

University of Nebraska - Lincoln

DigitalCommons@University of Nebraska - Lincoln

Library Philosophy and Practice (e-journal)

Libraries at University of Nebraska-Lincoln

2-20-2021

The Public Libraries Perspective in Pakistan: A Study on Empirical Problems

Mohammad Hussain

Department of Information Management, University of Sargodha, Pakistan, mhustb@gmail.com

Dr. Haroon Idress

Department of Information Management, University of Sargodha, Pakistan, haroon.idrees@uos.edu.pk

Follow this and additional works at: <https://digitalcommons.unl.edu/libphilprac>



Part of the [Library and Information Science Commons](#)

Hussain, Mohammad and Idress, Dr. Haroon, "The Public Libraries Perspective in Pakistan: A Study on Empirical Problems" (2021). *Library Philosophy and Practice (e-journal)*. 5177.

<https://digitalcommons.unl.edu/libphilprac/5177>

The Public Libraries Perspective in Pakistan: A Study on Empirical Problems

Mohammad Hussain, Ph. D Scholar

Department of Information Management, University of Sargodha

Dr. Haroon Idress, Associate Professor

Department of Information Management, University of Sargodha

Abstract

Purpose: This study examined the problems faced by the public of Pakistan. It also analyzed the demographic information of the libraries and further reviewed the designation, qualifications, and professional experience of the heads/in-charge of public libraries.

Research Methodology: The census-based survey was conducted, and data was collected from the 119 public libraries through the structured questionnaire. The collected data was analyzed using Statistical Package for Social Sciences (version-23) and both descriptive and inferential stats were applied to analyze the data and interpret the results.

Key Findings: The heads of 91 libraries were LIS professionals, while 28 libraries were run by non-professional staff. The major problems identified were lack of training opportunities, limited human resources, insufficient IT & LIS professional staff, limited electronic resources, interrupted power supply, limited information resources, lack of commitment from the upper management and lack of financial resources. It was also observed that public libraries in Balochistan faced more problems than libraries of other provinces.

Practical Implications: The findings of the study are useful for policymakers and managers of public libraries. Major points to be considered include a) more posts of professional staff should be created and appointed; b) the existing libraries need to be upgraded and new and well-equipped public libraries should be established at district and tehsil levels to meet the people's information and recreation needs.

Keywords: Public libraries, Problems of public libraries, Pakistan

1. Introduction

Public libraries are democratic institutions that acquire & disseminate information, create awareness and promote education among the people of the society irrespective of creed, race, gender, age, and ethnic group (Ikenwe & Adegbilero-Iwari, 2014). As its name suggests, “it is for the people, by the people, and of the people.” Public libraries existed in every civilization of the world and used to preserve the human culture, values, knowledge, and social customs (Kaliya,

Perumal & Bahskarn, 2010). According to the online dictionary of library and information science, the public library is:

“A library or library system that provides unrestricted access to library resources and services, free of charge to *all* the residents of a given community, district, or geographic region, supported wholly or in part by public funds. Public libraries have a broader mandate than academic libraries and special libraries, they must develop their collections to reflect diversity.” (Reitz, 2014)

Public library users include teenagers, young seniors, adults, persons with special needs such as those with hearing and visual disability, inmates, older people, nursing mothers, and government individuals. (Gill, 2001). Libraries in general and specifically public libraries play a crucial role in the development of all aspects of a society because it covers a broad spectrum of users (Saleh & Lasisi, 2011). The public library is a democratic equalizer, open to all, and provides access to information to improve the individual, family, and community lives (Scott, 2011).

Public libraries are institutions of public, social, and cultural significance that act as a bridge between the government and its people. (Buschman, 2012; Johnson, 2012; Sigler et al., 2011; Taylor, Jaeger, McDermott, Kodama, & Bertot, 2012). Bhat (2007) claimed that many analysts predicted the death of books and libraries with the advent of information technology, but the library remains and will continue to be of great benefit in the future. The role of the public library was discussed by Khan (2006) by listing some functions that collect printed and audiovisual materials, the logical arrangement of these materials for convenient use, the provision of information services, guidance to the citizens in the use of educational and recreational materials and the provision of materials to promote informal self-education of people.

2. Literature Review

Hussain and Idrees (2020) assessed the resources and services of the public libraries of Khyber Pakhtunkhwa and found that all the libraries had LIS professional staff. The majority of libraries had adequate collections of printed books, magazines, and newspapers. All libraries offered services of circulation, reference and open shelf access, while most libraries gave photocopying, current awareness, user orientation, selective dissemination of information (SDI) and scanning services. It was suggested that the existing facilities must be upgraded and be extended in all public libraries. Rana and Bhatti (2020) assessed the use of ICTs in the collection management of public libraries of Punjab, Pakistan. It was found that there was a scarcity of printed

information resources and professional staff. Most of the libraries had no IT staff, and there was truly weak condition of ICT resources in the studied libraries. The most pressing obstacles to the successful execution of ICT in public libraries were also identified as frequent interrupted power supply and scarcity of funds.

Taufiq, Rehman and Ashiq (2020) reported that frequent visits to the library positively correlate with users' satisfaction. The respondents were not satisfied with printed information resources and the libraries' catalog. The authors recommended that the public libraries need improvement and should subscribe the bibliographic database and procure digital content for their users. Warraich, Malik and Ameen (2018) reviewed public libraries' resources in Punjab. The findings show that most libraries (71.5%) had no professional staff, 54% of libraries were small with collection up to 5000 books, and 70% of libraries were acquiring one to six newspapers. It was advised that one state of the art library should be established in every division with an appropriate building, equipped with IT facilities, skilled staff, and sufficient fund should be provided regularly.

Sharma and Chauhan (2019) studied public libraries' growth and development in Punjab, India. The data shows that most of libraries were housed in their own buildings and all libraries were headed by LIS professional staff. The study mentioned the total number of books, newspapers and periodical subscribed by each library and adopted DDC (92.86 %) and CC (7.14%) systems for the organization of information resources. Anna (2018) surveyed public libraries' websites in Indonesia and found that 55% of the libraries had no websites. The findings show that 26% of libraries had OPAC, 6% had the digital collection, and no single library offered services like chat reference, external services, and user forums. The Government has been proposed that public libraries be encouraged to acquire an electronic collection and provide web-based services to users.

Ansari and Munshi (2018) examined the collection development, budget allocation and usage of public libraries in West Bengal, India. They reported that the library collection was available in Hindi, Urdu, Bangali, Arabic and English languages and contained both books and non-book materials. The library's print-collection was also found to be improved over time. The budget allocation was relatively meager, requiring an adequate increase.

Rafi, Ali, and Ahmad (2016) highlighted the administrative challenges to public libraries of Khyber Pakhtunkhwa province of Pakistan. The libraries were working with insufficient staff, they did not have the competencies to work on modern gadgets, alongside the non-professional

status of top administration and financial constraints. Baqi (2016) analyzed the problems faced by public libraries of Balochistan. The public libraries were facing many problems including lack of internet connectivity facility, inadequate funds, local literature deficiency in the library collection, lack of library legislation and the bad law & order situation in the province. It has been proposed that ICT infrastructure should be built, and the government should allocate more funds to the libraries. Kaur and Walia (2015) studied the ICT infrastructure, human resources, collection management and the services delivered by the public libraries of Delhi, India. All these parameters were checked with international standards. It was found that no library had adequate ICT infrastructure, human resources, and information resources to serve the population effectively.

The researchers found during the literature review that significantly less literature on public libraries has been published from Pakistan. These studies were conducted at the regional or provincial level to investigate public libraries' resources, services, and infrastructure. No study has been conducted at the national level to assess any aspect of the country's public libraries. It indicated need for administering such a study to ascertain the public libraries' status at national level of Pakistan. In response, this research has been conducted to fill the literature gap and point out the problems faced by Pakistan's public libraries.

3. Objectives of the Study

This paper is a part of a doctoral study on public libraries. It serves the achievement of following objectives:

- To identify the demographic information of public libraries of Pakistan
- To explore information about the designation, qualifications, and professional experience of the heads/in-charge of libraries
- To identify the problems faced by the public libraries of Pakistan
- To investigate whether there is any significant difference between the various administrative bodies of public libraries concerning their problems
- To furnish the recommendations to overcome the problems of the libraries

4. Research Methodology

Quantitative approach for the conduct of this study was found suitable for a population spread throughout the country and was adopted for this study. All the public libraries, working under the administrative control of any directorate /department were the population of the study. A total of 124 such libraries were identified; therefore, the census-based survey was conducted,

and data was collected from the whole population. The required data was gathered from the librarians or in-charge of public libraries. The multi-tiered strategy was used to reach the population and maximize the response rate.

The adapted questionnaire was used to collect data for the study. The questionnaires of Mirza (2010), Rafiq (2011), and Ullah (2015) were modified as per the objectives of the study. A draft questionnaire was prepared, which was then reviewed by the experts, which already carried out research studies in this field. The suggestions and changes mentioned by the experts were incorporated into the instrument. The questionnaires were then distributed among the respondents and 119 duly filled questionnaires were received with a response rate of 95.96%. All the received questionnaires were considered for data analysis. The collected data was analyzed using Statistical Package for Social Sciences (version-23) and both descriptive and inferential stats were applied to analyze the data and interpret the results.

Furthermore, this paper is written, designed, and formatted in accordance with the Publication Manual of the American Psychological Association (APA 6th ed.). In addition, references of the study are managed with a citation management application, EndNote x8.

5. Data Analysis and Interpretations

The collected data was analyzed according to the objectives of the study and the results are presented in tables with interpretation.

5.1 Demographic Information of the Libraries

The researcher collected the data from 119 public libraries of the country, information regarding the year of establishment and administrative bodies of the surveyed libraries have been discussed in this section.

5.1.1 Year of establishment of public libraries. Table 5.1 shows the frequency of public libraries according to the year of their origin. As per the results of collected data, the blooming period in which most of the libraries were established was 2007-2020; 83 (69.7%) libraries were established during this period. There were only 5(4.2%) libraries up to 1947, 2(1.7%) libraries were formed from 1947-1961, 7 (5.9%) libraries from 1962-1976, and 12(10.1%) libraries were founded between 1992 and 2006.

Table 5.1
Year of Establishment of Public Libraries

Year of Establishment	Frequency	Percentage (%)
Up to 1947	5	4.2
1947-1961	2	1.7
1962-1976	7	5.9
1977-1991	10	8.4
1992-2006	12	10.1
2007-2020	83	69.7

5.1.2 Administrative bodies of public libraries. There is no national library system in the country, and therefore public library administrative bodies vary from place to place. As reveals in Table 5.2, there were 18 (15.1%) libraries worked under the administrative control of “Directorate of Archives & Libraries, Khyber Pakhtunkhwa”, 10(8.4%) libraries were in the administrative control of the “Directorate of Public Libraries Punjab”, and 28(23.5%) libraries were under the supervision of “Culture, Tourism, Antiquities & Archives Department, Sindh”. The data demonstrate that “Culture, Tourism and Archives Department, Baluchistan”, administratively controlled 34(28.6%) libraries, 9(7.6%) libraries of capital territory were working under the “Department of Libraries”. The 20 E-public libraries were administered by “Punjab Information Technology Board and Youth Affairs, Sports, Archelogy & Tourism Department”.

The results of previous studies also indicated that the administrative bodies of public libraries differ from place to place in Pakistan (Haider, 1998; Mahmood, 2008; Warraich, Malik & Ameen, 2018).

Table 5.2
Administrative bodies of Public Libraries

Administrative Bodies	Frequency	Percentage (%)
Directorate of Archives & Libraries Government of the Khyber Pakhtunkhwa (KP)	18	15.1
Directorate of Public Libraries Punjab	10	8.4
Culture, Tourism, Antiquities & Archives Department, Government of Sindh	28	23.5
Culture, Tourism and Archives Department, Balochistan	34	28.6
Department of Libraries, Islamabad	9	7.6
Punjab Information Technology Board and Youth Affairs, Sports, Archelogy & Tourism Department	20	16.8

5.2 General Information of the Survey Respondents

The data about their designation, qualification, and professional experience heads/in-charge of public libraries was sought. The detailed demographic data of the participants are presented in this section.

5.2.1 Designation of the libraries' heads/in-charge. Table 5.3 demonstrates information about the designation of the heads/in-charge of public libraries. These were the people responsible for the overall supervision of the libraries. The data depicts five categories of designation of the libraries' heads. The designation of 5(4.2%) library heads was chief librarian; 7(5.9%) libraries were headed by the deputy chief librarian. The senior librarians and librarians headed 30 (25.2%) public libraries, each. There were 7(5.9%) libraries running by junior librarians, and 40 (33.6%) libraries were headed by "others" which includes cataloguer, library assistant, clerk, or other non-professional staff.

Table.5.3
Designation of the Libraries Heads

Designation	Frequency	Percentage (%)
Chief Librarian/Director	5	4.2
Deputy Chief Librarian /Additional Director	7	5.9
Senior / Deputy Librarian/Deputy Director	30	25.2
Librarian/Assistant Director	30	25.2
Junior Librarian	7	5.9
Others	40	33.6

5.2.2 Qualifications of the librarians/in-charge of libraries. The educational qualification of the heads/in-charge of public libraries is given in Table 5.4. The heads of 91 libraries had the educational background of library science while 27 were of other educational backgrounds. Only 1(0.8%) library head holds a Ph.D. degree, 5(4.2%) librarians/in-charge were M.Phil, 82(68.9%) libraries' heads possessed a degree of Master in Library and Information Science (MLIS), and 3(2.5%) libraries' heads had BLIS degree. It was fascinating to observe that 27 heads/in-charge of libraries were non-professional with master (7.6%) and bachelor's degrees (16%).

The study of Warraich, Malik, and Ameen (2018) reported 71.5% of public libraries worked without professional staff. However, their study was limited to Punjab's public libraries

and included all those libraries working under the administration of district government, TMA, union council administration, welfare organization, personal libraries, etc. Mahmood (2006) also mentioned that 20-30% of public libraries had professional staff while the remaining were run by the non-professional and clerical staff.

Table.5.4

Qualification of the Heads of Libraries

Qualification	Frequency	Percentage (%)
Ph. D	1	.8
M. Phil	5	4.2
MLIS	82	68.9
BLIS	3	2.5
Master	9	7.6
Bachelor's degree	19	16.0

5.2.3 Experience of the librarians/in-charge of public libraries. The librarians or Incharge of public libraries were asked to provide information about their professional experience. Table 5.5 indicates that 44 (37%) respondents had up to 5 years' experience, 41(34.5%) had 6 to 10 years' experience, while the experience of 22 (18.5%) respondents ranged from 11-15 years. The professional experience of 3(2.5%) respondents was from 16-20 years, and there were 9(7.6%) respondents with more than 20 years of experience.

Table 5.5

Experience of the Librarians/Incharge of Libraries

Experience	Frequency	Percentage (%)
Up to 5 Years	44	37.0
6-10 Years	41	34.5
11-15 Years	22	18.5
16-20 Years	3	2.5
> 20 Years	9	7.6

5.3 Problems of Public Libraries

A set of eighteen statements on a five-point rating scale was asked from the librarians or incharge of public libraries and requested feedback about their issues and problems. The descriptive statistical analyses were applied to rank the respondents' responses regarding the problems.

Table 5.6 demonstrates the information about librarians' perception/in-charge of public libraries about these statements with a mean, standard deviation (SD), and variance. In accordance with the mean score, the statements are ranked from highest to lowest.

The collected data reveals that six statements received a mean value higher than 4.5, indicating that most of libraries were facing these problems. The statement "lack of training opportunities for LIS professionals was ranked highest with a mean score 4.68, followed by limited human resources, ranked 2nd with the mean score 4.64, and the statement "insufficient IT literate staff" was ranked 3rd with the mean score 4.63.

The other problems identified by the respondents which received high mean score were insufficient experienced LIS professionals ($\mu=4.56$), non-availability of technical support ($\mu=4.52$), lack of IT expertise among library users ($\mu=4.52$), non-availability of standard integrated library software, ($\mu=4.45$), limited electronic resources/databases ($\mu=4.44$) and interrupted power supply ($\mu=4.29$).

It was further revealed that two statements received a minimum mean score, including inadequate infrastructure ($\mu=3.45$) and "outdated collection ($\mu=2.74$) indicated that most respondents were either neutral or did not consider these as problems. It is interesting that all the statements received a response of more than 2.5 mean score, which indicates that almost all the libraries are facing all these problems.

The previous researchers also identified similar types of problems faced by the public libraries (Baqi, 2016; Hussain, 2014; Rafi, Ali & Ahmad, 2016; Saleem, Bhatti & Nadeem, 2011; Taufiq, Rehman & Ashiq, 2020).

Table 5.6
Problems of Libraries

Statement	Rank	Mean	SD	Variance
Lack of training opportunities for LIS professionals	1	4.68	.70028	.490
Limited human resources	2	4.64	.73171	.535
Insufficient IT literate	3	4.63	.76724	.589
Insufficient experienced LIS professionals	4	4.56	.79871	.638
Non-availability of technical support	5	4.52	.81119	.658
Lack of IT expertise among library users	6	4.52	.79002	.624
Non availability of standard integrated library software on affordable price	7	4.45	.96329	.928
Limited electronic resources/databases	8	4.44	.90850	.825
Reluctance among library users to use IT	9	4.42	.85861	.737
Interrupted power supply	10	4.29	1.01975	1.040
Limited information resources	11	4.27	1.11935	1.253
Lack of commitment from the management	12	4.22	1.08485	1.177
Lack of financial resources	13	4.21	1.00978	1.020
Lack of awareness about the potential of IT among LIS professionals	14	4.15	1.07071	1.146
Reluctance among LIS professionals to use IT	15	4.10	1.10004	1.210
Lack of initiative among LIS professionals in introducing IT based resources & services	16	4.07	1.13615	1.291
Inadequate infrastructure	17	3.45	1.41869	2.013
Outdated collection	18	2.74	1.0351	1.071

Note: SA= Strongly Agree, A= Agree, N= Neutral, D=Disagree, SD=Strongly Disagree

5.4 Comparison of the Responses of Respondents of Six Groups

5.4.1 One-way ANOVA results. A one-way ANOVA test was applied to know whether there were significant differences in the responses of librarians /in-charge of public libraries belonging to six groups based on the type of departments. These groups were i) the Directorate of Archives & Libraries, Khyber Pakhtunkhwa, ii) the Directorate of Public Libraries, iii) the Punjab Information Technology Board and Youth Affairs & Tourism Department, iv) the Department of Culture, Tourism, Antiquities and Archives, Sindh, v) the Department of Libraries Islamabad, and vi) the Tourism and Archives Department, Baluchistan. The results in the Table 5.7 reveal a

significant difference among groups and within groups ($F = 22.297$, $\text{Sig.} = .000$) regarding the problems they faced in the delivery of services.

Table 5.7

Comparison of Responses (One-way ANOVA)

Problems	Sum of Squares	Df	Mean Square	F	Sig.
Among Groups	21.927	5	4.385	22.297	.000
Within Groups	22.226	113	.197		

5.4.1.1 Multiple (post hoc) comparison results. The Post Hoc (LSD) Test was run to examine the significant difference in the responses of six groups (Departments, directorate) considering a significance level ≥ 0.05 .

As shown in Table 5.8, there were significant differences in opinions between groups Directorate of Archives & Libraries, KP with Culture, Tourism and Archives Department Balochistan ($p = .000$), whereas no significant difference was seen with other groups. Similarly, the responses of the librarians belonging to the group of Directorate of Public Libraries Punjab had significant difference with "Culture, Tourism and Archives Department Balochistan ($p = .000$) and Department of Libraries ($p = 002$), while no significant difference was noticed with the other three groups.

The statistical data reveals a significant difference in responses of Culture, Tourism, Antiquities & Archives Department, Sindh with Balochistan Culture, Tourism and Archives Department Balochistan ($p = .000$), while this group had no significant difference of opinions with the other four groups. The responses of group Culture, Tourism and Archives Department Balochistan indicated significant difference with four groups, Directorate of Archives & Libraries, KP ($p = 000$), Directorate of Public Libraries Punjab ($p = 000$), Culture, Tourism, Antiquities & Archives Department, Sindh ($p = 000$) and Punjab Information Technology Board and Youth Affairs & Tourism Department ($p = 000$). In contrast, no significant difference was identified with the Department of Libraries.

As shown in Table 5.8 the responses of libraries working under the administrative control of the Department of Libraries, Islamabad, showed significant difference with Directorate of Public Libraries Punjab ($p = .002$) and Punjab Information Technology Board and Youth Affairs & Tourism Department ($p = 005$).

The responses of Punjab Information Technology Board and Youth Affairs & Tourism Department had significant difference with Culture, Tourism and Archives Department.

Balochistan (.000), Department of Libraries (p=.005), and the group had no significant difference with the other groups.

Table 5.8

Comparison of the Responses of Respondents of Six Groups

Departments		Mean Difference (I-J)	Sig. (p)
Directorate of Archives & Libraries, KP	Directorate of Public Libraries Punjab	.34198	.375
	Culture, Tourism, Antiquities & Archives Dept., Sindh	-.02469	1.000
	Culture, Tourism and Archives Dep. Balochistan	-.83515*	.000
	Department of Libraries	-.45062	.136
	Punjab Info. Tech. Bd. and Youth Affairs & Tourism Dept.	.19753	.744
Directorate of Public Libraries Punjab	Directorate of Archives & Libraries	-.34198	.375
	Culture, Tourism, Antiquities & Archives Dept. Sindh	-.36667	.226
	Culture, Tourism and Archives Dep. Balochistan	-1.17712*	.000
	Department of Libraries	-.79259*	.002
	Punjab Info. Tech. Bd. and Youth Affairs & Tourism Dept.	-.14444	.959
Culture, Tourism, Antiquities & Archives Dept., Sindh	Directorate of Archives & Libraries, KPK	.02469	1.000
	Directorate of Public Libraries Punjab	.36667	.226
	Culture, Tourism and Archives Dep. Balochistan	-.81046*	.000
	Department of Libraries	-.42593	.131
	Punjab Info. Tech. Bd. and Youth Affairs & Tourism Dept.	.22222	.527
Culture, Tourism and Archives Dept. Balochistan	Directorate of Archives & Libraries, KP	.83515*	.000
	Directorate of Public Libraries Punjab	1.17712*	.000
	Culture, Tourism, Antiquities & Archives Dept., Sindh	.81046*	.000
	Department of Libraries	.38453	.198
	Punjab Info. Tech. Bd. and Youth Affairs & Tourism Dept.	1.03268*	.000
Department of Libraries	Directorate of Archives & Libraries, KP	.45062	.136
	Directorate of Public Libraries Punjab	.79259*	.002
	Culture, Tourism, Antiquities & Archives Dept. Sindh	.42593	.131
	Culture, Tourism and Archives Dep. Balochistan	-.38453	.198
	Punjab Info. Tech. Bd. and Youth Affairs & Tourism Dept.	.64815*	.005
Punjab Info. Tech. Bd. and Youth Affairs & Tourism Dept.	Directorate of Archives & Libraries, KP	-.19753	.744
	Directorate of Public Libraries Punjab	.14444	.959
	Culture, Tourism, Antiquities & Archives Dept., Sindh	-.22222	.527
	Culture, Tourism and Archives Dep. Balochistan	-1.03268*	.000
	Department of Libraries	-.64815*	.005

Note *. The mean difference is significant at the 0.05 level

5.5 Major Findings of the Study

Major findings based on empirical data collected from the field for accomplishment of this study are as follows:

- The data was collected from 119 public libraries of the country. Six bodies administratively controlled these libraries named as i) Directorate of Archives & Libraries, Khyber Pakhtunkhwa, ii) Directorate of Public Libraries, Punjab iii) Information Technology Board and Youth Affairs & Tourism Department, iv) the Department of Culture, Tourism, Antiquities and Archives, Sindh, v) Department of Libraries Islamabad, and vi) the Tourism and Archives Department, Balochistan.
- The majority of libraries' heads (68.9%) holds degrees of Master in Library and Information Science (MLIS), 5% of libraries' heads had research degrees, i.e., M. Phil/Ph.D, and a remarkable number of heads of 23.6% libraries were non-professional with master's and bachelor's degrees in other than LIS discipline.
- The heads of 91(76.4%) libraries were LIS professional, while 28(23.6%) libraries were being run by non-professional staff.
- It was found that 37% of heads of libraries had up to 5 years' experience, 34.5% had 6 to 10 years, and 7.6% of librarians were having more than 20 years of experience.
- The problem "lack training opportunities for LIS professionals was ranked first with the mean score (4.68), followed by "limited human resources" was ranked 2nd with the mean score (4.65), and the statement "insufficient IT literate staff" was ranked 3rd with the mean score (4.64).
- The other problems faced by the libraries were insufficient experienced LIS professionals, non-availability of technical support, lack of IT expertise among library users, non-availability of standard integrated library software and limited electronic resources/databases.
- Interrupted power supply, limited information resources, lack of commitment from the management, lack of financial resources, lack of awareness about the potential of IT among LIS professionals, reluctance among LIS professionals to use IT, and lack of initiative among LIS professionals in introducing IT-based resources & services were also the problems faced by the libraries.

- It was found that the public libraries in the province of Balochistan faced comparatively many problems because the responses of their libraries' heads indicated negatively inverse significant difference with the responses of libraries' heads belonging to other four groups. However, no significant difference was identified with libraries belonging to the "Department of Libraries."

5.6 Recommendations

Based on the findings of this study, following recommendations are brought forward for improvement of the situation:

- All the components of the existing public libraries need much improvement; therefore, the government should provide all the necessary resources and facilities as a matter of urgency. Moreover, the governments must develop and ensure implementation of minimum standards required for public libraries as specified by professional bodies such as the International Federation of Library Association (IFLA) and Institutions, and UNESCO.
- There should be a single umbrella administrative body, and all public libraries should work under its supervision to ensure a logical and tangible proportionate distribution of resources to each library and to ensure consistency in libraries' operation.
- The public libraries working under the supervision of the Culture, Tourism and Archives Department, Balochistan, are in awful conditions and need a complete revamping of all its facets. There is a need to construct new suitable buildings and provision of adequate furniture and fixture.
- More professional staff posts should be created and filled to provide better services to the community. The existing libraries should be upgraded, and new and well-equipped public libraries should be established at district and tehsil levels to meet the people's information and recreation needs.
- The uninterrupted power supply should be ensured to all public libraries.

References

- Anna, N.E. V. (2018). Transformation of public library websites in Indonesia. *Library Hi Tech News*, 35(8), 10-14. doi:10.1108/LHTN-02-2018-0011
- Ansari, M. A., & Munshi, S. A. (2018). Building public library collection in India: A study of book and non-book material. *Library Philosophy & Practice*. Retrieved from <https://digitalcommons.unl.edu/cgi/viewcontent.cgi?article=5405&context=libphilprac>
- Baqi, A. (2016). *Status and challenges of public libraries: A descriptive study of Balochistan*. (M.Phil thesis), University of Sargodha, Sargodha.
- Bhat, I. (2007). Public library in the new millennium: New services for the information age. Retrieved from <https://repository.arizona.edu/handle/10150/105523?show=full>
- Buschman, J. (2012). *Libraries, classrooms, and the interests of democracy: Marking the limits of neoliberalism*: Scarecrow Press.
- Gill, P. (2001). *The public library service: IFLA/UNESCO guidelines for development* (Vol. 97): NBD Biblion Publishers.
- Haider, S. J. (1998). Public libraries and development planning in Pakistan: A review of past efforts and future needs. *Asian Libraries*, 7(2), 47-57. doi:10.1108/10176749810368937
- Hussain, M. (2014). *Resources and services of public libraries of Khyber Pakhtunkhwa*. (M.Phil thesis), Minhaj university Lahore, Lahore.
- Hussain, M., & Idress, D. H. (2020). Status of Resources and services in the public libraries of Khyber Pakhtunkhwa: A study. *Pakistan Library & Information Science Journal*, 51(ICEIL-II), 48-56.
- Ikenwe, I. J., & Adegbilero-Iwari, I. (2014). Utilization and user satisfaction of public library services in south-west, Nigeria in the 21st Century: A survey. *International Journal of Library Science*, 3(1), 1-6. doi:10.5923/j.library.20140301.01
- Johnson, C. A. (2012). How do public libraries create social capital? An analysis of interactions between library staff and patrons. *Library & Information Science Research*, 34(1), 52-62.
- Kaliya, Perumal, & Baskaran, S. (2010). Information seeking behaviour of rural folk in Tamil Nadu: A case study of Peramakudi branch library. *Kelpro Bulletin*, 4(2), 49-59.
- Kaur, P., & Walia Paramjeet, K. (2015). Collection development and management within public libraries in Delhi: A study on government owned public libraries in the changing digital environment. *Library Management*, 36(1/2), 99-114. doi:10.1108/LM-11-2013-0104

- Khan, R. (2006). *Introduction to library science*. New Delhi: SBS Publishers and Distributors P. Limited.
- Mahmood, K. (2008). ICT based services in public libraries of Pakistan. *Pakistan Library & Information Science Journal*, 39(2), 9-15.
- Mirza, M. S. (2010). *Utilization of information technology in university libraries of Pakistan*. (Doctor of Philosophy), University of the Punjab Lahore, Pakistan.
- Rafi, M., Ali, S., & Ahmad, A. (2016). Administrative challenges to public libraries in Khyber Pakhtunkhwa Pakistan: An empirical study. *Journal of Studies in Social Sciences*, 15(1).
- Rafiq, M. (2011). *Prospects of digitization in university libraries of Pakistan*. (Doctor of Philosophy), University of the Punjab, Lahore, Pakistan.
- Rana, J. I., & Bhatti, R. (2020). Assessing resources and services of public libraries for their conversation toward community learning centers. *International Journal of Librarianship and Information Science (IJoLIS)*, 5(2020), 45-54.
- Reitz, J. M. (2014). *Online dictionary for library and information science* Retrieved from https://products.abc-clio.com/ODLIS/odlis_p.aspx
- Saleem, M., Bhatti, R., & Nadeem, M. (2011). The city public library and reading room Bagh Langley Khan, Multan: A study for revival. *Pakistan Library & Information Science Journal*, 42(4), 35-40.
- Saleh, A. G., & Lasisi, F. I. (2011). An assessment of public library services in North Eastern Nigeria. *Library Philosophy and Practice*, 507, 1-8. Retrieved from <https://digitalcommons.unl.edu/libphilprac/507/>
- Scott, R. (2011). The role of public libraries in community building. *Public library quarterly*, 30(3), 191-227.
- Sharma, A. N., & Chauhan, S. K. (2019). State of public libraries in Punjab (India): A preliminary study. *Library Philosophy and Practice*, 10. Retrieved from <https://digitalcommons.unl.edu/libphilprac/2700>
- Sigler, K., Jaeger, P. T., Bertot, J. C., McDermott, A. J., DeCoster, E. J., & Langa, L. A. (2011). The role of public libraries, the internet, and economic uncertainty. *Librarianship in Times of Crisis*, 19-35.
- Taufiq, M., Rehman, S. U., & Ashiq, M. (2020). User satisfaction with resources and services of public libraries of Lahore, Pakistan. *Library Philosophy and Practice (e-journal)*.

Retrieved from <https://digitalcommons.unl.edu/libphilprac/4347>

- Taylor, N. G., Jaeger, P. T., McDermott, A. J., Kodama, C. M., & Bertot, J. C. (2012). Public libraries in the new economy: Twenty-first-century skills, the internet, and community needs. *Public library quarterly*, 31(3), 191-219.
- Ullah, M. (2015). *The Status of information literacy instruction in medical libraries of Pakistan: An Appraisal*. (Doctor of Philosophy), University of the Punjab, Lahore, Pakistan.
- Waheed, A., Rafiq, G. M., & Soroya, M. S. (2017). Marketing application in public libraries of the Punjab: An exploratory study. *International Journal of Information Management Sciences*, 1(1), 1-16.
- Warraich N. F., Malik, A., & Ameen, K. (2018). Gauging the collection and services of public libraries in Pakistan. *Global Knowledge, Memory and Communication*, 67(4/5), 244-258. doi:10.1108/GKMC-11-2017-0089