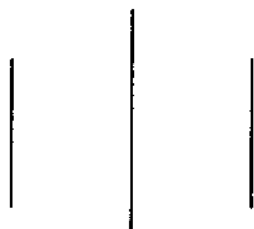


**Users' Study of B. P. Koirala Institute of Health
Sciences Central Library, Dharan**



*A Project Work Submitted to the
Department of Library Science
In Partial Fulfilment of the Requirement for
Tribhuvan University
Bachelor Degree of Library Science*

By:
Amber B. Thapa

D

16

**Tribhuvan University
Faculty of Humanities and Social Sciences
DEPARTMENT OF LIBRARY SCIENCE
Kirtipur, Kathmandu
Nepal
2002 (2058)**

QUOTATION

*“Books are for use
Every reader his/her book
Every book its reader
Save the time of the reader
A Library is a growing organism”*

- S. R. Ranganathan



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RECOMMENDATION BY CONCERNED TEACHER

This project work "*Users' Study of B. P. Koirala Institute of Health Sciences, Central Library, Dharan*" has been prepared laboriously under my guidance and supervision. Mr. Amber Bahadur Thapa has put all his best efforts to make this work a critical, comparative, creative and detailed one so far as the data are available. I hope this type of study will be helpful guide to reflect the existing situation of special libraries in Nepal and to offer suggestions for further improvements.

13 March, 2002

.....
Mr. Rudra Prasad Dulal

Teacher

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APPROVAL LETTER

This project work entitled "*Users' Study of B. P. Koirala Institute of Health Sciences Central Libray, Dharan*" prepared and submitted by Mr. Amber B. Thapa has been accepted for partial fulfilment of the requirement for Bachelor's Degree of Library Science.

March 13, 2002

.....
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Head

Department of Library Science

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13 March 2002

Amber B. Thapa

PREFACE

The Central Library of B. P. Koirala Institute of Health Sciences is a special type of library. This library should provide adequate information services to its users.


This study is mainly concerned with the analysis of the present situation of the B.P.K.I.H.S. Central Library, Dharan. Perhaps this is the first users' study being made on this library, it may be helpful to explore the information about B.P.K.I.H.S information system as well its strengths and weaknesses. This study can be a basis for the future improvement of the library system and it can be able to contribute to the development of Health Sector of the nation.

Amber B. Thapa

Catalogue


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Chapter - One

1. INTRODUCTION

A special library is the one which is specializing in a particular subject or a group of subjects or a particular form of documents. Some people even consider libraries serving the needs of special clientele as special libraries.

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

The quality of reference services has a profound influence on the efforts of the specialists. In other words, the success of the parent body towards achieving its objectives can be helped by high quality of reference services provided by a reference section.

In a special library, reference service is a mode of its existence. A reference librarian of a special library is generally expected to provide information because the specialists to be served would be busy persons. The queries may involve long searches. It is not unusual to spend a number of days on obtaining information for an individual. He must be provided with the required information irrespective of the form or place from where it may be got. Very often, the emphasis is on micro-documents, such as periodical articles, specialized reports etc. Very often, a reference librarian will be expected to provide information quickly and efficiently. Thus, he may be required to work under pressure.

It provides information not only on demand but also in anticipation. The provision of information in anticipation is a special feature of a special

library. Thus, many special libraries use manual or computerized selective dissemination of information [SDI] systems for keeping their users well informed through documents or piece of information. ¹

1.1. Background of the Study

Users are the important component of the information system. The library exists for the users. The librarian should keep this thing in mind that they are employed for providing services to the users. In a successful library, a large number of users visit the library, exploit the information, and understand the needs of the users by the librarian. Users' categories depend upon the nature of the library. In a public library, the users are social group. In a special library, users are students, teachers, researchers or professional groups. For providing better services, users' studies have to be conducted by the library.

1.1.1. Definition of Users' Studies

The term users' studies have been defined by different information scientists. Some definitions are as follows:

According to Towysoki, "Users' studies or use studies could be concerned with studying information processing activities of the users."

Centre for Research at University of Sheffield: The general objectives of research on users is to further understanding of the process of information transfer.

In fact users' study is to understand directly or indirectly their information needs, use behaviour and use pattern.

This is a modern way of providing reference services scientifically to know more about the users for the use of information acquired by the library.

¹ Krishna, Kumar, Reference Services

Users' studies had to be conducted in Europe and America due to the tremendous growth of information especially in science and technology after Second World War.

1.1.2. Users' Characteristics

According to Lohmann, there are eight [8] types of users' characteristics. These are functional reading level, visual level, personality level, capacity level, satisfaction level, interest level, variability level, and vocational level. The librarian has to give various types of services to different kinds of users group.

1.1.3. Why Users' Studies in Library?

- To judge the limitation of library system and service.
- To identify the level and kinds of users' needs.
- To exploit library resources with less money, time and energy.
- To enhance the quality of acquisition and collection.
- To identify the limitation of the library resources.
- To predict further information, demands and requirements.
- To design and develop user-oriented information system.

1.1.4. Concept of Users' Education

The concept of users' education is newly developed in the area of library science for better utilization and dissemination of resources in the libraries. The libraries felt the need of arranging such users' education programmes in the libraries due to the growth of library collection and the complication in the use of library system, service and the use of modern information technology. Dr. S.R. Ranganathan, father of library science in India has explained in his first law that the "*Books are for use*". According to him, all books and other materials acquired by the library should be used and

disseminated. Because each library spends a lot of money on the collection, development and running it. The users' education is the only method which can help users in making full use of library collection. The librarian provides them with this education. He/she connects the users and a book and other information required to him. The users' education is the part of reference service.

Library users' education programme is organized in the libraries to make the new users familiar with the library collection and resources sections, services and to teach them the basic skills in retrieving the information they desire. The users may be different from the nature of the library. The package of the users' education should be prepared accordingly. The teaching methods of education may differ from library. Most of the libraries carry out orientation while some others only conduct library tour, but most important of all is the bibliographic instructions literature search training which seems to have forgotten by the librarians.

1.1.5. Components of Users' Education

The prime goal of any library is to provide information to its users. The library is a trinity of users, staff and collections. Thus, users are the major components of a library or information system. The success of any library depends upon its capacity to satisfy users' needs. Therefore, users are the focal part of all information activities at all levels. The term "*users*" means "In a library or information centre environment, the users are the last link or the recipients of the information in the communication cycle. There are a number of terms as synonyms or near synonyms to users such as patron, clientele, member, customer etc."²

² Devrajan, G. Users Approach to information in libraries.

The main components of users' education are as follows:

1.1.5.1 Users' Awareness

1.1.5.2 Bibliographic Instruction

1.1.5.3. Orientation

1.1.5.4. Interest Profile

The above four components are like four legs of users' education. All four methods will help users to make understand the library system services and encourage them to use the library more and more for their study, when the users will know where the information are available and what are the methods of retrieving the required information.

1.1.5.1. Users' Awareness

This is the first leg of users' education. In users' awareness component, the librarian will have to concentrate more in developing the users feeling of library use rather than its technique retrieving information. The librarian should treat the users in such a way that at the first step in the library, they would like to come again. It is said that "*Love at the first sight and leaving its mark for a long time*". We have to be able to create such library environment that they will feel homely environment "*Home within Home*". It means the librarian is indirectly publishing the library.

In this programme, the users are proceeded the actual use of library beyond its physical jurisdictions. This helps to determine the future activities towards the library. Such programme is essential especially for the new admitted students.

1.1.5.2. Bibliographic Instruction

Bibliographic instruction is the second leg of users' education. In this users education, the users are taught all the instructions which are needed for

the search of the library materials. In brief, the bibliographic instruction programme should have the following components.

- General orientation to available facilities and resources.
- The teaching of basic research skills and strategies.
- The teaching of the organization of the literature in various discipline as well as basic reference tools in each discipline.
- The teaching individualized personal instruction.
- Stress is laid on information searching that is how the catalogue cards are arranged in the cards cabinet.

Search procedure:

- Subject approach
- Title approach
- Author approach.

1.1.5.3. Orientation

The library orientation includes the bibliographic instruction, too. In this education programme, the users will make familiar with all the activities of the library. The users are explained about the library by means of lecture and guided tour.

How it is Conducted

- The users are provided the general introduction of the library, its history and the present status.
- When we have number of collection, books, periodicals, documents. C D-ROM, AVS on the related discipline.
- Where they have stored, i.e. Various Sections, General Collection, Special Collection etc.

- How they are arranged, i.e. Classification notation, Sequences catalogue and Search techniques.
- What else we do offer other services, such as photo copying, Internet, E-mail Facilities.
- Library rules and regulations, i. e. borrowing, over due, lost books, Do's and don'ts etc.

After the orientation, users are taken to guide tour. Users are taken to various sections around the library and explained each and every section. In addition to the visitors of all the sections, they are introduced especially to the collections, which are very relevant to their subject of interest, e.g. for the students of MBBS, the section where books in reference materials have been kept are made known to the users.

Similarly, for the students of Chemistry, the relevant sections or collections are made familiar to them on their discipline. Thus, the users of each discipline will show the materials of their need.

1.1.5.3.1. On the Part of the Users

The users will be familiar with the library and its various sections, its collections services offered etc.

- It helps the users retrieve their materials with ease in less time
- Users become aware of the library rules and regulations
- The users begin to realize

1.1.5.3.2. On the Part of the Library

As it is an interactive programme of the library and the users, the library gets feed back from the users regarding the collection services etc. As the users know the skill of retrieving the information and locate their materials by themselves, the library staff's time is saved to a great extent. It

also helps in gaining goodwill and establishing a contact between the library staff and the users.

1.1.5.4. Interest Profile

It is the fourth leg of users' education. This users' education programme is prepared to provide information to the special users groups of interest profile. This programme brings close relations between the users, librarian and the system. The interest profile group may be designed for individual group and standard profile.

1.1.5.4.1. Outline of the Methodology of Profile Designing

- Drawing concept map
- Coding profile term
- Formulating search expression
- Preparation of profile meet

1.1.5.4.2. Profile Information Preparation

The preparation of the description of the field of interest is expressed in topics, subject headings and key words pertaining to the topics. It contains citation of number of titles documents related to topics. This is the task of need performed by the librarian to provide special information service.

1.1.5.5. Impact of Users Studies on Library Operation and Services

The users' studies have a number of impacts on library systems and services directly or indirectly in the following areas:

- 1.1.5.5.1 Collection development
- 1.1.5.5.2 Weeding out of books
- 1.1.5.5.3 Resource allocation
- 1.1.5.5.4 Improvement of library techniques
- 1.1.5.5.5 Users-based information services

1.1.5.5.6 Users' education

1.1.5.5.1. Collection Development

The users play an important role in the collection developments in a library. The collection should be built to the demands of the users' community. The users' community differ from library to library. In the university library, the users are teachers, students and researchers and the collection should be suitable to them. In the public library, the population are the general public of the society like children, old age persons, retired persons, disable persons etc. The librarian should acquire and collect the reading materials according to their interest. In a special library, the collection should represent the area of specialized information required to the users' population. So, users' studies bring out their interest in collection building.

1.1.5.5.2. Weeding out of Books

Users' studies also help in weeding out unused books and less used books for a long time. Weeding out such books can solve the space problems. Today, space for storing documents in libraries, especially in older libraries, is becoming a service problem. It has become a necessity how to weed out those unused books and less used books in some libraries.

On the basis of issued record on the due date slips of the books, reference demand slips, reservation slips etc. will help in studying books on demand, books unused, books less used. The library can maintain separate collection of unused books and less used books as "*Dead stock*". Thus, the users' studies help in weeding out of books.

1.1.5.5.3. Resource Allocation

The library users' interest has a direct bearing on allocation of resources in a library such as materials, finance, man power, physical

facilities etc. For material allocation, physical facilities and manpower investment finance is essential and this financial input can be decided through users requirement and with the help of their opinion library budget can be prepared.

1.1.5.5.4. Improvement of Library Techniques

Classification and cataloguing are two important techniques developed by the librarians for the organisation of the library materials. In the light of the users opinion modification can be brought in the catalogue. Modification on classification number can be changed if possible. If the library has installed the computers for users use, the users' opinion should be collected for modifications in bibliographic data records in the computer and also any suggestions regarding computer use in the sections of the library.

1.1.5.5.5. User-based Information Services

The data involved from the library users' studies is a basis to start new service in a library. The services started earlier are to be discontinued as those are not satisfying the users of librarian should never start services which are not liked by the users community or it should not be based on his own interest. It should be for the benefit of the majority of users' community. Before starting a new service in a library, it is essential to ascertain the users need whether they require such service or not.

1.1.5.5.6. Users' Education

The users' education is required in the libraries for the effective utilization of the library resources. The storage of library information resource is useless unless it can not be retrieved. There are several educational and library environments, which necessitate the users' education. They are as follows:

- The growth of information

- Growth in the number of inter and multi-disciplinary courses
- Revolutionary change in the physical form in the documents
- Change in the library systems and services
- Emphasis of self-education

1.2. Statement of the Problem

B.P. Koirala Institute of Health Sciences hospital is a place for the student of under-graduate, post-graduate programmes in various subjects. This library is utilized by Professors, Doctors, Teachers, Students, Nurses and Staff. These all types of information seekers [users] want to know quick information in the short period. They are no more satisfied with receiving the library services rather than they require pinpointed and exhaustive information. In this situation, the information seekers and libraries are facing so many problems.

“Library is a growing organism” [The fifth law of library science]³ and it should further provide all kinds of informational needs to all kinds of users. So that library services is more important for the users. A good librarian should fulfil the users’ needs when they want. We know, the users are getting good information or not. This study expected to answer the following problems:

- 1.2.1 What kinds of problems are faced by them?
- 1.2.2 Are they satisfied with the present library services?
- 1.2.3 What kinds of library services do users like most?
- 1.2.4 What are the opinions of the users about library services?

³ Ranganathan, S. R. – Five laws of Library Science

1.3. Objectives of the Study

The coverage of a special library is not that wide but it has to cover almost all areas of a particular field perhaps. This library has been serving many users in spite of different shortcomings. That is why, this study will be helpful to supply the good information to the users. The main objectives are as follows:

1.3.1 To find out the users' need information

1.3.2 To find out the useful information that could help users in information seeking behaviour.

1.3.3 To give the idea about the users' needs and requirements to the management for effective organisation of the library.

1.4. Scope or Limitation of the Study

The scope of the research work covers a broad area but it has been chosen the one level of MBBS [2nd Year, 7th Batch – 2000] students because of lack of time and resources. Regarding the users' survey, it is limited to 2nd Year, 7th Batch – 2000 of the same degree.

1.5. Significance of the Study

In this information age, library is being developed as educational and information centre, mainly to facilitate its users in acquiring in depth knowledge and the information regarding the recent development taking place in the world of medical science that the users use to seek.

Perhaps, this will be the first comprehensive users' study of B.P.K.I.H.S.C.L. This study will be helpful guidelines to improve the way for others similar studies coming in future and also it helps to solve the present problems of the library of BPKIHS.

1.6. Definitions of Terms

BPKIHS = Bisheshwar Prasad Koirala Institute of Health Sciences

BPKIHSCCL = Bisheshwar Prasad Koirala Institute of Health Sciences
Central Library

TUCL = Tribhuvan University Central Library

M. Lib. Sc. = Master of Library Science

MD/MS = Doctorate of Medicine / Master in Surgery

MBBS = Bachelor of Medicine, Bachelor of Surgery

BDS = Bachelor of Dental Surgery

B. Sc. Nsg. = Bachelor of Science in Nursing

C. Nsg. = Certificate of Nursing

CCU = Cardiac Care Unit

ICU = Intensive Care Unit

CT- scan = Computerized tomography scan

Users' Studies =

A study which is focussed on users to understand directly or indirectly their information needs, use behaviour and use pattern is usually called user study.⁴

Users =

In a library or information centre environment the users are the last link or the recipients of the information in the communication cycles. There are a number of terms as synonyms or near synonyms to user such as patron, client, member, customer etc.

Users' needs =

The information needs of individual users or potential users have whether they may be fulfilled by an information or documentation system.⁵

⁴ Devaranjan, G. – Users' Approach to Information in Libraries.

⁵ Sersing, Genot, Technology of Documentation.

Chapter – Two

2. REVIEW OF LITERATURE

A number of literatures have been reviewed during the preparation of this study. Some important literatures are given below:

2.1. B. P. Koirala Institute of Health Sciences,
Annual Report, 2000-2001 & Plan of Action, 2001-2002

2.2. Krishna Kumar, Library Organization,
Vikash Publishing House, Delhi: 1987

This book devotes a whole chapter of the special library. That chapter proved to be a helpful guide for those who are doing the users' study of special type of library.

2.3. A dissertation paper of M. Lib. Sc. By Nirmala Shrestha "Information needs and patterns of information use of university faculty research scholars and graduate students: A survey with implication for improvement of the information service in TUCL in Nepal" concluded that effective information services are not possible without the identification and assessment of users' information need and their information need survey or users studies are potentially useful in bridging the gap between the kind of information services needed and the kind of existence.⁶

2.4. A book entitled "*Five Laws of Library Science*" has wisely and deeply covered the significance of the users covering in Ranganathan's second, third and fourth laws of library science. According to him, we have to give more importance to the users in the right time.⁷

⁶ Shrestha, Nirmala, Information needs and patterns of information use of university faculty Research Scholars and Graduate Students: A survey with implication service in TUCL in Nepal.

⁷ Ranganathan, S. R. Five Laws of Library Science.

Chapter - Three

3. BACKGROUND INFORMATION OF PROJECT WORK

This kind of study may prove to be significant guide for future studies. Indications to this, it will be guidelines to find out a lot of literature and information on special library in order to provide adequate information in our country. It has a lot of difficulties in tracing literature in the existing situation of the special libraries in Nepal.

The primary aim of any library is to provide information to its users. The library is actually regarded as '*mind of society*', '*a training school for democracy*', '*the house of wisdom*', '*the community's intellectual centre etc.* Hence, it is necessary to collect the varieties of materials, without plenty of bibliographical tools and library facilities, a library will not be able to provide adequate information services to the users. For fulfil of these objectives users' studies is highly necessary. This project work is to try to find out the actual need and problems of B.P.K.I.H.S.C.L.

3.1. Introduction of B. P. Koirala Institute of Health Sciences

B. P. Koirala Institute of Health Sciences, established in 1993 upgraded to a University in 1998, is an autonomous Health Sciences University with a mandate to work towards developing socially responsible and competent health work force. Striving continuously to meet the health needs of the Eastern Region of Nepal at the primary, secondary and tertiary levels is its primary responsibility.

B.P.K.I.H.S. is the single largest project implemented through Indo-Nepal co-operation. The University is aptly named after the late Shree B. P. Koirala, a great nationalist and former Prime Minister of Nepal, who was

Nepal's foremost visionary in social up-liftment and a firm believer of national reconciliation and national integration.

B.P.K.I.H.S. took over the management of 150 bed former Eastern Regional Hospital in 1993. With the new hospital complex, the University raised the strength of beds to 646 with added facilities like CCU, ICU, VVIP, Critical Care Area and observation beds. Now CT-scan, emergency laboratory C-arm and mobile X-ray facilities, sterilization section, state-of-the art operation theatre with recovery rooms facilities are available in the hospital.

The medical education at B.P.K.I.H.S. started on October 19, 1994, with the intake of the first batch of MBBS students. At present altogether 242 students are studying MBBS and 31 in Internship, 120 in BDS, 34 B. Sc. Nursing and 119 in Certificate Nursing, 6 in BMIT, 18 O.T. & Allied Sciences, 12 in M. Sc. And 66 in MD/MS programmes. In order to provide students a community oriented medical education and to create a socially accountable health work force in the nation, this institute has launched the concept of a '*Teaching District*'. Presently, Sunsari, Morang and Dhankuta districts are included, but gradually all the districts of the entire Eastern Region of Nepal (16 districts) will be included as teaching districts. Twenty nine students of MBBS first batch and 27 students of second batch graduated and have joined services in NGO, INGO and the Institute. Similarly, 18 B. Sc. Nursing students of the first batch and 11 of the second batch have graduated.

The MBBS programme is recognized by the Medical Councils of India and Srilanka in additional to recognition by the Nepal Medical Council.

B.P.K.I.H.S. gives high priority in researches, to areas requiring greater attention and the existing and emerging health problems threatening the well being of large population groups using community-oriented, multi-disciplinary integrated and problem solving approach. B.P.K.I.H.S. has its own research committee comprising of researchers from Nepal and abroad. This committee is responsible for approving, monitoring and promoting research activities in the Institute. In a short span of time, more than 100 important research projects including the base line surveys such as “Sunsari Health Interview Survey” and “Sunsari Health Examination Survey” have been completed.

Today B.P.K.I.H.S. has the highest number of National and expatriate doctors and nurses outside Kathmandu, and B.P.K.I.H.S. is the only Institute in the whole of the kingdom to be so privileged. The achievements of the last six years can be considered as milestones on a road, which should lead Dharan to emerging as “*Health Capital*” of the country. This road has to be paved with more action, more devotion and absolute commitment to realize this dream. B.P.K.I.H.S., a fast developing centre of excellence, should be prepared to face constraints in its march forward.

3.2. Objectives

The main objectives of this special Library are as follows:

- 3.2.1. To serve the needs of the medical students, medical doctors, nurses and other technical and non-technical staff
- 3.2.2. To support the academic career of the medical students by providing books and information other than text books.
- 3.2.3. To provide reference materials for those who perform thesis, researches and studies
- 3.2.4. To act as Central Library for the students of Medical Sciences

3.3. Collection Development

B.P.K.I.H.S. is equipped with a modest special medical library with 8727 volumes books and 132 titles journals are available on Health Medicine, Dental and Nursing etc. and also several types of newspapers and magazines are available. All the printed reading materials are in open access. The other facilities such as Audio-visuals, Internet, E-mail, Med line-search, photocopy services are also provided to its users.

It has the collection of documents as follows:

3.3.1. Reference Books	3497
3.3.2. Text Books	3823
3.3.3. General (non-medical) books	273
3.3.4. Department Libraries	406
3.3.5. WHO and other documents	575
3.3.6. Foreign Medical\Health Journal	72
3.3.7. Indian medical\Health journal	45
3.3.8. Bound Volumes	732
3.3.9. Loose Volumes	1500

3.4. Library Committee

For the effective administration and management of library in order to provide prompt, effective and good quality library services, a library committee has been formed under the chairmanship of Prof. Dr. Sudhamshu Sharma Khanal, Rector of B.P.K.I.H.S. as follows:⁸

Prof. Dr. Sudhamshu Sharma Khanal	Chairman
Prof. Dr. Neena Bhattacharya	Member

⁸ BPKIHS, Annual report 2000 – 2001 & plan of action 2001 - 2002

Addi. Prof. Dr. Rupa Singh	Member
Mr. Akshaya Gautam	Member
Asso. Prof. Dr. Soumya Bhattacharya	Invited Member
Mrs Pushpa Parajuli	Invited Member
Ms Gyanu Gautam	Member Secretary

3.5. Library Staffs

The staffs of B.P.K.I.H.S. have been categorized into 3 levels. They are as follows:⁹

A. Professional Staffs:

- | | |
|--------------------------|------------------|
| 1. Ms Gyanu Gautam | Senior Librarian |
| 2. Mr. Binod Kumar Yadav | Librarian |

B. Administrative Staff

- | | |
|----------------------|--------------------------|
| 1. Md. Saidur-Rahman | Administrative Assistant |
|----------------------|--------------------------|

C. Supportive Staff

- | | |
|---------------------------|----------------|
| 1. Mrs Neela Tamang (Rai) | Senior Clerk |
| 2. Mrs Indira Karki | Senior Clerk |
| 3. Mrs Manju Koirala | Computer Clerk |
| 4. Mr. Om Sagar Bajagain | Computer Clerk |
| 5. Mr. Binod Kumar Mandal | Junior Clerk |
| 6. Mr. Kedar B. Sijali | Helper (Peon) |
| 7. Mr. Kameshwor Mahato | Helper (Peon) |

3.6. Library Rules and Regulations

This special library has brought forward a number of rules for its proper running and catering to the needs of its users especially for medical students and doctors. The rules and regulations are mentioned below:

3.6.1. In order to be member, membership form distributed from the loan

⁹ The Central Library, BPKIHS: An Overview

desk has to be duly filled in the application.

- 3.6.2. Faculty, students and staffs of this institute will get two tickets for text book but faculty members will get one additional Reference Card. Students and staffs are allowed to borrow books for seven days and faculty for fifteen days.
- 3.6.3. The books must be returned on the due date. A fine of Rs. 2.00 per day will be imposed for one week and this will be increased to Rs. 5.00 per day thereafter.
- 3.6.4. The issued books can be renewed only for two times, subject to its availability by not being reserved by other user.
- 3.6.5. Students have to compulsorily renew the library tickets each year.
- 3.6.6. For the library clearance, user should return all cards/tickets and books/journals/slides/CD-ROM or any other teaching/learning material and make a request in written for the library clearance one week in advance.
- 3.6.7. In the event of loss of the library card, the user should inform the librarian the same immediately in writing. Duplicate card may be obtained only after paying a sum of Rs. 50.00 per ticket/card.
- 3.6.8. In case of loss of books, the borrower should replace the same or latest edition or pay cost price of the book along with extra amount equivalent to 100% of the cost of the book within a week after the due date. The borrower should pay the over-due charges also.
- 3.6.9. Library users are not allowed to take his/her personal belongings, personal books (except money bag and copy) in the library.
- 3.6.10. Library cards/tickets are not transferable.
- 3.6.11. All the current journals, newspapers/magazines will be displayed in the library.

3.6.12. Periodicals, journals and newspapers/magazines can be studied only in the library.

3.6.13. Back vols. or loose journals of two years back and duplicate copy can be borrowed for 7 days for research activities with the approval of the librarian.

3.6.14. All the users can access the literature and health search facility from 8.30 A.M. to 10.30 P. M.

3.6.15. The users of the library will get photocopy services from 10.00 A. M. to 5.00 P.M. on the minimum basic charge of Rs. 1.50 exposure.

3.6.16. Photocopy of the whole book/document/journal is not allowed as it will be against the copyright rules.

3.7. Library Opening Hours/Working Hours

Sunday – Thursday – 8 A.M. – 11 P.M.

Friday - 8 A.M. – 6 P.M.

Saturday - 8 A.M. – 6 P.M.

3.8. Library Management

The following major sections of the library play important roles in the efficient running of the library.

3.8.1. Acquisition Section

Knowledge is power and libraries are the reservoirs of this power. This power should never be kept unused rather it is meant to enlighten the personality of an individual. This power is contained in books in the form of kinetic power. That is why, the acquisition section of the library is very important. The librarian's job is to select, acquire, process and make available books and other kindred materials to the existing and prospective clientele. In fact, acquisition of the reading materials is one of the important

functions that a librarian is enjoyed to perform. Most of the library documents are selected according to the need of the different departments.

3.8.2. Processing Section

This section is generally known as cataloguing section or technical section. The processing section of a library is the pivot round which all its activities revolve. Generally, the librarian is responsible for all the processing work as there is no other staff. The library follows the National Library of Medicine Classification scheme for medical books and Dewey decimal classification scheme for non-medical books. This library has also used medical subject headings for assigning subject heading for medical books. After the completion in the processing section, books go to their proper place on the shelves.

3.8.3. Circulation Section

The circulation desk is the pivot of the library services. Circulation section especially circulation desk is regarded as the centre activities in the library. Majority of the users have to deal with staff of the circulation section. Therefore, the circulation section is the heart of the library. Circulation work is the primary task of most modern library services because the collection of documents built up in a library is meant for use. Document should not be allowed to remain idle on the shelves. Especially, this section is located at the centre of the library.

3.8.4. Text Book Section

Text book section has mostly books on medical allied subjects and basic sciences. Mostly, this library is used by the medical students, Doctors, Nurses and staff. There are about 3900 books on medical and allied subjects and basic sciences. All of the books in this section have purchased.

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3.8.5. Reference Section

According to the Ranganathan Reference section is that section that “*contact between the right sender and the right book at the right time and in the right personal way.*”

A very important library services is the provision of information and the stocking of requisite source materials which enable the librarian or the clientele to find facts. To provide the ready reference services is the primary function of a reference section. Secondary information sources like dictionaries, directories, bibliographies, encyclopaedia etc. are called ready reference tools and by using them ready reference services are provided. This section is very important to medical students and other medical professional staffs alike for acquiring, verifying and referring to relevant information.

3.8.6. Periodicals and Newspapers

This library subscribes more than 132 titles International (Indian and other countries) journal frequently received every year. Journals are very important for the medical users because they help to provide the current information in the related field.

The library has subscribed the following types of National and International magazines and newspapers which are as follows:

Frequency	Items
Daily	Gorkhapatra, Kantipur, The Kathmandu Post, The Rising Nepal, The Himayan Times, Nepal Samachar Patra, Space Times
Weekly	Time, Review, Asia Week
Fortnightly	Himal Khabar Patrika
Monthly	Madhupark, Reader's Disest , Himal – South Asia

Chapter - Four

4. METHODOLOGY

Various steps of methods in order to get the most factual and reliable information about the best utilization of the B.P.K.I.H.S. Central Library have been followed. These steps are mentioned below.

- I. Literature survey/review was made before preparing this study.
- II. Personal observation
- III. Users' survey was done for a part of this study.
- IV. Library records consulted
- V. Informal interviews with students and staffs

4.1. Population

There are various types of library users like students, Faculty members, Senior Residents, Junior Residents, Doctors, Nursing officers, Staff Nurses, Technicians and other staffs, personnel of the Institute. But for the present study all the 54 2nd Year MBBS (7th batch 2000) students of BPKIHS are specifically identified as a study population.

4.2. Sampling

Sampling is a branch of statistics. There are various methods of sampling such as reprehensive sampling, convenience sampling, random sampling etc.

The sample of this study exclusively focuses on the student users only and among them 54 students were distributed the questionnaire but only 50 students submitted the questionnaire sheets. In this study, random sampling method was adapted to take information.

4.3. Research Instrument

Questionnaire is the main tool which I have used for the collection of data during this study.

The questionnaire consists of 17 questions related with library. The sample copy of questionnaire is attached in appendix-I

Necessary research instruments like fountain pen, dot pen, colour pen, pencil, eraser, scale, computer, photo copy machine and calculator machine were used especially for data analysis and interpretation.

4.4. Data Collection Procedure

Data collection is the major part of any research work. There are various methods available for the collection of data. Among those, the methods used for the collection in this study are as follows:

Surveying: First of all, the questionnaires consisting of 17 questions were distributed to the users. The purpose of the questionnaires was explained and requested them to fill up the questionnaires. Only fifty users answered the questionnaires. Four users failed to submit their answer sheets.

Observation and Interview: The librarians were also interviewed about library collection, rules and regulations, services etc. Direct observation was made on the communication behaviour between the library staff, users and conditions of library materials etc. The data collection work was performed on March 3rd 2002.

4.5. Analysis of Data

In this regard, all the collected raw data were tabulated, classified and analyzed. Then, it was categorized in the various forms according to their need and nature, which was expressed numerically and percentages were calculated.

Chapter - Five

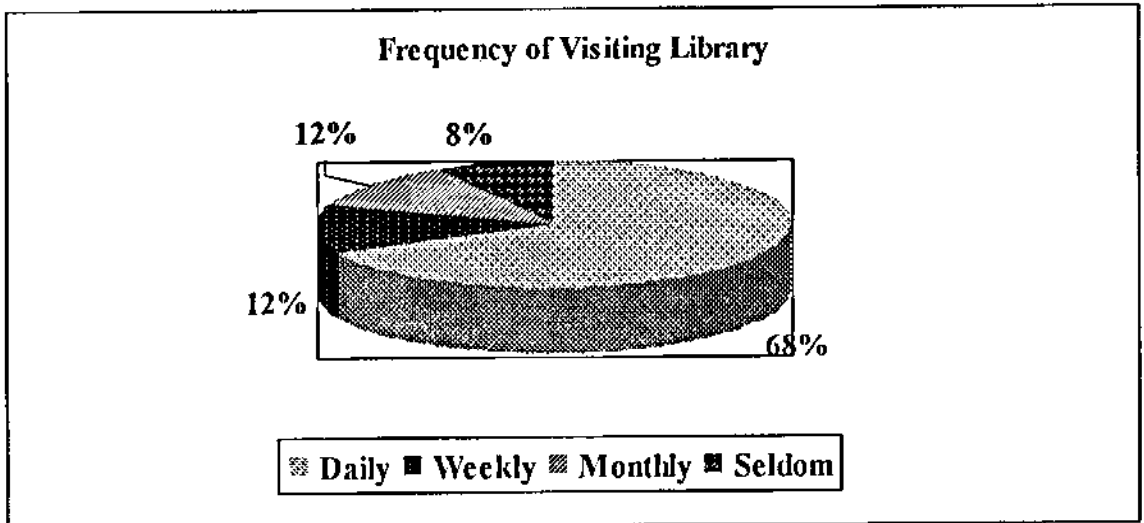
5. PRESENTATION, ANALYSIS AND INTERPRETATION OF FINDINGS

The major finding of the users' studies of BPKIHSCL obtained through field survey, interview and library records are as follows:

Table No. 1

Frequency of Visiting Library

S. No.	Frequency	Respondents No.	Percentage (%)
A	Daily	34	68
B	Weekly	6	12
C	Monthly	6	12
D	Seldom	4	8
	Total	50	100



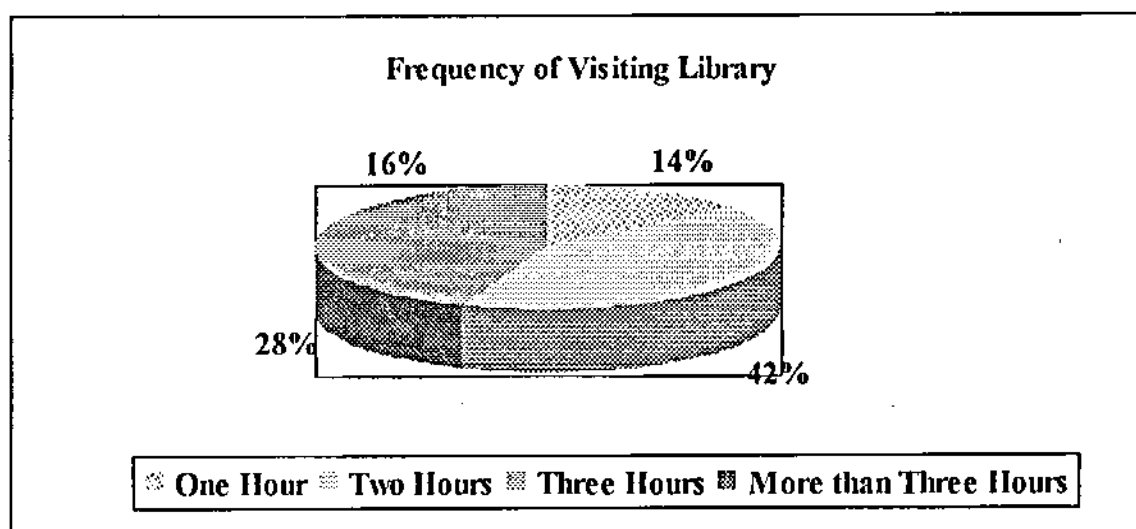
Source: Field Survey

While asking the frequency of visit to the library, 68% users were found attending library daily, 12% weekly and monthly each and 8% users seldom visit the library.

Table No. 2

Using Time

S. No.	Alternatives	Respondents No.	Percentage
A	One Hour	7	14
B	Two Hours	21	42
C	Three Hours	14	28
D	More than Three Hours	8	16
	Total	50	100

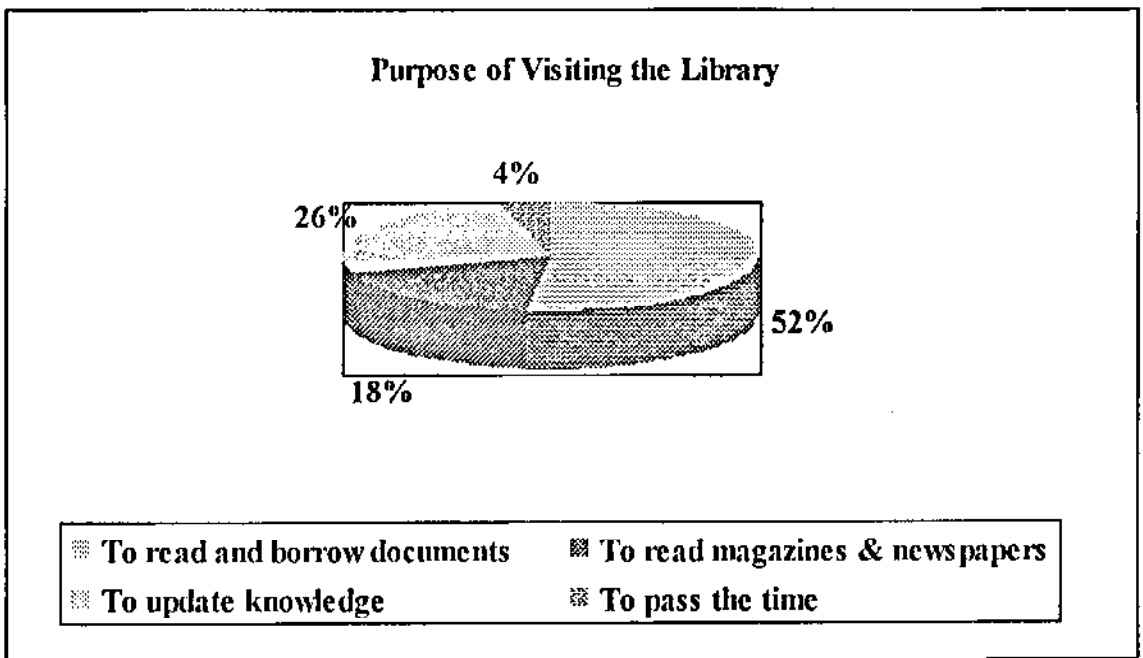


From analysis, the above Table No. 2, it is clear that 14% users spend their time one hour and 42% users spend their time two hours. While 28% spend their time three hours. Similarly, more than three hours time is spent by 16% users.

Table No. 3

Purpose of Visiting the Library

S. No.	Alternatives	Respondents No.	Percentage
A	To read and borrow documents	26	52
B	To read magazines and newspapers	9	18
C	To update knowledge	13	26
D	To pass the leisure time	2	4
	Total	50	100

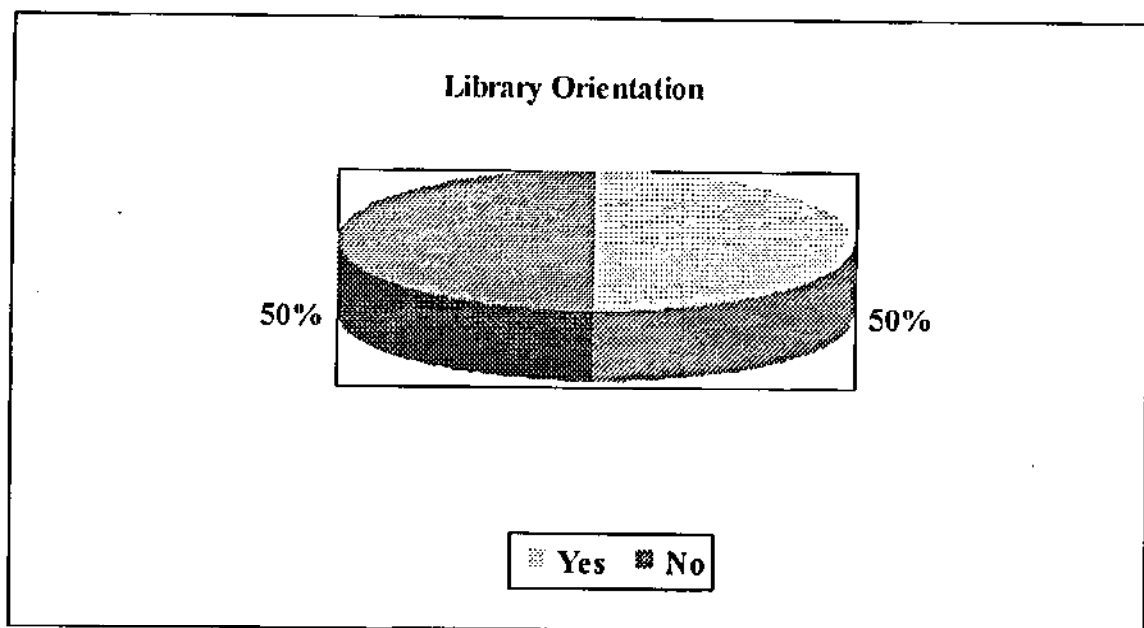


Source: Field Survey

The Table No. 3 shows the clear picture of visiting the library. According to the table, 52% users go to the library to read and borrow the documents, 18% users use the library to read magazines and newspapers, 26% users spend the time in updating their knowledge whereas 4% users visit it to pass the leisure time.

Table No. 4
Library Orientation

S. No.	Alternatives	Respondents	Percentage
A	Yes	25	50
B	No	25	50
	Total	50	100

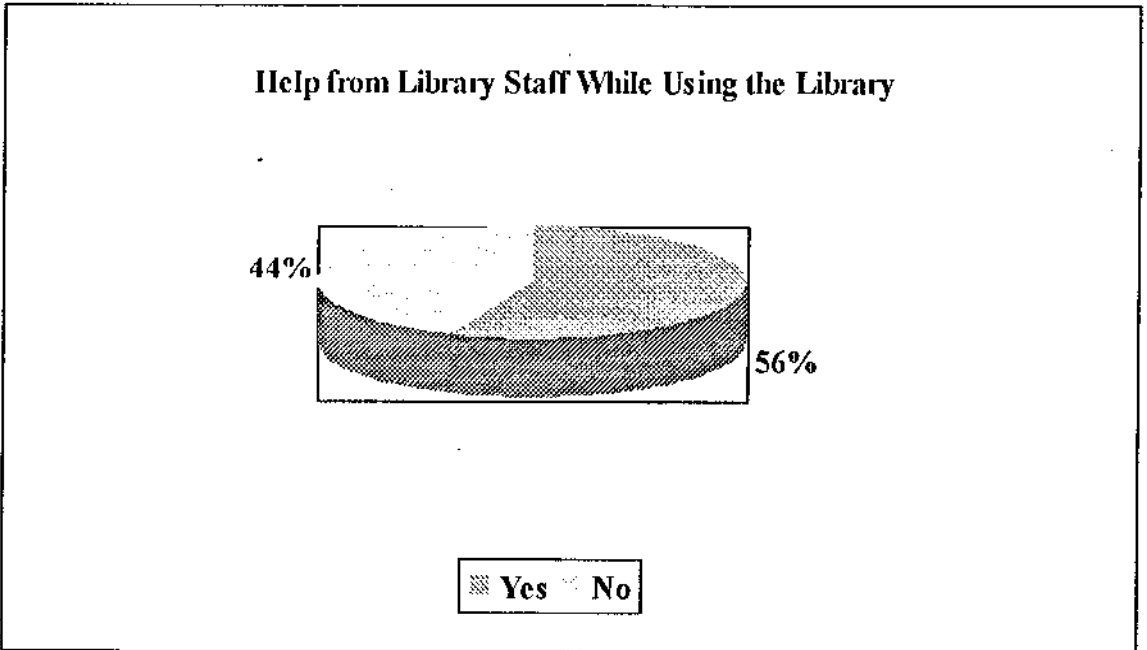


Source: Field Survey

Above Table No. 4 shows that 50% users have attended the library orientation and 50% users have not attended the library orientation.

Table No. 5
Help from Library Staff While Using Library

S. No.	Alternatives	Respondents	Percentage
A	Yes	28	56
B	No	22	44
	Total	50	100



Source: Field Survey

The above table shows that 56% users can get help from the library staff at the time of problem while using library and 44% users can not get help from the library staff.

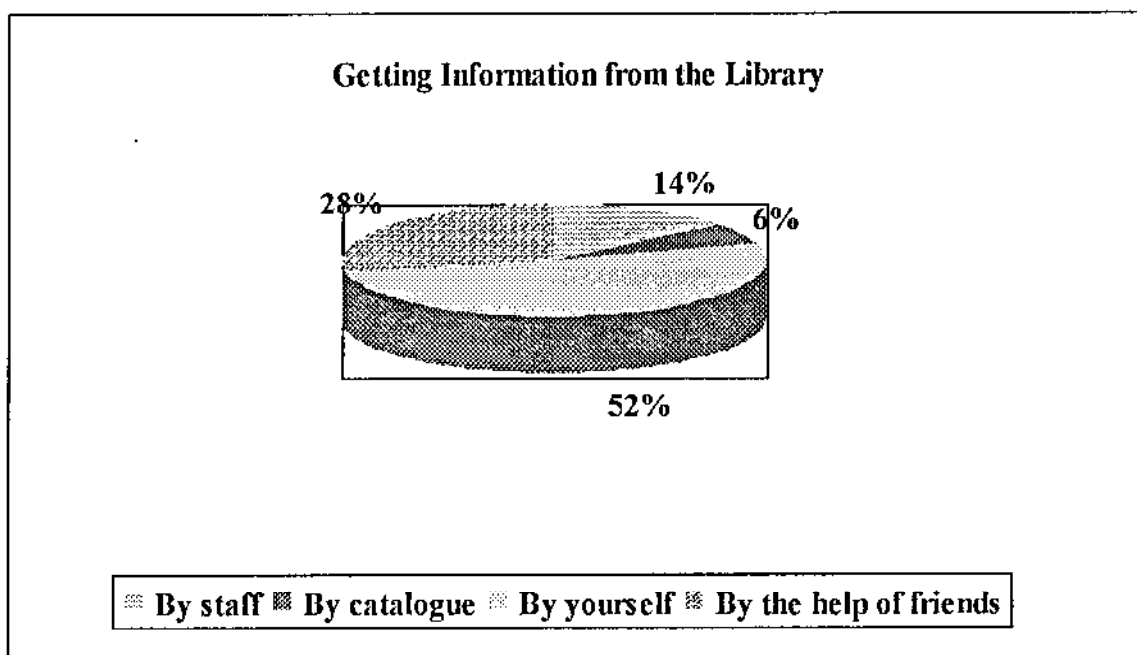
In answering the question how they get help from the library staff, they opined as follows:

- The staffs help to find out the hidden books.
- They help to search for books.
- They help to locate books documents and journals
- They inform about the new books in the library by providing the facilities of books reservation.
- They are co-operative.

Table No. 6

Getting Information from the Library

S. No.	Alternatives	Respondents	Percentage (100%)
A	By catalogue card	7	14
B	By staff	3	6
C	By yourself	26	52
D	By the help of friends	14	28
	Total	50	100

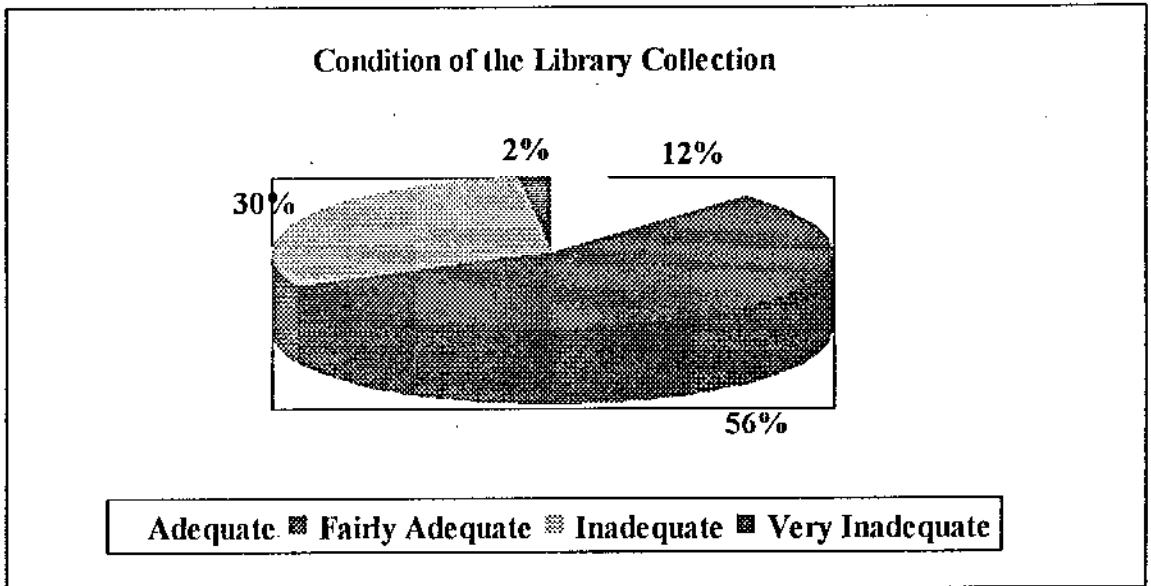


According to Table No. 6, 14% users get the relevant information by the catalogue but the library does not provide any renowned cataloguing system. The documents in the library are arranged in collection sequence that are text books sequence, reference book sequence and periodical sequence. 6% users get relevant information by staff, 52% users get the relevant information by themselves and 28% users get the relevant information by the help of friends.

Table No. 7

Condition of the Library Collection

S. No.	Alternatives	Respondents	Percentage
A	Adequate	6	12
B	Fairly adequate	28	56
C	Inadequate	15	30
D	Very inadequate	1	2
	Total	50	100



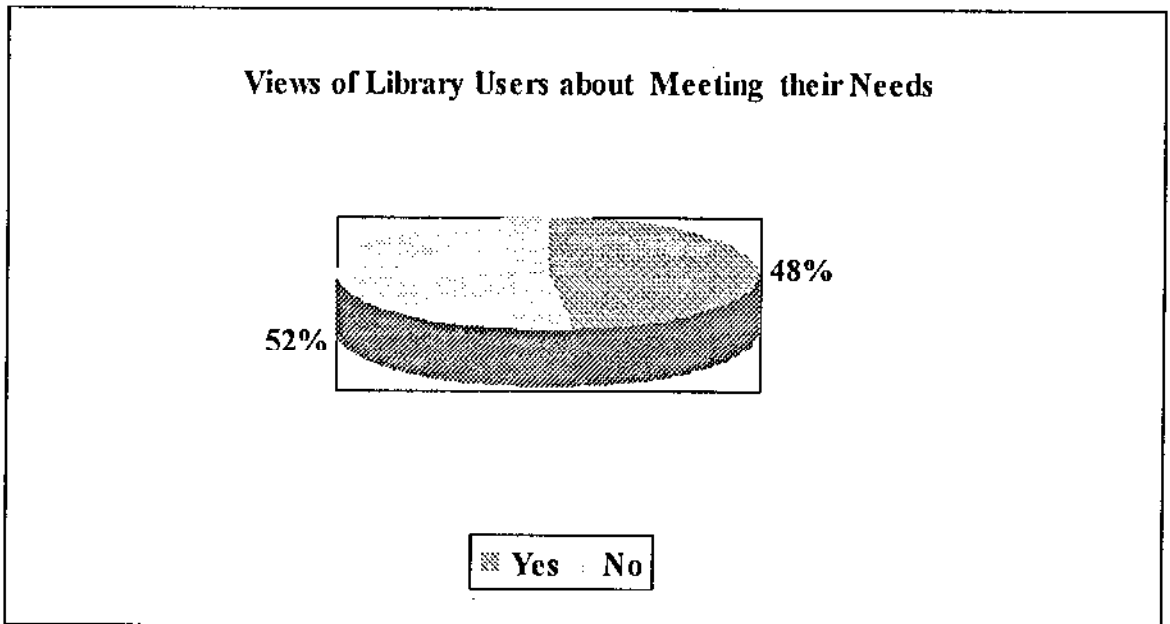
Source: Field Survey

Regarding the library collection, 12% users reported that library collection is adequate. For the same question, 56% of users mentioned that the collection is fairly adequate and 30% users reported inadequate. And 2% of the users reported that the collection is very inadequate.

Table No. 8

Views of Library Users about Meeting their Needs

S. No.	Alternative	Respondents	Percentage
Yes	Yes	26	52%
No.	No	24	48%
	Total		100%



Source: Field Survey

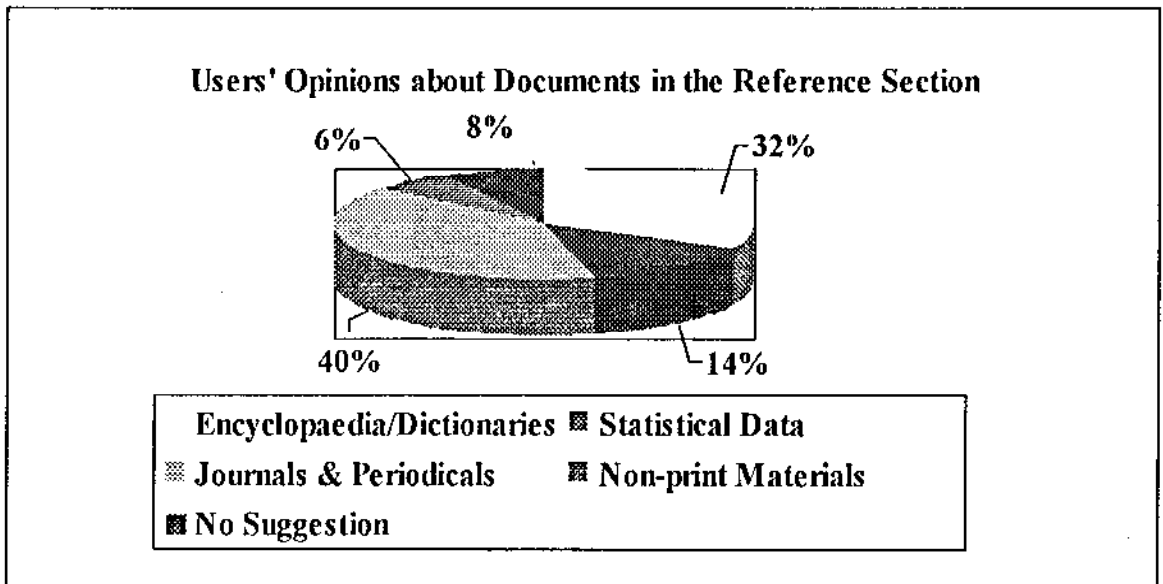
The above figure shows that 52% of respondents think that the library meets their needs whereas 48% of them think that the library does not meet their needs. The other question was asked if the library does not meet their needs what should the librarian do? The answer of this question was as follows:

- The librarian should increase the current edition text and reference books which are related to the curriculum.
- Opening hours should be increased.

Table No. 9

Users' Opinions about Documents in the Reference Section

S. No.	Alternatives	Respondents	Percentage
A	Encyclopaedia/dictionaries	16	32
B	Statistical data	7	14
C	Journals and periodicals	20	40
D	Non-print materials	3	6
E	No suggestions	4	8
	Total	50	100



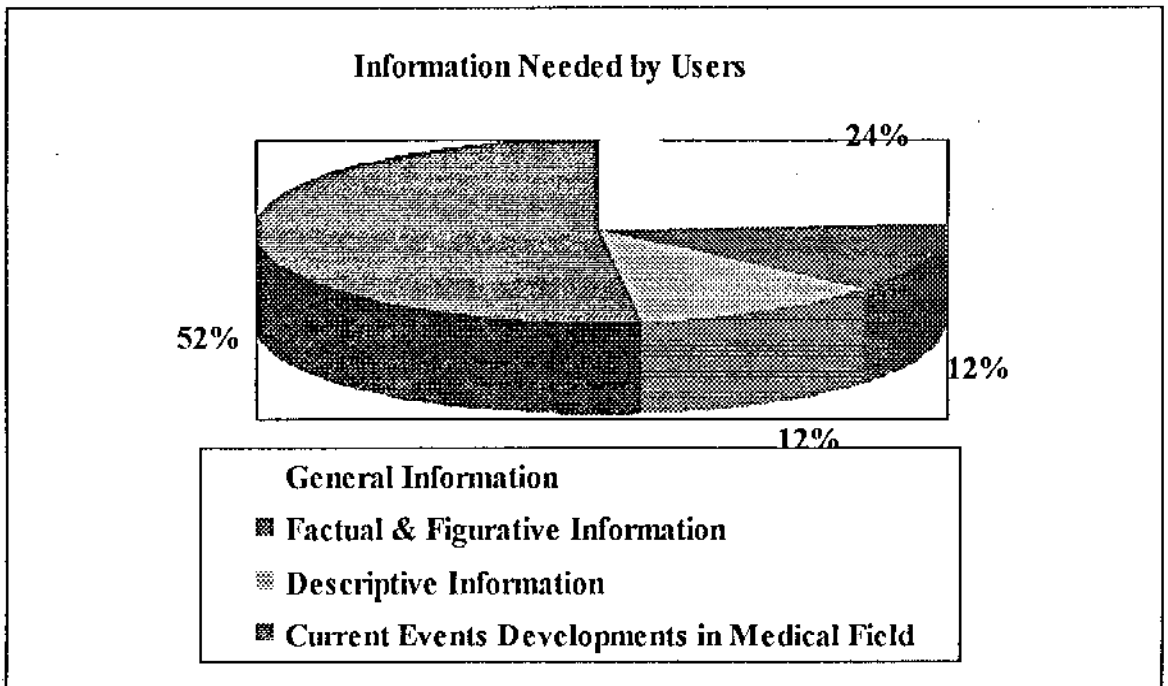
Source: Field Survey

From the analysis of the above Table No. 9, it is clear that 32% respondents suggested that encyclopaedia/dictionaries should be more in reference section. 14% respondents suggested that statistical data should be more in reference section. Similarly, 40% respondents suggested that journals and periodicals should be more in reference section and only 6% respondents suggested that non-print materials should be more in the

reference section. 8% users did not suggest the any types of reference services.

Table No. 10
Information Needed by Users

S. No.	Alternatives	Respondents	Percentage
A	General Information	12	24
B	Factual and Figurative information	6	12
C	Descriptive information	6	12
D	Current events development in medical field	26	52
	Total	50	100



Source: Field Survey

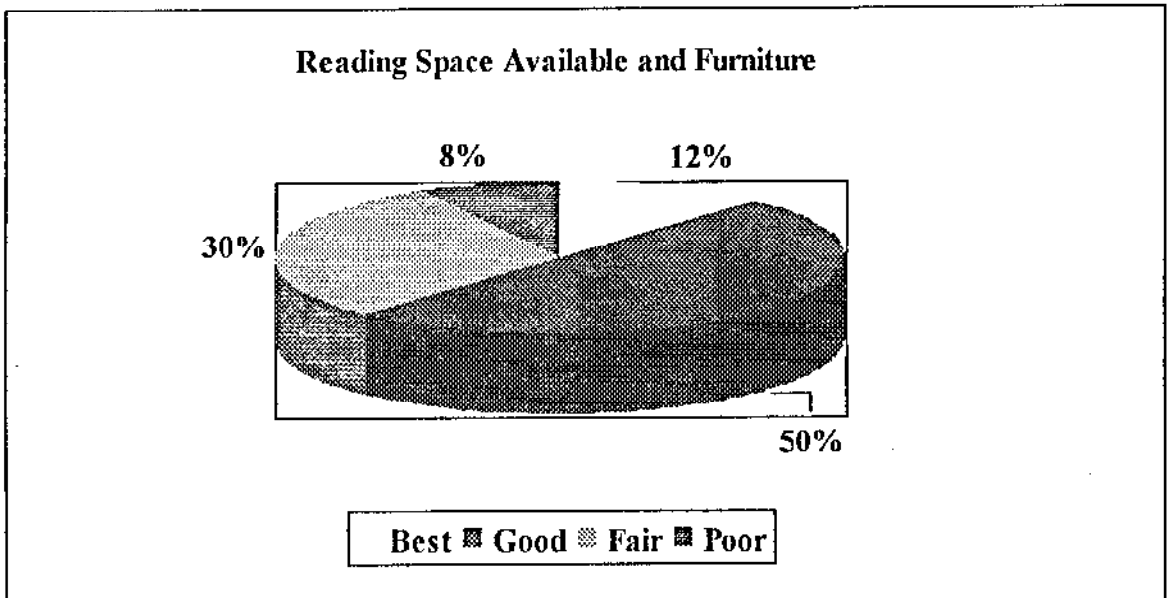
On questioning type of information needed by the users, 52% of them were in favour of current development in medical field, 24% for general

information, 12% respondents for factual and figurative information and remaining 12% respondents were in descriptive information.

Table No. 11

Reading Space Available and Furniture

S. No.	Alternatives	Respondents	Percentages (100%)
A	Best	6	12
B	Good	25	50
C	Fair	15	30
D	Poor	4	8
	Total	50	100

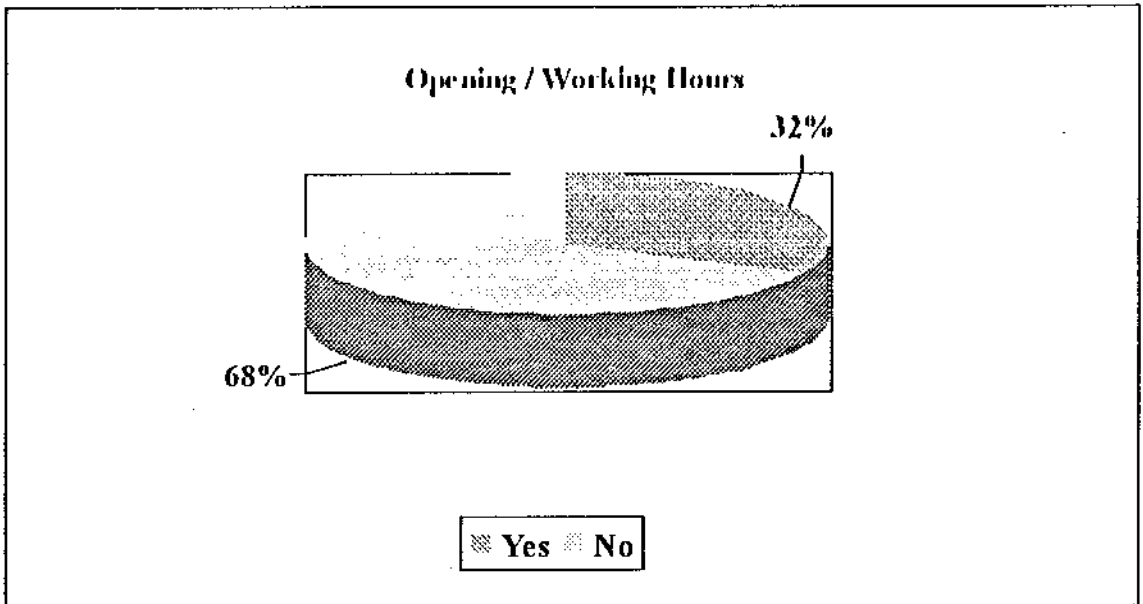


Source: Field Survey

About the reading space available and furniture, 50% of the respondents expressed their opinion that the space available and furniture of the library is good, 30% respondents think fair, 12% respondents view that it is best and 8% respondents are in favour of poor.

Table No. 12
Opening / Working Hours

S. No.	Alternatives	Respondents	Percentages (100%)
A	Yes	16	32
B	No	34	68
	Total	50	100

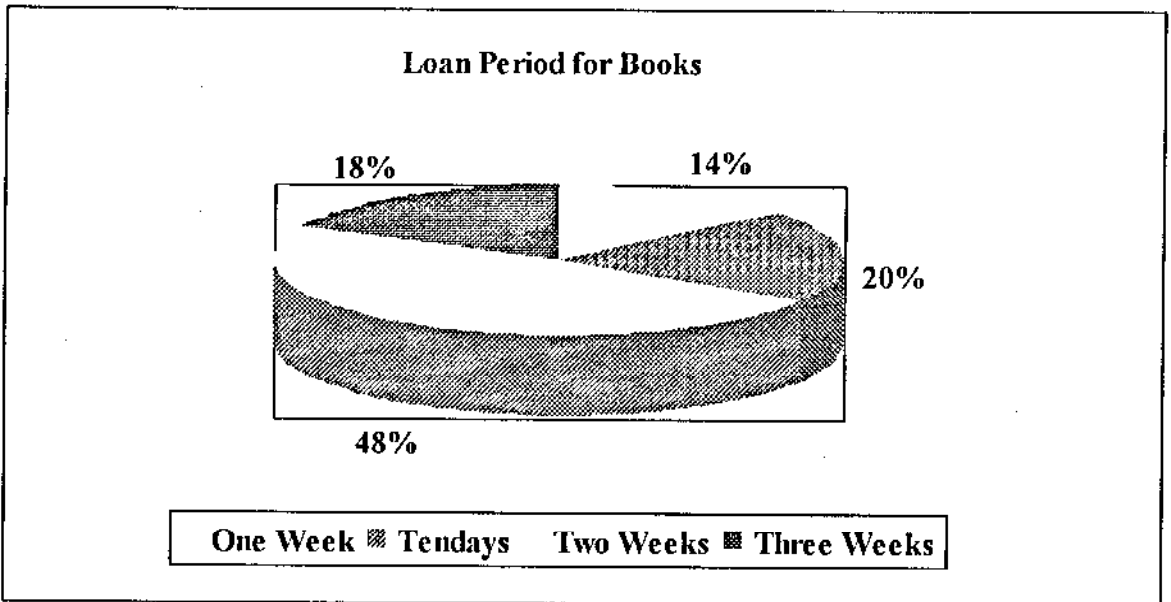


Source: Field Survey

The above Table No. 12 shows that 32% respondents suggested that the present opening hours are suitable and 68% respondents suggested that the present opening hours are not suitable. Among 34 respondents who suggested that the library opening hours are not suitable, 32 respondents (94%) suggested opening the library for 24 hours likewise 2 respondents (6%) suggested opening the library 20 hours (8.00 A.M. – 04 A.M.).

Table No. 13
Loan Period for Books

S. No.	Alternatives	Respondents	Percentages (100)
A	One week	7	14
B	Ten days	10	20
C	Two weeks	24	48
D	Three weeks	9	18
	Total	50	100

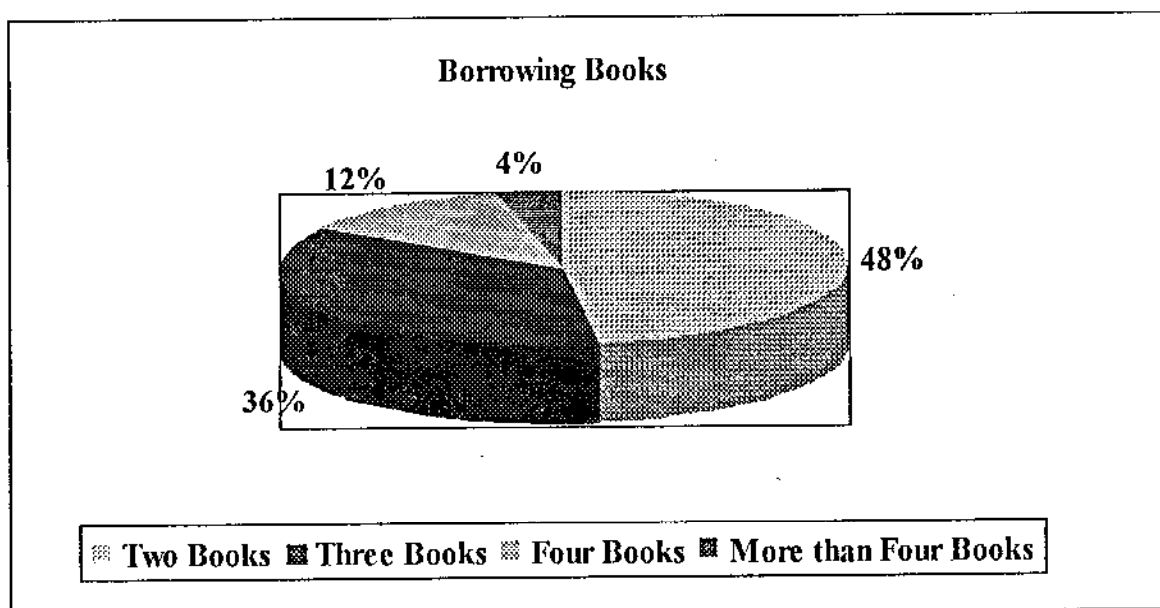


Source: Field Survey

According to the Table No. 13, we can conclude that most of the respondents (48%) suggested that the loan period for books should be two weeks, 20% respondents prefer ten days, 18%, three weeks and the remaining 14% want 7 days or one week.

Table No. 14
Borrowing Books

S. No.	Alternatives	Respondents	Percentages (100%)
A	Two books	24	48
B	Three books	18	36
C	Four books	6	12
D	More than four books	2	4
	Total	50	100



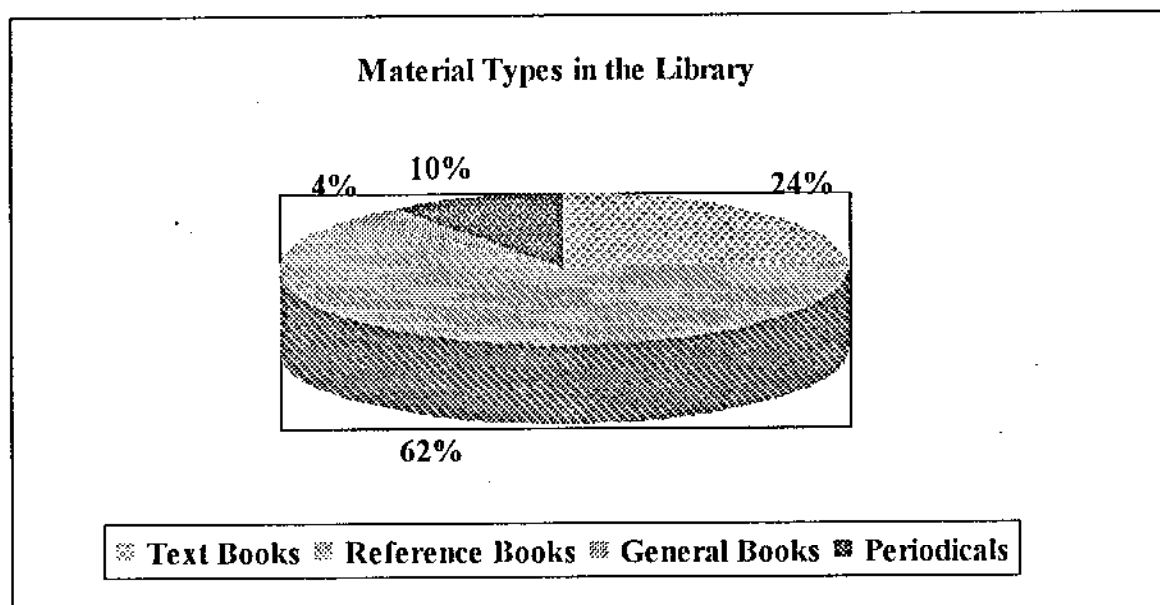
Source: Field Survey

By analyzing the data of Table No. 14, 48% respondents want to borrow two books, 36% respondents suggested borrowing three books, 12% want to borrow four books and 4% respondents want to borrow books more than four books at a time.

Table No. 15

Material Types in the Library

S. No.	Alternatives	Respondents	Percentages (100 %)
A	Text books	12	24
B	Reference books	31	62
C	General books	2	4
D	Periodicals	5	10
	Total	50	100

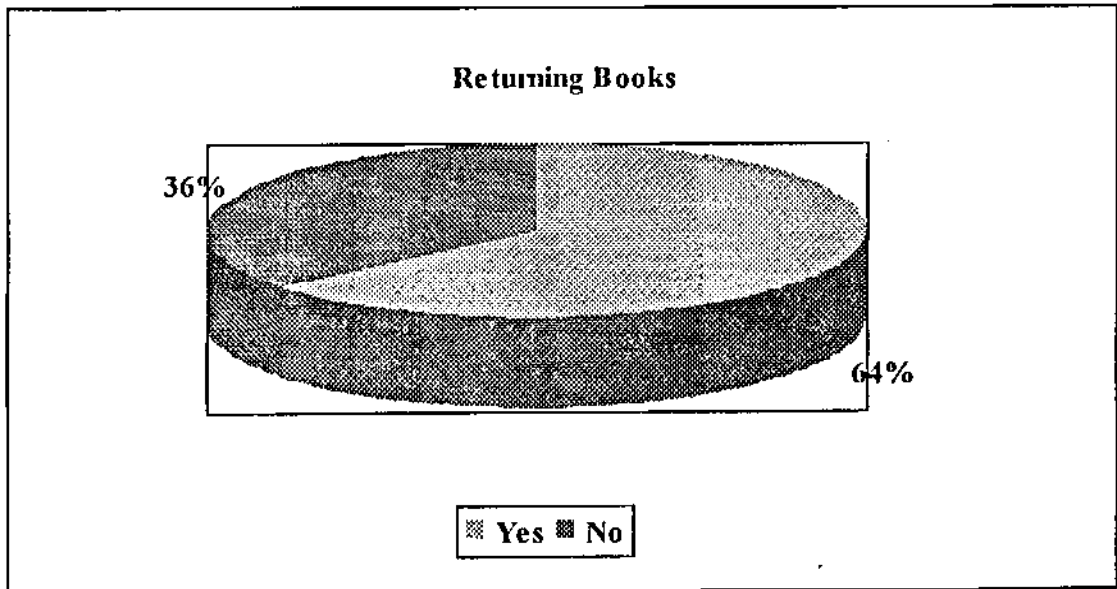


Source: Field Survey

The above table shows that 62% respondents suggested that reference book should be more in library, 24% respondents suggested that text books should be more in the library, 10% suggested the periodicals and 4% suggested that general books should be more in the library.

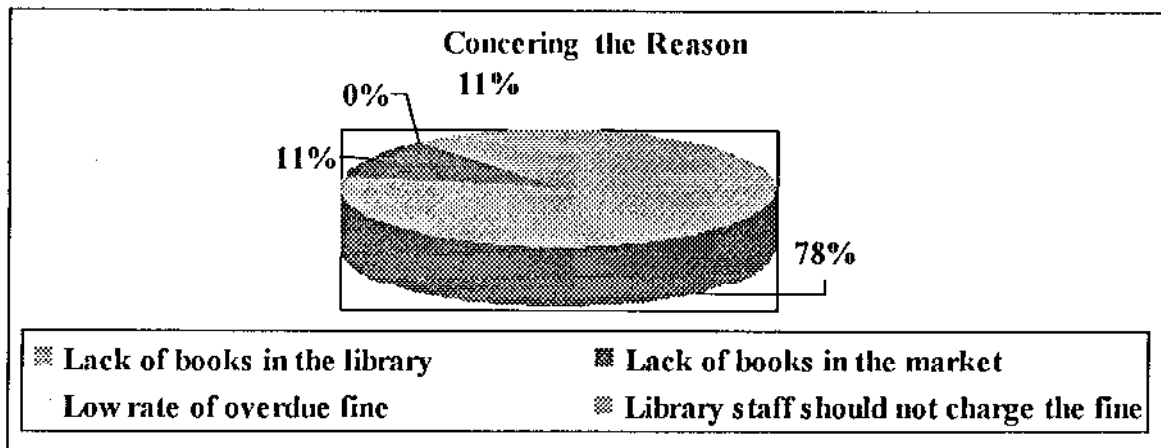
Table No. 16
Returning Books

S. No.	Alternatives	Respondents	Percentages (100 %)
A	Yes	32	64
B	No	18	36
	Total	50	100



If not (Concerning the Reason)

S. No.	Alternatives	Respondents	Percentage (100%)
A	Lack of books in the library	14	78
B	Lack of books in the market	2	11
C	Low rate of overdue fine	-	0.0
D	The library staff should not charge the fine	2	11
	Total	18	100



Source: Field Survey

According to the Table No. 16, 64% of respondents return books on due date and 36% respondents do not return. Among 18 respondents, 14 respondents (78%) suggest that there are lack of books in the library, 11% suggested there are lack of books in the market. Similarly another 11% suggest that the library staff should not charge the fine. None of the respondents view their opinion about the low rate of overdue fine.

17. Users' Opinions for Improvement of the Library

The last question was asked to write their opinion in order to improve the library. Total suggestions were 50. According to the users' suggestions, the library should improve in the following areas:

1. Library opening hours should be increased.
2. Library should provide a lot of reference books, textbooks and journals which are latest or currently or new edition published.
3. Library should provide the computer facility, like E-mail, Internet, Med line search etc.
4. Library environment should be peaceful.
5. Books on literature should be provided.
6. Loan period should be increased.
7. Books and journals should be properly arranged.

Chapter - Six

6. SUMMARY, CONCLUSION AND RECOMMENDATIONS

6.1. Summary

The effective information services of a library are not possible without the identification and assessment of users' information need and behaviour pattern. So, it is necessary to know that the real condition and clear figure of any type of library and information centre for providing better services to its users. This user study has been conducted in the Central Library of BPKIHS, Dharan on March 3, 2002. Information was collected by questionnaire and direct interview method. In the questionnaire 17 questions were included. All the answers to the questions were presented by the users.

6.2. Conclusion

From the combined study of data and information obtained from questionnaire, interview of the library staffs and official records, the conclusions drawn are presented below:

1. This library is very useful as most of the users go to the library daily. 68% users go to the library daily and of 12% each visit the library weekly and monthly respectively. Similarly, 8% of the users seldom utilize the library.
2. Most of the respondents stay two hours in the library, 28% stay three hours, 16% stay more than three hours and 14% stay one hour only.
3. The purpose of 52% of the respondents for visiting this library is to read and borrow documents and another 26% visit to update knowledge, 18% respondents visit the library to read magazines and newspapers. Rest of them (4%) visit this library to pass the leisure time.

4. The library orientation is very important for the respondents. It helps them to find out the correct information and utilization of library resources. From the question which was asked about the library orientation, it has been found that the half of the users had attended the library orientation and half of the users did not attend.
5. 56% respondents can get help from the library staffs and 44% respondents can not get help from the library staffs at the time of the problem while using the library. The respondents who give the positive answers expressed their view that the library staffs are very co-operative; they help to locate books, documents and journals which were not found by them and they inform new arrivals books in the library and they also provide the facilities of the book reservation.
6. 52% users get their relevant information by themselves. 6% users get help from the staffs, 28% users by the help of friends. Although the library does not provide any renowned cataloguing system, 14 users get help from the cataloguing system.
7. The library collection is not adequate. Most of the responsible respondents indicate that the library collection is fairly adequate.
8. The respondents, who are above 50%, mention that the library meets their needs and less than 50%, mention that the library does not meet their needs.
9. The respondents, who are 40%, want journals and periodicals which are very important in the reference services. Similarly, 32% respondents want encyclopaedia/dictionaries types of materials in the reference section, 14% want statistical data and 6% want non-print materials. Among the 50 respondents, 8% do not recommend any type of documents for the reference services.

10. Most of the respondents (52%) want current events developments in the medical field of information, 24% want general information and 12% respondents want the both types of information which is factual & figurative and descriptive information.
11. According to the users suggestion, reading space and furniture facilities of the library is of good category.
12. Over the sixty-five respondents suggest that the present opening hours (8 P.M. – 11 P.M.) is not suitable to them. They recommend that the opening hours should be 24 hours.
13. The respondents who were 48% recommend that the loan period for books should be two weeks and others 14% one week, 20% ten days and 18 % three weeks.
14. For borrowing most of the books, the users (48%) want to borrow 2 books at a time, and remaining 36% three books, 12% four books and lastly 4% want to borrow more than four books.
15. According to the users, reference books should be more in the library because most of the users (62%) recommend it. 24% users recommend text books, 10% users periodicals and 4% users general books.
16. Most of the users (64%) return books on due date and 36% users do not return the books on due date because among 18 respondents, 14 (78%) mention that there is lack of books in the library.
17. According to the respondents, for the improvement of the library, there should be adequate collection development; the library hours should be increased; computer and photocopy facilities should be provided to them; the environment of the library should be peaceful and the resources of the library should be added.

6.3. Recommendations

This users' study attempts to make necessary recommendations for the future developments of BPKIHS Central Library in order to enable it to provide the better information and services to its users. Despite the fact that there are many facilities and services provided to the users, there are a few deficiencies, drawbacks and limitations in providing access to information. Certain recommendations are made here which are as follows:

1. Recently edited text books, reference books and current search journals should be available or books and journals should be updated regularly and adequately.
2. Most of the best books are kept for reference but users are not having much time to spend in the library and it is not possible to issue them frequently. So, for further improvement, the extra books must be kept in the textbook section like the ones prescribed as references.
3. Cataloguing is very much essential tool to search documents for its users in any library. But now there is not cataloguing facility, it should be developed as soon as possible.
4. Photocopy service should be continuously provided.
5. Med line search is very necessary.
6. Some books for entertainment (novels etc.) should be provided.
7. The library rules are strictly to be observed.
8. The gate register must be maintained and the gatekeeper and checking provision is necessary on the entrance gate.
9. The active library committee is highly necessary.
10. The library should make versatile study plate form.
11. To meet the continuing of information in the world, E-mail, Internet and library automation services are very essential.

12. This library should be kept open for long hours. This will lead to greater use, i.e. the opening hours of the library should be increased for maximum utilization of available documents by the users.
13. The stock verification and shelf rectification should be applied.
14. Care should be taken for maintenance and cleanliness.
15. This library must increase the relation with its other helping institutions which help in developing the library collection and information services.
16. The library must organise various types of seminars and talk programmes or orientation programmes to enrich the users.

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APPENDICE - 1

Questionnaire

(Users' Study of BPKIHS, Central Library, Dharan)

Conducted By: Amber B. Thapa

As a fulfilment of my B. Lib course, I am supposed to submit my thesis. So, you are requested to enable me in finding related information. Kindly fill in the attached questionnaire and oblige.

Bio-Data

1. User's Name:
2. Designation:
3. Area of Specialization:

1. How often do you visit the library?

- [a] Daily
- [b] Weekly
- [c] Monthly
- [d] Seldom

2. How long do you stay in the library?

- [a] One hour
- [b] Two hours
- [c] Three hours
- [d] More than three hours

3. Why do you visit the library?

- [a] To read and borrow documents
- [b] To read magazines and newspapers
- [c] To update knowledge
- [d] To pass the leisure time

4. Have you attended the library orientation?

- [a] Yes
- [b] No

5. Do you get help from the library staff at the time of problem while using the library?

- [a] Yes
- [b] No

If yes, how?

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.....

6. How do you get relevant information from the library?

[a] By catalogue card

[b] By staff

[c] By yourself

[d] By the help of friends

7. What is the condition of the library collection?

[a] Adequate

[b] Fairly adequate

[c] Inadequate

[d] Very inadequate

8. Does the library meet your needs?

[a] Yes

[b] No

If not, what should the librarian do to meet your needs?

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.....

9. What type of documents in your opinion should be more in the reference services?

[a] Encyclopaedia/Dictionaries

[b] Statistical data

[c] Journals and periodicals

[d] Non-print materials

10. Which type of information do you need most?

[a] General information

[b] Factual and Figurative information

[c] Descriptive information

[d] Current events developments in medical field

11. What do you think about the reading space available and furniture?

[a] Best

[b] Good

[c] Fair

[d] Poor

12. Are the present opening hours suitable to you?

[a] Yes

[b] No

If not, please mention time

13. What should be the loan period for the books?

[a] One week

[b] Ten days

[c] Two weeks

[d] Three weeks

14. How many books do you want to borrow at a time?

[a] Two books

[b] Three books

[c] Four books

[d] More than four books

15. What types of materials in your opinion should be more in the library?

[a] Text books

[b] Reference books

[c] General books

[d] Periodicals

16. Do you return the book on due date?

[a] Yes

[b] No

If no due to,

[a] Lack of books in the library

[b] Lack of books in the market

[c] Low rate of overdue fine

[d] Library staff should not charge the fine.

17. Your opinion for improvement of this library [in two or three lines]

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Thank you.

BIO-DATA OF THE RESEARCHER

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