of theses/ dissertation.

Physical facility of the University libraries

Table 6: Physical facility of the University libraries

Name of the university library	Library building	Total library area (x)	Total no of seating capacity in the reading room(y)
AUL	Separate building	47291 sq.ft	533
WBSUL	Attached with academic building	16400 sq .ft	60
GBUL	Separate building	12000 Sq.ft	60
SKBUL	Separate building	22000 sq.ft	200

Table 6 shows that AUL, GBUL, SKBUL have a separate library building. WBSUL is attached with the academic building. WBSUL has no separate library building. Table 6 (figure 2) shows that AUL has a total area of 47291 sq.ft. with 533 seating capacity in the reading room. WBSUL has a

total area 16400 sq.ft with 60 seating capacity in the reading room. GBUL has a total area of 12000 sq.ft. with 60 seating capacity in the reading room. SKBUL has a total area of 22000 sq.ft. with 200 seating capacity in the reading room. AUL has the maximum space and seating capacity out of the four university libraries.

$$\text{Mean of total library area } (\bar{x}) = \frac{1}{4} \sum x_i$$

$$= \frac{1}{4} (47291 + 16400 + 12000 + 22000)$$

$$= 24422.75 \text{ sq.ft}$$

$$\text{Mean of total no of seating capacity } (\bar{y}) = \frac{1}{4} \sum y_i$$

$$= \frac{1}{4} (533 + 60 + 60 + 200)$$

$$= 213.25$$

$$\text{Standard deviation of } x (\sigma_x) = \sqrt{\frac{1}{n} \sum x_i^2 - \bar{x}^2}$$

$$= \sqrt{\frac{1}{4} (47291^2 + 16400^2 + 12000^2 + 22000^2) - 24422.75^2}$$

$$= 13670.37 \text{ sq.ft}$$

$$\text{Standard deviation of } y (\sigma_y) = \sqrt{\frac{1}{n} \sum y_i^2 - \bar{y}^2}$$

$$= \sqrt{\frac{1}{4} (533^2 + 60^2 + 60^2 + 200^2) - 213.25^2}$$

$$= 193.25$$

$$\text{Covariance between } x \text{ and } y, \text{cov}(x,y) = \frac{1}{n} \sum x_i y_i - \bar{x} \cdot \bar{y}$$

$$= \frac{1}{4} (47291 * 533 + 16400 * 60 + 12000 * 60 + 22000 * 200)$$

$$- 24422.75 * 213.25$$

$$= 2619374.32$$

$$\text{Therefore the correlation coefficient of } x \text{ and } y, r_{xy} = \frac{\text{cov}(x,y)}{\sigma_x \sigma_y}$$

$$= \frac{2619374.32}{13670.37 * 193.25}$$

$$= 0.991$$

The correlation between total library area and seating capacity of the reading room of the corresponding library is highly positive.

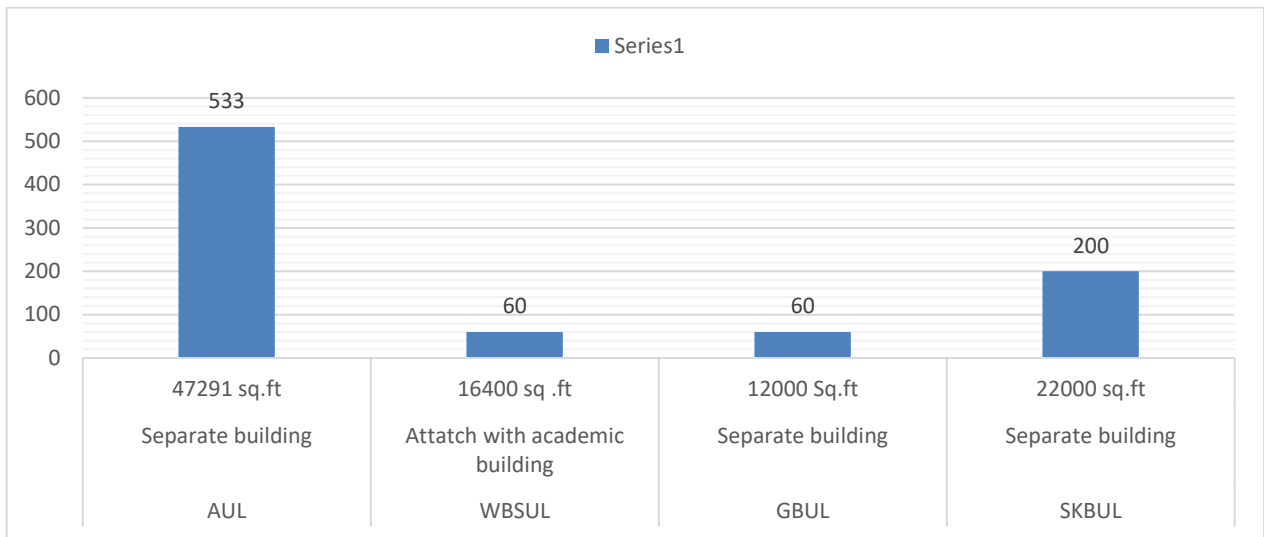


Figure 2: Total area and Seating capacity of the University Libraries

Facility for physically challenged users

AUL, WBSUL, SKBUL have ramp facility and lift facility. GBUL has ramp, lift, and trolley facility available for physically challenged users.

Staff pattern of the University Libraries

Staff pattern of the studied university libraries are mentioned in Table 7. Table 7 indicates that the AUL has a total 12 (67%) staff out of 18 sanctioned posts. WBSUL has a total 12 staff out of 12 (100%) sanctioned posts. GBUL has a total 7 (88%) staff out of 9 sanctioned posts. SKBUL has a total 6 (100%) staff out of 6 sanctioned posts. Table also indicates that all the university libraries have 67% and above staff strength mainly based on Technical Assistant, Library Trainee, Group C, Group D out of the sanctioned posts. AUL has a maximum professional library staff and sanctioned posts. Table shows that Group ‘A’ posts of AUL are not filled-in, e.g., Librarian, Deputy Librarian, Assistant Librarian posts; and GBUL has not filled its Assistant Librarian posts.

Table 7:Staff Pattern of the University Libraries

Name Of The University Library		Librarian	Deputy Librarian	Asst.Librarian	Information Scientist	Library Superintendent	Asst.Librarian Gr-1	Asst.Librarian Gr-II	Library Assistant	Technical Assistant	Gr. C /Jr.Assistant	Group D Staff	Other Working Staff (Library Trainee)	Total Staff	Percentage
AUL	Sanction Post	1	1	3	-	-	-	3	-	3	1	1	5*	18	100%
	Present Strength	-	-	2	-	-	-	-	-	3	1*	1*	5*	12	67%
WBSUL	Sanction Post	1	-	-	-	-	-	-	1	-	-	4	7*	13	100%
	Present Strength	1	-	-	-	-	-	-	1	-	-	4*	7*	13	100%
GBUL	Sanction Post	1	-	1	-	-	-	-	-	3	2	1	-	8	100%
	Present Strength	1	-	-	-	-	-	-	-	3	2	1	-	7	88%
SKBUL	Sanction Post	1	-	-	-	-	-	-	-	-	2	1	1*	5	100%
	Present Strength	1	-	-	-	-	-	-	-	-	2	1*	1*	5	100%

*Contractual

Circulations System of the University Libraries

Table 8 shows that AUL is using radio frequency identification (RFID) system, while WBSUL is using an issue register. GBUL and SKBU are using barcode for issue and return of the books. Only three universities are using modern technology library automation software for their circulation system.

Table 8: Circulation system of the University Libraries

Circulation System	Name of the University Library			
	AUL	WBSUL	GBUBUL	SKBUL
Slips	X	X	X	X
Register	X	√	X	X
Newark	X	X	X	X
Browne	X	X	X	X
Automated	X	X	X	X
Barcode	X	X	√	√
RFID	√	X	X	X

Table 9: No of Books lent out at a time and duration (no of days) issue books for the Users

User Category	AUL		WBSUL		GBUL		SKBUL	
	No of books lent out at a time	Duration (No of days) of issue books	No of books lent out at a time	Duration (No of days) of issue books	No of books lent out at a time	Duration (No of days) of issue books	No of books lent out at a time	Duration (No of days) of issue books
Student	3	14	2	15	2	15	2	15
Teacher	10	60	10	30	20	30	16	30
Research Scholar	3	20	5	30	2	30	5	30
Staff	2	14	-	-	2	30	2	30
Others (Officer)	3	14	-	-	5	30	5	30

Table 9 shows GBUL have a highest provision 30, 5, books lend out at a time to faculty members, others (officers) respectively, SKBUL have highest provision 5, 5 books lend out at a time to research scholars, other (officer) respectively and AUL have highest provision 3 books lend out at a time per student. Strangely, in WBSUL there is no provision of library membership facility for the officers and staff category.

System access for use of library collection

AU, WBSU, GBU, SKBU university libraries follow the open access for use of library collection.

Consortia and Resource Sharing

Table 10 shows that AUL, GBUL, and SKBUL subscribe e-resources independently but WBSUL is not subscribing independently or through consortia. Table also indicates that the AUL, WBSUL, GBUL, and SKBUL are the members of the e-ShodhSindhu Consortium through the INFLIBNET Centre and also the National Digital Library of India (NDLI). All of AUL, WBSUL, GBUL and SKBUL also use open access e-resources viz. DOAJ, DOAB, etc. WBSUL is not subscribing any e-resources independently or through consortium, but only depends on membership of a consortium and open access e-resources.

Table 10: Consortia and Resource sharing

Name of the University Library	Subscribe to E-Resources			Member of Any Indian Consortium	
	(A).Independently	(B). Through Consortia	Both(A &B)	INFLBNET	Any Others
AUL	Yes	No	No	Yes	NDLI
WBSUL	No	No	No	Yes	NDLI
GBUL	Yes	No	No	Yes	NDLI
SKBUL	Yes	No	No	Yes	NDLI

Service offered by the University library

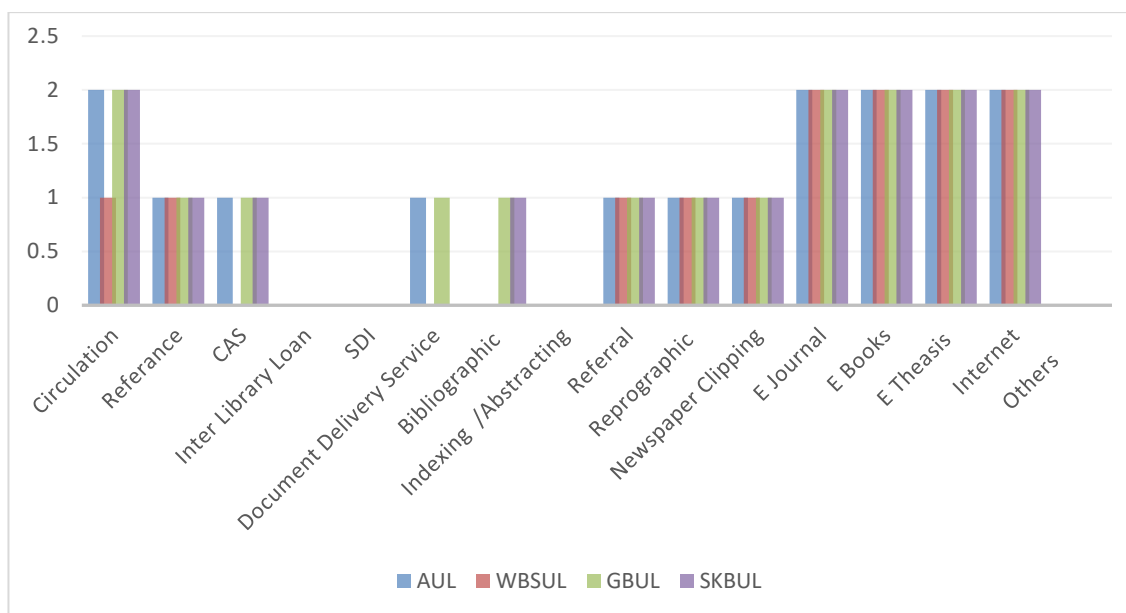
Table 11 shows that the four university libraries are providing user services and facilities, generally four university libraries (AU, WBSU, GBU, SKBU) are providing various kinds of services like circulation, reference, referral, reprography, newspaper clipping, e-journals, e-books, e -thesis, internet, etc. AUL, GBUL, SKBUL are not providing the following services viz. InterLibrary Loan (ILL), SDI, Indexing and Abstracting. WBSUL are not providing CAS, ILL, SDI, DDS, Bibliography, Indexing and Abstracting. This data can be represented by the following figure. (Figure 3)

Table 11: Services offered by the University Libraries

Name of the Service Offered	AUL	WBSUL	GBUL	SKBUL
Circulation	2	1	2	2
Reference	1	1	1	1
CAS	1	0	1	1
Inter Library Loan	0	0	0	0
SDI	0	0	0	0
Document Delivery Service	1	0	1	1
Bibliographic	1	0	1	1

Name of the Service Offered	AUL	WBSUL	GBUL	SKBUL
Indexing/Abstracting	0	0	0	0
Referral	1	1	1	1
Reprographic	1	1	1	1
Newspaper Clipping	1	1	1	1
E-Journal	2	2	2	2
E-Books	2	2	2	2
E-Thesis	2	2	2	2
Internet	2	2	2	2
Others	0	0	0	0

1= Manual Service, 2 = Computerize Service,
3= Manual Computerize,0 = No service



1=Manual Service, 2= Computerize, 3=Manual & Computerize, 0= No Service

Figure 3: Services offered by the University Libraries

Finding

- Library budget is not adequate.
- Additional library services e.g., CAS, SDI, ILL, DDS, bibliographic, indexing/abstracting, etc. yet to be offered
- WBSUL staff and officers category are not allowed to take library membership facility.
- WBSU Library has no separate building.
- There is a shortage of library professional staff.

- Modern technologies are not used in WBSUL in the circulation system.
- The user awareness program is not conducted in any of the four university libraries.
- WBSUL is not subscribing e-resources independently or through consortia, but only depends on the member of consortia and open access e-resources.
- Library timing is not sufficient.

Suggestion

On the basis of data analysis following suggestions are made:

- Vacant posts of the Librarians, Deputy Librarians, Assistant Librarians should be filled up and some new posts need be created like Deputy Librarian, Information Scientist, Assistant Librarian, Library Superintendent, Assistant Librarian Gr-I, Assistant Librarian Gr-III, etc. for better services.
- The university library must have a separate building for modern library service.
- Sufficient budget provision should be made for the purchase of books, journals e-resources, other library materials, etc. as per requirements.
- Facility of CAS, SDI, ILL, DDS, Bibliographic, Indexing / Abstracting Services should be initiated.
- Users' Awareness Programs should be arranged.
- The evening section yet to be offered in the four university libraries.
- For physically challenged users, more facilities should be created.

Conclusion

The services of the University Library System is important to the academic community. So it is essential to the overall service of the university system. From the expectations of the library users of the institutions, university librarians should be able to design a service plan. This paper may be useful for the students, research scholars, teachers, and librarians and also for the parent body of the institutions. They can make use of the findings in their policy decisions related to the collection development of resources particularly print & non-print, and development of library infrastructure in a better way to fulfill the objectives of the university library.

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