USERS' STUDY OF THE INSTITUTE OF FORESTRY CAMPUS LIBRARIES OF NEPAL

A thesis
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Chapter-I

INTRODUCTION

1.1. Background of the study

Libraries are the social institutions where people of all ages can seek and find knowledge from books and other materials. They are scientifically organized banks of human knowledge. They can be taken as the ocean of the knowledge. Knowledge is power and libraries are the reservoirs of this power, manifested in books and other reading materials.

They enable people to utilize their leisure time for encouraging in the love of books and humanity for helping around development of community. Therefore, a library can rightly be called as an index to the human development in the field of humanities, social, physical and biological science. Collection of books and other informational materials made available to people for reading, study, or reference.

At one time, libraries were regarded as the store house and books were meant for preservation. Libraries tended to be passive and archival institutions. Perhaps, there was not enough incentive for them to become dynamic.

In modern concept, it is a social agency. Dissemination of information is the main concern. It is easy to common people and focused at converting potential readers into habitual readers. Contemporary libraries maintain collections that include not only printed materials such as manuscripts, books, newspapers, and magazines, but also art reproductions, films, sound and video recordings, maps, photographs, microfiches, CD-ROMs, computer software, online databases, and other media. In addition to maintaining collections within library buildings, modern libraries often feature telecommunitions links that provide users with access to information at remote sites. So, modern libraries regarded as service institution with aim to enable readers to make most effective use of the resources and services of libraries.

Although libraries have changed significantly over the course of history, they remain always responsible for acquiring or providing access to books, periodicals and informational needs of their users.

According to ALA (American Library Association) glossary of library and information science; "A collection of materials organized to provide physical, bibliographic, and intellectual access to a target group with a staff that is trained to provide services and programs related to the information needs of target gropes." (Krishan Kumar, 1995, pp2)

Libraries have always been services, in the sense that the offering of a collection for consulation by a body of people, with a catalogue as a key to the collection, is a service; in the same sense, a museum is a service.

According to Ranganathan, a library is "a public institution or establishment charged with the care of a collection of books, the duty of making them accessible to those who require the use of them and the task of converting every person in its neighborhood into a habitual library." (Krishan Kumar, 1995, pp2)

The earliest kind of service provided by libraries were basic assistance to readers who needed some help in finding their way around the catalogue or the shelves, and the loan of books, often on restrictive terms. The greatly increased emphasis on the last decade or two can be attributed to several factors.

More recently, libraries are understood as extending beyond the physical walls of a building, by including material accessible by electronic means, and by providing the assistance of human librarians in navigating and analyzing tremendous amounts of knowledge with a variety of digital tools. However, it is like a giant brain that remembers all that scientists, historians, poets, philosophers, and other men who have pursued knowledge have thought and learnt. A library is also a place where the experience of the past can meet the needs of the present.

1.1. 1 Emergence & development of library

The invention of Alphabets played very important part in the establishment of library. Man with his tremendous capabilities of intellect, wisdom and mind has been mastering his situations since his very inception. With the development of

our thought and growth of our experiences the information has been growing considerably through the ages. But parallel has also been the course of human recording which also grew and developed in relation to man's requirements. In the light of material and the demand of the society the man had been developing methods of recording his experiences through the clay-tablets, wax-tablets, papyrus sheets, parchment rolls and through modern books, and other audio-visual equipment.

According to the Oxford English Dictionary, as early as 1374, the term "library" was employed in English to refer to a place where books were kept for "reading, study or reference". By the nineteenth century a library was also regarded as "a building, room or set of rooms containing a collection of books for the use of the public or some portion of it, or the members of a society… a public institution or establishment charged. This shows that the word "library" has been used in English Language from 14th century. After the invention of papers in 1405 A.D and press in 1445 A.D information was started to record in the paper. The educated people felt the need of a place where they want to keep all recorded information for protection and preservation. Protection and preservation were specially being done just to get the relevant records as and when they were in need of them. The civilized ancestors were in view of that the libraries could be an effective means to gather the wealth of information generated by man over the years for the present and for posterity.

With this process many libraries came into existence to serve the needs of the society. When the information was began to record in the form of book the concept of paper library emerged in the society. Then various types of libraries were come out. Due to the higher demand and need of information, libraries are not limited in the paper library at current days. Today libraries are begun to develop in digital or non paper libraries.

1.1. 2. Aims and objectives of libraries

Libraries have been an essential part of civilized society. In a modern age of knowledge explosion, the paramount significant of library can not be exaggerated. It renders invaluable services. It repels the darkness of illiteracy and ignorance and fills flood of light into our life which is necessary for all round development and advancement of man. It is a must for the betterment of society. Since it is the period of specializations, a library is classified into varied forms for rendering effective and useful services. Thus it makes our life meaningful. It makes services available for various kinds of readers inspires for reading. Basically a library aims at providing with ample materials for the development of personality. The aims and objectives are to serve the needs of the society. We can point out them as,

- To preservation and advancement of culture.
- To formal and self education.
- To leisure reading.
- To assist decision makers, teachers, researcher, students and other members of society in achieving their goals.
- To communication of knowledge through user friendly device.
- To disseminate information.

Fundamentally a library aims at widening the horizons of knowledge and information by providing with ample intellectual and educational diet. It explores the areas of ignorance and removes it by being a beacon.

It provides with reading facilities in the form of books, newspapers, periodicals, manuscripts, , films, graphs, and different sorts of charts etc.

For this achievement a library fulfill the tasks of selections, collections and preservations of reading materials, recorded human knowledge and culture.

With the increasing store of knowledge, information and culture, it has to arrange and list them effectively so as to preserve them.

It also aims at effectively providing services through classification, catalogues, self lists, bibliographies and indexes.

1.1. 3. Functions of the library:

Library provides the life-long education to build up and enhance the personality of the people, which contributes for the national development. Library imparts information on all subjects including local, national and international affairs, which serves economic, political and social welfares. There are some key functions listed;

- providing knowledge
- providing recreation
- answering questions
- guiding readers
- preserving knowledge

1.1. 4. Types of library

Libraries have been involved in collection, processing, preservation, transmission and use of recorded information and knowledge. The basic aim and function of libraries have more or less remained the same but according to collections, functions, management, etc. libraries are divided into different types, which are mentioned below.

A. Public library

B. National library

C. Academic library

D. Special library

A. *Public library*

Public libraries are those which serve the population of community or region. They provide services free of charge or for a nominal fee. They may serve the general public or special categories of users such as children, members of armed forces, hospital patients, prisoners, workers and employees. It is an institution which has no bar or age limit, no entrance requirements other than the desire to learn, no restriction, no progress other than those determined by the individual

himself. The objective of the public library is to establish a new social order by empowering people through and providing easy access to information. It provides the following services:

1. Issue of documents

2. Inter library loan

3. Provision of general and specific information

4. Assistance in searching documents, information, and searching technique

5. Readers' advisory service

6. Compilation of bibliographies

7. Referral services, such as current awareness services, selective dissemination of information services, short range and long range reference services

8. Library orientation and bibliography services

9. Extension and extra-activities services

A.1 Aims and objectives

Its objective is establishing of a new social order. In other words, it is to be considered as an instrument of social change.

- To distribute in an unbiased and balanced way, all shades of recorded views and thought to one and all, as a help in discharge of their political functions in respect of local, national, and international affairs.

- To contribute to productivity drive by informing top managements of the latest trends in diverse enterprises, by plaguing back into the minds of researchers, designers, and technologists every piece of relevant new thought, promptly and pin- pointedly.

- To establish a new social order by empowering people through education and providing easy access to information. It can provide access to documents free of charge and to contribute to welfare and progress of the community served by it.

Thus, a public library has educational, informational, political, economic, industrial, cultural, and antiquarian objectives.

B.   *National library*

A national library is a good indicator of a country's culture and greatness which is responsible for acquiring and preserving copies of all significant publications published in a country and functioning as a deposit library, either by law or under other arrangements. It aims to acquire, organize and maintain the current representative collection of foreign literature of international importance and popularity and also including the books about the county. Its users may be all the people of nation. It provides following services;

1. Lending service

2. Reference service

3. Inter-library loan service

4. Bibliographic service

5. Reprographic service including microfilming

6. Current awareness service

B.1 Aims and objectives

- To acquire and conserve all significant national production of printed material.
- To collect printed material concerning the country, no matter where this is published, and, as a corollary, the acquisition of photographic record of such material that is not available within the country.
- To acquire and conserve manuscripts of national importance and foreign material required by the country.
- To act as the centre for international book exchange and international loan.

C. *Academic library*

Academic libraries are those which disseminate knowledge through the academic institutions such as school, college, university. It provides all types of reading and information materials to teaching, learning and managerial manpower. It should be a center for independent studies for teachers, lecturer, faculty members, students, alumni association, academic administration, etc. It aims to serve the objectives of parent body and requirements of all users. It provides the following services;

1. Circulation service

2. Reader's advisory service

3. Bibliographic service

4. Reservation service

5. Reprographic service

6. Inter library loan service

7. Library instructions

8. Provision of information on request

9. Display of materials and information

C.1 Aims and objectives

- To serve teachers, student and research staff.
- To serve the Alumni.
- To serve the nation.
- To stimulate and guide pupils in all phases of their reading so that they may find increasing enjoyment and satisfaction and may grow in critical judgment.
- To introduce pupils to community libraries as early as possible and cooperate with these libraries in their efforts to encourage continuing education and cultural growth.

- To cooperate with other libraries and community leaders in planning and developing an overall library programmed for the community of the area.

D. *Special library*

Every library is special library to a certain extent. But the term special library usually means a library that limits its membership or subject coverage, or both. It acquires and organizes information in anticipation of demand. As a result information can be made available when required. Libraries of government offices, societies and institutions, industrial and commercial organization, academic institutions, pubic libraries, etc. It aims to provide information service, which enables the member of organization to keep track of significant development in their field of interest. Users of the special library are specialists in certain area, confined to well defined groups which are limited in numbers. It provides following services;

1. Issue of documents

2. Routing of periodicals

3. Inter library loan

4. Replies to letters/ enquires received personally or by letter or phone

5. Retrospective research

6. Selective dissemination of information

7. Referral service

8. Translation service

9. Bibliographic instruction

10. Reprographic service

11. State of art report

D.1 Aims and objectives

A special library exists to serve its parent body. Therefore, aim of a special library is to further the interests of its parent body by means of the following

- To provide information service, which enables the members of the organization to keep track of the significant developments in their field of interest.
- Librarian searches literature exhausting and brings it to their notice before the start of a project to be undertaken by the organization, assuring them to go ahead. This helps in avoiding duplication of efforts.
- To provide information pin pointedly, exhaustively and promptly, thereby saving time of the users.
- To provide inspiration and stimulation to users by means of balanced collections and fine services.

D.2. Forestry library

It is a scientific and technical library which is considered as special library, even though this is a part of general academic and research institutions. It deals with information sources in specific subject areas and because they serve a restricted clientele with a rather narrow range of interests and with specific needs for particular pieces of information.

In this type of libraries, primary information sources are considered to be most important to its users. Thus, the collections in the libraries generally contain more periodicals, and surely more technical reports, than those of public libraries or humanities academic libraries.

1.2. Statement of the problem

Libraries are the social institutions. Their growths are interconnected with the political, educational and economic growth of the society or of the country it serves. They are also maintained for use without knowing the knowledge about the users, their needs, wants and demands a library's effective use cannot be ascertained. So, it has become imperative to propose a study to solve the problem like:

a) Growth of library services as they are interlinked with the growth of educational institutions with the support of economic progress and political support, the study has become necessary.

b) What services are being provided by the library and used by the users?

c) What is the frequency of their use?

d) For what purpose these services are being used?

1.3. Objectives of the study

The objective of this investigation and study has been influenced by a number of factors. In the national level there is great demand for information by the users of heterogeneous natures. Accordingly, different types and different levels of libraries, information centers and information professionals are increasing in the capital day by day rather than the regional level. It is also bitter truth that users of academic library of out of kathmandu valley are not fully satisfied with the services of academic libraries.

The main objective of this study is to know the way of satisfaction of users in the institute of forestry campus of Nepal regarding the services provided to them. The study has also played a significant role for the development of special libraries in Nepal. Hence the researcher feels the need to investigate and study in the following areas.

1) To find out the roles and functions of the forestry campus libraries to provide services to the users depending upon the present context.

2) To know the present status and future plan for the development of the forestry campus libraries of Nepal in context to provide better services to its users.

With having so many needs, the main objective of this study is to know the satisfied and unsatisfied part of the users on the basis of their utility, services and collections. The other specific objectives are as follows.

a) To access the existing situation of the stated libraries.

b) To check the effectiveness of the existing library and information system.

c) To determine the present status of the management of library.

d) To identify the problems of the users while navigating their related information.

e) To suggest certain points for the improvement and to plan the next step for the overall betterment.

1.4. Scope of the study

This study would be concerned to the users' study of the forestry campus libraries of Nepal.

The study has specified to investigate the following subjects of the constituent forestry campus under T.U. (Hetauda, Pokhara and Museum and Library cum Documentation Centre) and affiliated campus (KAFCOL).

- Collection

- Organization and Management

- Services to the users

- Users study

    Students and teachers of forestry campus of Nepal are users of the library

1.5. Significance of the study

 The finding of the study will be the supportive suggestion for the institute of forestry campus for their library improvement. The library pays the attention about its users, services and library facilities. The library authority will be benefited having the information about the actual services providing to the users. This study will give them the opportunity to improve the managerial efficiency. Other libraries of Hetauda city also will get ideas to develop the libraries. For planning library and information services, or for their improvement, it is necessary to find about the users and their information requirements. The significant of the study, no doubt will increase the success of the present study.

1.6. Definitions of terms

Bibliographic database: A computer file consisting of electronic entries called records, each containing a uniform description of a specific document or bibliographic item, usually retrievable by author, title, subject heading keywords. Some bibliographic databases are general in scope and coverage; others provide access to the literature of a specific discipline or group of disciplines. An increasing number provide the full text of at least portion of the sources indexed.

Document: A record-made on a more or less flat surface or on a surface admitting of being spread flat when required, made on paper or other materials fit for easy handling, transport, across space, and preservation through time of created by mind and expressed in language or symbols or in any other mode, and / or a record of natural or social phenomenon made directly by an instrument without being passed though the human mind and into through created and expressed by individual.

Government library: A library which has been maintained with the central government funds. Government libraries normally fall into three broad groups; National libraries, Departmental libraries and the libraries for Research stations.

Library: A collection of books or other written or printed materials, as well as the facility in which they are housed and the institution that is responsible for their maintenance. Modern libraries may contain a wide range of materials, including manuscripts and pamphlets, posters, photographs, motion pictures, and videotapes, sound recordings and computer databases in various forms.

Reference service: Reference services means, process of establishing contact between a reader and his documents in a personal way. Ready reference services and Long- range reference services are two different aspects of reference services.

Reprographic: Refers to the reproduction in facsimile of documents of all kinds by any process using light, heat or electric radiation such as photocopies, micro copies, blueprints, electro- copies, thermo copies, etc. also refers to the reproduction by method of duplicating and office printing.

User: A person who uses or operates something.

Users study: The study of those who use the library and utilized their services.

1.7. Organization of the study

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

The second chapter deals with relevant studies i.e., review of literature.

The third chapter deals with focus of study in Institute of Forestry Campus, Hetauda, Pokhara, Kathmandu. The studies mainly focused on the facilities, management of library resources, services, library opening hours, card system, and loan period and users satisfaction.

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

The fifth chapter deals with analysis, presentation, and interpretation of the finding.

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

CHAPTER – II

REVIEW OF LITERATURE

(The World book Encyclopaedia, 1966) The term special library usually means a library that limits its membership or subject coverage or both.

(Webster, 1986) A privately owned library that forms a unit of business firm or other organization specializes in books and other material of special interest to the organization of which it is a part, and usually serves only the staff or members of the organization.

Information may come in many shapes and sizes, ranging over books, periodicals, pamphlets, reports, translations, correspondence, standards, patents, papers, trade catalogues, news cuttings, maps, films, photographs, slides, microforms, and even gramophone records and tape recordings.

(Astall Ala) IG Ross considers material from several groups which needs to be collected for a particular purpose or for specialist staff.

(Asworth, 1967) JE Weight mentioned that special library means a library which is concerned almost exclusively with the literature of a particular subject or a group of subject such as library vary widely in the field of knowledge they cover, but even those which are most highly specialized contain of necessity a certain amount of materials on allied and bordering subjects.

(Prytherch, 1995) One who is in charge of, or is employed in, a special library; should have knowledge of the literature of the field covered by the library and also of the means of organizing it for use.

(Astall Ala) Personal communication between library staff and users in one of the most important considerations in the establishment of a successful service. It is the librarian's job to go out and meet his users, to estimate and determine their needs, and determine their needs, and by anticipating them to rescue their confidence in the value of the library service. Public relations should be carried out continuously.

(Kyle and Ruth, 1964) The special librarian, furthermore, because he serves people with specific interests whose individual studies and projects are known to him, is

in a position to give more active help to his enquires them is usually possible in the large general library. He will study all the material added to his collection not only with the future enquiries of unknown readers but also with the known pre-occupations of his regular users in mind.

According to William Esrey, chairman of sprint an international telecommunications company, the special librarian is the one who monitors a river of information, identifies and selects key data that decision makers should see, then channels it to the right people before it becomes necessary to ask.

(John and Paul, 1997) Special librarians have begun making changes in their traditional functions in response 10 changing demands and technology. For example, special librarians have become more proactive. They have become involved in the vision, values and goals of their patrons and the organizations for which they work. They anticipate their information needs and help meet their personal and professional objectives.

(Dekker, 1980) Linda Morley defined special library as a service:

"A service organized to make available whatever knowledge and experience will further the activities of a particular organization, all members of which have the common objective of their organization although different functions and therefore a number of subject interests as in the special organization library, the pre-dominant type; or of a group, organized or unorganized having a common subject interests but diverse individual objectives as in the special subject library."

(Astall Ala) No special library or information service would expect to supply all its information requirements from its own resources. Co-operation minimizes duplication and creates access to a range of material and sources of information which no individual organization could economically provide. It enables greater use to be made of both individual and corporative resources.

(Subbaiah,1989) Information system in organized and developed for providing right information to the right person at right time. The user who seeks information, the literature which is being used by the user for getting required information and the agency which links the user and information effectively; all are towards a common goal that the right user should get right information at right time.

(Fazel Rab, 1994) According to the librarians Glossary information service is a "service provided by or for, a special library which draws attention to information possessed in the library or department in anticipation of demand; this is done by preparing and circulating news sheets, literature surveys, reading lists, abstracts, particulars of articles in current periodicals, etc. which is anticipated, will be interest to potential users of the service."

(Shrestha, 1983) Effective information services are not possible without the identification and assessment of the users' information needs and their information seeking behaviour patterns. It is defined as the behaviour of an individual to acquire information. In T. U., the level of awareness service was estimated to be highest among students who consult librarians in seeking information followed by those who directly search in shelves. The inadequate orientation to students regarding the library use and thus resulting to heavy reliance upon the staff and higher cost involved in seeking information in terms of wastage of student's precious times.

Under the present state of information dissemination service, librarian would remain the most favoured and effective source of information for the needy few. The study also points out that the frequency of visits is at larger extent uncorrelated with any of the aforementioned resultant variables.

(Krishan Kumar, 1978) 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 specialist to be served would be a busy person. His work may involve long searches. It is not unusual to spend number of days on obtaining information for an individual. He must be provided the required information irrespective of the form or place from where it may be got. 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) system for keeping their users well informed through documents or piece of information.

(Guha, 1983) It is only in recent years that systematic studies of the user community and the information behavior of various groups within it have started. It should be obvious that the ultimate objective of all such studies is to improve the

information system. If it is known how exactly the present system is functioning, how for the users are able to get information, then it may be possible to devise improved or new bibliographical tools or open new channels of communication, so that the system improves.

Special librarians' traditional role is changing is that they are learning to ad value to information. They do not just collect information and pass it on. They begin by constantly evaluating the vast quantity of sources available to them.

(Feather and Sturges, 1997) As a vital part of the collection process for a particular request, special librarians also evaluate the information. They examine it for timeliness and assess its accuracy, based on their knowledge of the field in which they are working. The ultimate objective of the special librarian is to convert data into information and then convert that information into knowledge that will benefit the organizations' users.

(Manandhar, 2003) Most special libraries and information centers are professional staff support units, their primary purpose is to provide information, services and advice to client groups inside their organizations. Most staff units often suffer from a host of common problems, including low user awareness and understanding of what services the staff unit provides, and how these services benefit both users and the organizations as a whole. For this they have to come up with some kind of promotional activities.

Special library is run primarily for its own members, who support it both financially and intellectually. The librarian is therefore serving a known regular body of readers, each of whom is a specialist in his own field. The cooperation between the staff and the users in such a library is one of the most stimulating rewards of the profession of librarianship.

(Manandhar, 2008) According to the findings of Bidya Devi Manandhar's research, most of the users think that library is useful to the optimum degree. The 66% of the respondents view that documents are not found in their subject. Half of the total users are does not get documents in time due to insufficient number of books and lack of new editions books. About 34% of the users are visit library rarely. Usually users spend one or three hours of their time in library. Mostly they visit library for reading and borrowing the textbooks. Most of the users are satisfied with the opening hour and loan period. They realize that space and furniture available in the library are sufficient. Most of the users

requested e- journals, magazines, news papers and audio- visual facilities to be added more in the library.

(Bhattarai, 2008) Saraswati Bhattarai has found out from her research that large number users are seemed to be familiar with the library collection and 55.5% are satisfied with the library collection. They are depended upon the staffs for searching the information. They are found familiar with modern information technology. Furthermore, large numbers of users are seemed to be satisfied in appropriate rate in all libraries. Circulation service, reference service, display of new books, subject bibliographies, CAS, SDI service etc. are most useful for users. Budget should be appropriate to improve the collections and services of libraries. Inter library loan service should be provided for effective information supply to user.

The library was established, because it was necessary to give the common main facilities with specialized information. It should not just collect information and pass it on, but also should provide information for immediate utilization application of knowledge and research findings.

Chapter-III

FOCUS OF THE STUDY

This study has focused on the four special libraries related with the Institute of Forestry Campus' Libraries of Hetauda, Pokhara, Kathmandu and Museum cum Library and Documentation Centre, Hetauda.

3.1 Institute of Forestry Campus, Hetauda: Introduction

The Institute of Forestry is the first institute in Nepal to impart quality education and training in Forestry and Natural Resource Management coming into existence as Nepal Forestry Institute at Singh Durbar in Kathmandu in 1974(2004B.S) under former His Majesty's Government, Department of Forest, it sifted to Suping (Bhimphedi) in 1957 and again to Hetauda in 1965 for better physical facilities- established by the Indian Co- operation Mission (ICM). The Institute merged into the Tribhuvan University in July 1972 and got a new name "Institute of Forestry".

It offered a two year certificate level course in forestry only at Hetauda. The Bachelor's program in forestry has also been running at IOF, Hetauda since 1996.

Mission and Objectives

Institute of Forestry (IOF) is one technical institute among five technical institutes under the Tribhuvan University. The mission of IOF is to develop technically sound and competent, and socially compatible human resources in the area of Forestry and Natural Resource Management. The objectives of IOF are;

- ❖ To design and implement educational programs that can address the current needs and interest of the civil society in the country in the area of forestry and allied fields.
- ❖ To develop competent and practically oriented professional foresters and efficient managers in the area of Natural Resource Management.

- ❖ To develop academic environment and encourage faculty members and students to develop their professional career.
- ❖ To encourage research activities that can address the practical problems of farmers and communities at large.
- ❖ To develop IOF as the center of Excellence in the area of forestry education

Organizational chart of IOF, Hetauda

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┌──────────────────────┐      ┌──────────────┐      ┌──────────────────┐
│ Research Committee    │──────│     Dean     │──────│  Faculty Board   │
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                                      │
      ┌───────────────────────────────┼──────────────────────────────────┐
      ▼                               │                                  ▼
┌──────────────────┐                  │                    ┌──────────────────────────┐
│ Assistant Dean   │                  │                    │ Assistant Dean           │
│ Planning         │                  │                    │ Administration & Academics│
└──────────────────┘                  │                    └──────────────────────────┘
                                       ▼
                           ┌──────────────────────┐
                           │ Campus Chief          │
                           │ Hetauda Campus        │
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| Department Of Social Forestry and Management | Department Of Forest Product and Engineering | Department Of Park Recreation and Wildlife | Department Of Watershed Management & Environmental Science | Department Of Silviculture and Forest Biology | Department Of Basic Science & Humanities |

3.1.1. Institute of Forestry, Hetauda Campus Library

IOF, Htd Campus Library is a special library under the forestry program of Tribhuvan University established in 1972 A.D. which provides special information for its users. It has access and circulates the materials related to text and forestry.

Objective of the Library

The specific objectives of the IOF Library, Hetauda is to provide specific materials to forest officers and technician.

- To preserve dissertation prepared by students of Forestry Campus.

- To provide demanded information immediately.

3.1.2. Collection development

It has all types of documents like conventional, non conventional and conventional including more than 10,000 reading materials. Those contained collection of text books, reports of research, journals, news letters clipping, etc. related with forestry. Library materials are selected by library committee and acquired from purchasing and donation.

The library has daily, weekly, monthly, quarterly, half-yearly newspapers like Kantipur, Gorkhapatra, The Rising Nepal, The Kathmandu Post, The Himalayan Post, Nari, Himal, Nepal, etc. It has also the collection of audio-visual disks.

Some old collection of library has problem of deterioration. It is tried to prevent by naturally.

3.1.3. Technical processing

Books are classified according to the Dewey Decimal system, and they are arranged in the shelves by class number. Library prepared the catalogue according to AACR- I. Besides that more than 15 documents are processed in a day.

3.1.4. Building

The institute of forestry campus library, Hetauda is being run in Museum and Library cum Documentation Complex. There are not various sections in the library. A large hall is participated for shelving, reading section, technical section and circulation section. Moreover, furniture, electricity and other physical facilities are good.

3.1.5. Users

The library users are teachers, student, staffs, DFO, rangers and forest researchers. All together there are 280 members. Approximately 70 users visit the library per day.

3.1.6. Facilities and services

The IOF Campus Library, Hetauda serves reading materials for its users with open access; any user can approach books directly. Furthermore, library instructions are provided to assist the library users. Library disseminates information by consulting catalogue and personal help.

The main purpose of the library is to satisfy the users, providing various services and facilities. So, the IOF Library provides the services like reference service, lending service and library instructions, etc. as possible as they can.

Reference service

The library provides reference materials for reference reading. This includes number of dictionaries, encyclopedias, directories, periodicals and CD-ROM databases.

Lending service

For maximum use of library materials, the library provides borrowing facilities to their users for 15 days loan period. The borrower hasn't fined for due date.

Library instruction

Library instruction is profitable for new library users. They are instructed by the librarian about the library use properly.

Opening hour

Summer- 10.00 a.m. to 5.00 p.m.

Sunday- Friday

Winter- 10.00 a.m. to 4.00 p.m.

Sunday – Friday

Library is closed on Saturday and other government holidays.

3.1.7. Library personnel

IOF Campus Library has two staff to disseminate the needed information to library users. One of them is professional librarian is deputy librarian and another one is non- professional as typist.

3.1.8. Location

The library is located at Main Road, Hetauda- 10, Makawanpur.

3.2. Kathmandu Forestry College: Introduction

The Kathmandu Forestry College was established in 2005 by the Nepal Agro forestry Foundation (a National NGO working in promotion of Agro forestry in Nepal since 1991) and group of academic and research professionals. It is the first and only private forestry college in Nepal. The college is affiliated with the Tribhuvan University.

The college is committed to provide an international standard of education to enable students to compete globally in the field of forestry.

Mission and Objectives

- ❖ To establish a centre of excellence for research and capacity building in forest resource management and community forestry in South Asia.
- ❖ To produce academically and practically sound professionals needed for the proper and sustainable development of forestry resources.
- ❖ To narrow down the gap between theoretical and practical knowledge which often lacking in most of academic institution in Nepal.

Organizational Chart of KAFCOL

General Assembly

↓

Management Committe

↓

| Principal |

Academic Coordinator

- ➤ Basic Science & Humanities Head
- ➤ Survey & Engineering Head
- ➤ GIS & RS
- ➤ General Forestry
- ➤ Soil & Water Conservation
- ➤ Wildlife & Eco-tourism

Administration Coordinator

| Account Section | | Library |
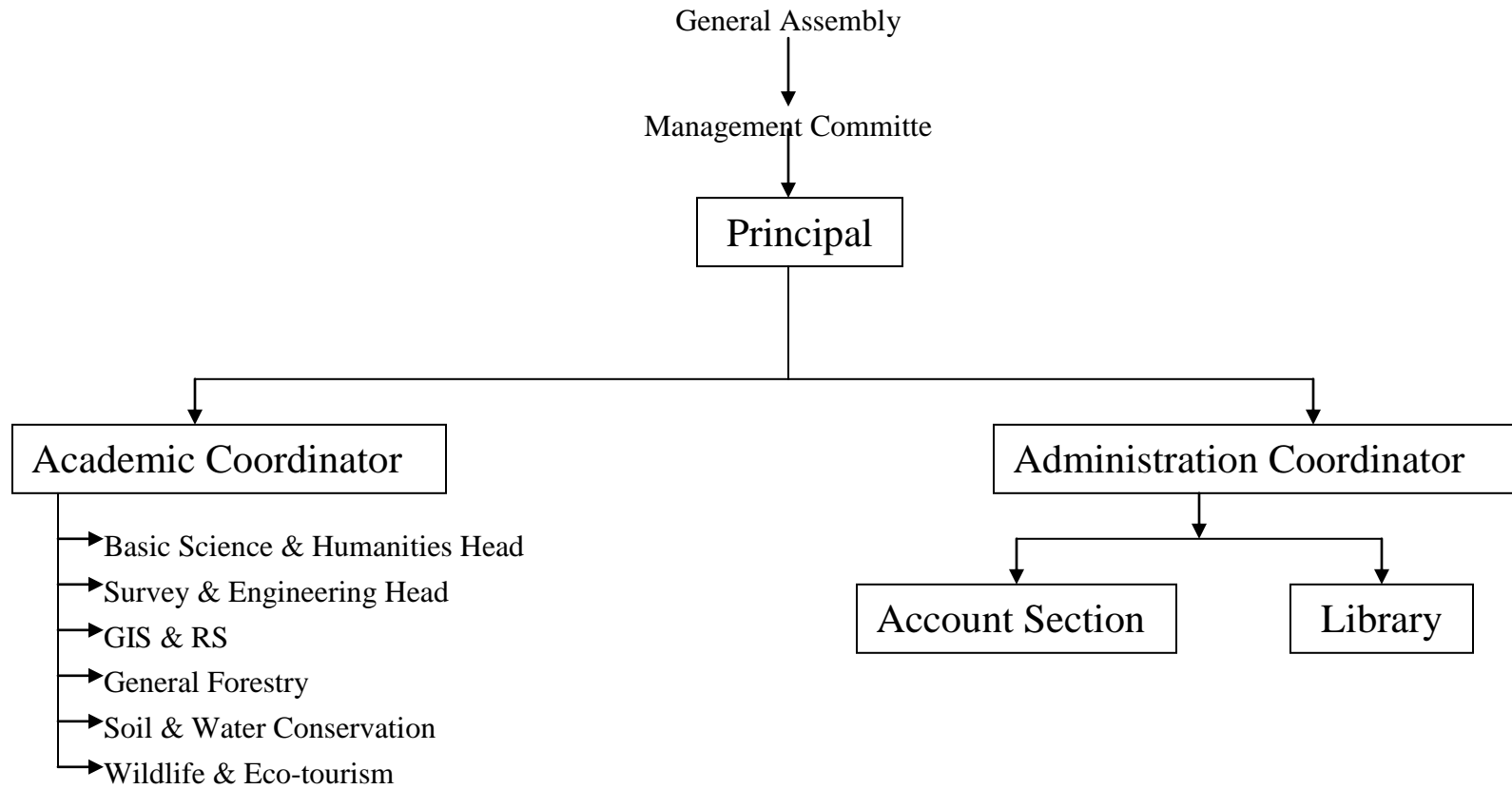
3.2.1. Kathmandu Forestry College Library

Kathmandu Forestry College (KAFCOL) Library is a special library consists of informative materials for its user. It accesses and disseminates the materials related to Forest Resource Management, Community Forestry and other reference materials.

Objective of the Library

The overall objective of the library is to provide required materials for users. Other general objectives are following

- To facilitate its users in the form of research and technical support.

- To play the role of service provider and serve the forestry campus' students.

- To provide an international standard of information materials.

- To help for quality education and to promote the reading habit of the people.

3.2.2 Collection development

When the college was established' the collections of materials were only 500 in the library. Now it has more than two thousand materials in the span of three years from 2005 to 2008. The authority of selection of library materials is to students, teachers and library committee and those are acquired by purchasing and donation. All types of document are acquired like non conventional, neo conventional and conventional. These include text books, reference books, thesis and project reports and papers, up to 100 numbers of CDs and more than 100 numbers of periodicals.

The library is new one. So, there is not the problem of library materials deterioration.

3.2.3 Technical processing

Books are classified according to Dewey Decimal system but they are arranged in the shelves by subject. Library does not prepare the catalogue. Though they processed more than 15 materials in a day.

3.2.4 Building

The college established in its own four- storey building registered under the name of the Nepal Agro forestry Foundation (NAF). The library has built in a large hall and it is not divided into different sections. Reading section is maintained in another room. The building is well- ventilated and echo- free classrooms with comfortable sitting arrangements.

3.2.5 Users

The users of the library are students and teachers of the college. There are 120 members registered in the library. But in average only 50 users visit the library per day. They issue library materials by manual system.

3.2.6 Database

No database is used.

3.2.7 Facilities and services

Special library should provide as much facilities and services as they can. KAFCOL library is also a special library, so it provides many facilities and services like reference service, photocopy service, etc.

Library disseminates information by personal help.

Reference service

The reference service includes numbers of dictionaries, directories, periodicals, bibliographies, on- line search, photocopy service, multimedia service, etc.

Photocopy service

The library provides photocopy service for their users at nominal cost which influenced users to use more information immediately.

Lending service

Lending service gives opportunity to borrow book for 15 days in KAFCOL library, then after it should be return. It means users can get more information at their relevant time.

Opening hour

Summer and winter
From 10:00 am. to 4:00 pm.

Sunday to Friday
Library is closed on Saturday and other government holidays.

3.2.8 Library personnel

KAFCOL library has two staffs in the library to disseminate essential information to its users. Both of the staffs are semi- professional.

3.2.9 Location

The college headquarter is located at Amarawati Marg, Koteshwor, Kathmandu, Nepal. The college building is just 100 meters west from Manohara Bridge inside the Ring Road on the way of Koteshwor to Gwarko Lalitpur.

3.3 Institute of Forestry Campus, Pokhara: Introduction

The IOF expanded its training programs in 1981 to Pokhara where the infrastructure of the central campus was developed with technical and financial assistance from the World Bank, International Development Agency (IDA), United States Agency for International Development(USAID) and the International Tropical Timber Organization(ITTO). In the same year IOF expanded its academic program in Pokhara to a two- year technical certificate in forestry level and the three year Bachelor of Science in Forestry Degree. In 1995, the Bachelor of Science in Forestry was modified into a four year program for the students to attain sixteen years' schooling after the completion of under graduate level. Currently, it offers three master's programs: Master of Science in Forestry, Master of Science in Natural Resource Management and Master of Science in Watershed Management. The Doctoral program of the IOF is open for all these interested in any field related to forestry. It is a research based degree program.

IOF has further grown and added Nine Master is different despairs degree program and with M. Phil and Ph. D. Community Forestry at Pokhara.

Mission and Objectives

The main goal of IOF, Pokhara campus is to produce qualified manpower in the field of Forestry like DFO, Forester, Ranger, etc. Other basic objectives are as follows

❖ Coordinate with international agency like the World Bank, International Development Agency and the United States Agency for International Development.

❖ To meet the growing demands for trained natural resource managers in the country.

Organizational chart of IOF, Pokhara

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Research Committee ── Dean ── Faculty Board
                        │
        ┌───────────────┼───────────────────┐
        ▼               ▼                     ▼
  Assistant Dean   Campus Chief      Assistant Dean
  Planning         Pokhara Campus    Administration & Academics
                        │
  ┌────────┬────────┬────────┬────────┬────────┬────────┐
  ▼        ▼        ▼        ▼        ▼        ▼
```

| Department of Social Forestry & Management | Department of Forest Product & Engineering | Department of Park Recreation & Management | Department of Watershed Management & Environment Science | Department of Silviculture & Forest Biology | Department of Basic Science & Humanities |

3.3.1 Institute of Forestry, Pokhara Campus Library

The library of IOF Pokhara Campus is established together with Academic Programs to Pokhara in 1981.It is a special library concerned with forestry. Obviously, it is improving in its library infrastructure and library collections than in its previous condition.

Objective of the Library

It has also some basic objectives as other special and academic libraries. Some of those are

- To provide library and information service to its users.

- To collects new books and educational materials concerned with forestry and text.

- Coordinate with national and international libraries.

- Help for quality education and to promote the reading habit of the people.

3.3.2 Collection development

The number of collections acquired at the time of data collection was more than ten thousand. The library has collections on subjects of forestry. Those are all types of like non conventional, neo conventional and conventional. The total collection of library is more than 15 thousands. These include thirty periodicals regularly and more than 200 CDs. The library committee selects the library materials and acquired from purchasing and donation.

Old collection of library materials has the problem of deterioration and these are tried to be prevent by using equipments and local materials.

3.3.3 Technical processing

Books are classified according to the Dewey Decimal system and they are arranged in the shelves by class number. The library maintains the catalogue according to AACR-II. In average they processed only 5 documents per day.

3.3.4 Building

The library is organized in its own two storied building. Office room, journal section and reading room are separately managed. These are well furnished, ventilated and the lightening is also in sound condition.

3.3.5 Users

The users of this library are students, teachers, forester, ranger, DFO and other research person. There are 170 members who have got membership. Despite that only 75 users visit the library per day.

3.3.6 Database

The library has created a computerized database using the WINISIS software.

3.3.7 Facilities and services

The library provides various important services to the users like Reference service, Photocopy service, Bibliographic database service etc.

Reference service

IOF Library, Pokhara has been providing reference services to general public, students, teachers, researchers and foreign users. The collection of the library is freely available to all users and most of the collection is open access. The card catalogue and the automated database provide the author, title, subject and more details of the document to help access the collection. It is a special library where users can use document within the library premises. The users can enquire about any information by personal visit or by telephone, fax or email.

Photocopy

The library has been providing a photocopy service to users at a subsidized rate. This service motivates the user to copy the needed materials for their best use.

On line service

The library offers the use of the internet for research on related subjects. The library is moving towards greater electronic access of information. Presently, several commercial and government online services are available to assist your research needs. Library also provides other services like library instructions, reprographic services, etc.

3.3.8 Library personnel

Professional- 1
Semi-professional- 3

3.3.9 Location

The library is located at Hariyokharka, Pokhara, Kaski.

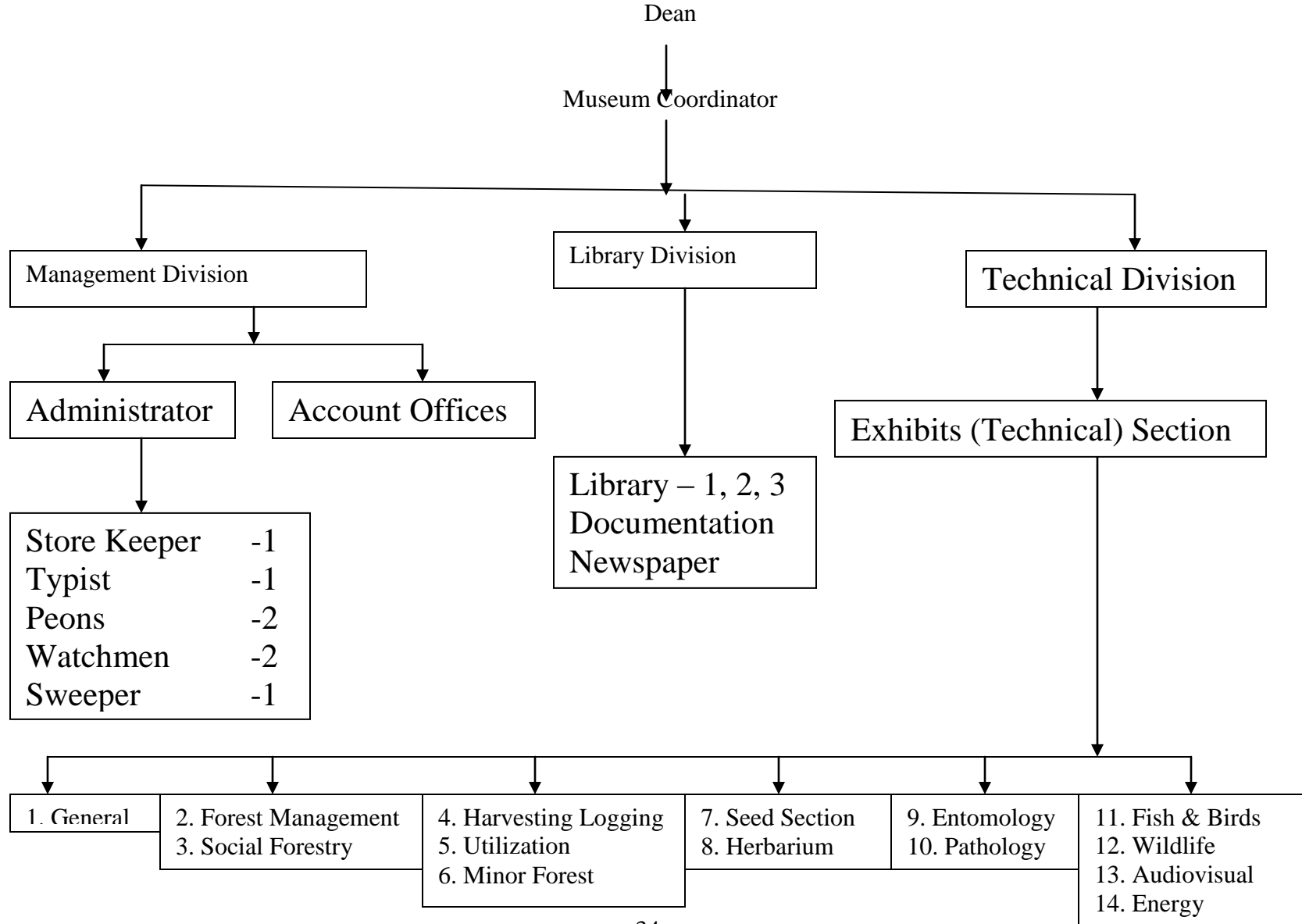### *3.4. Museum and Library cum Documentation Centre: Introduction*

Museum and Library cum Documentation Centre was established at Hetauda under the Institute of Forestry in 1985 to facilitate teaching, research and extension activities in forestry related disciplines. Former His Majesty's Government and the Government of India signed an agreement for the establishment of the Museum on August 8, 1985, Library cum Documentation Complex whereby India committed to give a grant under the bilateral economic cooperation program for the construction of the building. Furthermore, the Government of India provided additional financial support of IRs. 8 million and HMGN provided IC Rs. 2 million for the Museum exhibits, books and equipments. The support of GOI since the 1950s from establishing the institute to upgrade, it has added luster and dynamism to the Forestry program of TU.

Mission and Objectives

The Museum and Library cum Documentation Centre is a research centre established under the Institute of Forestry. It has a mission to facilitate teaching and extension activities by supporting research activities and uplift the academic programs in Forestry, Natural Resource Management and Environmental fields. The objectives of Museum and Library cum Documentation Centre are

- ❖ To promote teaching and strengthen research in forestry and environmental sectors.

- ❖ To empower rural population by making them aware about sustainable development of natural resources and their benefits.

- ❖ To mobilize rural masses about sustainable development of natural resources through collection and dissemination of information.

Organizational Structure of the MLDC

Dean

Museum Coordinator

Management Division	Library Division	Technical Division

Management Division

Administrator	Account Offices

Store Keeper	-1
Typist	-1
Peons	-2
Watchmen	-2
Sweeper	-1

Library Division

Library – 1, 2, 3
Documentation
Newspaper

Technical Division

Exhibits (Technical) Section

1. General	2. Forest Management 3. Social Forestry	4. Harvesting Logging 5. Utilization 6. Minor Forest	7. Seed Section 8. Herbarium	9. Entomology 10. Pathology	11. Fish & Birds 12. Wildlife 13. Audiovisual 14. Energy

3.4.1 Museum and Library cum Documentation Centre Library

The Museum and Library cum Documentation Complex Library is a special library which collects documents, project papers, research reports, etc.

Objective of the library

The specific objective of the MLDC is to collect the valuable information via documents, project papers, research reports, thesis, etc.

Other general objectives are as follows

- To appoint the professional librarian

- To manage the library collection technically.

- To disseminate the preserved information accurately, pin pointedly, exhaustively.

- To reflect the new and emerging thinking on forestry disciplines.

3.4.2 Collection development

In the beginning of its establishment it had 2728 collections in the library. Now there are more than 50 thousand collection including newspapers and magazines, records i.e. Life History uses, pests and diseases and all necessary information regarding flora and fauna of Nepal. Furthermore there are the collection of project papers, Masters and PhD thesis, research reports and scholarly articles.

3.4.3 Building

The Museum and Library cum Documentation Centre has its own building. The building complex of 4700 sq.m. carpet area is constructed consisting 15 blocks on two levels built at the cost of about IRs 2.60 crore. It has 18 different sections including the ground floor and the first floor. There are displayed around 60 photographs, charts, different systems of loading and around 42 photographs related to natural conservation. In addition, there are audio- visual section, General section, Newspaper and magazines section, Documentation section and Library section. The library block is divided into three different wings.

Library-I

 This section is for general students, and equipped with steel book racks, reading tables, index cabinet, steel book cases, having a total sitting capacity of 128. It consists of books of different field related with Forestry and Natural Resource Management.

Library-II

This wing consists of fixed type single sitting arrangement for research and studies. This is meant for student use, apart from 3 seated round tables and separate partitions, the block is also equipped with fixed wooden book almirah, to accommodate necessary books. It has a seating capacity of 53.

Library-III

This block is also equipped with separate reading compartments and steel book almirah. This unit has a seating capacity of 34. This is especially for teaching faculties and researchers in order to strengthen their skill and efficient in respective discipline.

3.4.4 Users

There are approximate 300 users including students, teachers and researchers concerned with forestry who wants to use the information preserved in the library. Unfortunately it is locked due to lack of manpower.

3.4.5 Facilities and Services

It is providing neither any facilities nor services due to lack of staff.

3.4.6 Location

It is located at the Main Road, Hetauda- 10, Makwanpur.

Comparison between these libraries is briefly shown in ANNEX 1(page 63).

Chapter- IV

RESEARCH METHODOLOGY

Research methodology is a way to systematically solve the research problem. It consider the logic behind the methods we use in the context of our research study and explain why we are using a particular method or technique and why we are not using others so that research results are capable of being evaluated by researcher.

4.1 Research design

Research design is an overall framework or plan for the activities to be undertaken during the course of a research study. It is a plan, structure and strategy of investigation conceived so as to obtain answers to research design is the blueprint plan or the complete scheme of the research. For this research users and staff of four different IOF libraries have been studied. Since one single method is not suitable for the study and investigation of the subject. Hence a combination of different methods is being used to collect the relevant facts, figures and data. The methods mainly used are questionnaire, survey and interviews with concerned people.

4.2. Sources of data

The major sources of data are primary. The primary data are collected through field survey, using the questionnaires and taking interview. Researcher also consulted the secondary sources of information like dissertation, thesis, article books, prospectus, office records, brochures, etc. Interviews had been conducted with librarians of concerned three libraries.

4.3. Population

This study is concerned with four libraries with its collections, services, and user's satisfaction. The populations of the study are users and staffs of those libraries. Those are IOF, Hetauda Campus' Library, IOF, Pokhara Campus' Library, KAFCOL Library and MLDC. Only twenty percent sample of the user of each library are taken here.

4.4. Sampling

To fulfill the purpose of the study the IOF, Hetauda Campus' Library, IOF, Pokhara Campus' Library, KAFCOL Library and MLDC have been taken, and the

random sampling technique has been adopted. 300 users were found in 2 days visit in four libraries. 180 questionnaires had been distributed and among those only 61questionnaires were returned from those selected libraries.

100 visitors were found in two days' visit in IOF, Hetauda Campus' Library and 50 questionnaires had been distributed to them but only 25 respondents returned.

Similarly, 140 visitors had been found fro two days visit in IOF, Pokhara Campus' library and the 90 questionnaires had been distributed to them but only 20 respondents returned those questionnaires.

In KAFCOL Library 60 visitors had been found in two days' visit and the questionnaires distributed were 40 in number, but only 16 respondents returned.

4.5. Data collection and procedure

The researcher prepared two sets of questionnaires in full consultation of guide. The information is collected through field survey, interviews with selected librarians and their libraries. Users filled up questions without any restriction but in MLDC Library questionnaires can not distribute because the library is closed till now due to lack of librarian. So it is not in used. The researcher visited and phoned concerned library again and again to take interview with the Librarian. All Librarians enthusiastically gave interview. Only those questionnaires which received up to the deadline are included in the analysis.

4.6. Data analysis procedure:

The analysis is based on the 61 responses received from the users. The completely filled up questionnaires were checked to remove the possible errors and inconsistencies in the field. Advanced statistical tools are not being used for the study. But, the analysis is carried out with the help of simple statistical methods using arithmetic techniques such as percentage, addition, subscription, estimation, approximately etc. for structural questions and description and analytical method for descriptive questions.

Chapter-V

ANALYSIS AND PRESENTATION

The data have been collected from four different libraries for this study and those are IOF, Hetauda Campus' Library, IOF, Pokhara Campus' Library, KAFCOL Library and MLDC Library. The data and the information gathered from those sources made possible to this analysis to make a suitable presentation of this work.

5.1. Primary data

5.1.1. Composition of the sample

To fulfill the purpose of the study, each selected libraries were visited in two days. The numbers of visitor to whom questionnaires had been distributed and the response returned by the users in each library is shown in table 1. In total the responses of the 61 users are tabulated and analyzed.

Total visitors found in four libraries during two day visit were 300 in number. Among them 100 in IOF, Hetauda Campus' Library, 140 in IOF, Pokhara Campus' Library,60 in KAFCOL Library.

In IOF, Hetauda Campus' Library 50 questionnaires had been distributed among 100 users in two days but only 25 questionnaires were filled up. In average 75 visitors had been found present per day in the library.

In IOF, Pokhara Campus' Library 90 questionnaires had been distributed to 140 visitors during two days. Out of them only 20 questionnaires had been found returned. The average visitors of per day in the library were 80.

In KAFCOL Library 40 questionnaires had been distributed to 60 users in two days visit, among them only 16 were returned. The average visitors of per day in the Library were 45.

Table 1-Numbr of Questionnaire Distributed and Returned

Name Of the Library	Approximate Users		Number Of Copies			
	No.	%	Distributed No.	%	Returned No.	%
IOF, Hetauda	100	33.33	50.00	27.78	25.00	40.98
IOF, Pokhara	140	46.67	90.00	50.00	20.00	32.79
KAFCOL, Kathmandu	60	47	40	50	16	32.79
MLDC, Hetauda	0	0.00	0.00	0.00	0.00	0.00
Total	300	100.00	180.00	100.00	61.00	100.00

Source: Field Survey
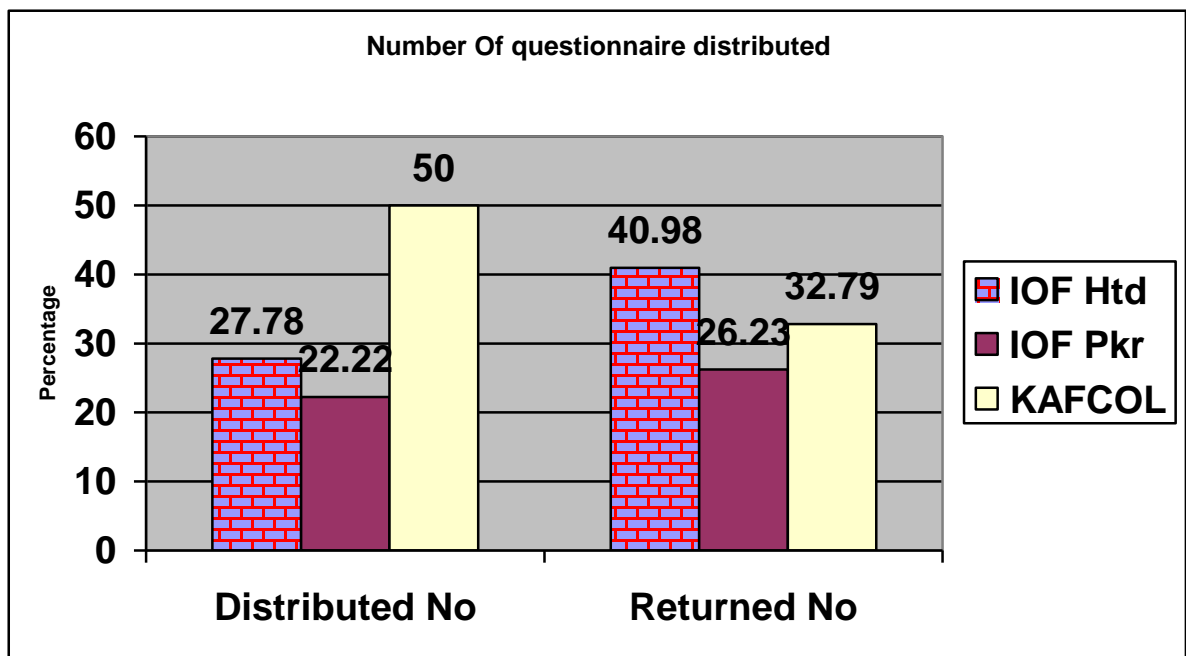
Figure: 1 Number of questionnaires distributed
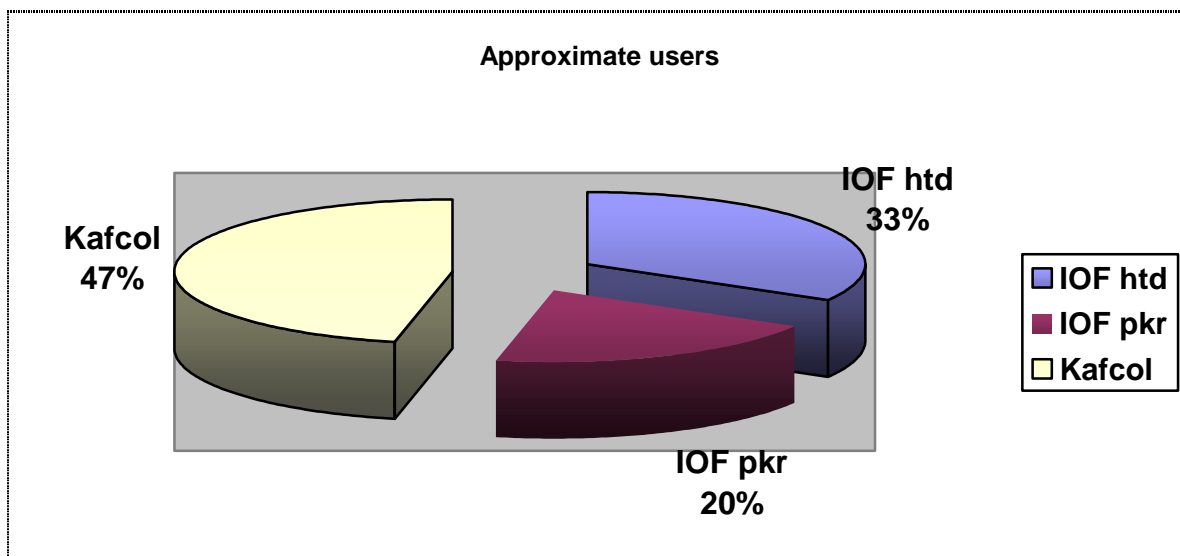
Approximate users

Figure: 2 Approximate users

5.1.2. *Purpose of library visit.*

Question number 1 was developed with four possible reasons, which are specified to find out the user's purpose for entering in library .The responses to this question are presented in Table – 2

Table – 2 Purpose of library visit

Name of library	purpose of library visit									
	To borrow text book		To consult reference		To read journals		For all purpose		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
IOF, htd	4	16	5	20	5	20	11	44	25	100
IOF, pkr	8	40	5	25	2	10	5	25	20	100
KAFCOL, ktm	8	50	2	12.5	3	18.75	3	18.75	16	100
MLDC	0	0	0	0	0		0	0	0	0
Total	20	32.79	12	19.67	10	16.39	19	31.15	61	100

Source: Field survey

It is noted that only 16% users out of 25 used to come in IOF, Htd Library to borrow text book, 20% users used the library to consult reference books, 20% used to read journals. The remaining 44% are for all purposes.

IOF, Pkr Library 40% of users visit for the text book, 25% for reference books, 10% to read journals and balancing 25% for all purpose.

In KAFCOL Library 50% visit to borrow text book, 12.5% to consult reference, 18.75% to read journals, and 8% to pass time. In totality 32.79 users visit the library to borrow text books, 19.67% to consult reference books, 16.39 % to read journals, and 31.15% for all purposes.
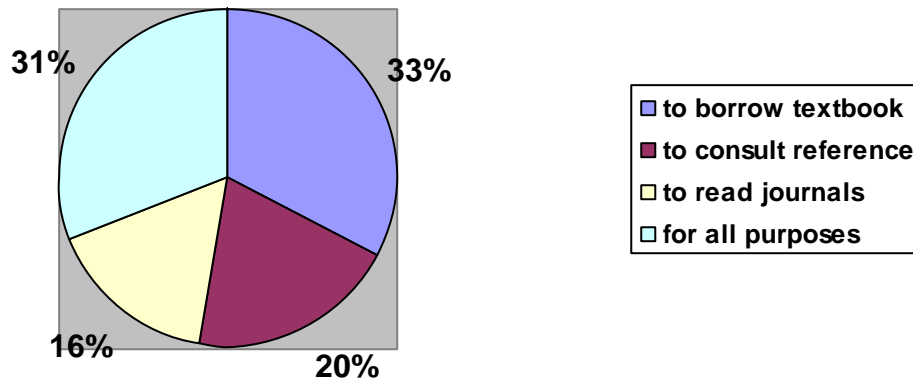
Figure: 3 Purpose of library visit

The figure shows that most of the users visit the library to borrow text book.

5.1.3. Frequency of library visit.

Question number 2 was formed to find out the frequency of library visit by the users, Regarding to the question, it was asked with four options which are enumerated from different visiting pattern is shown in table – 3.

Table –3 Frequency of library visit

Name of library	Frequency of library visit									
	Daily		Once a week		Once a month		Rarely		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
IOF, Htd	8	32	9	36	5	20	3	12	25	100
IOF, Pkr	7	35	3	15	4	20	6	30	20	100
KAFCOL	10	62.5	2	12.5	1	6.25	3	18.75	16	100
MLDC	0	0	0	0	0	0	0	0	0	0
Total	25	40.98	14	22.95	10	16.39	12	19.67	61	100

Source: Field survey
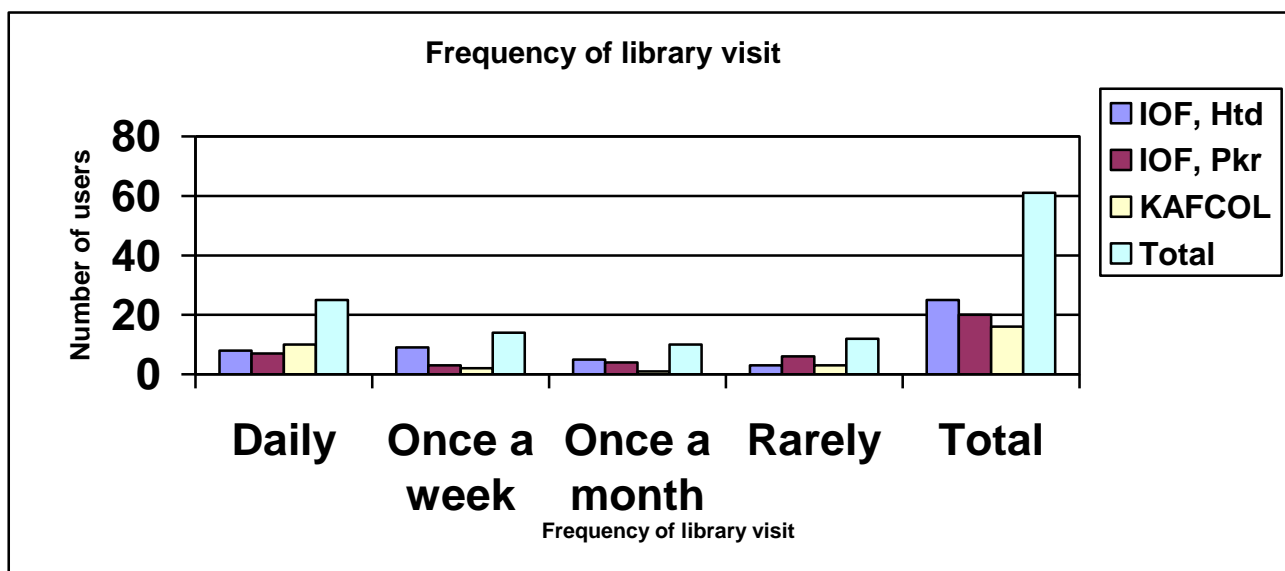
Figure: 4 Frequency of library visit

It is noted that, 32% users are visiting daily in IOF, Htd Library and 36%, 20% and 12% visit weekly, monthly and rarely respectively. In IOF, Pkr Library 35% users visit daily, 15%, 20% and 30% visit weekly, monthly and occasionally respectively. In KAFCOL Library 62.5% visit daily, 12.5% once a week, 6.25% monthly and 18.75% seldom.

5.1.4. Opinion of collections

To get the opinion of the users about the collection of library, it was requested to them to mention their opinion, regarding the collections of library, most of the users opinioned against the adequacy of collections. In IOF, Htd Library only 24% expressed their view about the satisfied with collection, 48% were partially satisfied and 28% are unsatisfied with the library collections.

According to them IOF, Pkr Library has higher percentage of adequacy i.e. 30% out of 20 users.

In KAFCOL Library no one is fully satisfied with the collection. 56.25% expressed that they are partially satisfied with their collection and 43.75% felt inadequacy.

Table-4 Opinion of collection

| Name of library | Opinion of collection | | | | | | | |
	Satisfied	%	Partially satisfied	%	Unsatisfied	%	Total	%
IOF, Htd	6	24	12	48	7	28	25	100
IOF, Pkr	6	30	9	45	5	25	20	100
KAFCOL	0	0	9	56.25	7	43.75	16	100
MLDC	0	0		0	0	0	0	0
Total	12	19.67	30	49.18	19	31.15	61	100

Source: Field survey

So, it is clear that adequacy of collection is not found almost in all the libraries of IOF.
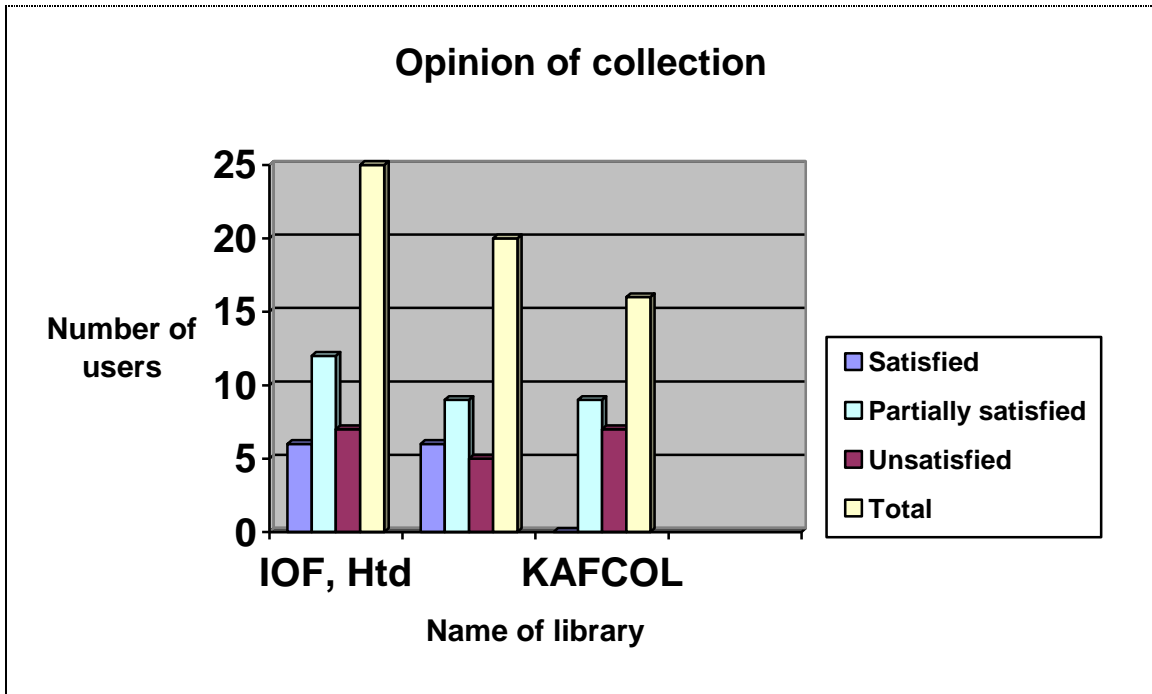
Figure: 5 Opinion of collection

5.1.5. Type of access

Question number five was put about the type of access, available in the libraries. Following are the results regarding the response. Availability of close access seemed more than open and both type of access. In IOF, Htd Library 52% open access is available, 28% is close access and remaining 20% is both type of access. The availability of open access in IOF, Pkr and KAFCOL Libraries are 40%, and 12.5% respectively.

Close access in IOF, Pkr, KAFCOL Library seemed 8%, and 13% respectively. There is both type of access in IOF, Pkr and KAFCOL i.e. 20% and 6.25 respectively.

Table-5 Type of access

Name of library	Type of access							
	Open	%	Close	%	both	%	Total	%
IOF, Htd	13	52	7	28	5	20	25	100
IOF, Pkr	8	40	8	40	4	20	20	100
KAFCOL	2	12.5	13	81.25	1	6.25	16	100
Total	23	37.70	28	45.90	10	16.39	61	100

Source: Field survey

It seems that some access are open for only few users like senior students, teachers.
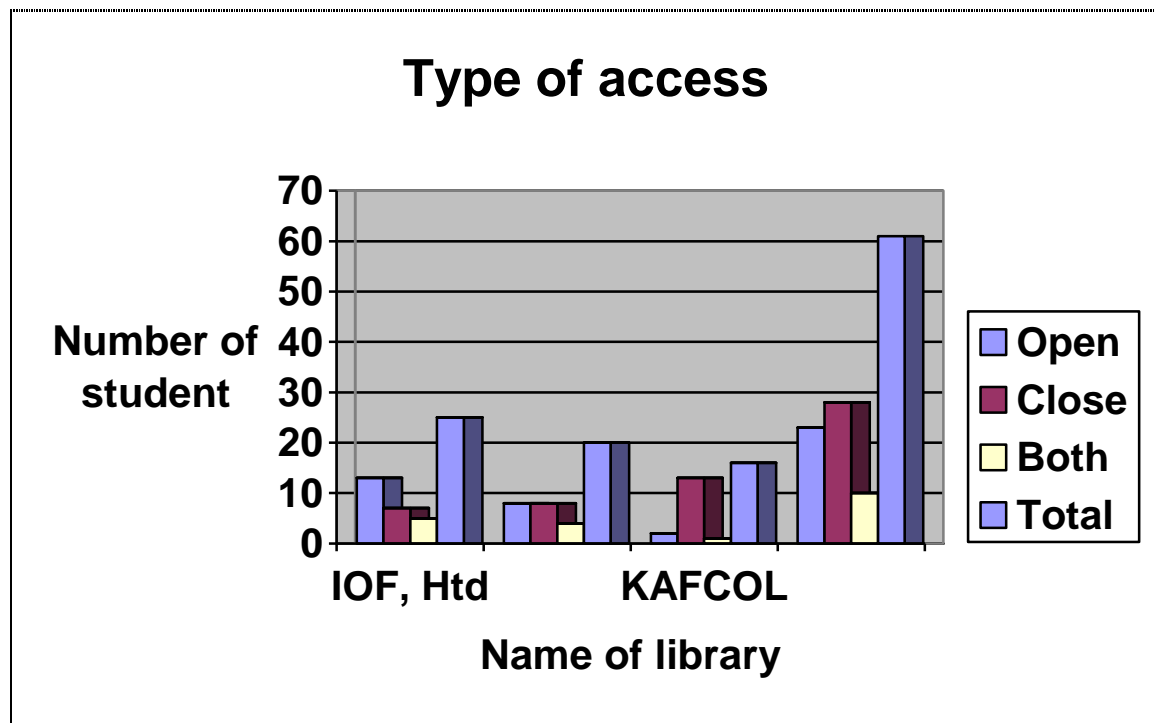
Figure: 6 Types of access

5.1.6. Accessing of library materials

The sixth question is about the process of finding materials in the library. In IOF, Htd Library, 12% users accessing the library materials consulting the catalog. 24% users access themselves, 64% take the help of staff and friends.

In IOF, Pkr Library 35% users use catalogue to access the library materials, 55% depends upon the library staff and only 10% are self searchers.

In KAFCOL Library higher percentage of users access with the help of others. 31.3% access through self search. Catalog card and database is not available to access the document.

Table-6 Accessing of library materials

Name of library	Accessing of library materials									
	Consulting catalog		Using computer		Self search		With the help of others		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
IOF, Htd	3	12	0	0	6	24	16	64	25	100
IOF, Pkr	7	35	0	0	2	10	11	55	20	100
CAFCOL	0	0	0	0	5	31.3	11	68.75	16	100
Total	10	16.39	0	0	13	21.3	38	62.30	61	100

Source: Field survey

It is concluded that 21.3% users of three libraries go through themselves to access the library materials. Only 62.30% take the help of staff and friends. No users of all three library use computers to access the library materials because database system is not used in those three libraries.
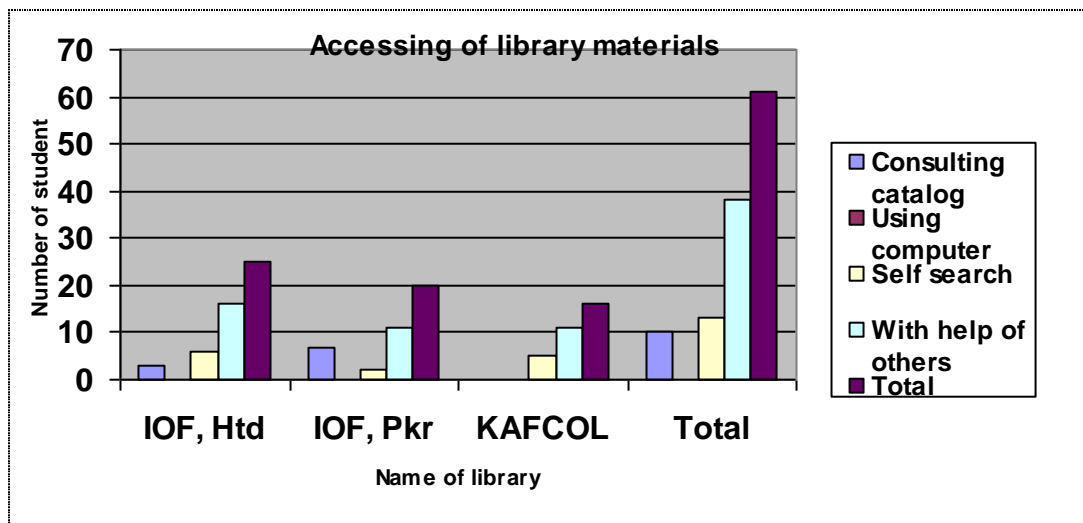
Figure: 7 Accessing of library materials

5.1.7. Shelving system of library

Question no. 7 was asked to the users whether they are familiar with the shelving system of library or not.

Only 44% users of IOF, Htd Library seemed familiar with shelving system and the 56% are unknown.

In IOF, Pkr and KAFCOL libraries more users are found familiar with shelving system i.e. 60% and 56.25% respectively. They are well known of shelving system

Table-7 Familiar with shelving system of library

Name of library	shelving system					
	Yes	%	No	%	Total	%
IOF, Htd	11	44	14	56	25	100
IOF, Pkr	12	60	8	40	20	100
KAFCOL	9	56.25	7	43.75	16	100
Total	32	52.46	29	47.54	61	100

Source: Field survey

Comparatively, IOF, Htd Library has not applied better shelving system than other two.
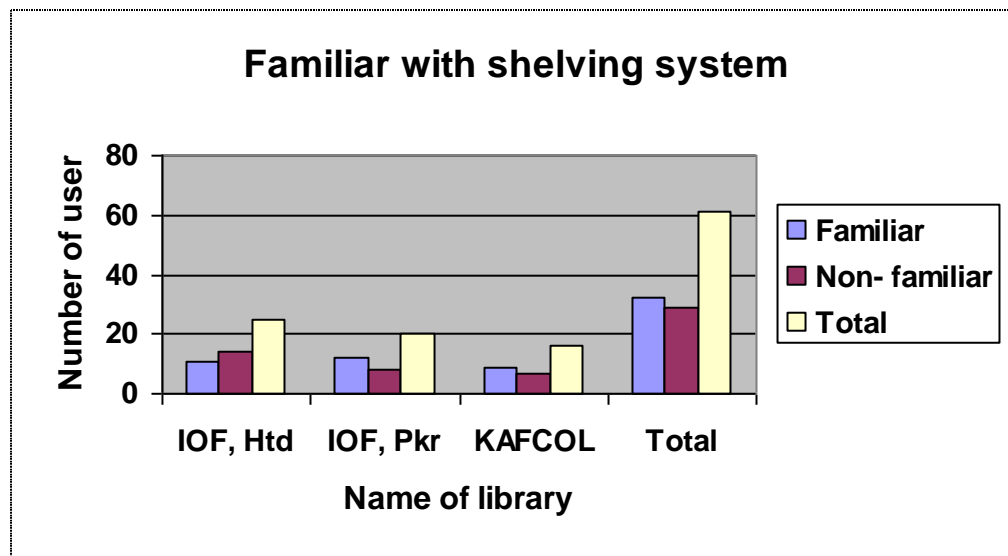
Figure: 8 Familiar with shelving system

5.1.8 Services provided to the users

In question number 8, the question "What are the services that you are getting from the library?" was asked for the users of the three libraries of IOF. But no one replied the answer of this question. So data cannot be given.

5.1.9. Satisfaction with the loan period

Adequacy of loan period is most essential for the users; therefore data relating to loan period has been collected and analyzed. All the libraries of IOF have given the facility of loan.

In IOF, Htd Library only 48% of the users are not satisfied with the loan period. 52% answered positively for the loan period imparted by the library.

45% of total user of IOF, Pkr satisfied with loan period of the library and more than 10% are unsatisfied.

Users are not gratified with the loan period imparted by the KAFCOL, 87.5% users are opposite to the loan period provided, and only 12.5% appeared positively.

Table-8 Satisfied with loan period

Name of library	Satisfied with loan period					
	Yes	%	No	%	Total	%
IOF, Htd	13	52	12	48	25	100
IOF, Pkr	9	45	11	55	20	100
KAFCOL	2	12.5	14	87.5	16	100
Total	24	39.34	37	60.66	61	100

Source: Field survey

Satisfied with loan period
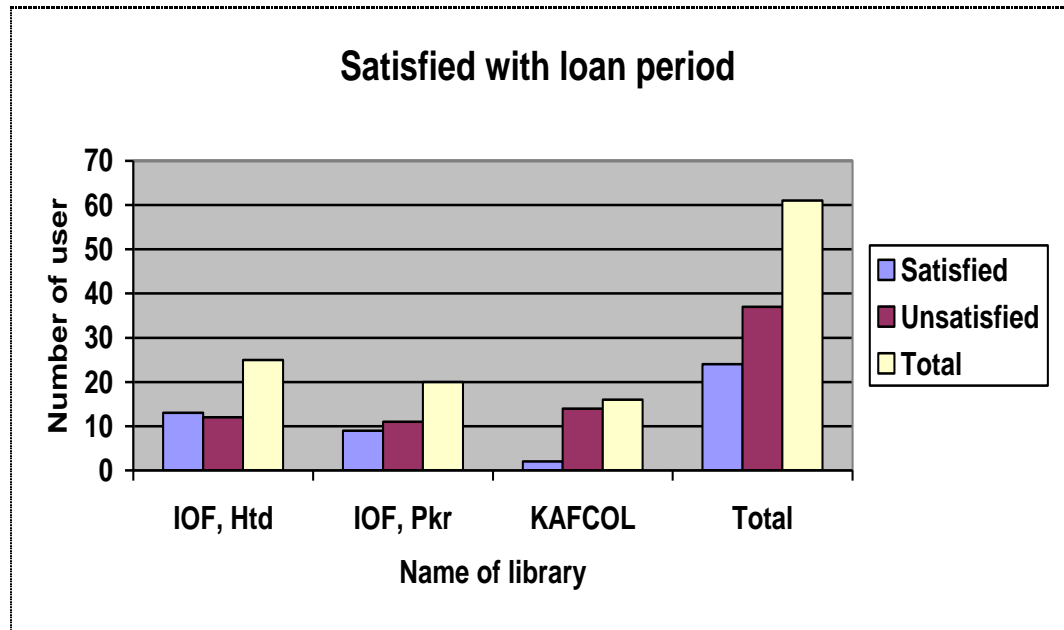
Figure: 9 Satisfied with loan period

5.1.10. Need of the loan period

Longer loan period would be beneficial to the student's point of view. But to enrich issuing system and outreach of the library, the library management thinks shorter loan period would be better. Larger number of students in each library desire for the longer loan period. In this analysis also, it seems that in IOF, Htd Library 54.55% of the total users desired for 1 month loan period and in IOF, Pkr Library 36.36% users preferred for 1 month and 35.71% preferred for same period of loan in KAFCOL. In IOF, Htd Library 27.27% and 18.18% preferred for 10 days and 15 days respectively. 14.29% and 28.57% wants 10 days and 15 days loan period respectively in KAFCOL. No one preferred more than one month loan period in IOF, Htd. But, In IOF, Pkr and KAFCOL Libraries 27.27% and 21.43% preferred for more than one month loan period.

Table-9 Need of loan period

Name of library	Need of loan period									
	10 days		15 days		1 month		more than 1 month		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
IOF, Htd	3	27.27	2	18.18	6	54.55	0	0	11	100
IOF, Pkr	2	18.18	2	18.18	4	36.36	3	27.27	11	100
KAFCOL	2	14.29	4	28.57	5	35.71	3	21.43	14	100
Total	7	19.44	8	22.22	15	41.67	6	16.67	36	100

Source: Field survey
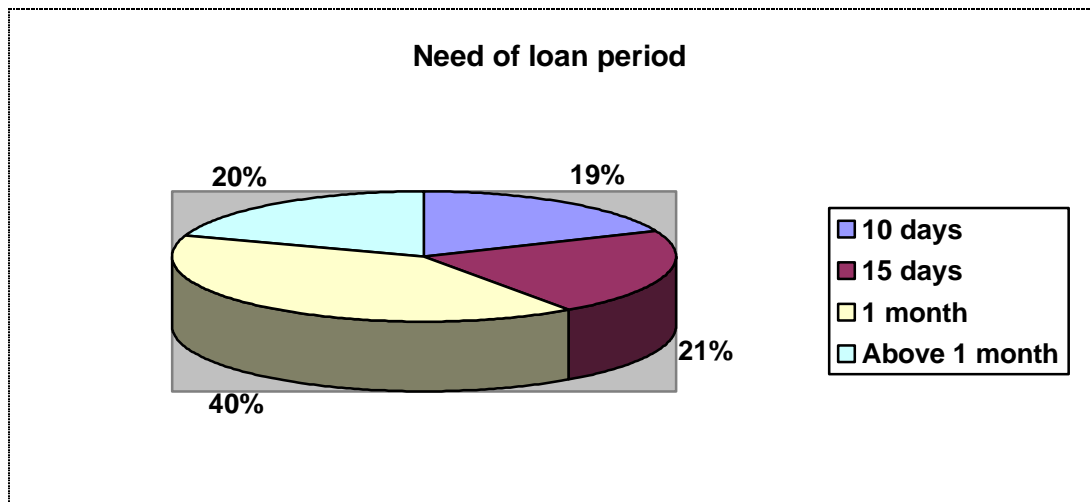
Figure: 10 Need of loan period

So, from the above analysis, it can be said in conclusion that the loan period of the library should be longer for the student.

5.1.11. Satisfaction with physical facility

Physical facility is one of the basic prerequisites of the library. Questions were asked to the users "whether they are satisfied with the physical facilities of the library or not". Only 32% users of the IOF, Htd Library are satisfied with the physical facilities provided by the library and 68% showed their dissatisfaction. 65% users of the IOF, Pkr Library are delighted with it's physical facilities and 35% are unsatisfied. A large number of users of KAFCOL are dissatisfied with physical facilities of the library i.e. 93.75 and only 6.25 are satisfied.

Table-10 Satisfied with physical facilities

Name of library	Satisfied with physical facility					
	Yes	%	No	%	Total	%
IOF, Htd	8	32	17	68	25	100
IOF, Pkr	13	65	7	35	20	100
KAFCOL	1	6.25	15	93.75	16	100
Total	22	36.07	39	63.93	61	100

Source: Field survey
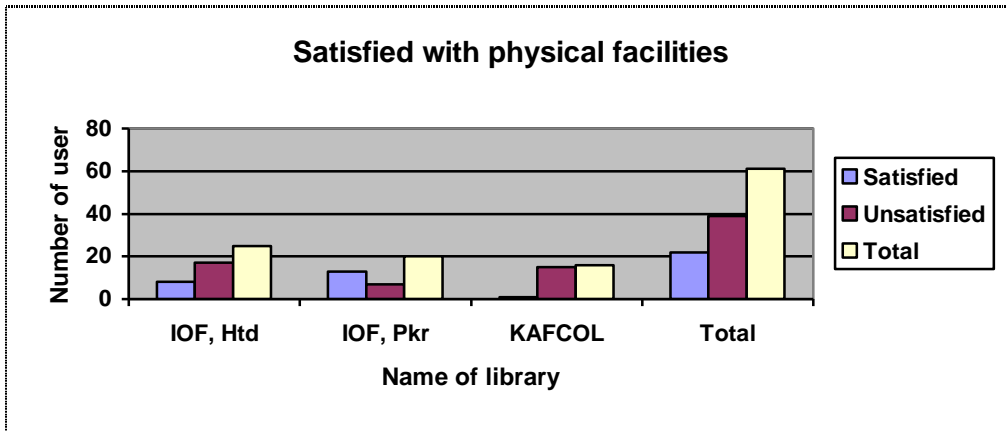
Figure: 11 Satisfied with physical facilities.

Obviously it can be taken that IOF, Pkr Library is the best among the three libraries.

5.1.12. Opening hours of library

Every library should provide sufficient and suitable opening hours for the users. Table -11 portrayed the users' view about the opening hours of libraries. 56% users of IOF, Htd Library are gratified with its opening hours and the rest 44% are not pleased. Not only in IOF,Htd, but also in IOF, Pkr Library, most of the users expressed their satisfaction to the opening hours. In IOF, Pkr, and in KAFCOL Libraries 60%, and 18.75% users respectively are satisfied with those opening hours. Remaining 40% users of the IOF, Pkr Library are not pleased with its opening hours. In the same way, 81.25% users of KAFCOL are dissatisfied.

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Table-11 Satisfaction with opening hours

Name of library	Satisfied with opening hours					
	Yes	%	No	%	Total	%
IOF, Htd	14	56	11	44	25	100
IOF, Pkr	12	60	8	40	20	100
KAFCOL	3	18.75	13	81.25	16	100
Total	29	47.54	32	52.46	61	100

Source: Field survey
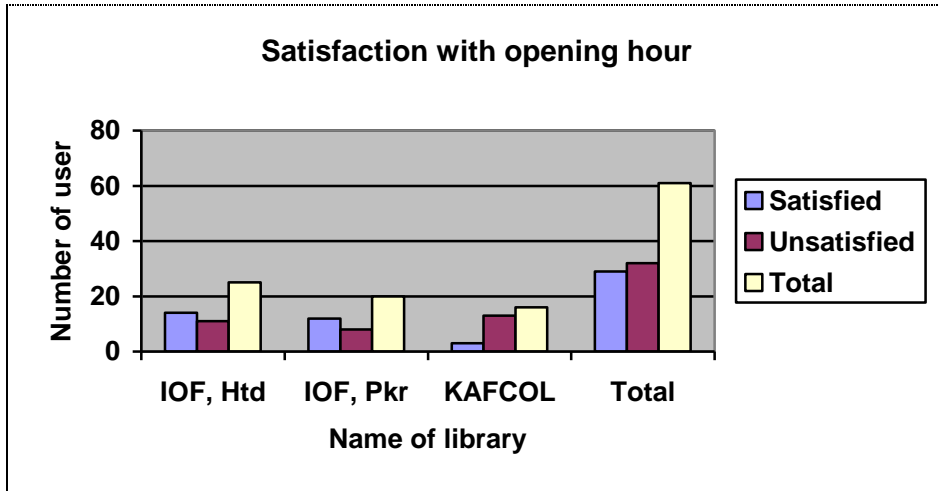
Figure: 12 Satisfaction with opening hour

In conclusion we can say that most of the users of KAFCOL are unsatisfied with the opening hours provided by the library.

5.1.13 Internet and Email facility

This is the age of information technology which is unexpectable without computer or Internet and Email. Without this facility a user will be very slow to get the updated and current information of the current world. But by this study it is known that the Internet and Email facility cannot be found in IOF, Htd library. Other two libraries i.e. IOF, Pkr and KAFCOL provide this facility.

Table- 12 Internet and Email facility

Name of library	Internet and Email facility					
	Yes	%	No	%	Total	%
IOF,Htd	0	0	25	100	25	100
IOF,Pkr	20	100	0	0	20	100
KAFCOL	16	100	0	0	16	100
Total	36	59.02	25	40.98	61	100

Source: Field Survey
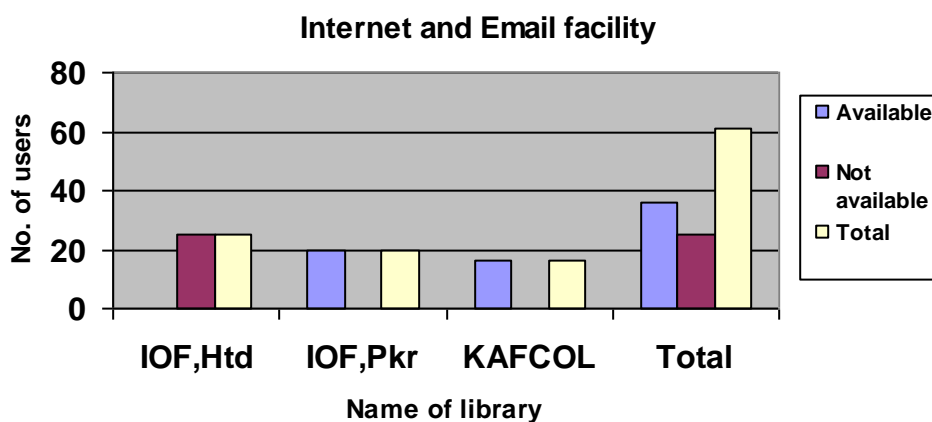
Figure: 13 Internet and Email facility

5.1.14. Satisfaction with the present services

Most of the users seemed dissatisfied with the present services of the libraries except the service of IOF, Pkr Library. In IOF, Htd Library 40% users are pleased and others are dissatisfied. While in IOF, pkr Library 65% felt satisfy and only 35% are unpleased. But in KAFCOL all the users are dissatisfy with the present services.

Table-13 Satisfaction with present services

Name of library	Satisfied with present services					
	Yes	%	No	%	Total	%
IOF, Htd	10	40	15	60	25	100
IOF, Pkr	13	65	7	35	20	100
KAFCOL	0	0	16	100	16	100
Total	23	37.70	38	62.30	61	100

Source: Field survey
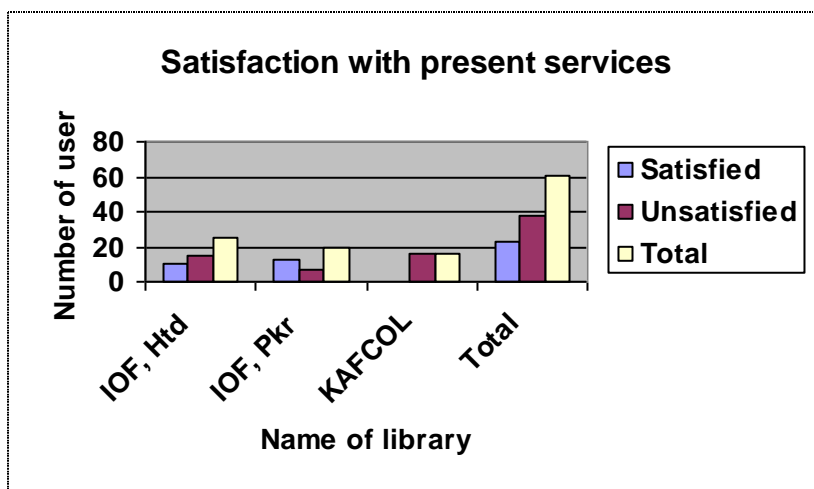
Figure: 14 Satisfaction with present services

5.1.15 Realized factors of difficulties

The last question was asked for users of all three libraries to point out the unsatisfied factors of libraries. For easiness ten points are given but some points are not realized as difficulties which library should adopt to reduce. In three libraries, 5 users are unsatisfied with collection development, 9 users feel the required of manpower whereas, the number of user who unsatisfied with services, physical facilities and information technology are 7, 6 and 11 respectively.

Table-14 Realized factors of difficulties

Realized difficulties	Name of library							
	IOF, Htd		IOF, Pkr		KAFCOL		Total	
	No.	%	No.	%	No.	%	No.	%
Collection development	1	20	1	20	3	60	5	100
Manpower	5	55.56	2	22.22	2	22.22	9	100
Services	2	28.57	1	14.29	4	57.14	7	100
Physical facilities	3	50	1	16.67	2	33.33	6	100
Information technology	4	36.36	2	18.18	5	45.45	11	100
Total	15	39.47	7	18.42	16	42.11	38	100

Source: Field survey

Realised factors of difficulties
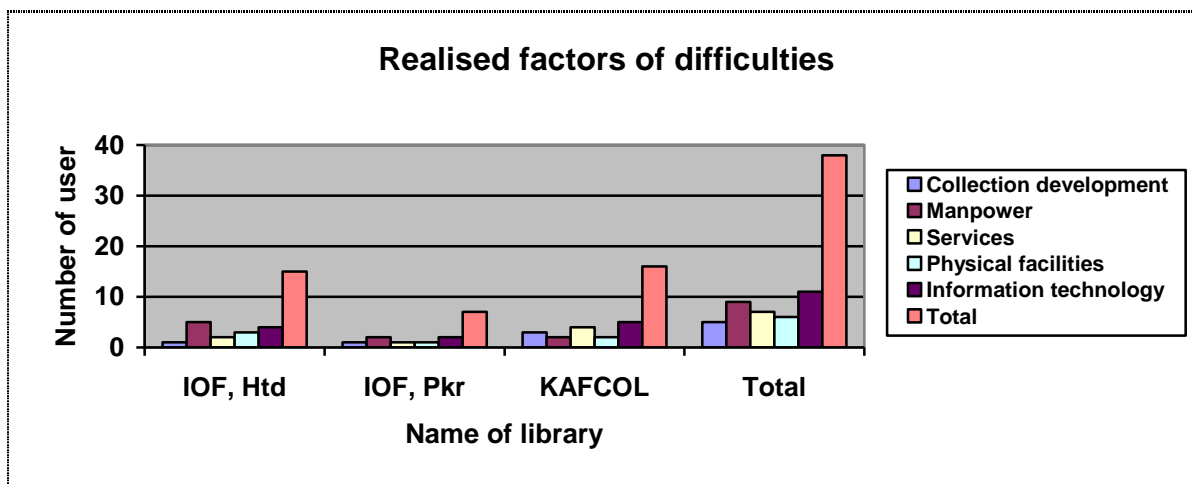
Figure: 15 Realized factors of difficulties

5.1.16 Suggestion

Users of all three libraries suggest the library in different factors during the time of fulfill the questionnaire. Those are point out as below

In IOF Library, Htd
- No of reference books, journals and text book should be increased.

- Well defined catalogue should be maintained.

- Internet facility should be provided.

- Discrimination between users should be reducing.

- Trained manpower should be employed.

- On line databases should be maintain.

In IOF Library, Pkr
  Number of computer for internet and duration of internet period should be increased.
- Number of newspaper and newspaper should be increased.

- E- Journals and publication should be provided.

- Good coordination between library staffs and students should be maintained.

- Library staff should be punctual, responsible for their duties.

- Length of library period should be expanded.

In KAFCOL Library

- Current Content List should be maintained.

- Internet time period, reference books should be extending.

Chapter – VI

SUMMARY, CONCLUSION, RECOMMENDATION AND FINDINGS

6.1. Summary and Conclusion

IOF Libraries are Academic special libraries. Though it is also known as a service provider. So, most of the efforts should be implemented on users' satisfaction and services. The school and colleges in Nepal generally do not provide library services systematic way. Hence, users are unknown about library services.

Information is the structure of text which is capable of caching the image structure of a recipient. But information by itself has no inherent value. These are for disseminate. Librarians and authorities must not forget users' right to information.

In IOF libraries more users visit the library to borrow text book rather than other purposes. Higher percentage of visitors visits the library daily than weekly, monthly and occasionally. Most of the users are partially satisfied with the collection of library materials. Close access is applied for most of the user of all three libraries whereas, open access for some senior students and teachers. The percentage of consulting catalog seems lower than other three accessing method because catalog card is not primed in KAFCOL. Computer system is not arranged in those three libraries to access the library materials. More users express their familiarity with the collection.

IOF, Pkr Library and KAFCOL have the better shelving system. In IOF, Htd Library most of the users are not familiar with the shelving system of the library. Due to the facility of borrowing books the users feel bliss but they are not gratified to the loan period imparted by the IOF, Pkr and KAFCOL. Longer loan period would be beneficial for the users so that larger number of users in each library desires for the longer loan period. Almost all the users desire one month loan period. Physical facilities also are found satisfactory in three libraries. Most of the users are disgruntled with the opening hours provided by the libraries. Libraries are not able to serve the user by computer and internet facilities in IOF, Htd. Most of the users seem unsatisfied with the present services of the libraries because of unavailability of information technology. Location of all three libraries is suitable to meet the principle of library building but building is not

constructed for library purpose. So, it seems difficult to use the library materials for the users in the library.

6.2 Finding

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

1. Most of the users visit the libraries for all purpose, 32.79% visit to borrow text book, 19.67% to consult reference, 16.39% to read journals and newspaper.

2. The users visit the libraries daily, weekly, monthly and occasionally. Most of the users visit the libraries daily. In IOF, Htd Library 32% visit daily. In IOF, Pkr and KAFCOL 35% and 62.5% respectively visit the library daily. The using pattern of library is higher in daily than in weekly, monthly and occasionally.

3. Collections are inadequate in KAFCOL. IOF, Pkr has higher percentage of adequacy.

4. Services provided by the libraries such as reference service, CAS, display of latest arrivals etc. are not properly used due to the lack of knowledge of users.

5. Museum and Library cum Documentation Centre is not providing services to users due to the lack of professional staffs in Hetauda.

6. The percentage of help of others seems higher in libraries to access library materials. Modern information technologies are not provided in libraries.

7. Users are not gratified with the loan period imparted by the libraries.

8. All three libraries focused on the issuing system.

9. The available collections of all types of documents are not adequate to meet the information needs of users.

10. Users are not satisfied with the present services given by the KAFCOL.

11. Most of the users want information technology.

6.3. Recommendation

In order to improve those studied libraries, certain recommendations are made here.

1. Users are not familiar with the services provided by the IOF libraries. So orientation classes should be conducted for the users about libraries facilities, rules and regulations. Libraries should provide the sufficient information of available sources and services. The broachers (prospectus) of those libraries should published and distribute to visitors which flow the brief introduction, sources, services, rules and regulations of those libraries.

2. As the demand of time, automation system should be adopted as soon as possible.

3. The findings shows that the collections are not fairly adequate and users suggest adding more and latest collections. So, libraries collections should be improved and expanded to meet the general as well as specific information needs of the users.

4. It is found that staffs of IOF libraries are not up to date with modern technology. So, they should be trained to provide the best services for the users.

5. Library like 'Museum and Library cum Documentation Centre' should start to disseminate their collection of information by organizing a Library Committee.

6. Vacant posts should fulfill by TU immediately to provide library service regularly.

7. Reference books and professional journals should be added more.

8. The rules and regulations of library should be strictly followed by students, staffs and teachers.

9. Library should provide E-journals to the users.

10. Binding of torn books should be immediately done.

11. The library should need to up grade the physical facilities such as drinking water, A.C. (Air conditioning), Emergency light etc

12. Library should follow the following policy for the adaptation of reduction of difficulties.

      A. Collection development

      B .Charge/Discharge system

      C. Manpower

      D. Services

      E.   Physical facilities

      F.   Space

      G. Information technology

Qualitative documents and materials should be made easily available in the library for the users. Lacking materials should be added promptly in the library. Modern computerized facilities should be put and needed information should be flown to the users to satisfy them. Users suggested that most of the modern information technology and latest information desk should be installed in each

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ANNEX – 1

Comparison between three libraries

	IOF, Htd	IOF, Pkr	KAFCOL	
Year of Establishment in A.D.	1972	1981	2005	
Number of Staff a)Professionals b)Semiprofessionals c)Nonprofessionals	1 0 1	1 3 0	0 2 0	
Software Name	-	WIN/ISIS	-	
Total number of documents	More than 10,000	More than 15,000	More than 2,000	
Number of users visiting per day	70	75	50	
Opening hours	10 AM to 5.00 PM	10AM to 5 PM	10 AM to 4PM	
Internet and Email facility	No	Yes	Yes	
Period of Loan	15 days	-	15	
Total number of Member	150	170	120	

Source: Field Survey.

Questionnaires

For Library Staff

I am intending to carry a research study on **"Users' study of The Institute of Forestry Campus Library, Nepal".** The purpose of the study is to find out the present situation of library and to find the ways to improve the services of library effectively. To fulfill the research objective, your views about library services and your valuable recommendations are important. For this reason, I would like to request you to give your valuable co-operation .

Yours,
Archana Dhungana
MLibsc, T.U
Kirtipur

Please put tick (√) mark and write your opinion wherever necessary.
I. Library Personnel information.

 1) Name of the
Campus:…………………………………………………………………….

2)
Address:………………………………………………Tel:………………………………
…….

Fax:……………………………………….
                                                        E-mail:…………………………………...

3) Name of the librarian: …………………………………………………………………….

4) Qualification..................

5) Number of staff in the library
        a) Professional.................b) Semiprofessional............c) Non professional

II.Acquisition

1) (To be filled in by professional librarians) What types of document are acquired in your library?

a) Conventional   b) Non conventional
c) Neo conventional   d) All of the above

2) What is the method of acquiring library materials?
         a) Purchasing   b) Donation
         c) Exchange   d) All of the above

3) Who does select the library materials?
         a) Students   b) Teachers
         c) Researchers   d) Library committee

4) Please mention the size of the library collection.
         a) Less than two thousand   b) Up to five thousand
         c) More than five thousand   d) Ten thousand and above

5) How many collection of CDs are there in your library?
         a) Up to 100   b) More than 200
         c) More than 500   d) More than 800
6) How many collection of the periodicals are there in your library?
         a) Up to 100   b) More than 200
         c) More than 500   d) More than 800

III. Technical Process.

1) Which classification scheme is used in your library?
         a) DDC   b) CC
         c) UDC   d) Specify if any other

2) Dose the library prepare the catalogue?
         a) Yes   b) No

3) If yes, which cataloguing code is being used in your library?
         a) AACR-I   b) AACR-II
         c) CCC   d) Specify if any other

4) How do you arrange materials in the shelve?
         a) By subject   b) By class number
         c) By Accession number   d) Specify if any other

5) How many documents are processed in a day?
         a) 5   b) 10
         c) 15   d) More than 15

IV) Library Services

1) Total number of library members …………

2) Total number of average visitors per day ……………..

3) Are you providing open access in library?
      a) Yes   b) No
      If No, Do you think that open access is necessary for the users?
      a) Yes   b) No
      Specify your reason…………………………………………………………………
…………………………………………………………………………………………………
…………………………………………………………………………………………………

4) How do you disseminate information from the library to the users?
      a) By consulting catalogue.   b) By computer.
      c) By personal help.   c) Users themselves are able.

5) Which services are you providing to the users?
      a) CAS
      b) SDI
      c) Current Content List
      d) Reprographic
      e) Library instructions

6) Is there any issuing system in your library?
      a) Yes   b) No.
      If yes, which system do you apply?
      a) Computerized.   b) Manually.

7) Do you think that users are satisfied with the loan period of document?
      a) Yes   b) No

8) Are you providing sufficient physical facility to users?
      a) Yes   b) No.

9) Are you familiar with modern information technology?
      a) Yes   b) No

10) Are you using the database?
      a) Yes   b) No
      If yes, name of the database is…………………………………………….

11) Is there any internet and e-mail services in the library?

    a) Yes   b) No.

    If yes, is it available for users?

    a) Yes   b) No.

    If No, Do you feel that it is needed in the library? Specify the reason.

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

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

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

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

12) Does the library have any problem of deterioration of library materials?

    a) Yes   b) No.

13) If yes, have you applied any type of preventive measure in the library?

    a) Yes   `   b) No

    If yes, how it is maintained?

    a) Naturally   b) By using equipments

    If no, what is the reason?

    a) No any idea   b) Financial problem

    c) Carelessness   d) If any other please mention

14) Do you think that users are satisfied with all collections and services of your library?

    a) Yes   b) No

15) If no, what is the reason?

    a) Lack of the staff   b) Space problem

    c) Lack of trained manpower   d) If any other please specify

16) Are you planning about the further development of the library?

    a) Yes   b) No

    If yes, in which aspect are you planning for develop?

    a) Collection   b) Organization

    c) Automation   d) Circulation

17) Do you have further suggestion for the improvement of your library to provide better services to the user? Please mention below.

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

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

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

Thanks for your kind co – operation.

****

<u>**For Library Users**</u>

I am intending to carry a research study on **"Users' study of The Institute of Forestry Campus Library, Nepal".** The purpose of the study is to find out the present situation of library and to find the ways to improve the services of library effectively. To fulfill the research objective, your views about library services and your valuable recommendations are important. For this reason, I would like to request you to give your valuable co-operation.

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

I) Personal information.

    a) Name ……………………………………

    b) Sex……………..   c) level……………

    d) Name of the Library……………………………………………

    e) Address……………………………………………………

II) Library use

    1) For what purpose do you visit library?
        a) To borrow text book.   b) To consult reference book
        c) To read journals and newspaper   d) For other purpose

    2) How often do you visit library?
        a) Daily   b) Once a week
        c) Once a month.   d) Rarely

    3) If you visit the library "Rarely", what is the reason?
        a) Opening hours are not convenient

        b) Library does not have adequate information as per the need

        c) Library staffs are not friendly

        d) There are no physical facilities

    4) Are you satisfied with collections of the library?
        a) Fully satisfied   b) Partially satisfied
        c) Not satisfied   d) I don't think about that

5) Which type of access is available in your library?
          a) Open.   b) Close

Are you satisfied with above system?
a) Yes.   *b) No.*
Specify your reason……………………………………………………………..
………………………………………………………………………………………
………………………………………………………………………………………

6) How do you get the materials from the library?
          a) Consulting catalogue.   b) Using Computer.
          c) Self search   c) With the help of
staff/friends

7) Are you familiar with shelving system of library?
          a) Yes.   b) No.

III) Information Services

1) What are the services that you are getting from the library?
          a) CAS   b) SDI
          c) Current Content List   d) If any other please specify

2) Are you satisfied with the loan period of document?
          a) Yes   b) No

If no, how long do you need?
          a) 10 days   b) 15 days
          c) 1 month.   d) More than 1 month.

3) Are you satisfied with the physical facility provided by the library?
          a) Yes   b) No

4) Are the present opening hours of library is suitable for you?
          a) Yes   b) No
If no, Please mention comfortable time for you.
………………………………………………………………………………………

5) Are there any Internet and E- mail services available to the users?
          a) Yes   b) No
If no, do you think it is need in the library? Specify your reason.
………………………………………………………………………………………
………………………………………………………………………………………

6) Are you satisfied with the present services of the library?
          a) Yes   b) No

7) If no, what policy library should adopt to reduce the difficulties that you realize?

a) Collection development   b) Charging/Discharging system

c) Manpower   d) Services

e) Physical facilities   f) Space

g) Information technology   h) If any other please specify

8) Please mention valuable suggestions for improving the services in library.

……………………………………………………………………………………

……………………………………………………………………………………

……………………………………………………………………………………

Thanks for your kind co – operation.

****

Curriculum – Vitae

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Academic qualifications

Levels	Passed Years	Major Subjects	Institutes
SLC	1999	Optional math, Science	HMG Board, Aadhunik Rastriya Secondary School
IA	2001	Sociology, Mathematics	Hetauda School of Management
BA	2005	Sociology, Economics	Makwanpur Multiple Campus
M. Lib. Sc.	2008	Computer Programming, Library Management, Library Research	TU, Central Department of Library & Information Science

<u>Training</u>
-Computer Fundamentals, Windows Operating System, Ms- Word, Ms- Excel, Ms- Powerpoint & Internet,E- mail.

-Audio/Visual Anchoring, Radio Programme Production and Basics of News Writing Training.