

**UTILITY AND SERVICES OF THREE SPECIAL LIBRARIES IN
KATHMANDU VALLEY**

A Thesis

Submitted to the

Central Department of Library and Information Science

**For the Fulfillment of the Requirements for the Masters' Degree in Library
and Information Science**

Submitted by

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May, 2008

LETTER OF RECOMMENDATION

This is certified that Mrs. Saraswati Bhattarai (Adhikari) has prepared this dissertation entitled "*UTILITY AND SERVICES OF THREE SPECIAL LIBRARIES IN KATHMANDU VALLEY*," under my supervision and guidance. I recommend this dissertation for the final approval and acceptance.

Date: May, 2008

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Dr. Madhusudan Karki
Thesis Supervisor

LETTER OF ACCEPTANCE

The thesis here to attached, entitled "*UTILITY AND SERVICES OF THREE SPECIAL LIBRARIES IN KATHMANDU VALLEY*" prepared and submitted by Mrs. Saraswati Bhattarai (Adhikari) in partial fulfillment of the requirement for the Master Degree of Library and Information Science is hereby accepted and approved.

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ACKNOWLEDGEMENTS

Any accomplishment requires the effort of many people and this work is no different. So I take this opportunity to place on record the feeling of gratitude that I owe to various persons for their different kinds of help and co-operation. I am deeply indebted to Dr. Madhusudan Karki, my adviser, who in spite of work pressure was still able to give his solicitous concern, valuable suggestions and guidance to carry out this work.

I must not forget the valuable help and guidance provided by all faculty members Mrs. Nirmala Shrestha (Head of the Department of Library and Information Science), Mr. Rudra Prasad Dulal, Mr. Bhim Dhoj Shrestha, Mrs. Lila Dahal, Dr. Mohan Raj Pradhan and Mr. Bishnu Prasad Aryal. Their direct and indirect teaching to me was really appreciable. My sincere thanks is also due to the CDLIS staff Ravi, Bholu and Mina who have always been very kind and helpful in course of the preparation of this research.

I am very grateful to the Librarian of NHRC, Amnesty International Nepal and INSEC for their kind co-operation and support. My special thanks go to my friends Mr. Prem Raj Adhikari and Miss Chandrama Paudel whose suggestions and support made the research process easy. I also wish to thank all of my friends Bhatta sir, Upasana, Gita, Radhika Didi, Champa, Saroj, Tulasi and all my colleagues who participated in discussion and given me valuable suggestions. My sincere thanks goes to my husband Krishna Prasad Bhattarai for the support to create suitable environment in room.

I would like to express my heartfelt gratitude to those who made possible, the completion and bringing this dissertation to present state.

I feel highly obliged to Narayan and Deepak Basnet of Resunga Computer Service.

Finally, my whole- hearted obligation goes to each and every member of my family, especially, my parents for taking all troubles to make me at this position.

I apologize and take full responsibility if any mistakes have been committed knowingly or unknowingly in course of my work.

Saraswati Bhattarai (Adhikari)

May, 2008

ABSTRACT

This thesis topic "Utility and Services of three Special Libraries in Kathmandu Valley" has been written for the purpose of fulfilling the partial requirements of the Master's degree in Library and Information Science. The scope of this study has been limited to three special libraries related with Human rights Organizations such as AIN, INSEC and NHRC, which has tried to find out the existing conditions of their collection and services provided by library to their user. Twenty four related literatures are reviewed about the special libraries in chapter two. It has also tried to focus on the users need and the problems faced by these libraries for the solution and improvement. For this study users are studied. Personal interview have been made to the librarians and other staffs. Questionnaire method has obtained to take the primary data. The results of twenty questions are the primary data. There are altogether 225 users in the study group, among them only 68 in numbers or 30% had been taken among the population of this study. From the distributed questionnaires 63 were returned which are analyzed, organized, tabulated, calculated and has been converted into the percentage.

According to the findings of the research, large numbers of user (68.2%) are seemed to be familiar with the library collection and 55.5% are satisfied with the library collection. Most of the users are found using reports of conference, project, seminar, workshop then newsletters and other reading materials. The users are seemed to be satisfied with the provision of computer facility in their library. All these libraries, computer is used to search information and create database. Most of the users (57.2) have indicated that reference materials are insufficient. About 51% of user are found using library daily, weekly, monthly and sometimes respectively. Most of the users visit library for current and updating approach. Most of the users are satisfied with the opening hour of the library. They are depended upon the staffs for searching the information. Large numbers of users are

found familiar with modern information technology. Modern computerizing and online services are provided in each library. Physical facilities are satisfactory in all libraries.

Large numbers of users (58.7%) are seemed to be satisfied with the services provided by library. Budget has not been allocated in appropriate rate in all libraries. Circulation service, reference service, display of new books, subject bibliographies, CAS, SDI service etc are most useful for users. So, there should be free membership system and book issue facility in the libraries. Budget should be appropriate to improve the collections and services of libraries. Inter library loan service should be provided for effective information supply to user.

PREFACE

This is the age of information explosion. Library is playing an indispensable role in the information storage, management and retrieval. This thesis presents an overview of the existing conditions of the collections and type of services in the special libraries of three human rights organizations in Kathmandu Valley. It has focused on the users need and the problems, faced by these libraries for the solution and improvement.

Chapter one of this research deals with the background of the study which includes objectives, statement of the problem, organization of the study as well as the introduction of the researched organization and their special libraries.

Chapter two deals with the depth study of various related literature available on the subject of special libraries and its information activities.

Chapter three describes about the focus of the study with the details information of the selected organizations and their special libraries.

Chapter four is related to research methodology, which concludes research design, population, sampling procedure, data collection and data analysis procedures, etc.

Chapter five contains the analysis and presentation of various critical and supportive data.

Chapter six holds the final parts of the study such as conclusions, findings and recommendations for the further improvement of the special libraries.

Saraswati Bhattarai (Adhikari)

Dedication



Dedicated to my late father

Mr. Khadananda Adhikari

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Utility and services of three special libraries in Kathmandu valley/Saraswati Bhattarai. -Kathmandu: central department of library and information science, 2008.
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Dissertation: Masters' Degree of Library and Information Science from CDLISc.
1. Special libraries I. Title

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D	SPECIAL LIBRARIES
026	
B 469 u	
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	Utility and services of three special libraries in Kathmandu valley/Saraswati Bhattarai. -Kathmandu: central department of library and information science, 2008.
	xviii, 93p. ill.; 30cm.
	Dissertation: Masters' Degree of Library and Information Science from CDLISc.

Title added entry

	Utility and services of three special libraries in Kathmandu valley
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026	
B 469 u	
	Bhattarai, Saraswati
	Utility and services of three special libraries in Kathmandu valley/Saraswati Bhattarai. -Kathmandu: central department of library and information science, 2008.
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ABBREVIATIONS

AD	Anno Domini
AIN	Amnesty International
ALA	American Library Association
BS	Bikram Sambat
CAS	Current Awareness Service
CD	Compact Disk
CDS/ISIS	Computerized Database System /Integrated Set of Information System
DDC	Dewey Decimal Classification
DVDs	Digital Video Discs
ICT	Information Communication Technology
IEC	International Executive Committee
INSEC	Informal Sector Service Centre
LISC	Library and Information Science
NGO	Non Government Organization
NHRC	National Human Rights Commission
pm	post meridian (afternoon)
SDI	Selective Dissemination of Information
TU	Tribhuvan University
TUCL	Tribhuvan University Central Library
UNESCO	United Nations Educational, Scientific and Cultural Organization
VPN	Virtual Private Network

CHAPTER-1

INTRODUCTION

1.1. Background of the study

In ancient time, when books were very few, rare and scarce due to lack of printing and publishing facilities, a library was regarded as a store house and books were meant for preservation only. The librarian was supposed to be just a custodian of books. The librarian did not encourage the use of books, so librarians were very passive and worked as archival institution. The invention of printing press totally changed the image and role of a library due to easy printing of multi copies of books and other reading materials.

Now situation has totally changed due to flood or explosion of information owing to world wide research and development activities specially in the field of science and technology, and advancement of modern information and communication technology specially computer technology .

Therefore, a modern library `aims at collecting, processing and organizing various forms of document such as books , documents , monograph , manuscript , government documents ,research report seminar ,conference , symposium etc. proceedings , theses, audio-visual materials like maps, graphics photocopy cassettes films, microfilms, magnetic tapes magnetic discs, compact discs etc . It disseminates information about the availability of various resources and services in the library through various tools like catalogues, bibliographies, indexes, abstracts, newsletters, bulletins etc to enable users to make the best use of these information resources and services. Today a library is such a holy

shrine of knowledge which is open to all irrespective of their class, caste, creed, sex, age, nationality and the like.

1.1.1 Definition of library

According to the New Encyclopedia Britannica, vol. 22, a library is a collection of written, printed or other graphic or visual materials (including films, photographs, tapes, phonograph records, videodiscs, microfilms, and computer program) organized and maintained for reading, study and consultation.

According to Oxford English Dictionary the term ' library' was employed in English to refer to a place where books were kept for reading, study or reference. By 19th century a library was also regarded as a building, room or set of rooms containing a collection of books for the use of the public or some portion of it or the number of the society; a public institution or establishment charged with care of collection of books.

International Organization for Standardization is one of the opinion about library as irrespective of the title, any organized collection of printed books and periodicals or any other graphic or audio visual materials and services of staff to provide and facilitate the use of such materials as are required to meet the information, research educational or recreational needs of its users. ¹

According to the Encyclopedia International, a library houses a collection of books manuscripts or other materials to preserve them available for use.

ALA Glossary of Library and information Science defines that "a library is a collection of materials organized to provide physical,

¹ ISO, Information transfer, 2nd ed. - Geneva: ISO,1982 p. 135.

bibliographic and intellectual access to a target group with a staff that is trained to provide services and programmed related to the information needs of the target groups." Similarly, the International Organization for Standardization has defined a library as irrespective of the title, any, any organized collection of printed books and periodicals or any other graphic or audio visual materials and the services of a staff to provide and facilitated the users of such materials as are required to meet the informational, research educational or recreational needs of its users.

According to Dr. S.R Ranganathan, "a library is a public institution or established changed with the care of collection of books, the due of making them accessible to those who require the use of them and the task of converting every person in its neighborhood into a habitual library goers and reader of books." ²

1.1.2 History of Library

The origin of libraries lies in the practice of keeping records; as early as the 3rd millennium BC records on clay tablets stored in a temple in the Babylonian town of Nippur in the 7th century BC the Assyria King Ashurbanipal assembled and organized a collection of records of which some 20,000 tablets and fragments have served. The first libraries as repositories of books were those of the Greed temples and those established in conjunction with the Greek schools of philosophy.

The invention of printing press towards 14th and 15th century brought a revolutionary change in the history of library development. Due to easy publication of books and other factors (socio-economic and religious), the number of libraries started to grow rapidly specially in the western world.

² Ranganatyhan, S R, Reference Service and Bibliography v.1. - Madras: Madras Library Association, 1940.

In 17th and 18th centuries, book collecting became more widespread. Several times private collections were developed many of which were eventually to become the core of today's great national and state libraries. During the same period, many national and university collections also sprang up all over Europe.

In Nepal, libraries are of recent development although history of ancient libraries can be traced as far back as 15th century when Vihar(Buddhist monasteries) were created in Katmandu Valley, where manuscripts were collected for study and reading. Guthias were kept to look after those collections.

Later on, some Malla Kings contributed much to the collection of manuscripts on Art, Architecture, Math Medical, Religion , Astrology etc. in their palaces. King Prithivi Narayan Shah, the unifier of Nepal, assembled those scattered collections in Hanuman Dhoka Palace, which later formed the nucleus of the famous Bir Pustakalaya of Nepal.

There was an interesting story during Rana rule in 1930. Some young and enthusiastic people, who sought permission to open a public library, were fined one hundred rupees each. But during the period of Padma Shamsger in 1946, a few schools and libraries were opened inside the Katmandu Valley, Sharada Pustakalaya of Patan, Pradipa Pustakalaya (2003 BS/1946 AD) and Bhogendra Pustakalaya of Katmandu, Dhawal Pustakalaya (2004 BS/1947 AD) of Palpa, Adarsha Pustakalaya (2003BS/1946 AD) of Biratnagar and Mahabir Pustakalaya (2004 BS/1947 BS) of Butwal were some of the libraries opened during that period.

After the dawn of Democracy in 1951 AD, the number of libraries started to increase generally. These days there are more than 5/600 libraries in the country. Among them, the central Library of Tribhuvan

University is the biggest one established in 2016 BS , which is holding more than 2,00,000 volumes , serving almost all intellectual of Nepal . However, the condition of other libraries, excluding some attached with research centre and foreign offices, is not so satisfactory due to various factors; Even the National Library is not in a good position even to date.

1.1.3 The aim of library

The aim of modern library is to enable its users to make the most effective use of the resource and services. It has to disseminate the complete, relevant and timely information to its clientele. In other words, a library has to provide right information to right person at right time. It should always keep in mind the famous five laws of library science conceived by the great scholar, Dr.S.R. Ranganathan:

- I. Books are for use.
- II. Every reader his /her books.
- III. Every books its reader.
- IV. Save the time of the reader.
- V. A library is a growing organism.

S R Ranganathan conceptualized the library as a trinity of books, readers and staff. A library without books is not a library. A library without staff is not functional and serviceable. A library with books and staff and without reader is purposeless. It is therefore necessary to find out whether a library satisfies Ranganathan five laws of library science or not when the trinity of books, readers and staff exist in tandem.³

³ Ranganathan S R Five Laws of Library Science. - Bangalore: Sarada Ranganathan Endowment for Library Science, 1988.p.327.

To fulfill these objectives, a library should always acquire relevant reading materials, quickly process them, and rightly organize and shelve them for their easy retrieval in the least possible time.

1.1.4 Functions of library

A library, being a social organization, performs various functions that differ from one type of library to another. Generally, a library carries following function:

1. It select, acquired, processes and organizes the reading materials in a systematic way.
2. It disseminate information about the availability of various resources and services through various tools like catalogues, bibliographies, indexes, abstracts, journals, bulletin, newsletters etc.
3. It supports for life long self education.
4. It helps to make the creative use of leisure time by providing recreational reading materials.
5. It promotes socio cultural heritage of local, national and international level.
6. It attempts to convert potential users into habitual users etc.
7. It enables to understand socio-cultural, economic, Political, religious aspects of different people, societies and countries of the world.

1.1.5 Changing concept of Library

In the past, when reading materials or books were very limited and scarce due to lack of printing press facility and other reprographic facilities unlike today, a library was regarded as a mere storehouse where books were meant not for use but for preservation. That is why they were kept in locked or closed racks and cupboards where the users could not have direct contact. The librarians were supposed to be a custodian of those locked books rather than the promoter of the use of those available resources. So in those days, a library tended to be just an archival institution and the librarian a passive staff without any important role and contribution to the best use of resources.

Latter on, with the invention of the printing machine and other reprographic facilities, the picture of a library totally changed. The condition of the storehouse has changed into one of service library whose basic motto is to provide maximum service to its users by various methods and systems. So, these days, almost all libraries follow the open access system, which, facilitates users for free access to the world of books resulting into maximum utilization of the available resources providing optimum satisfaction to the users. Besides, there are various other factors that are responsible for bringing remarkable changes in the very concept, scope and role of a library. For instance, the increasing research and development activities demanded more and more in depth 'Documentation centre'. Then 'information centre' substituting the term 'Documentation Centre' due to need of provision of various types of information services for users from various sources: documentary as well as non- documentary sources. The 'information Centre' also is gradually changing into 'Resource Centre' even in developing countries like ours.

So, modern libraries have to play a very dynamic role to satisfy their users through not only the in-house resource, but by participating in various national and international information network system for resource sharing. Thus a librarian in one corner of the world should be ready to serve the user of another corner of the world. Especially the online system has contributed a lot for the most efficient information service in this field. So, a modern librarian should be acquired not only with the knowledge and skill of traditional library science such as manual cataloguing, classifying, etc. but also should acquire a thorough knowledge of and skill in modern information science and technology both of which are a must in this age of keen competition and globalization.

1.1.6 Knowledge Management

The societies have transitioned from industrial age to information age. In the information age primary role of management is to develop the intellectual capital of the organization. "Knowledge management is the explicit and systematic management of vital knowledge and its associated processes of creating, gathering, organizing, diffusion, use and exploitation. It requires turning personal knowledge into corporate knowledge that can be widely shared throughout an organization and appropriately applied".⁴

Knowledge management is the process of capturing organizational collective expertise wherever it resides in databases on paper or in people's need and distributing it to wherever it can help produce the biggest payoff. Knowledge management is getting right knowledge to the right people at the right time so they can make the best decision.

⁴ Library Herald, vol.41 No.1 edited by C.P. Vashishth. - New Delhi: Department of Library and Information Science, 2003. p.13.

It is the collection of processes that government creation, dissemination and utilization of knowledge to fulfill organizational objectives. Librarians and information professionals who work as integral members of business team will face new challenges calling for refinement in service paradigm obviously , the use of bring more exiting possibilities for the development of new approaches to knowledge management. It is concerned with the development of computer based information system for knowledge sharing.

Knowledge may be acquired through research and development, organizational learning and knowledge transfer, knowledge transfer includes both the sharing of existing organizational knowledge and the acquisition of knowledge from external sources. Librarians and information professional are vitally concerned with knowledge transfer.

The library of the future may not be having any collection of its own, but it would be a mere switching centre , referring users to potentially appropriate points in the vast network of resources accessible through the internet or world wide web , other see the library as primarily a switching centre but having important value adding function: creating guides, indexes, annotations and other tools tailored to the needs and interests of the library's own community of users and designed to improve the intellectual accessibility of those network resources likely to have greatest relevance and value to this community.

The library must develop its own collection of some high demand items by down loosing from the national network to the campus network. It should also facilitate access to the resources available on national and international networks on demand.

1.1.7 Types of Library

I. Private library: Private library is a collection of books and other reading materials developed and owned privately by an individual or a person for his/her own use.

II. Public library: It is a general library established for the public and financed by the local community or authority. Its collection covers general subjects such as: general knowledge; local history; geography; culture; fiction etc.

III. Government library: The government library is attached with some governmental organizations such as parliament, ministries, department, commission, committees, court etc.

IV. Academic library: Academic libraries refer to those libraries, which are established by or attached with academic i.e. educational institutions. So, there are different labels of academic libraries such as school, college and university libraries.

V. Special library: A library, which is established and supported by or attached with a particular organization such as professional or research organizations, business firm or industry or industrial enterprises, private corporation, hospital, church, jail and other special interest group is called special library.

VI. Missionary library: There are some libraries which are established by foreign missions in particular countries with an objective to disseminate and communicate general and special information about their countries. Such as American library, British council library, Russian library, Indian library etc.

1.1.7.1 Special Library: - An Introduction

A special library is the one, which is specializing, in a particular subject or a group of subjects or a particular form of documents. It established and supported by or attached with a particular organization, business firm or industrial enterprise, Private Corporation, hospital, church, jail, and any other special interest group is called special library.

According to L.M Harrod, "special library is a collection of books and other printed graphic or recorded materials dealing with a limited field of knowledge and provided by a learned society, research organization industrial or commercial undertaking, government department or even an educational institution. It may also be a special branch of a public library serving certain interests or occupational group such as a technical library or special subject library, meeting the needs of all enquiries on that given subject such as a music library".⁵

A special library specialized on a particular subject or group of subjects such as literature, agriculture, industry, natural sciences, social sciences etc. or a particular form of documents such as Braille books, maps, photographs, video cassettes etc. It serves needs of special clientele such as researchers, agriculturists, engineers, medical professionals, development experts, industrialists, businessmen, natural scientists, social scientists, etc. Department library, blind library, children libraries, hospital libraries, government libraries, industrial libraries, research institute libraries etc⁶

In Nepal ICIMOD library, Central Law library, TUTH library, Rostra Bank library, Madan Puraskar Pustakalaya, Human Rights

⁵ Khanna, J. K, Library and Society, 2nd. ed. - New Delhi: Ess Ess Publications, 1987.p. 80.

⁶ Sinha, Suresh C.and Dhiman,Anil K Special libraries:research and Technical Libraries. - New Delhi: Ess and Ess Publicastion,2002.

commission library, RONAST library etc. are the example of special library.⁷

1.1.7.2 Aim and objectives of special library

A special library exists to serve its parent body. Therefore the aim of a special library is to further the interest of its parent body. The clientele to be served will be generally limited but often being specialists, they would be well informed in their area of specialization. A special library offers specialized services to its specialized uses. In a special library reference service is a mode of its existence.

It provides information not only on demand but also in anticipation. The provision of information in anticipation is special feature of a special library. Thus, many special libraries use manual or computerized selective dissemination of information system for keeping their users well informed through documents or piece of information.⁸

A special library may have its own goals and objectives regarding the resources, services and clientele needed or desired to provide such services. Many definitions have been given about the different authorities, but the concept of special library is same .It can have many objectives to fulfill the need of its parent body.

These objectives are mentioned below:-

1. To provide information services to its member making them to keep track of the significant developments in their interested fields.
2. To provide pinpointed micro information or extensive information to its users.

⁷ Class Note

⁸ Krishan Kumar Library Manual, 4th ed. - New Delhi: Vikash Publishing House, 1991.

3. Provides information promptly to save the time, cost, efforts and money of the users
4. Provides inspiration and stimulation to users by means of balanced collections and services of library
5. It should fulfill the specialized research needs of the client and the parent institutions.⁹

1.1.7.3 Functions of special library

The special Library is attached with its parent body. It serves its parent organization with information retrieval services. Its success depends upon the supporting of parent organization. The special library may perform the following functions;

- It select, acquire document and source of data and information.
- Acquisition of documents, data and information.
- Processing of documents, data and information.
- It store documents data and information.
- It analyzes, synthesize and evaluate data and information.
- It provides critical reviews, monograph, reports and collection.
- It provides replies of queries, reprints, bibliographies and references.
- It provides literature search and translation service.
- Dissemination current awareness service and selective dissemination of information.
- It provides inter-library loan and additional needed materials.
- Production of information packages such as, digests, reviews, state of the art report, database etc.

Krishan Kumar Library Manual ,4 th ed. - New Delhi: Vikash Publishing house,1991.

- Preparing rare document list abstracts, and abstracting periodical.
- Preparing accession lists, bulletins, newsletters, summaries, manuals etc.¹⁰

1.1.7.4 Services of special library

In a Special library, the time of users is valuable and must be saved. Therefore, in a special library, very often the users have to be helped to the maximum. Library should prepare a list of services to be undertaken to support the mission of parent organization. It may provide the following services:

- i. Issue of documents.
- ii. Routing of periodicals.
- iii. Inter-library loan.
- iv. Replies to enquiries.
- v. Retrospective search.
- vi. Selective dissemination of information.
- vii. Referral service
- viii. Translation service.
- ix. Bibliographic instruction.
- x. Reprographic service.
- xi. State of art reports.¹¹

The special library issue the following products for the advancement of their organizational activities, research programmers and

¹⁰ Dawra, Manisha Library Science: Function and Practices. - New Delhi: Rajat Publication, 2004.

¹¹ Krishan Kumar Library Organization. - New Delhi: Vikash Publishing house, 1987. p78-80

keeping their clientele of specialists currently aware of literature being published in their areas of interests:

1.1.7.5 Publications of special library

- i. Brochure/handbooks about the organization.
- ii. Bibliographic prepared on demand and anticipation.
- iii. Accession lists.
- iv. Current awareness bulletin
- v. Periodicals and News letter.
- vi. Indexes, Abstracts, Directories and Thesauri of organization.
- vii. Local documentation lists.
- viii. Data banks- information available indexed on cards.
- ix. Translation services.
- x. Library catalogue and union catalogues
- xi. Literature surveys.¹²

The special librarian is at once a manager, a librarian, and subject specialist. In addition to library and subject skills, the special librarian must have a strong motivation toward service, flexibility in procedures and aggressiveness in promoting the library to the organization managerial skills are needed because the librarian functions both as an executive in the organization and as a manager of the library staff.¹³

1.1.8 Amnesty International

Amnesty International is a worldwide movement independent of any government, political persuasion or religious creed. It plays a specific role in the international protection of human rights.

¹² Khanna J K Library and Society, 2nd ed. - .New Delhi: Ess Ess Publication, 1987.p. 88-90.

¹³ ALA World Encyclopedia of Library and Information services 2nd .ed. - London: American Library Association,1986.p.779.

Amnesty International has more than 7,00,000 members, subscribers and supporters in about 150 countries and territories, with over 4,149 local groups in 63 countries in Africa, the Americas, Asia, Europe and the Middle East. Each group works on behalf of prisoners of conscience in countries other than its own. These countries are balanced geographically and politically to ensure impartiality. Information about prisoners and human rights violations emanates from Amnesty International's Research Department in London.

Amnesty International Nepal

Nutan Thapaliya, Lawyer by profession, established Amnesty International (AI) in Nepal in 1969. AI Nepal was recognized as “AI Nepal Section” by the International Executive Committee (IEC) of the AI in 1971. The first president of the organization was late Harishidesh Shah. Due to the unfavorable situation to undertake its functions, AI Nepal was dissolved in 1982. Later, some of the AI’s local groups established and continued different activities of AI in Nepal.

After restoration of multiparty democracy in 1990, Krishna Pahadi and other activists took initiation to establish AI’s structure in Nepal again. Finally, The IEC decided to recognize AI Nepal as AI’s Section in 1993. Thereafter, the organization has been functioning and contributing in the human rights movements significantly.

AI Nepal forms a global community of human rights defenders with the principles of international solidarity, effective action for the indelibility of human rights, impartially and independence, and democracy and mutual respect.

1.1.9 Informal Sector Service Centre (INSEC): An introduction

INSEC has been ardently involved in protection and promotion of Human Rights for more than one and a half decade. Founded by inexorable HR defender late Prakash Kaphley and prominent HR activist Sushil Pyakurel, INSEC significantly contributed in institutionalizing the democratic polity in the nation from a rights based approach, both at the policy and grassroots levels, especially after the restoration of democracy in 1990/91.

Ever since its establishment, INSEC has played momentous role in raising number of human rights issues to the national agenda and influencing the necessary policies and legislations. INSEC has constantly emphasized economic, social and cultural rights in its agenda right from its initial days when it implemented the program for the cart pushers of Katmandu valley in 1989. It has been involved in highlighting issues of bonded labor, minimum wage for the agricultural workers and other issues concerned with human rights.

The INSEC library is established in 1990. It holds more than seven thousand documents, including books, journals, reports, articles, conference papers, news clippings, CD's, photographs (Printed & digital), video documentaries and video footages. Books, reports, journals & articles, video documentaries and video footages.

1.1.10 National Human Rights Commission: An Introduction

The National Human Rights Commission (NHRC) of Nepal is an independent and autonomous constitutional body. It was established in the year 2000 as a statutory body under the Human Rights Commission Act 1997(2053 BS). The interim constitution of Nepal 2007 (2063 BS) made the NHRC a constitutional body. It has a separate sphere of responsibilities in the constitutional legal system of the country. The

primary responsibility of commission is to protect and promote the human rights of Nepalese people. In order to perform this responsibility, the commission can conduct inquiries and investigations, on its own or upon a petition or complaint files to it on violation of human rights. It can also inquire into a matter with the permission of the court in respect of any claim on violations of human rights. The commission can visit and observe any authority, jail or any organization under the Government of Nepal and to submit necessary recommendations to it on the reform to be made on the functions, procedures and physical facilities which may be made necessary for such an organization for the protection of human rights.

Since 10 December, 2005 Government of Nepal established NHRC library located at Harihar Bhawan, Lalitpur, Nepal. It has been providing library service to its users. At present, it has more than 5000 collection including books, periodicals, news clippings, audio visual materials to show the activities of organization, bibliographies, Internet E-research etc. The collection has been classified according to Dewey decimal classification. It provides library services to the subject specialists.¹⁴

1.2 Statement of problem

Naturally human rights organization's libraries are special libraries. They are concerned with whole organization of human rights. It serves the researchers and subject specialists in terms of their needed information. So, the quality of organization depends upon the service provided by library and information seeking behavior of the user. Nepal is at critical position of human rights during past decades. People are not more aware with the information related to human rights. Human rights

¹⁴ Brochure of NHRC.

are vital need of each and every individual. Libraries related with human rights organization are very much helpful in fulfilling the gap of information needs to the human rights information. But most of the users are unknown about the service of the human rights library. So, they were following the functions of the special library and documentation centers activities in order to serve the clientele of special libraries. Most of the users will be needed to library orientation, user education and literacy program. Literacy program is very significant for the positive motivation of user attitude towards the use of library effectively and efficiently. So, this study helps to know about the library service and libraries of human rights in Katmandu valley. This study will able to find out the queries of following problems:

1. The present status of special libraries.
2. Library facilities are not sufficient to meet the basic need of the users.
3. Lack of user orientation and literacy program.
4. Inadequate library collection on related subject.
5. The budget is not sufficient.

1.3 Objectives of the study

The main objective of this study is to find out the utility and services of three special libraries on the basis of their collection and service facilities and the other specific objectives are as following:

- To find out the users' demand and satisfaction from the library services.
- To highlight the different services provided by the libraries.
- To find out the problems encountered by the users.

- To give idea about user needs and requirement to the management for effective organization.

1.4 Scope and limitation of the study

This study is concerned with the utility and services provided by the special libraries of three human rights libraries in the Katmandu valley such as, Amnesty International Nepal (AI), Informal Sector Service Center (INSEC) and National Human Rights Commission (NHRC). The users and staffs of the special libraries are made the subjects of the study. The study has been concentrated only on the strength of collection of library materials and the information services rendered by these three libraries to users, with the satisfaction of the user. Regarding limitations, other services are not included in this study.

1.5 Signification of the study

In the age of information explosion the scientific and technological progress to bring about socio-economic development of society as also to lessen its stresses and strains, has resulted into the exponential growth of information. The library in the country has to be selective in its information collections and resource distribution. The present study provides a basis for selecting and preparing the priority area in which the resources of special library should concentrate.

Special Libraries are established for specializing subject field, in different area and department in the country. The limited resources of any special library in a country could be best utilized if the organization adjusts to the user need and satisfaction. The aim of library is to provide knowledge and understating the information service and user satisfaction of the three special libraries. It provides the basis or guide for the effective utilization of limited finance support and qualified staff of the library. The findings of this study should also help the library and staff, to

be aware of their deficiencies and weaknesses. The recommendations should help the library to improve its efficiency and effectiveness. This study is to be serving interested user by providing brief information about the special library and it will be helpful to find the problem facing by library, guide to look into the libraries activities, resources allocating, and existing facilities of the library.

1.6 Definition of the terms

Special library

Special library is the one which specializing a particular subject or group of subjects or a particular form of document.

Resource centre

The terms of sharing resources among several libraries, is to establish a centre, where different libraries could deposit such research material as are not used frequently by them, and the centre, in its turn, would be responsible for organizing the materials and making them available to all visiting scholars.¹⁵

Data

The result of observation or measurement by human brain in action is called data.¹⁶

Information

Information as knowledge, intelligence, facts or data which can be used, transferred, or communicated. It is derived from experience, observation, interaction and reading and has several basis questions.¹⁷

¹⁵ Agrawal, SP, National Information Resources for Social Sciences in India. - New Delhi: Concept Publishing Company, 1992. p.137

¹⁶ Prasher, R J, Information and its communication. - New Delhi: Medallion Press, 1991.p. 9.

¹⁷ Linden,R.O.,Book and Libraries: a guide for Students. - London: Classell and company, 1965.p.79.

Bibliography

A bibliography is an organized list of documents which is not limited to a particular collection.¹⁸

Reference service

Reference service means contact between the right reader and the right book at the right time and in the right personal way.¹⁹

Documentation

The acquisition, organization, storage, retrieval and distribution of specialized documents, especially of a legal technical or scientific nature. Also refers to a collection of documents pertaining to a specific subject, especially when used to substantiate a point of fact.

Library classification

The library classification is a method of arranging of books which make it possible to locate a particular book or topic quickly. The use of classification allows library users to browse shelves to find additional items close by on the same or related subjects.²⁰

Library catalogue

A list of books, as distinguished from a bibliography, it is confined to the contents of a particular library or collection.²¹

Audio visual source

Audio visual materials may be defined as all media of communication other than the printed word.²²

¹⁸ Girja Kumar, Krishan Kumar, Theory of cataloguing. - New Delhi: Vikas publishing house, 1975.p.11.

¹⁹ Mukherjee, A.K., reference work and its tools. - Calcutta: World press, 1964.p.57

²⁰ Bedi, P.S., Librarian at work. - Jullunder: Hazooria Brother,1965.p.54

²¹ Encyclopedia of Librarianship, edited by Thomas Landau 2nd ed. - London: Bowes and bowes,1958.p.67

²² Shores, Louis, Basic Reference Sources. - Chicago: American Library Association, 1954.

Information service

Library information centre process information bearing documents and organizes them for use to those who seek it. A library makes both extensive and intensive efforts to inform the users that information is available in what documents through its bibliographical and documentation services.²³

Research library

It may be defined as institutions whose collections are organized primarily to meet the needs of scholars and so to facilitate effective action on the frontier of every field of knowledge, traditional and novel.²⁴

Information technology

It may be defined as acquisition, processing, storage and dissemination of vocal, pictorial, textual, and numerical information by means of computers and telecommunication.²⁵

Library automation

Library automation means automating all the housekeeping operations of the library, such as acquisition, cataloguing, serials control, circulation, OPAC, etc.²⁶

1.7 Organization of the study

This study is divided into six chapters. The first chapter deals with the background of the study, statement of the problem, objective of the

²³ P.S.G. Kumar, Information Source and Services: Theory and Practice. - Delhi: BR Publishing Corporation, 2004.p.152-54.

²⁴ Encyclopedia of Library and information Science vol.25. - New York: Dekket, 1978.p.248.

²⁵ Concise Dictionary of Library and Information Science edited by Stella Keenan. - London: Bowker Saur,1996,p.94.

²⁶ TULSSA Journal Vol.4 no.1 July 2005,p.21.

study, scope and limitation of the study, significance of the study and definition of terms.

The second chapter deals with relevant studies i.e. review of literature. The saying and potions of the experts are coated in different place according to their relevancy.

The third chapter deals with focus of the study area of three special libraries related to human rights in Kathmandu Valley. The study mainly focus on the utility of the library, services of the library, library opening hours, location of the library, Publication of libraries.

The fourth chapter deals with research methodology which includes research design, population sampling procedure, data collection procedure and analysis procedure.

The fifth chapter deals with analysis of data, presentation of data and interpretation of the finding in three categories such as Library collection, library use and information services.

The sixth chapter deals with the conclusion, findings and recommendation of the study.

CHAPTER 2

REVIEW OF LITERATURE

UNESCO stated that special Libraries may be attached to various bodies, such as a parliament or a government department, a scientific or other research institution , a learned society, profession association , museum, industrial association, chamber of commerce etc. ²⁷

Special library is a library which is maintained by an individual, corporation, association, government agency or any other group for the collection, organization, and dissemination of information and primarily devoted to a special subject and offering specialized service to a specialized clientele. It refers to a collection of books and other material dealing with a limited field of knowledge. ²⁸

J E Weight mentioned that special library means a library which is concerned almost exclusively with the literature of a particular subject or a group of subject such libraries vary widely in the field of knowledge they cover, but even those which are most highly specialized contain of necessity a certain amount of materials on allied and bordering subjects. ²⁹

The terms 'special' embraces commercial, government, industrial, medical, scientific and technical libraries. It includes libraries and information services of research establishment, industrial farm, National libraries with specialist functions professional societies and institutions. ³⁰

Special Library is a Special branch of a public library serving certain interests or occupational groups, such as a technical library; or a

²⁷ UNESCO in Encyclopedia of Library and Information Science vol.28. - New York: Dekker, 1980.p.393

²⁸ Dawra, Manisha, Library Science: Functions and Practices. - New Delhi: Rajat Publications, 2004.

²⁹ Hand book of special librarianship and information work. Edited by Wilfred Asworth, 3rd ed. - London: Aslib, 1967.p.1.

³⁰ Astall, Roland, Special libraries and information Bureaux. - Bombay: Asia Publishing house, 1966.p.9

special subject library meeting the needs of all enquires on a given subject. A special library has been intended to serve the needs of a portion of the community requiring detailed information respecting a limited subject field³¹

Information system is organized and developed for providing right information to the right person at right time. the user who seeks information, the literature which is being used by the user for getting required information and the agency which links the user and information efficiently; all are towards a common goal that the right user should get right information at right time. ³²

A service unit devoted to the information requirements, both present and future of a specific organization and serviced by at least one professional special librarian who has administrative as well as technical and professional duties. Although each special library is unique according to the needs and interest of its parent organization, there are some general characteristics: materials are collected and organized to meet the requirements of specific groups of users; services are developed to assist these same specific users; the librarian assumes an active , rather than passive, role in the flow of information by taking the initiative in calling users attention to new and pertinent information ; and the library is generally small, necessitating great selectivity on the collection and versatility on the part of the staff. ³³

A special library intended to serve the needs of a portion of the community requiring detail information respecting a limited subject field .User of such libraries often require up to date information promptly and

³¹ Deshmukh, P P, Standardization of Library and Information Science: Special Reference to the Scientific and Agricultural Libraries. - New Delhi: ABC Publishing house, 1990. p. 57

³² Subbaiah, R, Agricultural Library users: an analytical study. - India: Metropolitan, 1989. p. 93

³³ Landau, Thomas Encyclopedia of Librarianship 3rd ed. - London: Bowes and Bows, 1958.p.202-6

their requests may be for information rather than for a book or periodical known by the enquirer to contain the information required.³⁴

"Documentation Center", "Scientific Information services" and "Information Centers" offer no more services than have always been available from some of the most highly developed special libraries but collecting, this new breed of special library does stress a more active and comprehensive service, including evaluation and current awareness .³⁵

Many corporation, private business, government agencies, museums, religious institutions, hospitals, associations, and other organizations maintain their own libraries to serve the specialized needs of their employees or members. These libraries commonly called special libraries, but they may also be called information centers, research centers, or technical libraries. The collections of special libraries depend on the specific needs of the organization they serve.

Special librarians must be able to design and manage library collection and services to meet the specific needs of the individuals or organization being served. To do this, they require in depth knowledge of the sources of information in specialized subject areas such as biology, business, and law. They often hold degrees in these subject areas in addition to master's degree in library or information science

The special libraries Association represents about 15,000 special librarians from the United States, Canada, and other countries. The organization is divided into units of various fields of specialization, such as aerospace engineering, chemistry, law and petroleum and energy resources. The special libraries Association facilitates interaction among

³⁴ The Librarian Glossary and reference book. - London: Ebenezer Baylis and Son, 1971.p.26

³⁵ Jordan, Robert T, Tomorrow's Library: Direct access and Delivery. - London: RR Bowder, 1970 p.54-55.

special librarians in a given fields, promotes continuing education among special librarians build problem solving networks³⁶

Krishnan Kumar has mentioned that, special library is the one, which is specializing in a particular subject or group of subjects or a particular form of documents.³⁷

The Librarian in the special library will inform themselves of the purpose and interests of the institution for which their library exists and of the special requirements of its members or employees. It should be compiling a directory of specialists and experts on whom it may call for advice on book selection as well as for information not available in the library.³⁸

Special libraries can be defined in terms of specialization according to function, user population served, type of collections maintained, services offered, depth, and breadth and topically of coverage, and in terms of historical development. The development of information and bibliographical services around their highly relevant collection is a feature of special libraries. They have well developed knowledge of their user requirement and demand.³⁹

The special Libraries and information centers later specific clientele to support their research and development as well as scholarship. These specialized libraries are attached to either scientific organizations or social science research institutions specialized in arts and culture, humanities, industries and business houses in private and public sector. Information needs of the researchers and subject specialist are catered

³⁶ 1993-2003 Microsoft Corporation. Encarta Reference Libray, 23/06/064

³⁷ Krishan Kumar, Library Manual. - New Delhi: Vikas Publishing House, 1978.p.66

³⁸ Hutchins, Margaret, Introduction to Reference Work. - Chicago: American Library Association, 1944.p.39

³⁹ Faruqi, Khalid K, Development of collection in the libraries. - New Delhi: Anmol Publications, 1997.p.292-93.

through those special libraries, a National policy for special libraries and information system need to be more developed, modernized and service-oriented.⁴⁰

The special library is a major source of information in the organization it serves. It is concerned with the body of knowledge relating to the origination, collection, organization, storage, retrieval, interpretation, transmission, transformation and utilization of information. This includes the investigation of information representations in both natural and artificial system.⁴¹

A special library exists to serve its parent body. The aim of special library to further the interest if its parent body. It provides information not only on demand but also in anticipation. Thus many special libraries use manual or computerized selective dissemination of information system for keeping their user well informed through documents or piece of information.⁴²

The generation of new information is continuing at an unbelievable fast rate such terms 'information explosion' or 'information pollution' are used to denote this phenomenon. Libraries are maintained to support the teaching or research programmed of their parent institution by catering to the information need of their community. In the dissemination of information they have been making use of such conventional tools as classification schemes, cataloguing, bibliographical etc. and have changed the whole complexion of information communication rendering

⁴⁰ Dawra, Manisha, Library Science: Functions and Practices. - New Delhi: Rajat Publications, 2004.p.44

⁴¹ Stranss, Lucille , Scientific and Technical libraries : their organization and Administration 2nd ed. - New York: Becker and Hayes, 1964.p.45.

⁴² Krishan Kumar, Reference Service. - New Delhi: Vikas Publishing House, 1982.p.17-18.

the conventional storage and retrieval methods inadequate in the present scenario.⁴³

The study of reader's services is concerned usually with the caliber of the reference service. Reference service is a sympathetic and informed person aid in interpreting library collection to study and research. The present concept of reference service implies "the provision of human beings as canvassing against for book. Their business should be to interpret the book to readers. Reference services in research or special libraries exists for and conditioned by, the needs and purpose of research. Reference is a critical and exhaustive inquiry directed towards the extension or modification of knowledge."⁴⁴

Collection of special library are specially depend up on the subject matter of the parent organization such as reports, preprints, periodicals, drawings, photographs, plans, maps, treatises official publications, directories, encyclopedias, geographical reference, year books, patents, literatures, standards, specifications, pamphlets, micro documents, audiovisual, educational reference directories, handbooks and manuals, bibliographies, abstracting and indexing source, serials, reference etc. may be the collection of special library.⁴⁵

The activities of a special library are derived from two basic types of information service that are provided by them. In fact, the reason for their existence, as stated earlier to provide such information services. The first service is provided in 'response to user' request for information covering reference and literature search. The second is information service in anticipation of need and includes indexing, abstracting, services which are designed to keep the users update on new and current

⁴³ Prasher, P.G, Information and its communication. - New Delhi: Medallion Press, 1991.,p.145-146.

⁴⁴ Mittal, R.L., Library Administration: Theory and Practice, 5th ed. - New Delhi: Metropolitan Book co., 1984, p.378-379.

⁴⁵ Khanna, J K, Library and Society 1st ed. - New Delhi, Ess Ess Publication, 1987. , p.85-90.

information. Decisions about collection development of the library, processing and organization of documents appointment of staff etc. are determined on the type and volume of service to be provided.⁴⁶

The special libraries at the beginning of this century and their subsequent growth and development were due to primarily to the need for library and information support for business, trade and commercial enterprises, research organization and for various function of government department. These activities were very much intensified and expanded after 2nd world war and were organized and operated through mission oriented national research project, innovative research for new product and process development, and vastly expanded activities and programmed of governments towards socio economic development .As a natural consequence of these activities, information services are organized through specialized information center with a new orientation and fresh approach. Thus new type of information centers began to evolve and shape.⁴⁷

The difference between information centers and many special libraries is one of the degrees with reference to the services they organize. Three functional level of service are presently offered by these two types of information institutions. At the minimum level, the special library disseminates information and materials acquired by them, answers reference question, and directs users needing details on research information to appropriate source and handles routing of periodicals to keep their user informed of current development in the field. At the intermediary level, a special library or an information center, offers complex literature search in specific fields, compiles extensive

⁴⁶ IGNOU: school of social science BLS-1 Library and society Block 2, 1990. p. 65-69.

⁴⁷ Sinha, Suresh C. and Dhiman, Anil K., Special libraries: research and Technical Libraries. - New Delhi: Ess Ess Publications, 2002. P.48-55.

retrospective bibliographies, selects and transfers relevant research materials in anticipation of demand, produce current awareness bulletins in specific disciplines, new product or new process, or selective dissemination information services based on group or individual profiles. At a higher level, an information centre offers highly specialized consolidation and repackaging services which involve analysis, synthesis and evaluate of information and present them in a form required by users. The final output may be critical bibliography, evaluate and comprehensive state of art report or a repacking report for a specific user category etc.⁴⁸

A Particular feature of a collection in a special library is that it is never static but dynamic and changing as new activities and programmes develop in the parent organization. The library also gets attached by changes in the parent organization and the scope and nature of the library collections and services also get suitably. Therefore, the staff of the special library must be constantly alert to possible new area and changing interests of the organizations so that the library collection can respond to changing demands of information. Generally speaking the special library collections have three major components; the first is published information, the second internally generated information and the third, information available from source, outside the organization.⁴⁹

Special libraries have a well developed knowledge of their users requirement and demands, the user themselves often assume as much importance as the collections because they provide part of the base of subject expertise available for library based information services, including referral activities. In this sector these are libraries which social

⁴⁸ ALA World Encyclopedia of Library and Information Services 2nd ed. - London: American Library Association, 1986. p. 772-75.

⁴⁹ Fauqui, Khalidk, Development of collection in the libraries. - New Delhi: Anamol Publications, 1997. p. 23-24.

scientists would readily identify as both important in a general subject sense and relevant to their own particular needs. For the social scientist the special library is in many ways the most satisfactory type of library, especially as the nature and organization of the collection encourage the development of a close relationship among the library, the information specialists, and the user.⁵⁰

Special library is not like other libraries. It should provide information for immediate utilization application of knowledge and research findings. It may be defined in the terms of specialization according to the function, type of collections maintained services offered, depth and topicality of coverage and in terms of historical development.⁵¹

⁵⁰ Harrod's Librarians Glossary, 8th ed. - England: Gower publishing company, 1995.p. 602.

⁵¹ Whittader, Kenneth, Using Libraries, 2nd ed. - Herts: Andar Deutsch, 1965. p. 26-27.

CHAPTER-3

FOCUS OF THE STUDY

This study has focused on the three special libraries related with human rights organization in Kathmandu valley: AIN, INSEC, and NHRC.

3.1 Amnesty International Nepal (AIN): Introduction

Amnesty International Nepal was conceived and established in 1969 A.D. AI Nepal was recognized as “AI Nepal Section” by the International executive committee (ICE) of the AI in 1971. AI Nepal is a world wide movement of people who campaign for human rights. Its work is based on careful research and on the standards agreed by the international community.

Amnesty international Nepal mobilizes volunteer activist’s people who give freely of their time and energy in solidarity with the victims of human rights violations.

AI Nepal works independently and impartially to promote respect for all the human rights set out in the universal declaration of human rights. AI Nepal support programs that help people learn about human rights. It has develop materials for use in school and organize teacher training programs, and encourage training program for government officials and security personnel to aware about the human rights. Amnesty International Presses government to ratify and abide by international human rights treaties and to strength international human rights standards.

Amnesty International addresses governments, intergovernmental organizations, armed political groups, companies and other non-state

actors. Amnesty international seeks to expose human rights abuses accurately, quickly and persistently.⁵²

Vision and objective of AI Nepal

AI Nepal's vision is of a world in which every person enjoys all of the human rights enshrined in the Universal Declaration of human rights and other international human rights standards. In Pursuit of this vision, AI Nepal's objective is to undertake research and action focused on preserving and ending grave abuses of these rights.

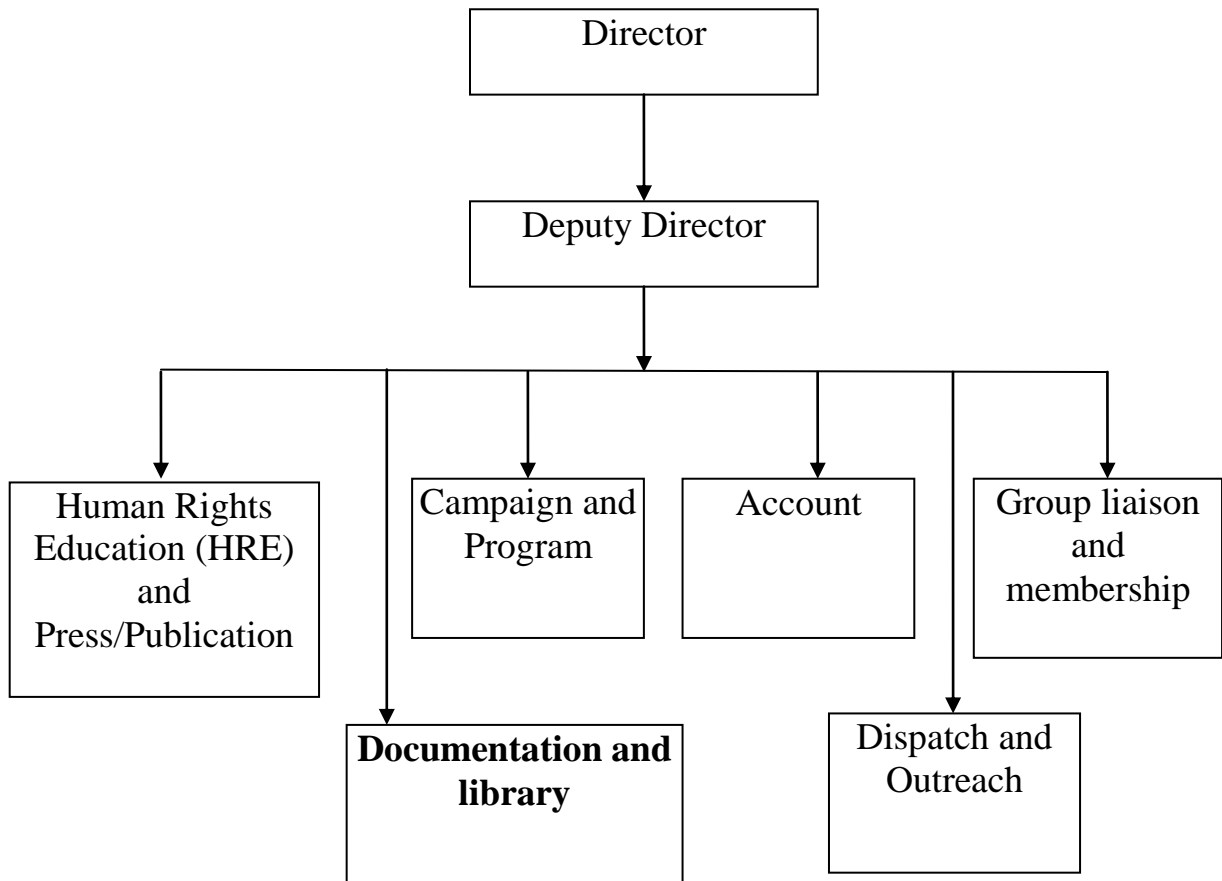
Function of AI Nepal

The main function of AI Nepal is as follows:

1. Conduct human rights campaign including oppositional work against human violation.
2. Organize human rights education, awareness raising program or promotional work.
3. It contributes voluntarily in the AI movement at local level.
4. AI Nepal urges all governments to observe the rule of law and to ratify and implement human rights standards.
5. It carries out a range of human rights educational activities.
6. It encourages intergovernmental organizations, individuals and all organs of society to support and respect human rights.

⁵² Amnesty International Report. - London: AI Publication, 1989.

Organization chart of AIN



3.1.1 Amnesty International Nepal Library

There are many types of libraries in Nepal. Especially human rights library is a special library which provides the special materials for its users. It has access and distributes the materials related to human rights principals, national and international human rights instruments, research on human rights and investigation reports for propagating human rights education.

Objectives of the library

The overall objectives of the Amnesty International Nepal library is to make awareness to the public, government and others personnel taking interest on human rights about the human rights situation in Nepal

Other specific objectives are as follows:

1. To create awareness for stopping human rights violation from the very beginning and collect information through the local human rights activists and organizations who are working in the local level.
2. To provide library and information service to the general public.
3. To disseminate literature and information on human rights to researchers, human rights, human rights activists, law makers, political leaders, students, government officials and any involved and interested in human rights.
4. To provide information via modern technology such as email, internet, e-research.

3.1.2 Collection development in library

It has more than 2000 readable materials. This includes collection of subject books, reports of conference, journals newsletters clipping, notes etc related with human rights.

The library has almost national daily, weekly, and monthly newspapers like kantipur, Gorkhapatra, Nepal samacharpatra, the rising Nepal, Rajdhani, Kathmandu post. Saptahak, Nepal etc.

3.1.3 Building

The Amnesty International Nepal Library is being run in its own building. The building of this centre is suitable for library purpose but there are not separated various sections in side the library. There is separated only one large room for library use which looks like a hall. The environment of library, furniture, furnishing and other physical facilities are very well.

3.1.4 Users

The library users are the general public, government personnel, researchers, students, teachers, and all interested persons.

3.1.5 Database

The local database has been created for the bibliographic information using winisis software developed by UNESCO.

3.1.6 Facilities and Services

This is a special library. It provides books and other reading materials for reference reading to the general people as well as its members also. But there is no lending facility for its users. Books are kept on open access; any user can approach books directly. Besides this the library also organizes other programmes like street drama, awareness training program for grassroots levels as well as for government professionals, security force and students.

For the users satisfaction the library should provide various services as possible as they can. So the Amnesty International Nepal library provides the services like reference, online service, photocopy service etc.

Reference service: The library has a small collection of reference materials. This includes number of dictionaries, encyclopedias, directories, periodicals, CD ROM databases and online search services.

Online service: The library offers the use of the internet for search on human rights and related subject. Online search could be done through its website www.amnestynepal.org.np.

Photocopy Service: The library provides photocopy service to its user by minimum charges. This service motivates the user to copy the current information for their best use.

Publication

Amnesty International Nepal has been publishing human rights reports, journals, books and yearbook on various issues related to conflict transformation, War, terrorism conflict and human rights situation on national and international level.

Opening hour

Summer- 10.00 am to 5.00 pm

Sunday- Friday

Winter-10.00 am to 4.00 pm

Sunday-Friday

3.1.7 Budget

Budget is main thing to provide information for library. So budget should be allocated on appropriate rate to improve library collection. For effective organizational work library should be well organized to provide right information. But it is seen that Amnesty International Nepal library has not allocated to the particular budget in the title to purchase for library collection. Due to lack of dependent source of budget the library cannot provide the effective information service to its user.

3.1.8 Library Personnel

AIN Library has two staff to serve the needed information to users. Among them one is professional librarian and other is assistant, who has not provided appropriate post. He is working as a helper.

3.1.9 Location

The library is located in the Amnesty Marg, Basantnagar, Balaju, Katmandu.

3.2 Informal Sector Service Centre (INSEC): Introduction

INSEC was founded in 1988 AD. It was started with the objective of protecting the rights of people engaged in informal sectors; it has significantly contributed in protecting and promoting the fundamental rights of people in virtually all sectors. The efforts made during its early days made effective contributions in institutionalizing the democratic policy in the nation from a right based approach, both at the policy and grassroots levels especially after the restoration of democracy in 1990/91.

Immediately after the inception, INSEC implemented a programme targeting the cart pushers of the Katmandu valley. Fundamentally, the program sought to protect their economic rights through study, advocacy and campaigning for provision of appropriate labor wage to the cart pushers.

It has been organizing campaigns, awareness creation and education program for making people capable of asserting their civil and political rights and documentation of human rights situation of the country and its dissemination at national and international arenas. Education, monitoring lobbying advocacy, research and training on issues related to human rights has been major regular undertakings for INSEC for more than a decade already.

As human rights NGO, INSEC is focused towards working with disadvantage groups. Its targeted working groups have been the agricultural labors, underprivileged women and socially discriminate people including dalit and children.

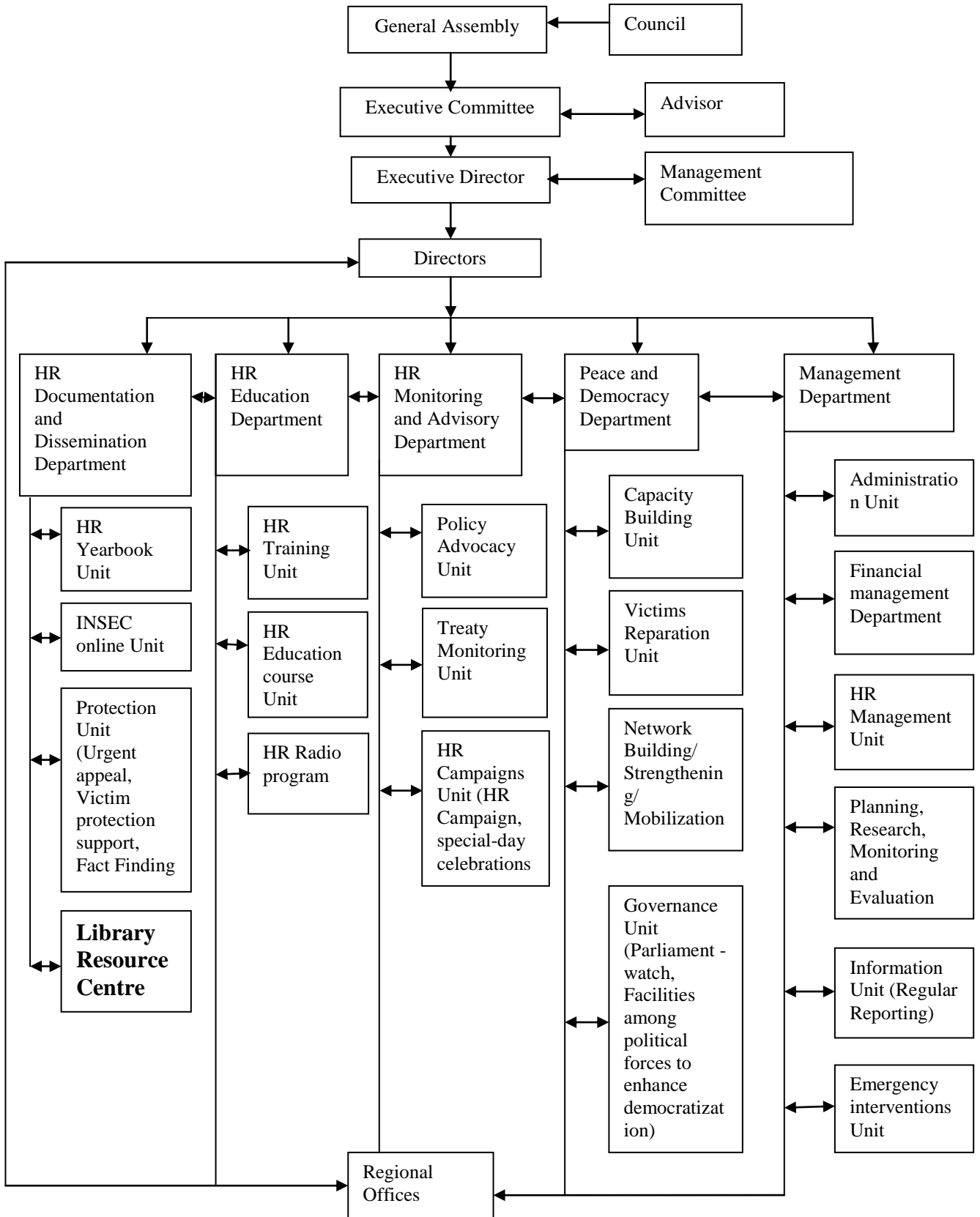
Objectives of INSEC

The main objective of INSEC is protection and promotion of human rights for social justice. The other specific objectives are to improve the human rights situation in the country, to reduce the violation of human rights, to raise voice against human rights violation.

Function of INSEC:

1. INSEC increases level of public awareness on human rights issues at community level.
2. It raises awareness among national level conflict affected people and all stakeholders for human rights and peace building.
3. It uses electronic media to make people from grassroots to national level aware about human rights.
4. It unit community people for raising voices to fulfill their basic needs to identify issues of human rights violation and local development.
5. It files the cases against human rights violation in court and to make the conflicting parties aware on human rights and humanitarian laws.

INSEC Organizational Structure



3.2.1 Human rights library

INSEC library is the first special library on human rights in Nepal. It was established in 1990. INSEC library holds more than seven thousand documents including books, journals, reports, articles, conference papers, news clippings, CD's, photographs (printed and digital), video documentaries and video footages.

INSEC library extends its services to anyone in need of information on human rights issues.

Objectives of the library

The overall objectives of the INSEC library is to make awareness to the public, government and others personnel taking interest on human rights about the human rights situation in Nepal

Other specific objectives are as follows:

5. To create awareness for stopping human rights violation from the very beginning and collect information through the local human rights activists and organizations who are working in the local level.
6. To publicize up to date human rights violation reports.
7. To collect, maintain and catalogue literature, photographs, video documentaries, video footage, photographs and other documents on human rights.
8. To disseminate literature and information on human rights to researchers, human rights, human rights activists, law makers, political leaders, students, government officials and any involved and interested in human rights.

3.2.2. Collection development in library

INSEC library holds more than seven thousand documents including books, journals, reports, articles, conference papers, news clippings CD's photographs, video documentaries and video footages. A total of 402 books were added by purchasing or being received as gifts. A total of 762 INSEC regular publications were documented in the library. Like wise a total of 28 useful materials were down loaded from internet, and loose documents were photocopied, compiled, and files. The collection of 48 photos added in INSEC Photographs database and 34 documents on CD and 73 movies are added in media monitoring database. The library has almost national daily, weekly and monthly new papers.

3.2.3. Building

The INSEC Library is being run in its own building. The building of this centre is suitable for library purpose there are separated various sections in side the library. The environment of library, furniture, furnishing and other physical facilities are verywell.

3.2.4 Users

The library users are the general public, government personnel, researchers, students, teachers, and all interested persons.

3.2.5 Database

The local database has been created for the bibliographic information. Books, reports, journals and articles, video documentaries and video footages are all catalogued in detail in the computerized database. INSEC library database will be available in the internet very soon.

3.2.6. Facilities and Services

This is also a special library. It provides information and other materials for reference reading to the general people as well as its members also. But there is no lending facility for its users. Books are kept on open access; any user can approach books directly

The library provides various services to the users like reference service, online service, photocopy service etc.

Reference service

The library has a small collection of reference materials. This includes number of dictionaries, encyclopedias, directories, periodicals, CD ROM databases and online search services.

Online service

Human rights online information service has been continued since 31st July 2005, in Nepali and English through the website www.inseconline.org.np. The website provides daily news up date on human rights violations, the current human rights situation and features on human rights of the country.

Photocopy Service

The library provides photocopy service to its user by minimum charges. This service motivates the user to copy the current information for their best use.⁵³

Publication

INSEC has published altogether 762 numbers of materials on different issues related to human rights. These publications play crucial role in making people aware on the basic principles of human rights, legal rights and the overall situation of human rights in the country.

⁵³ Annual report of INSEC, 2006

The magazines-like publication are published on a monthly, bimonthly, quarterly and annual basis. On the other hand book-like publications are published as per the need. Some of the publications have been study materials for human rights and legal rights awareness and advocacy classes at the grassroots levels as well as for professional and students. Many of the Publication have been disseminate to the grassroots level. With the help of these publications local youths have become human rights activists and they have been advocating for human rights at local level.

The following materials were published and disseminated through the country.

SN Publication	Version	Period
1. Prachi	Nepali	Bi-monthly
2. Informal	English	Quarterly
3. Insec Abhiyan	Nepali	Monthly
4. Nepal Human Rights Yearbook	English/Nepali	Annual
5. Sthiti Suchak	Nepali	Quarterly
6. Situation Report	English /Nepali	Quarterly
7. Posters		

Opening hour

Summer- 10.00 am to 5.00 pm

Monday-Friday

Winter-10.00 am to 4.00 pm

Monday-Friday

Information and Communication System of INSEC

ICT has been adopted in different areas of operation such as production of documentation and publication materials, internal and external communication system, databases and many more. IT among regional office is vital in ensuring the flow of accurate and timely information. This has been made possible through the deployment of virtual private network (VPN) in all regional office which connects to the central IT infrastructure for communication, accessing central databases, emails and internet. The IT adopted by INSEC has been utilized by its staff's members on a daily basis. It has been smoothly running

3.2.7. Budget

Library has not allocated to the particular budget in the title to purchase for library collection. It gives budget to library according to the requirements of the users. So the budget for library is not fixing.

3.2.8 Library Personnel

AIN Library has three staff to serve the needed information to users. Among them one is professional librarian, one staff is semiprofessional and other is assistant not

3.2.9 Location

The library is located in Kalanki, Kathmandu, Nepal

3.3 National Human Rights Commission (NHRC): Introduction

The National Human Rights Commission was established in the year 2000 as a statutory body under the Human Rights Commission Act 1997. NHRC of Nepal is a independent and autonomous constitutional body. The commission is responsible to undertake or cause to be undertaken research in the field of human rights, and evaluate the existing

human rights situation of the country. It may publicize and propagate human rights education among the various sections of society through various seminars, symposia, conference and also build consciousness and awareness about the guarantees bestowed by law for the protection of human rights. Another power of the commission is to encourage the functioning and efforts of institutions working in the non governmental sectors. In addition, there is a general power to carry out such activities, as the commission may deem necessary and appropriate for the enforcement, promotion and protection of human rights.

Objective of NHRC

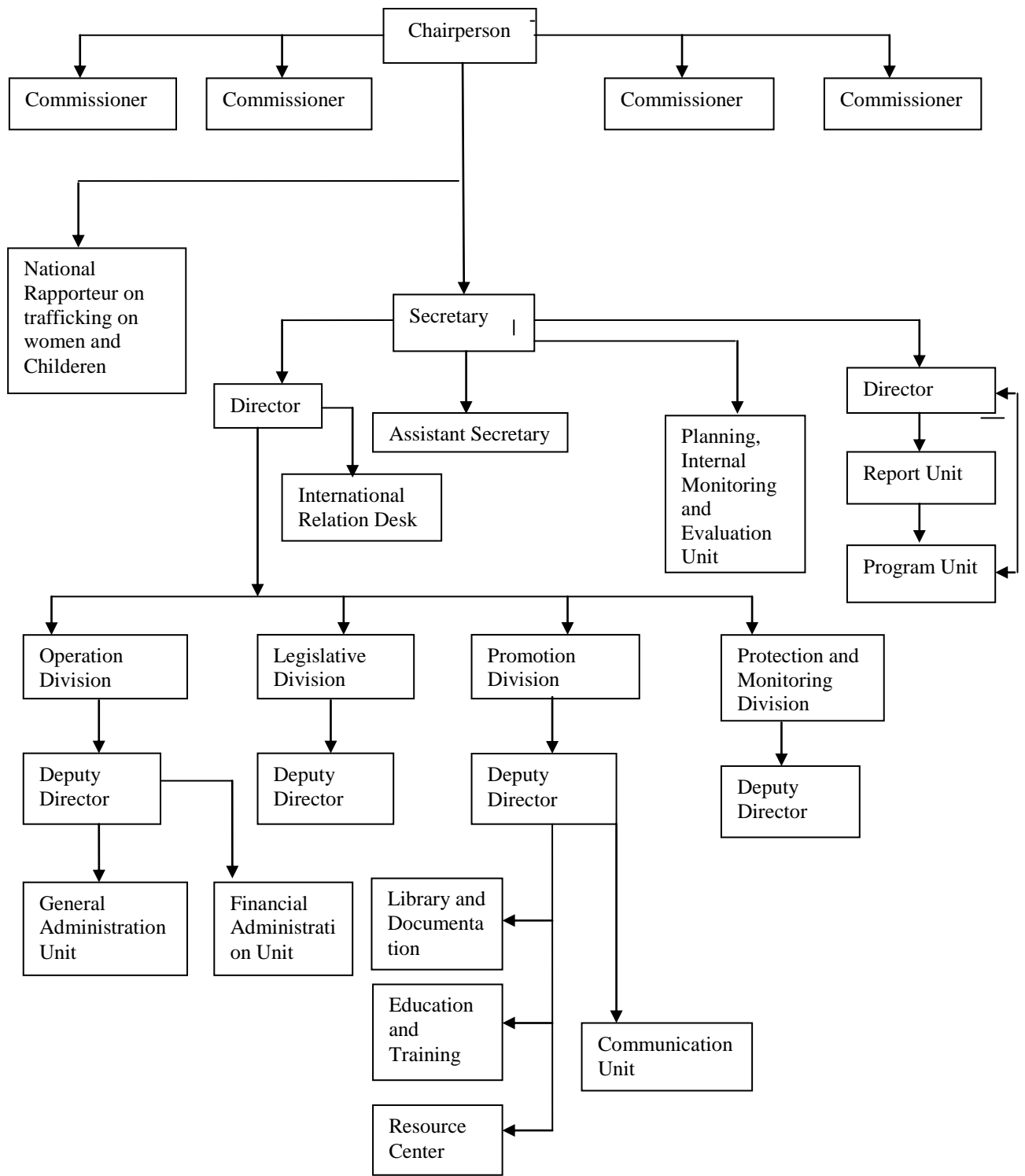
The objective of NHRC is to be undertaken research in the field of human rights, and evaluate the existing human rights situation of the country. To publicize and propagate human rights education among the various sections of society through various seminars, symposia, conferences and also build consciousness and awareness about the guarantees bestowed by law for the protection of human rights

Function of NHRC

The primary function of the National Human Rights Commission is to guarantee the respect, protection and promotion of the human rights and their effective implementation. The other functions of NHRC as follows:

- Conduct inquires and investigation, and recommend action against the perpetrator of human rights violation of a person or a group of persons.
- Recommend to the concern authority for departmental action against the authority.
- Recommend filing a petition in the court in accordance with the law against a person who has violated human rights.
- Communicate and coordinate with civil society to raise human rights awareness.
- Recommend to the concerned authority giving clear reason and assist for the departmental action and punishment against the violator.
- Recommend with reasons to the Government of Nepal to sign the international treaties and instruments on human rights.
- Publicize the names of officials, persons or agencies not following the recommendation and direction of the NHRC regarding the violation of human rights.

Organization Structure of NHRC



3.3.1 NHRC -Resource Centre

The resource centre has been established by the commission to facilitate reader especially on human rights issues. A human rights resource centre was created on order to provide access to, and distribute of, the materials related to human rights principles, national and international human rights instruments, research on human rights and investigation reports for propagating human rights education.

The resource centre has a large number of books, periodicals, Magazines, journals newspapers and reports on various issues related to human rights. It is constantly being updated. At present, around five thousand books are available in the resource centre.

Objectives of the resource centre

NHRC resource centre would like be known as active human rights research information centre. Which provides the research based information in all aspects of human rights related subjects available in the country. The main objectives are as follows:

1. To provide human rights related research information to all users and professional involved in research activities.
2. To provide those information through e-mail and internet.
3. To provide information based information.
4. To promote resource sharing, networking and exchange of database.
5. To fulfill the gaps of research based information in the country.
6. To aware people through its publication about the human rights, child rights women rights etc.

3.3.2. Collection development in library

NHRC resource centre has a huge collection of information regarding to the human rights. Up to its establishment it has collected more than five thousand documents. It has a good collection on the subject of human rights, child rights, women rights, civil and political rights, gender studies, economic survey, international human rights, humanities, social science, peace and war, environmental studies terrorism and other related aspects. Beside these it has collected the various national and international research reports, project reports, seminar proceedings, newspapers, journals and its own publication on human rights. Being a special library it mainly focus on the collection which are directly useful for its users and staff members. Now, it recently started audio visual services and internet services.

3.3.3 Building

The NHRC resource centre is being run in its own building. There is an extra building for library and documentation purpose. The building of this centre is suitable for library purpose there are separated various sections in side the library. The environment of library, furniture, furnishing and other physical facilities are good for its users.

3.3.4 Users

The library users are the general public, government personnel, researchers, students, teachers, and all interested persons.

3.3.5. Database

All of the materials in the resource centre are carefully selected for their relevance to conflict, peace and human rights kept up to date, and systematically stored and catalogued in a fully searchable CDS-ISIS

database to ensure quick location of the right resources. All of the materials are stored using the Dewey decimal classification system- designed specially for managing collections of resources.

3.3.6. Facilities and services

The resource centre divided in to four sections:

1. Audio / visual section
2. Internet and E- research section
3. Journal and newspaper section
4. Reference section

1. Audio visual section

It is a special section where is the collection of various CD- ROM, video cassette, audio cassette, documentaries and films. The section has collection on caste discrimination, untouchable system, girl and child trafficking, child and women education and rights. The section has provides free observation for general users too. Using the modern equipment of audiovisual, user can observe and research on these subjects.

2. Internet and E-research section

The resource centre has internet and email access for its users

The resource centre supports its dissemination of resource on human rights through its website program, www.nhrcnepal.org.np.

3. Journal and newspaper section

The resource centre subscribes daily, weekly, monthly, bimonthly news paper for its user. International journals are also available in resource centre.

4. Reference section

The reference section service contains a range of reference materials on general and specialist subjects, including, world encyclopedia, atlases, books about world war, human rights related world reports, publication reports from other parent organization.

5. Photocopy Service

The library provides photocopy service to its user by minimum charges. This service motivates the user to copy the current information for their best use.

6. Publication

NHRC has been publishing human rights reports, journals and books on human rights situation on Nepal.

The main publications of NHRC are as follows:

1. Human rights question- answer collection
2. Jail research report
3. Child queries and answer
4. Four year achievement of NHRC
5. Human Rights in Nepal
6. Conflict, Human Rights and Peace Challenges before Nepal.

Opening hour

Summer- 10.00 am to 5.00 pm

Monday-Friday

Winter-10.00 am to 4.00 pm

Monday-Friday

3.3.7 Budget

Library has not allocated to the particular budget in the title to purchase for library collection. It gives budget to library according to the requirements of the users. So the budget for library is not fixing.

3.3.8 Library Personnel

NHRC resource centre has only one professional staff to serve the needed information to users.

3.3.9. Location

The library is located in Harihar Bhawan, Pulchowk, Lalitpur, Nepal.

CHAPTER- 4

RESEARCH METHODOLOGY

4.1 Introduction

This chapter presents the research methods of the study as research design, population, sampling procedure, data collection procedure and data analysis procedure.

Research is an intellectual exercise based on specific approach aimed to draw the most suitable solution for the problem concerned. In this process, the existing assumption, practices, facts are put into the key of observation, experimentation, interpretation and conclusion superimposing a new picture over the old one. A research is fed on to the currency of facts and later on digesting; it produces a new proposition aiming for the better result. According to Mouly, "Actually research is simply the process of arriving at dependable solutions to problems through the planned and systematic collection, analysis and interpretation of data"⁵⁴

4.2 Research Design

A research design is the arrangement of conditions for collections and analysis of data in a manner that aims to combine relevance to research purpose with economy in procedure.⁵⁵ Research design is an organized approach. It is an integrated system that guides the researcher in formulating, implementing and controlling the study. Useful research design can produce answer to the purposed research question.

Design is the overall plan of any proposed activity. The design of research project guides how to conduct the study. A research design defines the procedures for collecting and analyzing data.

⁵⁴ Krishan Kumar, Research Methods in Library and Information Science. - New Delhi, Vikas Publishing house, 1992.pg.10.

⁵⁵ Kothari, Research Methodology: Methods and Techniques. - New Delhi: Wiley, 1986.

Both exploratory and descriptive research designs have been employed for this study. Exploratory research explores on the basis of previous idea through literature review and it informs the individual about new and real facts. The study has also identified and displayed the attitudes of sampled unit on the services and utility of the existing library through questionnaire and interview survey. Hence, the study is scientific and descriptive.

4.3 Sources of data

The major sources of data are primary as well as secondary which are used for this study. The primary data are collected through field survey; using the questionnaire and taking interview with the help of questionnaire. Researcher also consulted dissertation, thesis, report articles, office record, bulletins, brushers etc. Interviews were conducted with the librarian of conducted libraries and the users of these libraries.

4.4 Population

An individual user has been as a sample unit for the present study because the user's attitude can represent the real scenario of the services and resource of the library. The three special library libraries of Kathmandu valley have been selected for the purpose of this study. They are: Amnesty International Nepal, Informal Sector Service Centre and National Human Rights Commission libraries.

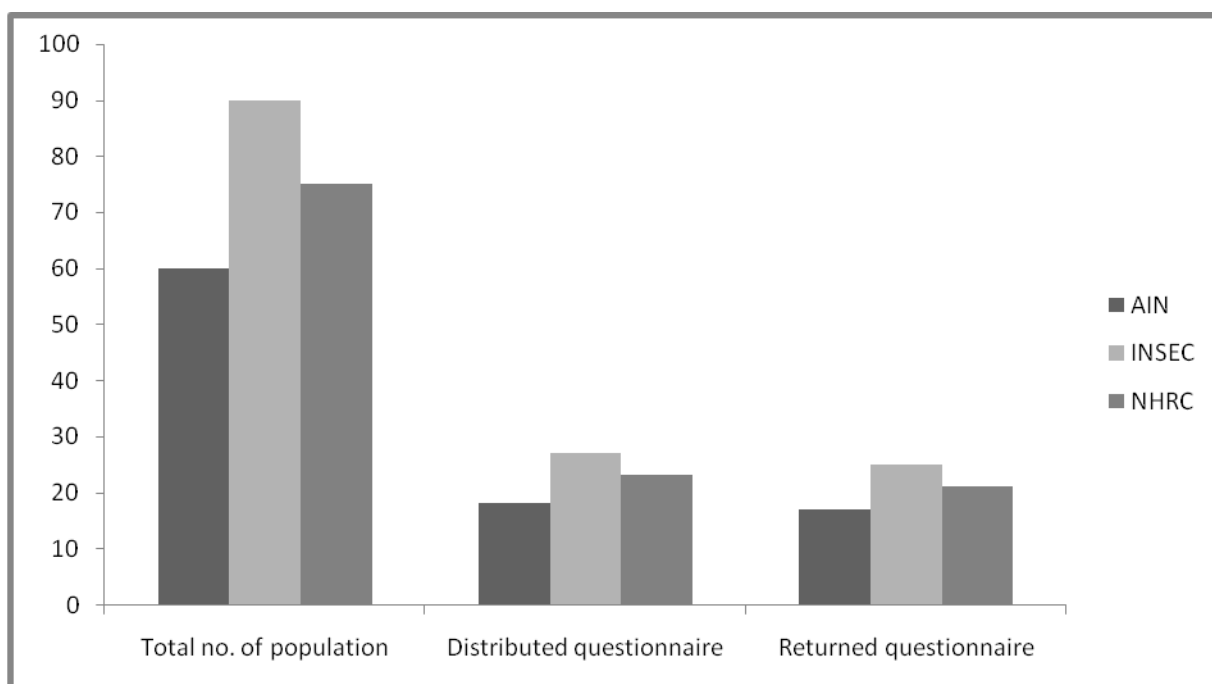
The population of this study has been concentrated on the users and staffs, which are found 198 in number users and other, are administrative staff of three special libraries. There are altogether 225 users in the study group. They are assumed for the sample universe of the study. Among them, only 68 i.e. 30 percent of the total users were distributed questionnaire, but 63 i.e.28 percent of them returned questionnaire after filling them.

Table No. 1
No. of questionnaires distributed and returned by users of three special Libraries of Kathmandu Valley

Libraries	Total no. of population	No. of questionnaires distributed to 30% of total pop.	No. of questionnaires returned (28%)	
			No.	Percent
AIN	60	18	17	94.4
INSEC	90	27	25	92.6
NHRC	75	23	21	91.3
Total	225	68	63	92.8

Source: Field Survey, 2007

Figure 1: Percentage of questionnaires distributed and returned by the users of three special libraries of Kathmandu valley



Source: Field Survey, 2007

4.5 Sampling Procedure

Sampling is the process of selecting a number of individuals for a study in such a way that the individuals represent enlarge group form which they were selected. The individuals selected comprise the sample and the large group is referred to as population. The population is the group of interest to the researcher. This is the group of which the researcher is interested to study to come to the conclusion to be generalized. The purpose of sampling is to gain information about population.⁵⁶

In this study, three special libraries have been selected. They are considered as user group of all the services and the utility of the library infrastructure. Among them, 28 percent of total universe of population have randomly been selected as sample study. The three libraries do not have equal number of users. Therefore, the researcher has taken only 28 percent of the whole population as sample for the study.

4.6 Methods of data collection

According to the objectives of the study, the researcher prepares one set of questionnaire in full consultation with guide. The information is collected through field questionnaires, interviews with selected special libraries and the librarians of those libraries. The librarian of those libraries were interviewed about the topic of library budget, library management, existing condition of the library, sources and services provided by the library, opening hour of the library, etc. The required data and information have been collected from the primary source with the help of a structured questionnaire. The questionnaire has especially been designed to cover all the required data and information of the study. Similarly, secondary information has been collected only from the

⁵⁶ Khati, Radhaber D., Introduction to Research Methods. - Kathmandu: Third Eye Publication, 2006.pg.43.

authorized documents. The researcher visited concerned libraries repeatedly to take interview with the users and the library staff. Only those questionnaires which were completely filled up were included in the analysis. The distributed questionnaires are prepared under the main four headings:

1. Personal data: It includes users' personal information such as sex, profession, qualification etc.

2. Collection: This topic includes eight multiple choice questions and all these related to library collection.

3. Library use: This topic includes four multiple choice questions and all these related to library use.

4. Information service: It includes one subjective question and seven multiple choice questions all are related to information service provided by the library.

4.7 Data analysis procedure

The analysis is based on 63 respondents received from the users. After questionnaire and interview, the collected data and information have been organized in a systematic order of analysis like editing, coding, classification etc. The completed filled up questionnaires were checked to remove the possible errors and inconsistencies in the field. In this study, both descriptive and analytical methods have been used for the presentation of collected data and information.

CHAPTER 5

ANALYSIS AND INTERPRETATION

The main objectives of this study are to find out the utility and services and users satisfaction between collections and services of the three special libraries of human rights related organizations in Kathmandu valley:

5.1 Collections

5.1.1. Familiarity with Collection

The question was asked to find out the user's familiarity with the collection of library. Their view towards the collection of the library is shown below:

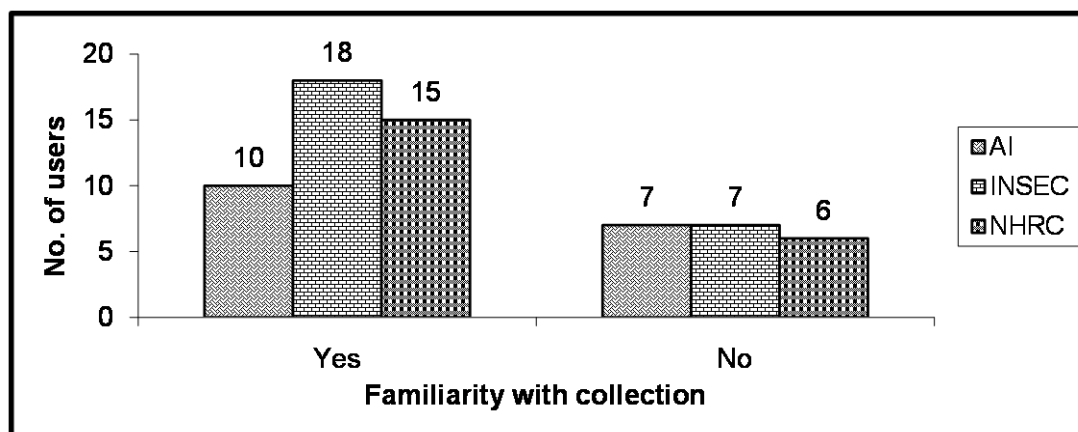
Table –2

Users Familiarity with Collection of Library

S.N.	Responses	Name of libraries			Total	Percentage
		AI	INSEC	NHRC		
1	Yes	10	18	15	43	68.2
2	No	7	7	6	20	31.87
Total		17	25	21	63	100.00

Source: Field Survey, 2007

Figure No. 2
Familiarity with Collection



Source: Field Survey, 2007

Above data shows that large no. of users (68.) are seemed to be familiar with the collection of the library whereas 31.8 percent of users opinion shows that they were not familiar with the collection of the library. So, we can conclude that large number of users are familiar with collection of the special library.

5.1.2 Satisfaction with the Library Collection

Regarding to the question No. 1, to find out if the users were satisfied or not with the collection of library, the question was asked to choose yes or no. The presentation of the answer were shows in the table No. 3.

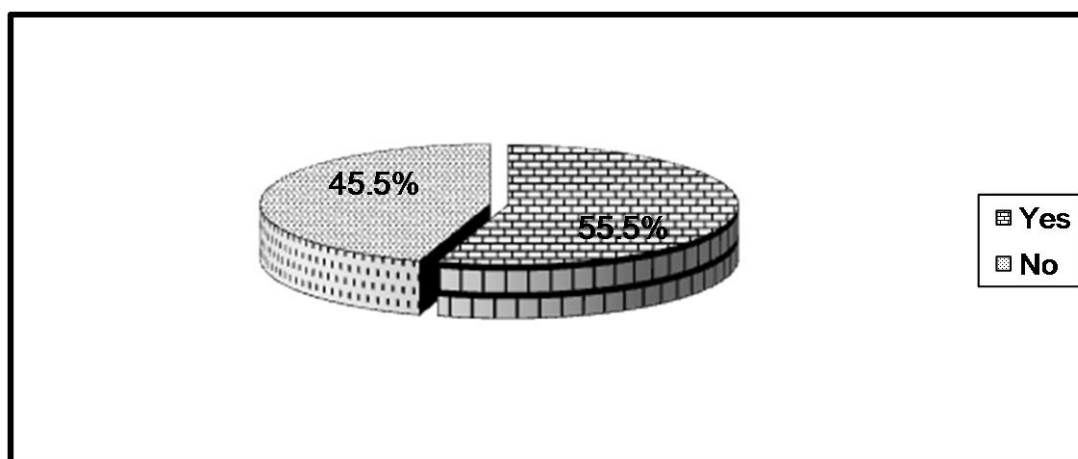
Table –3
User's Satisfaction with the Library Collection

S.N.	Satisfaction	Name of libraries			Total	Percentage
		AI	INSEC	NHRC		
1	Yes	9	15	11	35	55.5
2	No	8	10	10	28	45.5
Total		17	25	21	63	100.0

Source: Field Survey, 2007

Figure No. –3

User's Satisfaction with the Library Collection



Source: Field Survey, 2007

From the table it is noted that 55.5 percent of the users were satisfied from the collection of library. Whereas 44.5 percent of the users were not satisfied form the collection of library. So we can conclude that large numbers of users are satisfied with collection of the special library.

5.1.3 Availability of User's Required Materials

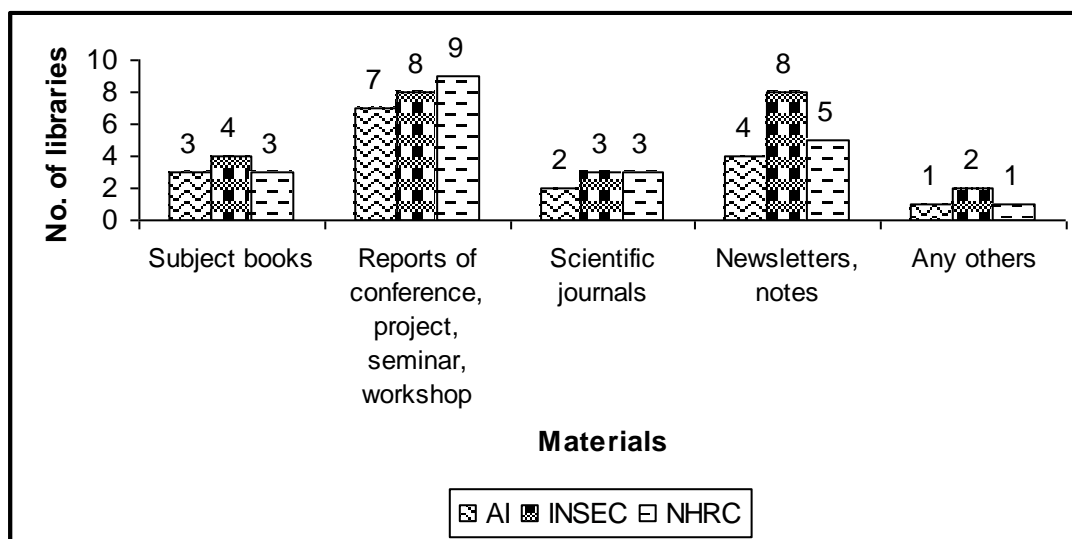
Regarding to the question number 3, to find out the users interested reading materials are sufficient or not in these libraries, the question was asked and options were enumerated. And users were indicated to their sufficiently finding materials which are shown in table 4.

Table –4
Availability of Users Required Materials

S.N.	Materials	Name of libraries			Total	Percentage
		AI	INSEC	NHRC		
1	Subject books	3	4	3	10	16
2	Reports of conference, project, seminar, workshop	7	8	9	24	38
3	Scientific journals	2	3	3	8	12.7
4	Newsletters, notes	4	8	5	17	27
5	Any others	1	2	1	4	6.4
Total		17	25	21	63	100

Source: Field Survey, 2007

Figure-4
Availability of Users Required Materials



Source: Field Survey, 2007

It is noted that, in the library the user can find in the highest rate of 38 percent information from the reports of conference, project, seminar and workshop etc. and 27 percent desired information are found by user from newsletters and notes and 16 percent information are being found by users in every, subjects books. 12.7 percent information can found from scientific journals. Only 6.4 percent information can found from other sources.

So, in special library the user can find his/her desired information from the reports of conference, project, seminar, workshops and from newsletters and notes.

5.1.4 Availability of Computer in Library

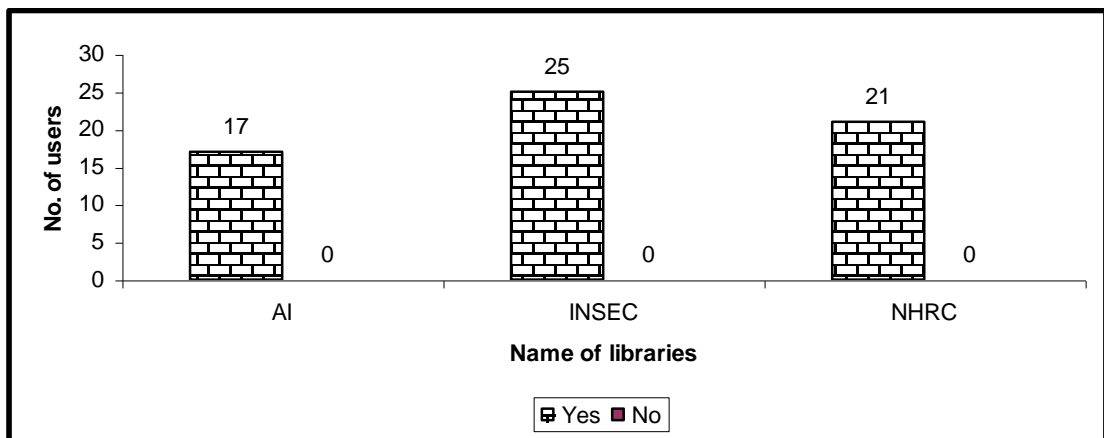
Regarding to the question number 4, it is tries to find out the availability of computer in library. For this purpose, the question was asked in yes or no. Table 5 shows their responses.

Table 5
Availability of Computer in Library

S.N.	Availability of computer	Name of libraries			Total	Percentage
		AI	INSEC	NHRC		
1	Yes	17	25	21	63	100
2	No	0	0	0	0	0
Total		17	25	21	63	100

Source: Field Survey, 2007

Figure No. 5
Availability of Computer



Source: Field Survey, 2007

From the above table, it is noted that 100% of users said that there is computer in the library.

5.1.5 Purpose of Using Computer in Library

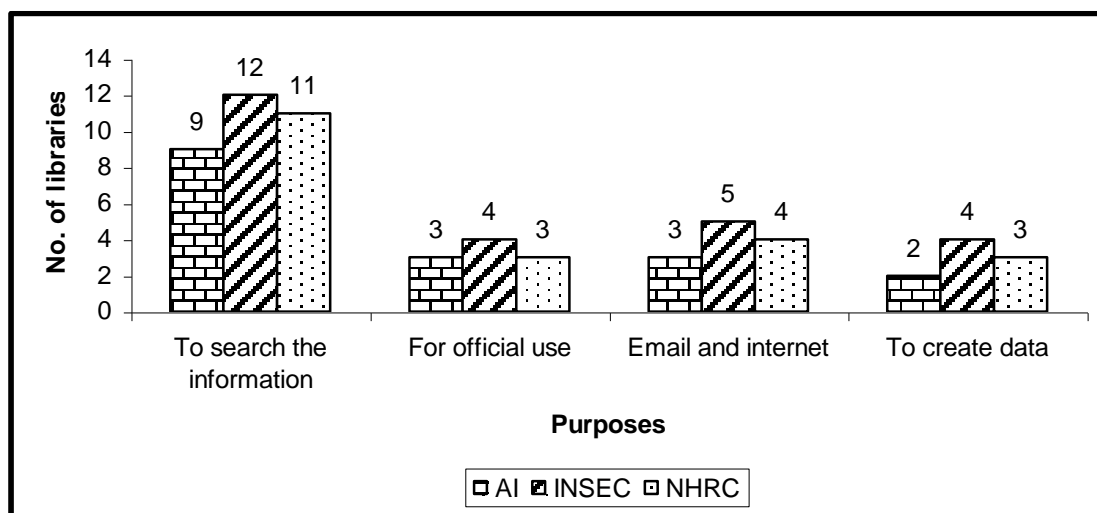
Regarding to the question number 5, to find out the purpose of using computer in library, the question was asked to mention the purpose of computer use in library and options were enumerated to choose the most used one option form the four options. The table below shows user's responses.

Table –6
Purpose of Using Computer

S.N.	Purposes	Name of libraries			Total	Percentage
		AI	INSEC	NHRC		
1	To search the information	9	12	11	32	51
2	For official use	3	4	3	10	15.8
3	Email and internet	3	5	4	12	19
4	To create data	2	4	3	9	14.2
Total		17	25	21	63	100

Source: Field Survey, 2007

Figure No. –6
Purpose of Using Computer



Source: Field Survey, 2007

Computers are used for various purposes in the library. 51 percent respondents have reported that the libraries use computer to search information while 19 percent of them think that computers in their libraries are only for email and internet. According to 15.8 percent of users, computer is used for official work and only 14.2 percent of the users said that it use used to create database.

5.1.6 Tools of Reference Materials in Library

Regarding to the question number 6, to find out the library have sufficient tools of reference materials available for reading. For this purpose the question was asked in yes or no. If there is yes the library are stocked and if no, which reference materials are not available there, the presentation shows in the table 7.

Table –7

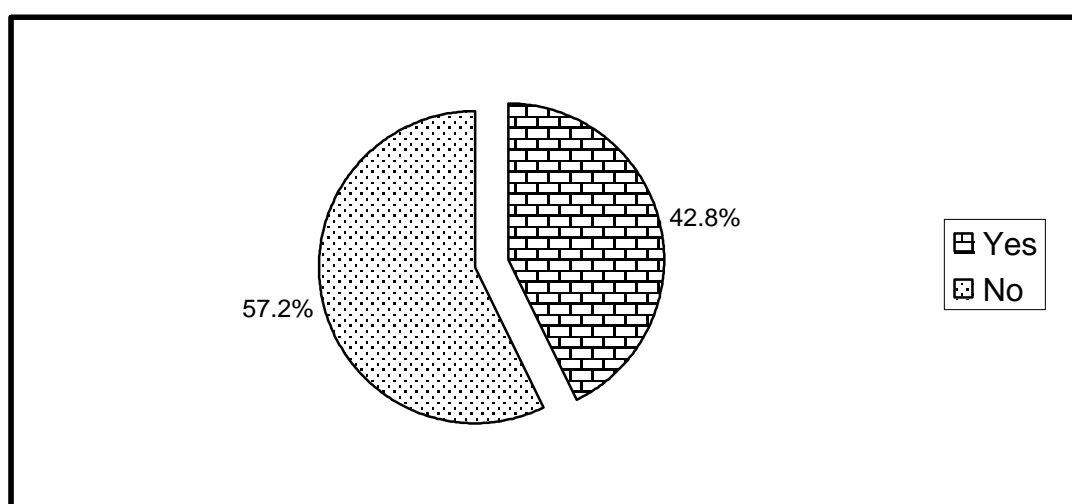
Tools of Reference Materials in Library

S.N.	Responses	Name of libraries			Total	Percentage
		AI	INSEC	NHRC		
1	Yes	6	12	9	27	42.8
2	No	11	13	12	36	57.2
Total		17	25	21	63	100.0

Source: Field Survey, 2007

Figure No. 7

Tools of Reference Materials in Library



Source: Field Survey, 2007

The table shows that there are not sufficient tools of reference materials in every special library. It is noted that 57.2 percent user indicate to lacking the reference materials in the library where as 42.8

percent user indicate to the availability of tools of reference materials in the library.

5.1.7 Unavailability of Reference Materials

Regarding to the question number 7, to find out the unavailability of tools for reference materials in the library. For this purpose users indicate the tools for reference material, which materials are not available there the presentation shows the table 8.

Table –8

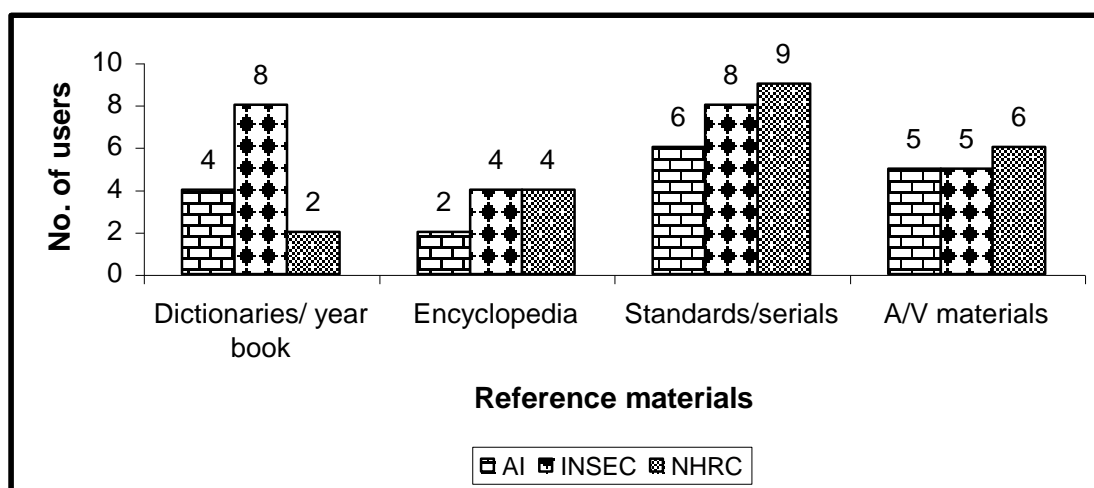
Unavailability of Reference Materials

S.N.	Reference materials	Name of libraries			Total	Percentage
		AI	INSEC	NHRC		
1	Dictionaries/year book	4	8	2	14	22.2
2	Encyclopedia	2	4	4	10	15.9
3	Standards/serials	6	8	9	23	36.5
4	A/V materials	5	5	6	16	25.4
Total		17	25	21	63	100.0

Source: Field Survey, 2007

Figure No. –8

Unavailability of Reference Materials



Source: Field Survey, 2007

The table shows that there are not sufficient tools of reference materials in every special library. It is noted that 36.5 percent user indicate to lacking the standards and serial sin the library whereas 25.4 percent user indicated the audio visual materials are not available in the library. According to 22.2 percent user's dictionaries and yearbooks were lacking the library and 15.9 percent user's shows that encyclopedias are not available in every special library.

5.1.8 Preference of Sources of Information in Library

Regarding to the question number 8, to find out users interested reading materials. For this purpose, the question was asked and the options were enumerated. And users were indicated to their most preference source of information which is shown in table No. 9.

Table –9

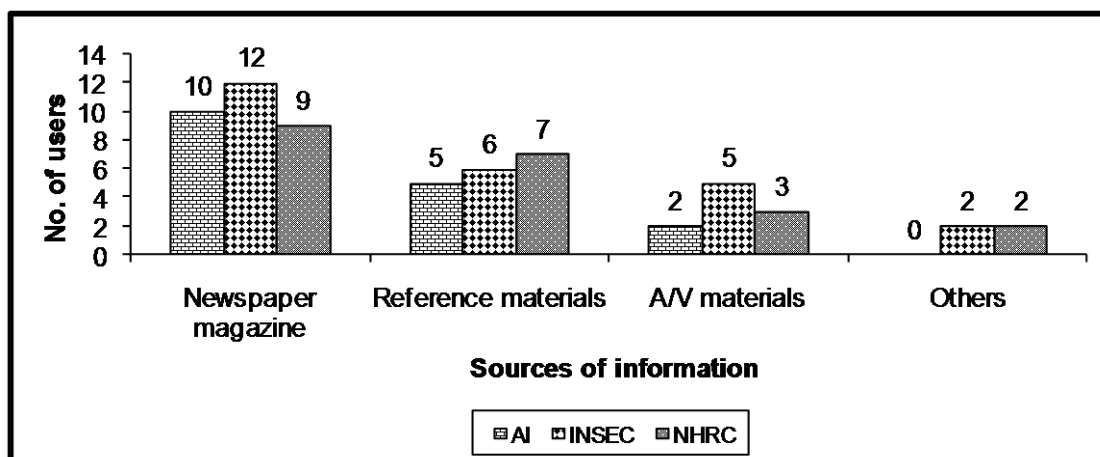
Preference of Sources of Information

S.N.	Source of information	Name of libraries			Total	Percentage
		AI	INSEC	NHRC		
1	Newspaper magazine	10	12	9	31	49.2
2	Reference materials	5	6	7	18	28.5
3	A/V materials	2	5	3	10	15.8
4	Others	0	2	2	4	6.5
Total		17	25	21	63	100.0

Source: Field Survey, 2007

Figure No. 9

Preference of Source of Information



Source: Field Survey, 2007

Above data shows that most of the users (49.2%)_ prefer newspaper and magazines whereas 28.5 percent of users like reference materials for reading. According to 15.8 percent of user they like audio/visual materials as source of information. Only 6.5 percent of user like others source of materials like textbooks, pamphlets etc.

So, we can conclude that most of the users in special library use newspaper and magazines as source of information.

5.2 Library Use

5.2.1 Purpose of Library Visit

Regarding to the question number 9, it tries to find out the user's purpose for coming in the special library. For this purpose the question was asked and the six possible reasons were enumerated in questionnaire and the users were asked to check as many purposes as are applicable. The responses to this question are presented in table 10.

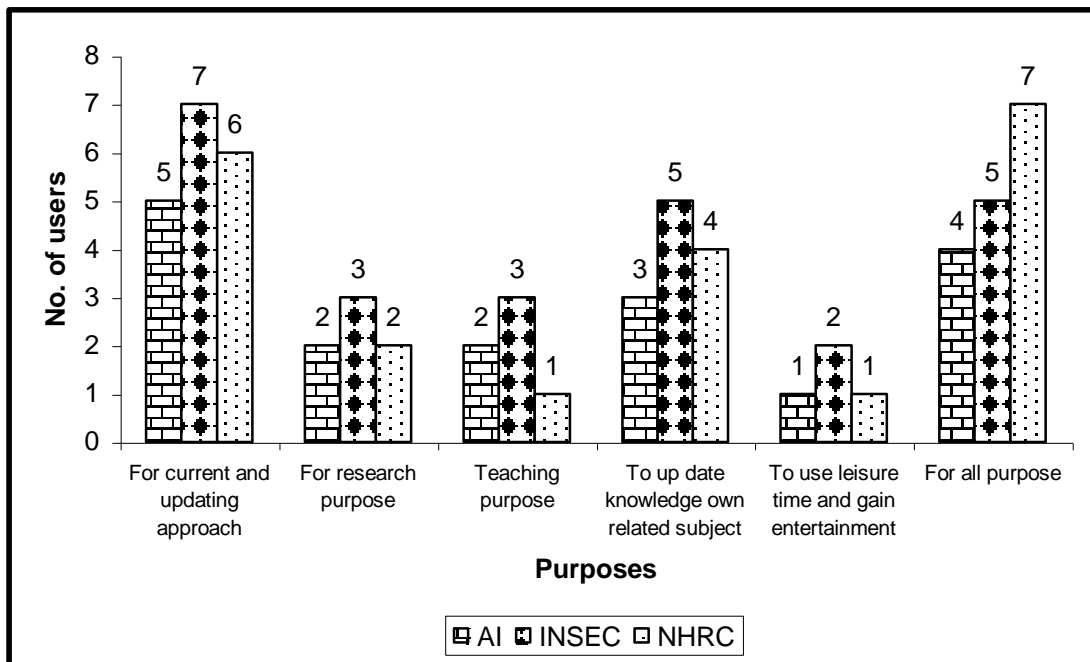
Table –10
Purposes for Visiting Library

S.N.	Purposes	Name of libraries			Total	Percentage
		AI	INSEC	NHRC		
1	For current and updating approach	5	7	6	18	28.6
2	For research purpose	2	3	2	7	11.1
3	Teaching purpose	2	3	1	6	9.5
4	To up date knowledge own related subject	3	5	4	12	19
5	To use leisure time and gain entertainment	1	2	1	4	6.5
6	For all purpose	4	5	7	16	25.3
Total		17	25	21	63	100.0

Source: Field Survey, 2007

Figure –10

Purposes for Visiting Library



Source: Field Survey, 2007

It will be noted that 28.6 percent of the users go to the special library for current and updating approach. Likewise 25.3 percent of users were visiting for multipurpose as mentioned above. According to the 19 percent of user they were visit the library for the study or to up date knowledge of own related subject. Only less than 10 percent were visited for teaching and to use leisure time and gain entertainment and 11.1 percent of the users visit for the research purpose.

So, we can conclude that most of the users were visited for the current information, studying his/her related subject and multi purpose.

5.2.2 Frequency of Library Visit

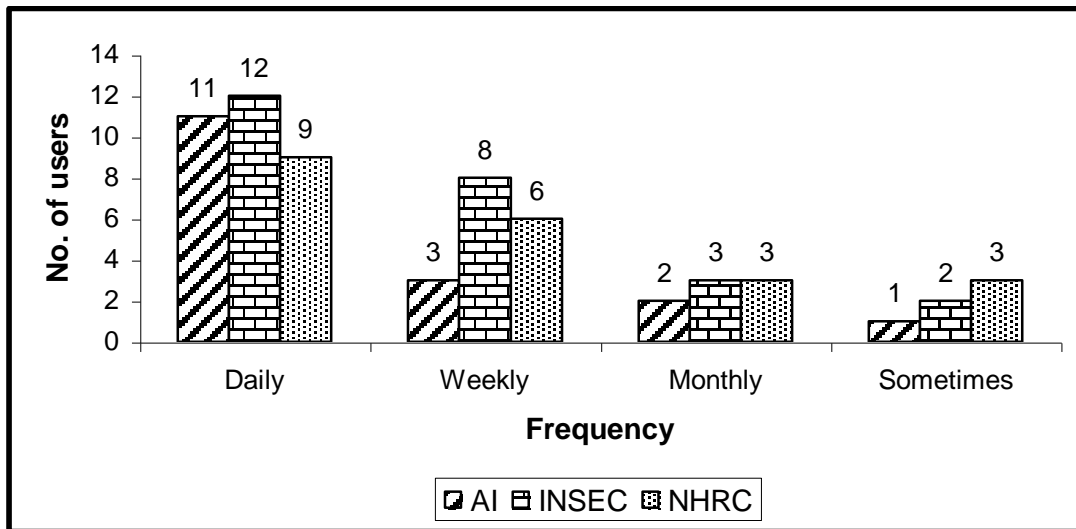
Regarding to the question number, `10, to find out the using pattern or frequency of library visit by users. For this purpose, the question was asked with four options from different visiting pattern which is shown in table 11.

Table –11
Frequency of Library Visit

S.N.	Frequency	Name of libraries			Total	Percentage
		AI	INSEC	NHRC		
1	Daily	11	12	9	32	51
2	Weekly	3	8	6	17	27
3	Monthly	2	3	3	8	12.5
4	Sometimes	1	2	3	6	9.5
Total		17	25	21	63	100.0

Source: Field Survey, 2007

Figure No. –11
Frequency of Library Visit



Source: Field Survey, 2007

It is noted that, more than 50 percent of the users had visited daily for using library. According to 27 percent user, they were visited weekly and 12.5 percent of user were visited the library for once a month. Only 9.5 percent of user are used the library sometimes.

Because of the nature of library high amount of users visiting daily to gather current information, then weekly the users visited more. Monthly, sometimes using the library is found less.

5.2.3 Time Spending by Users in Library

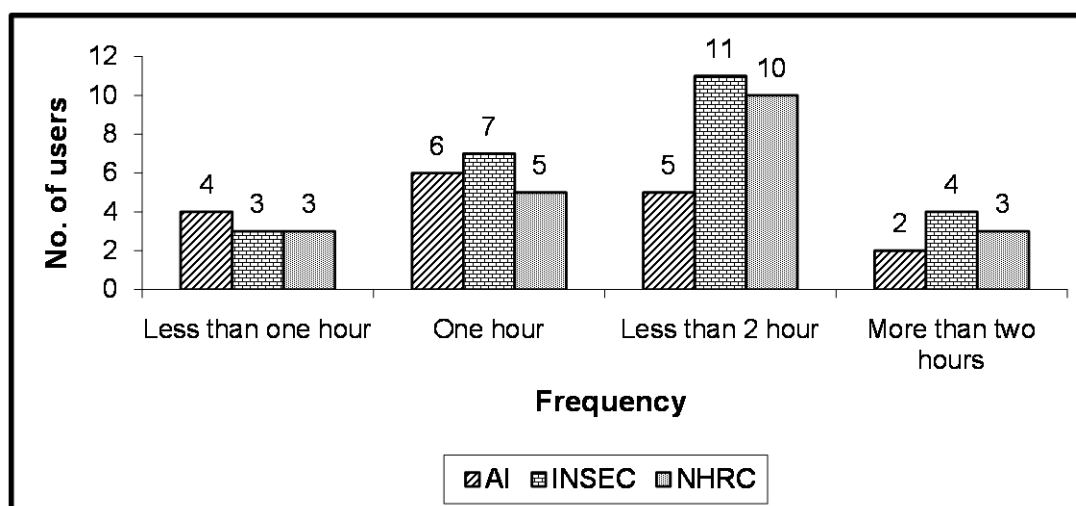
Regarding to the question number 11, to find out the time spending by user in library for reading. The question was asked with four options. These were enumerated from different spending patterns.

Table –12
Time Spending by User for Library

S.N.	Time	Name of libraries			Total	Percentage
		AI	INSEC	NHRC		
1	Less than one hour	4	3	3	10	15.8
2	One hour	6	7	5	18	28.5
3	Less than 2 hour	5	11	10	26	41.2
4	More than two hours	2	4	3	9	14.5
Total		17	25	21	63	100.0

Source: Field Survey, 2007

Figure No. 12
Time Spending by User for Library



Source: Field Survey, 2007

It is noted that 41.2 percent of the user spending their time less than 2 hour for reading own related subject. 28.5 percent of users spend on house time for library use. According to 15.8 percent of users they spend less than on hour time for library use. Only 14.5 percent of user spend their two or more than two hour time for using library materials.

So we can conclude that most of the user spending their 2 hour time for using library.

5.2.4 Satisfaction of Opening Hour

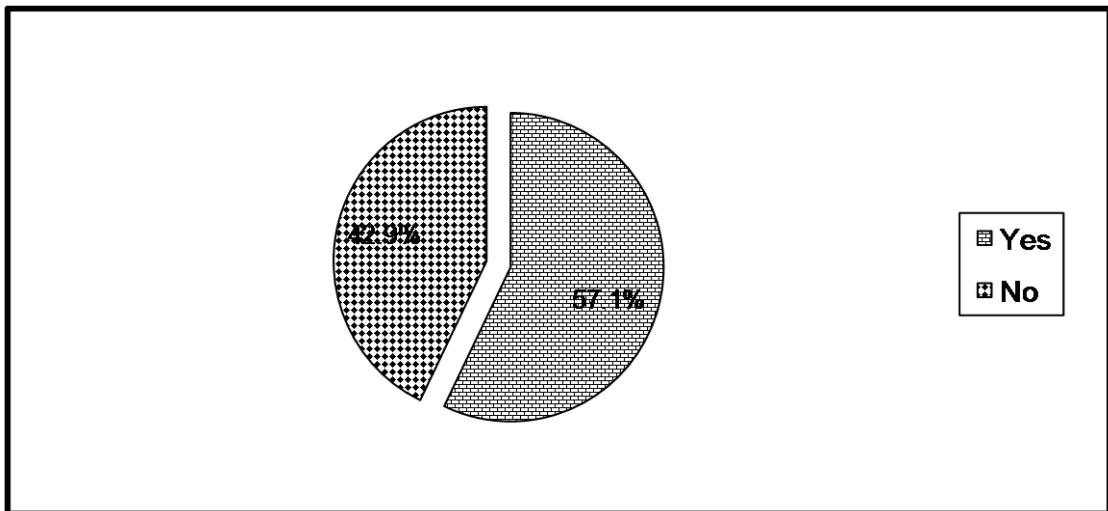
Regarding to the question No. 12, to find out the users satisfaction with opening time of library. For this purpose the question was asked to choose yes or no. The presentation of the answer was shown in the table No. 13.

Table –13
Users Opinion about Library Hours

S.N.	Users opinion	Name of libraries			Total	Percentage
		AI	INSEC	NHRC		
1	Yes	10	15	11	36	57.1
2	No	7	10	10	27	42.9
Total		17	25	21	63	100.0

Source: Field Survey, 2007

Figure No. 13
Users Opinion about Library Hours



Source: Field Survey, 2007

Regarding to the finding, it is noted that 57.1 percent of users were satisfied with opening hour of library whereas 42.9 percent of them feel that the library's opening hour is not sufficient for them.

The above result shows that most of the users of special library were satisfied with library hours because all the selected libraries provide 12 hours of services for users.

5.3 Information Service

5.3.1 Users Opinion about Library Catalogue

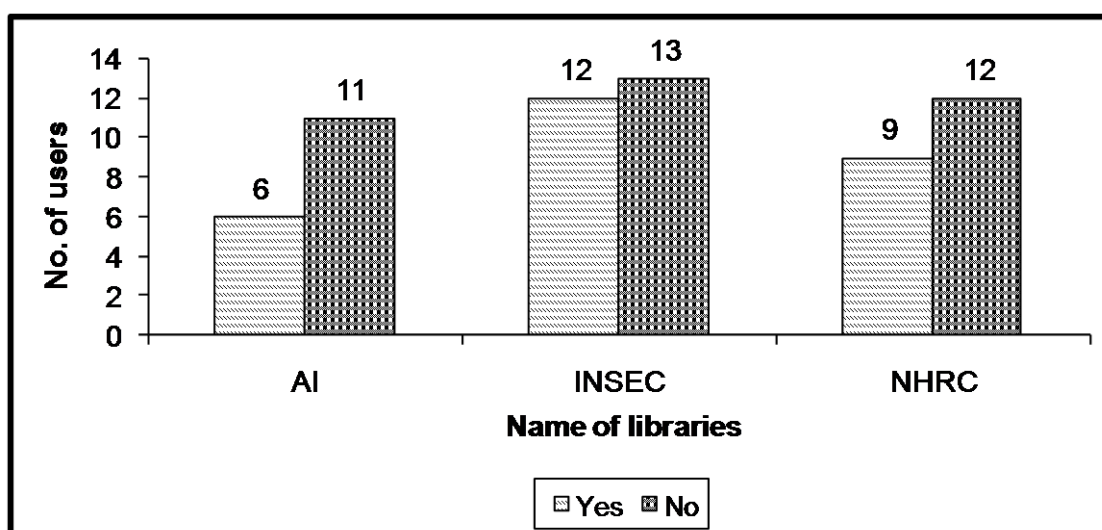
Regarding to the question number 13, library catalogue find out the user's idea. For this purpose the question asked to choose yes or no. The presentation of the responses was shown in the table No. 14.

Table No. 14
Users Idea about Library Catalogue

S.N.	Responses	Name of libraries			Total	Percentage
		AI	INSEC	NHRC		
1	Yes	6	12	9	27	49.9
2	No	11	13	12	36	57.1
Total		17	25	21	63	100.0

Source: Field Survey, 2007

Figure No. 14
Users Idea about Library Catalogue



Source: Field Survey, 2007

The above table shows that about 57.1 percent of users have no idea about the library catalogue and only 42.9 percent of them have knowledge about the library catalogue.

The result shows that most of the users of special library have no idea about the library catalogue.

5.3.2 Ways of Getting Information from Library

Regarding to the question number 14, it is find out the way of getting materials or information from the library. For this purpose four possible ways were enumerated in the questionnaire and asked to choose

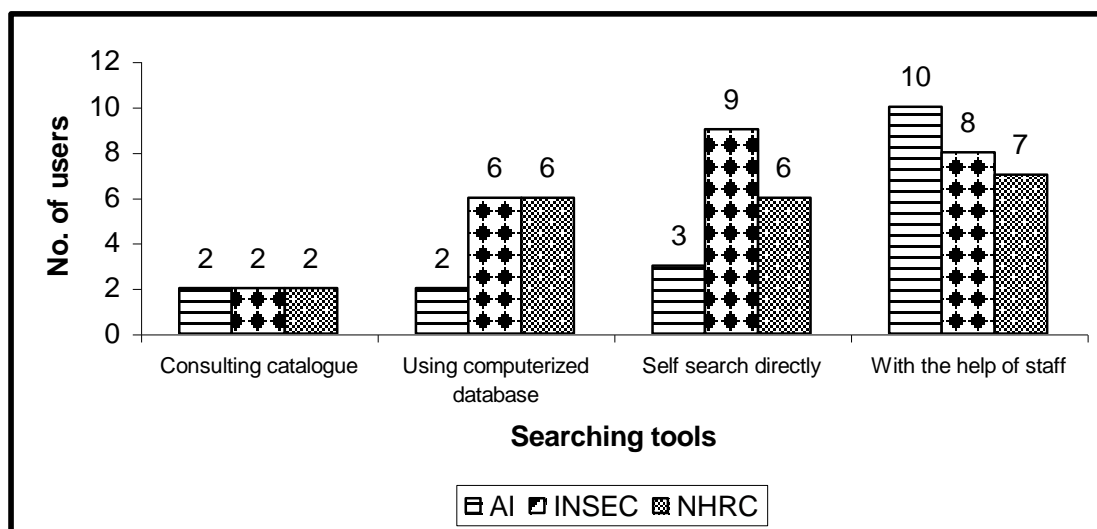
their getting ways. Table 15 shows the getting ways of the documents form the library.

Table 15
Ways of Getting Information from Library

S.N.	Information searching tools	Name of libraries			Total	Percentage
		AI	INSEC	NHRC		
1	Consulting catalogue	2	2	2	6	9.5
2	Using computerized database	2	6	6	14	22.2
3	Self search directly	3	9	6	18	28.6
4	With the help of staff	10	8	7	25	39.7
Total		17	25	21	63	100.0

Source: Field Survey, 2007

Figure No. 15
Ways of Getting Information from Library



Source: Field Survey, 2007

It is noted that 39.7 percent of users depending upon the library staf to get their reading materials. Likewise 28.65 percent of users can search

them selves directly form the shelves and 22.2 percent of user can search the information form the computerized database. Only 9.5 percent of them consult the catalogue for getting document.

So, we can conclude that most of the users depending upon the library staff to search the desired in formation in the special library.

5.3.3 User's Familiarity with Modern Information Technology

Regarding to the question No. 15, it tries to find out the user's familiarity with modern information technology in the library. For this purpose the question was asked in yes or no. This is shown in table no.16.

Table –16

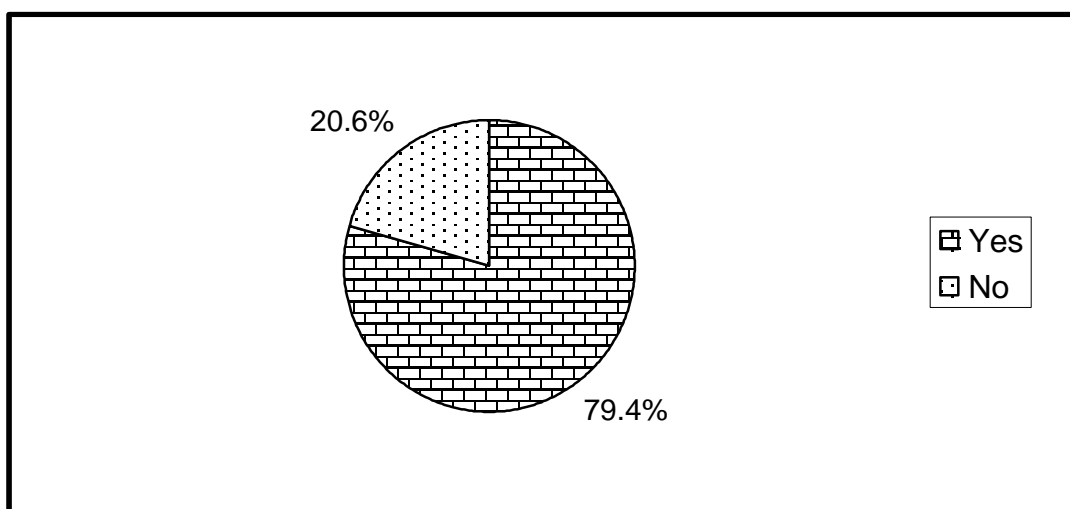
User's Familiarity with Modern Information Technology

S.N.	Users familiarity	Name of libraries			Total	Percentage
		AI	INSEC	NHRC		
1	Yes	15	20	15	50	79.4
2	No	2	5	6	13	20.6
Total		17	25	21	63	100.0

Source: Field Survey, 2007

Figure No. –16

User's Familiarity with Modern Information Technology



Source: Field Survey, 2007

In the context of information technology service, this makes us aware of technical service available in the special library. The above data shows that 79.4 percent of users were familiar with the modern information technology and only 20.6 percent users reported that they seemed to be unknown about modern information technology.

So we can conclude that most of users of special library were familiar with the modern information technology.

5.3.4 Availability of Modern Information Technology in the Library

Regarding to the question number 16, to find out the availability of modern information technology service in the library, for this purpose the question was ask with yes or no. Table 17 shows of this presentation.

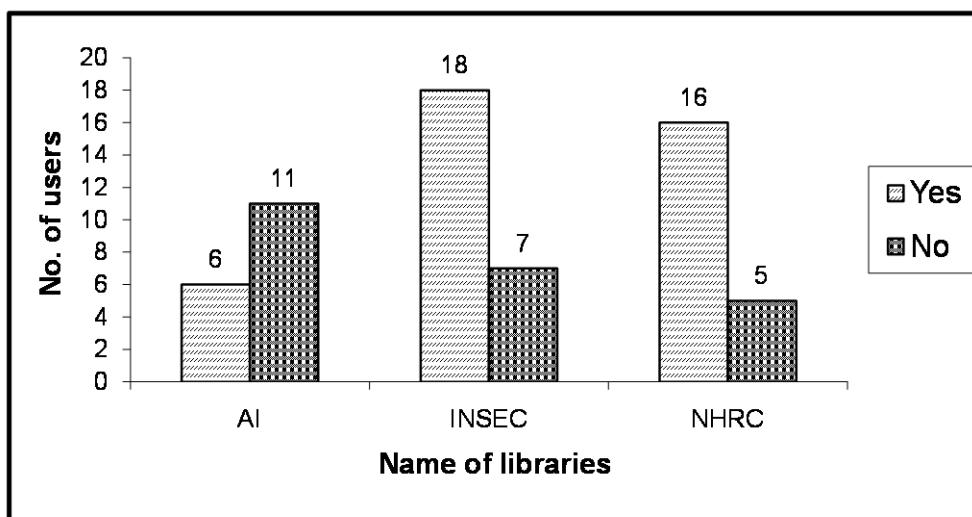
Table 17

Availability of Modern IT

S.N.	Responses	Name of libraries			Total	Percentage
		AI	INSEC	NHRC		
1	Yes	6	18	16	40	63.5
2	No	11	7	5	23	37.5
Total		17	25	21	63	100.0

Source: Field Survey, 2007

Figure No.-17
Availability of Modern IT



Source: Field Survey, 2007

From the above table it is noted that 63.5 percent of users reported that they use the modern information technology in the library. Only 36.5 percent of them indicated to the lacking of modern facility in the library.

So it is suggested that the modern necessary facilities should be provided to the library.

5.3.5 Physical Facility in the Library

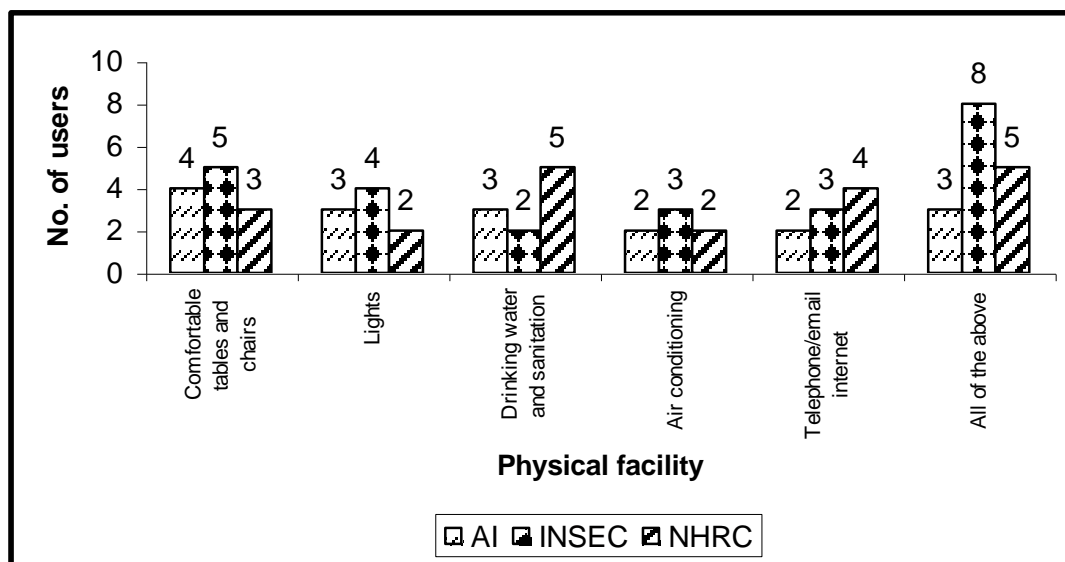
Regarding to the question number 17, to find out the library has the satisfied physical facility or not. The question was asked and five options were enumerated to check which physical facility is satisfied. Table 18 shows of this presentation.

Table 18
Physical Facility in Library

S.N.	Physical facility	Name of libraries			Total	Percentage
		AI	INSEC	NHRC		
1	Comfortable tables and chairs	4	5	3	12	19
2	Lights	3	4	2	9	14.3
3	Drinking water and sanitation	3	2	5	10	15.9
4	Air conditioning	2	3	2	7	11.1
5	Telephone/email internet	2	3	4	9	14.3
6	All of the above	3	8	5	16	25.4
Total		17	25	21	63	100.0

Source: Field Survey, 2007

Figure No. 18
Physical Facility in Library



Source: Field Survey, 2007

From the above data, it is noted that 25.4 percent of users were satisfied with all physical facility of library. Nineteen percent of users

were indicated to be satisfied with comfortable tables and chairs. According to 15.9 percent users they were satisfied with drinking water and sanitation facility. From light, telephone, email and internet only 14.3 percent users were satisfied. 11.1 percent of users were satisfied with air conditioning facility.

So, we can conclude that most of the users of special library were satisfied with all physical facilities of library.

5.3.6 Relevance of Information

Regarding to the question number 18, it tries to find out the efficiency of library to fulfill the requirements of users. For this purpose the question was asked and three options were enumerated. It helps to evaluate the efficiency of library materials. The users have responded the level of relevance of information from the existing materials of the library. The presentation shows in the table 19.

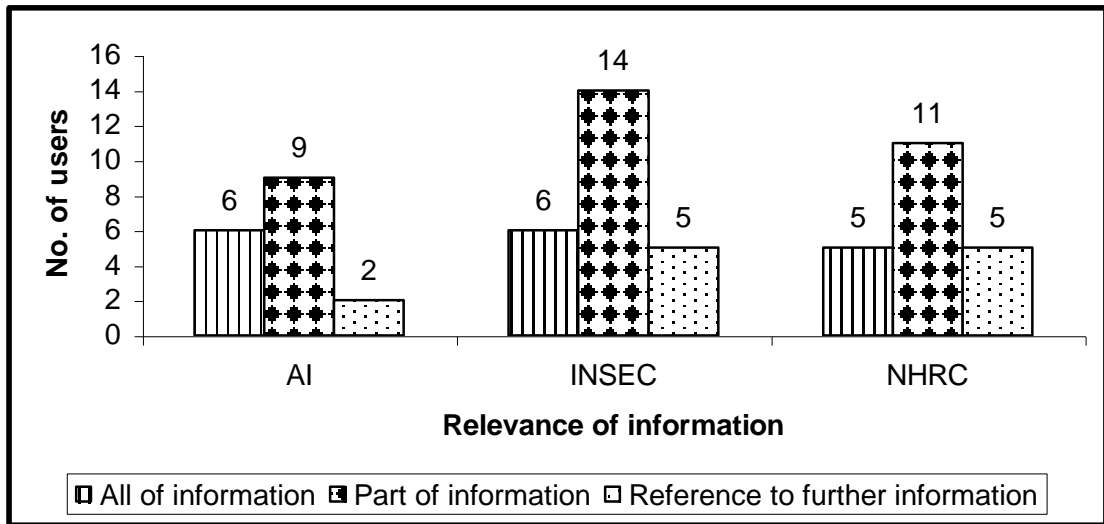
Table –19

Relevance of Information

S.N.	Relevance of information	Name of libraries			Total	Percentage
		AI	INSEC	NHRC		
1	All of information	6	6	5	17	27
2	Part of information	9	14	11	34	54
3	Reference to further information	2	5	5	12	19
Total		17	25	21	63	100

Source: Field Survey, 2007

Figure No.-19
Relevance of Information



Source: Field Survey, 2007

From the above data, it is noted that 54 percent of users reported that they get part of information they need from the library. 27 percent users get all the relevant information from the library. Only 19 percent of users get information which is reference for further information.

So, we conclude that most of the users are seemed to be dissatisfied with the relevance of information. On the other hand the special library could not fulfill all of the information needs of the users.

5.3.7 Satisfaction with the Service

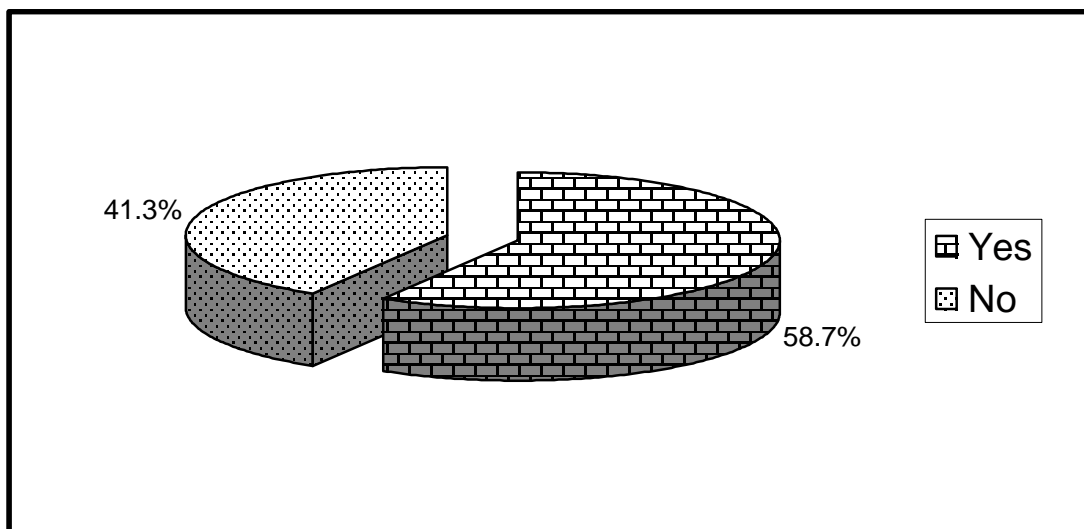
Regarding to the question number 19, to find out if the users were satisfied or not with the services of library, the question was asked to choose yes or no. The presentation of the responses was shown in the table 20.

Table –20
Satisfaction with the Service

S.N.	Responses	Name of libraries			Total	Percentage
		AI	INSEC	NHRC		
1	Yes	9	16	12	37	58.7
2	No	8	9	8	26	41.3
Total		17	25	21	63	100.0

Source: Field Survey, 2007

Figure –20
Satisfaction with the Service



Source: Field Survey, 2007

From the above table it is noted that 58.7 percent of the users were satisfied from the services of library and only 41.3 percent users were not satisfied from the services.

Among these three special libraries, the users of INSEC and NHRC library were found very satisfied than AI library.

5.3.8 Suggestion for the Library Development

Regarding to the question number 20, opinions are gathered from users for the improvement and development of library is needed. According to the users, there should be needed sufficient collection of materials, newly edition reference materials, sufficient audio visual resources, comfortable physical facility etc. Some users suggested that modern information technology services and international research based information should be made more.

Chapter-6

Conclusions, Findings and Recommendations

6.1 Conclusion

Effective research studies are not possible without well organized and effective library. This study is designed to find out the users satisfaction with document and library services of three special libraries. This study has been focused on finding out the exact situations of these three special libraries. This study tries to socialize its findings and also to prepare a list of suggestions for the concerned authorities to improve the collection and services to their users.

In three special libraries, most of the users are familiar with the collection of library, although few users express their unfamiliarity with the collection. Collections are not sufficient in the library. The reports of conference, project, seminar, workshops etc. are found useful and popular resources than other sources for getting information in special library. Most of the user in special library use computer to access the materials in the library. There is no sufficient reference material as well as other documents to meet the users' required materials. Most of the users in special library prefer news paper and magazines as source of information. In special library most users visit to take the latest information as well as for multipurpose, for to take current information for updating their knowledge, for research purpose, teaching purpose and to use leisure time. Most of the users visit daily in the special library than weekly and monthly. Most of the users are satisfied with the opening hours provided by the libraries. Most of the users of special library have no idea about the library catalogue. In special library most users depend up on staff to

search their desired information. Most of the respondents are familiar with modern information technology. The computerizing facilities and needed information services should be provided to satisfy the users in the library. The physical facilities are found satisfactory in the library. Most of the users are seemed to be dissatisfied with the relevance of information. From the library service, most of the users are satisfied and some are not satisfied from the provided service to their needs.

6.2 Findings

The major findings of the study are mentioned in the following statement:

- Most of the users (68%) are seemed to be familiar with the collection of the library where as 31.8 percent of users were not familiar with the collection of the library.
- Fifty five percent of the users were satisfied from the collection of the library where as 44.5 percent of the users were not satisfied from the collection of the library.
- Most of the users (38%) have found highly their information from the reports of conference, project, seminar and workshop. where as 16 percent of user had used subject books and 12.7 percent used scientific journals.
- It is found that computer is available in all libraries.
- It is found that most of the users (51.1%) reported that the computer was used to search information where as 19 percent of

them thought that computer are their library for email and internet likewise 15.8 percent of users replied that computer is used for official use where as 15.2 percent of users said that it is used to create database.

- Large number of users (57.2%) was dissatisfied to the reference materials available in library where as 42.8 percent of users were seemed to satisfy to the availability of reference materials.
- Most of the users (36.5%) replied that standards and serials are unavailable in the library where as 25.4 percent indicates that audio visual materials are unavailable in the library. Likewise 22.2 percent users replied that dictionaries and year books are unavailable and 15.9 percent user's opinion shows that encyclopedias are unavailable in the library.
- Most of the users (49.2%) were interested to read newspaper and magazines where as 28.5 percent of them used reference materials and only 6.5 percent of users used other source of information.
- Most of the users visit the library for current and updating approach likewise 25.3 percent of users was visited for multipurpose, 19 percent of users' visit the library for the study or to update knowledge, 11.1 percent of the users visit for the research purpose and only less then 10 percent were visited for teaching purpose and to pass time.
- It is found that more than 50 percent of the users had visited library daily, 27 percent users were visited weekly, 12.5 percent

were visited the library once a month and only 9.5 percent of users visited the library sometimes.

- It is found that more than 41 percent of the users spend their time less than 2 hours in library, 28.5 percent of users spend one hour time for library use, 15.8 percent of users spend less than one hour and 14.8 percent of users spend their time two or more than two hour in the library.
- Most of the users (57.1%) were satisfied towards the library opening hour where as 42.9 percent of them were not satisfied towards the library opening hour.
- Most of the users (57.1%) have no idea about the library catalogue and only 42.9 percent of them have knowledge about the library catalogue.
- It is found that 39.7 percent users get information with the help of library staff, 28.6 percent can search their information themselves, 22.2 percent of users search information from computerized database and only 9.5 percent of users search information through library catalogue.
- It is found that more than 63 Percent of users were seemed to be familiar with the modern information technology where as 36.5 percent of them were not familiar with that modern facility in the library.

- It is found that 63.5 percent of users were satisfied with the modern information technology where as 36.5 percent of them were not satisfied with modern facility in the library.
- It is found that 25.4 percent of users were satisfied with all physical facility of the library, 19 percent of users were satisfied with comfortable tables and chairs, 15.9 percent of user were satisfied with drinking water and sanitation, 14.3 percent users were satisfied with light, telephone, email and internet facility and only 11.1 percent of users were satisfied with air conditioning facility of the library.
- It is found that 54 percent of users reported that they get only part of information they need from the library, 27 percent of users get all the relevant information and only 19 percent of users get information which is reference for further information.
- Most of the users (57.7%) were satisfied from the service provided by the library where as 41.3 percent of them were not satisfied from the service.
- Opinions are gathered from users on allocating budget for library development to purchase needed collection and offer reliable information services to its users.

6.3 Recommendations:

a. To the government

- The government should pay serious attention on the proper development of library in Nepal.
- The favorable plan and policy should be made; it helps to boost up the special libraries.
- To develop the special library in Nepal, there should be suitable encouragement and awards in library and information science and abundant government support for library professionals.
- All government publication and current professional journals, news papers, magazines project works etc. should be added in all species libraries in timely and up to date.
- There should be sufficient and train main power in the library.

b. To the parent organization

- Financial support should be allocated for upgrade the existing information source and services.
- The present library collection should be improved and expanded to meet the general as well as specific information needs of the users.

- Users should be given the information of awareness about the library collection and priority should be given according to the research program.
- Catalogues are the key to library resources. So, catalogue should be given high priority and managed properly to the extend of the user's easy access.
- The library should provide free membership system and book circulation service to its users.
- It is recommended that the more reference documents such as dictionaries, encyclopedias, general knowledge books should be made available sufficiently.
- There should be separate sections like reference section, audio visual section, textbook section etc.
- Modern information technology services should be given priority and addition of international research based information should be made more.
- Networking should be established among special libraries at national level.
- Library hour should be expanded for the maximum use of the sources and services.

- The library should be developed the physical facilities such as comfortable furniture, reference room, light, drinking water, etc.

c. To the users

- The users should be well informed about the use of library materials.
- To be familiar with library and its services orientation classes should be given to the users about library facilities, rules and regulations as well as about the available sources and services of library.
- The rules and regulations of library must be followed to all the users and staffs.
- In the special libraries most of the users visit the library to read newspapers so those librarians should motivate their users to use the library not only for reading newspapers but also to read textbook and to consult reference materials.

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QUESTIONNAIRE FOR USERS

Utility and Services of Three Special Libraries in Kathmandu Valley: NHRC, INSEC and AI Nepal Library.

You are kindly requested to answer the following questions with your opinions and suggestions for further improvements with tick marks (√).

A. Personal Information

Name:

Sex: A. Male Female

Profession

Qualification

Special library of your attachment.

a. NHRC b. INSEC c. AI Nepal

B. Collections:

1. Are you familiar with the collection of your library?
 - a. Yes
 - b. No
2. If yes, are satisfied with the available library collection
 - a. Yes
 - b. No
3. Does the library provide you required materials as mentioned below:
 - a. Subject books
 - b. Reports of conference, project, seminar, workshop
 - c. Scientific journals
 - d. News letters, notes
 - e. Any others
4. Does your library have computer?
 - a. Yes
 - b. No.
5. If yes, for what purpose is the computer being used?
 - a. To search the information
 - b. For official use
 - c. Email and internet
 - d. To create data

6. Are the sufficient tools of reference materials available in your library?

- a. Yes b. No.

7. If no, please tick which is not available

- a. Dictionaries b. Encyclopedia
c. Year books d. Directories
e. Manuals f. Serials
g. Standards g. Audio-Visuals

8. Which sources of information do you like most? Please rank them according to their use.

- a. Newspaper magazine
b. Reference materials
c. Audio visual materials
d. Others

C. Library use

9. Please mention your purpose of using library.

- a. For current and updating approach
b. To read magazines and newspapers.
c. For study and to update knowledge.
d. For research purpose
e. To use leisure time and gain entertainment
f. For teaching purpose.
g. For all purpose.

10. How frequent do you visit the library?

- a. Daily b. Weekly
c. Once a month d. Sometime

11. How long do you spend your time in library?

- a. Less than one hour b. One hour
c. Less than two hour d. Two or more than two hours

12. Are the present opening hour of library suitable to you?

- a. Yes b. No.

D. Information Services

13. Do you know about library catalogue?

- a. Yes b. No

14. How do you browse information most often?

- a. Consulting catalogue
b. Using computerized database
c. Search directly
d. With the help of staff

15. Are you familiar with modern information technology

- a. Yes b. No.

16. If yes does your library use modern information technology?

- a. Yes b. No.

17. Are there satisfied physical facility in your library please tick them:

- a. Comfortable tables and chairs
b. Lights (natural and artificial)
c. Drinking water and sanitation facilities
d. Air conditioning
e. Telephone, Email/Internet
f. All of the above

18. How much information do you generally get from the sources

- e. All of the information
f. Part of Information
g. Reference to further information.

19. Are you satisfied with the service of your library?

- a. Yes b. No.

20. If you have any further suggestion for the improvement and development of the library please mention briefly.

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CURRICULUM VITAE

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Intermediate	Shree Janajyoti Higher Sec. School	Bhimad, Tanahun	Pass
Bachelor	Mahendra Ratna Campus	Tahachal, Kathmandu	Pass
Masters'	Tribhuvan University Campus	Kirtipur, Kathmandu	First