

**A SURVEY OF USER ATTITUDE TOWARDS THE  
REFERENCE RESOURCES AND SERVICES OF  
FOUR ACADEMIC LIBRARIES OF  
KATHMANDU VALLEY**

**A Thesis**

**Submitted to the**

**Central Department of Library and Information Science  
for the Fulfillment of the Requirement for the Masters'  
Degree in Library and Information Science**

**Submitted by**

**UPASANA PANDIT**

**Central Department of Library and Information Science**

**Faculty of Humanities and Social Sciences**

**Tribhuvan University**

**Kirtipur, Kathmandu**

**May, 2008**

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Faculty of Humanities and Social Sciences  
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## LETTER OF RECOMMENDATION

This is to certify that Miss. Upasana Pandit has prepared this dissertation entitled "*A SURVEY OF USER ATTITUDE TOWARDS THE REFERENCE RESOURCES AND SERVICES OF FOUR ACADEMIC LIBRARIES OF KATHMANDU VALLEY*" under my supervision and guidance. I recommend this dissertation for final approval and acceptance.

Date: March, 2008

.....  
Dr. Madhusudan Karki  
Thesis Supervisor

## **LETTER OF ACCEPTANCE**

The thesis hereto attached, entitled "*A SURVEY OF USER ATTITUDE TOWARDS THE REFERENCE RESOURCES AND SERVICES OF FOUR ACADEMIC LIBRARIES OF KATHMANDU VALLEY*" prepared and submitted by Miss. Upasana Pandit in partial fulfillment of the requirement for the Masters' Degree of Library and Information Science is hereby accepted and approved.

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## ACKNOWLEDGEMENTS

This thesis is submitted to Central Department of Library and Information Science (CDLIS) for the partial fulfillment of Master Degree of Library and Information Science in Tribhuvan University (TU), Kirtipur.

I would like to express my sincere gratitude to my thesis supervisor Dr. Madhusudan Karki from CDLIS. I am highly indebted for his encouragement, great support, continuous guidance, useful suggestions and valuable comments in the completion of this research work.

I am very grateful to head of department, Mrs. Nirmala Shrestha and all the faculty members of CDLIS, Mr. Rudra Prasad Dulal, Mr. Bhim Dhoj Shrestha, Dr. Mohan Raj Pradhan, Mrs. Leela Dahal and Mr. Bishnu Prasad Aryal for their kind suggestions and supports for the preparation of this work. My sincere thanks go to all the staff of Tribhuvan University Central Library (TUCL) and CDLS who have always been kind and helpful for their assistance in the study. I would give thanks to the staff members of Padma Kanya Campus (PK), Tri-Chandra Campus (TC), Nepal Commerce Campus (NCC) and Public Youth Campus (PY) for their kind cooperation to provide necessary data collection. Especially, I would like to express my thankfulness to the librarians, Mr. Shyam Krishna Shrestha from PK, Mr. Bishnu Prasad Aryal Public Youth, Mr. Promod Bhatta from TC and Mr. Lalitman Shakya from NCC for their assistance.

I am very grateful to all my classmates who constantly helped for providing necessary information that has been used for this study.

My special acknowledgements to my family for the continuous support, inspiration, constant encouragement, boundless love during my entire life and my study too.

Finally, I would like to express my sincere gratitude to Resunga Computer Service, Kirtipur for carefully typing the manuscript. I also ask for excuse whom I forgot to acknowledge knowingly or unknowingly in course of my work.

Pandit, Upasana

## **ABSTRACT**

The thesis is entitled "A survey of user attitude towards the reference resources and services of four academic libraries of Kathmandu Valley" are carried out. The main objectives of this study is to examine and analyze the present existing situation, condition, resources and services of library and their management for effective organization. Reference service is one of the library's primary services behind acquisitions, classification, cataloguing and physical planning. This service provides personalized assistance to library users in accessing and using suitable information resources to meet their needs. Random sampling method was adopted in order to select sample size after determining the total population. The required data and information have been obtained from the primary source and secondary source with the help of semi-structured questionnaire. For this, four academic campus libraries were selected (PK, TC, NCC, PY) in the Kathmandu valley.

The analysis of this study includes 117 respondents which is 84.8% of questionnaire distributed. The questionnaires were distributed to 30% of the total population. The total population in this study was 464 students. Among 117 respondents, 24 respondents belonged to Padma Kanya Campus studying in Master Level first year in Humanities faculty and 26 respondents belonged to Tri-Chandra Campus studying in Master Level first year in Humanities faculty. Similarly, 29 respondents belonged to Nepal Commerce Campus studying in Master Level first year in Management faculty and 38 respondents belonged to Public Youth Campus studying in Master Level first year in Management faculty.

According to the findings of the research, most of the respondents view that the collections of documents in the library are inadequate. Most of the researcher does not get documents in time due to insufficient number

of books, lack of new edition books, staff biasness and delayed return of issued books by library members. Thirty nine percent of the students visit library daily. Those who mostly visit library for borrowing the textbook. Sixty three percent of the students are satisfied with the opening hour of library but only 36% are not satisfied with the existing time period. Sixty seven percent respondents mentioned that they are familiar with the reference materials. Sixty two percent students are not satisfied with the reference materials which are insufficient in total collection of the library materials. More than 50% students have knowledge about catalogue system and 86% have responded for the necessity of the catalogue system.

It highlights for the development of library, efficient library services, professional librarian, sufficient budget, standard-classification scheme and standard-cataloguing system. Modern computerizing and online services are the main problems for the users without which the users cannot get effective information. Therefore, the libraries should address all such shortcomings to improve their conditions and need to be carried out positive attitude of the library users in the existing campus library.

Pandit, Upasana

## **PREFACE**

In this study, the first chapter has described about the introduction of study under which all these background of the study, statement of the problem, objective of the study, scope and limitation of the study, significance of the study, organization of the study and definition of terms. The main objective of this research is to provide information and knowledge for students and teachers in respected study.

The second chapter has dealt the theoretical review of study about the reference resources and services. Libraries are now being faced to change because increasing numbers of users are no longer solely dependent on a static storehouse to satisfy their information needs. The efficiency and collection of library depends of curriculum materials as well as recreational materials.

The third chapter has described the focus of the study. This study has dealt with background information on the four academic libraries of Kathmandu valley

The fourth chapter consists of research methodology. Field survey was conducted to collect data, semi-structure questionnaire was the tool used for the data collection procedure and both descriptive and analytical research design have employed for the study.

The fifth chapter has mentioned the analysis and presentation of those collected data.

The sixth chapter has been made up of the summary, conclusion and recommendations of the study. However, this type of study in the field of library and information science is new research work and it will help to improve the campus libraries in future.



## CATALOGS OF THE THESIS

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**Subject added entry**

D	ACADEMIC LIBRARIES
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**Subject added entry**

D	REFERENCE SERVICE
025.52	Pandit, Upasana
P 192s	Survey of user attitude towards the reference resources and services of four academic libraries of Kathmandu Valley/Upasana Pandit.- Kirtipur: Central Department of Library and Information Science, TU, 2008. xiv, 87p.: ill.; 30cm. Dissertation : Masters' degree of Library and Information science from CDLISc

## Title added entry

D	Survey on user attitude towards the reference resources and services of four academic libraries of Kathmandu Valley
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## Abbreviations and Acronyms

AD	Anno Domini
ASLIB	Association of Special Libraries and Information Bureau
BS	Bikram Sambat
CAS	Current Awareness Services
CC	Colon Classification
CDLIS	Central Department of Library and Information Science
DDC	Dewey Decimal Classification
Fig.	Figure
i.e.	that is
MIT	Modern Information Technology
NGO	Non-Governmental Organization
NCC	Nepal Commerce Campus
PK	Padma Kanya Campus
PY	Public Youth Campus
RUSA	Reference and User Services Association
SDI	Selective Dissimination of Information
TC	Tri-Chandra Multiple Campus
TU	Tribhuvan University
TUCL	Tribhuvan University Central Library
UDC	Universal Decimal Classification
UGC	University Grant Commission

## CHAPTER I

### 1.1 Introduction

#### 1.1.1 Background of the Study

Library was regarded as a storehouse and books were meant for preservation. The librarian was supposed to be a custodian, who did not encourage the use of books. As far as possible a librarian kept the books out of the way of the readers. Libraries are tended to be passive and archival institutions.

A modern library, with a few exceptions is regarded as a service oriented institution. Its aim is to enable the users to make the most effective and efficient use of the resource and services of the libraries for the acquisition of knowledge, because knowledge is very important for human development.

According to International Bureau of Education (UNESCO) "... a man who is illiterate cannot participate fully in social and economic life; he is likely to be less healthy, poorer and die sooner than his literate brother." So education is a process of thinking, connection and acquisition of knowledge. The human society since its inception has created, gathered, stored and disseminated knowledge through a variety of media<sup>1</sup>. Among many others, library is one which has played significant role for creation, gathering, storing and dissemination of knowledge.

#### 1.1.2 History of Library

The word library is derived from Latin word "Liber bearing the meaning "book" in French "liberainre" means book shop a person who rents or sells the text to students and 'the home of book' in Sanskrit.

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<sup>1</sup> Indra Gandhi National Open University School of Social Science: Role of Academic Library in Education, New Delhi: IGNOU, 2002, P. 7.

Contemporary libraries maintain collections that include not only printed materials such as manuscripts, books, newspapers, and magazines but also art reproductions, films, sound and video recordings, maps, photographs, microfiche, CD-Rooms, Computer software, online databases and other media<sup>2</sup>.

The history of libraries is parallel to the history of writing. For about 5,500 years, people have made written records of their ideas, their relations with others, and the world around them. They have kept their records on a variety of materials – bone, clay, metal, wax, wood, papyrus, silk, leather, parchment, paper, film, plastic, and magnetic tape. At almost every stage in the development of these materials, people have assembled the collections of their records into libraries.

**Libraries of clay** were established in ancient Mesopotamia, a region that now covers part of Iraq, Syria, and Turkey. The peoples of Mesopotamia discovered that lasting records could be made by making marks on wet clay, which was then dried or baked. Thousands of these clay tablets still exist, but scholars have not yet learned the meaning of the markings on all of them.

Some of the oldest clay tablets discovered were made more than 3,000 years before the birth of Christ by the Sumerians, the people who lived in southern Mesopotamia. A library of 30,000 clay tablets has been found at the site of the ancient city of Nippur (see Sumer). Archaeologists have found other libraries of clay tablets in excavations of ancient cities in Syria and Turkey.

In 1850, British archaeologists discovered thousands of clay tablets at the site of Nineveh, the capital of ancient Assyria, which occupied northern

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<sup>2</sup> MSN, Encarta

Mesopotamia. The tablets formed a part of library in the palace of King Sennacherib of Assyria, who ruled from 704 to 681 B.C. In 1853, a larger library was found nearby. This collection had been assembled by Achurbanipal, Sennacherib's grandson. Ashurbanipal brought together a huge collection of records from earlier kingdoms and empires.

**Libraries of papyrus** During the period the people of Mesopotamia were writing on clay, the Egyptians were using papyrus, a writing material made from the papyrus reed that grew in the marshlands of the Nile River. The Egyptians cut its stems into strips, pressed the strips into sheets, and joined the sheets to form scrolls. Some of the scrolls reached a great length. One, called Harris Papyrus 1, is 41 meters long. This scroll is in the British Library.

Papyrus is extremely perishable. Even so, some ancient writings on papyrus have survived. The oldest ones date from about 2700 B.C. and Harris Papyrus 1 dates from the 1100's B.C.

Papyrus became the preferred writing material among people of the Mediterranean area about 500 B.C., and it remained so until about A.D. 300. The Egyptians used it until the 900's.

All the great libraries of ancient Egypt, Greece, and Rome consisted of collections of papyrus scrolls. These libraries disappeared, and most of what we know about them is based on second hand reports.

**Libraries of animal skins** when papyrus was not available Scholars of the ancient world wrote on leather which is made from animal skins. During the 1940's and early 1950's, hundreds of manuscripts, chiefly leather scrolls, were found in caves near the shore of the Dead Sea. These Dead Sea Scrolls, as they are called, probably belonged to the library of a Jewish religious group called the Essenes. The Essenes lived in

the 68. One of the main activities of the group members was the copying of religious texts. The Dead Sea Scrolls include the oldest known manuscripts of the Bible.

**Libraries of Parchment**, made from thin layers of animal skin, was a great improvement over leather. According to legend, parchment came into wide use because of the rivalry between the library in Alexandria and the library of Pergamum, a city in what is now Turkey. When Pergamum's library threatened to become better than Alexandria's, the Egyptians cut off the supply of papyrus of Pergamum. So the people of Pergamum developed parchment as a substitute. This is how the word parchment comes from Pergamum.

Parchment sheets cannot be satisfactorily joined into rolls, as sheets of papyrus can be. Therefore, scribes and librarians developed the practice of folding several sheets of parchment down the middle and sewing them together through the fold. By the time the West Roman Empire ended in A.D. 476, parchment had largely replaced papyrus in Europe.

**Libraries of Paper and Printing**, by 1500 A.D. paper almost completely replaced parchment. During the Renaissance in Europe, the spread of education and increasing demand for knowledge created a demand for books which greatly exceeded the supply that could be made by hand copying. The problem was solved by the invention of printing from movable type. Gutenberg began printing books in the mid-1500's and his technique spread rapidly.

Printing on paper revolutionized book making. The growth of libraries was quickened with the spread of printing. The growth, development and decay of library from Antiquity to the Middle Ages reached a turning point in the Age of Renaissance and reformation and finally unique inventions one have given impetus to the intellectual curiosity of man to

enter the modern Age, where library could find a useful role to play in the changing cultural context.

### **1.1.3 Library: Present Situation**

According to S R Ranganathan, a library is "a public institution or establishment charged with the care of a collection of books, the duty of making them accessible to those who require the use of them and task of converting every person in its neighborhood into a habitual library goes and reader of books."<sup>3</sup>

Libraries have played an important role in preserving the history of civilization since the invention of writing. The story of civilization indicates that libraries have been an essential part of civilized society and these came into being to serve the needs of society. Their form, character, purpose, functions and services have been determined by the needs of the society served by it. The libraries have played an important part in the social, political, economic and cultural development of the society.<sup>4</sup>

A library has been described by various educationalists as the "Mind of society"; "House of wisdom"; the "house of learning", the community's Intellectual Centre"; a "training school for democracy", project its influence in moulding the life of the community."

### **Role of Present library**

To serve as a vehicle of social progress, the library plays a vital role to -

- assemble, organize, preserve, socialize and serve all expressed thought embodied as manuscripts, books, periodicals, their

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<sup>3</sup> Raganthan, S.R.: Reference Service and Bibliography V. 1, Madras: Madras Library Association, 1940, P. 25

<sup>4</sup> Naidu, R. Sreepathy, "Academic Librarianship; A Perspective", New Delhi: Gyan Publishing House, 1989, P. 16.

constituent documents, however minute, and every other similar document produced as a means for communication;

- help in the transmission of knowledge of the earlier generations to the later ones;
- help in cumulation and further building up of knowledge from generation to generation;
- help in the contemporary development of knowledge, by the unintended and purposeless repetition of effort and the consequent wastage in the research potential of humanity;
- conserve the research time of humanity by the separation of literature research from positive search.<sup>5</sup>
- library forms a component of the history of human civilization. Libraries are closely related to intellectual history as well as to organizational structure of society. A library does not exist for its own sake. Its objectives, role, functions, services and kinds depend upon the needs of the people served by it. The libraries have responded to these needs.

#### **1.1.4 Reference Book**

A reference book is not meant to be read through, but has an array of unrelated entries, which are generally alphabetically arranged.

Nwogu (1991) defines reference source as "books not meant to be read from cover to cover but only to be consulted for certain information or facts". He continues in his definition, saying, "these books are expected to be in the library at all times".

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<sup>5</sup> Ibid.



### **1.1.5 Reference Service**

Reference service is one of the library's primary practices besides acquisition, classification, cataloguing and physical planning. The term 'reference services' or sometimes referred to as 'reference and information services' can be defined as personal assistance provided by trained personnel to library users seeking information. Bunge and Bopp (2001) noted that such personal assistance is the essence of reference services and is the fundamental role of the reference librarian. The goal of the reference librarian is to meet the information needs of the users. A reference service is an important part of the work in library. It consists of the assistance given to readers in their use of library resources. It has two functions in their use of library resources.

1. Making resources available to readers.
2. Instructions for the use of the library

The key elements in reference are the collection, the librarians, and the library users. Ifidon (1997) defines reference service as "the spring board to the library and librarianship, wherein one is involved with all aspects of information both theoretical and practical."

Ugwangyi (1998) defines reference service as , "The personal assistance given to the user in finding specific information", whether direct or indirect. According to Clark (1997), direct reference service is personal assistance to individual seekers of information. Indirect reference service consists of behind-the-scenes activities including selection, acquisition, processing and maintenance of library catalogues, bibliographies, other reference aids and the administration of reference section

Reference and information services have always been the main component of library services. They provide personalized assistance to

library users in accessing suitable information resources to meet their needs. Libraries exist for users. It is for the potential user that librarians select and acquire what has been recorded in any available form. So, reference /information service begins from knowledge and information without users cannot be well facilitated.

The Reference and User Services Association (RUSA) of the American Library Association has been a leader in formulating standards of reference services. RUSA that has a responsibility for supporting the development of reference services for library users of all ages has issued guidelines for the development and delivery of such services. The guidelines state that:

Information services in libraries take a variety of forms including direct Personal assistance, directories, signs, exchange of information culled from a reference source, reader's advisory service, dissemination of information in anticipation of user needs or interests, and access to electronic information.

### **1.1.6 Types of Libraries**

As per the functions of libraries and targeted users, libraries are categories into following types:

1. National libraries
2. Public libraries
3. Special libraries
4. Missionary libraries
5. Academic libraries (school, college and university)

### **1.1.6.1 National library**

The national library has a national responsibility. It stands as the apex institution for library services in a country.

According to UNESCO's definition "National library of a country is the one responsible for collecting and conserving that country's book production for the benefit of future generation."

The national library is taken as a national organization in the field of library science. Therefore, it enjoys a parallel status with either national achieves or national museum.

### **Objectives of National Libraries**

1. To acquire and conserve the whole of the national production of printed material.
2. To provide bibliographical services of its own country.
3. To undertake the production of current national bibliographies and also retrospective national bibliographies where needed.
4. To assemble material for a central register of manuscript collections and to keep it up-to-date.<sup>6</sup>

### **Functions of National Libraries**

The functions of a National Library's can be summarized as follows:

1. It receive through copyright or legal deposit, all published materials in the country.
2. It acquire and preserve foreign publications in the major field of human knowledge.

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<sup>6</sup> Mahapatra, P.K. and Chakrabrti B., "Orgnaising Information in Libraries", New Delhi: Ess Ess Publications, 1999, P. 30.

3. It compile and publish the national bibliography.
4. It represent the country in international bibliography.
5. It serve as a national bibliographical information centre.
6. It publish catalogues of its holdings in printed books, manuscripts and other materials.
7. It function as the centre for national inter-library lending system.
8. It act as a centre of research of library techniques

### **1.1.6.2. Public library**

The public library is an educational institution open to all rich or poor, young or old. It is an institution which has no age limit, no entrance requirements other than the desire to learn. The public library is often called the people's university.

A public library is supposed to carry out the functions of providing recreation, information, inspiration and education for people. Public libraries are the product of democracy because they are open to all without any consideration of caste, creed, color or sex.<sup>7</sup> It may include students, teachers, research scholars, businessman, professionals, housewives, retired persons, neo-literature etc.

### **Objectives of Public Libraries**

The objectives and functions of Public libraries are summarized as follows:

1. To help the life-long self education of one and all.
2. To furnish up -to-date facts and information on all subjects to one and all.

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<sup>7</sup> Subedi, Madhusudan, "Fundamentals of Library and Information Science", New Delhi: Nirala Publication, 1990, P. 33.

3. To distribute in an unbiased and balanced way all sources of recorded reviews and thoughts to one and all, and serve as a help in the discharge of their political responsibilities in respect of local, national and international affairs.
4. To contribute to productive drive by information to management of the latest trends in diverse enterprises by ploughing back in the minds of researchers, designers and technologists, every piece of relevant new thought promptly.
5. To preserve the literary remains of humanity for posterity as vehicles of culture and source materials for antiquarian research.
6. To provide to one and all worthy and elevating use of leisure

### **Functions of Public Library**

1. It facilitates informal education of all people in the community.
2. It enriches and further develops the subjects on which individuals are taking formal education.
3. It provides the information needs of all.
4. It supports the educational, civic, and cultural activities of groups and organizations and
5. It encourages wholesome recreation and constructive use of leisure time.

#### **1.1.6.3. Special library**

The special library is concerned with the literature of a particular subject or group of subjects. It may be designated in different ways such as, scientific library, technical library etc. It may be designated by subject as medical library, agriculture library, etc. It may also be designated in relation to its parent institution such as, research organization,

government agency and similar others.<sup>8</sup> The Association of Special Libraries and Information Bureau (ASLIB) defined special library "as a department/faculty responsible for the acquisition, indexing and distribution of recorded knowledge directly concerned with the work of a specialized organization or a special group of users."

### **Objectives of Special Libraries**

1. To provide information service, which enables the members of the organization to keep track of the significant developments in their field of interest.
2. To provides information pin pointedly, exhaustively and promptly, thereby saving time of the users.
3. To provides inspiration and stimulation to users by means of balanced collections and fine services.

### **Functions of Special Libraries**

A special library may perform the following functions:

1. It helps in selection of documents and sources of data/information.
2. It helps in acquisition of documents and data/information.
3. It helps in processing of documents and data/information.
4. It helps in storage of documents and data/information.
5. It retrieves documents and data/information.
6. It helps for Publication or reproduction of documents and data/information.

#### **1.1.6.4 Missionary Libraries**

Those libraries which serve the public in non-governmental level, with no government funds and resources but are funded by foreign government to

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<sup>8</sup> Organizing information, P. 36.

strengthen information exchange as well as cultural and diplomatic ties between two countries are missionary libraries. The collections of these venues are not limited, it collects various and provides services as the need of users.

### **Objectives of Missionary Libraries**

The main objectives of Missionary libraries are

1. To provide the service to the users of the country where they are established.
2. To strengthen the information exchange and culture of two diplomatically tied up countries.
3. To distribute publication of their country for the users of the other related country.
4. To share their culture and knowledge through the library are other parallel objectives to the main objectives.

### **Functions of Missionary Libraries**

Following are the functions of Missionary libraries:

1. It provides the service to the public of the country where the library is established.
2. It strengthens the information exchange and culture between two countries which are diplomatically tied up.
3. It collects various types of collection and provides services as the need of users.
4. It emphasizes on the publication of their own country which provides the proper knowledge to their users.

#### **1.1.6.5. Academic library**

Academic libraries are meant for schools, colleges, universities and similar educational institutions such libraries have played an

indispensable role in the dissemination of information and knowledge.<sup>9</sup> UNESCO has recognized that academic libraries play an indispensable role in the dissemination of information and knowledge and has taken active steps to promote this establishment and improvement throughout the world, by support of pioneer school, college and university library projects in underdeveloped countries and of Marcum cooperation between existing institutions throughout the world.<sup>10</sup>

The fundamental role of academic library is educational that may give a dynamic instrument of education. It provides facilities to students, faculty members/teachers, schools, researcher etc. to enhance their knowledge. The academic library is always linked with the objectives of academic institutions as a whole. The students receive their education through class room lectures that are supposed to be a glimpse of the knowledge. So the academic library must provide sufficient service to fulfill the needs of the users and to utilize the collected information more effectively.<sup>11</sup>

The libraries in the educational setting are virtually concerned with the teaching and learning processes experienced by specific communities. Hence they range from the largest university library to the smallest school library.

### **Objectives of Academic Libraries**

1. To serve the curricular, cultural and general educational requirements of the academic community.
2. To provide reference materials at appropriate levels.
3. To provide study areas of users.

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<sup>9</sup> Karki, Madhusudan, "the study of emergence and development of libraries, information centre and information professionalism....., 2002Pg.54

<sup>10</sup> Chandler, G., "Libraries in the Modern World" 1<sup>st</sup> ed. London: Pergamon Press Ltd, 1965, P. 45.

<sup>11</sup> Mahapatra, P.K. and Chakrabarti, B. "Orgniazsing Informatin in Libraies, New Delhi: ESS ESS Publiscaiton, 1999.



4. To provide lending service appropriate to different types of users.
5. To provide an active information service.

### **Functions of Academic Libraries**

1. It provides the facilities of life-long self education.
2. It provides information/documents on all subjects including local, national and international affairs to serve economic, political and social welfare.
3. It serve the needs and requirements of the teachers and students towards reading, study and research
4. It assist its parent body to carry out its programme.

An academic library can succeed in its defined aims only if the library collection is balanced and selection is done on sound principle. The library collection should include all forms of recorded information owner by the college for education, inspiration, leisure, entertainment and recreational purpose, including multidimensional, cultural, pictorial and print materials.<sup>12</sup>

An academic library is categorized into the following types. They are:

1. University library
2. College library
3. School library

### **1. University Library**

No university can develop effective work in the academic community without a good library as its centre.

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<sup>12</sup> Ibid

The purpose of the university library is "to support the instructional and research programmes of the university".<sup>13</sup> A university library is an integral part of the society. It has therefore a social obligation to solve social, economic and political problems. University is a greater emphasis on research function. Therefore, research facilities are being increasingly used towards its aim. Thus universities are contributing towards education of individuals and society in general.

According to Wilson and Tauber, "the well-administered university library directs its activities towards the fulfillment of these functions. By accumulating and organizing books, manuscripts, journals, and other materials, the university library serves as an individual aid in the conservation of knowledge, an ideas and an active force in the teaching, research and extension programmes of the university. Through direct assistance to the members of the faculty and research staff and through the service of members of the library staffs as instructional officers, the university library participates in the interpretative function of the university. Through its many bibliographical and other reference services the library aids individuals of the instructional and research staff who are engaged in the preparation of materials for publication."<sup>14</sup>

### **Objectives of University Libraries**

The main objectives of University Library is -

1. To meet the reading and informational requirements concerning teaching, research and other academic programs of the University.
2. To build up the collection in depth at a comprehensive level in the areas of specific interest or specialization.

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<sup>13</sup> Mahapatra, P.K., "Organizing Information in Libraries

<sup>14</sup> Krishna, Kumar, "Library Orgnaization". New Delhi: Vikash Publishing House, 1987 P. 45.

3. To support the research activities of members by acquiring research materials in anticipation and on demand promptly.

### **Functions of University Libraries**

1. It provide intellectual and managerial leadership to the various fields of government, industry, health, engineering, law etc and imbue them with a sense of social purpose.
2. The results of research could be harnessed to improve the quality of life of the people.
3. It conserves knowledge and ideas for posterity.
4. It fosters the ideals of social justice, religious tolerance, and national integration among its diverse people.

The aim of reference service in University library is to assist the user in the most effective use of the resources and services by providing specific, exhaustive and prompt information on demand and also in anticipation.<sup>15</sup> Senior students are likely to be more proficient in the use of the library. Due to varied needs as well as being more familiar with the library, they are more likely to use reference services.

### **2. College library**

Among the academic library, college is an institution of higher education. Now a -days a college library is a power house of knowledge. It provides service to the students, teachers and research workers. So the librarian must be a friend, philosopher and guide of the students as well as other readers. Thus mutual cooperation and coordination is very essential among the readers, students and the library staff.

The fundamental aim of a college library is to inject the reading habit in the students who have never been acquainted with books in their college

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<sup>15</sup> Ibid.

life and also to give opportunities to the ignorant and the indifferent students, so that they can enjoy the art of reading and have self study.<sup>16</sup>

The important objectives of college library are as follows:

### **Objectives of College Libraries**

1. To acquire and organize its resources such as books periodicals, manuscripts, documents and other library materials.
2. To provide the physical facilities and adequate equipment like microfilm, photocopying machines, electronic stencil cutters etc which will be helpful in the use of the library resources.
3. To train and guide the students in the efficient use of the library and reference materials.
4. To cooperate with other libraries in the area of region or nation to promote interlibrary loan facilities for the greater interest of the readers.

Library is a central organ of an academic institution on the basis of which the entire character and efficiency of the parent body is judged. The primary objective of academic libraries is to support the teaching learning programmes of the universities and colleges.

Libraries have set an important place in the educational institution. A library can survive independently but academic institution cannot survive without a library.

A College library is considered as an instrument of instruction. In order to fulfill the obligation towards its parent institution, it has to serve adequately the needs and requirements of teachers and students for their studies. Thus, the fundamental function of college library is to support

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<sup>16</sup> Subedi, Madhusudan, "Fundamentals of Library and Information science," New Delhi: Nirala Publication, 1990. pg. 38.

and assist its parent organization to carry out its programmes successfully with the availability of adequate reading resources, facilities and services are made available.

### **Functions of College Libraries**

A college library is expected to support the objectives of the college. Thus the basic function of a college library is to assist its parent body to carry out its programme. This means that it must adequately serve the needs and requirements of the teachers and students for intensive reading studies and researches. Following are the functions of college library:

- It helps in Circulation of documents-books, periodicals, newspapers etc.
- It helps in orientation of new members.
- It provides inter-library loan services.
- It helps in personal assistance to locate reading materials.
- It helps to use the catalogue.
- It provides CAS and SDI services.
- It provides reprographic services.<sup>17</sup>

The basic common attempts of all college libraries should be to meet the legitimate needs and demands of all the users from the senior professor, engaged in research to the fresh students just entering. The library should serve the reading, reference and research needs of the members of the college community.<sup>18</sup> The collection should be selected and developed on the basis of the educational philosophy and objectives of the institution, the extent and nature of the curriculum, methods or instruction, size of the faculty and their needs, for research material and

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<sup>17</sup> Library Herald. Vol. 32, No. 3-4, March 1995.

<sup>18</sup> Mahapatra, P.K. and Chakrabarti, B., "Organizing Information in Libraries," New Delhi; Ess Publication, 1999. P. 34.

the range of services required by the library users. The collection should also include the equipment needed in the use of materials, such as micro-readers, viewing and listening facilities and photocopying equipment.

Campus libraries should collect and organize relevant information recorded in various print and non-print media and should provide right information to the right user, at the right time in the educational process. Beside this the campus library collection should be sufficient both in quality and quantity, so that the services received from the campus library can fulfill the primary goal of teaching and learning programs.

The services provided by college library may be lending service, instruction in the use of the library; assistance in the location of documents or use of libraries materials or understanding of reference books etc, inter library loan, list of additions, reservation of documents. The aim of library services is to assist to user in the most effective use of resources and services by providing specific, exhaustive and prompt information.

### **3. School Library**

School library is an integral part of a school education serving both the educational and informational needs of students, teachers, academic researchers etc. A school library creates awareness in the children about the society and country. School library should offer these services like lending, reference services, guidance etc.<sup>19</sup>

A modern school library should also be considered a resource center, providing open access to its users. It should be made a center of informal education.

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<sup>19</sup> Hansion, Colin and Beenham, Rosemary "The Basic of Librarianship" 2<sup>nd</sup> ed. London: Clire Blingly Limited, 1985, p. 1.

## **Objectives of School Libraries**

School library exists to serve the objectives of the parent organization. In this context the objective of a good education system is to equip student with the efficiency to serve the society and nation. The aim of a good school library is to become a force for educational excellence. Following are the objectives of school library:

1. To acquire, process and make available documents to serve the needs of the students and teachers adequately.
2. To provide user education to enable students to become skillful and discriminating users.
3. To create among students, life long reading habits and
4. To play an effective role in school programme.

## **Function of School Libraries**

1. It Provides requirements of the teachers with regard to textbooks, related books, reference materials, audio-visual materials, curriculum enrichment materials etc.
2. It encourage and assist the teachers to teach through the library in accordance with the educational objectives.
3. It creates reading interest among students by means of a studied hour and library hours
4. It Provides guidance for the students in the use of books.
5. It encourage and provide facilities for independent learning and self-propelled study both within the syllabus and beyond it.

A library embodies the very spirit of a school. It should enrich teaching by provision of illustrative background material. It should provide instruction in the use of books and of library. The broad ideals of school education are:

- To prepare children and young students to acquire skills in the learning process; obtain a basic knowledge of one or more languages and a set core of subjects with specialization in the last four years of school education. These preparations provide with them a good foundation for going in for higher studies.
- To enable the children and young students to get an idea of the society in which they live and the surroundings in which they function and operate.
- To inculcate in young children and young students ethical values and build character so as to mould them into good citizens to play a positive role in the progress and development of the nation.

The school authorities build a variety of facilities to operate the different functions of schools to meet all the requirements of the students. One of the most important facilities is the provision of library and its services. School libraries may be categorized into two types:

- Primary school libraries.
- Secondary school libraries.

### **1.1.7 History of Libraries in Nepal**

Revolution of enlightenment that shook the entire world also influenced Nepal. Though the concept of library entered the Nepalese intellectual world in 20th century only, the idea of storing and preserving ancient arts objects and educational materials was in the vogue long ago. Nevertheless it was in 1869 B.S. that king Girvanyudha BK. Shah promulgated the charter (Lal Mohar) to preserve all kinds of ancient art



and writings. Hence nobody was allowed to take away the reading materials stored in the library without permission.<sup>20</sup>

During the Rana regime, there were some private libraries i.e. Kaiser Library, Singh library etc. After the glorious revolution of 1951 these libraries were opened to the public, as Nepal has been freed from the autocratic rule of the Ranas since then various public libraries, schools and colleges were opened. The first library magazine "nava nirman" under the editorship of Basu Dev Baidya 'Sashi' was published in 1955.<sup>21</sup> At present there are 523 libraries in different parts of the kingdom.

The information needs of Nepalese people are varied and growing in nature due to the growth of literature and highly educated citizens. The Government of Nepal has provided some facilities for information dissemination to general public through different channels, methods, media and techniques. The Government of Nepal has also granted the constitutional provision for free access to information to all the citizens of Nepal.<sup>22</sup>

Library and information systems can be considered as a foundation to fulfill the objective of right to information to exercise for Nepalese people. Such systems can provide the facilities of laboratorial, for information access to meet the varieties of information, needs of heterogeneous users.

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<sup>20</sup> Subedi, Madhusudan Sharma, "Fundamentals of Library and Information Science", New Delhi: Nirala Publication 1990, P. 21.

<sup>21</sup> Dahal, TM, "NLSST", Kathmandu: RONAST, 1998.

<sup>22</sup> Karki, Madhusudan, "Right to Information, Role of Libraries and Information System in Nepal", TULSSA Oct. 2006, Vol. 5., No.1.

The study has concerned in four academic libraries of Kathmandu Valley:

### **A. Padma Kanya Campus**

Padma Kanya Multiple Campus which is situated in the heart of Kathmandu was established during the Rana regime in the year 2003 B.S.. It is the oldest and biggest girls' campus in the country and is one of the pioneer institutions of woman education in Nepal. It has 2 faculties - Science, Management and humanities, conducted in double shift-morning and day.

### **B. Nepal Commerce Campus**

With the view to conduct intermediate of commerce, Nepal Commerce Campus was established on 20<sup>th</sup> Jestha, 2021 B.S. This campus was inaugurated by Late King Mahendra Bir Bikram Shah Dev in 2025 B.S. It was registered under T.U. in 2025 B.S. after the implementation of National Education Plan in the higher level education in the country. There were only 40 students in this campus in the beginning.

### **C. Tri-Chandra Multiple Campus (TC)**

Trichandra Campus, then Trichandra College was established in 1975 A.D. Later it was renamed as Trichandra Multiple Campus in 1981 A.D. It has faculties of science and humanities. In humanities, there are three shifts morning, day and evening whereas there is only two shifts morning and day for science.

### **D. Public Youth Campus**

Public Commerce College renamed as Public Youth campus was first established in 2015 B.S. in Nepal. It came under Tribhuvan University in 2030 B.S. It started its library in a small room with the collection of 800 volumes. Now it has only management faculty in morning and day shifts.

## **1.2 Statement of the Problem**

Library is the womb of higher education which brings out fruitful results to take care of the well-being and future development of a nation. It serve the reading, reference and research needs of the members of the college community to provide library users with quick library services. Here, student should know how to consult catalogues, bibliographies and indexes to locate the books and other reading materials useful for their studies. Library should collect the information and provide facilities that meet the user's needs and requirements. This study is focused to find out the existing condition of libraries, and on the use of modern information technology and resources and services of the libraries. Thus this study has targeted to find out the answer to the following statements:

1. What is the existing conditions of four academic libraires for providing the reference services?
2. Why those academic libraries do not use modern information technology for the access of reference resources and services?
3. Why student and teachers are not satisfied with the reference resources and services of academic libraries?

## **1.3 Objectives of the Study**

The main objective of this study is to examine and analyze the reference resources and services of four well known academic libraries of TU students for the suggestions and recommendation to improve their status and other specific objectives are as following:

- To find out the present status of reference resource and services in few academic libraries.
- To access the references resources and services provided by the library.

- To find out the students' requirements in the library.
- To find out the problems and solutions for better and scientific library services.
- To recommend for improving academic library.

#### **1.4 Scope and Limitation**

This study aims to explore reference resources and services of four( 4) TU campus libraries of Kathmandu Valley, namely Padma Kanya Campus, Nepal Commerce Campus, Trichandra Multiple Campus and Public Youth Campus. This study mainly focuses on the user's view about reference resources and services of these campuses of academic session 2064. The total population in this study is 464 students. Out of 464 students 117 students are included in this study due to the lack time, resources and scope of the study and it is limited to students of following groups:

- Master level 1<sup>st</sup> year of Humanities of Padma Kanya Campus.
- Master level 1<sup>st</sup> year of Humanities of Trichandra Campus.
- Master level 1<sup>st</sup> year of Management of Nepal Commerce Campus.
- Master level 1<sup>st</sup> year of Management of Public Youth Campus

However, data regarding other physical facilities, strength of library, opinion about librarian, availability of document and relevancy.

#### **1.6 Significance of the Study**

This study will be supportive suggestions for the improvement of reference resources and services of academic libraries. Further more it will be helpful to find out the problem facing by the library, to guide to look into the library activities, resources allocation, existing facilities and usefulness of professional library staff. This study may help to provide the guidelines for carrying out further research on similar topics. The

findings and recommendations will undoubtedly help in improving the references resources and services of academic libraries

### **1.7 Organization of the Study**

This study is divided into six chapters. The first chapter deals with background of the study, statement of the problem, objectives of the study, scope and limitation of the study, significance of the study and definition of terms.

The second chapter deals with the relevant studies i.e. review of literature. This chapter has dealt with the theoretical review on the previous study about the academic library.

The third chapter deals with the focus of study. The study mainly focuses on the existing situation of reference resources and services of four academic libraries of the Kathmandu valley.

The fourth chapter deals with the research methodology which incorporates research design, population of the study, sources of data, sampling procedure, data collection procedure and data analysis procedure.

The fifth chapter deals with the analysis, presentation and interpretation of the findings of reference resources and services of four academic libraries of the Kathmandu valley.

Finally, the sixth chapter presents summary, conclusion and recommendation of the study.

### **1.8 Definition of Terms**

**Library:** Library is nothing but a collection of useful graphic records for effective use. The role of library is to support in fulfilling the basic objectives of its parent organization. For example, public library, it is

tends to satisfy the intellectual and recreational needs of the people. Where as an academic library, to serve the research and teaching functions of the institutions. A research library, on the other hand it tends to support in fulfilling the basic, applied developmental research activities going on in the parent organization.<sup>23</sup>

**Academic library:** An academic library is the one which is set school, college, university and all other institution of higher learning. It is a library which is an integral part of an institution of higher education.<sup>24</sup>

**Bibliography:** It is derived from the Greek words, "biblion" and "graphein". "Biblion" means "book", and "graphein" is "to write". Thus, etymologically bibliography means the writing of books. A bibliography is an organized list of documents, not limited to a particular collection.<sup>25</sup>

**Catalogue:** A library catalogue is a list of documents in the holding of a library or group of libraries. A library catalog can serve as a bibliography to a limited extent but the reverse is not true.<sup>26</sup>

**Classification scheme:** A scheme by which books are classified or arranged in systematic order.<sup>27</sup>

**Close Access:** In close access, users are not allowed free access to stacks. They have to fill up a slip and request the library staff to get the books for them from the stocks.

**Campus library:** Campus library is regarded as the heart of the institution, which circulates the life-blood to whole campus, by disseminating knowledge to the students, faculties and the administrative

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<sup>23</sup> Singh, Mohinder: "Indian Librarian." Volume 32. No. 1. June 1977, P. 8.

<sup>24</sup> K. Khan. "Academic Libraries." New Delhi: ESS ESS, 1998.

<sup>25</sup> Girija, Kumar and Krishna, Kumar. "Bibliography." New Delhi: Vani Educational Books, 1985, P. 1.

<sup>26</sup> Girija, Kumar, Krishna Kumar. "Theory of Cataloguing." New Delhi: Vikash Publishing House, 1975, P. 11.

<sup>27</sup> Parmar, P. "Encyclopedia Dictionary of Library and Information Science, New Delhi: Anmol Publications, 1989, P. 241.

staff. A college library is an individual can broaden his mind and unfold the world in front for him with the help of acquired knowledge, is an institution higher education.<sup>28</sup>

**Current awareness service (CAS):** According to Guha "CAS is a device of the information promptly as soon as possible after publication but before absorption into the comprehensive secondary sources, of current literature on a broad subject field or on an in which a group of persons are interested and presented in a manner, volume and rhythm intended to facilitate or cultivate current approach to information."<sup>29</sup>

**Information:** Information is a property of data resulting from or produced by a process that produced data.<sup>30</sup>

**Information technology:** Information technology (IT) is an electronic technology used for collecting, storing, processing and communicating information. It deals with all the information activities.<sup>31</sup>

**Open access:** Open access is the reverse of close access. Open access provides for free access to the world of books.

**Primary documents:** Primary documents are original records created at the time historical events occurred or well after events in the form of memoirs and oral histories. Primary sources may include letters, manuscripts, diaries, journals, newspapers, speeches, interview, reports, theses, dissertations etc.<sup>32</sup>

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<sup>28</sup> Use of College Libraries by Faculty Member of University of Delhi, Library Heradl vol., 40, no. 4, Dec. 2002.

<sup>29</sup> Guha, B. "Documentation and Information Service, Techniques and Systems. 2<sup>nd</sup> ed. Calcutta: World Press, 1993. P. 76.

<sup>30</sup> ALA World Encyclopedia of Library and Information Science, Chicago: ALA, 1980. P. 375.

<sup>31</sup> Kumar, P.S.G. "Fundamentals of Information Science," New Delhi: S. Chand and Company, 1998., P. 202.

<sup>32</sup> <http://www.lib.washington.edu>

**Reference books: 1.** Books like dictionaries, encyclopaedias, gazetteers, year books, directories, concordances, indexes, bibliographies and atlases, which has been compiled to supply definite pieces of information of varying extent and intended to be referred to rather than read through.

**2.** Books which have been kept for reference only and have not been allowed to used outside the building.

**Reference Collection:** A collection of books and other materials in a library useful for supplying information kept together for convenience and generally not allowed to circulate.

**Reference services:** Reference service is the hub of all activities of a library. "A sympathetic and informed personal and in interpreting library collection for study and research".

**Secondary documents:** These are derived form of the primary documents. Examples are abstracts and indexes. Abstracts are brief accounts of the detailed information contained in primary documents while indexes indicate what items of information are contained in the primary documents and the specific location of such items.

**Teritiary document:** These are written and published after consulting the primary documents, with the aid of the secondary documents. They are the analysis of the information contained in the primary documents. Many are voluminous and require much shelving space in the library. The examples are textbook, manuals, and handbooks, dictionaries, encyclopedias, guides, almanacs, yearbooks, gazetteers, treatises, and compends.



## CHAPTER-II

### LITERATURE REVIEW

The literature review is one of the most important aspects of any research. It provides the guideline and idea to carry the various studies by the various scholars relating to academic libraries.

Review of literature means reviewing research studies or other relevant propositions in the related area of the study.

Libraries are direct incentives to the development of educational, social and cultural activities P.N. Kaula states that " the growth of printed, near printed and non-printed works to enable maintained to store, process and disseminate information of knowledge."<sup>33</sup> Library is also powerful contributors to the spread of education. The primary purpose of any educational library is to aid the teaching, learning and research.

The library has been described variously as the 'nerve centre of the institution', 'apex of the entire academic life', 'temple of learning', 'head and heart of institution'.<sup>34</sup> A library is bound to play a greater role in this context as knowledge tends to become more complex and means of communication of knowledge also attain greater complexity.

Libraries are reservoirs of knowledge. The library is the heart of all universities so as regards its research work and indirectly as regards its educational work which derives its life from research work, scientific research needs library as well as its laboratories.<sup>35</sup> Libraries service support technical and higher education for knowledge and development for the full personality of young men and women of the country.

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<sup>33</sup> Kaula, P.N. "A panoramic study of academic libraries." *Herald of Library Science*, Vol. 39, No. 1-2 (Jan. - April 2000), P. 58.

<sup>34</sup> Girja Kumar, "Library Development in India", New Delhi: Vikash Publishing House P. 77.

<sup>35</sup> Lock, R. Northwood, "Manual of Library Economy", London: Rupa Company. P. 5

Libraries have played an important part in the social, political, economic and cultural development of the society. It plays an essential part of civilized society. 'University libraries and particularly those institutions which are deemed universities provide efficient service. Besides lending service it also provides references and reprographic service. University libraries also provide CAS and SDI services and have on-going programme of user education.'<sup>36</sup>

Today information or knowledge is considered to be a basic resource for national development. 'Knowledge or information is power and it is considered to be a basic resource for national development and socio-economic and industrial development process.'<sup>37</sup> Libraries are foundation of recorded information, knowledge and wisdom of the society.

Library services in academic libraries are measured to provide complete back-up-support for teaching and research works. "Academic library is not only the basis of teaching and study it is the essential condition of research without which additions to knowledge cannot be made."<sup>38</sup>

Libraries have materials arranged in a specific order according to a library classification system so that items may be located quickly and collection may be browsed effectively. "Libraries the source of resource sharing which means apportioning, allotting or contributing something that is owned to benefit others".<sup>39</sup> Resource library denotes a mode of operation through which library functions are shared in common.

The art of using a library is to consult authorities, compare results and collate the investigations carried out in the laboratory. Oxford states "it is

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<sup>36</sup> Biswas, Subhas C., "Global Trends in Library and Information Science", New Delhi: Gyan Publishing House, 1995. P. 326.

<sup>37</sup> Saxena, R.S. "Academic and Special Libraries: Their Working, Problems and Solution", P. 84.

<sup>38</sup> Satyanarayan N.R. "User Education in Academic Libraries", New Delhi: ESS ESS Publications, 1988, P. 4.

<sup>39</sup> Saxena, R.S. "Academic and Special Librarians: Their Working, Problems and Solution."

a better proof of education to know how to use a library than to possess a university degree."<sup>40</sup>

The academic library faces the same challenges it always has to support research and learning. In the absence of qualified librarian, comfortable building or extensive book collection may have no effect at all. 'A Librarian has to act as the friend of hundreds or thousands of readers who approach him in pursuit of some reading or informative material'.<sup>41</sup> There should be so extended to the college and university level that teachers and librarians should be partner to maximize the productivity of the education.

The university library should keep pace with the demands of the 21<sup>st</sup> century. There are three major topics described by Clyde Hendrick: Librarianship as a scholarly discipline, politics and the university library, the library as an active agent in the life of a university. This paper was presented at annual treat of the Texas Tech library staff in September 1985.<sup>42</sup>

Information being the most important tool for the all round development of a society, has tremendous role to be played. Information has the nature of ever increasing and ever exponential in its growth, the better, reliable and qualitative information sources have the better and credible result and better results prepares the solid ground for high and advanced sophisticated investigation and research activities.

ALA not American Library Association but for Ask Library Anything was a pun started by Deweyt. Since then United States of America had

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<sup>40</sup> Satyanarayan N.R. "User Education in Academic Libraries", New Delhi: ESS ESS Publications, 1988.

<sup>41</sup> Suseela Kumar, Reference Service, Delhi: Vikash Publication, 1974, P. 26. 1998.

<sup>42</sup> Hendrick, Clyde. "The university library in the twenty first century." College and Research Libraries, vol. 14, no. 2 (March 1986), p. 139-141.

sensed the power of information to change the society and culture. Once the military was on that front, next came to the power of business which was even replanted by the capitalization of business not only of consuming items of daily life, rather ideas and intellectual creativity as well. In this period we have power over the sources of various types. In politics it may be the source of information: Vote Bank, in sociology it may be the source of information: the holdings over the natural resources; in anthropology it may be the sources of information: the cultural and linguistic hegemony: so in the field of information it is the source of information of various types from primary to tertiary range journal on subject specific or the subject wise encyclopedias.<sup>43</sup>

A reference service implies "The provision of human beings as canvassing agents for books." Reference service in any type of library is a complex job. Reference section in a library opens for a long hours than other sections. Library is a free service center. Nobody should hesitate to answer the questions asked by the user. It is that process by which civilized man is able to obtain specific information at will by the use of books which have been organized into a library.<sup>44</sup>

Libraries are the most important intellectual resource to the academic community of an institution. Library plays an important role to cultivate academic atmosphere in the campus." Collection of books should be regarded as a precious treasure of an academic institution. The collection should be reviewed and revised periodically in order to make it up to date.<sup>45</sup>

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<sup>43</sup> <http://www.internetvalley.com>

<sup>44</sup> Mittal, R.L. "Library administration: Theory and practice." New Delhi: Metropolitan Books, 1984. pg. 378.

<sup>45</sup> Jain, M.K., "Library and information Services in India", Delhi: Shipra, 1998.

The main objective of Library is to provide information and knowledge to those who seek them through document collection. Reference department of an academic library should serve as a laboratory in which the art of fact finding is learnt by actual practice. Hence, stimulation of self help is of very essence of academic libraries. A reference librarian is more responsible for the proper acquisition, management and disseminates the information to the needy users.<sup>46</sup>

To provide the referral service in the right way the staff should be given appropriate training. The purpose of such training should be "to ensure that the user is dealt with by the person must able to help as soon as possible".<sup>47</sup>

Libraries are extended their size in a panoramic view. The fundamental role of any library is educational. 'In academic institution, the need for information has a dynamic quality. It has to provide different types of information services to the users.'<sup>48</sup> It is an important tool of higher education.

Reference service helps the users to get right kind of documents and information at the right time which involves spirit of humanism. According to Ranganathan "right contact means", contact between the right reader and the right book at the right time and in the right personal way'. Reference service is the establishment of contact between reader and book by personal service.

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<sup>46</sup> P.S.G Kumar, "Information Sources and Services", Delhi: B.R. Publishing Corporation, 2004. P. 140.

<sup>47</sup> Kunbhar, Rajendra, "How and Why of Referral Service". (ILA, Bulletin V. 32, 1996).P 197.

<sup>48</sup> Girja Kumar, "Library Development in India", New Delhi: Vikash Publishing House.

Four factors are involved in the provision of reference and information service:

- the readers, and the service demand they make.
- the materials used to answer enquiries, including the impact of new technology.
- the library staff providing the services, their characteristics, training and organization and
- the services themselves and the way in which they have changed and are likely to develop in the future.<sup>49</sup>

Reference section is one of the most committed sections in every library. Numerous users go to reference section to obtain the required information. So, the section should be placed separately in order not to disrupt other library functions.

Reference and information services have always been the main component of library services. They provide personalized assistance to library users in accessing suitable information resources to meet their user needs. Reference service implies "the provision of human beings as canvassing agent for books." It is to be noted that these units do provide information services looking to the nature of users and nature of users and nature of parent unit.<sup>50</sup>

A considerable survey has become successful to the extent of presenting a bird's eye view of the state of college libraries in India. The library has been placed on a very high pedestal as an ideal. The concept of an ideal

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<sup>49</sup> Fletcher, Joh, "Academic Library Management" edited by Maurine B. Line, London: The Library Association, 1990. pg. 3.

<sup>50</sup> Apou (Dr. B.R. Ambedkar Open University), Bibliography Reference Sources and Services. Hyderabad: Apou, 1985 P. 153.

college library and their view of the role of libraries in the collegiate system their received from principles and faculty members.<sup>51</sup>

The kinds and nature of reference services of academic library to be provided would depend upon curriculum, research programmes, methods of teaching and objectives of the campus education. Special attention should be given to current awareness services in the form of documentation list, bibliographies etc. SDI may be provided on selective basis to a few groups of users. For this purpose, the reference staff should know about research programmes, so that such a service can be planned properly and put on sound footing.<sup>52</sup>

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<sup>51</sup> Dhiman, Anik K and Rani, Yashoda, New Delhi: Ess Ess Publications, 2005, P. 28

<sup>52</sup> Krishna Kumar "Reference Service, 5<sup>th</sup> Rev. Edition, New Delhi: Vikash Publishing House, 1996 P. 20.

## **CHAPTER - III**

### **SURVEY OF USER ATTITUDE TOWARDS THE REFERENCE RESORUCES AND SERVICES OF FOUR ACADEMIC LIBRARIES OF KATHMANDU VALLEY**

This study hover around four academic campuses affilitated with TU. and is the oldest and largest university in Nepal. which is founded in 1959.It is the first university and the pioneer institute of higher education in Nepal. It was only after its establishment that higher education within the country was available to the common Nepali people. The foundation of its concrete structure was laid at Kirtipur in 1958. Today, T.U. Memorial Hall, Central Offices, Central Academic Departments, Central Library and Research Centers are located at its premises. T.U. is an autonomous institution. It is financed mainly by Government of Nepal.

#### **3.1The basic objectives of Tribhuvan University:**

- To produce skilled manpower essential for the overall development of Nepal;
- To preserve and develop historical and cultural heritage of the nation;
- To accumulate, advance and disseminate knowledge; and
- To encourage and promote research in arts, science, technology as well as in the vocational fields.<sup>53</sup>

#### **3.2 Focused campuses**

The study has focused on four campuses in order to accomplish more information within the limited time and budget. The researcher has selected Padmakanya Campus (PK), Nepal Commerce Campus (NCC), Trichandra Multiple Campus (TC) and Public Youth Campus(PY). These

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<sup>53</sup> [www.tribhuvanuniversity.edu.np](http://www.tribhuvanuniversity.edu.np).



all campuses are situated in Kathmandu Valley. The following description of the respective campuses will give us more details:

### **3.2.1 Padma Kanya Campus (PK)**

Padma Kanya Multiple Campus was established in 1951 AD .It is the oldest and biggest girl campus in the country. The campus has altogether 400 teachers and 100 administrative staff. Padma Kanya Campus provides education in humanities, management and science subjects.

The campus has also started the education in new subjects in master degree in child nutrition and computer science and environment science in bachelor level. In the beginning, PK library was situated in front of its main building. Later it was shifted in its own separate building. It has four rooms one for circulation section, one for reference section, one for reading and one for technical processing. It has two library professional staff and one semi-professional staff. Books are shelved with class number wise. In reference section students are provided with open access.

#### **3.2.1.1 Educational Level**

PK has three faculties in double shift morning and day. These faculties are science, management and humanities.

Faculty	Level	Shift
Humanities	Intermediate, Bachelor, Master	Morning Day
Science	Intermediate, Bachelor	Day
Management	Intermediate, Bachelor, Master	Morning shift

#### **3.2.1.2 Reference Collection**

The reference collection mostly includes reference books. The reference section of Padma Kanya Campus library has around 6,500 volumes comprising of government publications, almanacs, dictionaries,

map and atlases, gazetteers, religious books, encyclopedias, handbooks and manuals, yearbooks, directories, guidebooks etc. The library has the facilities of national daily and weekly newspapers like Kantipur, Gorkhapatra, Nepal Samacharpatra etc.

The reference staffs tally the number of users, and of books consulted daily. Reference books do not circulate and users are not allowed to bring other material to the reference area.

The collection of resources in a PK library is determined on the basis of a well thought-out acquisition policy. The selection process is supported by groups of experts who have knowledge and background of the literature in their respective field of specialization.

### **3.2.1.3 Reference Services**

In PK library reference section is mainly focused on understanding information needs and information behaviour of users and developing the skills to meet those information needs effectively.

The library must extend the entire facilities to the users treating them as its honorable guests. The most common services that are provided in PK campus libraries include:

1. Instruction in the use of the library.
2. Readers; advisory service.
3. Answering reference questions.
4. Compilation of /Indexing/Abstracting/Bibliographies
5. Display of current additions
6. Reprography services
7. Assistance in the location of documents or use of catalogue.

The main objective of PK library is to provide information and knowledge to those who seek them through document collection. A reference librarian is, thus, responsible for the proper acquisition

management (processing) and dissemination of the collected documents to the needy users. In PK campus library, there is not separate reference librarian.

#### **3.2.1.4 Library Staff**

PK library has two professional, one semiprofessional and six nonprofessional staff. The library is not properly managed. Books are not classified in any classification scheme. Mostly books are arranged in subject wise. Only some books those donated by Japan government have been catalogued.

#### **3.2.1.5 Library Opening Hours**

PK library opens from 7 am to 11 am for morning shift and from 11 am to 4 pm for day shift.

#### **3.2.1.6 Finance and Budget**

According to librarian, annual budget is NRs.3,60,000 budget. It is not sufficient to fulfill the demand of the students. The library cannot serve the students satisfactorily due to the overload of students. There are also not sufficient books for all students.

#### **3.2.1.7 Members of Library**

The criterion for the teachers and students to be its member is to fill up the form provided by the library. The total member of the library is around 7000.

#### **3.2.1.8 Card System and Loan Period**

The library provides one card for teacher and they can borrow 10 books from the card for one year. In case of campus staff, they get two cards for

one month. Students can get two issue card and they can keep issued books for 15 days at a time.

### **3.2.1.9 Overdue Charge**

Cost of overdue charge of library is 1 rupee per day after the due date. The overdue cost charge is cumulated with the days from the due date. The membership cards are to be returned to obtain a clearance certificate of library.

### **3.2.1.10 IT services**

Though the demands of IT and related service, PK library does not facilitate IT services to its students. Most of the students depend on cyber and IT Park for their online and internet services.

## **3.2.2 Nepal Commerce Campus**

Nepal Commerce Campus, one of the oldest management colleges of Tribhuvan University, was established in 1964 with zeal of imparting quality education in the country. The college has been playing an instrumental role in industrial and commercial development of the country by producing skillful and professional managers since its establishment. It is ideally located in the heart of Katmandu Metropolitan at New Baneshwor in a spacious premise.

Initially Nepal Commerce Campus was established in the form of private campus and still it has to move ahead between many hindrances suffered by those of Non Governmental Organization (NGO) colleges licensed from the Tribuvan University (T.U.). Because of the lack of its own building the college has to run its programmes in Patan High School, which is situated near "Patan Dhoka". Thereafter, on the basis of available records and data, there were altogether 15 to 25 teachers

including 7 employees from the administration and account accredited a notable contribution on the commerce academics diversification as well as on the administration till the period of Shrawan 2030 B.S.

Library was established along with campus. During its initial days the library had the collections of about 3000 in 2039 B.S. But there are 45000 collections at present.

In NCC library has circulation section, reference section, documentation and on line section are mostly used. Online services are not being used effectively. Books are shelved class number wise, but there is no library catalogue.

### **3.2.2.1 Educational Level**

Faculty	Level	Shift
Management	Intermediate, Bachelor, Master	Morning/Day

### **3.2.2.2 Reference Collection**

Reference section is one of the most committed sections in every library. A number of users go to reference section to obtain the required information and thereafter leave the library. Therefore, the section should be so placed that the flow of traffic to it doesn't disrupt other library functions. In this NCC library, the reference section has 2,500 volumes like encyclopedias, abstracts, journals, directions yearbooks, prospectus, past examination questions of different campus, almanacs, etc. The staff keeps statistics on reference materials taken for photocopy, number of users and user questions and mutilated books sent for binding.

In NCC library, there is not a separate reference library. All the library staffs should become a reference librarian.

Library acquisition policy should be considered as one of the key factors for a standard library service. Head of dept. subject experts and subject

committees make recommendations for book selection which play a pivotal role for the students and teachers and faculties to update the resources in the college library.

There, the certain selection principles should be followed and observed strictly by the libraries too. In NCC, library has also followed the acquisition policy to update the resources of the library.

### **3.2.2.3 Reference service**

Reference service is a personalized service. The demands of the users is tried to be fulfilled by the library. Since reference section is the brain of library, the valuable collection made up of costly documents and collections and their use in full extent needs a sound guidelines and principles. A good principle envisions the system and functions from the input to its output level. In NCC library, reference section also provides various reference services to its users such as:

1. Answering reference questions.
2. Compiling reading lists, bibliographies and lists of new materials.
3. Indexing and abstracting (User education)
4. Current awareness services.
5. Reader's advisory service.
6. SDI Service

### **3.2.2.4 Library Staff**

NCC Library has one professional staff and 11 non-professional staff.

### **3.2.2.5 Library Opening Hours**

Library opens from 6 am to 7 pm for both morning and day shifts.

### **3.2.2.6 Finance and Budget**

According to librarian, annual budget of library is Rs. 6, 00,000.

### **3.2.2.7 Members of the Library**

All the teachers, staffs and students of campus can be member of library by filling application form of library.

### **3.2.2.8 Card System and Loan Period**

The library provides one card for the teachers and they can borrow 10 books from the card for one year and two cards for campus staff for one month. For students two issued cards for 15 days.

### **3.2.2.9 Overdue Charge**

Overdue charge of library is Rs.1 per day. The membership cards are to be returned to library in order to obtain a clearance certificate of library.

### **3.2.2.10 IT Services**

NCC Library has good online section. It provides online services to its users. It also provides various databases to its users. But online services are not effectively used.

### **3.2.3 Tri-Chandra Multiple Campus (TC)**

Trichandra multiple campus was established in 1975 A.D. But teaching classes were formally started in 1976 A.D. After the intermediate level, bachelor level education was also started from 1981 A.D. The campus education was started in various subjects such as with the different time period Sanskrit, English, History, Political Science, Zoology etc. The campus has two faculties Humanities and Science. Master level in

humanities is in triple shifts whereas science it is still limited to intermediate and bachelor level.

### **3.2.3.1 Educational Level**

TC has two faculties in science and humanities. The faculty of humanities has triple shift i.e. Morning, Day and Evening. And science has double shift i.e. morning and day.

Faculty	Level	Shift
Humanities	Bachelor, Master	Morning/Day/Night
Science	Intermediate, Bachelor	Morning/Day

### **3.2.3.2 Reference Collection**

Materials in the reference collections are non-circulating, designed to meet the research needs of the students, faculty and staff of the Tri-chandra College. Items are placed in reference in accordance with the selection criteria of the reference collection and the library collection development policy.

Reference section of Tri-chandra campus library has 6300 volumes which include reference items like Encyclopedias, dictionaries, year books, directories, handbooks biographical sources etc.

The collection of materials is managed from purchasing and source books are also collected from donations. The daily newspapers like Gorkhaptara, Kantipur, Nepal Samachar Patra etc and weekly newspapers like Samaya, bimonthly Nepal are available in this library. Reference collection materials are supportive of the library collection. All of the reference collections are in English language in T.C. campus library but emphasis will also be given on appropriate materials in any language.

General management of the reference collection is the responsibility of the reference librarian but due to lack of professional librarian in T.C.



library staff i.e. non professional librarian has been doing all the library work. Materials which are duplicates, out of date (old edition books) in complete, superseded, in poor condition (form), greater use in the circulating section or in subject areas that are not vital to reference will be considered for weeding or relocation to the circulating collection. These all the works are regularly done by the library staff. Due to lack of limited number of reference collections, students, staff and teachers are unsatisfied with reference section.

### **3.2.3.3 Reference services**

Reference service means a process of establishing contact between a reader and his documents in a personal way. Reference service in any type of library is a complex job. It needs to be wide in covering the subject and deep in the content. Timeline is the highest level of touchstone in this section.

In Tri-chandra Campus, Reference section plays an important role and provides various reference services to its users such as:

1. Answering to a specific reference questions.
2. Instructing in the use of the library
3. Reader's advisory service
4. Current awareness service. (CAS)
5. Assistance in the location of documents or use of library catalogue.
6. Librarian is familiar with the contents of hundreds of references books and he/she recommend books that might contain the answer to particular questions.
7. Reprographic service.

#### **3.2.3.4 Library Staff**

TC library still lacks professional staff in a library. There is altogether 10 non-professional staff. Due to lack of professional staff, books are shelved according to subject wise.

#### **3.2.3.5 Library Opening Hours**

Library opens from 6 am to 10 am for morning shift and 10 am to 5 pm for day shifts and rest for night shift students.

#### **3.2.3.6 Finance and Budget**

According to librarian, annual budget of library is 60000. Total budget of library cannot serve the students' requirements. Due to the lack of books libraries cannot satisfy the students' requirements on time.

#### **3.2.3.7 Members of the Library**

All the teachers, staffs and students of campus can be a member of library by filling application form of library. The total member of library is around 10,000.

#### **3.2.3.8 Card System and Loan Period**

The library provides two cards for a students, staffs and teachers. Students can keep the issued book for two weeks.

#### **3.2.3.9 Overdue Charge**

Overdue charge of the library is Rs.1 per day. The membership cards are to be returned to library in order to obtain a clearance certificate of library.

### 3.2.3.10 IT Services

TC library does not have IT section. Though there is the demand of IT Section. Most of the students depend upon Cyber Cafe and IT parks.

### 3.2.4 Public Youth Campus

Public youth campus was established in 2015 B.S. with the name of public commerce college. It was renamed as public youth campus. It was affiliated with TU in 2030 B.S. In the beginning there were only a few students, teachers and staff. Now a -day's the campus has altogether 4500 students.

It conducts only management faculty in three levels, intermediate, bachelor and master degree.

The campus library was also established with campus. In the beginning, the library had only 800 books but today it has altogether 30,000 collections. The library has its own building. It has three floors and 2<sup>nd</sup> and 3<sup>rd</sup> floor are being by the library. Textbook section and online services are located on the 2<sup>nd</sup> floor and reference section is maintained on 3<sup>rd</sup> floor. The books are shelved class number wise. The Students are provided with open access The library is using computer database MIDAS technology in circulation with Barcode. In reference section, they are using WINISIS program.

#### 3.2.4.1 Educational Level

Public youth campus has only management faculty.

Faculty	Level	Shift
Management	Intermediate, Bachelor, Master	Morning/Day

### **3.2.4.2 Reference Collection**

Reference resource collections help us to conceptualize the topic and narrow the research focuses which are generally found in the reference section in the library. The collection of a college library should be a live and be able to meet and nature of the curriculum. It should also take care of extra curriculum materials as well as recreational reading materials adequately.

In PY library, the reference section owns has 1250 volumes like encyclopedias, dictionaries, Thesis, journals prospectus past examination questions of different campus etc resource materials were usually collected from purchasing and some books are also collected from donation. The daily newspapers like Kantipur Gorkhapatra, Nepal Samacharpatra etc and weekly newspapers like Samaya, Nepal are available in the library. In order to meet the requirements of users, it is essential to lay down a sound collection development policy. In PY campus library acquisition policy has been determined while selecting books.

### **3.2.4.3 Reference Service**

The main aim of reference service is to assist the user in the most effective use of the resources and services by providing specific, exhaustive and prompt information. The service can be given in various ways which may include formal instructions and the current awareness service etc.

Reference Section of public youth campus provides following reference services:

- i. Bibliographical instruction and library orientation.
- ii. Provision of general and specific information.

- iii. Assistance in the searching of documents.
- iv. Current awareness service and SDI services.
- v. Reprographic services.
- vi. Indexing and abstracting services.

#### **3.2.4.4 Library Staff**

The library has 11 library staff including One is professional librarian.

#### **3.2.4.5 Library Opening Hours**

The library opens from 6 am to 5 pm for both morning and day shift.

#### **3.2.4.6 Finance and Budget**

According to librarian, annual budget of library is Rs.8,00,000. Total budget of the library cannot serve the students' requirements. Due to the lack of books demanded the library can't satisfy the students on time.

#### **3.2.4.7 Members of the Library**

All the teachers, staffs and students of campus are the members of library. The total members of the library are around 4500.

#### **3.2.4.8 Card System and Loan Period**

The library provides 6 books for the permanent teachers, 3 books for part time teachers and 2 books for campus staffs for 45 days and students are provided 2 books for 20 days.

#### **3.2.4.9 Overdue Charge**

Overdue charge of library is Rs.1 per day. The membership cards are to be returned to library in order to obtain a clearance certificate of library.

#### **3.2.4.10 IT Services**

PY has no separate IT section. Most of the students depend on Cyber Cafe and IT parks. But it provides the library database like MIDAS in circulation with barcode.

## **CHAPTER -IV**

### **RESEARCH METHODOLOGY**

#### **4.1 Introduction**

Research is a method of critical thinking by defining and redefining problems formulating hypothesis or suggesting solution, collecting, organizing and evaluating data, making conclusions to determine whether they fit the formulated hypothesis.<sup>54</sup> In this study, a comparative study has been made of the four academic libraries in terms of user's attitude towards their reference resources and services.

So, this chapter deals with the research methods of the study as a research design, population, sampling, data collection and data analysis procedure.

#### **4.2 Research Design**

Research design is the plan for the activities to be undertaken during the course of a research study. The research design serves as a framework for the study, guiding the collection and analysis of the data, the research instruments to be utilized and the sampling plan to be followed. Specifically speaking, research design describes the general plan for collecting, analyzing and evaluating data.<sup>55</sup> Thus, the research design applied for the study is purely descriptive and analytical in nature.

#### **4.3 Sources of Data**

The major sources of data for this study are primary as well as secondary. The primary data are collected through field survey, using the questionnaire and taking interview. The researcher also consulted

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<sup>54</sup> Joshi, P.R. 'Research Methodology.' 3<sup>rd</sup> ed. Kathmandu: Buddha Academic Enterprises, 2003, pg. 4.

<sup>55</sup> Wolff, H.K. and Pant, P.R. 'Social Science Research and Thesis Writing': Kathmandu: Buddha Academic Publishers and Distributors, 2005., pg.

dissertation, thesis, articles, books, journals, prospectus, brochures, websites etc. for secondary data. Interviews were conducted with librarian of different college libraries.

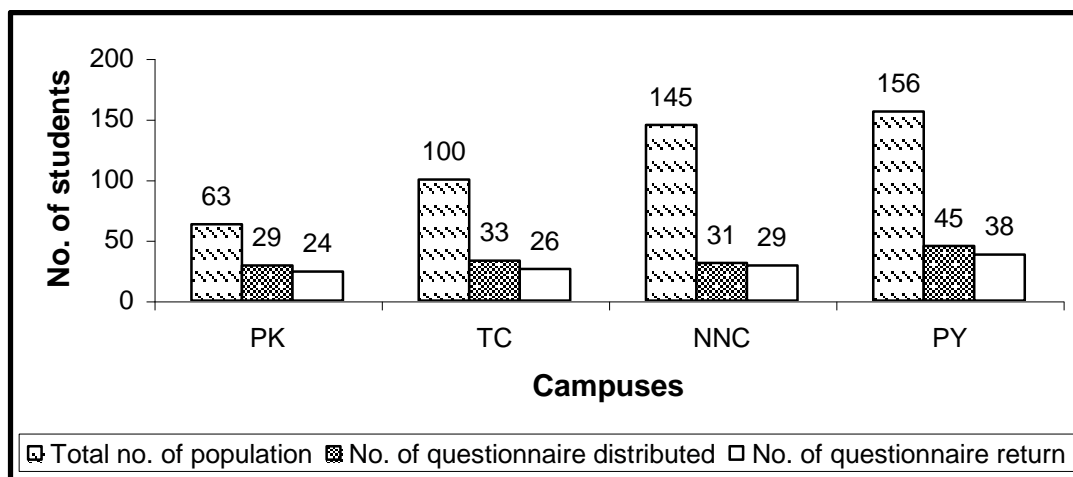
#### 4.4 Population

This study, concerned with reference resources and services of four TU campus libraries in the Kathmandu Valley has selected the student of Master Level first year students of different campuses. There were altogether 464 students as the sample universe of the study. Among them, only 138 of the total students were distributed questionnaires out of which only 117 questionnaires were returned.

**Table - 1: No. of Questionnaire Distributed and Returned by Master Level First Year Students of Four T.U. Campuses of Kathmandu Valley**

Campuses	Level	Total no. of population		No. of questionnaire distributed		No. of questionnaire return	
		No.	%	No.	%	No.	%
PK	M.A. 1 <sup>st</sup>	63	13.57	29	21	24	82.75
TC	M.A. 1 <sup>st</sup>	100	21.55	33	24	26	78.78
NCC	MBS 1 <sup>st</sup>	145	31.25	31	22.46	29	93.54
PY	MBS 1 <sup>st</sup>	156	33.62	45	32.60	38	84.44
Total		464	100	138	100	117	84.78





**Figure -1: Number of Questionnaire Distributed and Returned by Master Level Students of Four T.U. Campuses of Kathmandu Valley**

#### 4.5 Sampling Procedure

The researcher has applied random sampling procedure for this study. In this study, four academic campuses were selected. They are considered as user group of all the reference services and the resources of the library infrastructure. To fulfill the objectives of this study, the researcher distributed 138 questionnaires to the students' i.e.30% of the total population. Out of 138 questionnaires 117 were returned dully filled. Several follow up requests had to make to be made to the users, to fill up the questionnaire and return it. All the 117 returned questionnaire were included in the analysis for this study.

#### 4.6 Data Analysis Procedure

The analysis is based on 117 responses received from the students. After the collection of primary and secondary research data, required information were organized in a systematic order for analysis. Editing, coding, classification, categorization etc were some of the procedures for analysis. The complete filled up questionnaire were checked to ensure whether the result is accurate, consistent reliable and the incomplete formats for analysis of data were rejected. In this study, descriptive and analytical methods were used for presentation of collected data and for information, simple statistical tools were used.

## CHAPTER – V

### ANALYSIS, PRESENTATION AND INTERPRETATION OF THE FINDINGS

This chapter deals with the analysis and interpretation of the study .Here, the collected data have been presented in tables and figures.

The questionnaires were distributed to the students and the library staff of respected colleges in the ratio of 30% of the total population. Some questionnaires were distributed to the staff of related campus libraries to help the research.

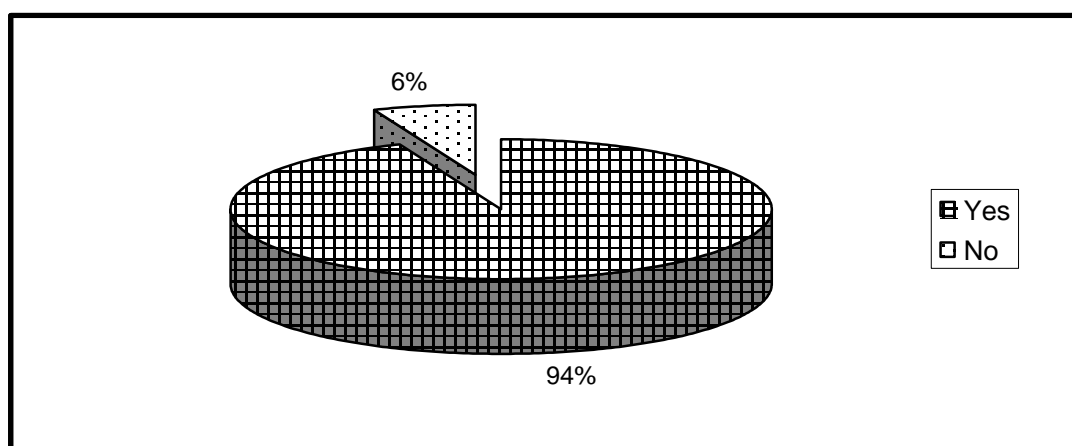
#### 5.1 Membership of Library

The first question was to find out the number of students who are the members of the library. Most of the students had membership card of library.

**Table -2: Total Number of Membership in the Campus Library**

Membership in Library	Name of campus					
	PK	TC	NCC	PY	Total	Percent
Yes	26	21	26	38	111	94
No	-	2	1	3	6	6
Total	26	23	27	41	117	100

Source: Field Survey, 2007.



Source: Field Survey, 2007.

**Figure -2: Member and Non-Membership Students of Campus Library in Percentage**

The above mentioned data shows that 94% of its students had membership in their respective library and 6% did not have .The result shows that most of the students have taken membership of library. It can conclude that most of the students depend on library resources for their study support and a few (rest 6%) of students have not used library because of the insufficient resources.

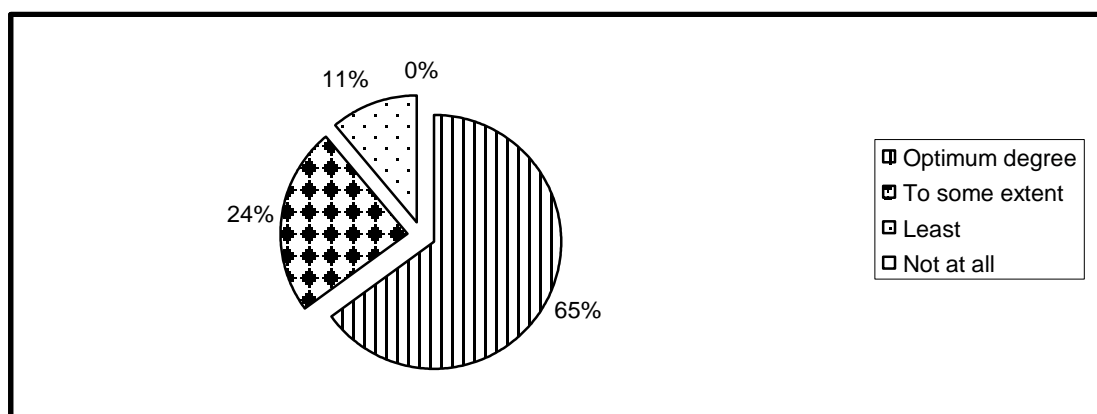
## 5.2 Degree of Usefulness

A question was developed to find out the usefulness of library to the students. When the respondents were asked about the usefulness of library, diversity was found in their answer as optimum degree, to some extent, least and not at al respectively.

**Table -3: Usefulness of Library in Campus**

Useful of library	Name of campus					
	PK	TC	NCC	PY	Total	Percent
Optimum degree	12	19	15	15	76	65
To some extent	9	3	10	10	28	24
Least	5	1	2	2	13	11
Not at all	-	-	-	-	-	-
Total	26	23	27	27	117	100

Source: Field Survey, 2007.



Source: Field Survey, 2007.

**Figure -3: Usefulness of Library in Campus**

Table No. 3, shows that among 117 respondents, 65% of the students answered it is useful in its optimum degree whereas 24% of them use library to some extent and 11% students have felt that the library is necessary to some extent. This overall result showed that library is very essential part of a campus.

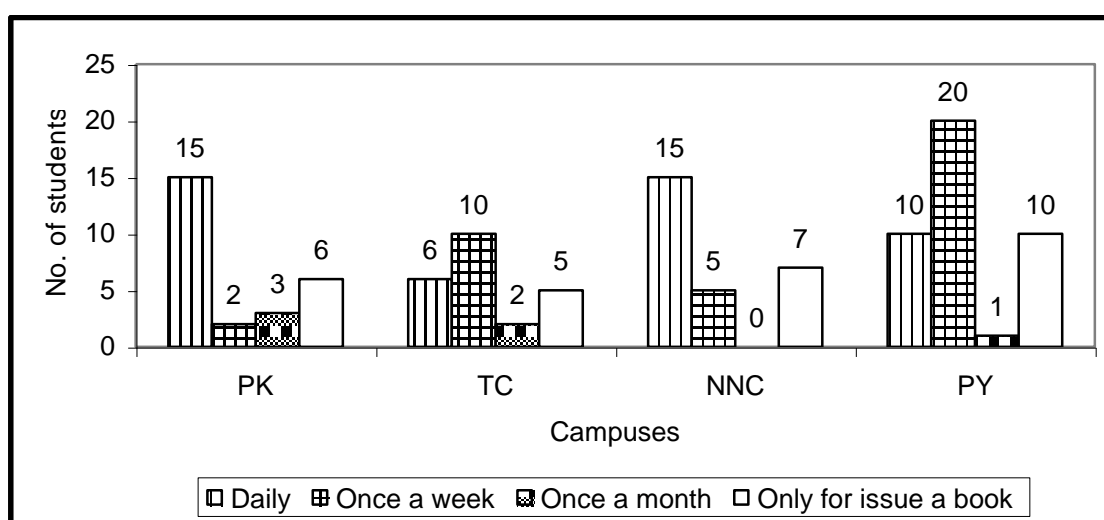
### 5.3 Frequency of Visiting Library

When the respondents were interviewed about the frequency of their library visit, they answered that their time interval of the visit was different such as daily, once a week, once a month and seldom.

**Table -4: Frequency of Visiting Library in Campus**

Frequency of library visit	Name of campus					
	PK	TC	NCC	PY	Total	Percent
Daily	15	6	15	10	46	39
Once a week	2	10	5	20	37	32
Once a month	3	2	-	1	6	5
Only for issue a book	6	5	7	10	28	24
Total	26	23	27	41	117	100

Source: Field Survey, 2007.



Source: Field Survey, 2007.

**Figure -4: Frequency of Visiting Library in Campus**

The figure shows that 39% of students visit libraries daily. Whereas 32% of students visit once a week and 5% and 24% students visit once a month and seldom. The result shows that a large number of students visit library daily. Similarly, another one-third students visit once a week. Likewise, a little number of students visit library once a month. It can therefore be concluded that two third of the total students are usually updated their knowledge, information and academic courses about the existing library condition.

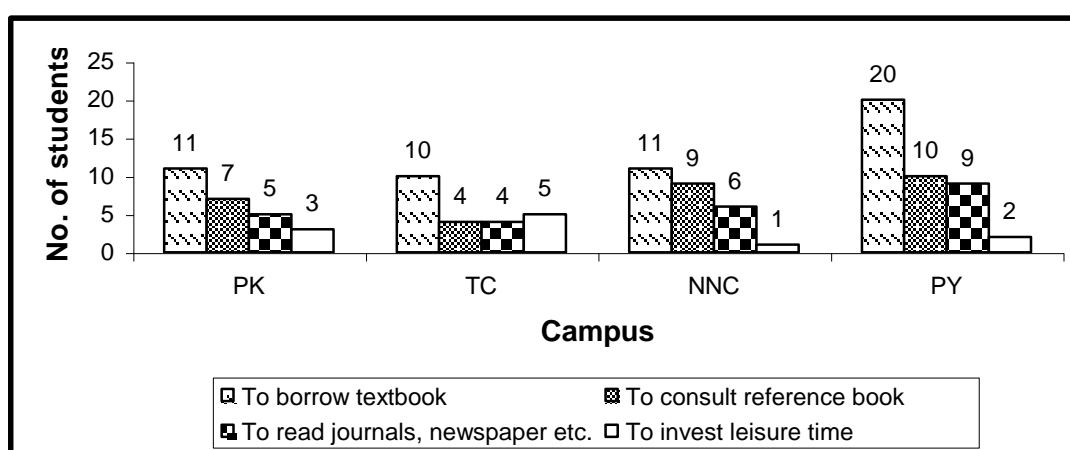
### 5.4 Purpose of Library Visit

The fourth question was developed to find out the purpose of students to visit the library. The following table shows why they visit library:

**Table 5: Purpose of Visiting Library**

Purpose	Name of campus					
	PK	TC	NCC	PY	Total	%
To borrow textbook	11	10	11	20	52	44.44
To consult reference book	7	4	9	10	30	25.64
To read journals, newspaper etc.	5	4	6	9	24	20.57
To invest leisure time	3	5	1	2	11	9.40
Total	26	23	27	41	117	100

Source: Field Survey, 2007.



Source: Field Survey, 2007.

**Figure 5: Purpose of Visiting Library**

According to above data, 44.44% of the respondents visit library for borrowing the textbooks. Similarly, 26% students visit the library for consulting the reference books, 20.51% students visit for reading journal, magazine and newspapers and remaining 9% students visited just for spending their leisure time. The result shows that most of the students visit the library to borrow the textbooks. So, it can be said that students visit library to satisfy their needs.

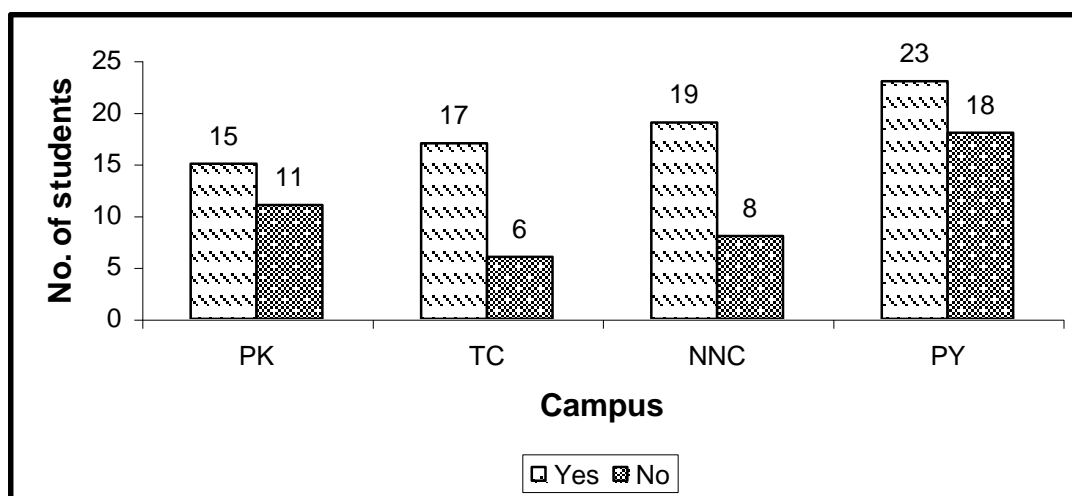
### 5.5 Satisfaction of Opening Hour

The fifth question was related to the students' satisfaction with the opening time of library. The respondents have replied in the table:

**Table -6: Students Satisfaction of Opening Hour**

Satisfaction of students	Name of campus					
	PK	TC	NCC	PY	Total	%
Yes	15	17	19	23	74	63.24
No	11	6	8	18	43	36.75
Total	26	23	27	41	117	100

Source: Field Survey, 2007.



Source: Field Survey, 2007.

**Figure -6: Students Satisfaction of Opening Hour**

According to the above data, more than 60% of interviewee are satisfied with the existing time period whereas rest of them are not .So, only a few students of night and morning shifts seem to be unsatisfied with the library hour.

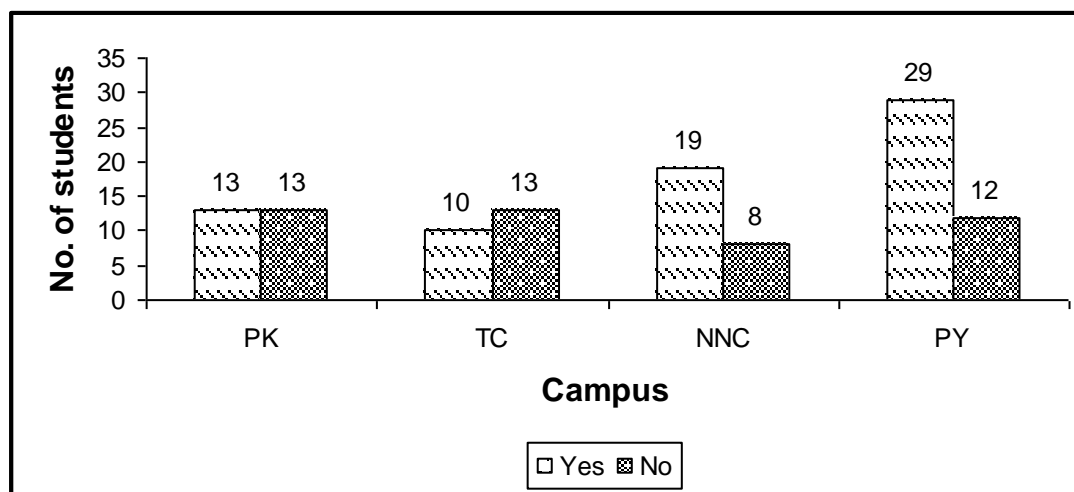
### 5.6 Familiarity with the Library Collection

The sixth question was related to find out the familiarity with library collection. When the students were interviewed about the collection of library, they have responded as follows:

**Table -7: Students Familiarity with the Library Collection**

Familiar	Name of campus					
	PK	TC	NCC	PY	Total	%
Yes	13	10	19	29	71	60.68
No	13	13	8	12	46	39.31
Total	26	23	27	41	117	100

Source: Field Survey, 2007.



Source: Field Survey, 2007.

**Figure -7: Percentage of Student's Familiarity with the Library Collection**

When the students were asked about the variety of library collection, 60.68 percent of the students replied that they were familiar with the collection. And the rest of them did not have any knowledge about the

collections. Above data shows that more than half of the total students are familiar with the library collections.

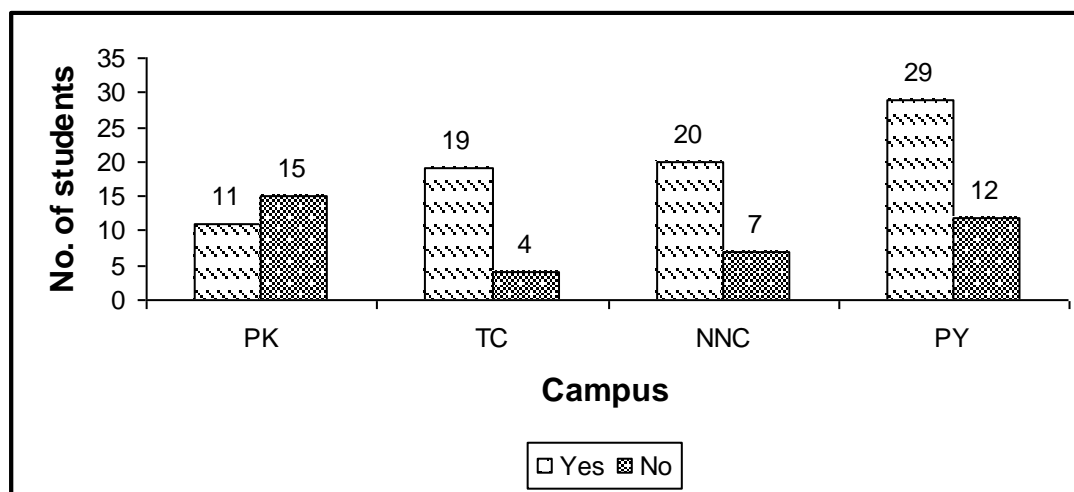
### 5.7 Familiarity with Reference Materials

The seventh question was asked to find out the familiarity about reference materials. When the students were interviewed, they expressed their opinions about the familiarity with reference materials. The responses made by them are tabulated below:

**Table 8: Students Familiar with Reference Materials**

Familiar	Name of campus					
	PK	TC	NCC	PY	Total	%
Yes	11	19	20	29	79	67.52
No	15	4	7	12	38	32.47
Total	26	23	27	41	117	100

Source: Field Survey, 2007.



Source: Field Survey, 2007.

**Figure -8: Students Familiar with Reference Materials**

Above data shows that more than 60% students are familiar with the reference materials of the library. When the data were analyzed, around 68% of the total interviewed students mentioned their positive view



towards reference materials and the rest seem ignorant about them. Thus, the result shows that most of the students are familiar with reference materials of library and are enlightened with the knowledge and information.

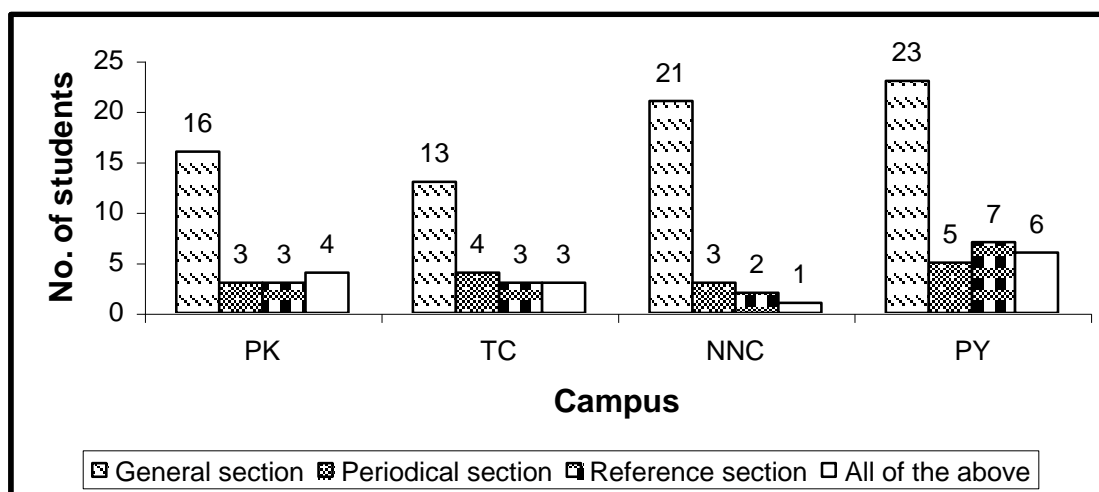
### 5.8 Used Section

The eighth question was developed in order to find out the mostly used section of library. Their response on the very question are tabulated below:

**Table -9: Mostly Used Section in a Library**

Used section	Name of campus					
	PK	TC	NCC	PY	Total	%
General section	16	13	21	23	73	62.39
Periodical section	3	4	3	5	15	12.82
Reference section	3	3	2	7	15	12.82
All of the above	4	3	1	6	14	11.96
Total	26	23	27	41	117	100

Source: Field Survey, 2007.



Source: Field Survey, 2007.

**Figure -9: Mostly Used Section in a Library**

According to the above data, 62.39% of total students pointed out the general section. Similarly, 12.82% on both the periodical and reference

section and rest 11.96% devote their time in all of these section. The result shows most of the students preferred in general section. So, it can be said that more than half students satisfy with the general section.

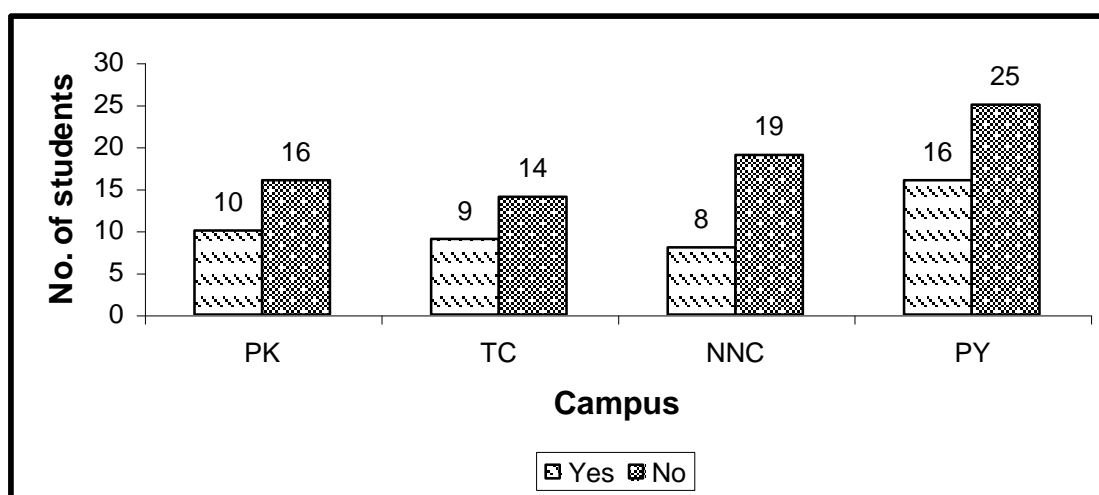
### 5.9 Availability of Document

This question was related with the availability of documents in time. When the students were interviewed, they gave their opinion about the availability of document. They are presented in the following table:

**Table -10: Students' View Towards the Availability of Document in Time**

Availability	Name of campus					
	PK	TC	NCC	PY	Total	%
Yes	10	9	8	16	43	36.75
No	16	14	19	25	74	63.24
Total	26	23	27	41	117	100

Source: Field Survey, 2007.



Source: Field Survey, 2007.

**Figure -10: Students' View towards the Availability of Document in Time**

While being interviewed, only 36.75 percent of students responded positively regarding the availability of documents in the library. The rest of the students i.e. 63.24 percent gave negative response. The average

result shows that around 64 percent of total students are not satisfied with the availability of documents in time.

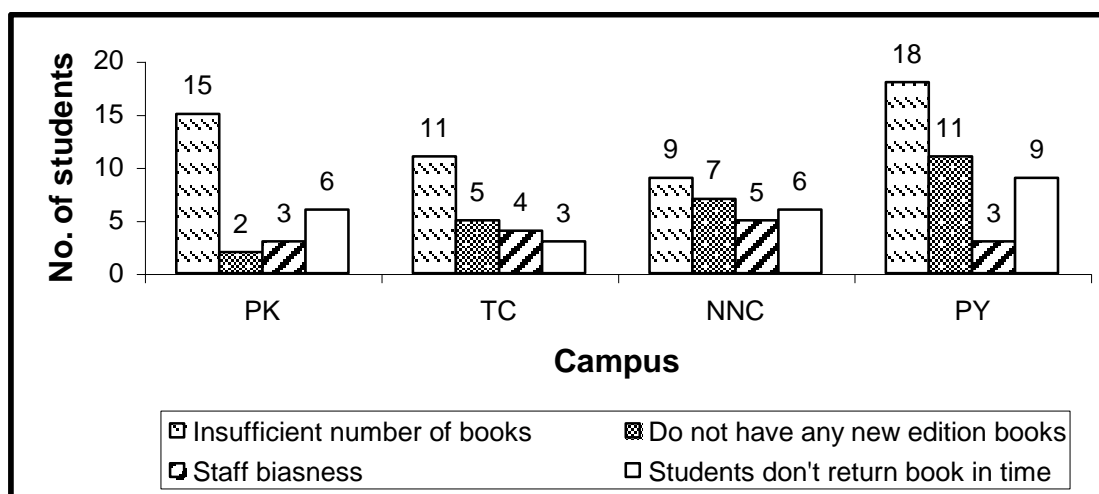
### 5.10 Reasons for Unavailability of Documents in Time

The tenth question was asked to the students to mention the reason why the documents in the library were not issued in time. The students were given four different options below the question.

**Table -11: Students' View Towards the Unavailability of Document on Time**

Reason	Name of campus					
	PK	TC	NCC	PY	Total	%
Insufficient number of books	15	11	9	18	53	45.29
Do not have any new edition books	2	5	7	11	25	21.36
Staff biasness	3	4	5	3	15	12.82
Students don't return book in time	6	3	6	9	24	20.51
Total	26	23	27	41	117	100

Source: Field Survey, 2007.



Source: Field Survey, 2007.

**Figure -11: Students' View Towards the Unavailability of Document in Time**

When the students were interviewed on the reason of unavailability of documents in time, they have mentioned some reasons such as

insufficient number of books, staff biasness, lack of new edition books and students do not return books in time. More than 45 percent of total interviewed students say that library doesn't supply the sufficient number of books.

Likewise, 21% of students think that they don't get document in time due to the lack of new edition books in the library. Similarly, around 13% of the respondents think that the library staff are biased towards the students while issuing books and 20% of the respondents don't get documents in time because the students who have been issued books don't return them within the deadline.

The average result shows that major factor of the unavailability of books is the lack of sufficient books in the library.

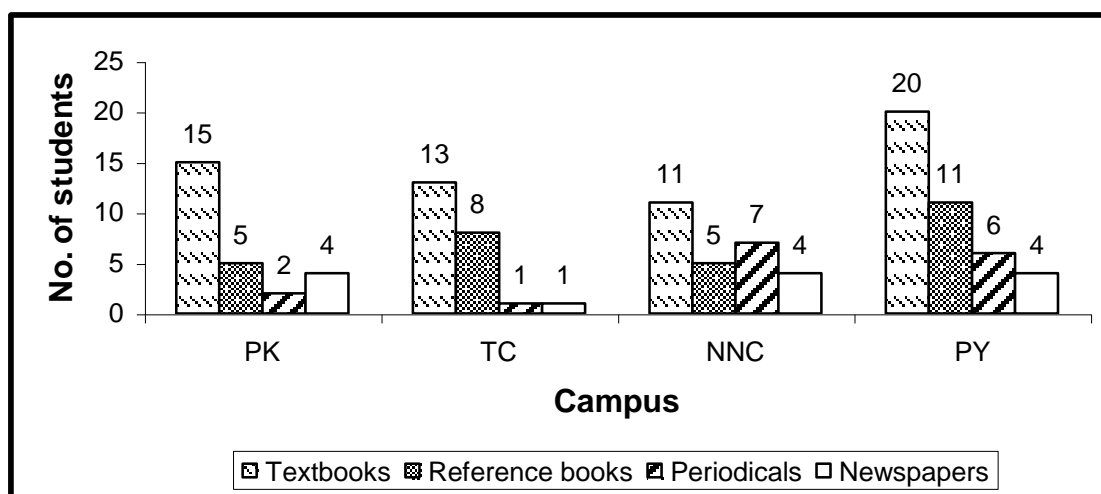
### 5.11 Mostly Used Document in Library

The eleventh question asked to the students on the mostly used document in the library to know the sources of information used by students.

**Table -12: Mostly Used Documents by Students in the Library Name of the Campus**

Documents	Name of campus					
	PK	TC	NCC	PY	Total	%
Textbooks	15	13	11	20	59	50.42
Reference books	5	8	5	11	29	24.78
Periodicals	2	1	7	6	16	13.67
Newspapers	4	1	4	4	13	11.11
Total	26	23	27	41	117	100

Source: Field Survey, 2007.



Source: Field Survey, 2007.

**Figure -12: Mostly Used Documents by Students in the Library**

When the students were interviewed about the documents mostly used in the library, 50% of the total students have opinion on the textbooks, 24% on the reference books, 14% on the periodicals and 11% on the newspapers. So, the result shows that most of the students preferred to textbooks and reference books.

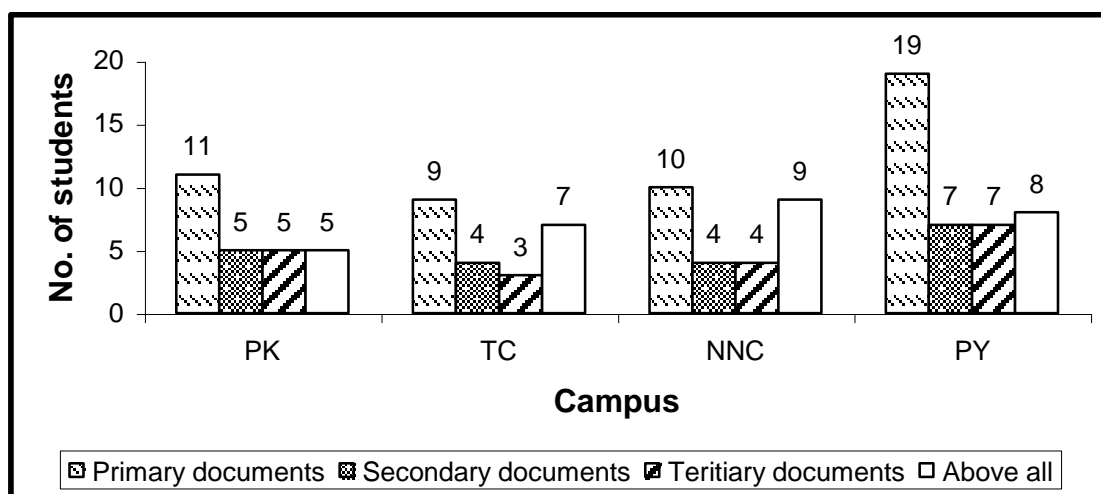
### 5.12 Choice of Materials

The twelfth question asked to find out the choice of reference materials to fulfill the requirement of their study. When the students were interviewed, they have mentioned different perception on the choice of materials, which are as follows:

**Table -13: Students' Perception on the Choice of Materials for Their Study**

Choice of materials	Name of campus					
	PK	TC	NCC	PY	Total	%
Primary documents	11	9	10	19	49	41.88
Secondary documents	5	4	4	7	20	17.09
Tertiary documents	5	3	4	7	19	16.23
Above all	5	7	9	8	29	24.78
Total	26	23	27	41	117	100

Source: Field Survey, 2007.



Source: Field Survey, 2007.

**Figure -13: Students' Perception on the Choice of Materials**

Around 42% of total interviewed students preferred primary documents, whereas 17% and 16% chose secondary document and tertiary documents. And rest 24% of chose all the above documents. From the above data, most of the students preferred primary documents and followed by all of the above (i.e. primary, secondary and tertiary).

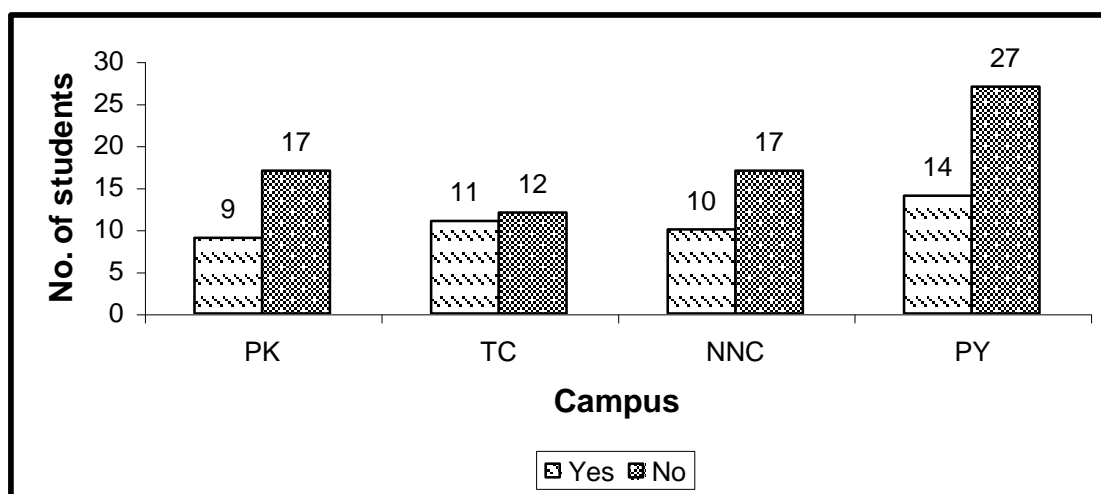
### 5.13 Satisfaction with Reference Materials

The thirteenth question was developed to find the students satisfaction with reference collection in library when respondents were interviewed about the satisfaction with reference materials, they have replied as follows:

**Table -14: Students Satisfaction on the Collection of Reference Materials**

Satisfaction	Name of campus					Total	%
	PK	TC	NCC	PY			
Yes	9	11	10	14	44	37.60	
No	17	12	17	27	73	62.39	
Total	26	23	27	41	117	100	

Source: Field Survey, 2007.



Source: Field Survey, 2007.

**Figure -14: Students' Satisfaction on the Collection of Reference Materials**

The finding regarding the satisfaction of the students towards reference materials has showed that 37.60 percent of respondents are satisfied with the collected reference materials in library whereas 62.39 percent of them feel that the collection of reference materials is not sufficient for them. The above result shows that more than half respondents are unsatisfied with the collection of reference materials.

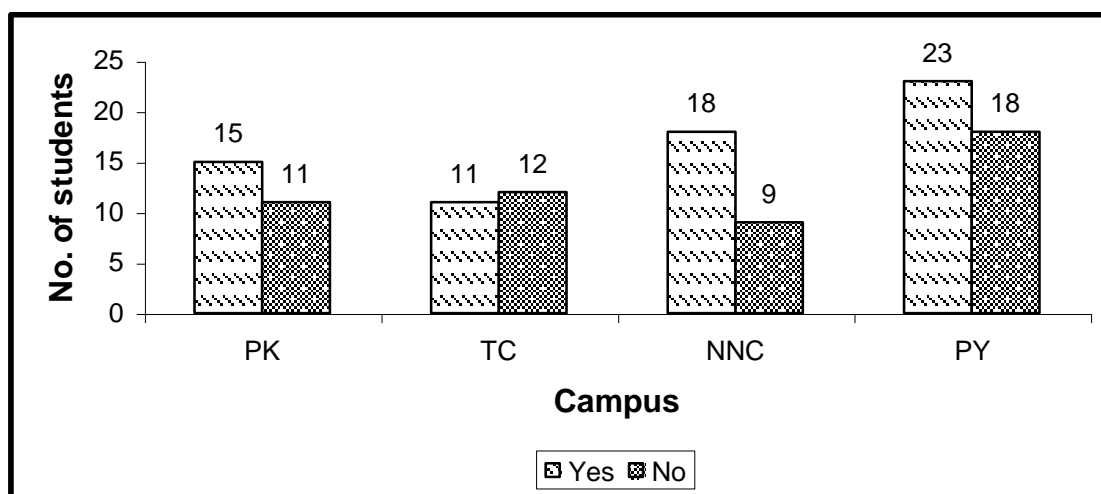
#### 5.14 Availability of Computer

The fourteenth question was asked the students to find out whether the library provides with a computer facility. When the students were interviewed, they replied as follows:

**Table -15: Students' Perception Towards the Availability of Computer in the Library**

Availability	Name of campus					Total	%
	PK	TC	NCC	PY			
Yes	15	11	18	23	67	57.26	
No	11	12	9	18	50	42.73	
Total	26	23	27	41	117	100	

Source: Field Survey, 2007.



Source: Field Survey, 2007.

**Figure -15: Students' Perception Towards the Availability of Computer in the Library**

During interviewed, 57.26 percent of the total interviewed students reported that they got computer facility. Similarly, 42.73 percent, of them seemed to be unknown about the facility. This result shows that the libraries have not been able to bring all the library members under their technological facilities even the age of IT today.

### 5.15 Purpose of Using Computer in Library

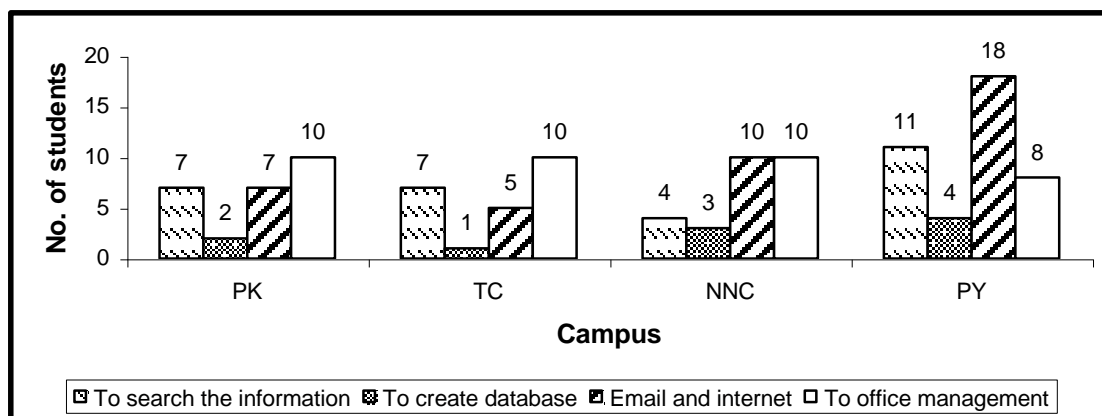
The fifteenth question was asked to the students to know purpose of computer use in library. The responses to this question are presented in table 16.

**Table -16: Students' Perception of Using Computer in Library**

Purpose of using computer	Name of campus					Total	%
	PK	TC	NCC	PY			
To search the information	7	7	4	11	29	24.78	
To manage information	2	1	3	4	10	8.54	
Email and internet	7	5	10	18	40	34.18	
To office management	10	10	10	8	38	32.47	
Total	26	23	27	41	117	100	

Source: Field Survey, 2007.





Source: Field Survey, 2007.

**Figure -16: Students Perception of Using Computer in Library**

Computers have been used for various purposes in the library. 24.78 percent respondents have reported that the libraries use computer to search the information while 8.54 percent of them think that computers in their libraries are only for creating database. Similarly, 34.18 percent of the students said that computer is used for email and internet and 32.47 percent of the respondents said that computer is used for office management. From the above result shows that most of the students used computer for email and internet.

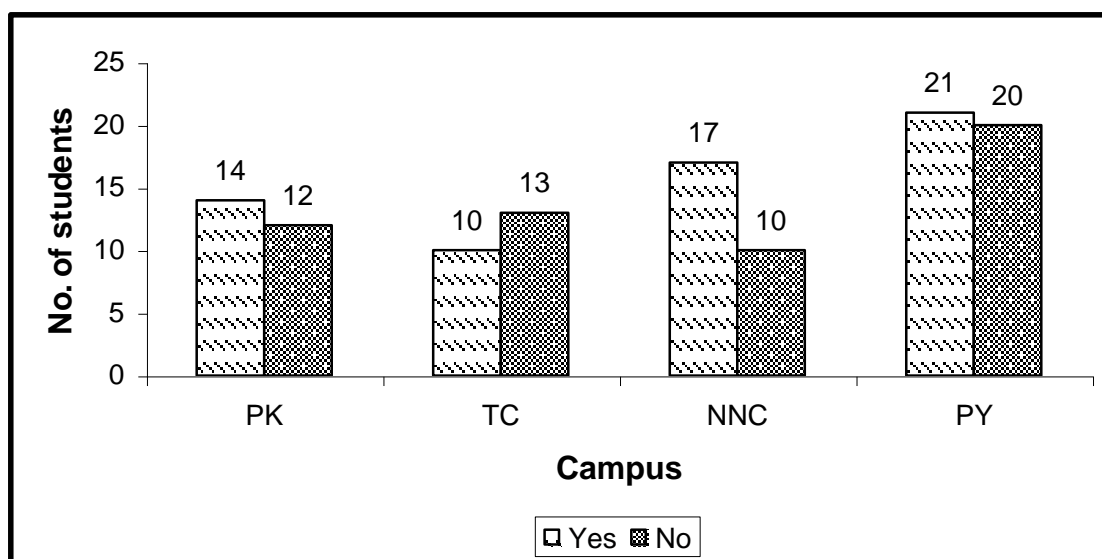
### 5.16 Knowledge about Catalogue

The sixteenth question was asked to the respondents to find out any idea about library catalogue. They have given different views about library catalogue which are as follows:

**Table -17: Students Knowledge about Library Catalogue**

Knowledge about catalogue	Name of campus					
	PK	TC	NCC	PY	Total	%
Yes	14	10	17	21	62	52.99
No	12	13	10	20	55	47.00
Total	26	23	27	41	117	100

Source: Field Survey, 2007.



Source: Field Survey, 2007.

**Figure -17: Students' Knowledge about Library Catalogue**

The above table shows that more than 50 percent of the students have got knowledge about library catalogue. About 53 percent of the students have knowledge and rest 47 percent of them have no idea about the library catalogue. This result shows that students could not use the library due to the lack of technical information of library system.

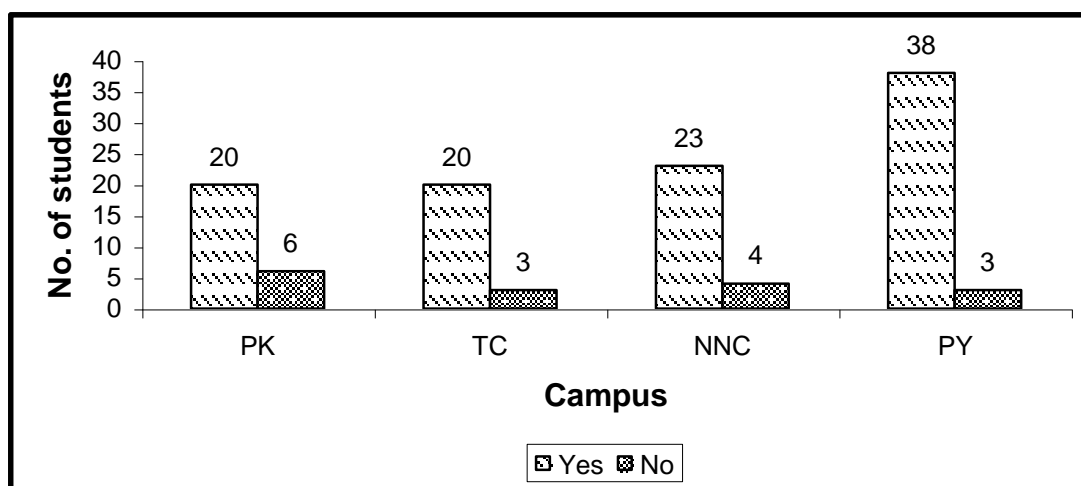
### 5.17 Necessity of Catalogue

This seventeenth question was asked to know the students necessity of library catalogue. The students have given their views on the necessity of catalogue.

**Table -18: Necessity of Library Catalogue**

Necessity of library catalogue	Name of campus					Total	%
	PK	TC	NCC	PY			
Yes	20	20	23	38	101	86.32	
No	6	3	4	3	16	13.67	
Total	26	23	27	41	117	100	

Source: Field Survey, 2007.



Source: Field Survey, 2007.

**Figure 18: Necessity of Library Catalogue**

When the students were interviewed, around 86 percent of total interviewed students agreed about the necessary of library catalogue. And rest 13 percent respondents don't need library catalogue. This above result shows that library catalogue is a must in a library.

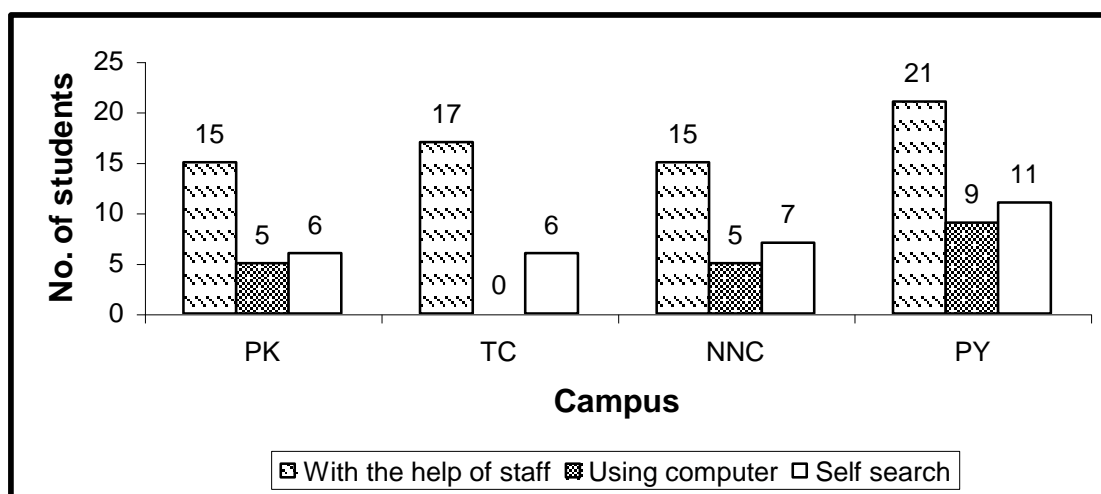
### 5.18 Tools for Search Information

This question asked to those students who responded negative and have difficulty while searching the information in a library. The respondents were given some choices like 'with the help of staff', 'using computer' and 'self search'.

**Table -19: Tools for Information Search in a Library**

Tools for search information	Name of campus					
	PK	TC	NCC	PY	Total	%
With the help of staff	15	17	15	21	68	58.11
Using computer	5	-	5	9	19	16.23
Self search	6	6	7	11	30	25.64
Total	26	23	27	41	117	100

Source: Field Survey, 2007.



Source: Field Survey, 2007.

**Figure -19: Tools for Information Search in a Library**

The above table shows that 25.64 percent of the students said that they search information themselves without any help of the computer and staff. 16.23 percent respondents search the information with the help of computer and rest 58.11 percent search with the help of staff. This average result shows that majority of the students search the library information with the help of staff.

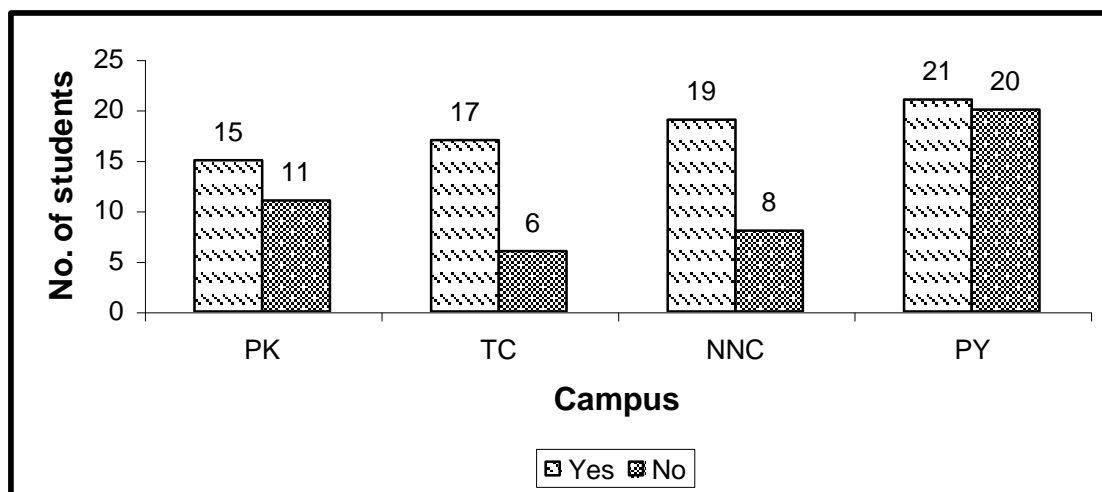
### 5.19 Importance of Orientation Program

This question was asked to respondents whether the library orientation program is compulsory to the students or not. When they were interviewed about the importance of orientation program in library, they have responded as follows:

**Table -20: Importance of Library Orientation Program**

Importance of library orientation	Name of campus					Total	%
	PK	TC	NCC	PY			
Yes	15	17	19	21	72	61.53	
No	11	6	8	20	45	38.46	
Total	26	23	27	41	117	100	

Source: Field Survey, 2007.



Source: Field Survey, 2007.

**Figure -20: Importance of Library Orientation Program**

When the data is analyzed, the result shows that around 62 percent of the total number of respondents answered positively whereas 38 percent students said that the library did not conduct any library orientation program to search information in library. The above result shows that library orientation program is compulsory for every college student.

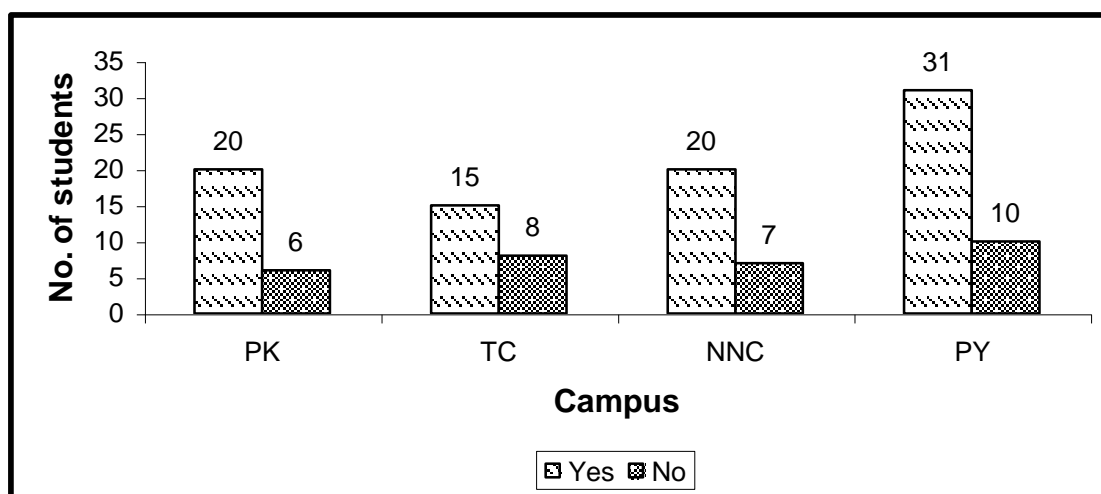
### 5.20 Familiarity of MIT

This question was asked to the students to know their familiarity of students with the MIT. When the students were interviewed about the modern information technology used in their libraries, they have responded as follows:

**Table -21: Students' Views about Familiarity with MIT**

Familiarity with MIT	Name of campus					
	PK	TC	NCC	PY	Total	%
Yes	20	15	20	31	86	73.50
No	6	8	7	10	31	26.49
Total	26	23	27	41	117	100

Source: Field Survey, 2007.



Source: Field Survey, 2007.

**Figure -21: Students' Views about Familiarity with MIT**

Above table shows that 74 percent of the students were familiar with MIT. And rest 26 percent of the students have some knowledge on MIT but they have not access in their campus library. The above data shows that most of the students gave the opinion that they should be well equipped with MIT in their campus library.

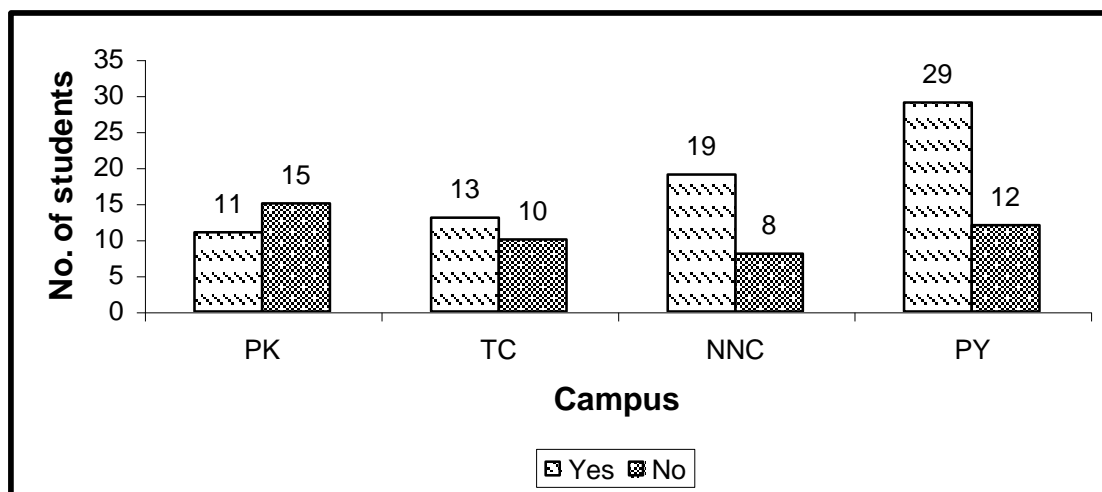
### 5.21 Satisfaction with Library Management System

This question was related to the students' satisfaction with the library management system. When the students of 4 campuses were interviewed about the library management system, they have responded as follows:

**Table -22: Students' Opinion about Satisfaction with Library Management System**

Satisfaction of library management system	Name of campus					
	PK	TC	NCC	PY	Total	%
Yes	11	13	19	29	72	61.53
No	15	10	8	12	45	38.46
Total	26	23	27	41	117	100

Source: Field Survey, 2007.



Source: Field Survey, 2007.

**Figure -22: Students' Opinion about Satisfaction with Library Management System**

When the students were interviewed about the satisfaction from library management system, 62 percent have satisfied with the system of library and rest 38 percent have found dissatisfaction on the system. The above result shows that there are still a lot of things to improve on the existing system of library.

## CHAPTER -VI

### SUMMARY, CONCLUSION AND RECOMMENDATION

#### 6.1 Summary

- From this study it is found that, all the four academic libraries have implemented reference resources and services.
- Most of the students have acquired the membership of the library and rests of the students seldom visit the library.
- More than 60 percent of the students found the library and reference section more useful and only 11 percent in optimum degree of the students found library the least useful to them.
- The survey reveals the fact that a large number of students(39%)visit the library, particularly, the reference section daily and only 5%visit once a month.
- Most of the college students visit the library in order to borrow the textbooks and 25% to consult reference books.
- It was found that the majority of the students (i.e. 67.52%) are familiar with reference materials and the rest 23% have no idea of them.
- General section has been found the most frequently used section of the library users and reference section and periodical section are also equally important. However, almost all of the respondents agree that sources of information such as reference books, periodicals and newspapers are also equally significant to cater to their informational needs.



- 63.24% students have dissatisfied with the available document in the library. Only 36 percent of them opinion that document are available according to their needs.
- More than 40% of the total interviewee said that library could not supply a document in time because of insufficient number of books, lack of new edition books, staff biasness and late return of issued books in library.
- Nearly 45% of the students choose primary documents which consist of journals, newspapers, textbooks etc. And least 16% users in libraries use only tertiary documents.
- More than 60% students have been found dissatisfied with reference materials. Only 37% of students, satisfied with the collection of reference materials.
- Only 52.99% of the respondents have the knowledge about library catalogue and about 47% have been found ignorant about it.
- Almost all of the academic libraries have provided special services like reprographic, documentation, reader's advisory services. However, the libraries need to make these services accessible to all the library users.

## **6.2 Conclusion**

The campus library is a power house of knowledge and reference service is an essential service to be provided by a library. It provides services to the students, teachers and research workers. So, the reference librarian must be a friend, philosopher and guide to the students as well as other readers. Thus mutual cooperation and coordination is most among the readers, students and the library staff. It plays an important role in

satisfying the laws of library science. It helps to maximize the use of a library. It helps to meet the objectives of a library and abiding by the laws of library science. Reference service involves in the spirit of humanism, which aims to establish right contact between a right user and a right document at the right time. This requires a human agency, which could undertake this. Thus, the role of a reference librarian becomes extremely important. The success of reference service depends greatly upon the references librarian. The fundamental aim of a college library is to inject, the reading habit in the students who have never been acquainted with books in their college life and also to give opportunities to the ignorant and the indifferent students, so that they can enjoy the art of reading and self study. Hence, libraries are a direct incentive to the development of educational, social and cultural activities.

### **6.3 Recommendation**

On the basis of the research, there are some recommendations made for the improvement of the campus libraries in order to serve the interest of the students.

- There should be enough collection of new edition textbooks, reference materials and journals and periodicals.
- Orientation class should be given to the students and library users about library facilities, rules and regulations as well as the available resources in a library.
- It is recommended that the present budget of TU college libraries should be increased as much as possible.
- The reference librarian should be cooperative and be responsible for overall charge function of the library.
- Catalogue service should be given a high priority because majority of the students realized the necessity of catalogues.

- The library should be open access, as the close access is a great barrier to find out required information.
- One of the classification schemes should be followed to arrange documents in shelves.
- Automation system should be adopted for library services.
- Campus library should remain open all the days or at least the opening hours of campus.
- The library should develop its physical facilities such as comfortable furniture, reference room, ventilation, light etc.
- Due to the lack of professional and trained staff and classification, cataloguing and other technical works are not efficiently and effectively performed in the libraries.
- The reference services, bibliographical documentation and reprographic services should be provided to the users.
- The rules and regulations of library should be strictly followed by students, teachers and staff.

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## Questionnaire for Staff

A survey of user attitude towards the reference resources and services of four academic libraries.

The purpose of study is to find out the views about reference resources and services and needed their requirement and suggestion for improvement for library services. So you are kindly requested to answer the following questions.

Please put tick mark wherever box is available ( ) and write your opinion wherever necessary.

a- Name of Librarian:

b- Qualifications:

c- Name of librarian:

d- Address:

1 - What type of documents do you have?

a- primary document

b- Secondary document

c- Tertiary document

d-All of them

2- Methods of collections of documents

a- Purchasing

b- Gift

c- Exchange

d- All

3-How many books are added in Reference section in one year?

a- less than 100

b-More than 100

c- Less than 500

d- More than 500

4- Does your library have Reference Section?

a- Yes

b-No

5- If yes, how many students visit Refection section daily?

a- Less than 20

b- More than 20

c- Less than 50

d- More than 50





15. Is there any orientation programme to new users?  
a. Yes ( )      b. No ( )
16. For what purpose do users visit in references section?  
a. To consult books  
b. To read newspapers  
c. To invest leisure time  
d. All of them
17. Do you provide open access to users in your references section?  
a. Yes ( )      b. No ( )
18. Does your Library use any modern information technology?  
a. Yes ( )      b. No ( )
19. By which tools students search the references materials?  
a. by consulting catalogue  
b. using computer  
c. self search  
d. with the help of staff
20. What special services are provided to users?  
a. internet services  
b. reprographic services  
c. Binding services  
d. Email services
21. Do you think students are satisfied with references resources and services of Library?  
A. Yes( )      b. No( )
22. Please specify your views for the improvement of references resources and services of Library?  
a. \_\_\_\_\_  
b. \_\_\_\_\_  
c. \_\_\_\_\_  
d. \_\_\_\_\_

## Questionnaire for User

A survey of user attitude towards the reference resources and services of four academic libraries.

The purpose of study is to find out the views about reference resources and services and needed their requirement and suggestion for improvement for library services. So you are kindly requested to answer the following questions.

Please put tick mark wherever box is available ( ) and write your opinion wherever necessary.

### A. Personal information

- a. Name:
- b. Campus name:
- c. Sex: Male ( ) Female ( )
- d. Level:

### B. Technical information:

- 1. Are you a member of your campus library?
  - a. Yes ( )
  - b. No ( )
- 2. Library is useful –
  - a. to the optimum degree ( )
  - b. to some extent ( )
  - c. least ( )
  - d. Not at all ( )
- 3. How frequent do you visit library?
  - a. Daily ( )
  - b. Once a week ( )
  - c. Once a month ( )
  - d. Seldom ( )
- 4. For what purpose do you visit library?
  - a. To borrow textbook ( )
  - b. To consult reference book ( )
  - c. To lead journals, newspapers etc ( )
  - d. To invest leisure time ( )
- 5. Are the present opening hour of library is suitable for you?

- a. Yes ( )      b. No ( )
6. Are you familiar with the collection of your library?  
a. Yes ( )      b. No ( )
7. Are you familiar with reference materials?  
a. Yes ( )      b. No ( )
8. Which section of library do you use the most?  
a. General section ( )      b. Periodical section ( )  
c. Reference section ( )      d. All of the above ( )
9. Do you get documents in time?  
a. Yes ( )      b. No ( )

If no, then why?

- a. Insufficient number of books ( )  
b. Do not have any new edition books ( )  
c. Staff biasness ( )  
d. Students don't return book in time ( )
10. What type of documents do you require most?  
a. Textbook ( )      b. Reference books ( )  
c. Periodicals ( )      d. Newspapers ( )
11. Which reference materials do you prefer most in your study?  
a. Primary document ( )      b. Secondary documents ( )  
c. Tertiary document ( )      d. Above all ( )
12. Are you satisfied with the reference collection of your library?  
a. Yes ( )      b. No ( )
13. Does your library have a computer?  
a. Yes ( )      b. No ( )

If yes, for what purpose is the compute being used?

- a. To search the information ( )  
b. To manage information ( )  
c. To office management ( )  
d. Email and internet ( )

14. Do you know about library catalogue?

- a. Yes ( )      b. No ( )

If yes, do you think it is necessary?

- a. Yes ( )      b. No ( )

15. Which tools do you search information?

- a. With the help of staff ( )  
b. Using computer ( )  
c. Self search ( )

16. Does the library conduct orientation programs to used the library?

- a. Yes ( )      b. No ( )

17. Do you think orientation is necessary?

- a. Yes ( )      b. No ( )

18. Are you familiar with modern information technology?

- a. Yes ( )      b. No ( )

If yes, does your library use modern information technology?

- a. Yes ( )      b. No ( )

19. Are you satisfied from the current library management system?

- a. Yes ( )      b. No ( )

20. Are there any special service to user?

- a. Internet services ( )  
b. Email services ( )  
c. Reprographic services ( )  
d. Binding services ( )

21. Do you have any suggestion for improvement of library services? If yes, please specify it.

- a. ....  
b. ....  
c. ....  
d. ....

**The end**

## **CURRIUCLUM VITAE**

### **Personal Information**

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