SUPPORT SERVICE OF COLLEGE LIBRARIES IN UNDERGRADUATE EDUCATION

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Abstract

College libraries are crucial in achieving the College's objectives. At the academic level, it is a vital component of the teaching and learning process. This paper highlighted different service available in the college libraries in Kolkata to support Undergraduate education system. The objective of the paper included identifying the information resources available in college libraries in Kolkata and different services provided by the libraries. Here, a survey method was chosen to collect the data. In this study, it was revealed that electronic resources have very few numbers in the selected college libraries. This study evaluated the information services of college libraries in Kolkata; it revealed that the services of all college libraries were not fully automated. Some services were not provided by the most libraries, like interlibrary loans, reprographic services, and consultancy services, due to less demand by the users.

Key Words: College libraries, UG Education, Library Services.

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Introduction

Libraries are considered to be the heart of an education institute. They primarily exist to provide information to the learners. Due to rapid advancement in Information Communication Technology and the availability of information on the internet, the traditional libraries face a keen competition from hybrid/electronic libraries. Now, a day's users try to get information through internet as it is very easy to search and get information, instead of spending hours together in the library looking for information in the books, journals and other reading materials. Currently, libraries are gradually being transformed into knowledge resource centers. They are no longer limited to collection of books and periodicals. Users now require access to numerous kinds of materials and expertise.

College libraries play a vital role in the achievement of the objectives of the College. It is an integral part of the teaching learning process at the academic level. In order to successfully play its role in the college system a library must have appropriate resources like information resources, staff, space, etc. The College libraries make efforts to better serve the users by providing maximum service with their available resources.

Role of College Libraries in Under Graduate Education

The role of undergraduate college level education in the entire education system is very crucial. Most of the students join the college with very little or no experience of library use from their school days. The college libraries are expected to play a vi-tal role of introducing the library system and also its use among the new entrants. Ideally, if the students could have obtained the experience of library use in schools it would lessen the task of college library personnel.

Any library and Information centre is providing services to its user groups. To be most functional the services it provides should correspond as closely as possible to the needs of the users. It is thus, essential for a librarian to know his users in order to able to serve them effectively.

Today's libraries are repositories and access points for print, audio, and visual materials in numerous formats, including maps, prints, documents, microform (microfilm/ microfiche), CDs, cassettes, videotapes, DVDs, video games, e-books, audio books and many other electronic resources. Libraries often provide public facilities to access to their electronic resources and the Internet. Modern libraries are increasingly being redefined as places to get unrestricted access to information in many formats and from many sources. They are extending services beyond the physical walls of a building, by providing material accessible by electronic means, and by providing the assistance of librarians in navigating and analyzing tremendous amounts of information with a variety of digitaltools. Libraries are considered to be the heart of an education institute. They primarily exist to provide information to the learners. Due to rapid advancement in Information Communication Technology and the availability of information on the internet, the traditional libraries face a keen competition from hybrid/electronic libraries. Now,

a day's users try to get information through internet as it is very easy to search and get information, instead of spending hours together in the library looking for information in the books, journals and other reading materials. Currently, libraries are gradually being transformed into knowledge resource centers. They are no longer limited to collection of books and periodicals. Users now require access to numerous kinds of materials and expertise. College libraries play a vital role in the achievement of the objectives of the Institution. It is an integral part of the teaching learning process at the academic level. In order to successfully play its role in the college system a library must have appropriate resources like information resources, staff, space, etc. The College libraries make efforts to better serve the users by providing maximum service with their available resources.

Objectives of the study:

To identify the information resources available in these (the) selected College Libraries in Kolkata and to find out the different types of information services provided by the selected College libraries;

Literature Review

Alkorand Alhassan (2015) conducted a study on Evaluation of Reference Services in Academic Libraries. The major purpose of this study was to evaluate reference services in academic libraries in Nigeria. In order to carry out this study, 4 research questions were posed. The population of the study consisted of 100 students. (60 students from University of Agriculture, Makurdi, 60 students from Benue State University and 40 students from the University of Mkar). The major findings of the study revealed that reference services provided in the libraries include answering reference queries, provision of referral services and provision digital reference services.

Bhattacharjee, Sinha and Bhattacharjee (2014) conducted a study to know the status of information seeking behaviour of college library users of Cachar district, Assam which comprises of undergraduate students, faculty members and research scholars. The respondents are mainly drawn from the five selected college libraries of Cachar district, The questionnaire method were followed for gathering related information. The samples comprise of UG students, faculty members, research scholars, and Staff. They conclude that library users are not satisfied with the services provided by the college library.

Coleman, Mallon, and Lo (2015) Conducted a national survey of academic librarians to know the effect of the staffing changes in reference services, reference service innovations, changes of reference technology, library type and size, and service quality and examine the relations among them.

Dawngliana and Singh (2015) conducted a study on the students of Pachhunga University College and Government Aizawlcollege. The topic of the study was the use of information sources and services by students. The questionnaire was used as a tool to identify the opinion of users toward the use and awareness of library services, adequacy of library resources and their views on library services.

Edewor&et. al. (2016) in their paper discuss the strategies used by the University libraries in Africa for the library services, market their resources and the problem encountered by the libraries. They select 20 university libraries for their study. They found that the most used strategies for marketing of library and information services in African Universities libraries are library publications, orientation exercises, website, and flyers. This study also revealed that low-level use of social media such as Facebook, blogs, Twitter, e-mail alerts for marketing.

Yusuf (2012) conducted a study on Information needs, sources and information seeking behaviours of Women Artisans in Offa Metropolis. Here the women artisans in Offa metropolis such as tailors, embroiderers, hairdressers, manicurists and pedicurists formed the population of this study. Total 269 respondents were selected randomly and a structure questionnaire were distributed among them. Finding of this study gave details information on the type of information need of women artisan.

Methodology:

To get understanding about the study primary sources were consulted. The survey method was chosen using combination of techniques like questionnaire, interviews and observation. Investigator visited the libraries personally and met the librarians or In-charge.

Total 4 number of college libraries are selected for this study which are affiliated to University of Calcutta:
1. City College of Commerce & Business (CCCB)
2. Maharaja Manindra Chandra College (MMCC)
3. Maharani Kasiswari College (MKC)
4. Seth Anandram Jaipuria College (SAJC)

This study is very much important to identify the different resources available in the selected college libraries and evaluated the different services provided by the selected college libraries. But due to the time constraint the study limited to only 4 college libraries in Kolkata under affiliated to University of Calcutta and also limited to the study only the availability of resources and different services provided by the selected college libraries

Analysis & Findings General Information

1. **Status of the library building of the different colleges in Kolkata**

Building status	CCCB	MMCC	MKC	SAJC	Total
Own building	√	√	√	√	4(100%)
Rental	-	-	-	-	0(0%)

Above table shows that all i.e. 4(100%) college libraries has their own library building.

2. **Website available in the different colleges in Kolkata**

Availability of Website	CCCB	MMCC	MKC	SAJC	Total
Yes	√	√	√	√	4 (100%)
No	-	-	-	-	0 (0%)

Table no. 2 shows the availability of website in the different selected College libraries in Kolkata. It is revealed that all 4(100%) libraries have their own website .

3. **Library working hour of the different colleges in Kolkata**

Working hours	CCCB	MMCC	MKC	SAJC	Total
6 hours	-	√	√	-	2 (50%)
7hours	√		-	-	1 (25%)
8 hours	-	-	-	-	0(0%)
10 hours	-	-	-	-	0(0%)
12 hours	-	-	-	√	1 (25%)

Above table no. 3 indicate the library working hour of the different selected College libraries in Kolkata. It is found that 2(50%) college libraries working hour is 6 hours per day, followed by 1(25%) college libraries is 7 and 1 (25%) library is 12 hours per day .

4. Strength of library personnel of the different colleges in Kolkata

Post	CCCB	MMCC	MKC	SAJC	Availability of different Designate Personnels
Librarian	02	02	02	03	4(100%)
Library Assistant	-	-	01	-	01 (25%)
Library Clerk	01	02	00	02	04 (100%)
Library Peon	02	-	01	04	3(75%)
Library Attendant	-	-	03	-	01(25%)
Total Strength of library personnel	05	04	07	09	

From the above table no. 4, it is revealed that the availability of Librarian is in all selected college libraries i.e. 4(100%), the availability of Library Assistant is in 1(25%) library, the availability of Library clerk is in 4(100%) libraries, Library peon is in 3(75%) and Library Attendants is in 01 (25%) libraries

Information Resources

5. Distribution of resources in different College Libraries

Resources	CCCB	MMCC	MKC	SAJC	Percentage of the College libraries having the resources
Text Book	34000	36000	31000	50500	4(100%)
Reference book	3100	3200	2600	850	4(100%)
E-book	00	00	00	00	0(0%)
E-journal	00	00	00	00	0(0%)
Printed journals	18	21	08	12	4(100%)
Newspapers	09	04	04	08	4(100%)
CD-ROM	00	00	10	00	1(25%)

From the above table no. 5, it is found that the availability of text book collection, Reference book, Printed Journals and Newspaper is 100% in all selected college libraries i,e. 4 libraries, and CD-ROMs were available 01(25%) libraries.

6. Subscription of N-LIST by the college libraries

Subscription of NLIST	CCCB	MMCC	MKC	SAJC	Total
Yes	√	√	√	√	4(100%)
No	-	-	-	-	0(0%)

Above table shows that all i.e. 4(100%) college libraries subscribed NLIST

Technical organization

7. Different Classification schemes used by the different College libraries in Kolkata

Classification schemes	CCCB	MMCC	MKC	SAJC	Total
DDC	√	√	√	√	4(100%)
UDC	-	-	-	-	0(0%)
CC	-	-	-	-	0(0%)_

Above table shows that all i.e. 4(100%) college libraries used DDC for their classification scheme.

8. Different Catalogue code used by the different College libraries in Kolkata

Catalogue Code	CCCB	MMCC	MKC	SAJC	Total
AACR	√	√	√	√	04(100%)
CCC	-	-	-	-	0(0%)

Above table shows that all i.e. 4(100%) college libraries used AACR catalogue code.

Users

9. Distribution of Students as a Library Users in the College **Libraries**

Students	No. of College Libraries
Nil	0(0%)
Below 500	0(0%)
501-1000	0 (0%)
1001-2000	2(50%)
2001 above	2 (50%)
Total	4(100%)

The data about student users in libraries of Colleges shows that there are 1001-2000 numbers of students in 2 (50%) college libraries, and above 2001 numbers of students in 2 (50%) library.

Information Services and Products

10. Availability of Lending Service in the different college libraries in Kolkata

Availability of Lending Service	CCCB	MMCC	MKC	SAJC	Total
Yes	√	√	√	√	04(100%)
No	-	-	-	-	0(0%)

Table no. 10 shows that 4(100%) college libraries provide lending service.

11. Availability of Reservation of book in the different college libraries in Kolkata

Availability of Reservation of book	CCCB	MMCC	MKC	SAJC	Total
Yes	-	√	-	-	1(25%)
No	√	-	√	√	3(75%)

Table no. 11 shows that 1 (25%) college libraries provide reservation of book service and 3(75%) libraries were not allowed for reservation of book service

12. Availability of Renewal of book Service in the different college libraries in Kolkata

Availability of Renewal of book Service	CCCB	MMCC	MKC	SAJC	Total
Yes	√	√	√	√	4(100%)
No	-	-	-	-	0(0%)

Table no. 12 shows that 4(100%) college libraries provide renewal of book service.

13. Availability of SDI Service in the different college libraries in Kolkata

Availability of SDI Service	CCCB	MMCC	MKC	SAJC	Total
Yes	√	√	-	-	2(50%)
No	-	-	√	√	2(50%)

Table no. 13 shows that 2(50%) college libraries provide SDI service and 2(50%) libraries were not allowed for SDI service.

14. Availability of CAS in the college libraries in Kolkata

Availability of CAS	CCCB	MMCC	MKC	SAJC	Total
Yes	√	√	-	-	2 (50%)
No	-	-	√	√	2 (50%)

Table no. 14 shows that 2 (50%) college libraries provide CAS and 2(50%) libraries were not provide CAS.

15. Availability of User Orientation in the college libraries in Kolkata

Availability of User Orientation	CCCB	MMCC	MKC	SAJC	Total
Yes	√	√	√	√	4(100%)
No	-	-	-	-	0(0%)

Table no. 15 shows that 4(100%) college libraries provide User orientation service

16. Availability of Reprographic Service in the college libraries in Kolkata

Availability of Reprographic Service	CCCB		MKC	SAJC	Total
Yes	√	-	-	-	1(25%)
No	-	√	√	√	3(75%)

Table no. 16 shows that 1 (25%) college libraries provide Reprographic service and 3(75%) libraries were not provide Reprographic service

17. Availability of Reference services in the college libraries in Kolkata

Availability of Reference services	CCCB	MMCC	MKC	SAJC	Total
Yes	√	√	√	√	4(100%)
No	-	-	-	-	0(0%)

Table no. 17 shows that 4(100%) college libraries provide Reference service.

18. Availability of Inter library loan service in the college libraries in Kolkata

Availability of Inter library loan service	CCCB	MMCC	MKC	SAJC	Total
Yes	-	-	√	-	1(25%)
No	√	√	-	√	3(75%)

Table no. 18 shows that 1 (25%) college libraries provide Inter library loan service and 7(75%) libraries were not provide.

19. Availability of consultancy services in the college libraries in Kolkata

Availability of consultancy services	CCCB	MMCC	MKC	SAJC	Total
Yes	√	-	√	√	3(75%)
No	-	√	-	-	1(25%)

Table no. 19 shows that 3 (75%) college libraries provide consultancy service and 1(25%) libraries were not provide consultancy service.

Computerisation of the library

20. Library automation software used by the libraries

Library automation software	CCCB	MMCC	MKC	SAJC	Total
Koha	-	-	√	√	2(50%)
Soul	√	√	-	-	2(50%)
Libsys	-	-	-	-	0(0%)
E-Grantalaya	-	-	-	-	0(0%)

Above table shows that 2(50%) college libraries used Koha software for library automation and 2 (50%) college libraries used Soul software for library automation

21. Areas of computerisation in the different College libraries in Kolkata

Areas of computerisation	CCCB	MMCC	MKC	SAJC	Total
Acquisition	√	-	-	-	1 (25%)
Cataloguing	√	√	√	√	4(100%)
Serials controls	-	-	-	-	0(0%)
Circulation	√	-	√	√	3(75%)
Bar-coding	√	√	√	√	4(100%)

Table no. 21 shows that the computerised catalogue and bar-coding technology has been completed in 4(100%) college libraries , followed by computerised circulation completed in 3(75%) college libraries and computerised acquisition in 1(25%) college libraries.

IT based services

22. Quick link service through library website in the different College libraries in Kolkata

Quick link service	CCCB	MMCC	MKC	SAJC	Total
DELNET Services	-	-	√	-	1(25%)
Online full text e-journal/e-book service other than consortia	-	√	√	-	2(50%)
CD ROM and DVD based services	-	-	√	-	1(25%)
Internet services	√	√	√	√	4(100%)
Digital library service	√	-	√	-	2(50%)
Document Scanning service	√	-	√	-	2(50%)
Document printing service	√	-	-	-	1(25%)
Institutional Repository	√	-	-	-	1(25%)

Table no. 22 shows that internet service provided 4(100%) libraries, followed by Online full text e-journal/e-book service other than consortia, Digital library service and document scanning service provided 2 (50%) libraries and DELNET Services, CD ROM and DVD based services, Document printing service & Institutional Repository provided 1 (12.5%) library.

23. The College libraries have different mechanism to provide services to the users convenient place

Users convenient	CCCB	MMCC	MKC	SAJC	Total
Department Library	-	√	√	√	3(75%)
Study centers	-	-	-	-	0(0%)
e-mail	√	√	√	√	4(100%)
Interlibrary loan	-	-	√	-	1 (25%)

Above table shows the different mechanism adopted by the college libraries to provide services to the users in their convenient place. It is revealed that 4(100%) college libraries provide services through e-mail followed by 3(75%) libraries provided services to the users through department library and 1(25%) college library responded that they provide through interlibrary loan.

Library problems

24. Problems available in different College libraries in Kolkata

Problems	CCCB	MMCC	MKC	SAJC	Total
Lack of trained staff	√	√	√	√	4(100%)
Lack of proper technology	-	√	-	-	1(25%)
Investment for the library is insufficient	-	-	-	√	1(25%)
Less demand for available information service/products	-	-	-	-	0(0%)

Table 24 shows that out of 4 college libraries, 4(100%) college libraries faced the problem due to shortage of trained staff present in their library, 1(25%) college libraries pointed out that they are facing problem due to less investment for the library and 3(37.5%) college

libraries faced the problem due to lack of proper technology

Conclusion

Libraries are the important resource centre in the College. College libraries were established on the basis of various set of objectives of their parent institutions. Therefore library services and resources were evolved according to their user need. In these ways the libraries had been creating their own identity.

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