

**STATUS OF THE LIBRARY OF CENTRAL DEPARTMENT OF  
MANAGEMENT IN TRIBHUVAN UNIVERSITY**

**A Thesis**

**Submitted to the**

**Central Department of Library and Information Science**

**for the Fulfillment of the Requirements for the**

**Master's of Arts in Library and Information Science**

**Submitted by**

**BIMALA NEPAL**

**Central Department of Library and Information Science**

**Faculty of Humanities and Social Science**

**Tribhuvan University**

**Kirtipur, Kathmandu**

**2017**



Tribhuvan University  
Faculty of Humanities and Social Sciences  
**Central Department of Library and Information Science**

Gandhi Bhawan  
Kirtipur  
Kathmandu  
Tel. No. 4331316  
*Date:*

*Reference No.:*

*E-mail:* [lisda@healthnet.org.np](mailto:lisda@healthnet.org.np)  
*Website:* <http://www.tulisd.edu.np>

---

## LETTER OF RECOMMENDATION

This is to certify that Ms. Bimala Nepal has completed this thesis entitled "**STATUS OF THE LIBRARY OF CENTRAL DEPARTMENT OF MANAGEMENT IN TRIBHUVAN UNIVERSITY**" under my supervision and guidance. I recommend that this thesis be submitted for the final approval.

Date: December, 2017

.....

**Mr. Bhim Dhoj Shrestha**

Thesis Supervisor



*Reference No.:*

*E-mail:* [lisda@healthnet.org.np](mailto:lisda@healthnet.org.np)  
*Website:* <http://www.tulisd.edu.np>

---

## LETTER OF ACCEPTANCE

We certify that this thesis entitled "**STATUS OF THE LIBRARY OF CENTRAL DEPARTMENT OF MANAGEMENT IN TRIBHUVAN UNIVERSITY**" prepared and submitted by Ms. Bimala Nepal to the Central Department of Library and Information Science, Faculty of Humanities and Social Sciences, Tribhuvan University, in partial fulfillment of the requirement for the Masters of Arts in Library and Information Science has been found satisfactory. Therefore, this as a part of the said Degree has been accepted.

### Viva Voce Committee

.....

**Mr. Bhim Dhoj Shrestha**

(Head of the Department and Thesis Supervisor)

.....

**Mr. Bishnu Prasad Aryal**

(External Examiner)

.....

**Ms. Sarita Gautam**

(Internal Examiner)

Date: 29 December, 2017

## **ACKNOWLEDGEMENT**

With no doubt this thesis would not have come into this form without the support and guidance of others. First and foremost, I am grateful to my thesis supervisor, Mr. Bhim Dhoj Shrestha , Head of the Department. This study would not have been completed without his guidance and creative suggestions.

I acknowledge the library staff of CDM, who provides me the valuable information regarding their library. My thanks also go to users who provided me the answers correctly filling up the questionnaires.

I also express my heartfelt gratitude to all my friends and family who continuously helped me to complete this thesis. Finally, I would like to thanks University Grant Commission, Nepal for providing me a financial support as Master Research Support for conducting this research.

Bimala Nepal

## **ABSTRACT**

This thesis entitled “STATUS OF THE LIBRARY OF CENTRAL DEPARTMENT OF MANAGEMENT IN TRIBHUVAN UNIVERSITY” aims to find out the condition of the library of CDM. The study concerns to know whether the management department library accept a wide variety of materials for collection development or not, to determine the users of the library of CDM are being satisfied or not with the resources and Services it provided, to find out the extent of the use of informational Technology (IT). Twenty literatures are reviewed for this thesis. This study has limitations of insufficient citation on department information.

Survey method is adopted to collect the user’s responses. 72 questionnaires were provided to the users and the library staffs, only 65 users and 1 library staff responded. Statistical tools like frequency tables, pie chart, bar diagrams, simple proportion are used to organize, summarize and present the data. The survey results show problems on several issues such as methods of document selections, collection development system, document accession method, book issuing facility, use of computer, cataloguing and classification system, library software and use of information technology (IT).

Some suggestion offered from the finding of this study are, adequate and proper selection of documents, provide book issuing facility, enhancement of the technical processes and service system, make use of modern facility of information technology through skilled staff.

## **PREFACE**

This thesis has been prepared under the supervision of the department of library and Information Science and follows the style prescribed by the department itself.

The library of Central Department of Management is university library which can play a vital role to fulfill the needs of information for users and to make available current knowledge. The main objectives of this study is to explore the status and to know existing situation of collection developments, organizations, user's satisfaction with library resources and services, using of Information Technology facility and give suggestion for development in future.

To present the real facts figures and data, this study is organized in five chapters. Moreover, it contains references, questionnaire and researcher's bio-data. The first chapter contains introduction part, which include Background of the study, Statement of the problem, Research questions, Objectives of the study, Limitations of the study, Significance of the study, Definition of the terms and organization of the study.

Chapter two is related to review of the literature interrelated to this study. In this chapter, the researcher was consulted review of previous studies. Chapter three describes the data and methodology, basically this chapter covers the research design, population and sample, Source of data, data collection procedures, data processing procedures and data analysis tools and techniques.

Chapter four presents analysis and presentation of data. This chapter deals with analysis and presentation of the obtained facts, figure and data of the CDM library.

Chapter five consists of summary, finding, conclusion and recommendation of the study.

At the end, supplementary sections are presented as reference and appendices.

# CONTENTS

	<b>Page No.</b>
TITLE PAGE	i
LETTER OF RECOMMENDATION	ii
LETTER OF ACCEPTANCE	iii
ACKNOWLEDGEMENT	iv
ABSTRACT	v
PREFACE	vi
CONTENTS	vii
LIST OF TABLES	ix
ABBREVIATIONS	x
CATALOGUE	xi
<b>CHAPTER I: INTRODUCTION.....</b>	<b>1-10</b>
1.1 Background of Study.....	1
1.2 Statement of the Problem.....	3
1.3 Research Questions.....	4
1.4 Research Objectives.....	4
1.5 Significance of the Study.....	4
1.6 Limitation of the Study.....	5
1.7 Definitions of Terms.....	5
1.8 Organization of the Study.....	8
<b>CHAPTER II: REVIEW OF RELATED LITERATURE.....</b>	<b>11-18</b>
2.1 Library.....	11
2.2 Library Collection.....	11
2.3 University Library.....	12
2.4 Collection Development .....	12
2.5 User's Satisfactions.....	14
2.6 Information Technology .....	15
2.7 Conceptual Framework .....	17
<b>CHAPTER III: RESEARCH METHOD.....</b>	<b>19-23</b>
3.1 Purpose of Site Selection.....	19
3.2 Research Design.....	19

3.3	The Population and Sample.....	21
3.4	Methods and source of Data Collection.....	21
3.5	Data Collection Procedure.....	21
3.6	Data Processing Procedures.....	21
3.7	Data Analysis Tools and Techniques.....	22
<b>CHAPTER IV: ANALYSIS AND PRESENTATION OF DATA.....</b>		<b>24-33</b>
4.1	Response of Respondents.....	24
4.2	Frequency of Visiting Library.....	25
4.3	Purpose of Visit Library.....	26
4.4	Users Response about Time Spent in Library.....	27
4.5	User's Response about Library Resources, Services and Collection.....	27
4.6	User's Response about Documents Consults.....	28
4.7	User's Response about Getting Documents in Time.....	28
4.8	User's Response about Level of Satisfaction with Resources and Services of Library.....	28
4.9	User's Response about Knowledge of Library Catalogue.....	29
4.10	User's Response about Necessity of Catalogue in Library.....	30
4.11	User's Responses about Special Services to Users.....	30
4.12	User's Response about Getting Materials from Library.....	30
4.13	User's Response about Method Used for Finding the Materials from Shelves...	31
4.14	User's Responses on Information and Technology.....	31
4.15	Status and Counter Measures of Demand Side of CDM Library.....	31
<b>CHAPTER V: SUMMARY, FINDINGS CONCLUSIONS AND RECOMMENDATIONS.....</b>		<b>34-37</b>
5.1	Summary.....	34
5.2	Findings .....	34
5.3	Conclusions.....	35
5.4	Recommendations.....	36
<b>ANNEXES</b>		
<b>INSTITUTIONAL PROFILE</b>		
<b>C. V.</b>		



## LIST OF TABLES

	<b>Page No.</b>
Table 1: Response of Respondents.....	24
Table 2: Frequency of Visiting Library.....	25
Table 3: Purpose of Visit Library.....	26
Table 4: Users Response about Time Spent in Library.....	27
Table 5: User's Response about Library Resources, Services and Collection.....	28
Table 6: User's Response about Getting Documents in Time.....	28
Table 7: User's Response about Level of Satisfaction with Resources and Services of Library.....	29
Table 8: User's Response about Knowledge of Library Catalogue.....	30
Table 9: User's Response about Necessity of Catalogue in Library.....	30
Table 10: User's Response about Method Used for Finding the Materials from Shelves.....	31


## **LIST OF ABBREVIATIONS**

Acc. No.	:	Accession Number
CDM	:	Central Department of Management
C.V.	:	Curriculum Vitae
IT	:	Information Technology
MBS	:	Master in Business Studies
MLISc	:	Master in Library and Information Science
No	:	Number
TU	:	Tribhuvan University

# CATALOGUE OF THE THESIS


## Shelf-List Card

D	
027	
N351s	Nepal, Bimala
	Status of the library of Central Department of Management in Tribhuvan University/Bimala Nepal. – Kathmandu: Central Department of Library and Information Science, T.U., 2017.
Acc.No.	xiii, 51P. : illus., tables; 30 cm.
	Includes bibliography
	Thesis [MLISc] – Tribhuvan University, Central Department of Library and Information Science, 2017
	1. Library. 2. University Library. I. Title.




## Main Card

D	
027	
N351s	Nepal, Bimala
	Status of the library of Central Department of Management in Tribhuvan University/Bimala Nepal. – Kathmandu: Central Department of Library and Information Science, T.U., 2017.
	xiii, 51P. : illus., tables; 30 cm.
	Includes Bibliography
	Thesis [MLISc] – Tribhuvan University, Central Department of Library and Information Science, 2017
	1. Library. 2. University Library. I. Title.




## Subject Card

D LIBRARY  
027  
N351s Nepal, Bimala  
Status of the library of Central Department of Management  
in Tribhuvan University/Bimala Nepal. – Kathmandu: Central  
Department of Library and Information Science, T.U., 2017.  
xiii, 51P. : illus., tables; 30 cm.  
Includes Bibliography  
Thesis [MLISc] – Tribhuvan University, Central  
Department of Library and Information Science, 2017



## Subject Card

D UNIVERSITY LIBRARY  
027  
N351s Nepal, Bimala  
Status of the library of Central Department of Management  
in Tribhuvan University/Bimala Nepal. – Kathmandu: Central  
Department of Library and Information Science, T.U., 2017.  
xiii, 51P. : illus., tables; 30 cm.  
Includes Bibliography  
Thesis [MLISc] – Tribhuvan University, Central  
Department of Library and Information Science, 2017



## Title Card

D            Status of the Library of Central Department of Management in  
027        Tribhuvan University  
N351s     Nepal, Bimala  
             Status of the library of Central Department of Management  
             in Tribhuvan University/Bimala Nepal. – Kathmandu: Central  
             Department of Library and Information Science, T.U., 2017.  
             xiii, 51P. : illus., tables; 30 cm.  
             Includes Bibliography  
             Thesis [MLISc] – Tribhuvan University, Central  
             Department of Library and Information Science, 2017



# CHAPTER I

## INTRODUCTION

### 1.1 Background of Study

Library means a place where huge amount of information such as books, periodicals, manuscripts, serials, pamphlets, government publication, reports, recordings, microfilm, microfiche, computer tapes etc are kept for reading, references or lending.

“Library is regarded as a service institution. Its aim being to enable the users to make the most effective use of the resources and services of libraries. Library acquires materials, processes it and makes it available for use rather than preservation. It allows open access to its collection and provides services to its users.” (Kumar, 1978)

In Dawra words, “libraries have been essential part of civilized society. Libraries came into being to serve the masses of society. The purpose of library is to provide reading and other materials for intellectual growth of all the members of the society and to develop the social, political, economical and cultural life of the society.(Dawra, 2002)

A library is an organization which provides information to its users. It serves to meet their needs and help them to solve their problems. The primary goals of any libraries are to provide information to its users. It should have the collection of materials to fulfill its objectives because without the collection a library will not be able to provide information's. The collected documents then have to be organized, store and made available to users at the time of their needs.

An academic library is a library, which is attached to the academic institution, serving the teaching and research need of students and faculties. The main objective of such type of library is to help the academic institutions to fulfill the function and the academic activities. Academic libraries serve with two complementary purposes: i) to support the curriculum as prescribed by the University or the institution and ii) to support the faculties, researchers and the students in their academic activities, (Rai, 2009).Academic libraries are established for the fulfillment of the requirements for

learning, teaching, researching programs of the academic institutions like school, college and University and research centers. Their main responsibility is to provide effective service for the teachers, students, researchers etc. (Potter, 1997).

Academic library is the main gateway of knowledge for the people who are belonging in the academic sector. It exists to support the teaching and research programs of their parent institutions. Because of the different purposed and kinds of services provided, academic library is categorized in three types, which are: i) School library ii) College library and iii) University library (Kumar, 2002).

A library attached to the University is a University Library. The purpose of the university library is to assist its parent institution i.e. university to cater to the needs and requirements of the students, teachers, research scholars and faculty members to support the learning, teaching and research program (Dawra, 2004).

According to Wilson and Tauber, “the well- administered University library directs its activities towards the fulfillment of these functions. By accumulating and organizing books, manuscripts, journals and other materials the University library serves as an invaluable aid in the conservation of knowledge and ideas and as an active force in the teaching, research and extension programs of the university.”(Kumar, 1987)

It plays an important role in providing information resources and services to users in their studies and research activities. Hence, academic libraries should strive to survive and grow their user base focusing on meeting their user expectation and fulfill the needs of users. It possesses information in the form of books, audio- visual and electronic media. Users are very important. Libraries exist because of them. They should be satisfied with the services they receive.

### **Department Library**

The department library of University is small library. The main attractions of such libraries are the dissertation of the masters, M.phil and PhD students. The major policy of the department library is to collect and circulate the books, periodicals and other related materials under direct control of department authorities. A department library remains under the care and responsibility of the Head of the Department for its

organization and administration with the help of the university librarian, and other staff of the department.

Membership of a department library is confined to the teachers, research scholars, and regular students of the department only. Teachers, research scholars, and students of other departments may also be allowed the reading facilities on special permission of the Head of the department or the librarians.

Under institute of management department libraries, the faculties, the researchers and regular students of this department prefer to use their department library for their research and teaching-learning purposes.

Central Department of Management Library was established in 1959 A.D. The library present holds a collection of books, periodicals, thesis etc. CDM Library is an academic library established to support the teaching, study and research programs of the University. The collection of this library consists of books related to the curriculum, supplementary documents, books on teaching and research activities. It is also collects current journals. The users of the library are qualified and learned people such as teachers of different subjects, students of different subjects, scholars, researchers, and administrative staffs. The objectives of library are:

- To conduct educational activities and fulfill the educational goal of the University.
- To provide the latest information to the faculty members in their respective fields and
- To guide the research scholars by providing appropriate resources to meet their research projects.

## **1.2 Statement of the Problem**

University library is a library attached with the university. It has a very vital role to play in the meeting the multidimensional demands for information and knowledge of students, teachers, and research scholars. University library invest huge amount of money every years on the purchase, process and storage of information resources to serve its users. The interest behind selecting this research topic is that to know



whether the management department has well collection of documents or not and are they sufficient to meet the requirements and expectations of the teachers, researchers and students?

The main problem of this study is to know whether the management department library accepts a wide variety of materials for collection development (such as books, journal articles, text books, and audiovisual materials etc) or not. This study will try to determine whether the users of library of Central Department of Management are being satisfied or not with the resources and services it provided.

### **1.3 Research Questions**

This study will be tried to explore the following questions regarding the management department library in T U, Kirtipur.

1. What is the present status of collection development in management department library?
2. Are the users of the department library satisfied with the resource and services?
3. Is the department library using the modern IT facility?

### **1.4 Research Objectives**

1. To identify the existing situation of collection development in the management department library.
2. To find out if users are satisfied with the resources and services available in the library
3. To discover the form of using IT facilities in this library.

### **1.5 Significance of the Study**

The significance of the study are as follows.

1. This study focus on the existing situation of collection development and users satisfaction towards library resources and services in the library of Central Department of Management (CDM).

2. This study provides information to those people who are interested to know more about the library of CDM.
3. This study will be used for researcher, students and policy maker to know about the present scenario of collection development and users satisfaction with library resource and services.
4. This study will be helpful to guide the librarians, staffs, planner and authority of CDM, to know about the user information requirements, library services and other view about libraries. Also, it is expected that the study will be supportive suggestion for the improvement of such library.

## **1.6 Limitation of the Study**

The limitations of the study are as follows;

1. Limited users are consulted to collect primary data.
2. This study lacks in sufficient citation of the literature on department information
3. The rate of response of the survey is poor and some of the respondent duplicated the response from their friends view's
4. This study was conducted during the period of February, 2016 to December, 2017.
5. This study was limited to the library of Central Department of management only.

## **1.7 Definitions of Terms**

### **Accession**

Accession means to register the library documents in the accession register and provide the accession number to the documents. The documents include books purchased or received in exchange or as gift.

## **Bibliographic database**

Bibliographic database is a computer based list of library resources. Typically each record contains the call number, author, title, publishing information and other card catalogue information.

## **Catalogue**

Catalogue is list of documents which is arranged on a definite plan. It is the list of holding of a library. It is an ordered compilation of bibliographic descriptions and sufficient information to afford access to the documents available in a library.

## **Classification**

Library classification as the arrangement of books on the shelves or the description of them in the manner which is most useful to those who read.

## **Close access**

Close access refers to the procedure where users are not allowed free access to stacks. They have to fill up a slip and request library staff to get the books for them from the stacks (Kumar, 1997. P.7) .

## **Collections**

Collection means accepting or gathering the documents by purchase, gift, and exchange or by donation. Library collections are accumulations of published and unpublished materials.

## **Conventional Documents**

Conventional documents are those which are usually recorded on paper in a natural language by writing, typing, and printing.

## **Documents**

Documents are written, drawn, presented or memorialized representation of thought.

### **House- keeping operations**

Activities related to acquisition of books, classification, cataloguing, book circulation and book maintenance are traditionally known as house -keeping operations.

### **Information**

Information is a processed data, or fact or knowledge. It is the product of human brain in action.

### **Information Technology**

Information Technology is the application of wide variety of electronic technologies such as computer, telecommunications, and micrographic, reprographics, video recording etc for the storage, retrieval, and reproduction and dissemination of information in the library environment.

### **Inter-Library loan**

Inter- library loan is a cooperative arrangement among libraries by which one library may borrow materials from another library. It is one of the principles of resource sharing project.

### **Librarian**

A Librarian is a person who works professionally in a library.

### **Non- conventional Documents**

Micro reproduction of conventional documents, Non –conventional documents are a record in non conventional size, shape or materials.

### **Open Access**

Open access provides for free access to the world of books. Users are allowed borrowing amongst shelves without any hindrance; they would be able to select

the books of their interest from shelves with greater ease in an open access ( Kumar, 1997,p.7).

### **Primary Sources**

Primary sources refer to the fundamental authoritative material relating to a subject used in the preparation of other written work.

### **Reference Book**

Those books which are not read from beginning to the end and are only use when required are called reference books. For example dictionary, directory, encyclopedia.

### **Secondary Sources**

Secondary sources of information are those which are either compiled from or refer to primary source of information.

### **University library**

It is a library or group of libraries established, maintained and administered by a university to meet the needs of its students and members of the academic staff.

## **1.8 Organization of the Study**

This study consists of five chapters. Chapter one contains introduction part, which include Background of the study, Statement of the problem, Research questions, Objectives of the study, Limitations of the study, significance of the study, Definition of the terms and organization of the study.

Chapter two is related to review of the literature interrelated to this study. In this chapter, the researcher was consulted review of previous studies.( International articles, national articles, previous thesis).

Chapter three describes the data and methodology. Basically this chapter covers the research design, population and Sample, Sources of data, data collection procedures, data processing procedures and data analysis tools and techniques.

Chapter four presents analysis and presentation of data. This chapter deals with analysis and presentation of the obtained facts, figure and data of the CDM libraries.

Chapter five consists of finding summary, conclusion and recommendation of the study.

At the end, Supplementary sections are presented as references and appendices.

## References

- Dawra, M. (2004). *Library Science; Function & Practices*. New Delhi, Rajat Publication.
- Kumar, K & Kumar, G (1986). *Theory of Cataloguing (5<sup>th</sup> ed.)* New Delhi: Vikas Publication.
- Kumar, K. (1978). *Library Manual*. New Delhi: Vikash Publishing House.
- Kumar, K. (1978). *Library Organization*. New Delhi: Vikash Publishing House.
- Kumar, P.S.G. (2002). *A Students manual for library and information Science*. Delhi: B.R. Publishing.
- Potter, W.G. (1997). *Recent trends in statewide academic library consortia* (pp. 416-434).
- Rai, A.K. & Subba, D (2009). *A Text Book of Library and Information Science*. Kathmandu: Vidyarthi Pustak Bhandar.

## CHAPTER II

### REVIEW OF RELATED LITERATURE

#### 2.1 Library

Sexena, (1989), defines, ‘libraries are repositories of knowledge and through timely dissemination of relevant and potential information to the users concerns leads to socioeconomic and industrial development of the country as well as helps in generating and dissemination of new knowledge.’

In the words of Dr. Ranganathan, “libraries are no more considered as mere store house of books but they are like rich springs from where knowledge flows out irrigate the vast field of education and culture.”(Ranganathan,1957) Hence, libraries are to be organized and administered that they meet the needs of each and every potential reader without any loss of time.

Libraries are service oriented organizations established for the provision of relevant information resources and quality services to meet their user’s information needs. Sowole (1995) noted that users are described as the ‘reason for existence’ of the library. Meeting the information needs of users requires the provision of the actual information resources and services that will satisfy the needs of users. Implored librarians to make maximum efforts to ensure that their library users derived the best possible benefits from the services they render.( as cited in Adeniran,2011)

#### 2.2 Library Collection

According to Faruqi (1997), A library collection is the sum total of library materials. Thus, books, periodicals, manuscripts, serials, government publication, reports, pamphlets, recordings, microfilm, microfiche, computer tapes etc constitute a library collection.

Thus, library can be identified as an institution, where collection of books and other informational materials made available to users for reading, study or reference. Contemporary libraries maintain collections that include conventional and non-conventional materials such as manuscripts, books, newspapers, arts, reproduction,



films, audio and video recording, photographs, maps, microfilms, CS-ROMs, computer software, online databases and other media. The main objectives of a library are to collect, organize, preserve and disseminate access to knowledge and information and fulfill the user's requirements.

### **2.3 University Library**

A University library is a part of a University set-up. Therefore, it exists to serve the objectives of its parent organization. Every library programme must support University's total programme. In other words, a University library should aim to advance the functions of its University. (Kumar, 1978)

“The University libraries are thus the nerve centre's through which each of the activities of the institutions flow and they act as a hub of wheel whose spokes reach into every department of the institution.”(Saxena, 1989).

Moarrefzadesh (2011) says that “University library is an integral part of an institution of higher education. Students, research scholars and teachers are using university library for their advancement of knowledge in their subject of interest.”

Rai and Subba (2009), defines “A university library assists in studying, teaching and research activities of the university. It is not only a storehouse of books but a dynamic agency to support the students, researchers and the scholars and provide appropriate information in the development of education and research activities. The university library is the heart and the soul of the university. The main aim is to disseminate correct information and help to search for the new findings. Normally, the collection of the university library consists of books related to the curriculum, supplementary documents, and books on teaching and research activities. It also collects current journals and non book materials.

### **2.4 Collection Development**

Collection development is a dynamic and continuous activity. It involves the users, the library staff and subject experts on selection team. It is not an end in itself, but a balanced collection fit to meet the document and information needs of users. (Patel, 2016).

Collection development is a universal process in the library world whereby the library staff brings together a variety of materials to meet patron's demands. Collection development implies selection, acquisition and evaluation of the library collection in order to see that both print and non print materials that are available in a library are really useful to the clientele. Its purpose is to find out the users' information needs, select and acquire documents that are really useful to the clientele. (Faruqi, 1997)

Thus, collection development is one of the most challenging and an important activity of a librarian. Everyday thousands of thousands of documents are being published. Library cannot afford to collect all the publications that come out in the market. Whereby, the library staff acquires a variety of materials to meet the demand of its users.

The University library should offer a number of library, documentation and informational services. Among others, the services may include the following., ([https:// www.ignou4u.in/ignou-blis-books](https://www.ignou4u.in/ignou-blis-books) )

i. Library Services

- Lending
- Information and References
- Reading Room
- Assistance in the use of the library and
- Display of current additions or preparation of list of current accession

ii. Current Awareness Service

- Current contents of journals
- Alerting service to important literature in select fields
- Selective Dissemination of information and
- Newspaper clipping service

iii. Bibliographic Services

- Literature search
- Compilation of bibliographies on specific topic and

- Index to current literature
- iv. Condensation Services
- Preparation of abstracts on specific topics
  - Digest Service
  - Preparation of review
  - State of the Art Report
- v. Other Services
- Document Supply Services
  - Reprographic Services
  - Translation Services and
  - Computer based information retrieval
- vi. Specialized Services
- User education
  - Exhibition and Special displays
  - Special lectures and demonstration and
  - User oriented seminars, workshop, etc.

## **2.5 User's Satisfaction**

Libraries are service oriented organizations established for the provision of relevant information resources and quality services to meet their user's information needs. Sowole (1995) noted that users are described as the 'reason for existence' of the library. Meeting the information needs of users requires the provision of the actual information resources and services that will satisfy the needs of users. Implored librarians to make maximum efforts to ensure that their library users derived the best possible benefits from the services they render. ( as cited in Adeniran,2011)

Adeniran (2011) noted that the inadequate basic tools and facilities for the delivery of qualitative library services caused dissatisfaction or low satisfaction among university library.

Zeithan and Bitmer (2000) define satisfaction as “the customer’s evaluation of a product or services in terms of whether that product or services has met their needs and expectations. Failure to meet needs and expectation is assumed to result in dissatisfaction with the product or services.”

“User satisfaction is considered as a reliable criterion for determining library effectiveness.” Thong and Yap, (1996:176). It is therefore very important for the library to keep their users satisfied.

Thakuria (2007:414) describes different factors which contribute to user satisfaction.

- Availability of up-to date information brings about satisfaction in the users, accessing the facility and assistance
- The library should organize its facilities to be visible to the users
- The library services and resources should be easily accessible
- The library staff should be very courteous and friendly in their engagements with the users
- The appearance of a library, its facilities, collection , staff and services should be attractive and pleasant (as cited in Motiang , Wallis, Karodia,2014)

## **2.6 Information Technology**

Information Technology is the application of computers to store, study, retrieve, transmit and manipulate data or information. Hence, the application of computers in libraries and information centers has brought new dimensions to the user’s services. There are several reasons to support the harnessing of computers in libraries. A machine readable record, prepared at the time of acquisition may be used repetitively for several purposes.

The application of computer can be categorized into the following three types;

- To support Clerical functions associated with technical processing and circulation work
- For information storage, retrieval and dissemination

- To support Management Information Services for librarians, especially in analyzing library statistics. (Dilli,2009 p.140-141)

Uddin and Hasan noted that, Technologies, especially computer and telecommunication technology have highly revolutionized the field of library and information services. They facilities collection, storage, organization, processing, analysis, presentation, communication and dissemination of information. (Uddin and Hasan ,2012).

### **Application of Information Technology in Library**

Informational Technology should be include all those technologies which are expected to be used in the library activities/ operations and other library services for collection, processing, storage, retrieval and dissemination of recorded information, the fast developing information technologies have showered almost every areas of application including libraries. In case of libraries, these are good use in the following environment;

#### 1. Library Management

Library management includes the following activities which will certainly be geared up by the use of these fast IT developments: Classification, Cataloguing, Indexing, Database creation.

#### 2. Library Automation

Library automation is the concept of reducing the human intervention in all the library services so that any users can receive the desired information with the major areas of the automation can be library databases and all housekeeping operation of library.

#### 3. Library Networking

Library networking means a group of libraries and information centers are interconnected for some common pattern or design for information exchange and communication with a view of improve efficiency.

#### 4. Audio- Video Technology

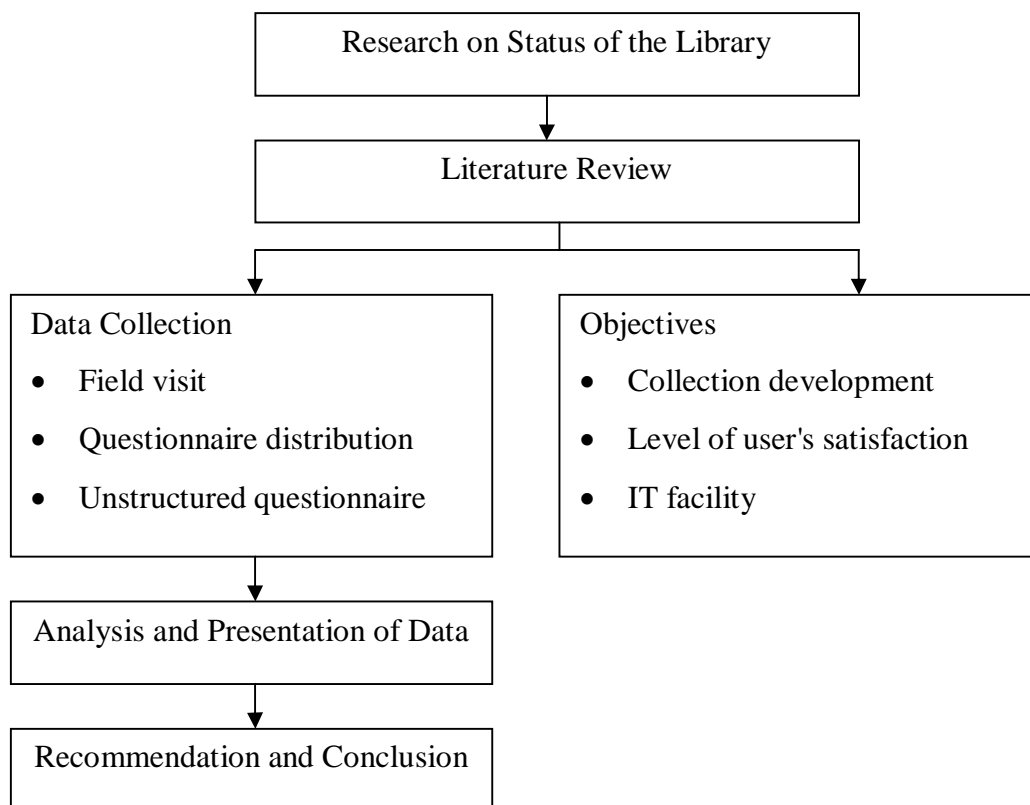
It includes photography, microfilms, micro fitches, audio and tapes, printing etc.

#### 5. Technical Communication

Technical communication consisting of technical writing, editing, publishing etc.  
(Kumar and Vijayan, 2011)

### 2.7 Conceptual Framework

Library facility is major and integral part of the modern education system and playing vital role in the university education and research. The conceptual framework for the study of status of the library of CDM is as:



## References

- Adeniran, P. (2011). User satisfaction with academic libraries services : Academic staff and students perspectives. *International Journal of Library and Information Science*, 3(10), 209-216.
- Dilli, K.T. (2009). *Library and Information Science in a Digital Era*. New Delhi : Atlantic Publication.
- Faruqi, K.K (1997). *Development of Collections in the Libraries*. New Delhi: Anmol Publication.
- Kumar, K.(1978). *Library Organization*. New Delhi: Vikash Publishing House.
- Kumar, V & Vijayan, S.S. (2011). Application of Information Technology in Libraries. An Overview. *International Journal of Digital Library Services*, 1 (2), 46.
- Motiang, I.P, Wallis, M. & Karodia, A.M (2014). An evaluation of Users Satisfaction with Library Services at the University of Limpopo, Medunsa Campus (Medical University of Southern Africa). *Arabian Journal of Business and Management Review*,3(11) 41-58.
- Patel, S. (2016) Collection development in academic library. *International Journal of Library and Information Science*, 8(7), 62-67.
- Rai, A.K. & Subba, D(2009). *A Text Book of Library and Information Science*. Kathmandu: Vidyarthi Pustak Bhandar.
- Ranganathan, S.R (1957). *Five Laws of Library Science*.(2nd Ed). Madras: Madras Library Association.
- Saxena, R.S. (2004). *Academic and Special Libraries; their Working, Problems and solutions*. India : Agra Y.K Publisher.
- Sowole I.A. (1995). *Information Needs of Farm Management Personnel: A Case study of Two Universities and Two Agricultural Research Institutes in Western Nigerian*, Lagos Librarian, 16 (1):9-12
- Uddin, J & Hasan, K (2012). Use of information technology in northern part of Bangladesh. *International Journal of library and Information Science*. 4(3),34-44.

## **CHAPTER III**

### **RESEARCH METHOD**

Research method focuses on methods applied in entire aspect of the study. The objectives of this study are to evaluate the collection development and the resources and services which the library provides and find out the users are satisfied with them or not. This research was based on both qualitative and quantitative analysis. The research method includes research design, population and sample, source of data , data collection procedure, data processing procedure and data analysis tools and techniques.

#### **3.1 Purpose of Site Selection**

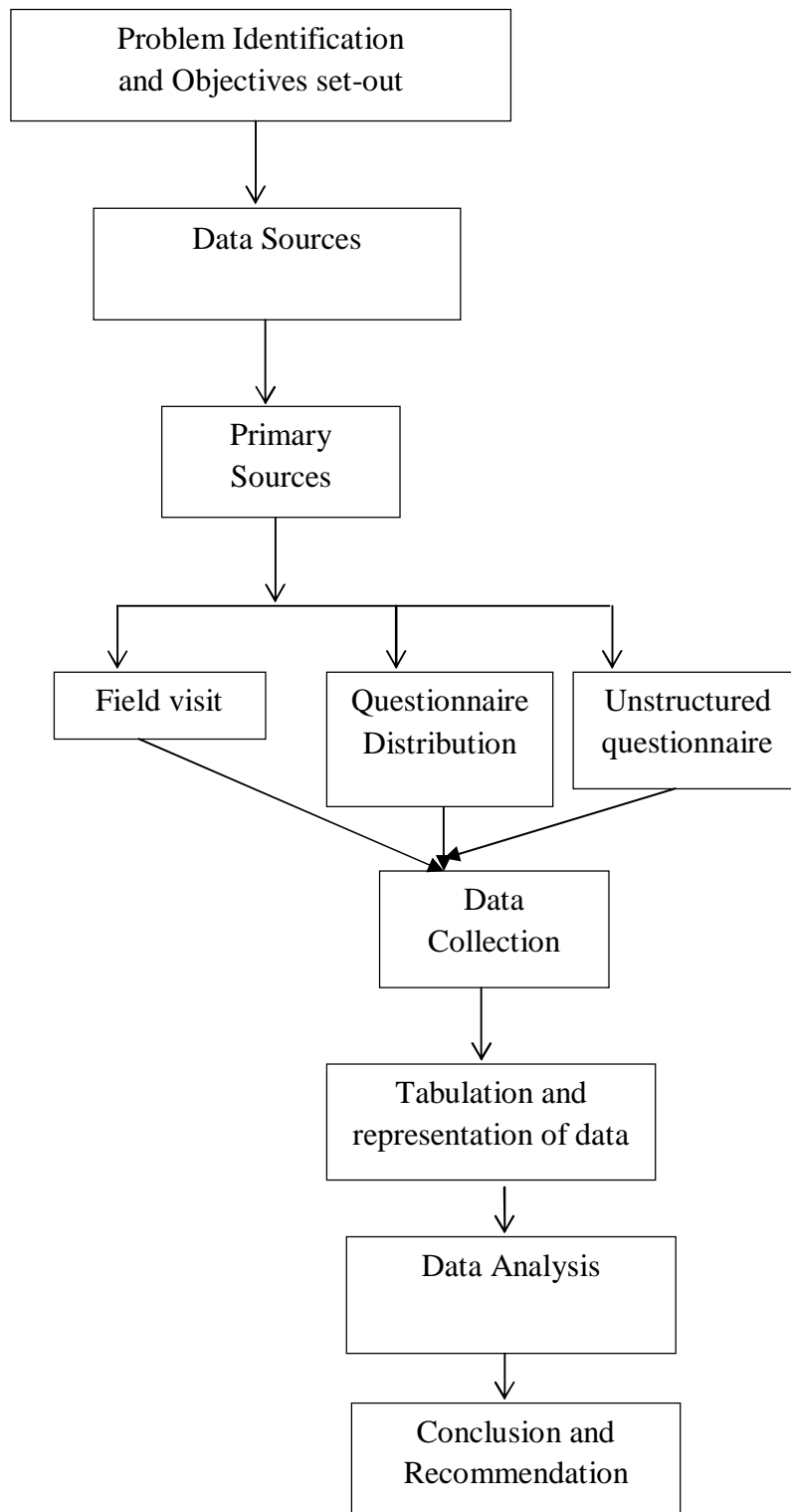
The library of Central Department of Management was established for meeting the needs of users. Whereby, library must have large collections, professional staff, modern equipment and adequate, suitable and comfortable space for serving them. However, due to lack of exhaustive information and research about this library, this study on ‘Status of the library of Central Department of Management in Tribhuvan University’ has been chosen as a research topic. The study analysis the topic in various angles such as the present status of collection developments, organization, user’s satisfaction with library resources and services and give suggestion for development in future.

#### **3.2 Research Design**

The research design is a master plan of specifying the structure of investigation so conceived as to obtain answers to research questions. The research design of this study is descriptive design. It is a type of study, which is conducted to access the opinion, behaviors or characteristics of the users of the library of Central Department of Management TU, Kirtipur.



## Research Design Framework



### **3.3 The Population and Sample**

The Universe of the study was the total number of users and the staff of the library of Central Department of Management. The sample of the study comprises only those users of this library during the time of data collection. The researcher was employed convenience sampling techniques to collect the research data. The librarian was the respondents for the structured questionnaire for the data collection. For the user survey, the students, teachers and administrative staffs were the respondents.

The structure questionnaire is that one, in which there are definite, unambiguous concrete and pre ordered questions with additional questions limited to those necessary to clarify inadequate questions or to bring out a more detail response. In unstructured questionnaire only the direct questions or answer- required questions are arranged in some array. (Khatiwada, R.P, Pradhan, B.L, Poudyal,N. 2015).

### **3.4 Methods and source of Data Collection**

In accordance with the objectives of study, the required data and information was collected from the primary sources with the help of structured questionnaires. The questionnaire was designed to cover all the required data and information of the study. Some of the information was collected by unstructured questionnaire from the staff of library.

### **3.5 Data Collection Procedure**

Data was based on primary sources. The primary data was collected through questionnaire from the staff and the users of the library of Central Department of Management. To get the accurate and actual information in time, all questionnaires was distributed and collected personally through field visit.

### **3.6 Data Processing Procedures**

In this study the collected information was compiled and tabulated in different heading. These data was graphed into different way so as to make research understandable.

### 3.7 Data Analysis Tools and Techniques

In the process of data analysis, various statistical tools were used to get the meaningful result. Collected data from primary and secondary sources was processed for tabulation and analysis. For the purpose of analysis, following simple statistical tools are used.

- i. Sample proportion =  $\frac{\text{No of success}}{\text{sample size}} \times 100\%$
- ii. Charts and diagrams

Those tools are used for visually description of the data. Bar diagram and pie charts was used for this purpose.

## References

- Khatriwada, R.P., Pradhan, B.L., Poudyal,N.(2015) *Research Methodology* (2<sup>nd</sup> ed.).Kathmandu , Nepal : KEC Publication.
- Pant, P. R. (2012).*Social Science Research and Thesis Writing*. Kathmandu: Buddha Academic Publication.
- Sthapit, A.B., Yadhav, R.P., Khanal, S.P., P.M., (2015). *Applied Statistics*. Kathmandu, Nepal : Asmita Books Publication.

## CHAPTER IV

### ANALYSIS AND PRESENTATION OF DATA

To collect relevant data total 72 questionnaires were prepared and distributed visitors of CDM library dated from 2074-08-24 to 2074-08-29. Among sampled sub group respondent record is as follows;

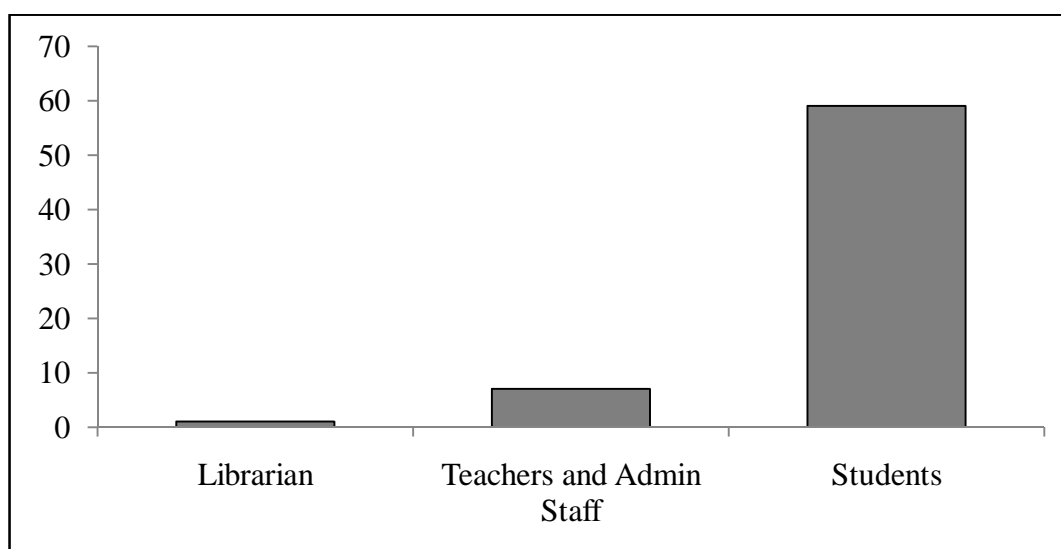
#### 4.1 Response of Respondents

Among visitors targeted sample was group of the Teachers, Administrative Staffs, Students and Librarian of Central Department of Management. The rate of response of distributed questionnaire is 91.67% and remaining respondents did not responded, actual data can be seen in following table:

**Table 1: Response of Respondents**

S.N.	Respondents	Questionnaire responses
1.	Teachers and staff	7
2.	Students	59
3.	Librarian	1

**Its diagrammatic representation is;**

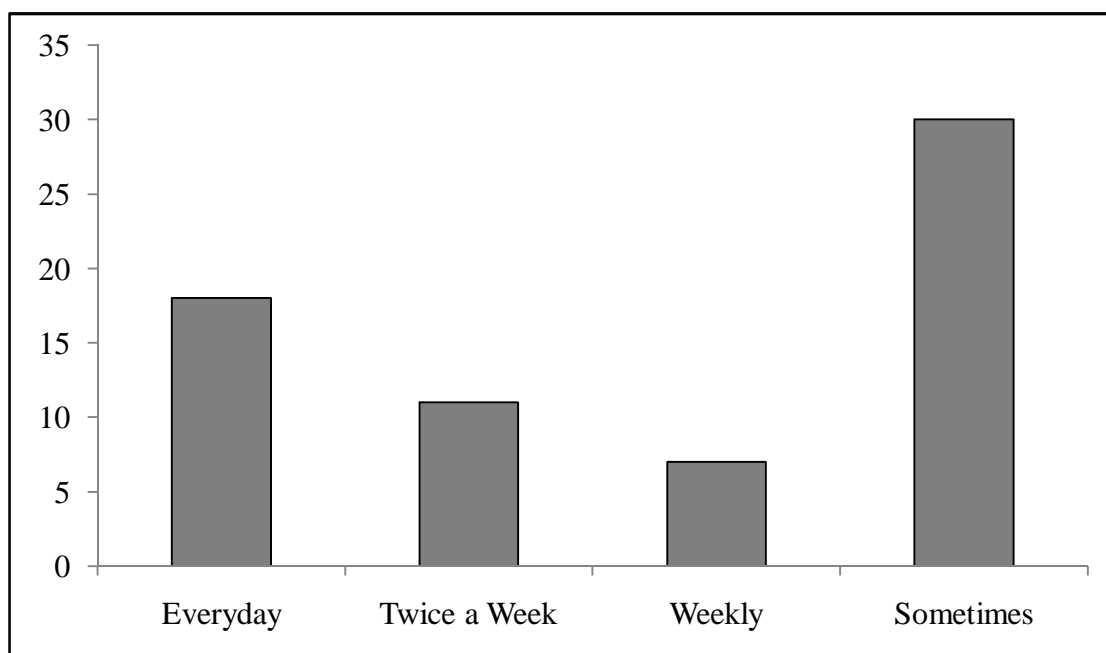


## 4.2 Frequency of Visiting Library

The survey showed that few number of respondent visits library two times per week, highest number of sample unit visit sometimes. The visitors who visit library per day are slightly higher than that of visiting two times per week. The major concentrations of visitor are at the point of occasionally visiting, while per day visitors are few lesser than occasional visitors, which can be seen in following tabular and diagrammatical representations.

**Table 2: Frequency of Visiting Library**

S.N	Frequency of visit library	Respondents	Percentage
1.	Every day	18	27.27%
2.	Two times in a week	11	16.67%
3.	Weekly	7	10.61%
4.	Sometimes	30	45.45%



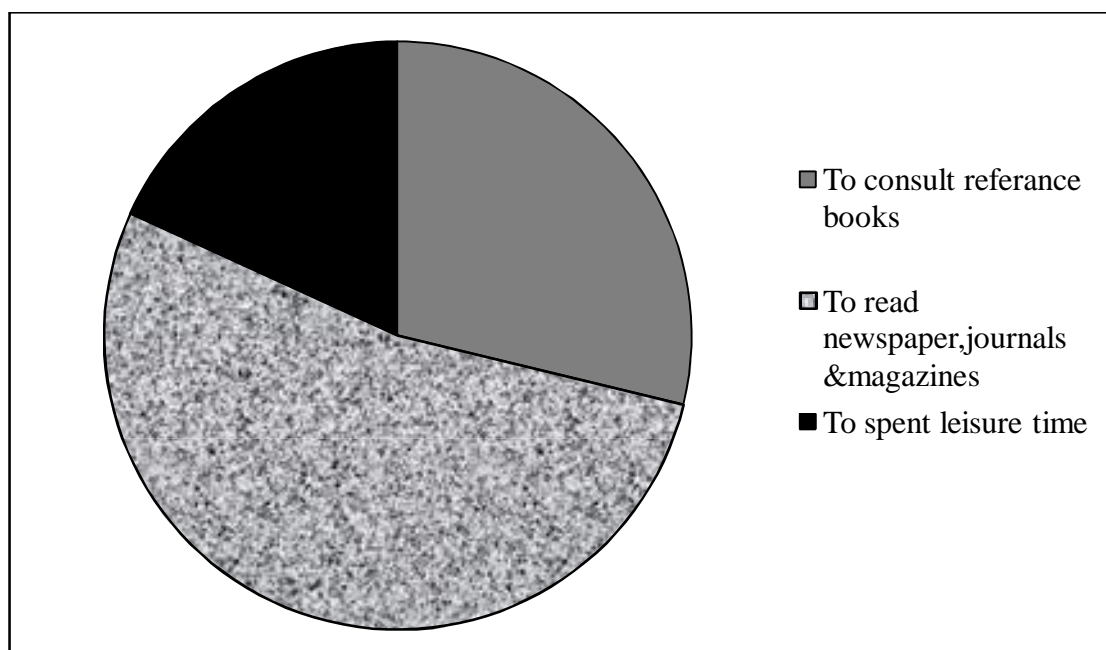
### 4.3 Purpose of Visit Library

Generally visitors visit library for study purpose, to use online database, to use reference materials, to meet their study group, to issue books, to consult reference book. Because of textbook non issuing service, there was no chance of issuing text book. The finding of respondent response about visit CDM library was;

**Table 3: Purpose of Visit Library**

S.N.	Purpose of visit library	No. of respondent
1.	To issue text books	0
2.	To consult reference book	19
3.	To read newspaper, journals & magazine etc	35
4.	To spent leisure time	12

Majority of respondent visit library to read newspaper, journals and magazine etc. Approximately 30% users visit library to consult reference books and less than 20% users visit CDM library to spend leisure time. Its actual diagrammatic representation is;



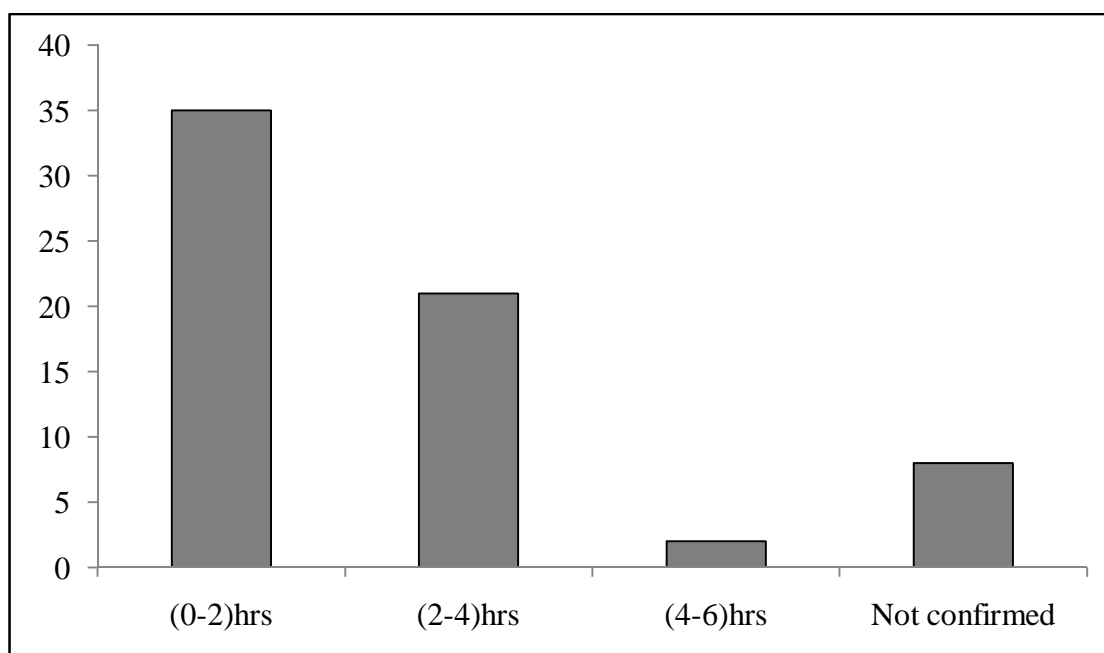
#### 4.4 Users Response about Time Spent in Library

The data analysis showed that, more than half users spent their less than two hour's time at CDM library when they visit there. And the strata of the users who spend less than four hours was 85%, users who spent more than four hours is rare case which is very small in amount, 3% in figure. Near to 10% of visitors time spending at library was not confirmed.

**Table 4: Users Response about Time Spent in Library**

S.N.	Time spent(hrs)	No. of respondent
1.	0-2	35
2.	2-4	21
3.	4-6	2
4.	Not confirm	8

The comparative diagrammatic representation of information's in above table is



#### 4.5 User's Response about Library Resources, Services and Collection

Users are generally visiting the library to access information's, to update knowledge, to starting a project, to browse internet etc. All these are concerned with resources and services provided by library. The survey showed that all visitors were familiar with



library collection and the analysis of following table shows that more than 75% of the visitor's priority is for reference material and less than 25% of the users consult text Sbooks. The services provided by library showed that approximately 60% i.e. 39 sample unit expressed, they do not get document in time.

#### 4.6 User's Response about Documents Consults

**Table 5: User's Response about Library Resources, Services and Collection**

S.N.	Documents	User's response	Percentage
1.	Text books	15	22.7%
2.	Reference books	51	77.3%

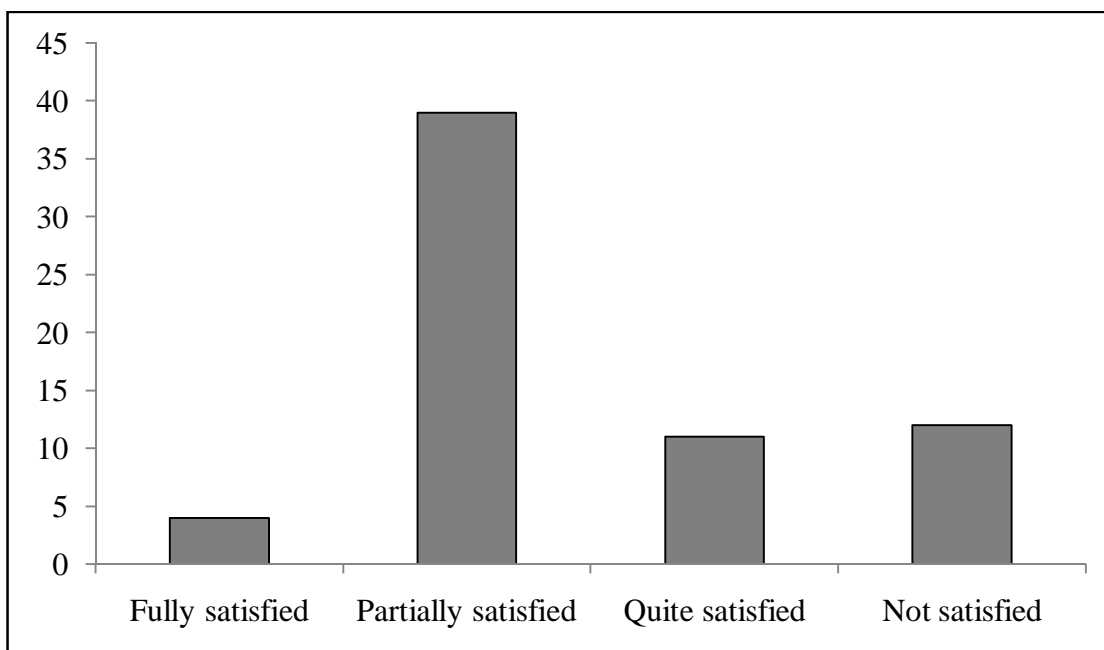
#### 4.7 User's Response about Getting Documents in Time

**Table 6: User's Response about Getting Documents in Time**

S.N.	Getting documents in time	User's response	Percentage
1.	Yes	27	40.91%
2.	No	39	59.09%

#### 4.8 User's Response about Level of Satisfaction with Resources and Services of Library

The basic objective of a library is to fulfill user's information needs. Enhancing user's satisfaction is integral to successful services oriented libraries. It is possible only when, library meets user expectation. From the analysis, it is seen that only 6% (4) users are fully satisfied by the resources and services by CDM library, 59% responded that they are partially satisfied, which far larger than the respondent who are quite satisfied with figure 16.66% (11). On the other side, 18.18% that is 12 number of sampled unit expressed dissatisfaction about resource and services which are seen in the following diagrammatic representation with reference of the table 4.8



**Table 7: User's Response about Level of Satisfaction with Resources and Services of Library**

S.N.	Level of satisfaction	User's response
1.	Fully satisfied	4
2.	Partially satisfied	39
3.	Quite satisfied	11
4.	Not satisfied	12

#### **4.9 User's Response about Knowledge of Library Catalogue**

To make best use of the materials and maximum services to the users, catalogue is necessary; it enables users to find materials accurately and to make the reading materials available quickly. From the respondent of survey 1 in 10 was not familiar with the library catalogue and only 90% of respondent was familiar with this methodology of library management. The evidence is supported by following tabulated information's;

**Table 8: User's Response about Knowledge of Library Catalogue**

<b>S.N.</b>	<b>Knowledge of library catalogue</b>	<b>User's response</b>	<b>Percentage</b>
1.	Yes	59	89.4%
2.	No	7	10.6%

#### **4.10 User's Response about Necessity of Catalogue in Library**

Among the respondent who know library catalogue all preferred for library catalogue to save their time, identify location of materials and to record books and reading materials. Table 4.10 shows the user's view on necessity of catalogue for the library service.

**Table 9: User's Response about Necessity of Catalogue in Library**

<b>S.N.</b>	<b>Necessity of catalogue</b>	<b>User's response</b>	<b>Percentage</b>
1.	Yes	50	75.75%
2.	No	16	24.25%

#### **4.11 User's Responses about Special Services to Users**

Beyond the borrowing print books academic libraries provide special services like watch or listen to media, use a research database, read or checkout printed magazines or journals, attending lecture, downloading audio books, but Central Department library has just one internet facility beyond the print documents.

#### **4.12 User's Response about Getting Materials from Library**

There are several methods to get required material from library. This process mainly based on the nature of documents. In modern scientific age the materials are found in electronic versions and print version. To get materials database, catalogue, manually and with the help of library staff may employed. In CDM library it has provision of getting documents with the help of library staffs.

#### **4.13 User's Response about Method Used for Finding the Materials from Shelves**

In general, libraries offer physical, digital and human assistantship to find documents in libraries. The advent in the technology taking vital role in the management of library documents through specialized database management. In comparisons of close access, open access is relatively new concept in the library management. The research domain CDM library has traditional closed access system. Access barriers to documents is not accelerating research and learning process. Among the respondent of sampled users 9 on 10 were on the behalf of open access whose respondent rate is shown in the following table;

**Table 10: User's Response about Method Used for Finding the Materials from Shelves**

<b>S.N.</b>	<b>Necessity of open access</b>	<b>User's response</b>	<b>Percentage</b>
1.	Yes	61	92.42%
2.	No	5	7.58%

Table 10 shows the user's response about the necessity of open access to retrieve the document from the stack. About 92.42% (61) respondents realize that open access is necessary.

#### **4.14 User's Responses on Information and Technology**

CDM library does not provide computers access for its members and users. But it provides free internet services for their users. All of the responded casted their vote for the option of familiar with modern information technology but CDM library is not getting the point of expectation of their users.

#### **4.15 Status and Counter Measures of Demand Side of CDM Library**

##### **Collection procedure;**

The information obtained from the staff survey regarding document collection procedure of the library of CDM is;

- Library of Central Department of Management selects the documents as per user's needs and demand, which is the most important factor to acquire the library materials.
- Library collect documents by purchasing as well as by gift
- Library select documents through human sources like subject specialist, Head of the department, research scholars, library users etc
- In CDM, faculty are responsible for book selection
- CDM library has conventional documents only.

### **Technical processing**

- Library of Central Department of Management doesn't use any classification scheme of the documents
- In CDM Library documents are shelves by subject-wise
- Library doesn't prepare catalogue card for the document.

### **Library Services**

- Library of CDM provides only reference services.
- User's mainly visit library to consult reference books, read newspaper, journals, magazines etc.
- Library of CDM doesn't has computer.
- Staff of the library was familiar to the modern information technology.
- Library of CDM does not have modern information technology and any software for database creation.
- User's search the document with the help of library staff.
- Library of CDM doesn't provide open access to the library users to find out required document.
- According to the library staff, users are quite satisfied with library resource and services.

## References

- Kumar, K & Kumar,G (1986). *Theory of Cataloguing (5<sup>th</sup> ed.)*New Delhi: Vikas Publication.
- Kumar, K.(1978). *Library Manual*. New Delhi: Vikash Publishing House.
- Kumar, K.(1978). *Library Organization*. New Delhi: Vikash Publishing House.
- Sthapit, A.B., Yadhav, R.P., Khanal, S.P., P.M., (2015). *Applied Statistics*. Kathmandu, Nepal : Asmita Books Publication.
- Uddin, J & Hasan, K (2012). Use of information technology in northern part of Bangladesh. *International Journal of library and Information Science*. 4(3),34-44.

# CHAPTER V

## SUMMARY, FINDINGS, CONCLUSIONS AND RECOMMENDATIONS

### 5.1 Summary

The university library is not only a storehouse of books, but it is dynamic agency to assist the scholars and researchers in carrying on their pursuits in the advancement of knowledge by making use of the library book extensively.

This descriptive study was carried out in order to examine the Status of the library of Central Department of Management in Tribhuvan University, Kirtipur. It is also tried to determine the extent of the use of library for teaching learning activities and research works. The main objectives of this study were to find out whether the library of CDM accepts a wide variety of materials for collection development or not. This study also tried to determine whether the users of CDM are being satisfied or not with the resources and services it provided.

This study was conducted among the users of the CDM in TU, Kirtipur. The sampling of this study comprised only those users of the library of CDM during the period from 2074-08-24 to 2047-08-29.

The respondents for this study were 66 users and 1 library staff. The information was collected from the users by using questionnaire and from the library staff using questionnaire and face to face interview.

### 5.2 Findings

**The findings of the study are summarized as follows;**

- Finding showed that 16.67 % (11) users visit library two times per week. 27.27 %( 18) respondents have the habit to visit to the library every day. Highest number of respondents 45.45% (30) indicated that they used to visit library sometimes.

- Majority of respondent visit library to read newspapers, journals, and magazines. 28.79% (19) respondents visit library for the purpose of consulting reference books. 18.18% of users visit library to spent leisure time.
- More than half users (35) spent their less than two hours time in library and 35% users spent more than four hours.
- Survey showed that 22.7% (15) respondents used text book to meet their information needs. More than 75% of the user's priority is for reference materials.
- Approximately 60% i.e. 39 sample unit expressed, they do not get documents in time.
- Finding showed that majority of users are not fully satisfied with their resources and services they provided. Only 6% (4) respondents were fully satisfied with resources and services provided by library.
- 90% of respondents were familiar with library catalogue and only 75.75% (50) users were realized necessity of it for the library services.
- About 92.42% (61) respondents realize that open access is necessity to access documents in library.
- The library of CDM has still based on the traditional technology of print media. All of the respondents were familiar with modern information technology but CDM library is not getting the point of expectation of their users. The necessity of the application of information technology in this library is strongly required for satisfying the demands of their users.
- The library of CDM has only conventional documents such as books, journals, newspapers, thesis etc, they has no non conventional documents. Documents are collected by purchasing and gifts. Library has poor in collection development, they collect mainly text books and reference books but not adequate.

### **5.3 Conclusions**

The library is the centered academic focus of the university and plays a strong social role in the learning, teaching and research processes within the institution. Its functional quality must be people centered. It should be as accessible as possible. It must cater for the growing number of users. In a library, genuinely IT support is



required. It must introduce mobile library, connecting learning, visual learning and internet learning. Classification of documents is essential for a library to be well managed and uniformity. To be centre of information it must possess and access to them. At present, the services provided by CDM library as near to classical storehouse library management system. It is necessary to upgrade services as per the next generation library management system which is attached with modern information technology. Urgent steps should be taken about document classification, book issuing facility, open access system, IT facilities, adequate periodical journals, research papers and delegation of library management and staffs.

#### **5.4 Recommendations**

Modern academic library should be in touch with the ever changing needs of the community they serve. It should be center of study and research. At least it should be equipped with modern technology and facilitated by modern service system.

The modern learning tools like multimedia, computer, wireless connectivity and outlet access are most necessary criteria for academic library which enables researchers and scholar's integrated academic services. Beyond the physical facilities, above mentioned services reflect the modern generation trends in library management. CDM library is one of the academic library under Tribhuvan University, its major status are;

- It is a close access library
- It doesn't have book issuing facility
- Documents are not classified
- It doesn't follow cataloguing system
- It doesn't have latest periodical journals
- It doesn't have computer facility
- It doesn't provide access to E-documents
- Documents are not updated and weed out
- It has low speed internet
- It has very poor collection of materials
- Lack of technological adaptation

To tackle the major problems facing by CDM library should take following initiations;

- To develop as effective user centered library, CDM library must be aware about information needs of the users. Library should conduct user studies.
- Successful operation of any library depends to a large extent on the choice of library collection. The library collection should be according to the requirement of all users
- In order to fully utilize the available resource and services, open access of documents should be implemented
- Latest editions of text books and reference materials should be added to the library collection regularly
- Collection of documents should be increased to meet the needs of the users
- Book issuing facilities should be provided to the users
- Library should be done technical process like cataloguing and classification of documents
- The library should provide high speed internet facilities to the users
- To make the maximum use of department library, the service system such as, library opening hours, book issuing facility, sufficient documents, photocopies services etc should be managed to the needs of the users
- To keep abreast of the latest information, document should be updated and weed out.

## References

- Adeniran, P. (2011). User satisfaction with academic libraries services : Academic staff and students perspectives. *International Journal of Library and Information Science*, 3(10), 209-216.
- Dawra, M. (2004). *Library Science; Function & Practices*. New Delhi, Rajat Publication.
- Dilli, K.T. (2009). *Library and Information Science in a Digital Era*. New Delhi : Atlantic Publication.
- Faruqi, K.K (1997). *Development of Collections in the Libraries*. New Delhi: Anmol Publication.
- Khatiwada, R.P., Pradhan, B.L., Poudyal,N.(2015) *Research Methodology* (2<sup>nd</sup> ed.).Kathmandu , Nepal : KEC Publication.
- Kumar, K & Kumar, G (1986). *Theory of Cataloguing* (5<sup>th</sup> ed.)New Delhi: Vikas Publication.
- Kumar, K.(1978). *Library Manual*. New Delhi: Vikash Publishing House.
- Kumar, K.(1978). *Library Organization*. New Delhi: Vikash Publishing House.
- Kumar, P.S.G. (2002). *A Students manual for library and information Science*. Delhi: B.R. Publishing.
- Kumar, V & Vijayan, S.S. (2011). Application of Information Technology in Libraries. An Overview. *International Journal of Digital Library Services*, 1 (2), 46.
- Motiang, I.P, Wallis, M. & Karodia, A.M (2014). An evaluation of Users Satisfaction with Library Services at the University of Limpopo, Medunsa Campus (Medical University of Southern Africa). *Arabian Journal of Business and Management Review*,3(11) 41-58.
- Pant, P. R. (2012).*Social Science Research and Thesis Writing*. Kathmandu: Buddha Academic Publication.
- Patel, S. (2016) Collection development in academic library. *International Journal of Library and Information Science*, 8(7), 62-67.
- Potter, W.G. (1997). *Recent trends in statewide academic library consortia* (pp. 416-434).

- Rai, A.K. & Subba, D(2009). *A Text Book of Library and Information Science*.  
Kathmandu: Vidyarthi Pustak Bhandar.
- Ranganathan, S.R (1957). *Five Laws of Library Science*.(2nd Ed). Madras: Madras  
Library Association.
- Saxena, R.S. (2004). *Academic and Special Libraries; their Working, Problems and  
solutions*. India : Agra Y.K Publisher.
- Sowole I.A. (1995). *Information Needs of Farm Management Personnel: A Case  
study of Two Universities and Two Agricultural Research Institutes in Western  
Nigerian*, Lagos Librarian, 16 (1):9-12
- Sthapit, A.B., Yadhav, R.P., Khanal, S.P., P.M., (2015). *Applied Statistics*.  
Kathmandu, Nepal : Asmita Books Publication.
- Uddin, J & Hasan, K (2012). Use of information technology in northern part of  
Bangladesh. *International Journal of library and Information Science*.  
4(3),34-44.

# ANNEX 1

## Questionnaires for Librarian

Dear Respondent!

I am a Master Level student of Central Department of Library and Information Science from Tribhuvan University. I am intending to carry a research study entitled on “STATUS OF THE LIBRARY OF CENTRAL DEPARTMENT OF MANAGEMENT IN TRIBHUVAN UNIVERSITY.”The purpose of study is to know about the collection development, resources and services system in the library of Central Department of Management. For this reason, I would like to request you to answer the following questions.

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

### A. Information of CDM library

- a. Year of established: .....
- b. Location: .....
- c. Number of staff in the library
  - i. Professional [ ]
  - ii. Non Professional [ ]
- d. Name of Librarian.....
  - i. Post: .....
  - ii. Qualification: .....

### B. Acquisition process

- 1. Do you select the documents by the demands of the users?
  - a. Yes [ ]
  - b. No [ ]
- 2. Methods of document collections
  - a. Purchasing [ ]
  - b. Gifts [ ]
  - c. Donation [ ]
  - d. Above all [ ]
- 3. Which sources are being used for document selection?
  - a. Human sources [ ]  
(Subject specialist, Head of the department, Research scholars, Library user etc)
  - b. Documentary sources [ ]

(Trade list, bibliographies, secondary periodicals, Government publication, syllabus of various courses etc)

c. Above all [ ]

4. Who are responsible for book selection in your library?

a. Librarian [ ]

b. The library committee [ ]

c. Faculty [ ]

d. Above all [ ]

5. What types of document do you have?

a. Conventional [ ]

(Books, periodicals, research report, thesis etc)

b. Non conventional [ ]

(Microfilms, audio video, cassettes etc)

c. Above all [ ]

6. How many of these documents are there in your library?

a. Books [ ]

b. Newspaper, periodicals, Journal [ ]

c. Reference books [ ]

d. Others [ ]

### C. Technical processing

1. Does your library classify the documents?

a. Yes [ ] b. No [ ]

2. If yes, which classification scheme is being used in your library?

a. Dewey Decimal Classification Scheme [ ]

b. Universal Decimal Classification Scheme [ ]

c. Colon Classification Scheme [ ]

d. None of above [ ]

3. How do you shelve the documents in stack?

a. By subject wise [ ]

b. By author wise [ ]

c. By class- number wise [ ]

d. Any other [ ]

4. Does the library prepared catalogue?

a. Yes [ ] b. No [ ]

5. If yes, which cataloguing rule is being used?
  - a. Anglo American Cataloguing Rule I [ ]
  - b. Anglo American Cataloguing Rule II [ ]
  - c. Classified Catalogue Code [ ]
  - d. Any others [ ]
6. If yes, which subject heading is being used?
  - a. Sears List of Subject Heading [ ]
  - b. Library of Congress Subject Heading [ ]
  - c. Thesaurus [ ]
  - d. None of above [ ]

#### **D. Library Services**

1. Total number of library member?
  - a. Teacher.....
  - b. Staff.....
  - c. Students.....
2. Total number of average visitors per day.....
3. Total number of average documents issued/ returned per day.....
4. Library hours
 

Winter from .....Am to .....Pm

Summer from..... AM to .....PM
7. Is there any library orientation programme to new user?
  - a. Yes [ ]
  - b. No [ ]
8. Which services are provided to user?
  - a. Circulation services [ ]
  - b. Reference services [ ]
  - c. Internet services [ ]
  - d. others [ ]
9. For what purpose do user visit library?
  - a. To issue text books [ ]
  - b. To consult reference books [ ]
  - c. To read newspaper, journals, magazines [ ]
  - d. To spend leisure time [ ]
10. Does the library have computer?

- a. Yes [    ] b. No [    ]
11. If yes, for what purpose the computer is being used? Please specify.....
- .....
12. Are you familiar with modern Information Technology?
- a. Yes [    ] b. No [    ]
13. If yes, does your library use modern Information Technology?
- a. Yes [    ] b. No [    ]
14. Is there any software for database creation?
- a. Yes [    ] b. No [    ]
15. If yes, mention the name of the software?
- .....
16. How many books are issued at one time?
- a. One [    ]  
 b. Two [    ]  
 c. Three [    ]  
 d. More than three [    ]
17. By which tools users search the documents?
- a. Consulting card catalogue [    ]  
 b. Using computer [    ]  
 c. With the help of library staff [    ]  
 d. Self search [    ]
18. Which method is being used for finding the documents from stack?
- a. Open access [    ] b. Close access [    ]
19. Do you think users are satisfied with library resources and services?
- a. Fully satisfied [    ]  
 b. Partially satisfied [    ]  
 c. Quite satisfied [    ]  
 d. Not satisfied [    ]
20. Please mention any suggestion for improvement of your library?
- .....  
 .....  
 .....  
 .....



## ANNEX 2

### Questionnaire for the User

Dear Respondent!

I am a Master Level student of Central Department of Library and Information Science from Tribhuvan University. I am intending to carry a research study entitled on “STATUS OF THE LIBRARY OF CENTRAL DEPARTMENT OF MANAGEMENT IN TRIBHUVAN UNIVERSITY.” The purpose of study is to know about the collection development, resources and services system in the library of Central Department of Management. For this reason, I would like to request you to answer the following questions.

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

#### A. Personal Information

1. User's Name.....

2. Sex.....

3. Description:

- |                |     |                          |     |                          |     |
|----------------|-----|--------------------------|-----|--------------------------|-----|
| a. Professor   | [ ] | Reader                   | [ ] | Lecture                  | [ ] |
| b. Researcher: |     | M. Phil                  | [ ] | PhD                      | [ ] |
| c. Staff       |     | Academic                 | [ ] | Non-academic             | [ ] |
| d. Students:   |     | 1 <sup>st</sup> semester | [ ] | 2 <sup>nd</sup> semester | [ ] |
|                |     | 3 <sup>rd</sup> semester | [ ] | 4 <sup>th</sup> semester | [ ] |

#### B. Library Use

1. Are you member of CDM library?

- a. Yes [ ]      b. No [ ]

2. How many times do you visit the library?

- a. Every day [ ]      b. Twice a week [ ]  
c. Weekly [ ]      d. Sometimes [ ]

3. For what purpose do you visit the library?

- a. To issue text books [ ]  
b. To consult reference books [ ]  
c. To read newspaper, journal and magazine etc [ ]  
d. To spend leisure time [ ]

4. How much time you spent in library?

- a. 0-2 hours [ ]

- b. 2-4 hours [ ]
- c. 4-6 hours [ ]
- d. Not confirm [ ]

**C. Library Resources and Services**

1. Are you familiar with collection of library?
  - a. Yes [ ]
  - b. No [ ]
2. What types of documents do you consult more?
  - a. Text books [ ]
  - b. Reference books [ ]
3. Do you get document in time?
  - a. Yes [ ]
  - b. No [ ]
4. If no, then why?

Please specify.....  
 .....  
 .....  
 .....

4. Are you satisfied with resources and services of your library?
  - a. Fully satisfied [ ]
  - b. Partially satisfied [ ]
  - c. Quite satisfied [ ]
  - d. Not satisfied [ ]
5. Do you know about library catalogue?
  - a. Yes [ ]
  - b. No [ ]
6. If yes, do you think it is necessary?
  - a. Yes [ ]
  - b. No [ ]
7. How do you get the required materials from library?
  - a. Consulting card catalogue [ ]
  - b. Using computer [ ]
  - c. With the help of library staff [ ]
  - d. Self search [ ]
8. Are there any special services to user?
  - a. Internet services [ ]
  - b. photocopies services [ ]
  - c. Electronic journal retrieval services [ ]
  - d. Interlibrary loan services [ ]

9. Which method is being used for finding the books from shelves?  
 a. Open access [ ]    b. Close access [ ]
10. If close access, do you think open access is necessary?  
 a. Yes [ ]    b. No [ ]
11. Is there any book issuing facility?  
 a. Yes [ ]    b. No [ ]
12. If yes, how many books are issued in one time?  
 a. One [ ]    b. Two [ ]    c. Three [ ]    d. More than three [ ]
13. Are you satisfied with loan period of documents?  
 a. Yes [ ]    b. No [ ]
14. If no, how long do you want?  
 .....
15. Does your library have computer?  
 a. Yes [ ]    b. No [ ]
16. If yes, for what purpose the computer(s) are being used?  
 a. Bibliographic database creation [ ]  
 b. E-mail or internet [ ]  
 c. Official administration [ ]  
 d. Other purpose [ ]
17. Are you using internet in Library?  
 a. Yes [ ]    b. No [ ]
18. Are you Familiar with modern Information technology?  
 a. Yes [ ]    b. No [ ]
19. Does your library use modern information technology?  
 a. Yes [ ]    b. No [ ]
20. Do you have any suggestion for improvement of library services?  
 If yes, please specify  
 .....  
 .....  
 .....  
 .....  
 .....

## ANNEX 3

### Questionnaire for Administrative Staffs and Teachers

Dear Respondent!

I am a Master Level student of Central Department of Library and Information Science from Tribhuvan University. I am intending to carry a research study entitled on “STATUS OF THE LIBRARY OF CENTRAL DEPARTMENT OF MANAGEMENT IN TRIBHUVAN UNIVERSITY.” The purpose of study is to know about the collection development, resources and services system in the library of Central Department of Management. For this reason, I would like to request you to answer the following questions.

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

#### A. Personal Information

1. User's Name.....

2. Sex.....

3. Description:

- a. Professor [ ]      Reader [ ]      Lecture [ ]  
b. Staff              Academic [ ]      Non-academic [ ]

#### B. Library Use

1. Are you member of CDM library?

- a. Yes            [ ]      b. No            [ ]

2. How many times do you visit the library?

- a. Every day [ ]      b. Twice a week [ ]  
c. Weekly [ ]      d. Sometimes [ ]

3. For what purpose do you visit the library?

- a. To issue text books [ ]  
b. To consult reference books [ ]  
c. To read newspaper, journal and magazine etc [ ]  
d. To spend leisure time [ ]

4. How much time you spent in library?

- a. 0-2 hours [ ]  
b. 2-4 hours [ ]  
c. 4-6 hours [ ]  
d. Not confirm [ ]

### C. Library Resources and Services

1. Are you familiar with collection of library?
  - a. Yes [  ]
  - b. No [  ]
2. What types of documents do you consult more?
  - a. Text books [  ]
  - b. Reference books [  ]
3. Do you get document in time?
  - a. Yes [  ]
  - b. No [  ]
4. If no, then why?

Please specify.....

.....

.....

4. Are you satisfied with resources and services of your library?
  - a. Fully satisfied [  ]
  - b. Partially satisfied [  ]
  - c. Quite satisfied [  ]
  - d. Not satisfied [  ]
5. Do you know about library catalogue?
  - a. Yes [  ]
  - b. No [  ]
6. If yes, do you think it is necessary?
  - a. Yes [  ]
  - b. No [  ]
7. How do you get the required materials from library?
  - a. Consulting card catalogue [  ]
  - b. Using computer [  ]
  - c. With the help of library staff [  ]
  - d. Self search [  ]
8. Are there any special services to user?
  - a. Internet services [  ]
  - b. photocopies services [  ]
  - c. Electronic journal retrieval services [  ]
  - d. Interlibrary loan services [  ]
9. Which method is being used for finding the books from shelves?
  - a. Open access [  ]
  - b. Close access [  ]
10. If close access, do you think open access is necessary?
  - a. Yes [  ]
  - b. No [  ]

11. Is there any book issuing facility?

- a. Yes  b. No

12. If yes, how many books are issued in one time?

- a. One  b. Two  c. Three  d. More than three

13. Are you satisfied with loan period of documents?

- a. Yes  b. No

14. If no, how long do you want?

.....

15. Does your library have computer?

- a. Yes  b. No

16. If yes, for what purpose the computer(s) are being used?

- a. Bibliographic database creation   
b. E-mail or internet   
c. Official administration   
d. Other purpose

17. Are you using internet in Library?

- a. Yes  b. No

18. Are you Familiar with modern Information technology?

- a. Yes  b. No

19. Does your library use modern information technology?

- a. Yes  b. No

20. Do you have any suggestion for improvement of library services?

If yes, please specify

.....  
.....  
.....  
.....  
.....

## **ANNEX 4**

### **INSTITUTIONAL PROFILE**

#### **Central Department of Management, Tribhuvan University**

Tribhuvan University Central Department of Management is devoted for the development of Management Education in Nepal. Central Department of Management is a pioneer institution providing management education in M.Phil, and PhD program in Management. CDM was established in 1959 with the aim of providing quality education to meet the challenges and to grasp the opportunities of the business world. It has a long history of successfully equipping its students with critical management skills for professional pursuits in business, industry and government. Moreover, it also emphasize on preparing students for research, consulting and teaching in the field of business and management.

Currently, CDM offers two academic programs in post graduate level in management area, namely Master of Business Studies (MBS) and Master of Business Management (MBM). The purpose of the post Graduate programs is to provide an opportunity for students to develop their knowledge, ability, attitude, and understanding which develop a fundamental for their growth into competent and responsible business managers. All of these programs are operated in semester system. (<http://fomcdmtu.edu.np>)

## ANNEX 5

### RESUME

Bimala Nepal

Barabishe-8, Sindhupalchok

*bimalanepal997@yahoo.com.*

#### Academic qualifications:

S.N	Level	Year	University of Board	Major subject	Division
1.	SLC	2008	Government of Nepal		1st
2.	+2	2010	HSEB	Office Management	1 <sup>st</sup>
3.	B.B.S	2013	T.U	Finance	2 <sup>nd</sup>
4.	M.A.(Library and information science)		T.U	Library and information science	1st