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## Library Services and Challenges in State and Private university libraries of Gujarat: A Comparative Study

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**“Library Services and challenges in University Libraries of Gujarat: A  
Comparative Study”**

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**ABSTRACT:**

*The basic goal of all libraries is patron happiness. The primary goal of libraries is to deliver the appropriate information to the right people at the right time. The user experience and the enhancement of the user's perception of libraries are both greatly influenced by libraries and their information offerings. When offering library services to patrons, librarians face a variety of difficulties. This study is presenting library and information services providing by state and private university libraries of Gujarat, the challenges and problems facing by the librarians during providing best services to users. This study is based of primary data collected by the university librarians. Also covered university libraries' facilities, Equipments, ICT tools and best practices as per NAAC manual providing by the university libraries covered in this study.*

**Key Words:** University Library, Library and information Services, Best practices.

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**1. Introduction**

Any library's main goal is to encourage people to peruse the books they have there. It is anticipated that a single system will be established between the users and the information tools that are accessible in the library. For managing library collections, library and information science has employed a number of strategies, including document classification, the OPAC system, free access to all users, and the provision of a range of library and information services. Education and libraries have a long-standing, entwined relationship. They can't split up because they both rely on each other for their effectiveness. “Every reader has his/her book” according to the second of Dr. S. R. Ranganathan's five principles of library science. Through this legislation, the librarian is up-to-date that every individual pursuing information in the library is a very

important and significant user. The user must be able to access all material, or the librarian must assist in doing so.

The importance of education in people's lives is growing rapidly today. The government has stepped in with its educational programmes and reached out to the populace to meet their educational requirements. Today, it is clear that there are more private institutions, universities, and schools than ever before. India has 1043 universities in 2019-20 whereas this number was 799 in 2015-16. Nearly 30.5% increase in just five years. Between 2015–16 and 2019–20, 130 new private universities were founded, but only 57 new state universities did the same. Consequently, commercial education is growing faster than government education (AISHE Report, 2020). This study is explaining the library and information services providing in state and private university librarian of Gujarat state. Also discussing about challenges and problems facing by librarian when providing library and information services to the users.

## **2. Literature Review**

Every study needs a thorough review of relevant literature. Many researchers have conducted studies to understand how users pursue information, the state of the library information services, and the condition of its information services. (Patel, 2014) in their study explains library and information services status of Gujarat Vidyapeeth. He has discussed about users' perception about library service, use of library, facilities, Library collection, and time sent in the library. (Bava & Solanki, 2021) described the situation of academic libraries in U.T. of Dadra and Nagar Haveli. In the article researcher studies of 6 college libraries about library general service, ICT based services, challenges faced by the librarian during providing library services to the users. According to (Enweani & Eke, 2018) the difficulties in modernising library and information services for efficient service delivery at three university libraries in Nigeria's Imo state. The goal of the transformation of libraries and information centres in Nigeria is to raise the quality of the products and services provided to better fulfil the expectations of the knowledge society. Among other advantages, it increases libraries' capacity to constructively contribute to the reality of the knowledge society in modern Nigerian society. Yet, it is clear from the study's findings that many obstacles must be overcome before library services may effectively be provided in the twenty-first century. (Kaushamalika & Weerakoon, 2020) explained in their study about user's

perception of the services, facility, and resources of three Open University libraries of Sri Lanka. The study found that maximum students have satisfied with library services and facilities available university libraries like physical environment, seating capacity, an arrangement of collection, lighting, cleanliness, photocopy services, opening hours of the library, library rules, and security. They are not satisfied with the latest resource collection and limited computer facilities.

### **3. Library and Information Service**

The primary aim of every library is to successfully fulfil the information needs of its users. To achieve this aim, the library organizes its collection and delivers a range of information resources to keep users updated about what's available and what's new in their fields of interest. Many of these services result in users requesting original records. Library and information services refer to the services offered by a library for the use of books and the distribution of information to satisfy the needs of its users. Cataloguing, classification, circulation services, reservation, renewal, new arrivals, current contents, current awareness service, selective dissemination of information, indexing and abstracting, reference service, document delivery, inter library loan, externally purchased database, CD-ROM databases, access to other library catalogues, access to online databases are some of the well-known existing library services. Information services refer to a wide range of activities that provide access to information and knowledge, including databases, online resources, reference materials, and research assistance. These services may be provided by libraries, archives, museums, or other organizations, and they may be offered in-person, online, or through other means of communication. Information services are designed to help people find, evaluate, and use information effectively, and they play a critical role in promoting lifelong learning, intellectual freedom, and cultural enrichment.

Library & information services are primary factor to the goals of creating, disseminating, best possible, utilizing and preserving any information or knowledge. They are active in transforming an imbalanced society into autonomous, progressive knowledge society. Developments in Information Communication Technology (ICT) have enabled libraries to provide wide public access to all. Along with different type services which are provided by the educational institutions, the high and modified library facility and infrastructure Plays vital role in services at the institution. Library

is mostly basic Information supplying source, place, physical evidence, and people and in the process plays a vital role in satisfying the customer's demand.

#### **4. Objective of the study**

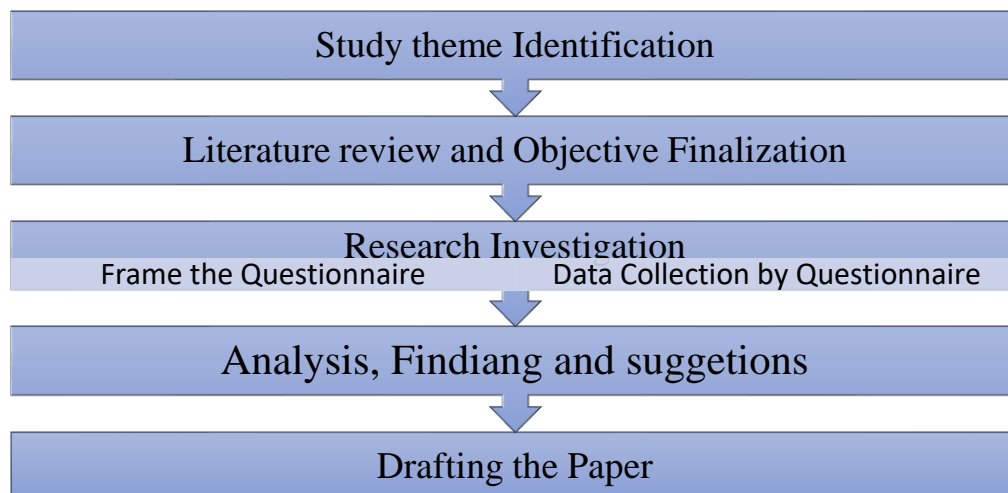
- To study the different kinds of library services provided by state and private university libraries in Gujarat.
- To study of the resources and facilities available in these libraries.
- To study the challenges experienced by the librarians at these libraries in providing the library services.
- To study best practices followed by state and private university libraries in Gujarat.

#### **5. Scope and Limitations of the study**

For this study we have chosen only State and private university libraries of Gujarat which have established before 2017. Only library and information services, ICT Tools and Best practises available in state and private university libraries of Gujarat topic is covered in this study. Any technological processing section are not the focus of this research.

#### **6. Research Methodology**

For the survey, the researcher has selected state and private university libraries in Gujrat which were founded before 2017. Therefore, a scholar chose 25 state university libraries and 25 private university libraries of Gujarat state. The study has been made by surveying method and Librarian of the state and private university libraries of Gujarat. Total 50 Questionnaires were circulated, out of which 45 librarians returned, the duly filled in questionnaires ratio making 90 percent of respondents.



**(Research Process adopted for the Study)**

## 7. Analysis of user data

### 7.1 Analysis by responses received from University Libraries

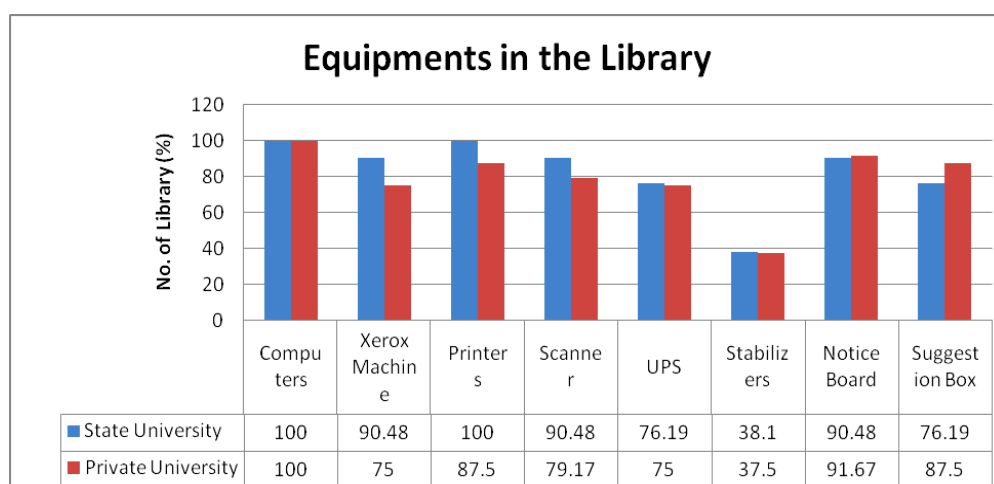
Table No.1 : Responses received from University Libraries

Types of University	Questionnaires Distribution	No. of Responses	%
State University	25	21	84%
Private University	25	24	96%
<b>Total</b>	<b>50</b>	<b>45</b>	<b>90%</b>

Table no. 1 show that researcher had distributed 50 questionnaires to state and private University libraries of Gujarat which are established before 2017. But received of 90% questionnaires from 84% of state university libraries and 96% of private university libraries

### 7.2 Equipments available in the University library

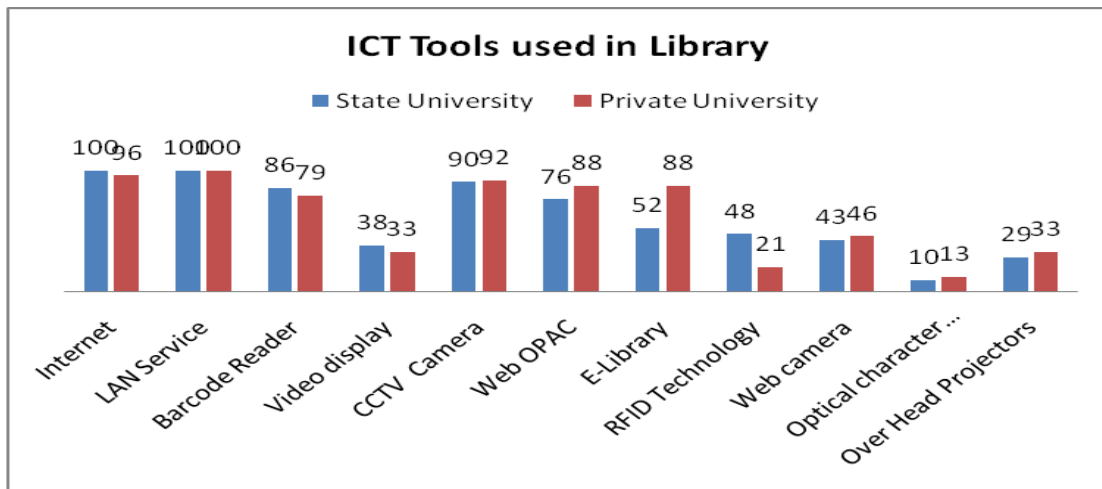
Graph No.1: Equipments available in the University library



Graph no. 1 shows that Computers are available in all state and private university libraries, while Xerox machines in 90% of state and 75% of private university libraries. All the state and 88% private university libraries have printers. Only 38% of state and private university libraries have stabilizers.

### 7.3 ICT Applications tools applied in the library

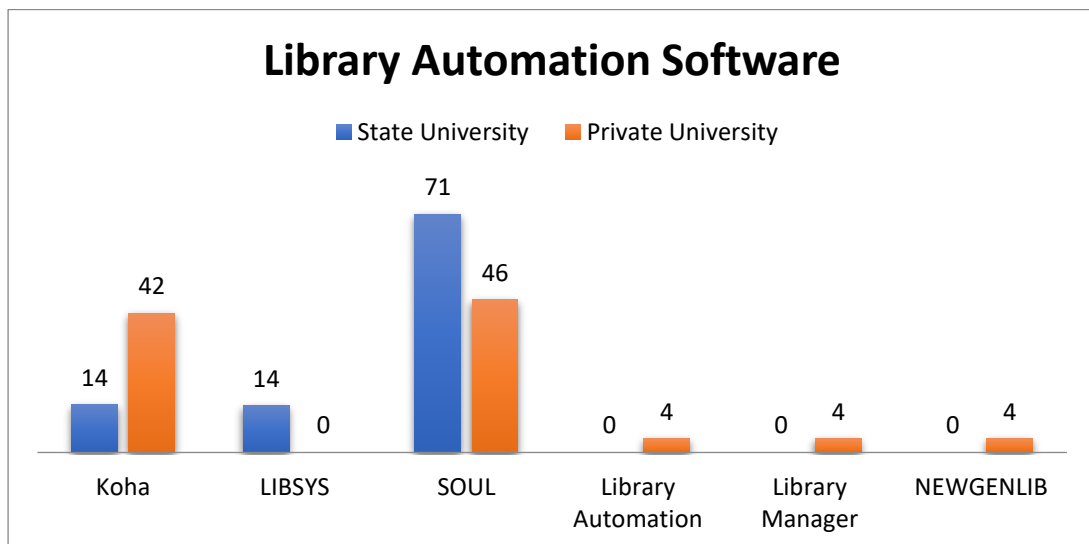
Graph No.2: Applications tools applied in the library (%)



As per research data collected from the respondents that table no. 2 explains that Internet and LAN services are available in maximum state and private university libraries while video display, Optical character recognition, and Over Head Projectors are available in only less than 40% state and private university libraries.

### 7.4 Library automation software

Graph No.3: Library Automation software in the library

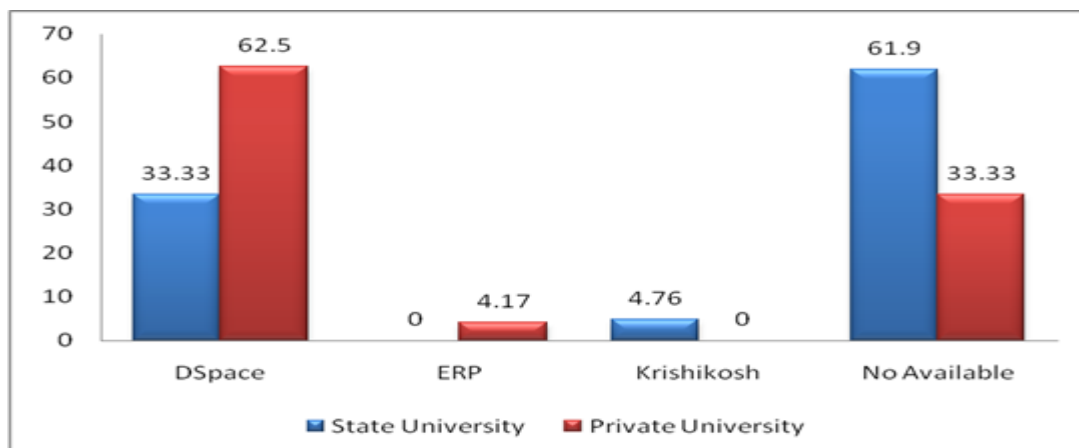


Graph no 3 shows the status about Library automation software in the university libraries in Gujarat. A large number of state university Libraries (71%) and private university libraries (46%) are using SOUL as an integrated library automation software,

while 14% and 42% of libraries are using Koha (Open sources software). Library automation, library manager, and NewgenLib software are all available in one private university library.

### 7.5 Institutional Repository Software

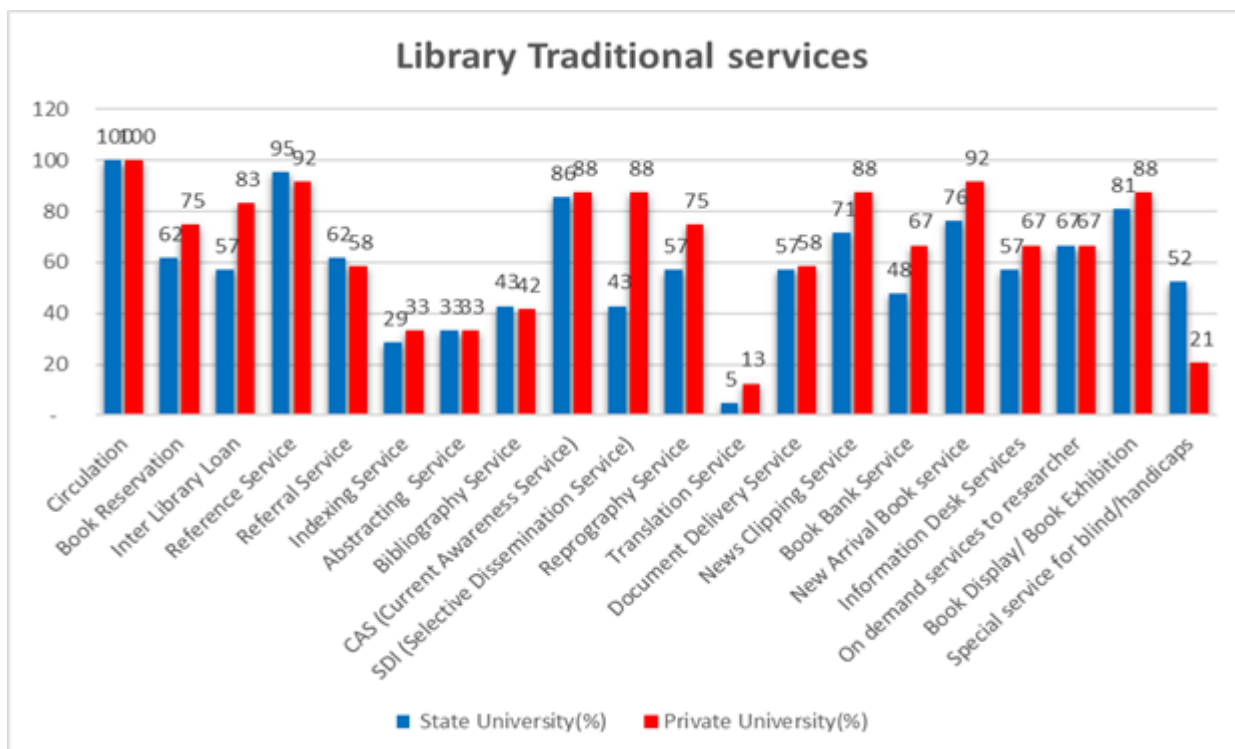
Graph No.4: Institutional Repository software in the library



As mention in Graph no. 4 about Institutional Repository software in the libraries, only 33% state and 63% private university libraries have installed DSpace software for Institutional Repository. Only 4% Private university library have ERP software and 8% have Krishikosh software. As per mentioned in the chart, 62% state and 33% private University libraries do not have installed this types software

### 7.6 Library Traditional services

Graph No.5 Library Traditional Services proving by university libraries.

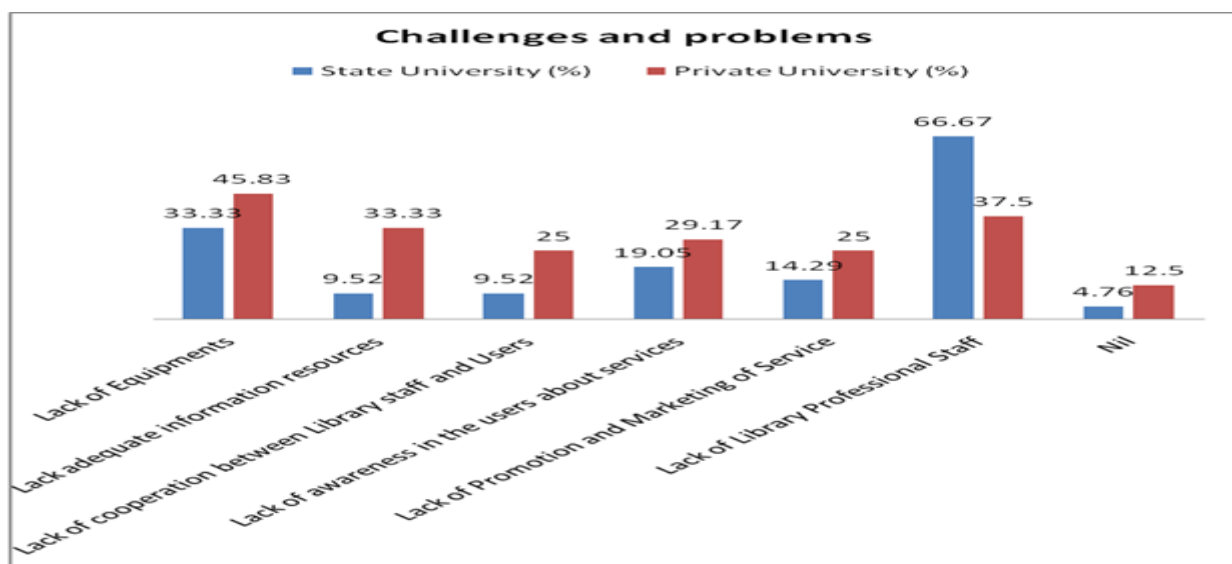




As per mentioned in the Graph No. 5, that circulation service is available at all state and private university libraries in Gujarat. Book reservation service provided by 62% state and 75% private university libraries. Only 57% of state university libraries and 83% of private university libraries offer inter library loan services. Reference services are managed by 95% and 92% of state and private university libraries respectively, while referral services are provided by 62% and 58% of state and private university libraries. Only 33% state and private university libraries provide abstracting services, whereas 43% and 42% of state and private university libraries are providing bibliographical services to their users respectively. While it comes to CAS (Current Awareness Service), 86% of state and 88% of private university libraries provide it, whereas SDI (Selective Dissemination Services) is managed by just 43% and 88% of state and private university libraries respectively. Reprography services are provided by 57% and 75% of state and private university libraries respectively, while translation services are provided by only one state and three private university libraries. Document delivery services are managed by 57% of state and 58% of private university libraries. Book display and exhibition are accessible in a large number of state (81%) and private (88%) university libraries. More than half of state university libraries and more than 60% private university libraries offer book banks, information desks, and special services for the blind and handicapped. While more than 70% of state university libraries and close to 90% of private university libraries offer news clipping services and new arrival book services.

### 7.7 Challenges and problems faced during providing traditional services

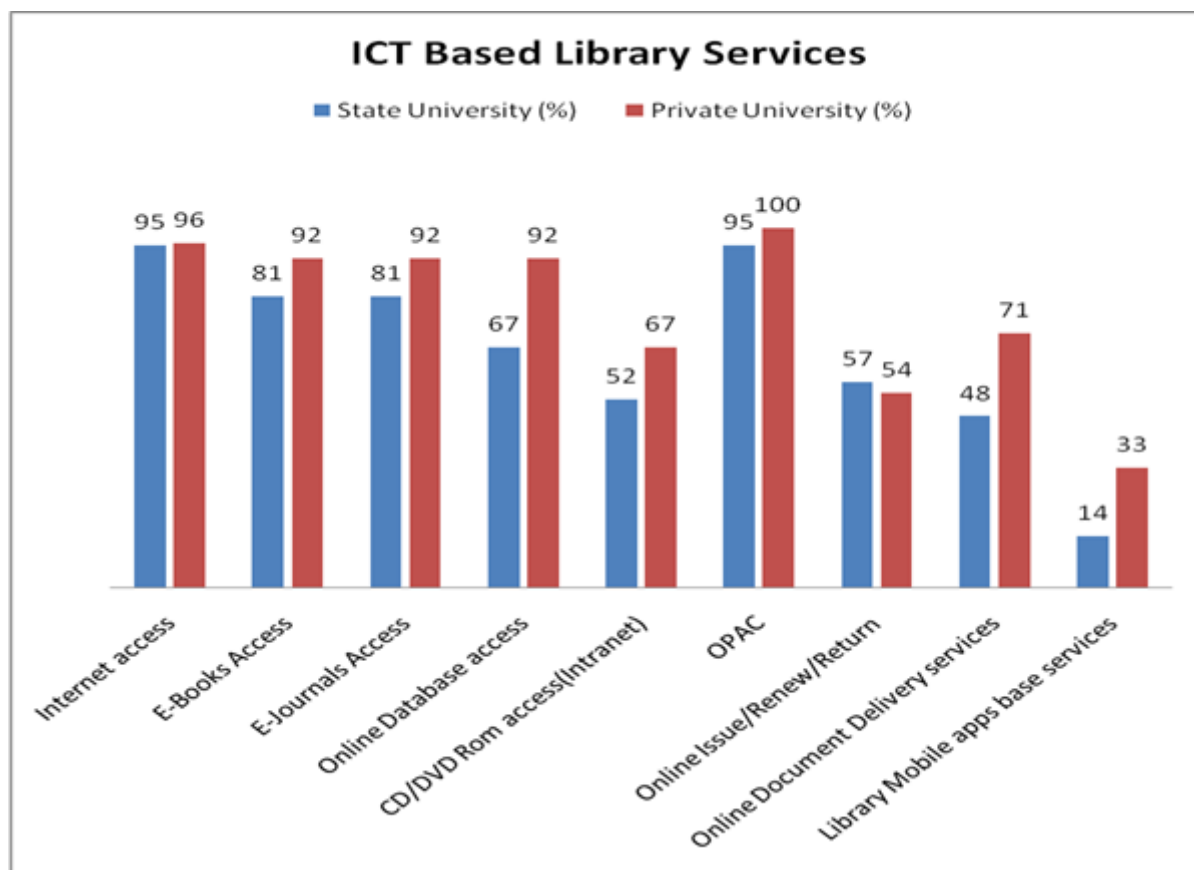
Graph No.6 Challenges and problems faced during providing traditional services



Graph no. 6 explain that the majority of state (67%) and private (38%) university libraries are facing staff problem like lack of library professional staff while providing this type of services. The study further depicts that 33% and 46% of state and private university libraries respectively believed that lack of Equipment are the main problems for the service. Other, 10 to 20% state and 25 to 30% private university libraries are having difficulty providing services such as Lack adequate information resources, Lack of cooperation between Library staff and Users, Lack of awareness in the users about services and Lack of Promotion and Marketing of Service. Only 1 state and 3 private university libraries do not have faced any challenge while providing the Services.

### 7.8 ICT based Library services provided by state and private university libraries

Graph No.7 ICT based Library services provided by university libraries

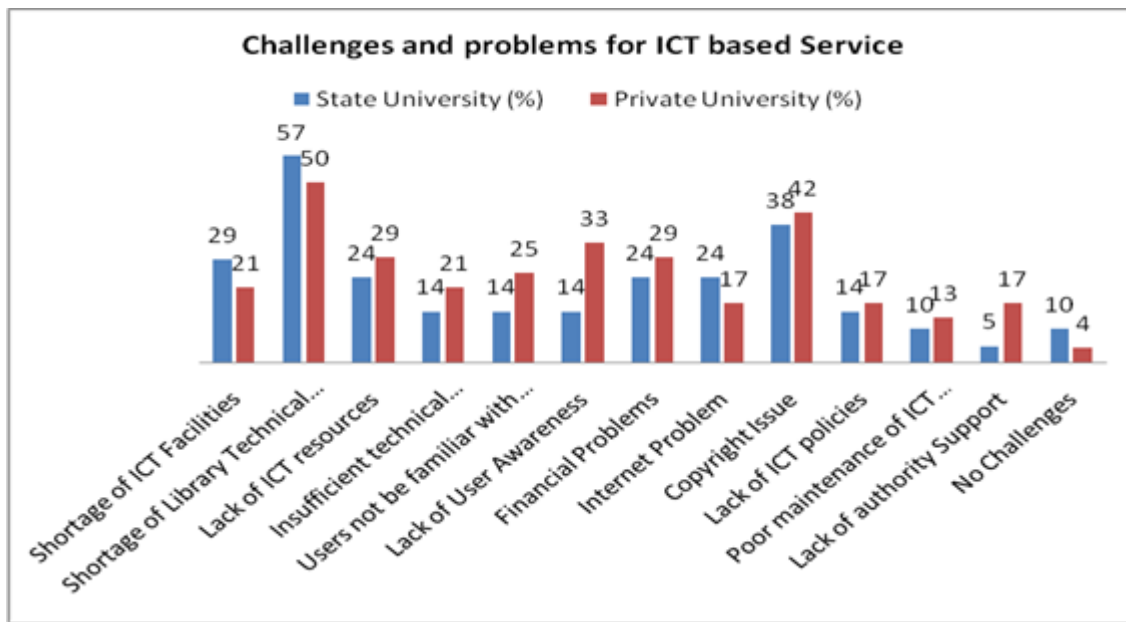


According to Graph no. 7 that more than 95% of state and private university libraries offer internet access and OPAC services. More than 80% to 90% of university libraries support to students for access of e-books and e-journals. Only 14% of state university libraries and 33% of private university libraries provide library mobile application

services. 48% state and 71% private university libraries offer Online Document Delivery services.

### 7.9 Challenges and problems during providing ICT based Library services

Graph No.8 Challenges and problems during providing ICT based Library services

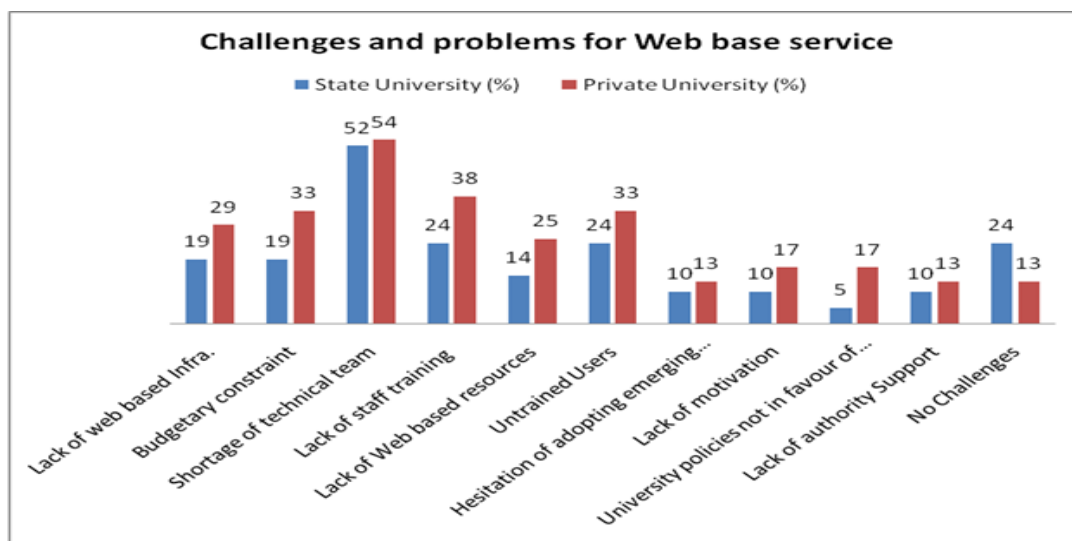


As per mentioned in the graph no. 8 that more than half of state and private university libraries are suffering from a lack of library technical staff while offering these services. While copyright issues were reported in nearly 40% of both types' libraries. According to the research, ICT facilities are in low supply at 29% of state and 21% of private university libraries respectively, and almost 24% of state university libraries are suffering Lack of ICT resources, internet issues, and financial problems, Lack of user's awareness and Users of the library may not be familiar with ICT applications in the library. Only 10 to 15% libraries are agreed with they have Poor maintenance of ICT Equipment and Lack of ICT policies. There are not facing any challenges of two state and one private university libraries.

### 7.10 Web-Based Library Services provided by university libraries

Graph No.9 Web-Based Library Services provided by university libraries

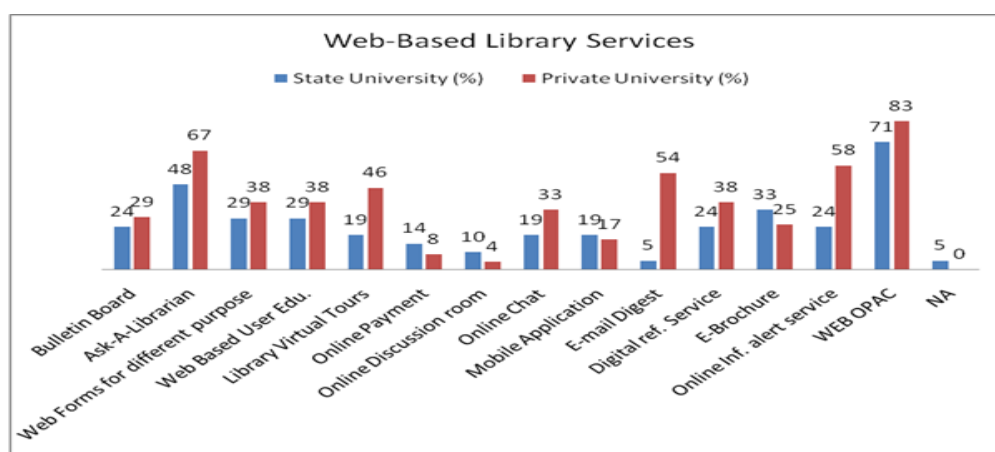
The Graph No. 9 described that Web OPAC service provided by maximum state (71%) and private (83%) university libraries. While 48% state and 67% of private university libraries are providing Web OPAC service to their users. As mentioned in the graph



that 24% of state and 29% of private university libraries provide bulletin board service, 29% of state and 38% of private university libraries supporting web forms for different purposes, and web-based user education services. Three web-based services like library virtual tours, Online Chat, and mobile application services are provided by 19% state and 46%, 33% and 17% private university libraries respectively. Only 5 to 15% of state and private university libraries providing online payment and online discussion rooms.

### 7.11 Challenges and problems during providing web-based Library services

Graph No. 10 Challenges and problems during providing web-based Library services

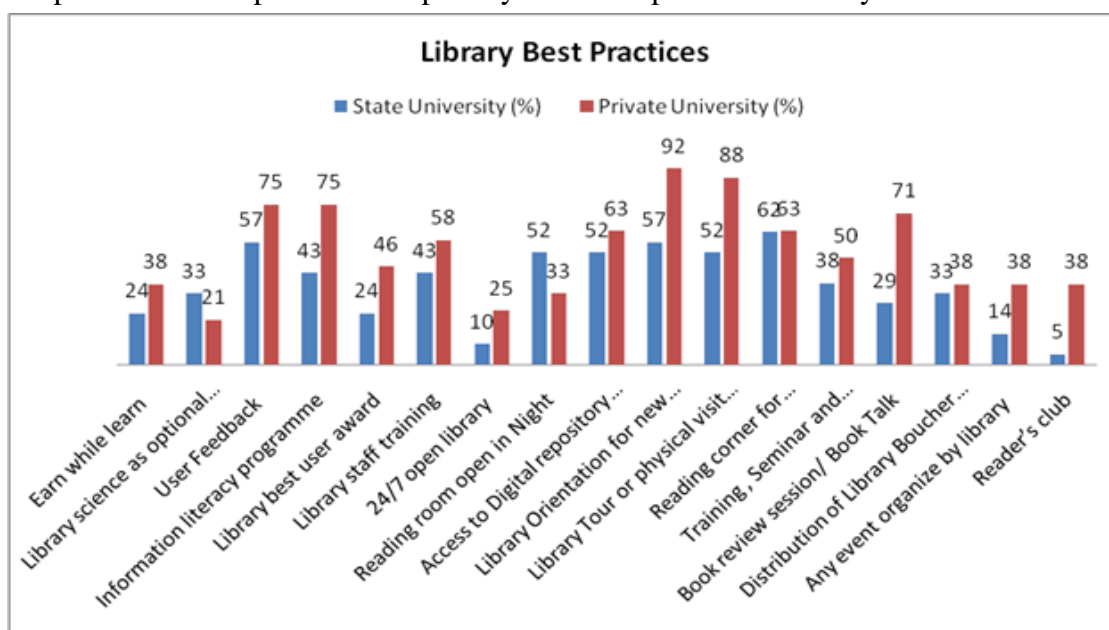


The Graph no 10 detects that the majority of university libraries (more than 50%) are facing problem of shortage of technical team during providing web-based library services. while around 20% of the state university libraries are facing lack of web-based infrastructure, Budgetary constraint, lack of staff training and untrained users. The

researcher observed that around 29% to 38% private university libraries have faced the challenges like Lack of web-based Infrastructure, Budgetary constraint, Lack of Specific training for Staff and Untrained Users while providing web-based library services to the users. While 24% state and 13% private university libraries have believed that they do not have facing any type's challenges and problem to providing this types services.

### 7.12 Best practices adopted by State and private university libraries

Graph No. 11 Best practices adopted by State and private university libraries



According to the Graph no. 11 the majority of private (92%) university libraries are providing best practice like Library Orientation for new students, while 88% providing Library Tour or physical visit for new students, 75% taking User Feedback about library collection and service regular and organizing Information literacy programme, 71% organizing Book review session/ Book Talk, 63% Access to Digital repository through library website and Reading corner for Competition Exam or any other purpose. As per mentioned in the table maximum state (62%) university libraries are providing best practices is like Reading corner for Competition Exam or any other purpose, while more than 50% libraries are providing User Feedback about library, collection and service regular, reading room open in Night, Access to Digital repository through library website, Library Orientation for new students and Library Tour or physical visit for new students to their users. Some best practices like earn while learn, To study Library science as optional course/papers, Library best user award, 24/7 open library different

section like Group discussion Room, Periodical Section, Research Section etc... Distribution of Library Boucher for awareness of library, any event organizes by library like Birthday celebration of Author/Famous people, Quiz, Drawing Competition, Essay writing competition or any other activity and Reader's club provided by less than 40% state and private university libraries of Gujarat.

#### **8. Finding and Suggestions**

The essential task of libraries is to providing right information at right time to right users. Therefore, the opinions of librarians are always counted in improving the library and information services. In this study, a researcher found some finding through university librarians and some finding observed through the status of data analysis as below.

- Majority of state and private university libraries (more than 60%) are providing Circulation, reference service, inter library loan, CAS, Book display and new arrival services while Indexing service, Special service for blind/handicaps and Translate service are not providing maximum university libraries. large number of state and private university libraries (95%) offer internet access, OPAC services, Online Document Delivery services and students' access to e-books and e-journals. Library mobile application services provided by a smaller number (less than 25%) of state and private university libraries.
- large numbers of both type university libraries facing problem like lack of library professional staff in providing traditional library services to the users. Around 40% state and private university libraries are facing lack of Equipment problems. more than 50% of state and private university libraries are suffering from a lack of library technical staff during offering these services and copyright also major issue. As per comparation of both types' university libraries, 96% private university libraries are facing more challenges compare to state university libraries (90%).
- 71% state and 84% private university libraries are offering Web OPAC service to their users. Some services like online payment, online discussion room are providing by very less numbers of university libraries. There are good numbers of private university libraries (80%) are providing many ICT based services to their users as compared to state university libraries.

- Shortage of technical team is major problem in both state (52%) and private (54%) university libraries to providing web-based library services. around 29% to 38% private university libraries have facing the challenges like Lack of web-based Infrastructure, Budgetary constraint, Lack of Specific training for Staff and Untrained Users while providing web-based library services to the users.
- Maximum number of best practices adopted by large numbers of private university libraries compared to state university libraries. More than 75% private university libraries are providing best practices like Library Orientation for new students, Library Tour or physical visit for new students, User Feedback about library collection and service regular and organizing Information literacy programme.

## 9. Conclusion

Library and Information services is very essential factor in all libraries to increasing the image of library in users, society and national level. If we are discussing about suggestions from the study, we can say All the university libraries should prepare institutional repository with best software for better utilization of the research data of university campus and out of campus. Universities should put more emphasis on Web based and ICT based services in libraries, and they may abandon funding for ICT tools development. Web OPAC/OPAC should be accessible over the Internet as well, allowing users to use library OPAC from outside the university campus. All the university libraries should apply best practices as per mentioned in the NAAC handbook. This is very useful for increasing library image and maximum utilization of library resources and services.

In modern civilization, the university is the major hub, where people may gain skills for their professional lives while also learning new things. University is the location where three key aspects of students/scholars are directly connected, respectively Education, Health, and Wealth, and as a result, if someone wants to know the quality of education in any state or nation.

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