STATUS OF MEDICAL LIBRARIES OF KATHMANDU VALLEY

A thesis submitted to the Central Department of Library
and Information Science, Tribhuvan University in partial fulfillment of the
requirements for the degree of
Master of Arts in Library and Information Science

Submitted by

GAURI DHAKAL

Exam Roll No. 5666/065

T.U. Regd. No. 6-1-38-2663-2000

Central Department of Library and Information Science

Faculty of Humanities and Social Sciences

Tribhuvan University

Kirtipur, Kathmandu, Nepal

August, 2012

LETTER OF RECOMMENDATION

This is to certify that Ms. Gauri Dhakal has prepared this thesis entitled **"Status of Medical Libraries of Kathmandu Valley"** under my supervision and guidance. I recommend this thesis for final approval and acceptance.

Date: ……………………

…………………………

Bhim Dhoj Shrestha

(Thesis Supervisor)

LETTER OF ACCEPTANCE

The thesis entitled **"Status of Medical Libraries of Kathmandu Valley**" prepared and submitted by Ms. Gauri Dhakal in partial fulfillment of the requirements for the Master's Degree in Library and Information Science is hereby accepted and approved.

Approval Committee:

………………………………..

Bhim Dhoj Shrestha

(Thesis Supervisor and Head of Dept.)

………………………………..

Mr. Ashok Thapa

(External Examiner)

……………………………….

Rudra Prasad Dulal

(Internal Examiner)

Date: ……………………

ACKNOWLEDGEMENT

ABSTRACT

The thesis entitled "Status of Medical Libraries of Kathmandu Valley" has been carried out to find out the status of information services provided by medical libraries of Kathmandu Valley, examine the status of information services in the medical libraries, and evaluate the users' as well as librarians' perception towards the services provided by the medical libraries and their development. But so far their activities have not been studied. Therefore, realizing those problems this study has been carried out. The objective of this study is to know the status of services provided by the post-graduate medical college libraries, there types and standard, the perceptions of users' as well as librarians' towards the services provided by these libraries and finally to evaluate the perception of librarian towards their services. Although there are many medical libraries, only two medical libraries have been included due to constraint of time and resources. The significance of the study is that it has produced some effects on what happens in the future of those medical libraries.

Related literatures in this field have been reviewed. Ideas of like minded personalities have been included, quoted and taken as the basis for further study. NAMS and TUTH library along with the information services provided by them have been precisely focused.

Regarding the research design this study is based on primary data using questionnaire as well as secondary data. The collected data have been presented and analyzed using frequency distribution tables and pie-charts with their detail interpretation. Purposively 70 users of 2 post-graduate medical college libraries of Kathmandu Valley namely NAMS and TUTH have been taken as sample of the study. It is found that most of the respondents 61 (87.1%) are students, 7 (10%) are teaching faculties and few 2 (2.9%) are the medical officers. It is found that 63 (90%) visit the library daily followed by 5 (7.1%) weekly and equal numbers of the users (3%) visit the library monthly and less often, among the respondents, 30 (52.9%) respondents are satisfied with the opening hours of the library whereas majority 47.1% are not fully satisfied with the opening hours of the library.

A brief summary of the study has been provided. It is concluded that there are no planned budget for purchasing books, as per demand of the users and based priority of the authority books are purchased; there is no written policy regarding

development of the library. Most of the users are not satisfied with the services provided by the library. Regarding the policy, most of the policy such as budget, development of library services e.g. automation has been adopted on ad-hoc basis without written policy. Budget has not been allocated in appropriate rate in both the libraries. There is no information literacy program adopted by the libraries which has resulted in low use of existing library services.

Finally, basing upon the study it has been recommended that there should be written standard, and policy guidelines in both the libraries. They have to provide library orientation to their users. Latest collection should be added each year and online library facilities should be arranged for the users. Along with their facilities, if the libraries maintain peaceful environment as adequate reading space, definitely the status of medical libraries in Nepal can be achieved.

Gauri Dhakal
Date: 2069.05.07

PREFACE

The overall aim of any medical library, regardless of its location, size or parent organization, is to provide organized library services to meet the information needs of its users in their activities relating to patient care, education, research, management and any other specialized services. The satisfactory delivery of medical education necessarily involves good library provision. The users' perception is the best measuring tool in evaluating the information services provided by medical libraries. It is hoped that, this study will help the interested users to get brief information about the status of medical libraries of Kathmandu valley and its uses.

As we know that most of the users in our country are out of reach from the valuable documents, so they are unable to get required information to empower their knowledge. But in this information society age, information should be cheaper which would occupy as minimum space as possible but could be communicated in greater speed ensuring its preservation. This thesis has documented various important aspects of medical library. Thus, this study will help to evaluate the status of existing library services and standard need to be maintained by medical libraries in Nepal.

Dedicated to my family members…

CATALOGUE OF THE THESIS

Main Card

```
    D
025.04095496   Dhakal, Gauri
   D535s            Status of medical libraries of Kathmandu Valley /
                submitted by Gauri Dhakal. – Kathmandu : Central
                Department of Library and Information Science, 2012.
                    xvii, 62 p. : ill. ; 30 cm.
                    Includes bibliographical references.
                    Thesis (M.A.)–Central Department of Library and
                Information Science, Tribhuvan University, 2012.

                    1. Information services – Nepal. 2. Medical libraries –
                Nepal.   I. Title
                                        ◯
```

Shelf List Card

```
    D
025.04095496   Dhakal, Gauri
   D535s            Status of medical libraries of Kathmandu Valley /
                submitted by Gauri Dhakal. – Kathmandu : Central
                Department of Library and Information Science, 2012.
   Unacc.           xvii, 62 p. : ill. ; 30 cm.
                    Includes bibliographical references.
                    Thesis (M.A.)–Central Department of Library and
                Information Science, Tribhuvan University, 2012.

                    1. Information services – Nepal. 2. Medical libraries –
                Nepal.   I. Title
                                        ◯
```

Added Entry (Subject)

```
        D              INFORMATION SERVICES – NEPAL
025.04095496   Dhakal, Gauri
    D535s            Status of medical libraries of Kathmandu Valley /
               submitted by Gauri Dhakal. – Kathmandu : Central
               Department of Library and Information Science, 2012.
                   xvii, 62 p. : ill. ; 30 cm.
                   Includes bibliographical references.
                   Thesis (M.A.)–Central Department of Library and
               Information Science, Tribhuvan University, 2012.

                                    ◯
```

Added Entry (Subject)

```
        D              MEDICAL LIBRARIES – NEPAL
025.04095496   Dhakal, Gauri
    D535s            Status of medical libraries of Kathmandu Valley /
               submitted by Gauri Dhakal. – Kathmandu : Central
               Department of Library and Information Science, 2012.
                   xvii, 62 p. : ill. ; 30 cm.
                   Includes bibliographical references.
                   Thesis (M.A.)–Central Department of Library and
               Information Science, Tribhuvan University, 2012.

                                    ◯
```

Added Entry (Title)

Status of medical libraries of Kathmandu Valley

D
025.04095496 Dhakal, Gauri
D535s   Status of medical libraries of Kathmandu Valley / submitted by Gauri Dhakal. – Kathmandu : Central Department of Library and Information Science, 2012.

xvii, 62 p. : ill. ; 30 cm.

Includes bibliographical references.

Thesis (M.A.)–Central Department of Library and Information Science, Tribhuvan University, 2012.

◯

TABLE OF CONTENTS

Chapter 1: INTRODUCTION

Chapter 2: REVIEW OF THE LITERATURE

Chapter 6: SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

LIST OF TABLES

LIST OF FIGURES

LIST OF ABBREVIATION

CAM   Complementary and Alternative Medicine

CDLIS   Central Department of Library and Information Science

E-books   Electronic Books

E-resources Electronic Resources

E-journals Electronic Journals

HEC   Higher Education Commission

HELLIS   Health Literature Library and Information Services

HINARI   Health Inter Network Access to Research Initiative

ICT   Information Communication Technology

IOM   Institute of Medicine

IT   Information Technology

MARC   Machine Readable Catalog

NAMS   National Academy of Medical Sciences

NLM   National Library of Medicine

PG   Post Graduate

TU   Tribhuvan University

TUCL   Tribhuvan University Central Library

TUTH   Tribhuvan University Teaching Hospital

WHO   World Health Organization

WWW   World Wide Web

Chapter 1

INTRODUCTION

1.1 Background of the Study

A medical library is a heart and soul of its parent organization. It caters the information needs of its organization. The main aim of medical libraries are to provide required information pin–pointedly, exhaustively and promptly in a usable form to the user in anticipation as well as on demand. Medical libraries are typically found in hospital, medical colleges, and in a medical or health association/institutions.

1.1.1 Medical Libraries

Medical libraries are not a recent trend. As soon as medical teaching began in the universities, medical libraries in a special sense were created, but grew slowly. But the outstanding examples were the libraries of medical corporations and societies of which many are still existent, an example of which is the present Royal Society of Medicine which has the leading British medical library. In U.S.A, the National Library of Medicine (NLM) was established in 1836 to become the most important medical library in the world.

A health or medical library is designed to assist physicians, health professionals, students, patients, consumers and medical researchers in finding health and scientific information to improve, update, assess or evaluate health care. Medical libraries are typically found in hospitals, medical schools, and private industry and in medical or health associations. A typical health or medical library has access to MEDLINE, a range of electronic resources, print and digital journal collections and print reference books. The influence of Open Access (OA) and free searching via Google and PubMed has a major impact on the way medical libraries operate their consumer health information service.

1.1.2 Medical Library Service

During the last decade, one of the biggest developments in health sciences librarianship has been the increased importance and development of the medical library. Van Gieson has stated: While knowledge expanded, greater numbers of more

sophisticated professionals became available, taking positions and establishing practices outside the major metropolitan areas with their educational centers. These people were formed from a new mold and were accustomed to equipment of the latest vintage as well as-and this is the point-information on care and treatment methods just discovered or developed (Van Gieson, 1978). Because of this new importance on information, new standards for professional library service were incorporated within the Accreditation Manual for Hospitals in 1978. The Joint Commission on the Accreditation of Hospitals (JCAH), which developed the manual, is a voluntary organization with representatives from the American Medical Association, the American Hospital Association, the American College of Physicians, and the American College of Surgeons. It functions to publish standards for the operation of hospitals and accredits those institutions which meet the standard (JCAH, 1978). Eloise Foster (1979) in her paper, and Judith Topper, et al. (1980), in their paper reviewed these standards in depth.

The JCAH works from a philosophy that all hospitals must be accredited under the same guidelines. Consequently, the standards must apply to the teaching hospital, the hospital conducting extensive research, the urban hospital, and the hospital serving a rural community. These could only be accomplished with the development of qualitative standards. The standards were developed from a general principle which reads: "The hospital shall provide library services to meet the informational, educational, and, when appropriate, the research-related needs of the medical and hospital staff. Two standards which are clarified in an interpretation section support the general principle. The standards state: "The professional library services shall be organized to assure appropriate direction or supervision, staffing, and resources"; and "The provision of professional library service shall be guided by written policies and procedures.

Topper et al. (1980) have stated that the standards parallel in both subject matter and emphasis the standards set for other clinical support departments. Before 1978, the JCAH standards for professional library services were so vague as to provide little basis for the librarian to prepare for an accreditation visit, or for a surveyor to judge the caliber of library services provided. This situation has been greatly improved. It is to be expected that surveyors will gradually come to demand of the library evidence of the same high level of professionalism that is expected of other hospital department.

As part of the accreditation process, each hospital must complete a hospital survey profile. The section on library services asks for a description of current library practices and identifies which documents must be available for the accreditation team to review.'

The original draft of the standards was developed by the Medical Library Association in 1974. With the implementation of new standards, MLA disbanded a committee to study the feasibility of developing its own accreditation program (Wender, 1979). While mental health hospitals were omitted from the standards, the Hospital Library Standards and Practices Committee of MLA and JCAH are working to resolve the restriction (Hill, 1981).

The Canadian Library Association, the Canadian Regional Group of the Medical Library Association, the Ontario Medical Association, the Canadian Medical Association, and the Association of Canadian Medical Colleges developed a set of standards for Canadian hospital libraries in 1974. These are similar to the standards that MLA recommended to the JCAH. As with the JCAH standards, the Canadian guidelines were developed from a general principle, which states: "The hospital shall provide library service appropriate to the professional, technical, educational and administrative needs of the medical and other hospital staff. Both the JCAH and Canadian standards were developed as minimum standards. However, hospital librarians and administrators may need to use them to justify improvements. McGrath did a survey to determine if Massachusetts hospital libraries met the standards outlined by the JCAH and Canadian standards. Of the 102 out of 135 hospitals responding to the survey, 57 percent were judged not in compliance with at least one of the JCAH standards. When judged against the Canadian quantitative standards outlined in the appendix, 48 percent fall below the minimum standards set for their category (McGrath, 1980).

1.1.3 Medical Library Service in Nepal

In Nepal, as well medical libraries are playing dynamic role in supporting academic and continuing medical education as well as research in medical and health related discipline; whereas Nepal's history shows that medical libraries were first attached to hospitals and then to research laboratories, associations and teaching institutions. Medical libraries constitute an essential ingredient of medical education

3

in any context. The provision of easy access to relevant information for health personnel and other potential users has been realized for some time. Usually medical libraries in Nepal provide the following services –

- Borrowing Materials
- Computing Services
- Copying and Printing
- Fines
- Instruction Services
- Interlibrary Loan
- Reference Services
- Request Materials
- Reserves

Information Services offers access to many specialized databases, including Medline, HINARI and other medical databases can perform literature searches to find articles and information on a wide variety of topics. Library Services has access to thousands of journal titles.

1.1.4 Library Standard

The satisfactory delivery of medical education necessarily involves good library provision. Therefore, medical school libraries cannot escape the need to establish and implement library standards. Elsewhere in the world, library holdings are listed in college directories. Nepal stays silent. Standards help in demonstrating the value and impact of academic library services to their stakeholders. Standard developed in USA for medical library is considered to evaluate the existing services provided by two medical libraries of Nepal, i.e. National Academy of Medical Sciences Library, and Tribhuvan University Teaching Hospital Library.

1.1.5 Characteristics of Medical Library

A medical library differs from other types of libraries. There are certain characteristics, which makes it different from other types of libraries. They are given below:

- It provides nascent information and not the document to its users.
- It provides information in anticipation to the users

- It focuses more on non –traditional literature.

- It provides value added services i.e. the services are evaluated before these are being provided to the users.

- It lays more emphasis on specialized services such as Current Awareness Service, Selective dissemination of information service, abstracting services, indexing service, translation service and on line search facility etc. The services are tailored to meet the information needs of its users.

- It usually has application of information technology to fulfill the multidimensional needs of the user

The characteristics given above differentiate medical libraries from other types of libraries.

The perceptions of users are essential in the process of providing better services to the users. It is very important to know who the users are, what their information needs are, and how they feel about the library's services and its collection, including both printed and electronic resources. The emergence of the digital revolution with rapidly developing technologies for information storage and retrieval, and the explosion of information have brought about radical changes in today's library environment. Libraries are faced with new challenges and have to rethink operations and services in terms of an electronic information environment. As a result of these developments, there are organizations that have reached the users who are disregarding or eliminating the role of the library as an intermediary between the resources and the users. In this resulting transformation of user community, librarians need to pay more attention to meet the changing needs of library users. Understanding user behavior and their changing information needs is of great significance in redesigning library services. The following statement by Cullen sums up the importance of paying more attention to its users. "Retaining and growing their customer base and focusing more energy on meeting their customers' expectations is the only way for (academic) libraries to survive in this volatile competitive environment (Cullen, 2001).

When libraries are faced with alternative channels of information delivery that are cost effective, they need to reexamine the quality of the services they provide and develop systems for consultation and cooperation with their customer and stakeholder groups. The libraries need to ensure that their services meet both users need and users

satisfaction. User survey are identified as an accepted method of conducting user studies in libraries and the author outlines the purpose, methods, and tools developed to measure service quality in libraries (Karunanayake, 2007).

The emergence of the digital revolution with rapidly developing technologies for information storage and retrieval, and the explosion of information have brought about radical changes in today's library environment. Development of medical library and medical education are greatly influenced by the development of global health information dissemination programs like Health Literature library and Information Services (HELLIS) and research in biomedical and health services discipline like Health Services Research Information System (HSR Info Syst). The collection, retrieval, and dissemination of information with the objectives of right information to the right person at the right time have been realized and stressed by the guardians of health services for catering better health services to the users (L. Dahal and G. Thapa. (1985).

The library is the heart of education. Every educational advance depends up on its resources and in a large measure the degree of advance is proportionate to the potential of the library to respond. Now, the library is regarded as the fashion in education which changes from generation to generation but each generation uses the library as a means of realizing its aims. Hence the library is a permanent investment, guaranteeing returns for centuries to come. Quality education is impossible with a quality library. We cannot have a quality faculty without a quality library (Dixit, R.P, 1995)

1.2 Statement of the Problem

The profession of medicine has been a concern of man since the beginning of time. The physician, and the healer, has always been looked upon great respect through the centuries. Health Science Library (HSL) has played an important role in the great advances of medical knowledge. It is the link between the past and the present. The history of medical library is closely related to the history of medicine. In fact, the particular attitudes towards medicine at any given time affected the state of the medical library. Medical libraries constitute an essential ingredient of medical education in any context. The provision of easy access to relevant information for health personnel and other potential users are of great need. The common goal of

medical libraries is to provide access as efficiently and effectively as possible to the information resource needed in the work of the institution of which the library is a part. Most of the users will be needed library orientation, user education, literacy program. These programs are very significant for the positive motivation of users' attitude towards the use of library effectively and efficiently. So this study helps to know about the library services, library facilities and the users' satisfaction of medical library of Kathmandu Valley.

The problem towards which this study is directed are to find out the solutions to the research problem posed as the following research questions:

a. What is the status of information services in medical libraries of Kathmandu?
b. What types of services have been provided by the medical libraries?
c. What is the perception of the users regarding the services of the libraries?
d. What is the perception of the librarians regarding the development of the medical libraries?

1.3 Objectives of the Study

Basing upon the above problems the specific objectives of this research are:

a. To examine the status of information services in the medical libraries.
b. To find out the type of services provided by the medical libraries.
c. To evaluate the users' perception towards the services provided by the medical libraries.
d. To evaluate the librarians' perception towards the services provided by the medical libraries.

1.4 Scope and Limitation of the Study

The scope of this thesis is to know the status of services provided by the post-graduate medical college libraries, its standard and perceptions of users as well as librarians towards the services provided by these libraries. The study has been performed during the period December 1, 2011 to March 30, 2012. Due to constraint of time and resources, only two governments supported post-graduate medical colleges have been taken for study, i.e.

- National Academy of Medical Sciences Library, Bir Hospital (NAMS).
- Tribhuvan University Teaching Hospital Libraries (TUTH).

1.5 Significance of the Study

An understanding of health professionals' information need, their perception towards the services of the libraries helps to provide better information services. This study evaluates the status of existing library services and standard need to be maintained by medical libraries. These types of analysis deploys in providing quality information services which in turn have direct impact on the lives and well being of the Nepali people.

1.6 Definition of the Terms

- **Information**

Information, in its most restricted technical sense, is an ordered sequence of symbols that can be interpreted as a message. Information can be recorded as signs, or transmitted as signals. Information is any kind of event that affects the state of a dynamic system. Conceptually, information is the message (utterance or expression) being conveyed. This concept has numerous other meanings in different contexts. Moreover, the concept of information is closely related to notions of constraint, communication, control, data, form, instruction, knowledge, meaning, mental stimulus, pattern, perception, representation, and especially entropy.

- **Information and Communication Technology (ICT)**

ICT Stands for "Information and Communication Technologies." ICT refers to technologies that provide access to information through telecommunications. It is similar to Information Technology (IT), but focuses primarily on communication technologies. This includes the Internet, wireless networks, cell phones, and other communication mediums

- **Information Needs**

The terminology "information needs" has been used in a variety of ways. Needs, demand and wants have been used interchangeably although they may not be identical. In day to day work. The lack of self -sufficient constitutes information needs. These information needs represent gaps in the current knowledge of the client. Apart from the expressed or articulated needs, there are impressed needs which the user is aware of but does not like to express. Another category of need is the delitescent or dormant need which the client is unaware of. But the information services provider may be able to bring to light these needs. A need is specific and

generally time bound, either immediate or deferred. The information provide for a need will be used. In the case of interest, the information provided may be used or may not be used.

- **Medical Education**

  Medical education is education related to the practice of being a medical practitioner, either the initial training to become a doctor (i.e., medical school and internship) or additional training thereafter (e.g., residency and fellowship). Medical education and training varies considerably across the world. Various teaching methodologies have been utilized in medical education, which is an active area of educational research.

- **Medical Libraries**

  A health or medical library is designed to assist physicians, health professionals, students, patients, consumers and medical researchers in finding health and scientific information to improve, update, assess or evaluate health care. Medical libraries are typically found in hospitals, medical schools, and private industry and in medical or health associations.

- **Service Standard**

  Service Standards are defined as a level of excellence or adequacy in the performance of library service.

- **User Satisfaction**

  It is a measure of how products and services supplied by a library meet or surpass user expectation.

- **User Study**

  A study of the characteristics of users and their behavior related to information.

1.7 Organization of the Study

This study consists of six chapters. The first chapter deals with the background of the study, statement of the problem, objective of the 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 related literature. The sayings of the experts are coated in different place according to their relevancy. The third chapter deals with focus of the study area are of only two governments supported post-graduate medical colleges of Kathmandu Valley. The study mainly

focuses on the user satisfaction on medical libraries in relation to the present facilities and services standards.

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

The fifth chapter deals with the analysis and presentation of data. Finally the sixth chapter deals with the conclusion, findings and recommendation of the study. Each chapter contains references.

References

Cullen, R. (2001). Perspectives on user satisfaction surveys. *Library Trends Spring*, *49*(4), 662.

Customer satisfaction. Retrieved on March 25, http://en.wikipedia.org/wiki/Customer_satisfaction

Definition of the term. Retrieved on March 17, 2012 from http://en.wikipedia.org/wiki/medical

Dixit, R.P. (1995) Information Management in Indian medical libraries, World Health Organization.

Encyclopaedia of librarianship / edited by Thomas Landau, p. 239-241. http://www.emro.who.int/lin/media/pdf/handbook_chap1.pdf

Foster, E. C. (1979). Library development and the joint commission on accreditation of hospitals standards. *Bulletin of the Medical Library Association, 67*(2), 226-231.

Hill, S. I. (1981). Report of the hospital library standards and practices committee. *Bulletin of the Medical Library Association, 69*, 130.

Information. Retrieved on March 17, 2012 from http://en.wikipedia.org/wiki/Information

JCAH. (1978). Joint Commission on the Accreditation of Hospitals. *Accreditation manual for hospitals*. Chicago: JCAH.

Karunanayake, C. (2007). User studies in libraries. *Journal of Hospital Librarianship, 7*(2), 31-46.

McGrarth, P. J. (1980). Hospital library resources in Massachusetts. *Bulletin of the Medical Library Association, 68*, 348-356.

Rhode, NF (1990). Information needs: Advances in Librarianship, 14:52

Technology. Retrieved on March 17, 2012 from www.techterms.com/definition/ict.

Topper, J. M., et al. (1980). JCAH accreditation and the hospital library. *Bulletin of the Medical Library Association 68*, 212-219.

Van Gieson, W. R. (1978). The hospital library in transition. *Hospital Progress, 59*, 66.

Wender, R. W. (1979). Report of the ad-hoc committee to study the feasibility of an accreditation program or suitable alternatives for hospital libraries, etc. *Bulletin of the Medical Library Association, 67*, 157-159.

Chapter 2
REVIEW OF LITERATURE

2.1 Introduction

In Nepal, medical libraries are playing dynamic role in supporting academic and continuing medical education as well as research in medical and health related discipline; whereas Nepal's history shows that medical libraries were first attached to hospitals and then to research laboratories, associations and teaching institutions. Medical libraries constitute an essential ingredient of medical education in any context. The provision of easy access to relevant information for health personnel and other potential users has been realized for some time.

The first medical library in Nepal is Bir Hospital Library started in 1960 followed by Royal Drug Research Laboratory Library in 1962, Nepal Medical Association Library in 1965 and the libraries under the Institute of Medicine in 1972. Thus, history shows that medical libraries were first attached to hospitals and then to research laboratories, associations and teaching institutions. Users of health literature and information, like everywhere else, are senior health administrators, planners, teachers and students of health science and allied subjects, doctors, nurse, health workers, paramedical workers, researchers and others involved on the field of health. (Dahal & Thapa, 1985)

The medical library has played an important part in the great advances of medical knowledge. It is the link between the past and the present. Medical collections have dated back to thousands of years before Christ. The birth place of ideal western civilization the Mesopotamian Valley was also the birthplace of libraries. Some of the earliest medical records were found in this area. There were about 30000 clay fragments dating from the Sumerian civilization, about 3000 B.C, which are currently kept in the British Museum. Several hundreds of these tablets deal with medical matters. The tablets had been broken when the Chaldeans sacked the Assyrian city of Nineveh in 625 B.C. burning the great Royal Library with the rest of the city. The books couldn't be burnt because they were written on clay tablets. (Birchette, 1973)

The "Survey of Health Sciences Libraries in Hospitals 1989" (Foster & Wakeley, 1991) was the last comprehensive survey of hospital libraries performed by American Hospital Association, so more up to date AHA data were not available. Therefore, the subcommittee reviewed the questions used in the 1989 AHA survey and developed similar questions where possible for the subcommittee's 2005/06 survey. A hospital library provides all the documents (print and other materials) held locally and remote resources (such as electronic resources) for which permanent or temporary access rights have been acquired by the library for use by a clientele (Doe & Marshall, 1956). Hospital Libraries play diverse roles in meeting the information needs of the health care community and are active partners in achieving the goal of high quality patient care within their instuition. (Wakeley & Foster, 1993)

In Mexico, health information and documentation services were provided through approximately 600 libraries and specialized information centres. Online services were introduced in Mexico in the mid-1970 and MEDLARS services were provided since 1976 through a decentralized program. (Chapula, 1988)

The task of integrating paper and electronic resource discovery, retrieval and use is significant and challenging. Interoperation between the paper and the digital libraries will not be handled to total satisfaction through design and construction. Innovative education and consulting programme will be critical. Groundwork was laid with the development of a personal information management consulting services, database and software development consulting services, multimedia instructional development services, electronic publishing services and a growing health sciences informatics curriculum. (Drucker, 1985).

There are several studies published on different aspects of user's studies in medical libraries. However, general studies on the methodology, theoretical issues, and survey instruments of the user studies and standard were also dealt with (Turtle, 2005). The literature published on user studies and standard can be broadly divided into three areas:

- Library user surveys
- Studies outlining instruments, tools, and methods.
- Standards for libraries

2.2 Library User Surveys

Turtle and colleagues reported results of a library user survey including both users and non-users (Turtle, 2005). The specific features of this study were the attention focused on non-user .The reasons, given for non-use of library services were that:

a. Information needs could be met by alternative sources

b. Lack of time

c. Pressure of work

d. Difficulty on accessing the library.

The authors found further research was required on information needs of certain categories of staff, the need to expand the collection, and need for a marketing strategy to promote the library. A user survey of Royal Children's hospital by GATT highlights the use of a library Website by the staff for accessing electronic journals, databases, library catalogue, and electronic books and has also identified the barriers for accessing the site. This survey has also identified the need to improve new virtual reference service for after-hours help with patient care inquiries and the need for library staff to keep abreast of trends in technology and related fields.

Chavez et al. (2005) carried out a survey of the students, faculty and staff to measure their satisfaction with the Paradise Valley Community College Library under title "Library User Survey: Resources, Facilities and Circulation Services". Findings revealed that generally users were satisfied with the resources, facilities and circulation service. It was recommended to repeat survey in two years to compare satisfaction level of students.

In Singh, Abbas and Mani (1989)'s "An Evaluative Study of Services Provided by Delhi University Library System," authors measured the satisfaction of research scholars with services provided by the Delhi University Library system. No particular collection was found to be excellent. Majority of users were satisfied with circulation and reference service.

In a study titled "Satisfaction of the Carrier Seekers in the Resources and Services of Libraries in Kerala," Koovakki and Jalaja (2005) ascertained the level of satisfaction of career seekers in the resources and services of university, college and public libraries. Survey revealed that users using university libraries were most

satisfied and using public libraries were least satisfied. A difference was also observed between the level of satisfaction of male and female users.

Harinarayana et al. (2008) conducted a survey named "Measuring the Effectiveness of Library Services of Selected College libraries in Mysore City from Users Perspective" to ascertain the effectiveness of college library services in Mysore. It was found that majority of the users were visiting libraries to study in library and for borrowing books. Text book service was the most highly sought after service. Libraries were lacking behind to provide specific information.

An interesting study, using a web - based survey was conducted by Own and Fang on information seeking behavior in Complementary and Alternative Medicine (CAM). It revealed the lack of knowledge among health professionals in locating information on complementary medicine (Owen & Fang, 2003). The authors stated that since CAM therapies play a more prominent role in medicine, it is necessary for librarians to become aware of this new field and to develop related services. A survey on nurses' use of computer databases to identify evidence for practice reported limited confidence and low frequency of using databases by this group and the need to lay more emphasis on using evidence- based resources to contribute to evidence- based practice (Griffiths & Riddingtont, 2001).

Martin (1976) in his article "User Studies and Library Planning" discussed the user studies and appraised their role in library planning. Author provided various guidelines for conducting user studies and concluded that user data strengthens the planning and decision making processes at several levels, so the response of users should be an integral part of the ongoing practice of librarians, providing constant feedback. Coker (1993) has written a useful article titled "Libraries Verses Users? How and How Not to Deter Library Users". Author examined the various factors influencing the attitude of users towards libraries and also took into consideration the socio-economic, technological, physical/technical and psychological/ emotional conditions shaping up the perceptions of non-users inhibit users and potential users

Sifolfsky's online survey on the use of a virtual library aimed at finding frequency of usage, what resources have been used, and user satisfaction with the "medical library" services (Griffiths & Riddingtont, 2001). An important finding of this study is that resources had an impact on clinical decision making, research, and teaching and also that it is a frequently used resources. With the development of digital technologies, attention was drawn to electronic document delivery services.

15

The result of a pilot test carried out on desktop document delivery using PDF files and user satisfaction with the new technology indicated that although there were some technological problems, the system was successful and users agreed to have it as routine delivery choice (Sifolfsky, 2003).

Adebayo (2007) conducted a study to examine the implementation of library service standards in the college of education in Nigeria under name "Library Services Standards Implemented in Colleges of Education in Nigeria". Data was collected through structured questionnaire. Result of the study revealed that libraries were rendering basic services as recommended by National Commissions for Colleges of Education. These were not providing indexing and abstracting services.

Al-Ansari and Al-Enezi (2001) conducted a study to assess the current status of health science libraries in Kuwait. Study was titled "Health Sciences Libraries in Kuwait: A Survey of their Resources, Facilities, and Services." Library Facilities, use of it, Information services and co-operation were the various facets explored. Survey revealed that majority of the library staff was non - professional. Libraries were offering only basic information services and a significant number of libraries were not automated.

Atilgan and Bayram (2006) took up a study titled "An Evaluation of Faculty Use of the Digital Library at Ankara University, Turkey" to ascertain the faculty's awareness and use of electronic material at Ankara University. Findings of the study brought forward that majority of the faculty members were aware about the existence of digital library and many were using electronic databases. The impact of newly subscribed databases on the increased publications was found.

2.3 Studies Outlining Instruments, Tools, and Methods Used in User Surveys

The study by Crossno presents a comparison of a customer satisfaction survey in an academic health care library using the SERVQUAL instrument and a modified version of the same and argues that more respondents preferred the shortest version to the more complex SERVQUAL instrument. Cullen, in her paper, presents a comprehensive review of the relationship between services quality and user satisfaction, using an evidence-based approach and examines the use of the SERVQUAL model and its implications. This paper is focused on academic libraries and argues that libraries need to incorporate research findings into practice. The study

by Martin shows a successful application of SERVQUAL in the health library sector (Martin, 2003). Plosker discusses the importance of conducting user surveys in the current environment where libraries are facing new challenges with the emergence of new technologies and also briefly outlines the survey process (Plosker, 2002).

2.4 Standards for Libraries

The late 1960's began a shift in public demand from the basic, standardized research approach, towards more effective public services in medical libraries. Health science librarians as well as other professionals in other fields become more concern with user satisfaction. Information requirements were no longer totally satisfied through the assistance of standardized library resources. The new information specialist was required to provide a synthesis of information based upon subject expertise and reference experience. This trend in library service has helped to create a need for evaluation of present library facilities, and their effective, utilization in assisting the user to obtain success in his library encounter.

As early as 1964, general standards for special libraries had been adopted by the special libraries association regarding library objectives, staff, budget, library collection, and user services (Leonard, 1964). This document provided excellent guidelines to libraries for many years, and in fact helped frame the standards recently adopted by the American Association of Colleges of Pharmacy. In 1975, the final edition of standards and planning's guide for medical library service (Martha, 1975) was published by the AACP. It provided medical libraries with an excellent tool for assessing present library conditions and for planning future library needs and objectives.

2.5 Conclusion

The main objective of medical library is to acquire relevant medical literature and information, process, arrange and retrieve the needed information for timely utilization by different users. The medical library is not like other libraries. It should provide information for immediate utilization application of knowledge and research findings. The library is the heart of education. Every educational advance depends up on its resource and in a large measure. The outcome of the study indicates that the existing resource and services of the medical library are not up to the requisite

standard. They need improvement in terms of faculty, facilities and services up to a level where they can function as active of the network. They will have to be modernized in order to be able to take up the challenge of providing effective support to our health programs and activities. Quality assurance is an important concern in the medical field today. Generally this relates to patient care; however, since reference services in the health sciences library are essential to the quality of care given in the hospital, there must be standards for reference services to ensure that they are of the highest quality. This study was undertaken to carry out an overview of the existing system so that the gap can be identified and remedial measures initiated. Hence it is certain that it would not only make better use of existing resources in the medical library but would also make available needed and relevant health literature information at the grass root level.

References

Adebayo, E. L. (2007). Library services standards implemented in colleges of education in Nigeria. *Pakistan Journal of Social Sciences, 4*(2), 279-281.

Al-Ansari, H. A., & Al-Enezi, S. (2001). Health sciences libraries in Kuwait: A survey of their resources, facilities and services. *Bulletin of the Medical library Association, 89*(3), 287-293.

Atilgan, D., & Bayram, O. (2006). An evaluation of faculty use of digital library at Ankara University. *The journal of academic librarianship*, *32*(1), 86-93.

Birchette, K. P. (1973). The history of medical libraries from 200 B.C. to 1900 A.D. *Bulletin of the Medical library Association, 61*(3), 302-308.

Chapula, C. A. (1988). Analysis of the use of MEDLARS in Mexico. *Bulletin of the Medical library Association, 76*(4), 334-338.

Coker, S. (1993). Libraries verses users? How and how not to deter library users. *Library Management, 14*(2), 24-31.

Dahal, L. & Thapa, G. (1985, September-October). *Medical libraries and medical education in Nepal,* Paper presented at 5th International Congress on Medical Librarianship, Tokyo, Japan.

Doe, J., & Marshall, M. L. (1956). *Handbook of medical library practice* (2nd ed.). Chicago, IL: American Library Association.

Drucker, P. F. (1985). *Innovation and entrepreneurship: Practices and principles*. New York: Harper and Row.

Foster, E. C., & Wakeley, P. J. (1991). *Survey of health sciences libraries in hospitals 1989: Executive summary*. Chicago IC: American Hospital Association.

Griffiths, P., & Riddingtont, L. (2001). Nurses' use of computer databases to identify evidence for practice: A cross sectional questionnaire survey in a UK hospital. *Health Information & Libraries Journal, 18*, 2-9.

Harinarayana, N. S., Vasantha R. N., & Swamy, S. K. (2008). Measuring the effectiveness of library services of selected college libraries in Mysore city from users' perspective. *IASLIC Bulletin, 53*(2), 71-81.

Koovakki, D., & Jalaja, V. (2005). Satisfaction of the career seekers in the resources and services of MACIAS- libraries in Kerala. *ILA Bulletin, 41*(1), 85-100.

Leonard, R. (1964). Objectives and standards for special libraries. *Special Libraries, 55*, 672.

Martha, J. Z. (1975). *Standards and planning guide for pharmacy library service: Prepared for the Section of Librarians, American Association of Colleges of Pharmacy*. Maryland: American Association of Colleges of Pharmacy.

Martin, L. A. (1976). User studies and library planning. *Library Trends 24*(3), 483-496.

Martin, S. (2003). Using SERVQUAL in health libraries across Somerset, Devon and Cornwall. *Health Information & Libraries Journal, 20*, 15-21.

Owen, D., & Fang, M E. (2003). Information seeking behavior in complementary and alternative medicine: An online survey of faculty at a health sciences campus. *Journal of the Medical Library Association, 91*(3), 311-321.

Plosker, G. R. (2002). *Conducting user surveys: An ongoing information imperative*. Retrieved from http://www.infotoday.com/online/sep02/Plosker.html

Singh, D. R., Abbas, S. M., & Mani, V. (1989). An evaluative study of services provided by Delhi University Library System. In Vashishth, C. P. (Ed.), *Library and information services in India. Assessment and effectiveness* (pp. 25-40). Delhi: Indian Library Association.

Turtle, K. M. (2005). A survey of users and non-users of a UK teaching hospital library and information service. *Health Information & Libraries Journal, 22,* 267-275.

Wakeley, P. J., & Foster, E.C. (1993). A Survey of Health Sciences Libraries in Hospitals: Implications for the 1990s. *Bulletin of the Medical Library Association 81*(2), 123-128.

Chapter 3
FOCUS OF THE STUDY

A medical library is designed to assist physicians, health professionals, students, patients, consumers and medical researchers in finding health and scientific information to improve, update, assess or evaluate health care. Medical libraries are typically found in hospitals, medical schools, colleges, health posts, and private industry and in medical or health associations.

The common features of medical libraries is to provide access as efficiently and effectively as possible to the information resources needed in the work of the institution of which the library is a part. Not only this, the main objective of medical library is to provide pin –pointed, relevant and timely health sciences literature/ information to all the information seekers who need it connection with their research work as well as for the improvement of the health care delivery system. On the other hand, as the number of medical scientists increases and as the volume of health sciences literature mounts up it is no longer possible for individual medical scientists to scan the entire range of health information sources to retrieve the information they need. The use of health literature and information to understand the past achievements leads to improved education better practice and enhanced medical research. Since users of information are hard pressed for time (Dixit.1990,pp.135 -151), it would not be advisable for them to spend their valuable time searching through an enormous amount of literature to locate documents pertaining to their interests.

3.1 Information Service

An Information Service is a service, which provides (serves) data/knowledge/ information somehow. However, this definition is not strong enough to describe the range and domain of an Information Service. Therefore, it is necessary to define the term Information Service in a specific context. Information service is the collection of technical and human resources that provide the storage, computing, distribution, and communication for the information required by all or some part of an enterprise.

A special form of IS is a Management Information System (MIS), which provides information for managing an enterprise. Moreover it is a common name for

an organization within an enterprise that is responsible for its data processing and Information services have become an essential infrastructure facility for supporting health research programmes which ultimately help humans to maintain and improve their health standard. Information services fall in to two broad categories: i. Anticipatory documentation service which is rendered in anticipation of some need and ii. Responsive documentation services which a service is rendered in response to specific medical library brings to the notice of its users new documents accessioned and new issues of periodicals received, and thus attracts potential users. At the same time it is also organized to find a specific document, or a part of a document, or find the information bearing documents on a subject in response to a query.

These two traditional broad categories of services have been usually rendered in the form of prompt announcement of current literature as and when they appear and the subsequent accretion at all these into the general store of all documents, both old and new. These features are discernible in a component at an information system, such as the library as well as in an information dissemination media, such as abstracting and indexing service. But these two mechanisms are no longer sufficient to meet the complex information needs of health science professionals, with the result that a number of information / documentation services have been introduced from time to time by medical librarians and information scientists. (R.P. Dixit, 1995)

These are mainly following medical libraries available in the Kathmandu valley which are as follows:

1. Kathmandu Medical College, Signamangal.
2. Tribhuvan University, Teaching Hospital (TUTH) Maharajgunj.
3. National Academy of Medical science, Bir Hospital (NAMS) Mahaboudha.
4. Nepal medical college, Jorpati
5. Nursing Campus Maharajgunj. (TUTH)
6. Nepal Army medical college Kathmandu.
7. Nursing medical college Nams.
8. Birendra Army Hospital, Chauni, Ktm
9. Tilganga Eye Centre, Gaushala / Thapathali Nepal Eye Hospital – Tripureshor

Among the above listed 9 libraries, two medical libraries, as justified in scope and limitation areas have been focused on for this proposed study and they have been described here respectively.

3.2   NAMS Library

Central Medical Library, National Academy of Medical Sciences (NAMS) is situated at Bir Hospital which was established in 1971, as Bir Hospital Library. Government of Nepal, Ministry of Health in January 1982 officially designated this library as the National Focal point library for HELLIS (WHO) program of Nepal. This library is serving to senior administrators, planners, researchers, doctors offering the routine library and information services such as circulation, reference, selective dissemination, photocopy, online services etc.

The National Academy of Medical Science (NAMS) was established in the year 2059 (2002) by the Government of Nepal as deemed University. The Post-Graduate program was started in 2060/02/15. From the beginning of Post-Graduate program NAMS library have been providing library service for their users. Bir hospital is the oldest medical institute in Nepal. It was established in the year 1889 A.D. It has been developed into the National Academy of Medical Sciences (NAMS). It has been contributing much towards the delivery of health care in the country.

This medical institute plays an important role in training the medical and nursing professionals in the country. About two decades ago, Post- graduate Medical Education Coordination Committee (PGMECC) started postgraduate clinical MD/MS programme in many subjects with cooperation between Bir Hospital and, institute of Medicine and other hospitals like Maternity Hospital. Now Bir Hospital has been formally developed into the National Academy of Medical Sciences as a deemed Bir Hospital, the nation's oldest medical institute established in the year 1889 AD, has been developed into the National Academy of Medical Sciences (NAMS). It has been contributing much towards the delivery of health care in the country. Every year the Bir Hospital admits 8,354 inpatient, deals with 3, 10,942 outpatient attendances and treats over 60,000 accidents and emergency cases. It has currently 400 beds.

The new Trauma and Emergency Block, which will be completely developed within a few months, will add further 200 beds. Beside the general medical service, Bir Hospital provides services in highly specialized areas like Neurology, Neuro-Surgery,

Cardiology, Cardio-thoracic and Vascular Surgery, Burn and Plastic Surgery, Nephrology, Urology, G.I. surgery, Gastroenterology, Hepatology (separate unit) and Radiotherapy. The Bir Hospital, thus, provides services to the community in most medical and surgical specialty and super-specialties through emergency, outpatient and impatient facilities. Majority of outdoor examination service and indoor beds in Bir Hospital are free. This is the only tertiary referral center in the country which The hospital plays an important role in training the medical and nursing professionals in the country. In a way, Bir Hospital is the first teaching hospital for, with the Civil Medical School initially located here, the teaching of compounders and dressers and later nurses used to take place at this institution. Nursing education started since 1954 A.D. and later nursing campus was established.

The Bir Hospital is the training ground for the doctors of the Health Ministry. Bir Hospital has been the center for the training of FRCS, MRCP, MRCOG, and FCPS (Pakistan) candidates too. About two decades before, MBBS programme of Institute of Medicine, TU Teaching Hospital first started here with its building, patients and manpower. Later it got shifted to Institute of Medicine along with many of the doctors working in Bir Hospital. MBBS students from Nepal Medical College are posted here for clinical training. Pre-intern, Intern and elective students from within and outside the country also come here for training. About two decades ago, Post- Graduate Medical Education Coordination Committee (PGMECC) started postgraduate clinical MD/MS programme in many subjects with cooperation between Bir Hospital and Institute of Medicine and other hospitals like Maternity Hospital and Kanti Children Hospital. Now Bir Hospital has been formally developed into the National Academy of Medical Sciences as a deemed university. Institute of Medicine (IOM), established in 1972 at Tribhuvan University, was entrusted with the responsibility of training health care workers at all levels to fulfill health care manpower needs of Nepal.

3.2. TUTH Library

Institute of Medicine (IOM), established in 1972 at Tribhuvan University, was entrusted with the responsibility of training health care workers at all levels to fulfill health care manpower needs of According to the objectives of IOM, to facilitate the education, research and health care, T.U. Teaching Hospital was established in 1983

with the generous support of the Japanese Government. It was graciously inaugurated by His Majesty King Birendra Bir Bikram Shah Dev in February, 1986. T.U. Teaching Hospital is an integral part of the Institute of Medicine of Trbhuvan University. It performs two distinct functions. As a teaching hospital, it provides practical field for the academic training programs (basic, graduate and postgraduate) of the Institute and, as a national hospital, it renders medical care and services to those who need them. Besides, it conducts medical research projects and provides a major impetus to Biomedical and Health Sciences Research in Nepal. The establishment of the Teaching Hospital was a landmark in the evolution of medical It has the largest number of medical specialties in any hospital in Nepal with departments. The services provided are from basic medical and surgical problems to open heart surgery and kidney transplant.

The roles of TUTH are to provide a teaching base for the Institute of Medicine for all types of academic programs, to provide tertiary level of health services to the patients in Nepal and be a lead national hospital in this area, to act as the main center to conduct health researches in Nepal and resolve problems in this area in Nepal. The mission of TUTH is to provide the best health care services to every patient through integrated clinical services, education and research. The services will be provided by a team of compassionate multi-disciplinary, highly trained doctors, nurses, technicians and others. Tribhuvan University, Teaching Hospital (TUTH) Library under Institute of Medicine (IOM), started since 1978, previously known as Central Campus Library Maharajgunj, (IOM) which was established in 1972. It was entrusted with the responsibility of training health care workers at all levels to fulfill health care.

References:

Retrieved on September 28, from chrome://newtabhttp//nams.org.np/

Dixit, R.P. (1995) Information Management in Indian medical libraries, World Health Organization.
Definition of medical library Retrieved on September 28, from
en.wikipedia.org/wiki/Institute_of_Medicine,_Nepal
Definition of TUTH Retrieved on September 28, from www.iom.edu.np/

Chapter 4
RESEARCH METHODOLOGY

Both the libraries considered for research are government sponsored. A standard for comparison has been sought in the following areas: library services, information management, physical facilities and user satisfaction.

4.1 Research Design

For gathering data, two questionnaires (Appendix A and B) were devised: one to solicit information regarding present library facilities and services, and the other directed to the library user in an attempt to ascertain levels of user satisfaction within the following categories: 1. Staffing 2. Services. 3. Facilities and 4. Library Collection. For collecting data for user satisfaction, quantitative method has been used. For collection of data through quantitative method – Likert-type, and graphic scale have been used. To provide additional background information and obtain primary data regarding certain policies, practices, and services, a personal visit was done in the two libraries i.e. National Academy of Medical Sciences Library and Tribhuvan University Teaching Hospital Library.

4.2 Measurement Scales

The scales used to measure attitude and opinion have been included in this way: Likert–type, Rank order and Graphic rating scales. A brief description of each one is given below:

a. **Likert–type scale.**

The likert type scale consists of a number of statements which express either a favorable or unfavorable attitude towards the given object to which the respondents is asked to react. Most frequently the scale used in the study of attitudes follow the pattern devised by Likert. For this reason, it is often referred as Likert–type scale. In a Likert–type scale, the respondent is usually asked to 5 point scale to measure attitude as:

Strongly agree 5 Agree 4 Undecided 3 Disagree 2 Disagree strongly 1

When an individual responds to these statements he/she expresses his/her attitude on a scale of 1 to 5 with 5 being strong agreement and 1 being strongly disagreement. When all items are summed the total number is an indication of some general attitude.

b. **Graphic Rating Scale (also known as numerical scale)**

The method presents a series of statements from which respondent select one as best reflecting his/her evaluation. For example suppose an evaluation has to be made regarding the sufficiency of training program provided by information literacy program. In such a situation, the respondents may be asked to express their opinion as follows:

Do you think the initial training is sufficient for using HINARI information resource?

More than adequate   [ ]

Adequate   [ ]

To some extent   [ ]

Not at all   [ ]

4.3 Data Collection Procedure

Face to face interview was done for collecting data. Due to lack of time and resources purposive sampling has been i.e. interview was taken only with those users visiting the library who willing to give interview. The total number of data collected through this method comes to be 70. Details with regard to total population of students and faculty members have been given below:

	Interviewed
TU, Teaching Hospital Library	40
National Academy of Medical Sciences Library	30

Total	70

4.4 Data Processing

This is a descriptive study, the data analyses have been done to get the descriptive information regarding: library services, information management, physical facilities and user satisfaction.

4.5 Statistical Procedure

Descriptive statistics have been were used to analyze the quantitative data. Descriptive statistics included the use of mean, median, mode and percentage. These have been displayed in tabular and graphic form as appropriate.
The data has been are presented in tabular as well as in pie - chart.

4.6 Data Analysis

The data received through observation and questionnaires have been categorized, tabulated and analyzed using different methods. Frequency distribution, means and percentage have been calculated.

Chapter 5

ANALYSIS AND PRESENTATION OF DATA

In this study, data have been collected from NAMS, Mahabaudha & TUTH Maharajgung health professionals and library professionals. In this regard, two types of questionnaires were prepared and distributed (Appendix 1: Questionnaire for User, Appendix 2: Questionnaire for Librarian). Questionnaire given in Appendix 1 was used for collecting data from users. This has been divided into four categories: demographics services, improving the services and library resources used for collecting information about the standard of the library. Questionnaire given in Appendix 2 has been used for collecting data from librarians. This is divided into ten categories: library status, personnel, collection, size, rate of growth, budget, equipment, technical processing, user services and policies.

5.1 Part 1: Analysis of Data Based on User Survey

The part 1 presents attitude and perception of users' regarding the status of library. Analysis and interpretation is given in tabular as well as pie-chart form as follows:

5.1.1 Demography

First question was asked about the profession of the respondents. It is shown in the following table:

Table 1: Professional Status of the Respondents

Staff Category	NAMS	TUTH	No. of respondents	Percent
Academic/ teaching	4	3	7	10
Students	26	35	61	87.1
Medical officer	1	1	2	2.9
Total	31	39	70	100

Source: Field survey
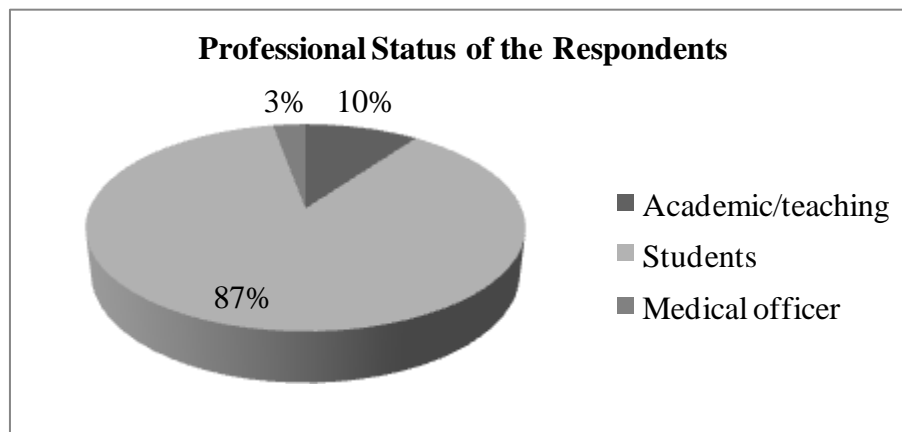
Figure 1: Professional Status of the Respondents

Total respondents are 70, among them most of the respondents 61 (87.1%) are students, 35 from TUTH and 26 from NAMS; 7 (10%) are teaching faculties, 3 from TUTH and 4 from NAMS and few 2 (2.9%) are the medical officers, 1 from TUTH and 1 from NAMS. Library services have been mostly used by the students followed by the teachers. Most of the users are students; they need to come in library as well as need to use online resources for their study and for their thesis work. Teachers use library only for teaching purpose. And only few are researchers who take part in pure research.

5.1.2 Services

The respondents were asked how often they visit the library to use the library services. The responses are as follows:

Table 2: Frequency of Library Use

Frequency	NAMS	TUTH	No. of respondents	Percent
Daily	27	35	62	90
Weekly	2	3	5	7.1
Monthly	1	1	2	2.9
Less often	1	0	1	1.5
Total	31	39	70	100

Source: Field survey

7%   3%

Daily
Weekly
90%   Monthly
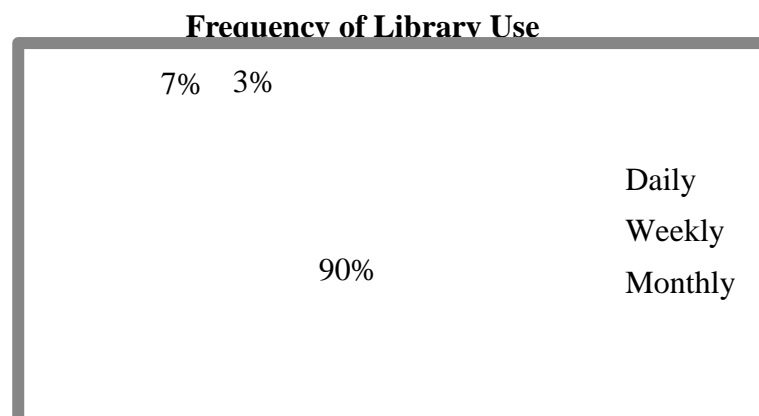
Figure 2: Frequency of Library Use

Among 70 respondents 62 (90%) visit the library daily followed by 5 (7.1%) weekly and equal numbers of the users 2 (3%) visit the library monthly and less often. It can be said that majority of the respondents visit the library daily. Among the 34 respondents of NAMS 27, 2, 1, 1 respondents use the library daily, weekly, monthly and less often respectively. Similarly, among the 36 respondents of TUTH 35, 3, 1, 0 respondents use the library daily, weekly, monthly and less often respectively.

5.1.3 Satisfaction

The respondents were asked whether they were satisfied with the library hours. The following are the responses:

Table 3: Satisfaction with Opening hours of the Library

Response	NAMS	TUTH	No. of respondents	Percent
Satisfied	20	20	40	52.9
Not Satisfied	11	19	30	47.1
Total	31	39	70	100

Source: Field survey

Satisfaction with Opening Hours of the Library

48%

52

Satisfied
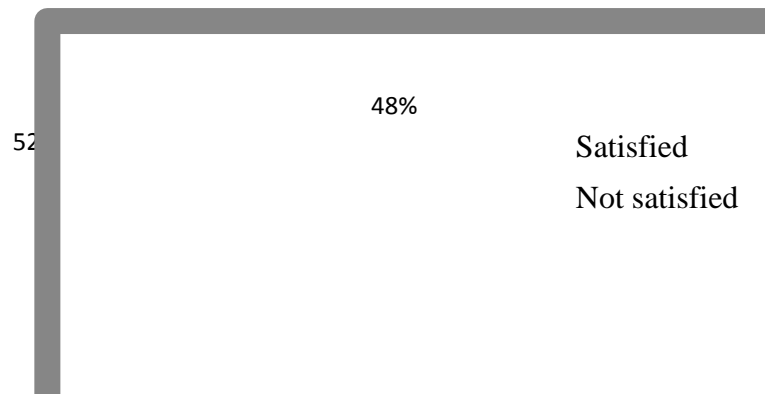
Not satisfied

Figure 3: Satisfaction with Opening Hours of the Library

Total respondent are 70. Among them majority 40 (52.9%) respondents are satisfied with the opening hours of the library whereas 30 (47.1%) are not fully satisfied with the opening hours of the library. The above data shows that majority number of respondents of NAMS and TUTH are satisfied with opening hours of the library.

5.1.4 Purpose of Library Visit

A question was asked about the purpose of visiting library. The purpose may be to read books or journals. Or it may be to use online resources. Or it may be both or may be any other purposes. The following responses have been shown by the respondents:

Table 4: Purpose of Library Visit

Purpose	NAMS	TUTH	No. of respondents	Percent
Read books/ journals	15	20	35	50
Use Online resources	9	5	14	20
Group study	2	2	4	5.7
Others	5	12	17	24.3
Total	31	39	70	100

Source: Field survey

Purpose of Library Visit

24%

6%

50%

20%

Read books/ journals

Use Online resources

Group study

Others
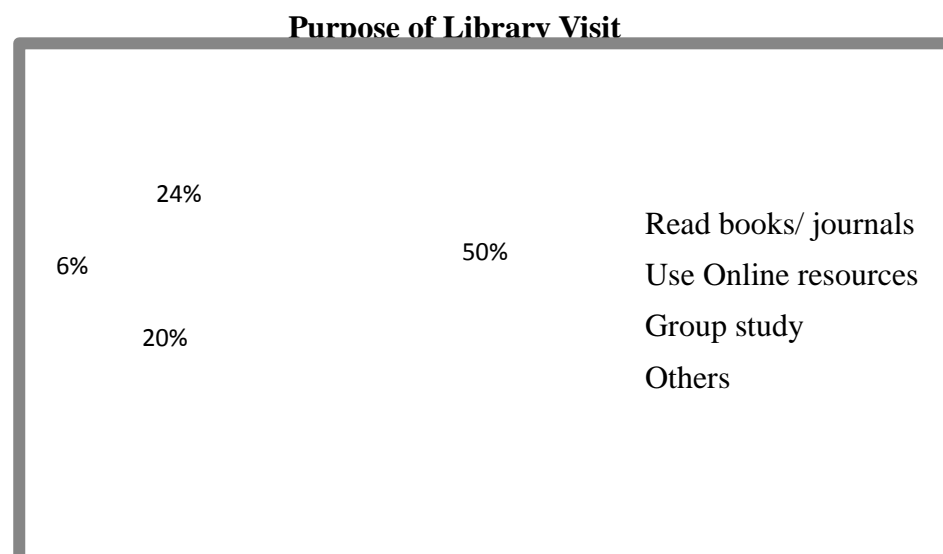
Figure 4: Purpose of Library Visit

Most of the user visit library for reading books and journals as well as to use online resources. Only few users prefer to read book only. Probably due to the availability of online resources, it may have replaced the use of books in printed form. Few of the users visited library for group study as well.

5.1.5 Use of the e-Journals

About the use of the e-journals, a separate question was asked. The following responses have been made by the respondents:

Table 5: Use of the e-Journals

Response	NAMS	TUTH	Respondents	Percent
I Prefer print Copy	15	15	30	43
I am not aware of e-journals	10	15	25	36
Books are important than e-journals	5	7	12	17
I haven't had time to learn about e-journals	1	2	3	4
Total	31	39	70	100

Source: Field survey

Use of e-Journals

4%   I Prefer print Copy

17%   43%

I am not aware of e-
journals

36%

Books are important
e-journals
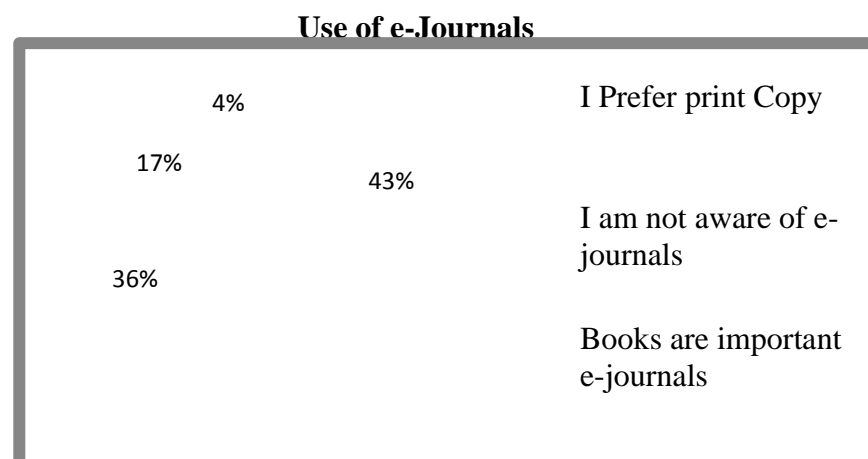
Figure 5: Use of the e-Journals

Among the respondents majority of the respondents i.e. 30 (43%) prefer print copy rather than e-journals. 25 (36%), respondents were not aware of e-journals, 12 (17%) were answered books are important than e-journals, 3 (4%) answered that they had no time to learn about e-journals.

5.1.6 Reason of Not Using of the Library

The respondents were asked the reason for rarely using the library or never using the library. The responses are as follows:

Table 6: Reason of Not Using of the Library

Responses	NAMS	TUTH	Respondents	Percent
My personal collection is sufficient	7	5	12	17
My departmental library is sufficient	5	4	9	13
I find information from Internet	2	3	5	7
Library does not have what I need	16	25	41	59
Library hours are inconvenient	1	2	3	4
Total	31	39	70	100

Source: Field survey

Reason of Not Using of the Library

My personal collection is sufficient

My departmental library is sufficient

I find information from Internet

Library does not have what I need

Library hours are inconvenient

4%

17%

13%

7%

9%
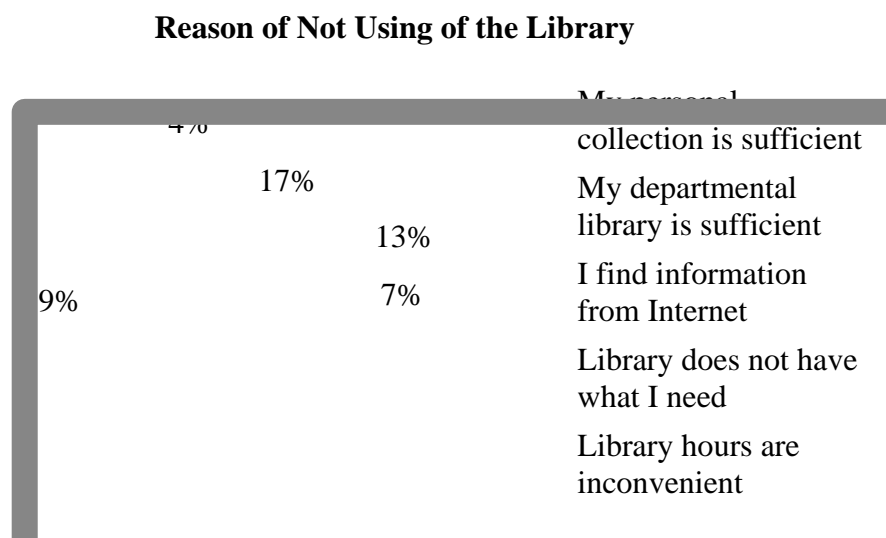
Figure 6: Reason of Not Using the Library

Three main reasons of not using library are, the library not having information needed, the departmental library is sufficient, personal collection is sufficient, information found in the library and the library hours are not convenient.

5.1.7 Knowledge of the Online Library Services

Respondents were asked whether they know the digital services of the library. The responses are as follows:

Table 7: Knowledge of the Online Library Services

Services	NAMS	TUTH	Respondents	Percent
Access to online catalogue	14	14	28	40
Reservation of the items online	6	5	11	15.8
Access to e-journals through website	5	4	9	12.7
Access to new book	6	16	22	31.5
Total	31	39	70	100

Source: Field survey

35

Knowledge of the Online Library Services

31%　　　　　　40%　　　Access to online
　　　　　　　　　　　　　catalogue

　　　　　　　　　　　　Reservation of the
　　　　　　　　　　　　items online

13%　　　　　　　　　　Access to e-journals
　　　16%　　　　　　　through website
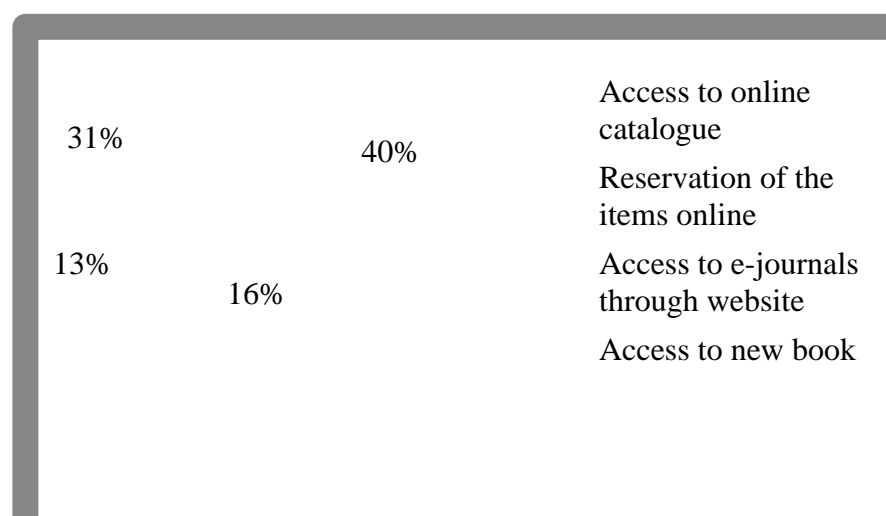
　　　　　　　　　　　　Access to new book

Figure 7: Knowledge of the Online Library Services

Among the 70 respondent 40% access to online catalogue, 15.8% reserve the items online, 12.7% access e-journals through website whereas 31.2% access to new book using online library services.

5.1.8 Kinds of Services of the Library

Respondents were asked about their awareness of the different library services. The responses are as follows:

Table 8: Kinds of Services of the Library

Kinds of Services	NAMS	TUTH	No. of respondents	Percent
Literature search	17	20	37	52.6
SDI	1	4	5	
Inquiry Service	3	7	10	14.3
Information Literacy	4	4	8	11.5
Library Orientation	6	4	10	14.4
Total	31	39	70	100

Source: Field survey

Kinds of Services of the Library

14%

12%

14%

7%

53%

Literature search

SDI

Inquiry Service

Information Literacy
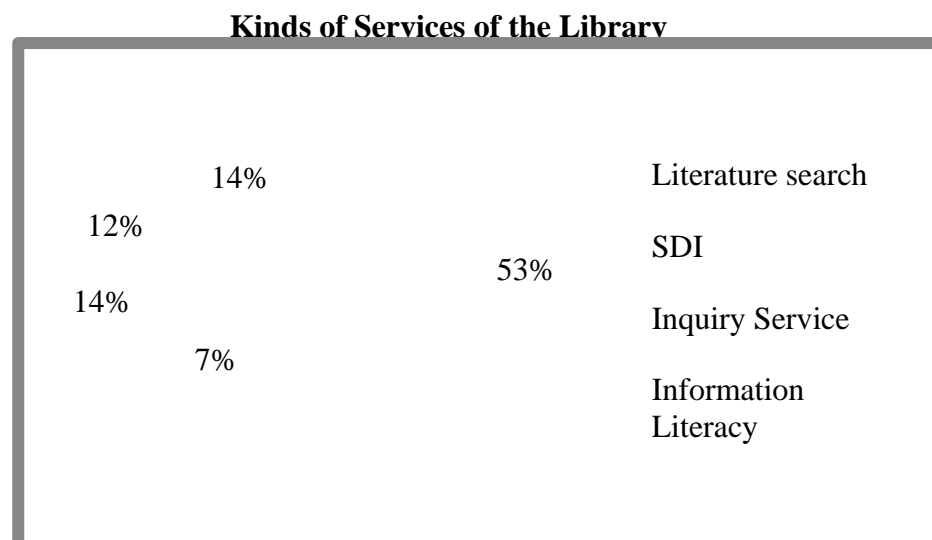
Figure 8: Kinds of Services of the Library

Among the 70 respondent 37 % are satisfied with the literature search, 14.3% are aware of the inquiry service, 11.5% are aware of the information literacy service of the library and 10% are satisfied with orientation of the library orientation. However few 7.2% only are satisfied with SDI service of the library.

5.1.9 Awareness of Special Library Collection

The respondents were asked whether they were aware of special library collection viz. theses and consumer health information via MEDLINE Plus, the response is positive i.e. 100% of them are aware of it.

5.1.10 Satisfaction with Library Collection

The following responses were found regarding the satisfaction of users with the library collection:

Table 9: Satisfaction with Library Collection

Collections	NAMS	TUTH	Respondents	Percent
Journals	2	2	4	5.7
Books	11	15	26	37.1
References	3	4	7	10
Text books	15	18	33	47.2
Total	31	39	70	100

Source: Field survey

Satisfaction with Library Collection
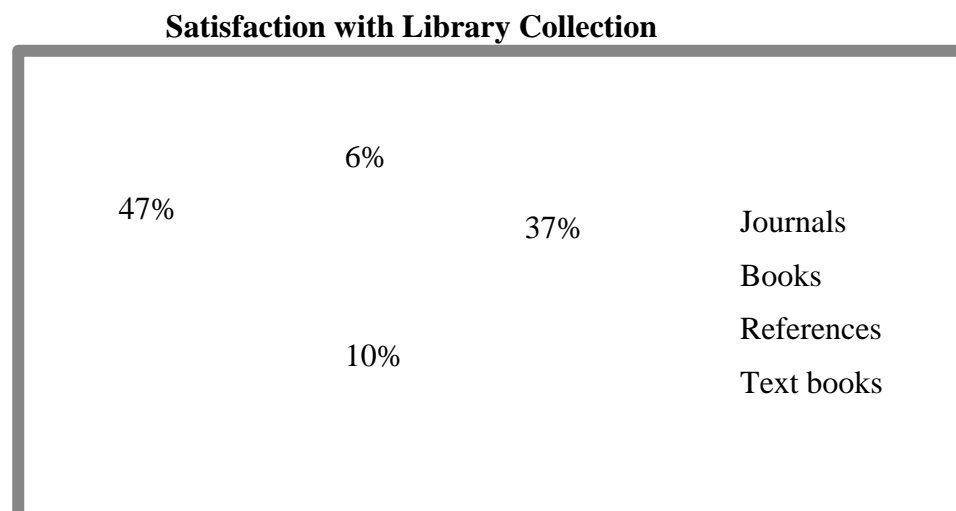
Figure 9: Satisfaction with Library Collection

Among 70 respondents majority 33 (47.2%) are satisfied with the text book collection of the library, however only 10% and 7% of the users are satisfied with the journals and reference collection of the library. It can be said that users are in search of other resources rather than textbooks.

5.1.11 Preference of Addition of Resources in the Library

The respondents were asked to choose the resources to be added in the library. The responses are as follows:

Table 10: Preference of Addition of Resources in the Library

Resources	NAMS	TUTH	Respondents	Percent
Journals	17	20	37	52.6
Books	3	5	8	11.5
Computers	5	6	11	15.7
Printers	2	3	5	7.3
Databases	4	5	9	12.9
Total	31	39	70	100

Source: Field survey

13%

7%

16%   53%   Journals

                                                                      Books

11%   Computers

                                                                      Printers

                                                                      Databases
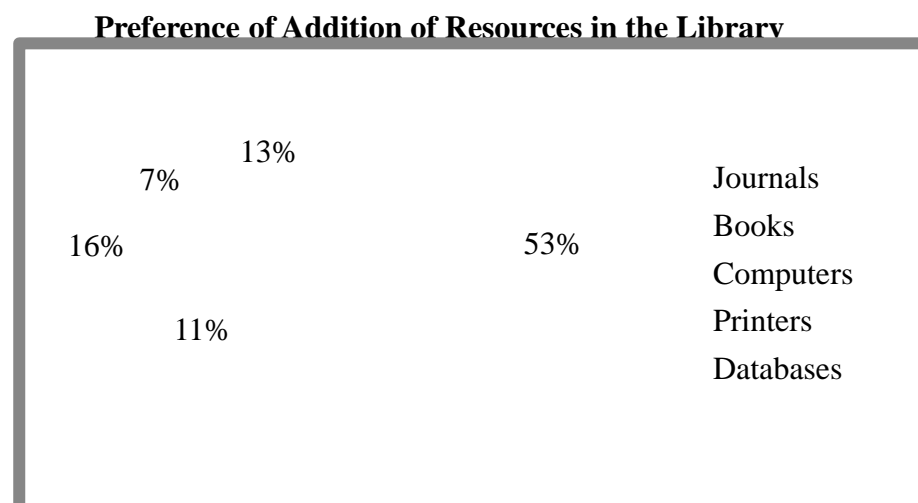
Figure 10: Preference of Addition of Resources in the Library

Among 70 respondents majority 52.6% of the users demanded the addition of the new journals in the library; 11.5% wanted to add the books; 15.7% requested to add the computer service, 12.9% wanted to add the database service whereas few of them demanded to add the printers.

5.2 Part 2: Analysis of Data Based on Status of Library Collected from Librarian

The library standard was identified from the librarians such as Library status, personnel, collections, size, and rate of the growth, budget, equipment, technical processing and the user's service as well as policies.

5.2.1 Library Status

The librarians were asked to fill up the numbers of the faculty, undergraduates and graduates. The responses are as follows:

Table 11: Library Status

Name of the Library	Number of the faculty	Number of the under graduates	Number of the graduates	Total
NAMS	27	-	176	
TUTH	23	300	50	
Total	50	300	226	576
Percent	8.7	52	39.3	

Source: Field survey

Library Status

9%

3 %

52%

Number of the under graduates

Number of the graduates

Number of the faculty
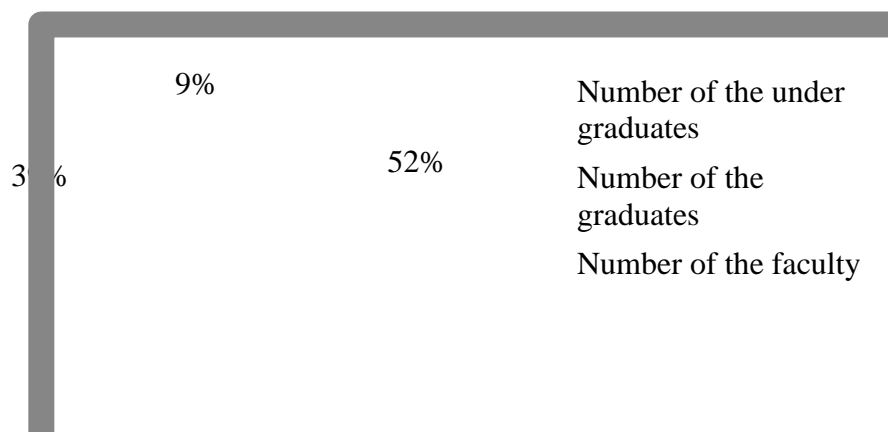
Figure 11: Library Status

5.2.2 Personnel

The number of the personals working in the library is as follows:

Table 12: Personnel

Name of the Library	Professional Librarian	Paraprofessionals	Clerical	Total
NAMS	1	1	2	
TUTH	2	8	4	
Total	3	9	6	18
Percent	16.7	50	33.3	

Source: Field survey
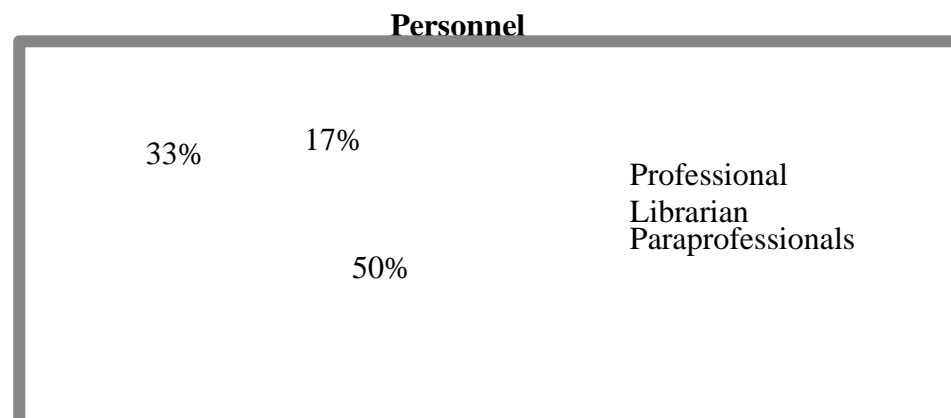
Figure 12: Personnel

The number of the professional staff in the libraries is only 16.7%, where as there are 50% of paraprofessional staffs followed by clerical staffs 33.3%.

5.2.3 Collection

The librarians were asked how many collections of different types does their library hold. The responses are shown in the table:

Table 13: Collection

Name of the Library	Number of the monographs	Number of the bound journals	Number of the periodicals	Total
NAMS	6500	1000	-	
TUTH	-	500	25	
Total	6500	1500	25	8025
Percent	81	18.7	0.3	

Source: Field survey
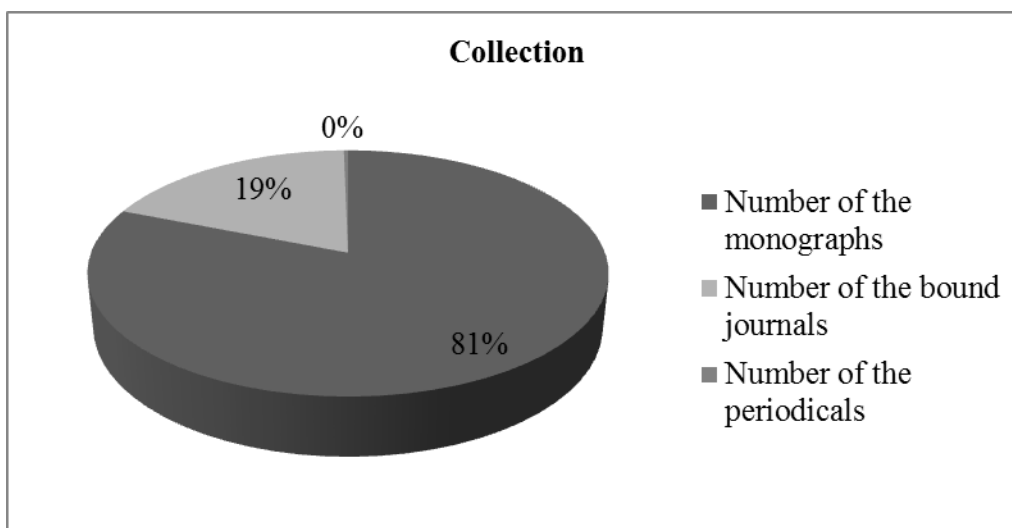
Figure 13: Collection

The data revealed that libraries are holding monographs in large percentage (81%) followed by bound periodicals (18.7%) and number of periodicals in few amount (0.3%).

5.2.4 Size

The sizes of different working areas in the libraries are given below:

Table 14: Size

Name of the Library	Total area of library (sq/ft)	Stack area	Lounge area	Staff work area	Reference area	Internet access area
NAMS	1620	606	578.46	200	784.7	149.76
TUTH	2671	513	323	513	972	350

The total number of users in NAMS and TUTH are = 1560 and 2000 respectively. The existing space indicates that even 5% of total users could not be accommodated in the libraries.

5.2.5 Rate of Growth

The rate of growth of the documents in the libraries in the last year i.e. 2011 is given in the following table**.**

Table 15: Rate of Growth

Name of the Library	Monographs	Periodicals	Total
NAMS	200	Not answered	
TUTH	300		
Total	500		500
Percent	100		

However rate of the growth of the periodicals are not revealed by the librarians. It can be said that libraries usually add new monographs rather than periodicals. It is observed that due to expensive nature of periodicals and availability of HINARI through WHO; the periodicals are not subscribed by medical libraries of Nepal.

5.2.6 Budget

There is no planned budget for purchasing books. As per demand of the users and priority of the authority books have been purchased.

5.2.7 Equipment

The librarians were asked what equipment were used in their libraries for the information services the responses are as follows:

Table 16: Equipment

Name of the Library	Photocopiers	Computers	Total
NAMS	1(free of cost for students)	8	
TUTH	1(Rs.1 per copy)	13	
Total	2	21	23
Percent	9.5	90.5	

Source: Field survey

Equipment

9%

Photocopiers

91%
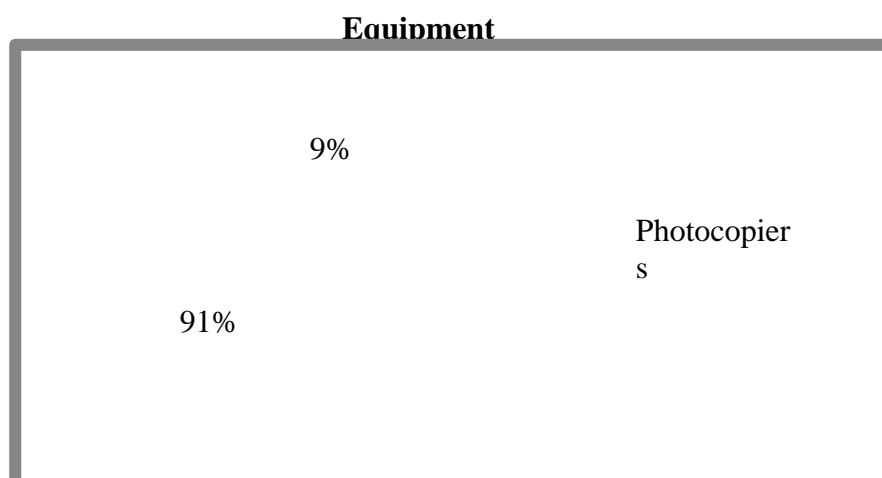
Figure 14: Equipment

The libraries are using computers and photocopiers only for the information services. However, i.e. for internet and cataloging, security control and circulation control system it has not been used yet.

5.2.8 Technical Processing

Different technical processing done in the libraries is shown below**.**

Table 17: Technical Processing

Name of institutions	Verification/ Acquisitions	Inter library loan	Input of data in MARC 21 Format	Original cataloguing when necessary	Payment of orders	Maintain budget ledger	Prepare and apply call numbers
NAMS	Yes	No	Yes	Yes	No	No	Yes
TUTH	Yes	No	Yes	Yes	No	No	Yes

Both the libraries performed technical processing like verification and acquisition, input data in MARC format, cataloguing and classification has been done but interlibrary loan, maintaining budget ledger have not been done

5.2.9 User Services

The objective was to know the different users services provided by the libraries the responses are as follows:

Table 18: User Services

	Institutions	
	NAMS	TUTH
1. Prepare subject bibliography as per request of user	No	No
2. Personalized reference search	No	No
3. Offer lectures or classes	No	No
4. Prepare acquisitions list for distribution	No	No
5. Prepare library newsletter for distribution at regular intervals	No	No
6. Provide inter – library loan service	Yes	Yes
7. Provide personal assistance to the library users	Yes	Yes
8. Provide telephone reference service to qualified callers	Yes	Yes
9. Teach classes that are offered for credit	No	No
10. Provide computerized literature searches	Yes	Yes

There is no provision of preparing subject bibliography available for the users in both the libraries. There is lack of personalized reference search in both the libraries. This has created difficulty in providing better services. There is no classes or lectures regarding information services provided to their users in both the libraries. In both the libraries, there is no provision of preparing acquisition list for distribution, or

through on Lines. The existing system of reference has the provision of providing recent accession list through on Lines. Preparation of library newsletter for the users are not available in both the libraries. Both the library provide inter -library loan services to their users for better services of the library. Both the libraries provide simple assistance to users such as access to books and journals, however referential services such as reference to articles, database search are not provided. Both the libraries have been providing simple reference services such as availability of books and journals only. Both the libraries do not provide such services due to lack of professional staff as well as space. Both the libraries have facility of providing computerized literature searches with high speed Internet.

5.2.10 Policies

In both the libraries (NAMS & TUTH) there is not written policy regarding development of the library. There are some general rules based on the personal discreation of the library staff and the authority.

Chapter 6
SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

6.1 Summary

The profession of medicine has been a concern of human since the beginning of time. The physician, and the healer, has always been looked upon great respect through the centuries. Health Science Library (HSL) has played an important role in the great advances of medical knowledge. It is the link between the past and the present. The history of medical library is closely related to the history of medicine.

In Nepal, medical libraries are playing dynamic role in supporting academic and continuing medical education as well as research in medical and health related discipline. Nepal's history shows that medical libraries were first attached to hospitals and then to research laboratories, associations and teaching institutions. Medical libraries constitute an essential ingredient of medical education in any context. The provision of easy access to relevant information for health personnel and other potential users has been realized for some time.

This study entitled 'Status of Medical Libraries of Kathmandu Valley' has been undertaken to examine the prevailing information management and organizational structures in health science libraries, evaluate the users' perception towards the services provided by medical libraries, suggest solutions regarding utilization of the limited resources in a more efficient manner and to make necessary recommendations based on findings.

Only users of two Post-Graduate medical libraries of Kathmandu Valley have been taken as sample purposively following non probability sampling method. The selected libraries are government owned. The study is mainly based on primary data including few secondary data. Questionnaires were used to collect the data for primary collection of data. The data thus collected has been presented with descriptive statistics such as: frequency tables and pie-charts and then analyzed to make the study more precise. The findings of the study and answers to the research questions are summarized as follows:

Research question 1: What is the status of information services in medical libraries of Kathmandu?

Among 70 users 37 % are satisfied with the literature search, 14.3% are aware of the inquiry service, 11.5% are aware of the information literacy service of the library and 10% are satisfied with orientation of the library orientation; 52.6% of the users demanded the addition of the new journals in the library; 11.5% wants to add the books; 15.7% have requested to add the computer service, 12.9% wants to add the database service whereas few of them demand to add the printers; number of the professional staff in the libraries is only 16.7%.From this analysis the status of the information services in the medical libraries is not satisfactory.

Research question 2: What type of the services are provided by medical libraries?

The medical libraries have been disseminating the information through traditional means viz. monographs, bound journals and a few medical databases. 36% of the users are not aware of those, 17% said books are important and 4% said they have not had time to learn about the e-journals; main reasons of the not using library are ; the library not having information needed, the departmental library is sufficient, personal collection is sufficient, information found in the library and the library hours are not convenient; 37% are satisfied with the literature search, 14.3% are aware of the inquiry service, 11.5% are aware of the information literacy service of the library and 10% are satisfied with orientation of the library orientation; 52.6% of the users demanded the addition of the new journals in the library; 11.5% want to add the books. The users are not fully satisfied with the services viz. library orientation, information literacy program and online library facilities.

Research question 3: What is the perception of the users regarding the services of the libraries?

The medical library users are information literate and have been using computer and Internet for information retrieval. The users are demanding the new tools and technique for better information services. 52.6% of the users demanded the addition of the new journals in the library; 11.5% wanted to add the books; 15.7% requested to add the computer service, 12.9% wanted to add the database service whereas few of them demanded to add the printing services.

Research question 4: What is the perception of the librarians regarding the development of the library?

Due to the lack of standard of library, librarians have been involved only in day to day maintenance of the library. The libraries have started the work of library automation but there is no time-line to accomplish these activities therefore, its evaluation has not been performed.

6.2 Conclusion

This descriptive study has been conducted to find out the status of information services provided by the libraries and standard of the medical libraries maintained by these libraries. Seventy respondents have participated in this study.

Based on data analysis and findings from the research study the following conclusions have been drawn.

i.   **Library facilities are used by students**. A significant number of undergraduate and postgraduate students have been using the library facilities for information search in the Internet, to read books, journals and databases.

ii. **The libraries are not managed well**. There are clear indications in this study that the libraries are not managed well. There is lack of the information literacy program, current periodicals, and non use of the modern technologies in integrated form. The full benefit of technologies can be obtained only when there is computerization for all the functions and services of library in integrated form.

iii. **There is lack of formal library budget and policies.** There is not any fixed budget separated for the library and the lack of written policies for library development has created unsystematic development of library leading to poor services of the library.

iv. **Most of the users visit library rarely.** It is because the libraries do not hold the required documents for the users and there is also the lack of the periodicals and latest edition of the books.

v.   **The libraries have not maintained the standard.** No written policy is maintained for the development of library which has created poor

development of libraries. The reason is that decision is being made on ad–hoc basis.

6.3 Recommendations

As we found that medical libraries of the Kathmandu Valley were not maintaining the standard of the medical library based on written policy, hence, the following recommendations are made.

i.   A written standard should be maintained to fulfill the demand of the users.

ii. There should be written policy for the budget to be allocated to libraries, which will enable systematic development of libraries.

iii. The library should make provision of the library orientation and the information literacy services for the users.

iv. There should be the provision of adding latest edition of the monographs and the continuation of subscribing current periodicals every year.

v.   The libraries should provide the online library facilities including circulation services to the users so that the libraries could be used by the users around the clock.

vi. The library should maintain the peaceful environment in the library and adequate reading space should be made available to the users.

References

Adebayo, E. L. (2007). Library services standards implemented in colleges of education in Nigeria. *Pakistan Journal of Social Sciences, 4*(2), 279-281.

Al-Ansari, H. A., & Al-Enezi, S. (2001). Health sciences libraries in Kuwait: A survey of their resources, facilities and services. *Bulletin of the Medical library Association, 89*(3), 287-293.

Atilgan, D., & Bayram, O. (2006). An evaluation of faculty use of digital library at Ankara University. *The journal of academic librarianship*, *32*(1), 86-93.

Birchette, K. P. (1973). The history of medical libraries from 200 B.C. to 1900 A.D. *Bulletin of the Medical library Association, 61*(3), 302-308.

Chapula, C. A. (1988). Analysis of the use of MEDLARS in Mexico. *Bulletin of the Medical library Association, 76*(4), 334-338.

Coker, S. (1993). Libraries verses users? How and how not to deter library users. *Library Management, 14*(2), 24-31.

Cullen, R. (2001). Perspectives on user satisfaction surveys. *Library Trends Spring*, *49*(4), 662.

Dahal, L. & Thapa, G. (1985, September-October). *Medical libraries and medical education in Nepal,* Paper presented at 5th International Congress on Medical Librarianship, Tokyo, Japan.

Doe, J., & Marshall, M. L. (1956). *Handbook of medical library practice* (2nd ed.). Chicago, IL: American Library Association.

Drucker, P. F. (1985). *Innovation and entrepreneurship: Practices and principles*. New York: Harper and Row.

Foster, E. C. (1979). Library development and the joint commission on accreditation of hospitals standards. *Bulletin of the Medical Library Association, 67*(2), 226-231.

Foster, E. C., & Wakeley, P. J. (1991). *Survey of health sciences libraries in hospitals 1989: Executive summary*. Chicago IC: American Hospital Association.

Griffiths, P., & Riddingtont, L. (2001). Nurses' use of computer databases to identify evidence for practice: A cross sectional questionnaire survey in a UK hospital. *Health Information & Libraries Journal, 18*, 2-9.

Harinarayana, N. S., Vasantha R. N., & Swamy, S. K. (2008). Measuring the effectiveness of library services of selected college libraries in Mysore city from users' perspective. *IASLIC Bulletin, 53*(2), 71-81.

Hill, S. I. (1981). Report of the hospital library standards and practices committee. *Bulletin of the Medical Library Association, 69*, 130.

JCAH. (1978). Joint Commission on the Accreditation of Hospitals. *Accreditation manual for hospitals*. Chicago: JCAH.

Karunanayake, C. (2007). User studies in libraries. *Journal of Hospital Librarianship, 7*(2), 31-46.

Koovakki, D., & Jalaja, V. (2005). Satisfaction of the career seekers in the resources and services of MACIAS- libraries in Kerala. *ILA Bulletin, 41*(1), 85-100.

Leonard, R. (1964). Objectives and standards for special libraries. *Special Libraries, 55*, 672.

Martha, J. Z. (1975). *Standards and planning guide for pharmacy library service: Prepared for the Section of Librarians, American Association of Colleges of Pharmacy*. Maryland: American Association of Colleges of Pharmacy.

Martin, L. A. (1976). User studies and library planning. *Library Trends 24*(3), 483-496.

Martin, S. (2003). Using SERVQUAL in health libraries across Somerset, Devon and Cornwall. *Health Information & Libraries Journal, 20*, 15-21.

McGrarth, P. J. (1980). Hospital library resources in Massachusetts. *Bulletin of the Medical Library Association, 68*, 348-356.

Owen, D., & Fang, M E. (2003). Information seeking behavior in complementary and alternative medicine: An online survey of faculty at a health sciences campus. *Journal of the Medical Library Association, 91*(3), 311-321.

Plosker, G. R. (2002). *Conducting user surveys: An ongoing information imperative.* Retrieved from http://www.infotoday.com/online/sep02/Plosker.html

Singh, D. R., Abbas, S. M., & Mani, V. (1989). An evaluative study of services provided by Delhi University Library System. In Vashishth, C. P. (Ed.), *Library and information services in India. Assessment and effectiveness* (pp. 25-40). Delhi: Indian Library Association.

Topper, J. M., et al. (1980). JCAH accreditation and the hospital library. *Bulletin of the Medical Library Association 68*, 212-219.

Turtle, K. M. (2005). A survey of users and non-users of a UK teaching hospital library and information service. *Health Information & Libraries Journal, 22,* 267-275.

Van Gieson, W. R. (1978). The hospital library in transition. *Hospital Progress, 59*, 66.

Wakeley, P. J., & Foster, E.C. (1993). A Survey of Health Sciences Libraries in Hospitals: Implications for the 1990s. *Bulletin of the Medical Library Association 81*(2), 123-128.

Wender, R. W. (1979). Report of the ad-hoc committee to study the feasibility of an accreditation program or suitable alternatives for hospital libraries, etc. *Bulletin of the Medical Library Association, 67*, 157-159.

"Status of Medical Libraries of Kathmandu Valley"

Dear colleagues,

 I am pleased to mention that I am writing my dissertatiion on   **"Status of Medical Libraries of Kathmandu Valley."** I would therefore like to request you to fill in he questionnaire and return this form to me as soon as possible. I will remain grateful to you for your kind help and support.

With regards,

Gauri Dhakal.

_____

Your name: _____

Designation: _____

Organization:_____

Part 1: Demographics

1. Please tick your staff category and location

Staff Category	NAMS
Academic/ Teaching	
Students	
Medical officers	

Part 2: Services

2. How often do you use the library?

Daily	
Weekly	
Monthly	
Less often	
Other(Please specify)	

3. Are you satisfied with the opening hours?

Yes ……….   No …………….

If, No, What ways would you suggest to make the library more accessible?

………………………………………………………………………………………………

………………………………………………………………………………………………

………………………………………………………………………………………………

………………………………………………………………………………………………..

4. Why do you use the library (Tick as many as applicable?)

References	
Research	
Information for study assignment	
Database searching	
Internet access	
E -mail	
Reading newspapers	
Other (Please specify)	

5. If you rarely or never use the library please tick any of the following:

My personal collection is sufficient	
My departmental library is sufficient	
I find information from Internet	
Library does not have what I need	
Library hours are inconvenient	
Library location is inconvenient	

6. Do you know about services available from "NAMS" on line catalogue via

Internet?

Services	Yes	No
Access to NAMS on line catalogue		
Reservation of items via NAMS on line catalogue		
Access to E -journals via Website of NAMS website		
Access to new books via on - line catalogue		

7. Have you used any of the E -Journals?

Yes ………….   No …………..

If "No" please tick any of the following

I prefer print copy	
I am not aware about E - journals	
Books are important than E -journals	
I haven't had time to learn about E - journals	

Part 3: Improving the services

8. Are you aware of the following services? If yes, rate your satisfaction as below

1. Not satisfied,   2.Satisfied,   3. Very Satisfied.

Literature searches (Database searches conducted in HINARI and other databases)					
SDI (Selective Dissemination of information) via PUBMED					
Inquiry service/ telephone/Fax/ Email					
Information literacy training via library					
Library Orientation and Instructions					

Part 4: Library Resources

9. Are you aware that library has the following special collections?

Collection of theses	Yes No
Consumer health information via MEDLINE Plus	Yes No

10. The library book collection was recently reorganized and updated. Do you find the coverage of (both books and journals) adequate? Please rate you're your satisfaction with the collections.

1. Don't know, 2. Not satisfied, 3. Satisfied, 4. Very satisfied.

Collections	1	2	3	4
Journals				
Books				
Reference				
Textbooks				

11. Are there any important books/ journals that should be included in the library collection?

………………………………………………………………………………………………
………………………………………………………………………………………………
……..………………………………………………………………………………………
………………………………………………………………………………………………

12. Please indicate your preferences for adding more resources to following areas in the library (Rate from 5 -1) 5 -Very important -1 -Less important.

Equipments/ Resources	5	4	3	2	1
Acquiring new journals					
Acquiring more books					
Computer work station					
Printers					
Public access catalogue					
Additional database					

5= strongly agree 4= Agree 3 = Undecided 2 = Disagree 1 = Disagree strongly

Part 5 Suggestions

13. Are there any further comments regarding library services you would like to add?

……………………………………………………………………………………………
……………………………………………………………………………………………
……………………………………………………………………………………………
……………………………………………………………………………………………

Appendix B:

Questionnaire

"Status of Medical Libraries of Kathmandu Valley"

To The Librarian,

Bir Hospital/TUTH Library,

Kathmandu, Nepal.

I am pleased to mention that I am writing my dissertatiion on **"Status of Medical Libraries of Kathmandu Valley."** I would therefore like to request you to fill in he questionnaire and return this form to me as soon as possible. I will remain grateful to you for your kind help and support.

With regards,

Gauri Dhakal

_____

Your name: _____

Designation: _____

Organization:_____

QUESTIONNAIRE

Library Status

(Please fill in the appropriate number).

1. Total number of faculty…………………….
2. Total number of present undergraduates…………………….
3. Total number of present graduates. In Master
   program…………………….………………..In Ph. D.
   program……………………………Other……………….

Personnel (Please fill in the appropriate numbers)

4. Professional Librarian (MLS)…………………………
5. Paraprofessionals (BS, BA plus some administrative responsibilities)………………………………
6. Clerical (Total clerical hours per week)………………………………………
7. Other (Please Specify)…………………………………………………

Collection. (Please fill in the appropriate numbers).

8. Present number of monographs………………………………
9. Present number of bound journals…………………………………………..
10. Present number of current periodical Subscriptions…………………………………………………….

Size (Please fill in the appropriate figures in sq/ft)

11. Total area of library……………………..

12. Stack area ……………………………….

13. Lounge area……………………

14. Staff work area…………………….

15. Reference area………………..

16. Internet access area…………..

Rate of Growth (Please fill in the appropriate numbers).

17. New Monographs……………………. (Total number for current 12 month period).

18. New periodical subscriptions. (Total number for current 12 month period).

Budget (Please fill in the appropriate figures out of your current budget).

19. Money for new monograph……………………………

20. Money for additional periodical subscriptions…………………………………….

21. Money for equipment. .Upkeep…………………..New Equipment………………

22. The library budget is set by: Main campus library………, other. (Specify)……..…

Hours (Please fill in the hours that your library is open during a regular semester, excluding holidays, intersession, and summer sessions.

23. Monday through Sunday…………….Total numbers of hours open…………………………………….

24. Saturday………………A.M.   TO……………….P.M.

Equipment (Please fill in with appropriate numbers)

25. Photocopiers. Charge per copy………………………..

26. Computer for Internet access……………………………

27. Circulation control system. (Specify).CLSI etc………….

28. IF yes to question27 please answer. Length of time on system…………….. Are you pleased with the system? Yes ………….., No……………

29. Security control system. (Specify) Checkpoint etc……………

30. If yes to question 29 please answer. Length of time on system…………….. Are you pleased with the system? Yes ………….., No……………

Policies (Please check wherever appropriate)

61

31. A written copy of library policies is maintained. Yes……………, No……………..

32. Our library policies:

a. Uniformly apply to all campus branch libraries…………………….

Miscellaneous. (Please comment on what you thought of this questionnaire or any other thoughts).

Appendix C:

BIO-DATA

Name: Gauri Dhakal

Sex: Female

Address: Jamal, Kathmandu

E-mail: bgkoirala@gmail.com

Contact No.: 9841974705