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ABSTRACT

The information resources are major component of library. In the present scenario document information resources are replacing with the electronic information resources due to application of Information and Technology in our society. The study reveals that the central university library collections are increasing in term of electronic resources like e-journal, e-books, and on-line databases. The readers of the library are also satisfied with the resources of the library as well as the services of the library, which is being rendered by the library staff. Findings of the study more I.T. skilled LIS professional required for provide better and effective services to the readers of the selected central university libraries.

Keywords: Central University Library, Library Resources, Library Services, Collection Development, User Satisfaction, Delhi

1. INTRODUCTION

The Academic libraries are heart of any academic institution. The intellectual services are provided to the intellectual community by the library professionals as per their requirement. The library resources are vital component of the library and without relevant and massive library resources, effective and a prompt service for the readers is not possible.

The central university libraries in Delhi, the Delhi University was established in 1922 and started functioning with Mr. H.S. Gaur as its First V.C. The University Library also started functioning with Mr. K. B. Pirzada Muhammad Hussain as its first Librarian. However, with the appointment of Sir Maurice Gwyer, who was the first Chief Justice of the Federal Court, as the V.C. of the University in 1938; the Library of the University was renovated by spending Rs. 25,000 donated by Mr. G.D. Birla. However, the new separate building of the library was constructed in 1958. Sir Maurice Gwyer brought Dr. S.R. Ranganathan to Delhi in 1942 to suggest ways and means to put the library on a sound professional footing. Another landmark in the history of Delhi University Library was the recommendation of Professor Carl M. White, an American Librarian who was invited by the then Vice-Chancellor, C.D. Deshmukh. , Prof. White submitted a report entitled, "*A Survey of the Delhi University Library*", on 19th June, 1965.

Dr. Zakir Hussain Library of the Jamia Milia Islamia University is another central university library, established in 1920 at Aligarh and was shifted to Delhi in 1925. The Jawaharlal Nehru

University established on April 22, 1969 has a huge library consisting of three major divisions namely, the Social Science Division, the Humanities Division, and the Sciences Division. The IGNOU was established in Sept. 1985 by an act of Parliament. Since, it is a recently established University; the library of the IGNOU is still in a developing stage.

2. LITERATURE REVIEW

The university libraries in U.P. need to respond to the growing and diversifying information needs of the end-users as indicated by Shukla¹. There is the requirement of revamp the condition of these libraries in view of good ICT infrastructure. These libraries should provide services according to the changing behavior of the readers. According to Palaniappan² University libraries are rapidly transforming into digital libraries. It is important that university libraries should maintain IT infrastructure, for the better and effective uses of electronic resources.

The e-journals have impacted on subscription, infrastructure, staff, space, technical service, photocopying, inter-library loan, and reference services in the university library as presented by Amritpal Kaur³. The study of Ali & Nisha⁴ reveals that more than 60 percent users in the Central Science Library, University of Delhi had used e-journals for the research purpose; however they had also consulted Print journals for the comparison with electronic journals. The academicians of the University of Karachi were satisfied with available electronic resources and majorities were able to use computers independently for access the electronic resources, as indicated by Ansari & Zuber⁵.

According to Natarajan, K. & Others⁶ the frequency of use of e-resources is very low, although ample availability of electronic resources in Annamalai University, Chidambaram, Tamil Nadu due to different reasons viz. lack of awareness, time and subject coverage. The most of the researchers of the Delhi University and Aligarh Muslim University are aware of e-journals and they used for their research purpose as indicated by Raze & Upashyay⁷. It is also noticed that proper and effective training is required for fully utilization of e-journals.

Joteen & Other⁸ stated that the readers of Manipur University are facing the problem for accessing e-resources due to slow speed of internet connectivity, irregular power supply and unavailability of required e-journals full text. According to Khan & Others⁹ the readers of Jawaharlal Nehru University (JNU) and Jamia Millia Islamia (JMI) University, Delhi are highly satisfied with the available e-journals and databases in the library & they used these resources for their research work.

3. OBJECTIVE OF THE STUDY

- To examine the available Library Resources.
- To assess the service provided to the library readers.
- To assess the uses of electronic resources.
- To assess the behavior of Library staff towards the readers.
- To find out the user satisfaction on information sources and services among the readers.

4. SCOPE & METHODOLOGY

All central universities of Delhi have been selected for the study. These four central universities are providing the conventional and specialized courses. In this manner, it is a heterogeneous sample. The readers of the library selected for this study are students (M. Phil and Ph.D.) and faculties of different subjects namely Economics, Political Science, Sociology and Psychology. The questionnaires were distributed among 5 Faculties and 12 Students of different subjects as mentioned above.

1. Central Reference Library, North Campus, Delhi University
2. Jawaharlal Nehru University Library, New Delhi
3. Central Library, Indira Gandhi National Open University, New Delhi
4. Dr. Zakir Hussain Library (Central Library), Jamia Millia Islamia, New Delhi

5. DATA ANALYSIS AND INTERPRETATION

5.1 Central University Libraries: Delhi

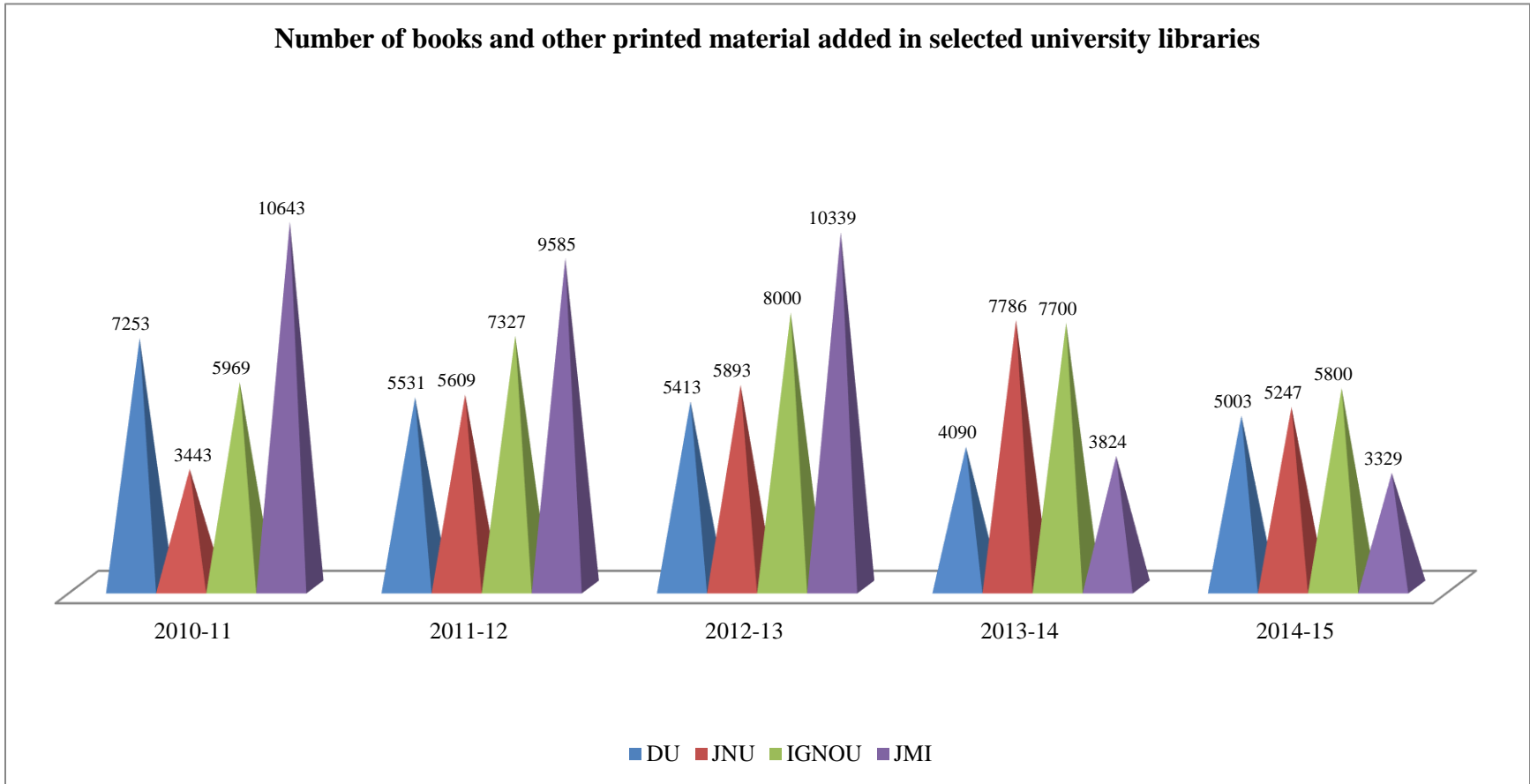
The Delhi University Library System (DULS) presently has major units under its system such as (i) the Central Reference Library, (ii) the Ratan Tata Library, (iii) the South Campus Library, (iv) Arts Library, (v) Central Science Library, (vi) Law Faculty Library and (vii) DUCC Library. Having more than 37 libraries in its fold, the DULS is accomplishing its task of reaching to a wider academic community. It provides advanced search of 63 high quality electronic databases being made available through a campus network to the readers.

The Dr. Bhimrao Ambedkar, Central Library, Jawaharlal Nehru University has rich collection mainly in Social Sciences, Humanities and Sciences. It is housed in a nine-storey tower like building and has a carpet area of about 1,00,000 square feet. It is the hub of all the academic activities of the University and provides comprehensive access to books, journals, reports, electronic journal (e-journal)/online databases, electronic books (e-books), electronic theses (e-thesis) and dissertations. It is a repository of all Government publications and publications of some important International Organizations viz. European Union, World Health Organization, UN and its allied agencies.

The Central Library, IGNOU is the most resourceful information center in India in the field of "Distance Education". The library has the huge collection of books, journals and other related materials in the field of distance education, throughout the country. It was established in 1986 in tune with the objectives of IGNOU. The primary mission of the library is to support the educational and research programs of the university by providing physical and intellectual access to information. In accordance with the objectives of the university, the library aims to develop a comprehensive collection of documents, useful for the readers.

The Dr. Zakir Hussain, Central Library, Jamia Millia Islamia University has about 1275 setting capacity along with stack capacity for about six lakhs books. The library has facility to access e-resources. For visually impaired students library providing various services. The bibliographical information of the library resources (viz. English, Hindi, Urdu, Arabic and Persian books) are integrated and access through single window search i.e. EDS (Ebsco Discovery Service) and *Knimbus*, is available to search articles in multiple database.

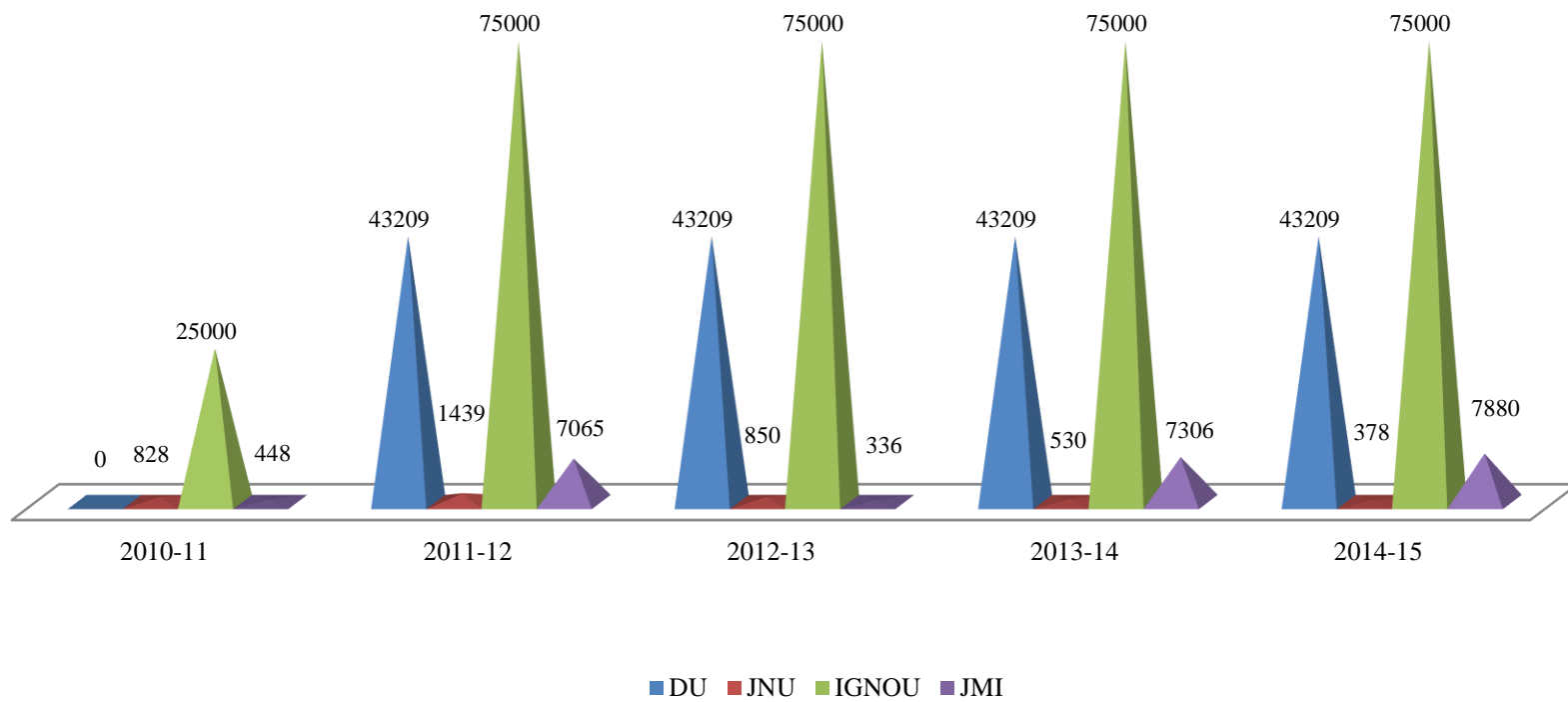
5.1.1 Collection Development



Observation:

1. *In the financial year 2010-11, 7253 printed books were added to Central Reference Library, Delhi University, but then reduced the numbers in the subsequent financial year till 2013-14. Then number of books increased in financial 2014-15.*
2. *In financial year 2010-11, 3443 printed books were added to Jawaharlal Nehru University Library, and then increased in subsequent financial year. But, the number of reduced in financial year 2014-15.*
3. *In financial year 2010-11, 5969 printed books were added to Central Library, IGNOU, and then increased in subsequent financial year. But, the number of reduced in financial year from 2013-14 to 2014-15.*
4. *In financial year 2010-11, 10643 printed books were added to Central Library, JMI, and then decreased in subsequent financial year. Again number of books increased with 10339 which decreased in number financial year from 2013-14 to 2014-15.*
5. *Numbers of printed books are decreasing in all Central University Libraries.*

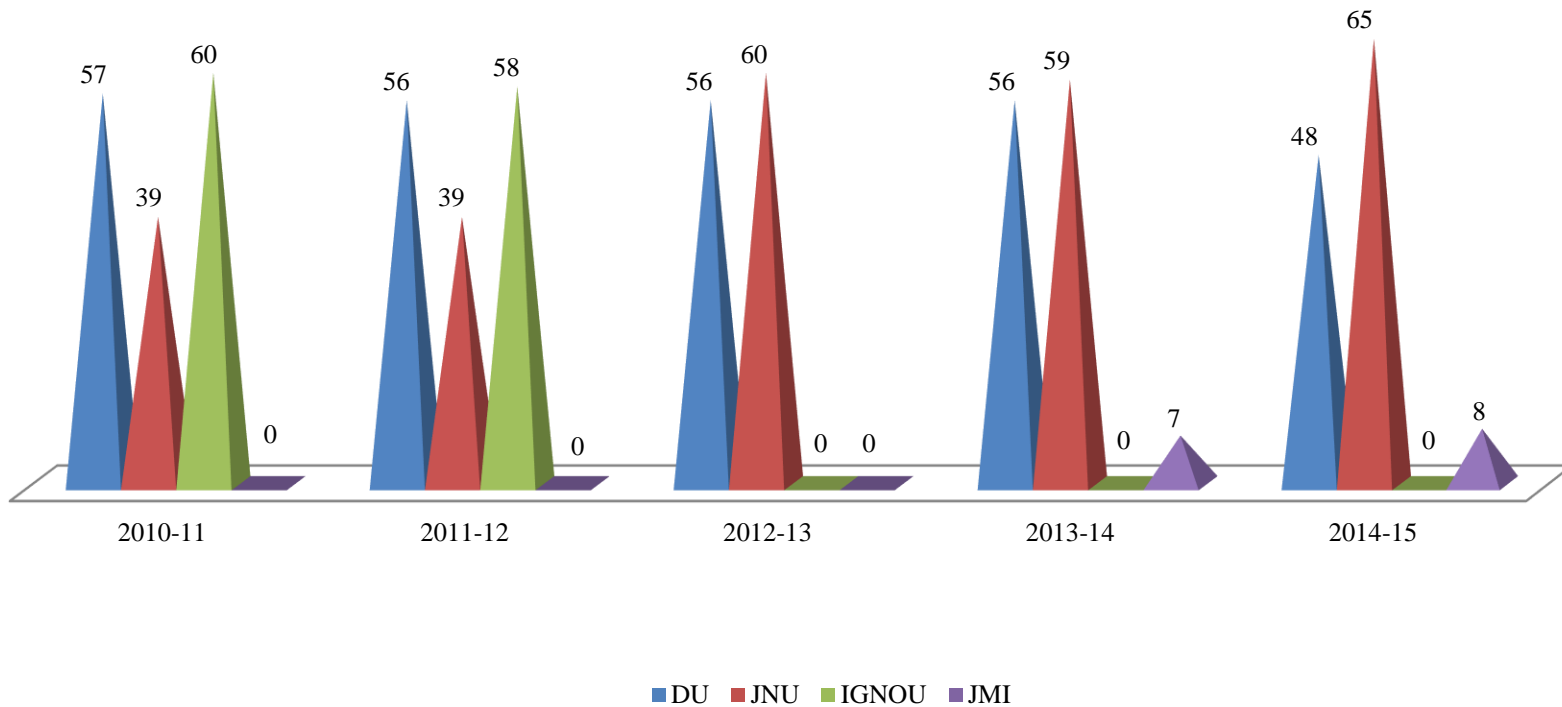
Number of journals, e-journals subscribed annually in selected university libraries



Observation:

1. *In the financial year 2010-11, Central Reference Library, Delhi University had not subscribed electronic journals, however from the financial year 2011-12, 43,209 electronic journals were subscribed till financial year 2014-15.*
2. *In the financial year 2010-11, Jawaharlal Nehru University Library had subscribed 828 electronic journals, and then increased by 1439 in financial year 2011-12. But, the number of e-journals reduced in subsequent year i.e. 2012-13, 2013-14, 2014-15.*
3. *In the financial year 2010-11, Central Library, IGNOU had subscribed 25000 electronic journals, and then increased by 75000 in financial year 2011-12, which continued till 2014-15.*
4. *In the financial year 2010-11, Central Library, Jamia Millia Islamia had subscribed 448 electronic journals, and then increased by 7065 in financial year 2011-12. In the financial year 2012-13 numbers decreased 336, and then increased in subsequent financial year 2013-14, 2014-15.*
5. *Numbers of e-journals are increasing in all Central University Libraries.*

Number of online databases procured annually in selected university libraries



Observation:

- 1. In the financial year 2010-11, Central Reference Library, Delhi University had subscribed 57 online databases, however, the number of databases in subsequent financial year.*
- 2. In the financial year 2010-11, Jawaharlal Nehru Library had subscribed 39 online databases continued till financial year 2011-12. The number of online databases increased in financial year 2012-13, and then reduced in subsequent year. Again the libraries online databases had increased in financial year 2014-15.*
- 3. In the financial year 2010-11, Central Library IGNOU had subscribed 60 online databases. The number of databases had reduced in financial year 2011-12, and then discontinued till financial year 2014-15.*
- 4. In the financial year 2013-14, Central Library, Jamia Millia Islamia had subscribed 7 online databases, continued till financial year 2014-15.*
- 5. It has been noticed that the collections are decreasing in term of printed material however, the number are increasing in terms of e-resources in the selected Central University Libraries. Therefore, for managing these electronic resources, more ICT skills are required. If the LIS professionals are not aware with the application of IT and ICT in the library, than it appears to be difficult to cater to the service of its varied readers.*

5.2 CENTRAL UNIVERSITY LIBRARIES IN DELHI: READERS

The total strength of Readers and their response is an under:

Category of Users : M.Phil, PhD Researchers/ Faculty Members

Number of Questionnaires Circulated : 272

Number of Responses : 187

Universities Selected for the study: Delhi University, Jawaharlal Nehru University,
Indira Gandhi National Open University and Jamia
Millia Islamia University

The response received from different categories of users have been analyzed and presented in details per the questionnaire under the following heads:

- i. Demographic Information
- ii. Sources and Services available in the Central University Library

5.2.1 DEMOGRAPHIC INFORMATION

Student of M.Phil/ Ph.D Researchers / Faculty Members

Name of the University	Number of questionnaire circulated	Number of Responses	% Response	Total %
Delhi University	68	40	58.82	21.39
Jawaharlal Nehru University	68	60	88.23	32.09
Indira Gandhi National Open University	68	39	57.35	20.85
Jamia Millia Islamia University	68	48	70.58	25.67
Total	272	187	68.74	100.00

Figure 1: Percentage of respondent

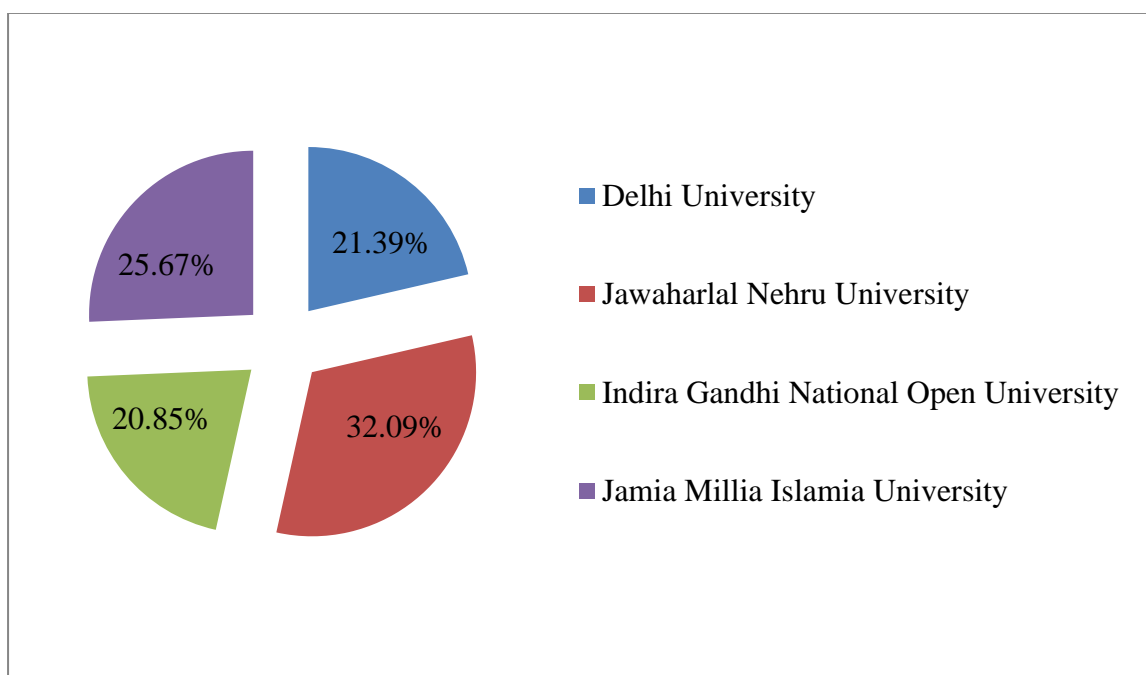
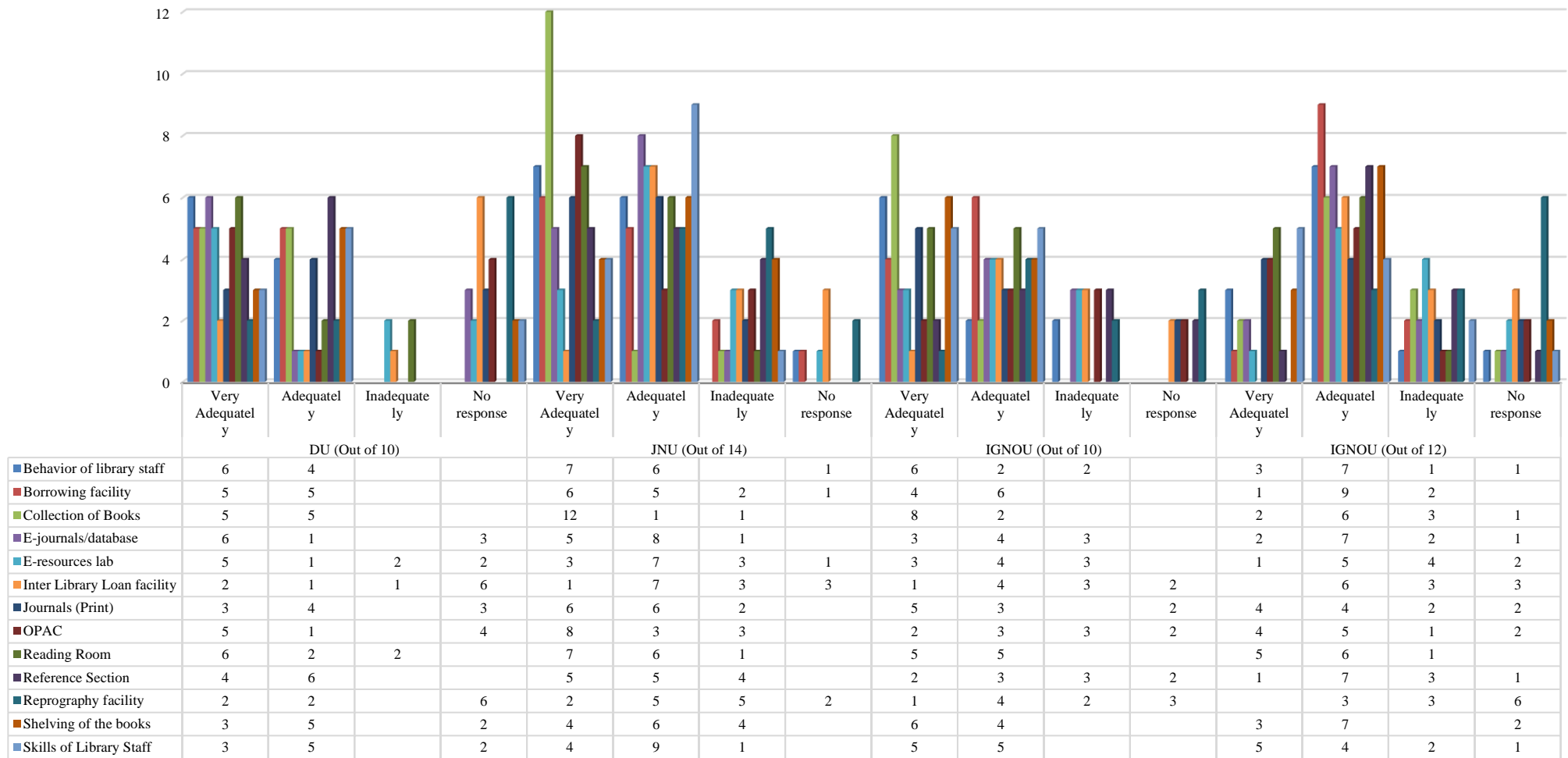


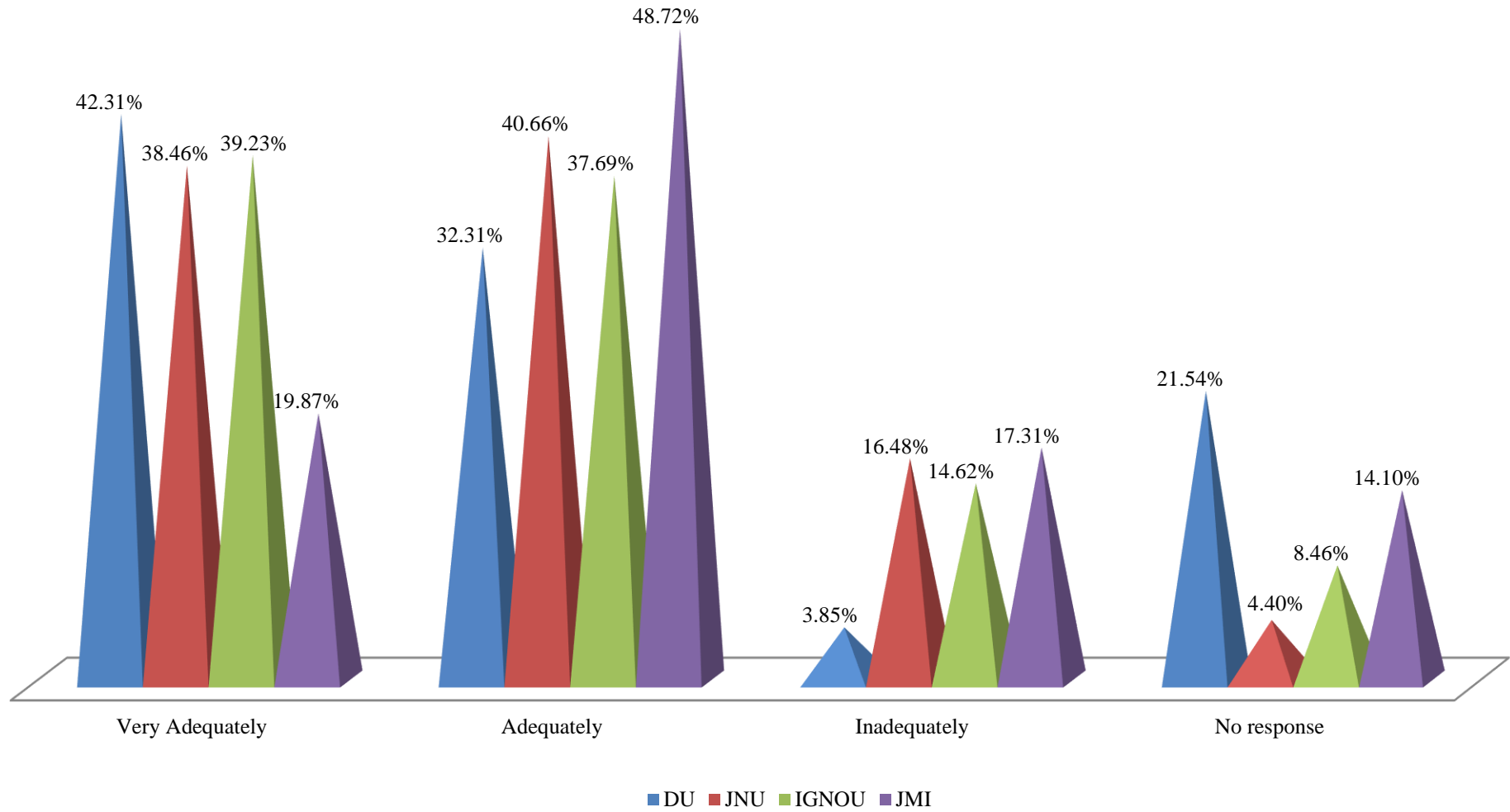
Table 1 and Figure 1 show that a larger number of M.Phil/ Ph.D Researchers / Faculty Members respondents 60 (32.09%) from Jawaharlal Nehru University have participated followed by 48 Jamia Millia Islamia (25.67%), Delhi University 40 (21.39), and Indira Gandhi National Open University 39 (20.85).

5.2.2 SOURCES AND SERVICES AVAILABLE IN THE CENTRAL UNIVERSITY LIBRARY

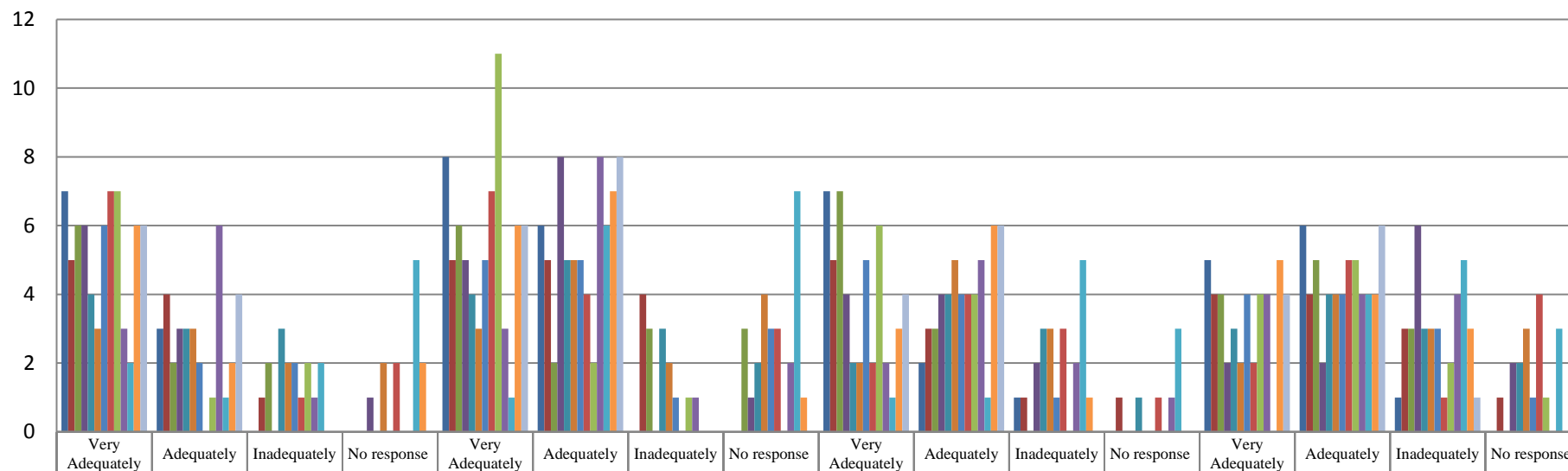
17 questionnaire has been distributed among Faculty and Research Scholars of Economics in each selected university



Rating of Sources and Services: faculties and scholars of Economics

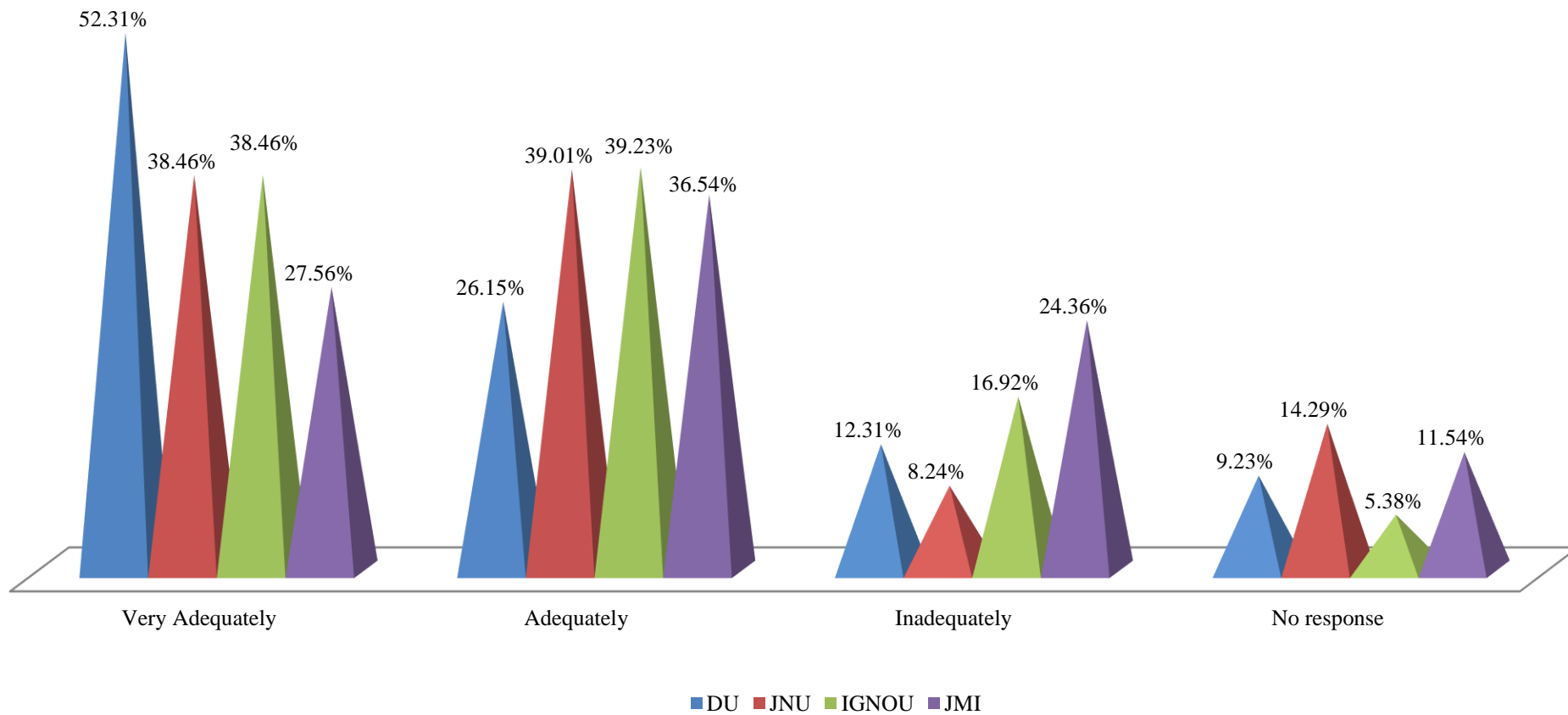


17 questionnaire has been distributed among Faculty and Research Scholars of Political Science in each selected university

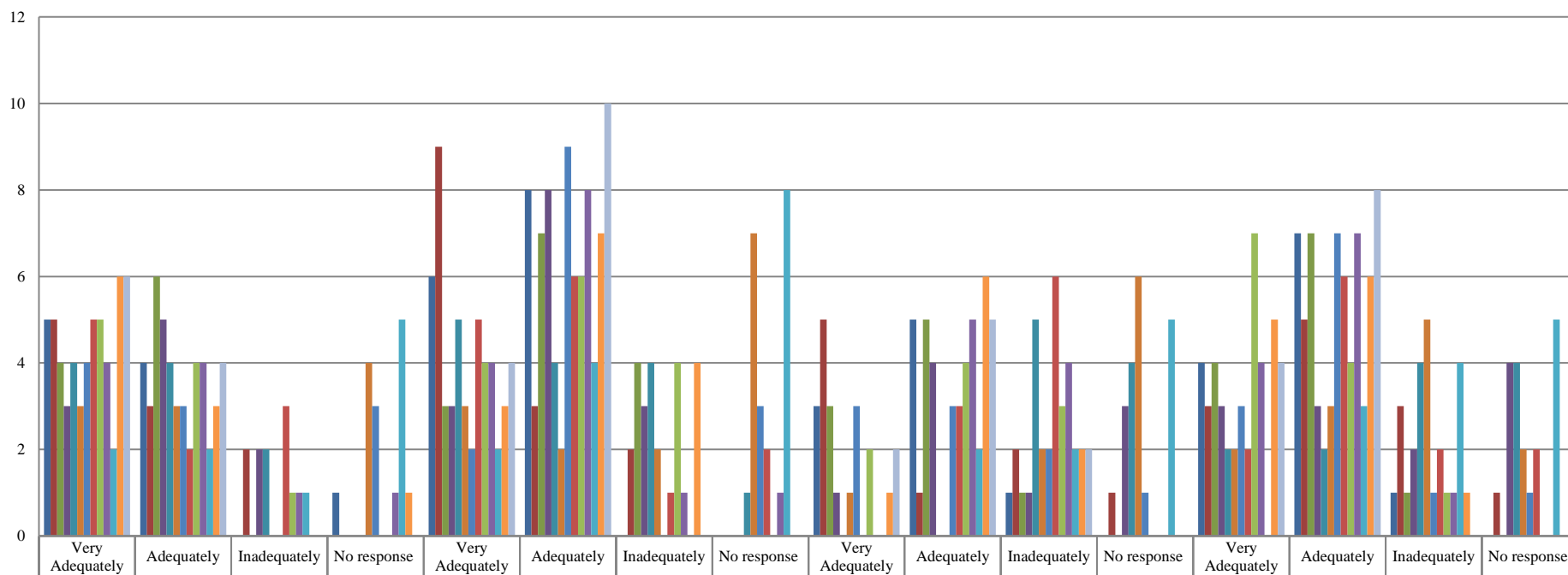


	DU (Out of 10)				JNU (Out of 14)				IGNOU (Out of 10)				IGNOU (Out of 12)			
	Very Adequately	Adequately	Inadequately	No response	Very Adequately	Adequately	Inadequately	No response	Very Adequately	Adequately	Inadequately	No response	Very Adequately	Adequately	Inadequately	No response
Behavior of library staff	7	3			8	6			7	2	1		5	6	1	
Borrowing facility	5	4	1		5	5	4		5	3	1	1	4	4	3	1
Collection of Books	6	2	2		6	2	3	3	7	3			4	5	3	
E-journals/database	6	3		1	5	8		1	4	4	2		2	2	6	2
E-resources lab	4	3	3		4	5	3	2	2	4	3	1	3	4	3	2
Inter Library Loan facility	3	3	2	2	3	5	2	4	2	5	3		2	4	3	3
Journals (Print)	6	2	2		5	5	1	3	5	4	1		4	4	3	1
OPAC	7		1	2	7	4		3	2	4	3	1	2	5	1	4
Reading Room	7	1	2		11	2	1		6	4			4	5	2	1
Reference Section	3	6	1		3	8	1	2	2	5	2	1	4	4	4	
Reprography facility	2	1	2	5	1	6		7	1	1	5	3		4	5	3
Shelving of the books	6	2		2	6	7		1	3	6	1		5	4	3	
Skills of Library Staff	6	4			6	8			4	6			4	6	1	1

Rating of Sources and Services: faculties and scholars of Political Science

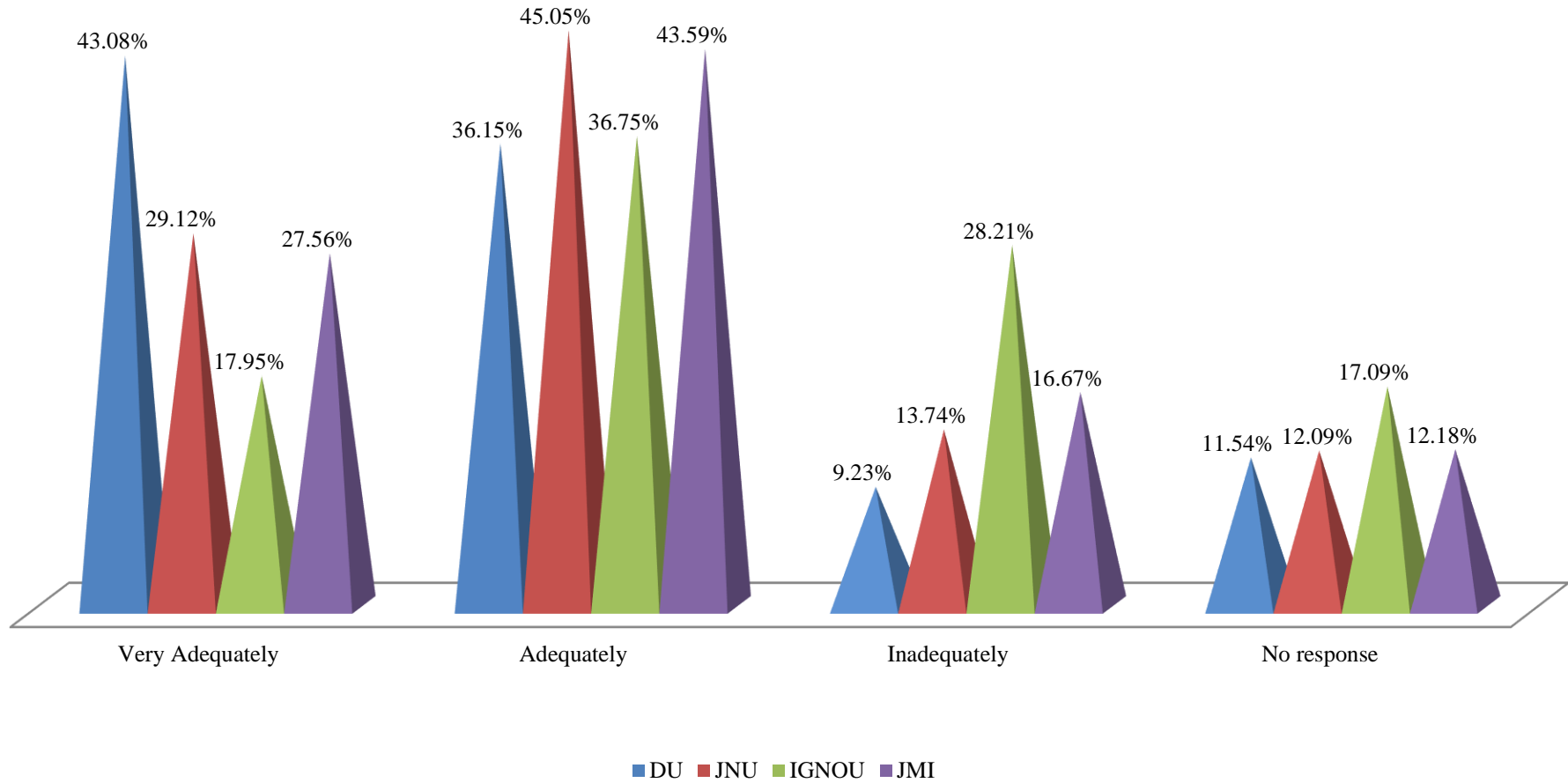


17 questionnaire has been distributed among Faculty and Research Scholars of Sociology in each selected university

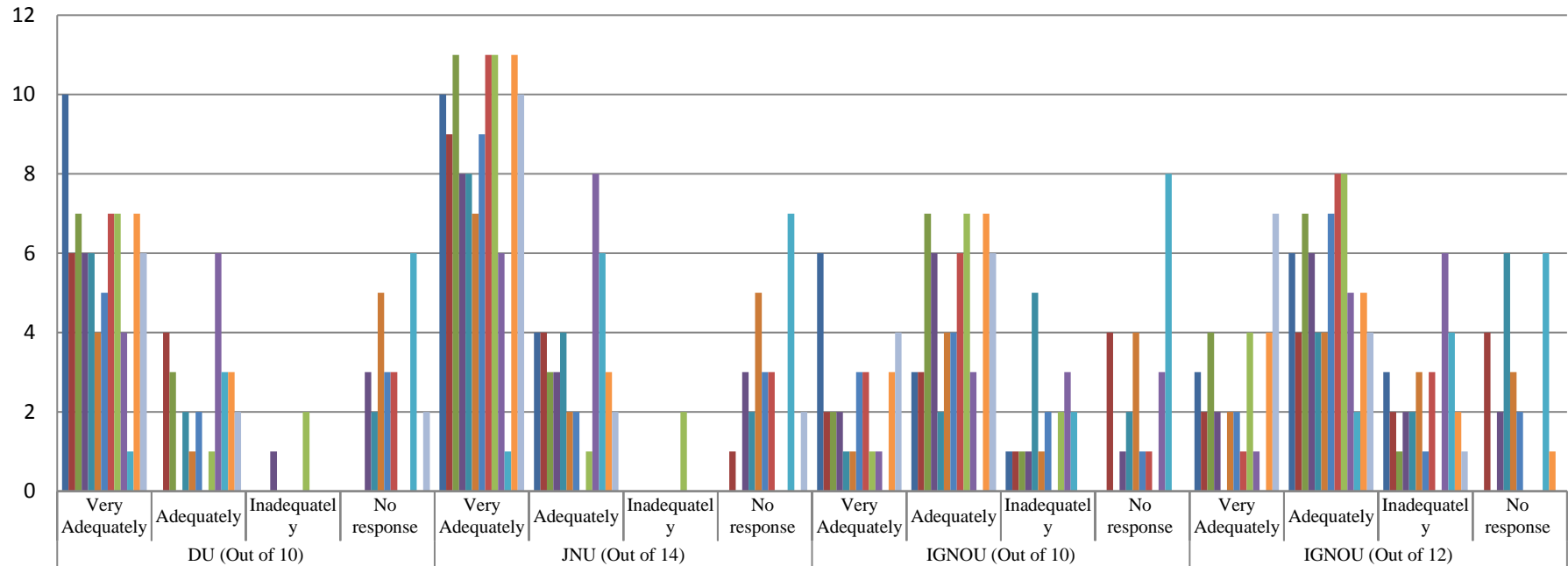


	DU (Out of 10)				JNU (Out of 14)				IGNOU (Out of 9)				IGNOU (Out of 12)			
	Very Adequately	Adequately	Inadequately	No response	Very Adequately	Adequately	Inadequately	No response	Very Adequately	Adequately	Inadequately	No response	Very Adequately	Adequately	Inadequately	No response
Behavior of library staff	5	4		1	6	8			3	5	1		4	7	1	
Borrowing facility	5	3	2		9	3	2		5	1	2	1	3	5	3	1
Collection of Books	4	6			3	7	4		3	5	1		4	7	1	
E-journals/database	3	5	2		3	8	3		1	4	1	3	3	3	2	4
E-resources lab	4	4	2		5	4	4	1			5	4	2	2	4	4
Inter Library Loan facility	3	3		4	3	2	2	7	1		2	6	2	3	5	2
Journals (Print)	4	3		3	2	9		3	3	3	2	1	3	7	1	1
OPAC	5	2	3		5	6	1	2		3	6		2	6	2	2
Reading Room	5	4	1		4	6	4		2	4	3		7	4	1	
Reference Section	4	4	1	1	4	8	1	1		5	4		4	7	1	
Reprography facility	2	2	1	5	2	4		8		2	2	5		3	4	5
Shelving of the books	6	3		1	3	7	4		1	6	2		5	6	1	
Skills of Library Staff	6	4			4	10			2	5	2		4	8		

Rating of Sources and Services: faculties and scholars of Sociology

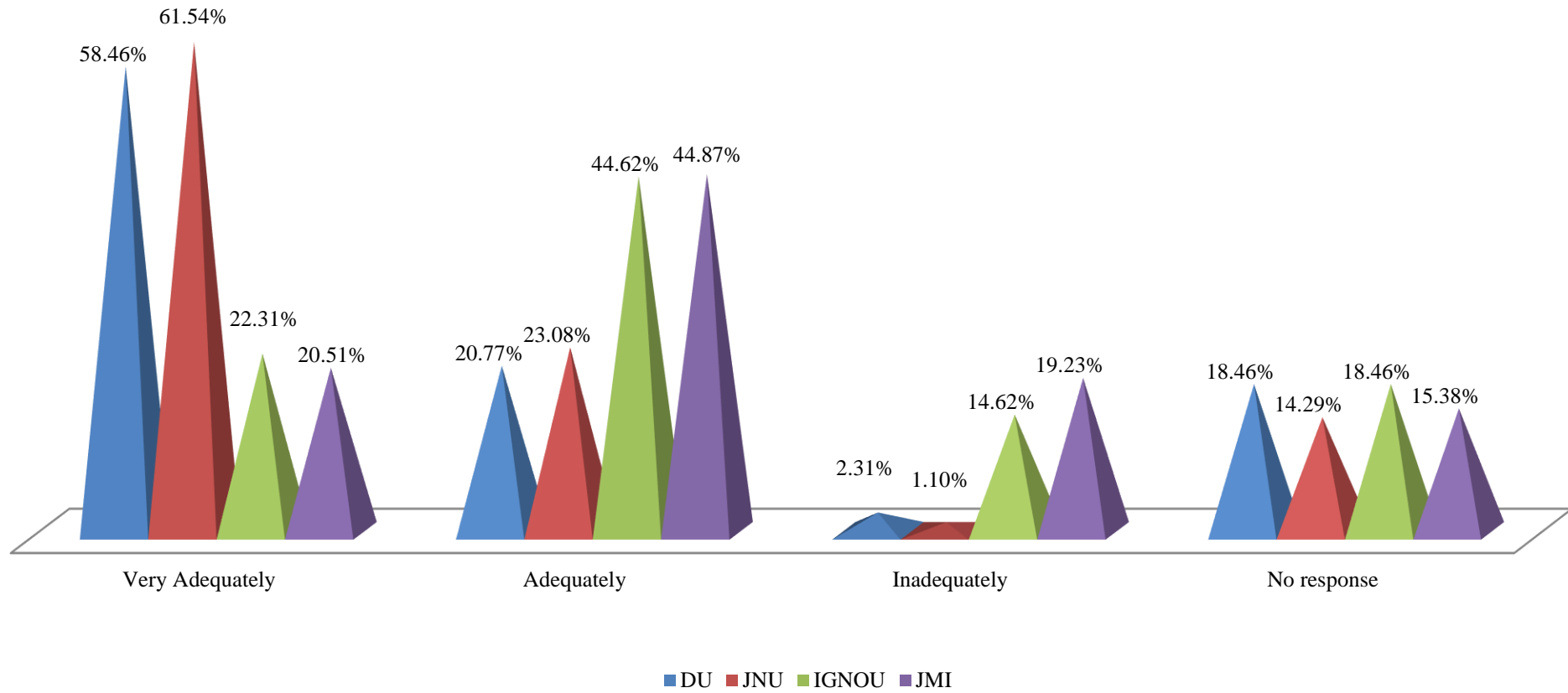


17 questionnaire has been distributed among Faculty and Research Scholars of Psychology in each selected university



	DU (Out of 10)				JNU (Out of 14)				IGNOU (Out of 10)				IGNOU (Out of 12)			
	Very Adequately	Adequately	Inadequately	No response	Very Adequately	Adequately	Inadequately	No response	Very Adequately	Adequately	Inadequately	No response	Very Adequately	Adequately	Inadequately	No response
Behavior of library staff	10				10	4			6	3	1		3	6	3	
Borrowing facility	6	4			9	4		1	2	3	1	4	2	4	2	4
Collection of Books	7	3			11	3			2	7	1		4	7	1	
E-journals/database	6		1	3	8	3		3	2	6	1	1	2	6	2	2
E-resources lab	6	2		2	8	4		2	1	2	5	2		4	2	6
Inter Library Loan facility	4	1		5	7	2		5	1	4	1	4	2	4	3	3
Journals (Print)	5	2		3	9	2		3	3	4	2	1	2	7	1	2
OPAC	7			3	11			3	3	6		1	1	8	3	
Reading Room	7	1	2		11	1	2		1	7	2		4	8		
Reference Section	4	6			6	8			1	3	3	3	1	5	6	
Reprography facility	1	3		6	1	6		7			2	8		2	4	6
Shelving of the books	7	3			11	3			3	7			4	5	2	1
Skills of Library Staff	6	2		2	10	2		2	4	6			7	4	1	

Rating of Sources and Services: faculties and scholars of Psychology



OBSERVATION:

1. *According to faculties' opinion the behavior of library staff is very adequately, some of the students are agreed with faculties' opinion, however, according to some students behavior of library staff is adequately.*
2. *Borrowing, Reprography and Inter library loan facilities available at library are very adequately according to faculties and student, but some student's opinion it is adequately.*
3. *The collections of library i.e. documentary and e-resources are very adequately as per the opinions of faculty members, but some of the student's opinion it is adequately.*
4. *The reference section and skills of the Library staff is very adequately according to faculties and some of students, but according to some of the student's skills of library staff is adequately. According to some of students the reading room is inadequately.*
5. *The OPAC and shelving of the books is very adequately according faculties and some of students but according to some of the student's it is adequately.*

6. FINDINGS

1. *It has been observed that Central Reference Library, North Campus, Delhi University had procured electronic journals and online databases. The Information Technology (IT) facility should be upgraded in term of hardware and good internet connectivity. More skilled human capital required for handle electronic resources.*
2. *The collection of JNU library increased in term of e-resources and more skilled human capital required for handling these e-resources. The annual budget for e-resources also increased.*
3. *The e-resources of the IGNOU library have been increased and more I.T. skilled human capital required for handling these e-resources. The annual budget for e-resources also increased.*
4. *The budget of JMI library has increased during the past five years. In view of large e-resources, trained and more IT skilled manpower is required to handle electronic resources.*
5. *The readers of the selected university libraries are very much satisfied with the collection of the library but there is scope of betterment in the services provided by the library professionals.*

7. CONCLUSION

The resources available with four central libraries in Delhi, namely Central Reference Library, Delhi University; JNU Library; Central Library, IGNOU and Central Library, Jamia Millia Islamia, New Delhi very useful according to the readers opinions. The collection development of these libraries is well described in this study. More I.T infra structure is required for the access electronic resources and accordingly more fully skilled library professional is also needed to handle these e-resources. As the LIS professional is very essential part of the library, therefore they should highly and professional skilled according to new age demands of the readers.

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