

SPECIAL LIBRARY SERVES SPECIALIST CLIENTELE:

A Study of Some Special Libraries of Kathmandu Valley

**A Thesis Submitted to
The Department of Library and Information Science in Partial
Fulfillment For
The Masters' Degree in Library and Information Science**

**Submitted by :-
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LETTER OF RECOMMENDATION

This is certified that Mrs. Ganga Sharma Acharya has prepared this dissertation entitled "**SPECIAL LIBRARY SERVES SPECIALIST CLIENTELE: A STUDY OF SOME SPECIAL LIBRARIES OF KATHMANDU VALLEY**" under my supervision and guidance. I recommend this dissertation for the final approval and acceptance.

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Mr. Bishnu Prasad Aryal
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LETTER OF ACCEPTANCE

We certify this dissertation entitled "**SPECIAL LIBRARY SERVES SPECIALIST CLIENTELE: A STUDY OF THREE SPECIAL LIBRARIES OF KATHMANDU VALLEY**" prepared and submitted by Mrs. Ganga Sharma Acharya in-partial fulfillment of the requirement for the master degree of Library and Information Science is here by accepted and approved.

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

GANGA SHARMA ACHARYA

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ABSTRACT

This dissertation titled " Special Library Serves Specialist Clientele: A Study of Three Special Libraries of Kathmandu Valley" has been written. The scope of this study has been limited to the information seeking behavior, ways of retrieving information, kinds of information services provided by special libraries and satisfaction of the users of these libraries related to social science, such as Central Department of Population Studies (CDPS), Center for Economic Development and Administration (CEDA), and Social Science Baha Library (SSBL). This study tries to find out the existing conditions of their collection and services provided by them to their users also. The study mainly focuses the users of three special libraries and their behavior of seeking and retrieving information on the basis of existing collections and services from the concerned libraries.

More than 26 related literatures have been reviewed about special libraries and special needs for information by special users in chapter 2. It has tried to focus on the user's special kinds of information needs and the problem encountered by them and the library itself for the solution and improvement. For this study users of three special libraries have been studied on the basis of their special kinds of information needs as per their qualification, and profession because their behavior creates the motivational factor for the positive attitude toward the use of library effectively and efficiently. Personal interviews have been taken to the librarians and other staffs to state the problems they are encountering while providing the services to their users. On the basis of these problems objectives for the study have been formulated and these objectives provide the ways to collect primary data from the users through the questionnaire. Questionnaire method has been applied to take the primary data. The results of 26 questions are the primary data. There are altogether 220 users in the study group. Among them only 66 in numbers and 30 percent had been taken as the population of the study. From, the distributed questionnaires 64 were returned which are analyzed, organized, tabulated, and calculated.

According to the findings of the research, most of the users are of special kinds having variety of information needs with different field of education and profession. Most of the users are found familiar with the existence of the library and they indicated

their friends as the main source for the information about library. Most of the users visited library for the research purpose so they visited library frequently. Large numbers of users are found familiar with the collection of library; most of them use reports of conference, project, seminar, workshops etc as a main source of information. All the libraries have computers and they use for different purposes. Most of the users indicated in sufficiency of reference materials. It shows that they are not satisfied with the existing collection. Newspapers/magazines/periodicals are found popular sources of information among users. Large number of users has no idea about the classification or shelving system of documents and the library catalogue. They are depended upon the library staff for searching the information. Many users are found familiar with modern information technologies. Modern computerized information services are not available in some of the libraries. Users are not satisfied with the physical facilities too.

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PREFACE

This is the age of information explosion. Library is playing vital role in the information collection, storage, management and retrieval. This dissertation presents an overview of the existing conditions of the location, collection and kinds of services provided to the users in three Special Libraries of Social Sciences in the Kathmandu Valley. It has focused on the users need and the problems faced by these libraries for the solution and improvement.

Chapter I of this research deals with the background of the study which includes objectives, statement of the problem, and organization of the study as well as the introduction of the concerned libraries.

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

Chapter III describes about the focused of the study with detail information about the selected libraries.

Chapter IV is related with Research Methodology which includes research design, Population, sampling procedure, data collection and analysis procedure,

Chapter V contains analysis and presentation of various critical and supportive data.

Chapter VI holds the final part of the study, such as conclusion, finding and recommendation for the further improvement of the special Library.

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ABBREVIATION

| | |
|-----------------|--|
| ALA | American Library Association |
| CASS | Current Awareness Service |
| CDPS | Central Department of Population Studies |
| CDS/ISIS | Computerized Database System/ Integrated Set of Information System |
| CEDA | Center for Economic Development and Administration |
| DDC | Dewey Decimal Classification |
| ICT | Information Communication Technology |
| LISC | Library and Information Science |
| SDI | Selective Dissemination of Information |
| SSBL | Social Science Baha Library |
| TU | Tribhuvan University |
| TUCL | Tribhuvan University Central Library |
| UDC | Universal Decimal Classification |
| UNESCO | United Nations Educational, Scientific and Cultural Organization |

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CHAPTER-I

INTRODUCTION

1.1 General Background

Man is a social animal and society is the 'web of social relationships' (Khanna, 1994). Being a social animal, he wants to communicate his beliefs, faiths, ethos and pathos with his fellow-beings by using various mean of communication such as gestures, facial expressions, grunts and cries which can communicate emotions very effectively. Man also communicates by touch, pictures and visual signs, by mathematical and scientific signs and symbols, by music and dance and above all by **words-** spoken and written.

Indeed there could be no beginning without "word". Prehistoric man started his journey to the historic man when he started his sharing experience and thoughts with his fellow beings. The spoken word became the unit of language while the written words formed the key stone of literature of graphics records at a much later stage. Only now we have started realizing how deeply relevant communication is to progress of man.

If speech was the first great step forwarded in the development of human communication, the second great milestone was invention of writing, the third great leap forward came with the invention of printing by means of which what was written could be reproduced and distributed in quantity, thus disseminating information and learning among ever widening circles of community.

Bewildering burst of progress has accompanied the development of electronic system of communication- the telegraph and telephone, specially radio and television and satellite, electronic computer. Recently internet and networking system with mobile phone has brought another revolutionary possibility. Man has previously unimagined opportunities for the storing and dissemination of the knowledge and ideas.

Man with his tremendous capabilities of intellect, wisdom and mind has been mastering his situation since his very inception (Khanna, 1994). With the development of thought, growth of experiences and minuteness of observations. The

knowledge has been growing considerably through the ages and also being the cause of human recording grew and developed in relation to man's requirements. In the light of material and the demand of society at a particular juncture of the human history 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 audiovisual equipments.

In a sentence library was regarded as a store house of books and books were kept for preservation only and the librarian was merely a guard, care taker of custodian of the books in the traditional sense but in modern era, libraries have become social institutions and regarded as service oriented institutions having lots of responsibilities and functions, which enables the user to make the use of available resources and services in the most effective way for their all round development. Library is concerned with communication and dissemination of knowledge.

1.1.1 Types of Library

Libraries have been involved in collection, processing, preservation, transmission and use of recorded information and knowledge. The basic aims and functions of all libraries remain the same but according to the collection function, management libraries can be grouped under the following four categories according to Manisha Dawra (Dawara, 2004). They are as:

- 1. Public Libraries:-** A public library is an institution for the public, by the public and of the public. It is a living force for education, culture and information retrieval. It is a social institution and is a means of educating the masses irrespective of race, color, nationality, age, sex, religion, cast, language and status. It is Peoples University. National library is at the apex and a village library should be the last in the chain of public library.
- 2. Academic Libraries:-** A library attached to an academic institution which is engaged in teaching, research and imparting formal education to students who desire to complete a particular course under a prescribed syllabus, known as an Academic Library e.g. School Library, College Library and University Library etc.
- 3. Special Libraries:-** The term 'Special Library' means a library which is concerned with the literature of a particular subject, or a group of subjects.

There are three basic elements in a special library, i.e. special readers, special collection and special location.

4. **National Libraries:-** This is the place where country's heritage may be collected, preserved and kept for use by the present and coming generation so it occupies the highest position in the national library system of any country of the world. Besides the National Library, the government runs a large number of libraries through the various ministries, departments and agencies.

1.1.2 Special Library

The term 'special' embraces commercial, governments, industrial, medical agricultural, scientific and technical libraries. It includes libraries and information services of research establishment, industrial firms, national libraries with specialists function and libraries of learned and professional societies and institutions.

Special library is the product of 20th century. It is directly related to scientific and technological research and industrial development. Although in some loose sense of the term it has existed since antiquity having limited subject collections and serving special groups (Mukharjee, 1969).

According to Roland Astall special libraries are known today, began to develop at the beginning of the 21st century in response to the increased pace of scientific and technical achievements (Astall Roland, 1996).

A special library is the one, which is specializing in a particular subject or group of subject or a particular form of documents. Some people even consider libraries serving the needs of a special clientele as special libraries. A special library is usually concerned almost exclusively with the literature of a particular subject or a group of subject. It serves a special clientele located within a single establishment of group and all engaged in working towards one common purpose. A general library is organized to serve the users who are normally expected to located information on their own but special library is expected to provide specific information on request from their users. Special library acquires and organizes information in anticipation of demand. As a result information can be made available when require.

Thus, there are three basic elements in a special library, i.e. special readers, special collections and special location. If we closely look at these three elements we can establish the world “special” originally applied to the subject area, which is

restricted, and this is the main distinction. The material is not necessarily different from that in other types of libraries, but it usually includes a large proportion of items on a very specific topics or segments of information.

1.1.3 Aims and Objectives of Special Library

A special library exists to serve its parents body therefore its aim is to further the interest of its parent Organization, the clientele to be served will generally be limited but often being specialist, they would be informed in their area of specialization so its main aim is to offer specialized services to its specialized users.

A special library may have its own goal and objectives regarding the resources, services and clientele. It provides information not only on demand but also in anticipation. It has some objectives which are as mentioned below:-

1. To provide information promptly to save the time, cost efforts and money of the users.
2. To provide information service to its members making them interested in their field of knowledge by means of inspiration and stimulation of balanced collection and fine services.
3. To provide pinpointed micro information or extensive information to its users i.e., it provides both the CAS (Current Awareness Service) and the SDI (Selective Dissemination of Information) services in any specialized subject field.

1.1.4 Functions of Special Library

A special library may perform the following functions:

1. It selects and acquires documents and data/information from different sources.
2. It processes and stores different kinds of books, documents, data and information materials in different format safely and soundly.
3. It helps for publication or reproduction of documents and data/information such as digests, reviews, state of the art report, database etc.

4. It prepares rare document list and abstracts of different current periodicals and other different kinds of literature on the related subject area.
5. It prepares accession lists, bulletins, newsletters, summaries, manuals etc (Dawra Manisha, 2004).

1.1.5 Services of Special Library

In a special library, the time of user is valuable and must be saved. Therefore, in a special library, very often the users have to be helped to the maximization. More often information has to be provided in a ready form. It may provide the following services (Krishan Kumar, 1991) :

1. Issue of Document
2. Routing of Periodicals.
3. In-library Loan
4. Replies of Inquiries
5. Retrospective Search
6. Selective dissemination of Information
7. Referral Services
8. Translation Services
9. Bibliographic Instructions
10. Reprographic Services
11. State of Art Reports

1.1.6 Publications of Special Library

Special Libraries as nucleus of intellectual gravitation of its parent body, issue the following products for the advancement of their organizational activities and keeping their clientele of specialist aware of literature being published in their areas of interest. A special library may bring out the following products.

1. Brochure/Handbook about the parent organization
2. Products of Current awareness services or (Dissemination of information/Documents in anticipation) and Retrospective searching;
 - a. Bibliographies prepared on demand and in anticipation.
 - b. Accession list (List of edition)

- c. Bare Documentation Lists and Abstracts.
 - d. Bibliographic Surveys.
 - e. Literature Surveys
 - f. Library Bulletin or News Digests.
 - g. Duplicate contents of periodicals
3. Library Catalogue and Union Catalog
 4. News Paper Clippings
 5. Data bank and Thesaurus of the terms related with the concerned subjects.

So, all these publications and activities related with their fields a special library aims to provide services to the specialist clientele.

In Nepal, there was no single special library up to the year 1950 (Karki, 2002). After the establishment of democratic government in the country many national and international organizations and government offices were established. Such organizations and offices had started libraries and information centers for the achievement of organizational goals, which had initiated library services to the special users. Some examples of special libraries can be traced out from Madhushan Karki with their specialized sector of knowledge. They are as:

| Name of Library | Specialized Area |
|---|----------------------------------|
| 1. Madan Puraskar Library | Nepalese language and literature |
| 2. Royal Nepal Academic Library (then), Now Royal has been removed | Language and Literature |
| 3. Nepal Rastra Bank | Money Banks and Banking |
| 4. USAID Mission Library | |
| 5. Royal Palace Library | |
| 6. National Panchayat Library | |

Besides these libraries there are many other special libraries are also available in Nepal now a days.

| Name of Library | Specialized Area |
|---|-------------------------|
| ICIMOD (International Center for Integrated Mountain Development) | Mountain Development |

| | |
|---|---|
| AIN (Amnesty International) | Human Rights in Nepal |
| INSEC (Informal Sector Service Center) | " |
| NHRC (National Human Rights Commission) | " |
| SSBL (Social Science Baha, Library) | Social Sciences |
| CEDA (The Center for Economic Development) | Economic Development and Administration |
| CDPS (Central Department of Population Studies Libraries) | Population Studies |

Aims and objectives of all these special libraries are to serve special clientele for the all round development of the Nation.

1.2 Statement of the Problem

There are lots of special libraries in Nepal related with variety of subject field. Most of them are within the affiliation and periphery of Tribhuvan University. Some libraries are independent and involved in the research work too. Every special library aims to provide contribution for the development of the nation by providing right information to the right person, at the right time, in the right format, in the right language, and in the right way. Every library has own rules, regulations, aims and objectives. Naturally, special library concerned with organization of information of subject special and providing service to the researchers and subjects specialists in terms of their need. So the quality of organization depends upon the service provided by the library and information seeking behavior of the users. Most of the users are unknown about the special services provided by the special libraries so to cope with this problem. These different special libraries are not providing library orientation program, users' education and literacy program. Literacy program is very significant for the positive motivation of the user attitude towards the use of library effectively and efficiently. This study helps to know about the user service and their needs in special libraries. They are as follows:

- What is the present situation of three Special Libraries?
- What is the purpose of using these special libraries by special users?

- What types of services could be used to cover the wide range of needs of users?
- Do the concern libraries fulfill the information needs and demands of their special users?
- What are the necessary suggestions for the users and the library authority?

1.3 Objectives of the Study

The main objective of this study is to find out the satisfaction of the special kinds of users on the basis of information services provided to them by these three special libraries such as Central Department for Population Studies (CDPS), Center for Economic Development and Administration (CEDA) and Social Science Baha Library (SSBL). Quality of the service can be measured on the basis of their collections, locations, and service facilities.

Other specific objectives are as follows:

- To find out whether the special libraries are providing suitable information service to the special clientele or not.
- To know the functions and activities of these three special libraries.
- To highlight different users' services provided by the libraries.
- To find out the users' demand and satisfaction from the library service.
- To find out the problems encountered by the users.
- To suggest the management to provide better and effective service with the knowledge of users' needs and requirement.

1.4 Limitations of the Study

Due to limited time frame, resources and scope this study has following limitations. The study is based on the activities related with the services provided by these three special libraries of social science in the Kathmandu Valley, such as Center for Economic Development and Administration Library (CEDA), Social Science Baha Library (SSBL), Central Department of Population Studies Library (CDPS). The users and staffs of these libraries are made the subjects of the study. The study has

been concentrated only on the strength of collection of library material and the information services rendered by these three libraries to users, with the satisfaction of the users. Regarding limitations, other services are not included in this study.

1.5 Significance of the Study

The study will be helpful and useful for the use of different criteria and status for finding out resources related with the needs of users for their benefit. The study may be helpful for the organizations to spread their information to different users and may provide guidelines for carrying out further research in the similar topic.

1.6 Definitions of the Terms

Special Library

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

Resource Centre

The terms of sharing resources among several libraries, is to establish a centre, where different libraries could deposit such research materials as are not used frequently by them, and the centre, in its return, would be responsible for organizing the material and making them available to all visiting scholars (Agrawal, 1992).

Data

The result of observation or measurement by human brain in action is called data (Prashar, 1991).

Information

Information as knowledge, intelligence, facts or data which can be used, transferred, or communicated. It is derived from experience, observation, interaction and reading and has several basis question (Linden, 1965).

Library Classification

The library classification is a method of arranging of books which make it possible to locate a particular book or topic quickly. The use of classification allows library were to browse shelves to find additional items close by on the same or related subjects (Bedi, 1965).

Library Catalogue

A list of books, as distinguished from a bibliography, it is confined to the contents of a particular library or collection (Landau, 1958).

Audio Visual Source

Audio Visual materials may be defined as all media of communication other than the printed word (Shores, 1954).

Bibliography

A bibliography is an organized list of documents which is not limited to a particular collection (Girja Kumar, Krishan Kumar, 1975).

Reference Service

Reference service means contact between the right reader and the right book at the right time and in the right personal way (Mukherjee, 1964).

Documentation

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

Information Services

Library information centre process information bearing documents and organizes them for use to those who seek it. A library makes both extensive and intensive efforts to inform the users that information is available in what documents through its bibliographical and documentation services (P.S.G. Kumar, 2004).

Research Library

It may be defined as institutions whose collections are organized primarily to meet the needs of scholars and so to facilitate effective action on the frontier of every field of knowledge, traditional and novel (Encyclopedia of Library and Information Science, 1978).

Information Technology

It may be defined as acquisition, processing, storage and dissemination of vocal, pictorial, textual, and numerical information by means of computers and telecommunication (Keenan, 1996).

Library Automation

Library automation means automating all the housekeeping operations of the library, such as acquisition, cataloguing, serials control, circulation, OPAC, etc (TULSSA Journal, 2005).

1.7 Organization of the Study

This study is divided into six chapters. The first chapters deals with the background of the study, statement of the problem, objective of the study, scope and limitation of the study, significance of the study, definition of terms and organization of study.

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

The third chapter deals with focus of the study area of three special libraries in Kathmandu Valley. The study mainly focuses on services of the library, library opening hours, location of the library, publication of libraries.

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

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

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

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TULSSA Journal vol. 4, No. 1. July 2005, p. 21.

CHAPTER-II

REVIEW OF LITERATURE

Special library is a library which is maintained by an individual, corporation, association, government agency or any other group for the collection, organization and dissemination of information and primarily deviated to a special subject and offering specialize service to a specialized clientele. It refers to a collection of books and other materials dealing with a limited field of knowledge (Sridevi J. and Vyas Salini, 2005).

The modern library being challenged by the growth of new contemporary “root” is the way the modern library generally views its target clientele – “The public” it aims to serve. In this respect the normative target public of the modern library has always been a heterogeneous or amorphous group, a relatively undifferentiated mass of people. In the very broadest setting - a town or a city library – this public includes both sexes or gasses all educational backgrounds, all races, and all or nearly all information needs. In other settings the public served is more or less constrained by consideration of a primary public in contrast to and all inclusive public. For example, academic libraries, constrain their target user population by focusing on the needs of their parent institution. City library branches by focusing on one or more ethnic or local population, “Special libraries by focusing on the members and needs of the particular organization to which they belong” even with such constraints; however, target population being served is commonly heterogeneous in terms of number and kinds of persons and needs being served (Dawara Manisha, 2004). And, in fact, only after such a population has been identified can steps ordinarily be taken to shape the library’s works in terms of smaller subgroup or individuals within it. All other libraries fall into this special category by default. Many private businesses and public organizations, including hospitals, museums, research laboratories, law firms, and many government departments and agencies, maintain their own libraries for the use of their employees in doing specialize research related to their work. Special libraries may or may not be accessible to some identified part of the general public (Sridevi J. and Vyas Salini, 005).

Library usually have nearly every item they own arranged in a specified order according to a library classification system, so that particular items maybe located quickly and collections may be browsed efficiently.

Krishan Kumar (1978) has written 'A special Library is the one which specializing in a particular subject or group of subjects or a particular form of documents'.

The 'how', 'why' and 'for whom' questions entailed in this set of operations go to form the intellectual staple of the study of **Collections Management**. A Library derives its individuality from the types of materials, it is designed to collect (John Feather and Paul Sturges, (1977). Thus we have **Art Libraries, Audio-Visual Libraries, Map Libraries, Picture Libraries**, toy libraries and similar collections specializing in audio visual materials. Advances in communication technology have frequently meant changes in the physical media of communication stored by libraries.

J. K. Khanna has mentioned a special library is the power house for generating information. It means library which is concerned almost exclusively with the literature or of a particular subject, or a group of subjects. It serves a special clientele located with in a single establishment or group and all engaged in working towards one common purpose.

Thus, there are three basic elements in a special libraries i.e. special readers, special collections, and special locations (Khanna, 1994).

The terms 'special' embraces commercial, government, industrial, medical, scientific and technical libraries. It includes libraries and information services of research establishment, industrial form, national libraries with specialist functions professional societies and institutions (Astall Roland 1996).

Special library is a special branch of a public library serving certain interest or occupational groups such as a technical library; or a special subject library meeting the needs of all enquirer on a given subject. A special library has been intended to serve the needs of a portion of the community requiring detailed information respecting a limited subject field (Deshmukh, 1990).

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

A service unit devoted to the information requirements, both present and future of a specific organization and service by at least one professional special librarian who has administrative as well as technical and professional duties. Although each special library is unique according to the needs and interest of its parent organizations, there are some general characteristics; materials are collected and organized to meet the requirements of specific groups of users; service are developed to assist these same specific users; the librarian assumes an active, rather than passive, role in the flow of information by taking the initiative in calling users attention to new and pertinent information; and the library is generally small, necessitating great selectivity on the collection and versatility on the part of the staff (Landau Thomas, 1958).

A special library intended to serve the needs of a portion of the community requiring detail information respecting a limited subject field. Users of such libraries often require up-to-date information promptly and their requests may be for information rather than for a book or periodical known by the inquirer to contain the information required (The Librarian Glossary and Reference Book, 1971).

A special library can be found in a university, museum, publishing house, government agency, hospital or corporation. As defined by **The Special Libraries Association of America**, it is a place where information is evaluated, analyzed, organized, packaged and presented in a manner that maximizes its usefulness (www.emeraladinsid.com, 14.10.2008).

Special librarians have different needs than academic or public librarians. Their area of concentration may be more narrow or specific, yet they still want to stay current in their field and understand how government or politics influence events (C.Q. Press, 18.10.2008).

A library which is maintained by an individual, corporation, association, government agency or any other group for the collection, organization and dissemination of information and primarily devoted to a special subject and offering specialized service to a specialized clientele (Karki Madhusudan, 2002). In other words library refers to the collection of documents dealing with a limited field of knowledge which is supported by learned society, research organization, industrial or educational institution. And this kind of library may be a branch of public library serving certain specialized group.

The librarian in the special library will inform themselves of the purpose and interest of the institution for which their library exists and of the special requirements of its members or employees. It should be compiling a directory of specialists and experts on whom it may call for advice on book selection as well as for information not available in the library (Hutchins Margaret, 1944).

Special libraries can be defined in terms of specialization according to function, user population served, type of collections maintained, services offered, depth and breadth and topically of coverage, and in terms of historical development. The development of information and bibliographical services around their highly relevant collection is a feature of special libraries. They have well developed knowledge of their user requirement and demand (Faruqi Khalid K, 1997).

The special libraries and information centers cater specific clientele to support their research and development as well as scholarship. These specialized libraries are attached to either scientific organizations or social science research institutions specialized in arts and culture, humanities, industries and business houses in private and public sector. Information needs of the researchers and subject specialist are catered through those special libraries, a National policy for special libraries and information system need to be more developed, modernized and service oriented (Dawara Manisha, 2004).

A special library exists to serve its parent body. The aim of special library is to further the interest of its parent body. It provides information not only in demand but also in anticipation. Thus many special libraries use manual or computerized selective dissemination of information system for keeping their user well informed through documents or piece of information (Krishan Kumare, 1982).

It has often been complaint that documentalists had for a long time neglected one of the most important component of an information system namely the user. They were more concerned with the documents and their bibliographical organization and control. It is true this organization was ultimately meant to satisfy the information need of users but very little was known about the exact nature of this need (Guha B, 1983).

The user is the key person in any information system. All the luxuries of information-revolution and problems of information-explosion are centered rounded the users and his convenience. Understanding the users is half the battle in providing

information-services. As such, objectives, discussion of implications of results and findings and suggesting topics for the research. (Shridhar M.S., 2002).

Significance and the scope of users studies as well as the methods and techniques with a step by step procedure for conducting sound users studies in a simple way; user studies, use studies, information-need studies, information transfer studies, communication behavior studies, information dissemination and utilization studies, users-research, etc., are all closely related and often not precisely defined.

The terminology depends much on the approach and the angle from which one sees. User component will have bearing on almost all aspects of library and information system (Shridhar M.S., 2002).

"User education can be seen as a major strand within a "Study Skills" program equipping the trainees with the knowledge and abilities to use libraries and information effectively and confidently; a skill of inestimable and enduring value to any manager or administrator who has to handle and evaluate the flow of information emanating from official and non-official sources."(Freeman and Malt B., 1990) (Sehgal R.L, 1998).

Information- use studies are vitally necessary in order to complement, challenge and sharpen informed intuitive judgments, but even the broadest conclusions drawn from such studies need to be conclusions drawn from such studies need to be examined critically (Shrestha Nirmala, 1983).

Almost all the researchers and users are found visiting library daily for using primary sources of information for their research work. The reports of conference, project, workshops etc. are found useful and popular resources for research work in all documentation centers (Sharma Kamala Devi, 2005).

Most of the users in special library prefer news paper and magazines as source of information. In special library most users visit to take the latest information as well as for multipurpose for to take current information for updating their knowledge, for research purpose, teaching purpose and to use leisure time (Bhattarai (Adhikari) Saraswari, 2008).

It was a difficult task to do study and research in the field of social science because of lack of sufficient resource materials in the related topic so some professionals of library science founded a private Special Library for Social Science in 2002. It started to provide service to the users from October 2003. Social science Baha Library is a special library. It provides help to do research in the field of social

science so it is a research library too. From service point of view, it is a closed access system reference library (Aryal, 2007).

However, in this age of information revolution brought by advancement of information and communication technology, it is not possible to cater ever increasing and diversifying information needs of users depending only in printed or hard copy resources (CEDA NEWS, 2006).

All these literatures provided information about special library and paved the way to do research in this field. Some Nepalese context are also included which paid a basic foundation for this study but there were no literatures available about special libraries related with social sciences that is why this study has been done to gather information about some special libraries of social science of Kathmandu valley.

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CHAPTER-III

FOCUS OF THE STUDY

Documentalist had neglected one of the most important component of an information system namely the user. They were more concerned with documents and their bibliographic organization, and control. It is true this organization was ultimately meant to satisfy the information needs of users but very little was known about the exact nature of this needs. User is the key person in any information system. All the luxuries of information-revolution and problems of information explosion are centered round the users and his convenience. User's behavior creates the motivational factors to upgrade the services of library. So, the positive attitude of users has potential usefulness for librarians and library administrators.

This study has focused on some special libraries of social science and special information services provided by them to their special users of Kathmandu valley. They are CDPS, CEDA and SSBL.

3.1 Central Department of Population Studies (CDPS)

The Government of Nepal has recognized that sound population policy formulation in the area of population and development, and the effective and efficient implementation of population policy depend on competent professional advice, research and analysis. The Government of Nepal has, therefore, worked with Tribhuvan University (TU) to establish a high quality research and training institution to serve the country's population and development program. The Central Department of Population Studies (CDPS) Kirtipur, Kathmandu was established in 1988 by T.U. Council. Since 1990, CDPS has been modestly funded by the United Nations Population Fund (UNFPA). It has grown and developed during the last twenty years and has made significant contributions to the nation's population dynamics sector. It is envisaged that CDPS will continue to grow, in line with the evolving needs for research and training in the country; and that it will emerge in due course as a major research and training centre in South Asia. The Government of Nepal awarded CDPS

with the prestigious National Population Award on July 11, 1999 on the auspicious occasion of the World Population Day for remarkable contribution to the management of various population programs in Nepal. The leadership of CDPS also received this prestigious award in 2003.

CDPS has a Research Cell as Centre for Population Research and Training (CPRT) established by the Executive Council of Tribhuvan University in 2003. It has been authorized to conduct training programs and research studies independently for national and international organizations within and outside Nepal. Most faculty members of CDPS are permanent employees of Tribhuvan University and research undertaking is an integral part of their career growth and advancement at CDPS.

CDPS has its own building constructed by UNFPA with adequate computer and logistic supports. CDPS has so far produced more than 850 MAs in Population Studies and all of them are partially or fully employed. Some of them are pursuing higher education in foreign countries, and some are working within the country with the government, Universities, UN, Private Colleges, NGOs, and INGOs (www.cdps.edu.np, 10.11.2008).

Objectives of CDPS

The main objective for establishing CDPS is to increase the national capacity for training, research and policy analysis in the area of population and development.

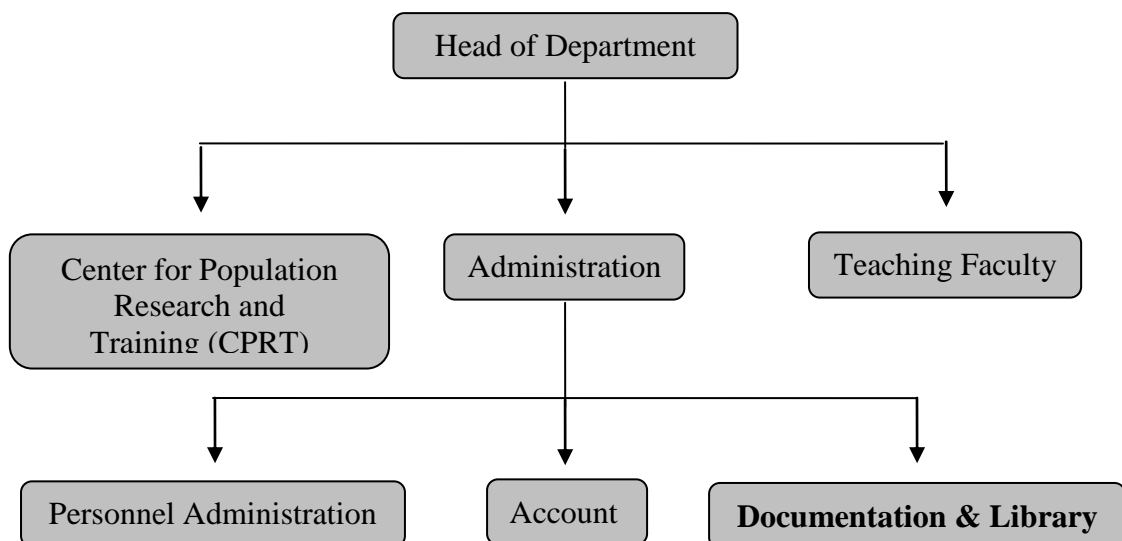
The specific objectives are:

1. To increase the pool of men and especially women in the country who are trained in population studies at the level of Master of Arts, Master of Philosophy and Doctor of Philosophy in Population Studies. The human resources thus trained who will have the necessary analytical skills to be able to assist the Government in its effort to integrate population into development planning at all levels; and who will be competent to work professionally on related tasks in the areas of research, policy analysis, program implementation, monitoring and evaluation, and training.
2. To provide introductory and specialized short term training designed to enhance the job performance of selected officials of the Government of Nepal and Tribhuvan University Campuses where population studies is taught, and of

officials from concerned NGOs, in their capacity as planners, educators, trainers, or as deliverers of social services.

3. To conduct at the request of the Government of Nepal, United Nations and its specialized agencies, major research and policy analysis projects capable of helping these agencies design their policy strategies and implement and monitor their program.
4. To clarify the issues of population problems and policies in Nepal by organizing National Seminars and Workshops at CDPS bringing together policy makers, program implementers, community leaders, technical experts, and researchers.
5. To provide professional advisory services to the Government of Nepal, United Nations and its specialized agencies, NGOs, and to local communities in Nepal.
6. To contribute to the heightened awareness of population and poverty issues in the country and their interrelations with human development through the publication of research reports, position papers, seminar proceedings, teaching aids and other materials.
7. To work collaboratively and network with other related institutions in Nepal and other countries.

Organization Chart of CDPS



3.1.1 CDPS Library

CDPS library is an academic library established to support the teaching, learning and research programs of the department. CDPS library is inherited with the department from the beginning of its establishment from 1992. In the beginning, the library was established with the support of the UNFPA project with keen initiation of the head of the Department to promote and support the newly introducing subject the population. The users are mainly the department teachers, researchers and students but there is no restriction for any other users other than user of the department who want to use the resources of the library using their identity cards within the library.

Objectives

To fulfill the teaching, learning and research needs of the Department facilitating with the reading materials available in the library or by inter-library loan or by accessing through internet in various databases.

3.1.2 Collection Development in the Library

Text Book Collection

The basic collection of the CDPS library is text books and all other resources which support the teaching learning process of the department. There are 7,689 volumes of text book.

Nepal Collection

In Nepal collection, it consist all the books written in Nepali language which also consist some of the Nepali literature books. There are 700 volumes.

Dissertation and Theses Collection

The library has up to date collection of the MA dissertations submitted to the department by the students of CDPS and also in addition some dissertations of the sociology department on the related subjects to population. The library has most of the PHD thesis done by the faculty members. It covers 1,020 volumes.

Reference Collection

The library has good collection of reference materials which supports in the teaching, learning and the research works of the department.

Periodicals Collection

The library has the collection of different periodicals published on Population and population related subjects.

- Population and development review
- Studies in family planning
- Asia-pacific population journal
- Population Index
- Population studies
- Demography
- International family planning perspectives
- Health transition review
- Population
- Annals of the association of American geographers
- Geographical journal of Nepal
- The journal of development studies
- Nepal population journal
- Demographic research

UN Collection

CDPS library has good collection of UN publication on population published by Population Reference bureau, UNFPA and ILO. There are 1,780 volumes on this collection.

Research Collection

Library has special collection of the research works done by the department or with associating with other departments and organizations on population and population related subjects like family planning, Fertility, Migration, Child labor, Safe motherhood etc. it contains 120 volumes of collection.

3.1.3 Building

CDPS library has its own building attached with the teaching faculty premises having comfortable furniture and wide open space.

3.1.4 Users

Users of this library are the teachers of the department, students, researchers, and the staffs. There are 15 faculty members, more than 500 students and 6 staffs. All these use this library as a reference source for information.

3.1.4.1 Facilities and Services

This library is of special kind so its users are also of special kind having variety of information needs. To cope up with their need for information this library provides following services to its users. They are

- Provides the information and documentation services
- Reference services
- Close access to the collection
- Library is also using Peri-database for information access.
- The library has maintained the catalogue in book form for searching the materials. It also facilitates searching in computer with offline OPAC.
- Provides the loan privileges for the faculties.

Loan Privileges:

| Kind of users | No. of books to be issued | Period of loan |
|----------------------|----------------------------------|-----------------------|
| Teachers | 4 books | 10 days |
| Staff | 1 books | 7 days |
| M. Phil | 2 books | 7 days |

3.1.4.2 Database

Library is using Peri-database for information access. It also facilitates searching in computer with off line OPAC but the librarian provides these services to the users instead of direct searching of information by the users.

3.1.5 Publications

The department has its own publication collection related on the issue of population. They are as

- Population and development in Nepal (serial);
- Population journal and
- Research reports

These are not the publication of the library all these are department publication and the library just collects and preserves for the use.

3.1.6 Library Hours

Summer: 10.00 A.M. to 5 P.M.

Winter: 10.00 A.M. to 4 P.M.

3.1.7 Budget

Regarding the budget, library of this department does not receive any fixed budget from the central office but whatever they spend for the library is from their internal budget of the department which is not fixed each year, it varies with the different projects that department involved with the source of internal income.

3.1.8 Library Personnel

There are two staffs in the library to provide the service to its users. They are:

- Assistant librarian (Professional)
- Library assistant (Non-Professional)

3.1.9 Location

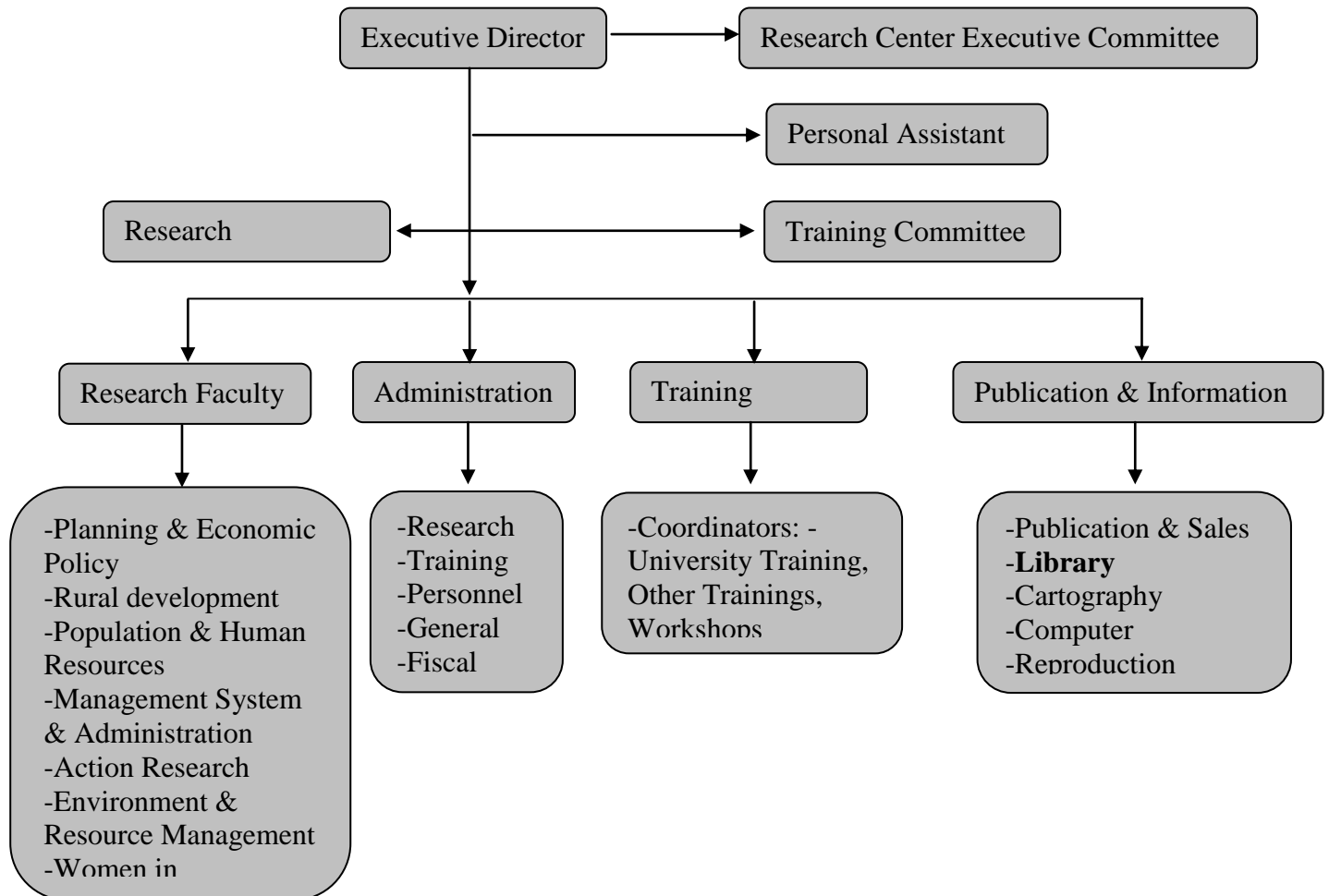
It is located within the academic institution in Kirtipur to serve its users to save their time.

3.2 Center for Economic Development and Administration (CEDA)

CEDA was established on 15 may, 1969 under a tripartite agreement between His Majesty's government of Nepal, Tribhuvan University and the Ford foundation. Started as an autonomous institution, the center was later integrated in to Tribhuvan University and given the status of an Institute on 15th December, 1975 following the implementation of the National Education System Plan (NESP). Thus, CEDA has been serving as a major policy-research center of Tribhuvan University contributing towards national development policies and strategies. Situated at Kirtipur, CEDA carries out its research and training activities in an environment conducive to and academy (Brochure of CEDA).

Documentation center was established along with research center, to fulfill the purpose of CEDA researcher by providing the needed information services. The position of documentation center in CEDA is shown in the following chart.

Organization Chart of CEDA



Objectives of CEDA

The basic objectives of the center are as follows:

- To assist the policy makers in formulating and implementing the development policies, plans and programs.
- To provide the policy makers with conceptual, empirical and value premise for shaping the development policies, plans and programs.
- To help various agencies of the Tribhuvan University in their diverse programs and to enhance their role in the national development.

- To engage oneself with international collaboration in the study and pursuit of development changes.

Functions and Activities:

The Center's functions and activities are basically confined to research, consultancy, training, and action program. It carries out research studies, training programs, and consultancy services in the following areas:

- Formulation of development plans, evaluation of development programs and investment, inter-sectoral development program, effects of exogenous factors on national economy, employment and income distribution.
- Regional and rural development, rural-urban linkages and decentralization.
- Physical and financial resource mobilization, national and regional development policies and their assessment
- Human resource development
- Management and administration.

3.2.1 CEDA Library

CEDA documentation center has a library and a documentation section in order to facilitate the researchers and trainers. The library contains a collection of reports, mimeographs, periodicals and books related to the development, public administration, business management, economics, anthropology, sociology, psychology, political and so on.. The center has a reading rooms where local national and international journals, news paper, separate accession registers for purchased book, gifted book, reports of CEDA publications and other agencies publishing reports about Nepal.

3.2.2 Collection Development in the Library

It has four accession register. Journals and periodicals are available about fifty titles which are not accessioned. Some amounts of books are also not accessioned. Six titles of daily and two titles of weekly news papers are available in the library.

It has its own publications of research programs and reports they are about 1,805 in volumes of number. Others reports relating to Nepal, which are about 4,300 volumes and purchased book are 4,232 volumes and gifted are 5,532 volumes. Journals, periodicals are about 2,500 volumes. Non accessioned documents, including all these are about 20,000 in volumes.

3.2.3 Building

The Center has its own building in Kirtipur and the library is situated inside it near by TUCL.

3.2.4 Users

The library users are the researchers, students and teachers of T.U. CEDA is research center, so all staff of the research center is members of the documentation center.

There are more than 90 staffs from the top most level of ranking to the lower level. Among them, most of the officers and researchers use the library frequently to cater the information; other users are the students of T.U. and some researchers of outside. The number of users varies as per the needs of the users so it is not constant. Approximately 10 to 20 visitors visit the library daily.

3.2.4.1 Facilities and Services

This is a special library. It provides books and other reading materials for reference to the researchers, scholars, students, and teachers. There are no lending facilities to its users. Besides this, the library also helps to organize different programs and plans for the center aiming for the development of nation. The library provides CAS and SDI services to the researchers. From CEDA documentation Center, generally CAS, SDI, display of new books, subject bibliographic, exhibitions, cataloguing and indexing, abstracting, services are provided to its user.

Loan Privileges

For research purpose this research center was established along with library. It's main users are researcher and it provides loan to researchers. There are not any fixed rules for taking the documents for researcher. They can take the documents

whenever the research program is running. So they should not pay any fine for keeping books in long time.

3.2.4.2 Database

The center has no local database for the users. It has printed materials only.

3.2.5 Publications

The center has its own publications of research programs and reports. They are about 1,805 in volumes.

3.2.6 Library Hours

CEDA library is one of the semi governmental institutions organs. So its opening time is also setting by TU.

The library hour is,

10 A.M.-5 P.M.

Sunday-Friday

In this time library is opening for its user.

3.2.7 Budget

Budget is main thing of the research center as well as documentation center. So budget should be allocated in appropriate rate to improve research program. For effective research program, library should be well organized to provide the right information. For that fund should be appropriate.

It is seen that, budget allocated to the documentation center is very low rate. From that the library can not provide the effective information service to its user. After the decentralization policy of TU, does not allocate the budget for the library. Fund allocated only to the research center and authority of research center allocates funds for library according to their researchers requirement of documents.

3.2.8 Library Personnel

CEDA Library has four staff to provide the library services now. Among them two are professional one is deputy librarian and the next is head assistant, next one is assistant administrator. One staff is book checker.

Deputy librarian-1
Assistant Administrator-1
Assistant Instructor-1
Book checker-1

3.2.9 Location

This library is located in Kirtipur near by TUCL inside its own building.

3.3 Social Science Baha Library (SSBL)

The quality of social science education in Nepal is considerably low in compare to the technical man power. It can now boost of, especially at the higher level. This gap has deprived Nepali society of strong leadership in a host of sectors, from politics to academia, and social services to commerce. In a sense, the present social dislocations in Nepal can also be attributed to this lack of and aware a lot leadership. It is to fill this gap that the **Social Science Baha** ('Baha' from the Newari Equivalent of the Sanskrit term "Bihar" that refers to the traditional monastic centers of learning in the Kathmandu valley) has been set up to facilitate and encourage the study of social sciences in Nepal (Brochure of SSBL).

Objectives of SSBL

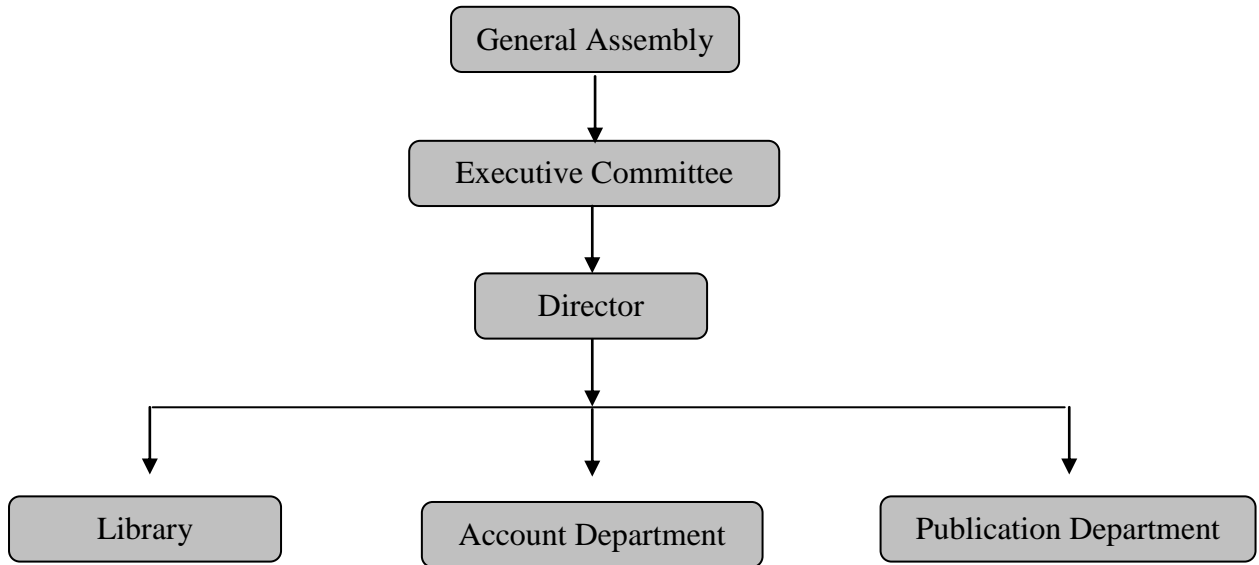
To cater information needs of students teachers, researchers, scholars, and others professionals engaged in study, teaching, and research activities in the field of social sciences.

Functions and Activities of SSBL

The social sciences Baha's activities fall under 3 categories:

1. Operating the social science Baha library
2. Running 4 month immersion course on contemporary social issues
3. Organizing workshops and conferences and conducting lectures.

Organizational Chart of SSBL



3.3.1 *Social Science Baha Library*

At the most basic level, the lack of valuable social science library stands as an obstacle before students and researchers studying the many discipline of social sciences scholars in Nepal are further constrained by their inability to locate the materials that would allow them to enhance and expand their knowledge. While there are enough Nepali scholars with the skill to produce high quality research, lack of access to appropriate literature, keeps them from doing so effectively. Arrange of library, archives, and reading rooms are urgently required in the urban and rural areas of country. A beginning has to be made somewhere and that is why the social science Baha library has set up a library in February 2002 to cater the needs of both students and researchers in the social sciences (www.soscbaha.org).

Objectives

Main objectives of this library is to help Nepali scholars, researchers, students, and teachers by providing sufficient resource materials on various social issues, society and social sciences for the development and up-to-date their knowledge about related issues.

3.3.2 Collection Development in the Library

The social science Baha library is a reference library and does not operate on a lending basis. It has more than 23099 books, journals and other publications. It houses seminal works in Sociology, Anthropology, Political Science, Economic, History, Nepal Studies, Development Studies and other disciplines-books, journals and monographs not easily found elsewhere in Nepal. The library has in its safe-keeping a rare collection of Nepali law documents. Collected by senior advocate and former attorney general, the late Shambhu Prasad Gyawanli.

This library provides online access to JSTOR, a US-based organization providing authorized access to electronic journals. Access is available to the Arts and Sciences collections I & II of the JSTOR achieves. There are 513 titles journals currently available in these two collections. The library also has access to online journal databases and publishers available to Nepali Universities and libraries to the PERI projects. The digital resources available to this scheme include EBSCO, Oxford University Press and Black Well Synergy. Further the library is connected to the DELNET, and Network of library in Delhi providing access to bibliographic records of more than 2.4 million books and half a million periodicals and dissertations. There are others databases also such as : Cambridge University Press, Columbia International Affairs Online, Directory of Open Access Journals, Emerald, In House Resources, Stanford Encyclopedia of Philosophy.

3.3.3 Building

This library is situated in a rented house in Batisputali area of Old Baneshwor in the opposite of the Dwarikas Hotel. It has no its own buildings till the date.

3.3.4 Users

Users of this library are the general public, government personnel, researchers, students, teachers and all interested in the field of social sciences. The users must be the member of the library to use the resources of this library. They are charged one time membership fees as well as an annual library fees. For short term users, there is also a provision of monthly membership numbers of the users are not constant. Sometimes more than 600 users can visit the library per month.

3.3.4.1 Facilities and Services

Currently the library functions on a closed-access basis but the library staff will be more than willing to help the users with their search. The library is equipped with both computer and manual databases. It disallows personal books and pens into its reading room instead; it provides pencils and full-scale paper to its users free of cost. Library is well furnished reading rooms with enough light and air. It is facilitated with cozy carrels with electrical terminals for the use of users' own laptop. Computer facilities and provisions of basic utilities facilities are also available. Besides these facilities users are also allowed to use library following Services are provided. They are as:

1. Information search in local, national and international databases on online.
2. Reading room with comfortable table and chairs;
3. Reference Services
4. Referral Services
5. Bibliographic service
6. Indexing Services
7. Current Content Services (CCS)
8. Current Awareness Services(CAS)
9. Selective Dissemination Services(SDS)
10. Locals Database Search Services
11. Online Database Search Services.
12. Printing Services
13. CD Burning Services
14. Limited Photocopy services

3.3.4.2 Database

All of the materials in the library are carefully selected for the relevance, kept up-to-date, and systematically stored and cataloged in a fully CDS-ISIS database to ensure quick location of right resources. All of the resources are stored using Dewey Decimal Classification System.

3.3.5 Publications

The Baha publishes books and occasional and working papers as a means to make available scholarly works that may not ordinarily be accessible to the general reader

3.3.6 Library Hours

Sunday to Thursday

10 A.M.-5 P.M.

Friday

10 A.M.-2 P.M.

Library remains closed on some government holidays and first Sunday of International Calendar Months

3.3.7 Budget

Library has not allocated the particular budget in the title to purchase for library collections. It provides budget to the library according to the requirement of the users. So the budget is not fixed.

3.3.8 Library Personnel

This library has 2 professional librarians; 2 para-professional and 2 non professional staff s are to serve the needed information to its users.

3.3.9 Location

This library is located in Batisputali area of Old Baneshwor in the opposite of the Dwarikas Hotel.

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CHAPTER-IV

RESEARCH METHODOLOGY

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

Research is an intellectual exercise based in specific approach aimed to draw the most suitable solution for the problem concerned. In this process, the existing assumption, practices, facts are put into the key of observation, experimentation, interpretation and conclusion superimposing a picture over the old one. According to Mouly, “Research is simply the process of arriving at dependable solutions to problems through the planned and systematic collection, analysis and interpretation of data” (Krishan Kumar, 1992).

4.1 Research Design

A research design is the arrangement of conditions for collections and analysis of data in a manner that aims to combine relevance to research purpose with economy in procedure (Kothari, 1986).

Research design is an organized approach. It is an integrated system that guides the researcher in formulating, implementing and controlling the study. Useful research design can produce answer to the purposed research question.

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

Both exploratory and descriptive research designs have been used for this study. Exploratory research explores in the basis of previous idea through literature review and it informs the individual about new and real facts. The study has also identified and displayed the attitudes of sampled unit in the services and collections of the existing library through questionnaire and interview survey. The proposed study describes and analyzed the specific aspect of the problem so the research design

applied for the study is descriptive and analytic in nature. Hence, the study is scientific and descriptive.

4.2 Sources of Data

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

4.3 Population

An individual user has been selected as a sample unit for the present study because the user's attitude can represent the real scenario of the services and resource of the library. Some special libraries of the social sciences from Kathmandu Valley have been selected for the purpose of this study. They are: Central Department of Population Studies (CDPS), Centre for Economic Development and Administration (CEDA), and Social Science Baha Library (SSBL).

The population of this study has been the researchers, students, the administrative staffs, and the teachers concerned with those special libraries. Total numbers of users of these libraries are 220. They are assumed for the sample universe of the study among them only 66 i.e. 30% of the total users were distributed questionnaire, but only 63 i.e. 29% of them returned questionnaire after filling them.

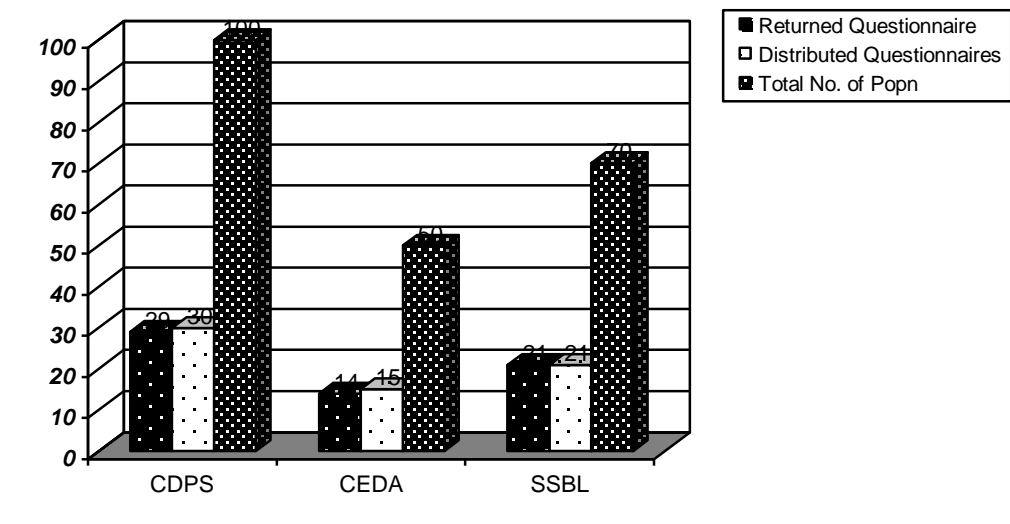
Table No 1
Questionnaire Distributed and Returned by Users

| Libraries | Total No. of Pop ⁿ | Distributed Questionnaires (30%) | Returned Questionnaire (29%) | |
|--------------|-------------------------------|----------------------------------|------------------------------|--------------|
| | | | No. | % |
| CDPS | 100 | 30 | 29 | 96.7 |
| CEDA | 50 | 15 | 14 | 93.3 |
| SSBL | 70 | 21 | 21 | 96.6 |
| Total | 220 | 66 | 64 | 96.96 |

(Source: Field Survey, 2008)

Figure: 1

Questionnaire Distributed and Returned by Users



4.4 Sampling Procedure

Sampling is the process of selecting a number of individual for a study in such a way that the individual represent enlarge group from which they were selected. The individual selected comprise the sample and the large group is referred to as population. The population is the group of interest to the researcher. This is the group of which the researcher is interested to study to come at the conclusion to be generalized. The purpose of sampling is to gain information about population (Khati Radhabar D, 2006).

In this study, three special libraries have been selected. They are considered as a user group of all the information services of the library. Among them, 29% of total universe of population have randomly been selected as sample study. These three libraries do not have equal number of users. Therefore, the researcher has taken only 29% of the whole population as sample for the study.

4.5 Methods of Data Collection

According to the objectives of the study, the researcher prepared one set of questionnaire in full consultation with guide. The information is collected through field questionnaires, interviews with selected special libraries and the librarians of those libraries. The librarian of those libraries were interviewed about the topic of the

library budget, library management, existing conditions of the library, sources and services provided by the library, opening hour of the library etc. The required data and information have been collected from the primary source with the help of the structured questionnaire. The questionnaire has especially been designed to cover all the required data and information of the study. Similarly, secondary information has been collected only from the authorized documents. The researcher visited concerned libraries repeatedly to take interview with the users and the library staff. Only those questionnaires which were completely filled up were included in the analysis. The distributed questionnaires are prepared under the main four headings:

a. Personal Data:

It includes users' personal information such as: Name, sex, qualification and profession. Name and sex are optional but qualification and profession helps to find out the users are specialist in the related field.

b. General Information about Library Use:

This topic includes 6 multiple choice questions and all are related to library use.

c. Collection:

This topic includes 8 multiple choice questions and all these are related to library collection.

d. Information Service:

It includes one subjective question and 11 multiple choice question all are related to the information service provided by the library.

4.6 Data Analysis Procedure

The analysis based on 64 respondents received from the users. After questionnaire and interview, the collected data and information have been organized in a systematic order of analysis like editing, coding, classification etc. the completed field of questionnaires were checked to remove the possible errors and inconsistencies in the field. In this study, both descriptive and analytical methods have been used for the presentation of collected data and information.

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Kothari, (1986). *Research Methodology: Methods and Techniques*. New Delhi: Wiley.

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CHAPTER-V

ANALYSIS AND PRESENTATION

The main objective of this study is to find out the special information services provided by the libraries to their special clientele of three special libraries of social sciences in Kathmandu valley on the basis of their collections, locations, and services. To fulfill the purpose of the study questionnaire was prepared to collect primary data from the users with the full consultation with the guide of the study which starts with the personal information of the respondents. Users of these special libraries are the focal point of this study including information about the concerned libraries.

5.1 Personal Information of Respondents:

After the collection of primary Data (Questionnaire) it is found that almost all the users of those special libraries are post graduated or above degree level of education, used to visit library for the specific tasks. Besides that some M. Phil, and Ph. D scholars are also found. Among them, some are researcher, research consultant, service holders and students of higher level of education. Name and sex of the respondents does not provide any information to the researcher but their qualification and profession leads to find out the users of the concerned libraries are the specialist of the related field and they used to visit the libraries in the search of knowledge. It can be clarified by the following table.

Table No 2
Personal Information of Respondents

| Libraries | Qualifications | Profession | Total No. of Respondents | % |
|-----------|----------------|------------|--------------------------|------------|
| CDPS | MA | Students | 25 | 86.20 |
| | M Phil | Teacher | 2 | 6.90 |
| | Post Graduate | Teacher | 2 | 6.90 |
| | Total | | 29 | 100 |
| CEDA | MA | Service | 6 | 42.88 |
| | Ph. D. | Lecturer | 2 | 14.28 |
| | MA | Researcher | 2 | 14.28 |

| | | | | |
|-------------|---------------|---------------------|-----------|------------|
| | MA | Research Consultant | 2 | 14.28 |
| | B. Ed. | Service | 2 | 14.28 |
| | Total | | 14 | 100 |
| SSBL | MA | Students | 5 | 23.80 |
| | MBS | Students | 6 | 28.58 |
| | MA | Teacher | 3 | 14.28 |
| | Ph. D | Teacher | 1 | 4.78 |
| | Post Graduate | Students | 2 | 9.52 |
| | MBS | Service | 4 | 19.04 |
| | Total | | 21 | 100 |

(Source : Field Survey, 2008)

It is noted that most of the users of CDPS Library are the student of higher level of education in the special field of knowledge i.e. Population Studies it covers 86.20% of the total users. Besides that some M. Phil scholars also use this library it is 6.90% and rest of the users are post graduate who use this library for the specific task it is 6.90% of the total user.

In CEDA most of the users are service holders with master's level of education it is 42.88%, some are lecturer with Ph. D degree it is 14.28%. Besides that Researcher and research consultants also use their library it covers 28.56%. Rest of the users are service holders it covers 14.28% of the total users.

SSBL is used by 23.80% of M.A. students, 14.28% teachers with M.A. level of education. Besides that MBS student is 28.58%, service holders with MBS are 19.04%. Ph.D. scholars are also found as the users of this library it is 4.78%. Rest of the users are Post Graduate students, it is 9.52%.

From the above findings it is concluded that all these three special libraries of social sciences are use by the special kinds of users having variety of their information needs to fulfill their special kinds of task.

5.2 General Information about Library Use

This part of questionnaire contains six objective questions aiming to find out the purpose of visit to the library by the users.

5.2.1 Familiarity with the Library

Regarding the familiarity of library, question number one is asked to the users of each concerned libraries. Their responses can be expressed through the following table:

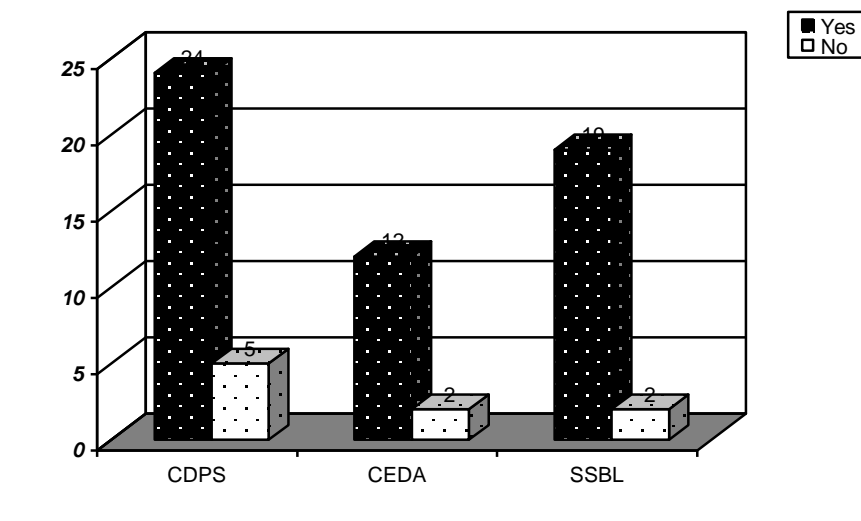
Table 3
Familiarity about the Library

| S.N. | Responses | Name of Libraries | | | Total | % |
|--------------|-----------|-------------------|-----------|-----------|-----------|------------|
| | | CDPS | CEDA | SSBL | | |
| 1 | Yes | 24 | 12 | 19 | 55 | 85.96 |
| 2 | No | 5 | 2 | 2 | 9 | 14.04 |
| Total | | 29 | 14 | 21 | 64 | 100 |

(Source: Field survey, 2008)

Figure: 2

Familiarity about the Library



From the above information it is concluded that more than 85.96% of the users of all the concerned libraries are found familiar with the library.

5.2.2 Sources of Information about Library

This question tries to find out the sources of information through they know about the libraries and their services. There are five options are provided and the users

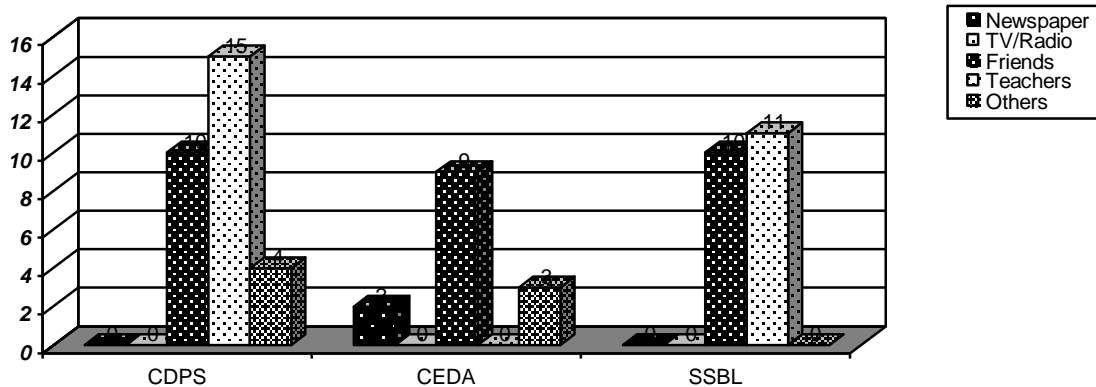
are requested to use one appropriate portion among them. Regarding the sources of information about the libraries shown as below:

Table No. 4
Source of Information about Library

| S.N. | Source | Name of Library | | | Total | % |
|--------------|-----------|-----------------|------|------|-------|------------|
| | | CDPS | CEDA | SSBL | | |
| 1 | Newspaper | - | 2 | - | 2 | 3.13 |
| 2 | TV/Radio | - | - | - | - | 0.00 |
| 3 | Friends | 10 | 9 | 10 | 29 | 45.32 |
| 4 | Teachers | 15 | - | 11 | 26 | 40.62 |
| 5 | Others | 4 | 3 | - | 7 | 10.93 |
| Total | | 29 | 14 | 21 | 64 | 100 |

(Source: Field survey, 2008)

Figure 3
Source of Information about Library



Regarding the sources of information about all these three different special libraries users expressed different sources of information. Among them 45.32% users said their friends are the source of information about the library while 40.62% said their teachers are the source and the rest have expressed other sources it is 10.93%. Only 3.13% said newspaper is the source of information for them about library.

So, it is concluded that friends are the most reliable source of information for the most of the users of the special libraries.

5.2.3 Purpose of Visit to the Library

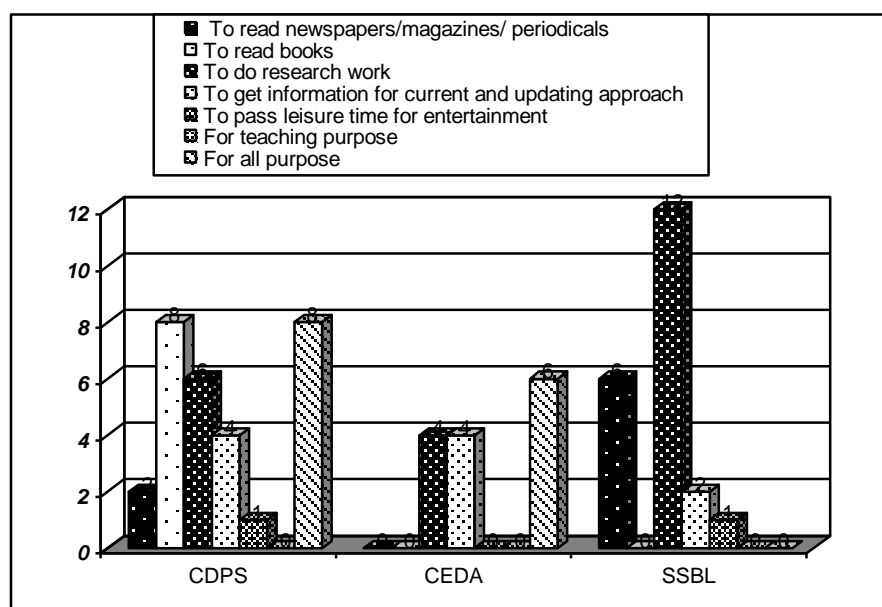
This question tries to find out the users purpose of visit in the libraries. For this reason seven possible opinions were provided and the users are requested to choose as many purposes as are applicable. Users' responses to this question are presented in the following table:

Table No. 5
Purpose of Visit to the Library

| S. N. | Purposes | Names of Libraries | | | Total | % |
|--------------|--|--------------------|-----------|-----------|-----------|---------------|
| | | CDPS | CEDA | SSBL | | |
| 1 | To read newspapers/magazines/periodicals | 2 | - | 6 | 8 | 12.50 |
| 2 | To read books | 8 | - | - | 8 | 12.50 |
| 3 | To do research work | 6 | 4 | 12 | 22 | 34.38 |
| 4 | To get information for current and updating approach | 4 | 4 | 2 | 10 | 15.63 |
| 5 | To pass leisure time for entertainment | 1 | - | 1 | 2 | 3.13 |
| 6 | For teaching purpose | - | - | - | - | 0.00 |
| 7 | For all purpose | 8 | 6 | - | 14 | 21.86 |
| Total | | 29 | 14 | 21 | 64 | 100.00 |

(Source: Field survey, 2008)

Figure 4
Purpose of Visit to the Library



It is noted that 34.38% of the users of all these special libraries visited the library to do research work, likewise 21.86% users visit for all purpose and 15.63% users go to the library to get information for current and updating approach and 12.5% to read books. Besides that 12.5% users go to the library to read news papers/ magazines/periodicals and only 3.13% users visit library to pass the leisure time. So it is concluded that most of the users in the special libraries visit the libraries to gather information for their research work.

5.2.4 Frequency of Visit to Library

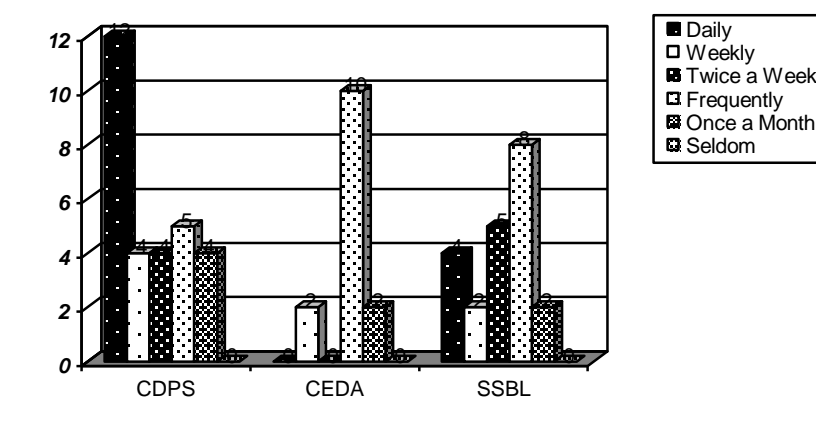
This part of questionnaire tries to find out the frequency of visit to the library by users. For this purpose six options were provided and the users were asked to choose the most used time. Responses regarding this question shown below in the table:

Table No. 6
Frequency of Visit to Library

| S. N. | Frequency | Name of Libraries | | | Total | % |
|--------------|--------------|-------------------|-----------|-----------|-----------|---------------|
| | | CDPS | CEDA | SSBL | | |
| 1 | Daily | 12 | - | 4 | 16 | 25.00 |
| 2 | Weekly | 4 | 2 | 2 | 8 | 12.50 |
| 3 | Twice a week | 4 | - | 5 | 9 | 14.06 |
| 4 | Frequently | 5 | 10 | 8 | 23 | 35.94 |
| 5 | Once a month | 4 | 2 | 2 | 8 | 12.50 |
| 6 | Seldom | - | - | - | - | 0.00 |
| Total | | 29 | 14 | 21 | 64 | 100.00 |

(Source: Field survey, 2008)

Figure 5
Frequency of Visit to Library



It is noted that more than 35.94% users visit the library frequently. According to 25% user, they visit daily and 14.06% of users visit the library twice a week and the rest 12.50% visited weekly and rest 12.5% visit the library once a month. On the basis of above information provided by the users, it is concluded that most of the users visited the library frequently despite of daily and weekly.

5.2.5 Spending Time in the Library

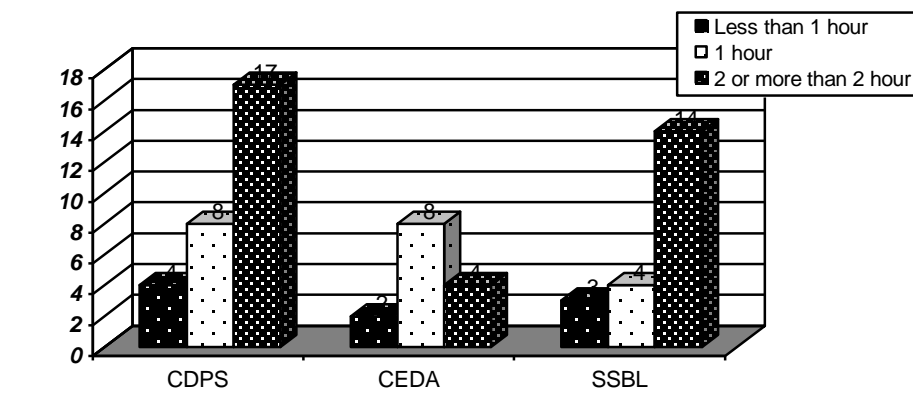
Regarding the time spending in the library by the users question tries to find out the actual time spent by the users of the different libraries. For this purpose three possible options are provided. Following table will clarify the answers to this question.

Table No. 7
Spending of Time by Users

| S. N. | Time | Name of Libraries | | | Total | % |
|--------------|-----------------------|-------------------|-----------|-----------|-----------|---------------|
| | | CDPS | CEDA | SSBL | | |
| 1 | Less than 1 hour | 4 | 2 | 3 | 9 | 14.06 |
| 2 | 1 hour | 8 | 8 | 4 | 20 | 31.25 |
| 3 | 2 or more than 2 hour | 17 | 4 | 14 | 35 | 54.69 |
| Total | | 29 | 14 | 21 | 64 | 100.00 |

(Source: Field Survey, 2008)

Figure 6
Spending of Time by Users



It is noted that 54.69% users spend two or more than two hours time in the library 31.25% users spend one hour time in the library and 14.06% of users spend less than one hour time for the library so it is concluded that most of the users spend more than two hours time for using library.

5.2.6 *Suitable of Opening Hour*

Regarding the suitable of opening hour question is asked to the users with two options. This question tries to find out their responses regarding the present opening hours and presentation of the answer is shown in the table below.

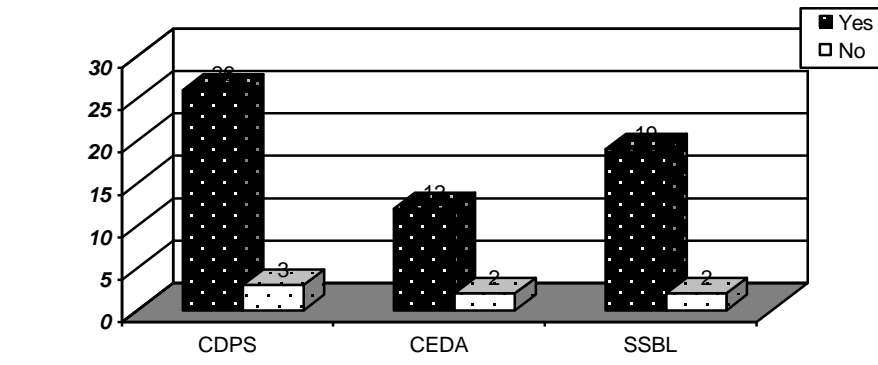
Table No. 8
Response Regarding Present Opening Hour

| S. N. | Users Opinion | Name of Libraries | | | Total | % |
|--------------|---------------|-------------------|-----------|-----------|-----------|---------------|
| | | CDPS | CEDA | SSBL | | |
| 1 | Yes | 26 | 12 | 19 | 57 | 89.06 |
| 2 | No | 3 | 2 | 2 | 7 | 10.94 |
| Total | | 29 | 14 | 21 | 64 | 100.00 |

(Source: Field Survey, 2008)

Figure 7

Response Regarding Present Opening Hour



It is noted that 89.06% users are satisfied with the present opening hour of the library. Only 10.94% users are not satisfied with the present opening hour of the library so it is concluded that most of the users of special libraries are satisfied with the present opening hour of the library.

5.3 Collection

This part of questionnaire contains 8 objective questions which aim to extract information about the collection of three special libraries of social science, and users' satisfaction with that collection.

5.3.1 Familiarity with Collection

Question was asked to find out the users' familiarity with the collection of the library. Their view regarding the collection is shown in the table below:

Table No 9

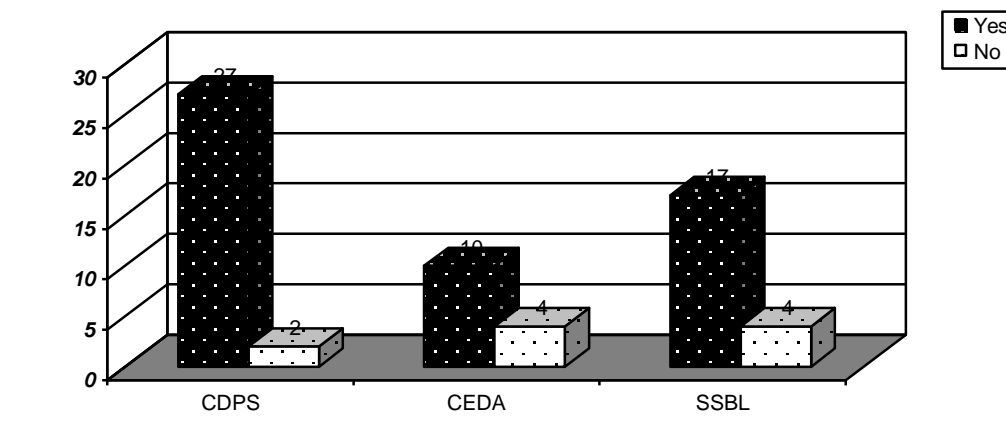
User Familiarity with Collection of Library

| S.N. | Responses | Name of Libraries | | | Total | Percentages |
|--------------|-----------|-------------------|-----------|-----------|-----------|---------------|
| | | CDPS | CEDA | SSBL | | |
| 1 | Yes | 27 | 10 | 17 | 54 | 84.38 |
| 2 | No | 2 | 4 | 4 | 10 | 15.62 |
| Total | | 29 | 14 | 21 | 64 | 100.00 |

(Source: Field Survey, 2008)

Figure 8

User Familiarity with Collection of Library



Above information shows that large number of users i.e. 84.38% is familiar with the collection of the library where as 15.62% users opine that they are not familiar with the collection of the library so we can conclude that large number of the users is familiar with the collection of the special library.

5.3.2 Availability of Users Required Materials

Regarding the availability of users required materials in the library question was asked with 5 options to choose from for finding out the users interested reading materials are sufficient or not in the libraries. User's response regarding the materials can be shown in the following number.

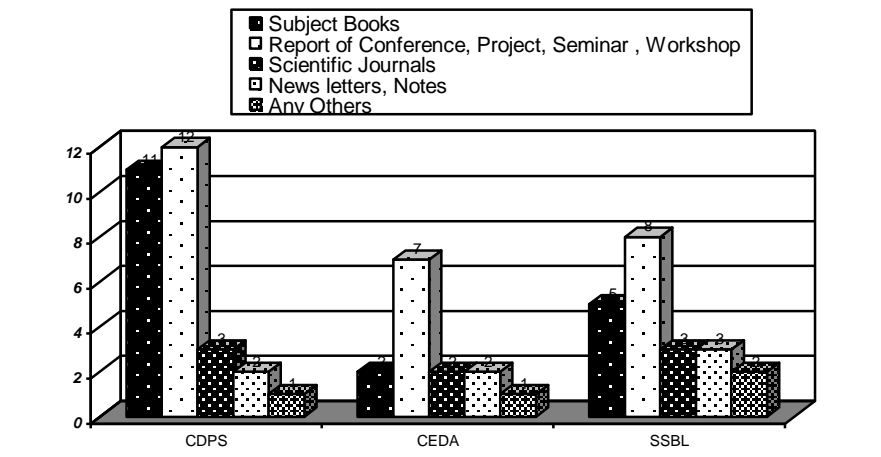
Table No 10

Availability of Required Materials

| S. N. | Materials | Name of Libraries | | | Total | % |
|--------------|--|-------------------|-----------|-----------|-----------|---------------|
| | | CDPS | CEDA | SSBL | | |
| 1 | Subject Books | 11 | 2 | 5 | 18 | 28.13 |
| 2 | Report of Conference, Project, Seminar, Workshop | 12 | 7 | 8 | 27 | 42.19 |
| 3 | Scientific Journals | 3 | 2 | 3 | 8 | 12.50 |
| 4 | News letters, Notes | 2 | 2 | 3 | 7 | 10.93 |
| 5 | Any Others | 1 | 1 | 2 | 4 | 6.25 |
| Total | | 29 | 14 | 21 | 64 | 100.00 |

(Source: Field Survey, 2008)

Figure 9
Availability of Required Materials



It is noted that the highest rate of information can be extracted from the reports of conference, projects, seminar and workshop etc; it is 42.19% and 28.13% of information found from the subject books. According to 12.5% of users, they can receive information from scientific journals and others 10.93% of users use news letters, notes for the source of information. Only 6.25% can use any other sources for the information they need.

On the basis of these findings we can conclude that the highest number of users of special library use Reports of conference, Projects, Seminars and Workshop as the main source of information to use cope of with their specific needs of information and other sources are additional support for them.

5.3.3 Availability of Computer in the Library

Regarding availability of computer in the library, all the users of three libraries were asked a question with two options and they had to choose one options either 'Yes' or 'No'. their responses are as follows:

Table No 11

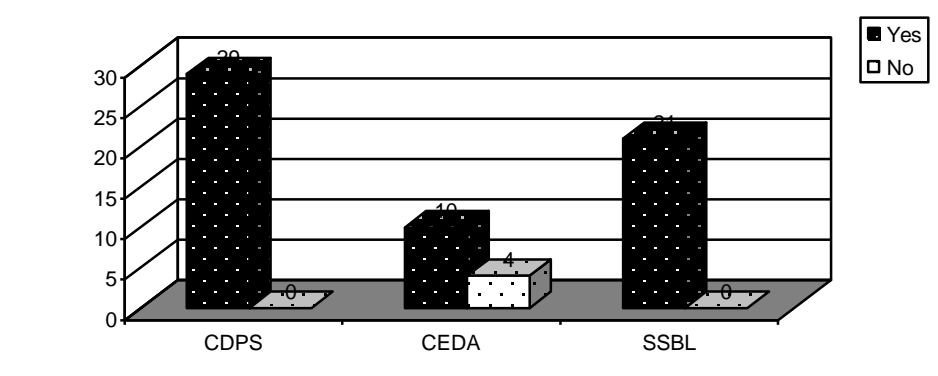
Availability of Computer in Library

| S.N. | Availability of Computer | Name of Libraries | | | Total | % |
|--------------|--------------------------|-------------------|-----------|-----------|-----------|---------------|
| | | CDPS | CEDA | SSBL | | |
| 1 | Yes | 29 | 10 | 21 | 60 | 93.75 |
| 2 | No | 0 | 4 | 0 | 4 | 6.25 |
| Total | | 29 | 14 | 21 | 64 | 100.00 |

(Source: Field Survey, 2008)

Figure 10

Availability of Computer in Library



On the basis of above information, it is concluded that 100 percent of two libraries said that there is computer in their library; it is 93.75% of total population. Only 6.25% of the total user is on aware about the availability of computer in their library.

5.3.4 Purpose of Using Computer in Library

This question was used to find out the purpose of using computer in the library. it is asked to mention the purpose of computer used in library and 5 possible options were provided for that reason so the users were requested to choose the most suitable options. Responses regarding the purpose of using computer in library will be clearer from the following table:

Table No 12

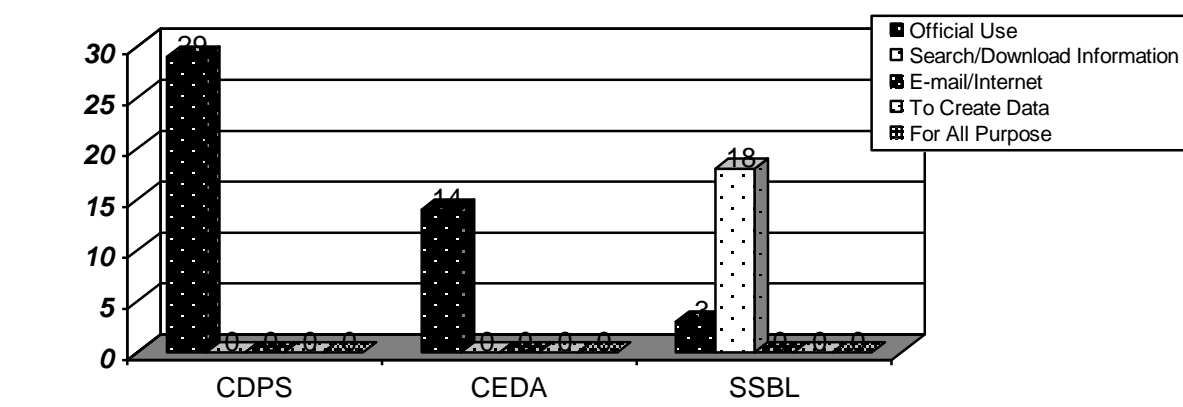
Purpose of Using Computer in Library

| S. N. | Purposes | Name of Libraries | | | Total | % |
|--------------|-----------------------------|-------------------|-----------|-----------|-----------|---------------|
| | | CDPS | CEDA | SSBL | | |
| 1 | Official Use | 29 | 14 | 3 | 46 | 71.88 |
| 2 | Search/Download Information | 0 | 0 | 18 | 18 | 28.12 |
| 3 | E-mail/Internet | 0 | 0 | 0 | 0 | 0.00 |
| 4 | To Create Data | 0 | 0 | 0 | 0 | 0.00 |
| 5 | For All Purpose | 0 | 0 | 0 | 0 | 0.00 |
| Total | | 29 | 14 | 21 | 64 | 100.00 |

(Source: Field Survey, 2008)

Figure 11

Purpose of Using Computer in Library



Computers can be used for the various purposes in the modern information technological world that is why users of different library provided different information regarding the purpose of use of compute in their libraries. It is concluded that computer in the library of CDPS and CEDA are used for the official use only while the most of the users of SSBL opines that they used computer for search and download online information besides official uses.

5.3.5 Available of Sufficient Reference Materials in Library

Aim of this question is to find out information about the availability of sufficient reference materials in the concerned library. For this purpose the question

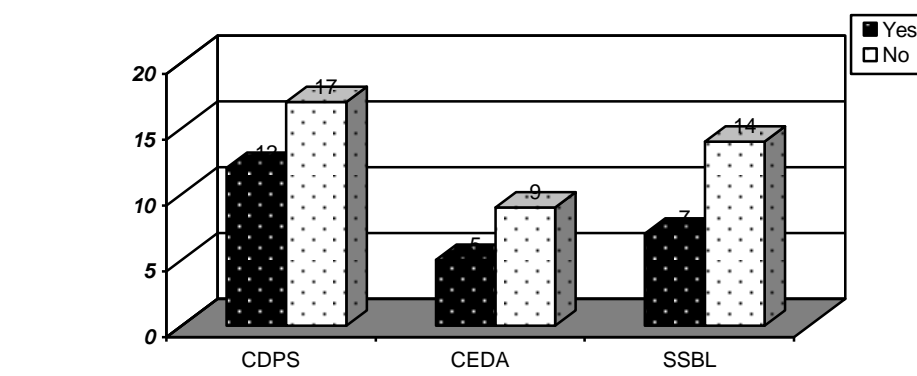
was asked to the users in 'Yes' or 'No'. Regarding the question, user's responses can be expressed in the following table:

Table No 13
Availability of Sufficient Reference Materials in Library

| S.N. | Responses | Name of Libraries | | | Total | % |
|--------------|-----------|-------------------|-----------|-----------|-----------|---------------|
| | | CDPS | CEDA | SSBL | | |
| 1 | Yes | 12 | 5 | 7 | 24 | 37.50 |
| 2 | No | 17 | 9 | 14 | 40 | 62.50 |
| Total | | 29 | 14 | 21 | 64 | 100.00 |

(Source: Field Survey, 2008)]

Figure 12
Availability of Sufficient Reference Materials in Library



The table shows that there is no sufficient reference material in every special library. It is noted that 62.50% users indicated lacking of reference materials in the library whereas 37.50% users indicate the availability of sufficient reference material in the library.

5.3.6 Unavailability of Kinds of Reference Material in Library.

Regarding the issue of unavailability of the kind of reference materials, question number 12 was asked to the users with eight possible options and they are requested to choose from the given options. Their response regarding this question can be expressed in the following table:

Table No 14

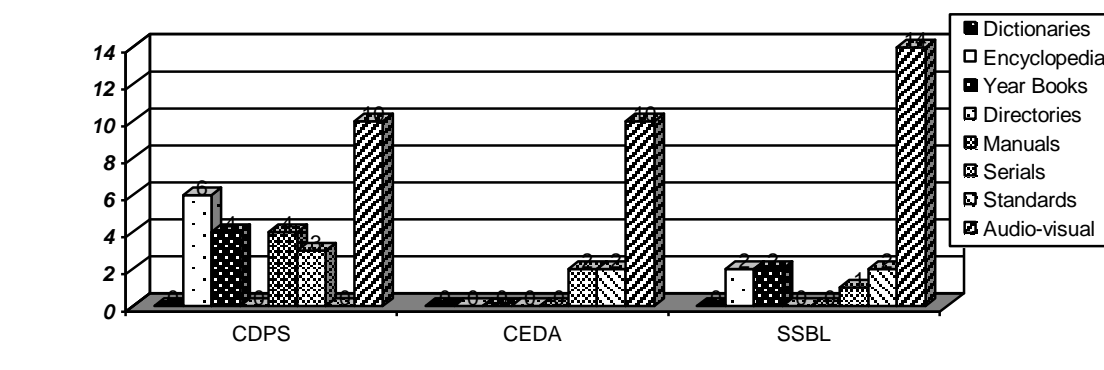
Unavailability of Kind of Reference Material in Library

| S. N. | Reference Materials | Name of Libraries | | | Total | % |
|--------------|---------------------|-------------------|-----------|-----------|-----------|---------------|
| | | CDPS | CEDA | SSBL | | |
| 1 | Dictionaries | 0 | 0 | 0 | 0 | 0.00 |
| 2 | Encyclopedia | 6 | 0 | 2 | 8 | 12.50 |
| 3 | Year Books | 4 | 0 | 2 | 6 | 9.38 |
| 4 | Directories | 0 | 0 | 0 | 0 | 0.00 |
| 5 | Manuals | 4 | 0 | 0 | 4 | 6.25 |
| 6 | Serials | 3 | 2 | 1 | 6 | 9.38 |
| 7 | Standards | 0 | 2 | 2 | 4 | 6.25 |
| 8 | Audio-visual | 12 | 10 | 14 | 36 | 56.25 |
| Total | | 29 | 14 | 21 | 64 | 100.00 |

(Source: Field Survey, 2008)

Figure 13

Unavailability of Kind of Reference Material in Library



Above table shows, that there is no sufficient reference materials in every special library. It is noted that 56.25% user indicated the lacking of Audio-visual materials in the library whereas 12.50% said Encyclopedias are not available. According to 9.38% of users Year Books and Serials are not available in the library respectively, and rest 6.25% said manuals and Standards are not available in the library.

So, from the above findings it is concluded that every special library should include Audio-visual materials with the facilitating equipments also in their library.

5.3.7 Most Preferred Source of Information

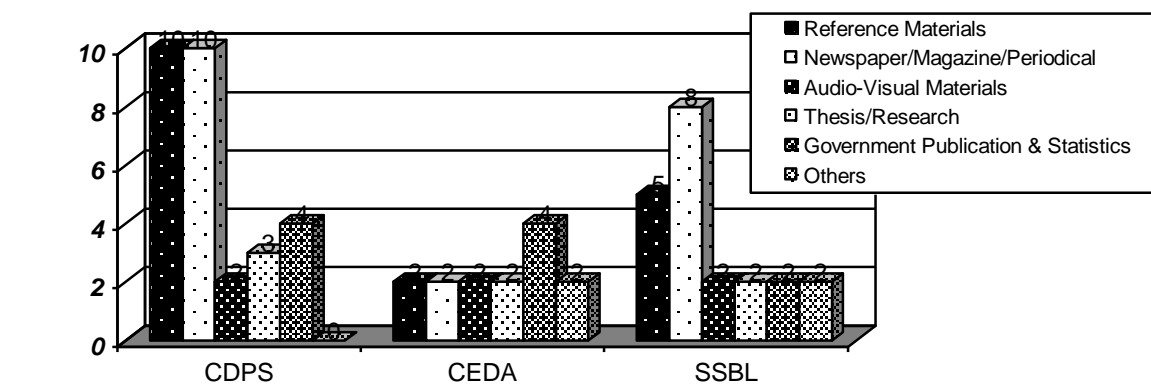
Regarding the most liked sources of information of users, question number 13 was asked to the users and six possible options were enumerated for their choice. Users indicated their most liked source of information which is shown in the table below:

Table No 15
User's Most Liked Source of Information

| S. N. | Sources of information | Name of Libraries | | | Total | % |
|--------------|-------------------------------------|-------------------|-----------|-----------|-----------|---------------|
| | | CDPS | CEDA | SSBL | | |
| 1 | Reference Materials | 10 | 2 | 5 | 17 | 26.55 |
| 2 | Newspaper/Magazine/Periodical | 10 | 2 | 8 | 20 | 31.25 |
| 3 | Audio-Visual Materials | 2 | 2 | 2 | 6 | 9.38 |
| 4 | Thesis/Research | 3 | 2 | 2 | 7 | 10.94 |
| 5 | Government Publication & Statistics | 4 | 4 | 2 | 10 | 15.63 |
| 6 | Others | 0 | 2 | 2 | 4 | 6.25 |
| Total | | 29 | 14 | 21 | 64 | 100.00 |

(Source: Field Survey, 2008)

Figure 14
User's Most Liked Source of Information



Above data shows that most of users prefer news paper/Magazines and Periodical as a source of information it is 31.25% whereas 26.55% users like Reference materials for the information. According to 15.63% users Government publications and official Statistics are the most liked sources of information and

10.94% users love Thesis/Research as a source for information. Besides that 9.38% users like Audio-visual materials are only 6.25% users like other sources of information.

On the basis of these findings we can conclude that most of the users in the special libraries like News paper/Magazines and Periodicals as a source of current information.

5.3.8 User's Satisfaction with Library Collection

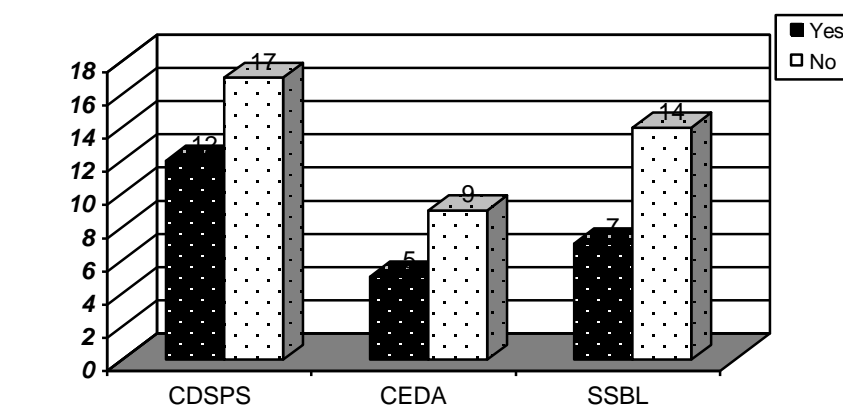
Regarding the issue of satisfaction of users with the available collection of the concerned libraries, question was asked with two options 'Yes' or 'No'. Presentation of answers received from users can be expressed in the following table:

Table No 16
User's Satisfaction with Library Collection

| S. N. | Responses | Name of Libraries | | | Total | % |
|--------------|-----------|-------------------|-----------|-----------|-----------|---------------|
| | | CDPS | CEDA | SSBL | | |
| 1 | Yes | 12 | 5 | 7 | 24 | 37.50 |
| 2 | No | 17 | 9 | 14 | 40 | 62.50 |
| Total | | 29 | 14 | 21 | 64 | 100.00 |

(Source: Field Survey, 2008)

Figure 15
User's Satisfaction with Library Collection



On the basis of above information it is concluded that larger number of users i.e. 62.50 % are unsatisfied with the existing collection of the concerned libraries whereas satisfied users are 37.50 %.

So, it is concluded that the concerned libraries should provide sufficient current and updated information sources to their valuable users.

5.4 Information Service

This part of questionnaire contains 11 objective and 1 subjective questions. This section of questionnaire tries to extract information about the services provided by the concerned libraries and users satisfaction in the basis of available services.

5.4.1 User's Knowledge of Rule, Regulation and Service of the Library

To collect information about users services of the library users are asked question number 15 about the familiarity of rules, regulations and services of the library with two options 'Yes' or 'No'. Their response in the given question can be expressed in the following table:

Table No 17

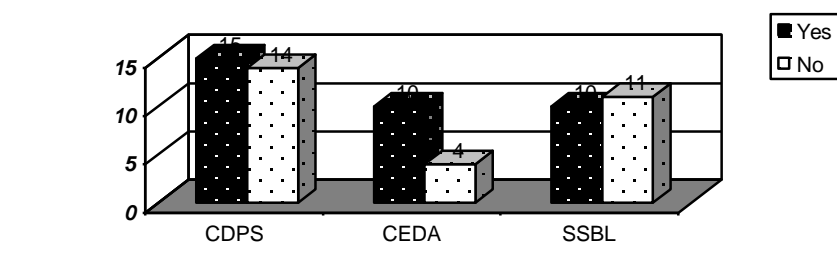
User's Knowledge of Rule, Regulation and Service of the Library

| S. N. | Responses | Name of Libraries | | | Total | % |
|--------------|-----------|-------------------|-----------|-----------|-----------|---------------|
| | | CDPS | CEDA | SSBL | | |
| 1 | Yes | 15 | 10 | 10 | 35 | 54.69 |
| 2 | No | 14 | 4 | 11 | 29 | 45.31 |
| Total | | 29 | 14 | 21 | 64 | 100.00 |

(Source: Field Survey, 2008)

Figure 16

User's Knowledge of Rule, Regulation and Service of the Library



Regarding the issue of user's familiarity with rules, regulations and services of the library 54.69% of users found familiar with the subject matter while 45.31% users found unfamiliar with the concept so it is concluded that larger number of users are familiar with the issue though the libraries needs to provide users orientation programs to the users because there is still a large number of users are unfamiliar with the rules, regulations and services of the libraries.

5.4.2 User's Knowledge about Library Catalog

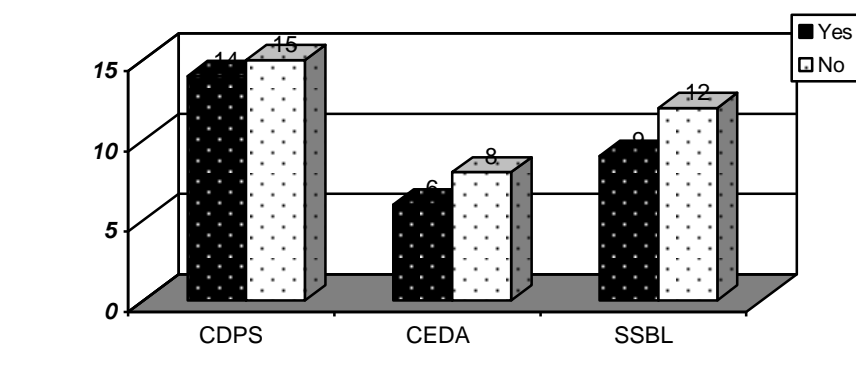
Regarding the user's knowledge about library catalogue question no 16 was asked with two options 'Yes' or 'No'. Presentation of the responses by users on the issue shown in the table below:

Table No 18
User's Knowledge about Library Catalog

| S. N. | Responses | Name of Libraries | | | Total | % |
|--------------|-----------|-------------------|-----------|-----------|-----------|---------------|
| | | CDPS | CEDA | SSBL | | |
| 1 | Yes | 14 | 6 | 9 | 29 | 45.31 |
| 2 | No | 15 | 8 | 12 | 35 | 54.69 |
| Total | | 29 | 14 | 21 | 64 | 100.00 |

(Source: Field Survey, 2008)

Figure 17
User's Knowledge about Library Catalog



The above table shows that 54.69 % of users have no knowledge about library catalog and 45.31% users have knowledge about the library catalog. Therefore, it is concluded that most of the users have no idea about the library catalog.

5.4.3 User's Knowledge about System of Shelving Materials

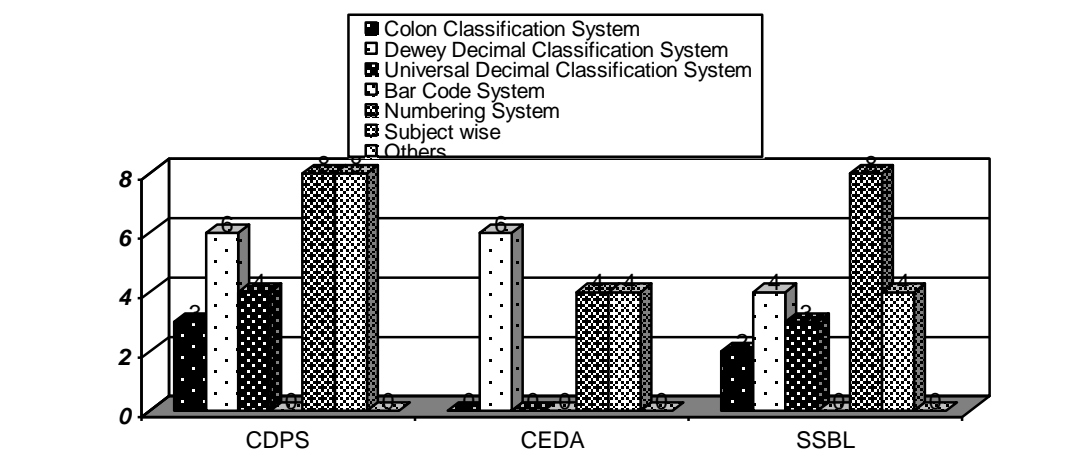
To get information about users knowledge on the system of shelving materials used in the libraries, question no 17 was asked with 7 possible options. User's responses regarding the questions shown in the table below:

Table 19
User's Knowledge about System of Shelving Materials

| S. N. | System of Shelving | Name of Libraries | | | Total | % |
|--------------|---|-------------------|-----------|-----------|-----------|---------------|
| | | CDPS | CEDA | SSBL | | |
| 1 | Colon Classification System | 3 | 0 | 2 | 5 | 7.81 |
| 2 | Dewey Decimal Classification System | 6 | 6 | 4 | 16 | 25.00 |
| 3 | Universal Decimal Classification System | 4 | 0 | 3 | 7 | 10.94 |
| 4 | Bar Code System | 0 | 0 | 0 | 0 | 0.00 |
| 5 | Numbering System | 8 | 4 | 8 | 20 | 31.25 |
| 6 | Subject wise | 8 | 4 | 4 | 16 | 25.00 |
| 7 | Others | 0 | 0 | 0 | 0 | 0.00 |
| Total | | 29 | 14 | 21 | 64 | 100.00 |

(Source: Field Survey, 2008)

Figure 18
User's Knowledge about System of Shelving Materials



On the basis of above findings it is noted that most of the users expressed numbering system is being used in their library for shelving the information material/ it is 31.25% where as 25% said DDC system is being used in their library. According to 25% users materials are shelved subject wise. 10.94% said UDC system is being used and 7.81% said Colon Classification System is being used for shelving the information materials. No one has indicated about Bar Code System of shelving materials. Though it is one of the popular systems is being used in the most of the libraries besides few popular liberalities of Kathmandu Valley. so it is seen that the most of the users are unknown about the system of classification used for shelving the information materials because there data and the actual system of shelving used in the libraries seems contradictory to each other.

So, it is concluded that there should be the inclusion of user orientation program in every library to provide information about library system, using materials etc to boost up their services to the users and reputation of the library.

5.4.4 Ways of Browsing Information from Library

Regarding the ways of getting information from library, question number 8 was asked to the users with five possible options to choose from. Following table shows their responses regarding the ways of browsing information from the library.

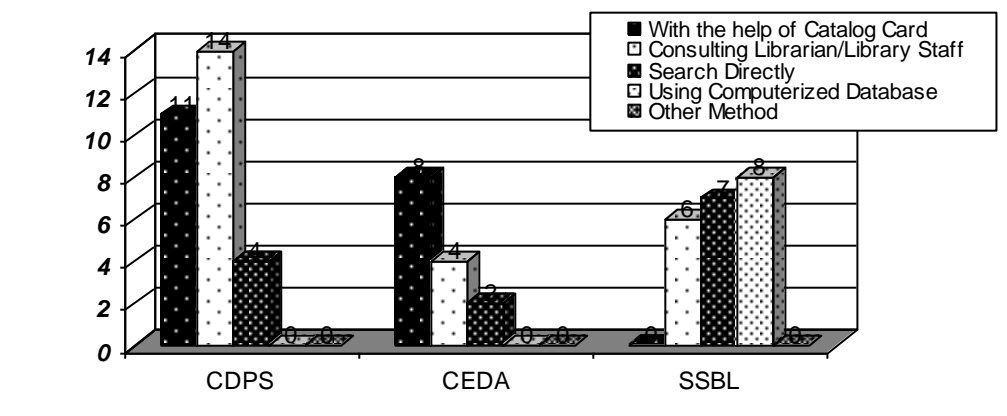
Table 20
Ways of browsing Information from library

| S. N. | Information Searching Tools | Name of Libraries | | | Total | % |
|--------------|------------------------------------|-------------------|-----------|-----------|-----------|---------------|
| | | CDPS | CEDA | SSBL | | |
| 1 | With the help of Catalog Card | 11 | 8 | 0 | 19 | 29.69 |
| 2 | Consulting Librarian/Library Staff | 14 | 4 | 6 | 24 | 37.50 |
| 3 | Search Directly | 4 | 2 | 7 | 13 | 20.31 |
| 4 | Using Computerized Database | 0 | 0 | 8 | 8 | 12.50 |
| 5 | Other Method | 0 | 0 | 0 | 0 | 0.00 |
| Total | | 29 | 14 | 21 | 64 | 100.00 |

(Source: Field Survey, 2008)

Figure 19

Ways of Browsing Information from library



It is noted that 37.50% users depend on the library staff to get their reading materials. like wise 29.69% users use catalog card to search the materials from the shelf and 20.31% of users can search directly. Only 12.5% users use computerized database to search for information materials.

So, we can conclude that most of the users depend upon the library staff of librarian to search for the desired information in most of the special library.

5.4.5 Problems Faced by Users while Searching Information Material

To get information about problems faced by users while searching information materials, question number 19 was asked to the users with four possible options to choose from their answer regarding their purpose can be shown in the following table:

Table 21

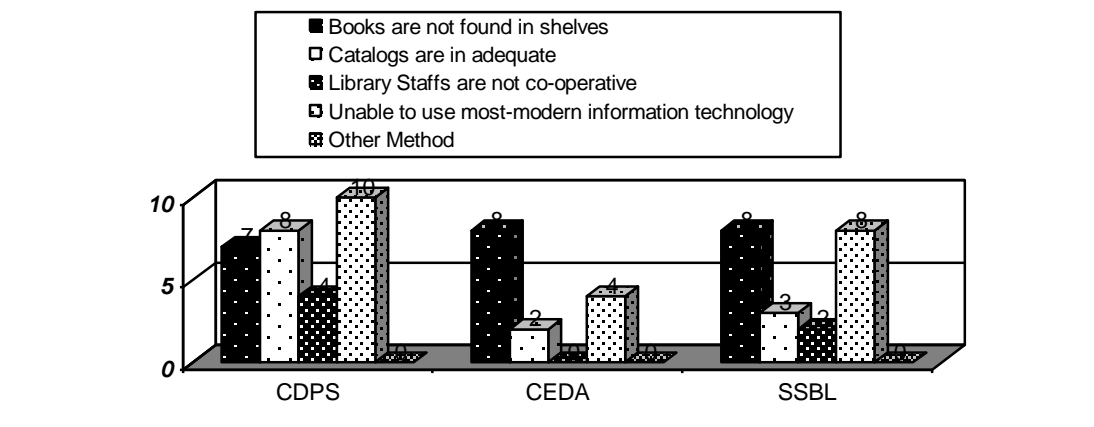
Problems Faced by Users while Searching Information Materials

| S. N | Problems | Name of Libraries | | | Total | % |
|--------------|--|-------------------|-----------|-----------|-----------|---------------|
| | | CDPS | CEDA | SSBL | | |
| 1 | Books are not found in shelves | 7 | 8 | 8 | 23 | 35.94 |
| 2 | Catalogs are in adequate | 8 | 2 | 3 | 13 | 20.31 |
| 3 | Library Staffs are not co-operative | 4 | 0 | 2 | 6 | 9.38 |
| 4 | Unable to use most-modern information technology | 10 | 4 | 8 | 22 | 34.37 |
| 5 | Other Method | 0 | 0 | 0 | 0 | 0.00 |
| Total | | 29 | 14 | 21 | 64 | 100.00 |

(Source: Field Survey, 2008)

Figure 20

Problems Faced by Users while Searching Information Materials



Above data shows that most of the users i.e. 35.94% indicated that they do not found books on the shelves while searching information while 34.37% users are found unable to use most modern information technology to search for the needed information. 20.31% users said catalogs are inadequate information bearing which creates problems to search for the materials and 9.38% users indicated that librarian or the library staffs are not cooperative for them.

So, it is concluded that most of the users faced problems because of not being able to use modern information technology to search for needed information.

5.4.6 Users Familiarity with Modern Information Technology

Regarding to the user's familiarity with modern information technology, question number 20 was asked with 'Yes' or 'No'. This is shown in the table below:

Table No 22

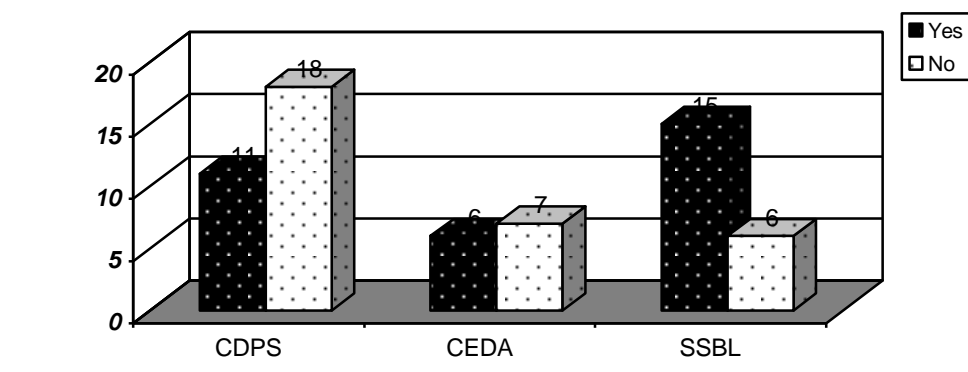
User's Familiarity with Modern Information Technology

| S. N. | Users Familiarity | Name of Libraries | | | Total | % |
|--------------|-------------------|-------------------|-----------|-----------|-----------|---------------|
| | | CDPS | CEDA | SSBL | | |
| 1 | Yes | 11 | 6 | 15 | 32 | 50.00 |
| 2 | No | 18 | 7 | 6 | 32 | 50.00 |
| Total | | 29 | 14 | 21 | 64 | 100.00 |

(Source: Field Survey, 2008)

Figure 21

User's Familiarity with Modern Information Technology



It is noted that 50% of users are familiar and 50% users are unfamiliar with modern Information Technology. It is because of availability of modern information technology in some libraries but not being available in others so it is concluded that the ratio of users familiar with modern information technology with not familiar is 1:1 still existing.

5.4.7 Use of Modern Information Technology in Library

Regarding the question number 21, to find out the availability of modern information technology service in the library, question was asked with 'Yes' or 'No'. Following table shows the presentation.

Table No 23

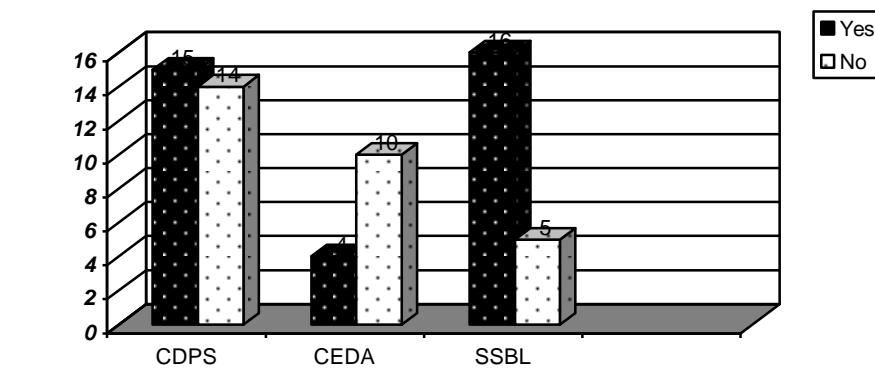
Use or Modern Information Technology in Library

| S. N. | Responses | Name of Libraries | | | Total | % |
|--------------|-----------|-------------------|-----------|-----------|-----------|---------------|
| | | CDPS | CEDA | SSBL | | |
| 1 | Yes | 15 | 4 | 16 | 35 | 54.69 |
| 2 | No | 14 | 10 | 5 | 29 | 45.31 |
| Total | | 29 | 14 | 21 | 64 | 100.00 |

(Source: Field Survey, 2008)

Figure 22

Use of Modern Information Technology in Library



On the basis of above table it is noted that 54.69% of users reported that their libraries use modern information on technology. Only 45.31% users indicated the lacking of Modern information technology in the library.

So, it is concluded that modern necessary facility should be provided to the library.

5.4.8 Relevance of Information

Regarding the question of relevance of information, question number 22 was asked to the users with three possible options to choose from them. it tries to find out the efficiency of library to fulfill the requirements of users. Users responses presented in the table below:

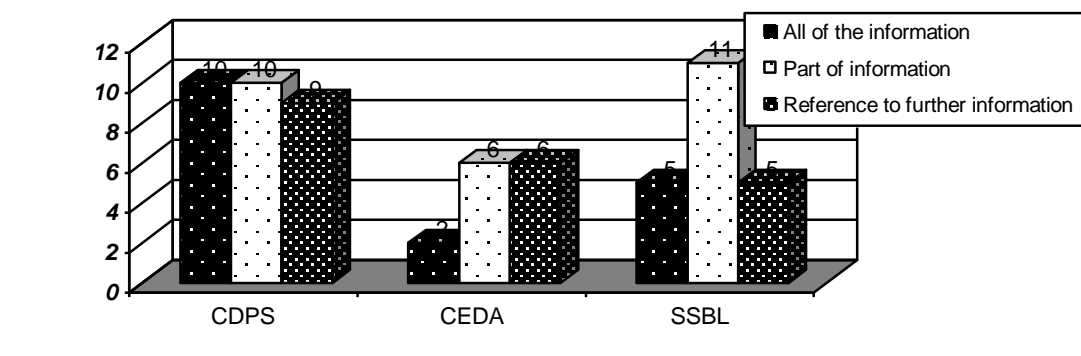
Table No 24

Relevance of Information

| S. N. | Relevance of Information | Name of Libraries | | | Total | % |
|--------------|----------------------------------|-------------------|-----------|-----------|-----------|---------------|
| | | CDPS | CEDA | SSBL | | |
| 1 | All of the information | 10 | 2 | 5 | 17 | 26.56 |
| 2 | Part of information | 10 | 6 | 11 | 27 | 42.19 |
| 3 | Reference to further information | 9 | 6 | 5 | 20 | 31.25 |
| Total | | 29 | 14 | 21 | 64 | 100.00 |

(Source: Field Survey, 2008)

Figure 23
Relevance of Information



From the above data, it is noted that 42.19% users reported that they get part of information from the library, 31.25% users get information from reference to further information. Only 26.56% users get all of the information they need.

So, we conclude that most of the users seemed to be dissatisfied with the relevance of information.

5.4.9 User's Unfamiliarity with the Kinds of Library Services

Regarding user's unfamiliarity with the kinds of library services, question number 23 was asked to find out with which kind of library services they are not familiar. for this purpose six possible options were enumerated to choose from them, presentation of that shown in the following table.

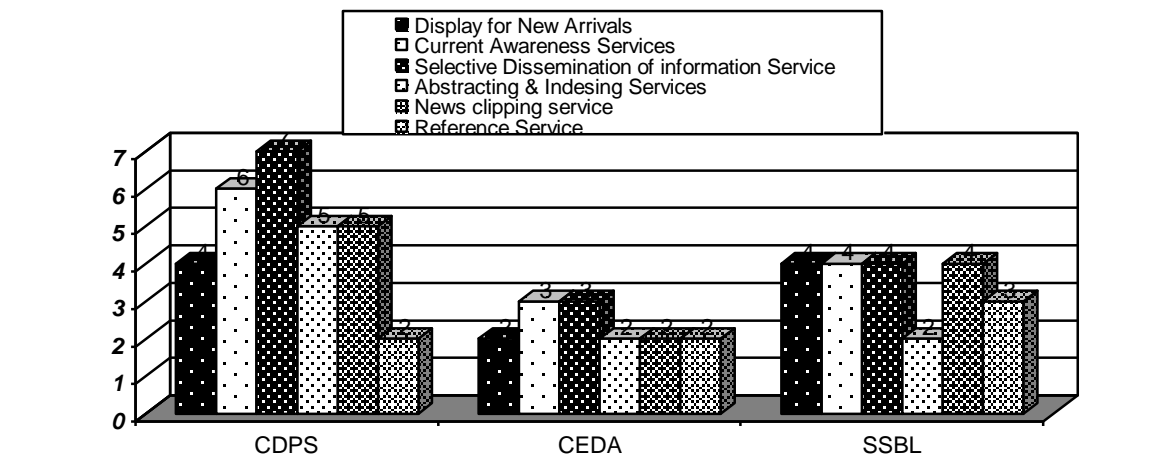
Table No 25
User's Unfamiliarity with the Kinds of Library Services

| S. N. | Types of Services | Name of Libraries | | | Total | % |
|--------------|--|-------------------|-----------|-----------|-----------|---------------|
| | | CDPS | CEDA | SSBL | | |
| 1 | Display for New Arrivals | 4 | 2 | 4 | 10 | 15.63 |
| 2 | Current Awareness Services | 6 | 3 | 4 | 13 | 20.31 |
| 3 | Selective Dissemination of information Service | 7 | 3 | 4 | 14 | 21.88 |
| 4 | Abstracting & Indexing Services | 5 | 2 | 2 | 9 | 14.06 |
| 5 | News clipping service | 5 | 2 | 4 | 11 | 17.19 |
| 6 | Reference Service | 2 | 2 | 3 | 7 | 10.93 |
| Total | | 29 | 14 | 21 | 64 | 100.00 |

(Source: Field Survey, 2008)

Figure 22

User's Unfamiliarity with the Kinds of Library Services



It is noted that 21.88% users are not familiar with selective dissemination of information service of the library. 20.31% are not familiar with current awareness service where as 17.19% are not familiar with news clipping service. According 15.63% users they are not familiar with display for new arrivals in the library and 14.06% users seem not familiar with abstracting and indexing service. Only 10.93% users are not familiar with reference service provided by the library.

So, it is concluded that to provide information about all the services of library concerned libraries must provide user orientation or user education service to the users as per their requirement.

5.4.10 Satisfied Physical Facility in the Library

Regarding the availability of satisfied physical facility in the library question number 24 was asked to the uses and six possible options were provided to choose one of the options which are not available in their library. User's response can be presented in the following table:

Table No 26

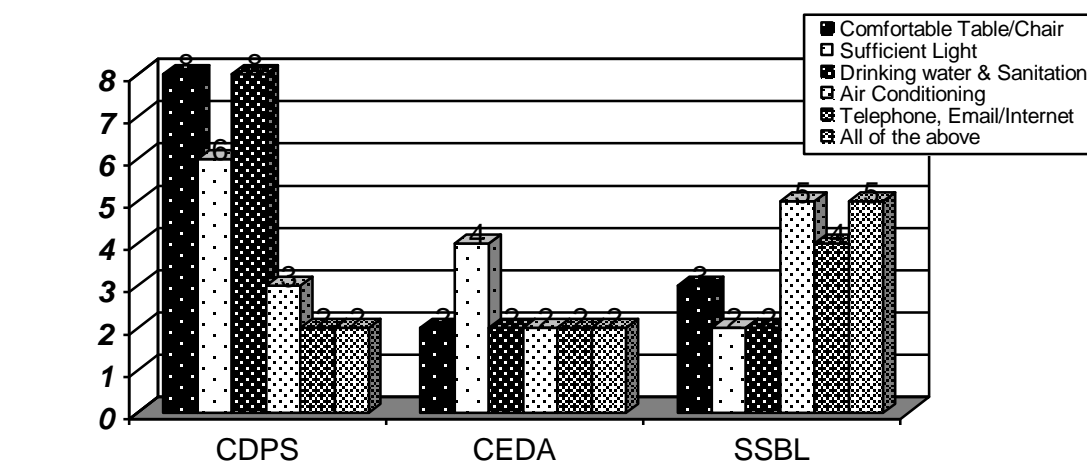
Satisfied Physical Facility in the Library

| S. N. | Physical Facilities | Name of Libraries | | | Total | % |
|--------------|-----------------------------|-------------------|-----------|-----------|-----------|---------------|
| | | CDPS | CEDA | SSBL | | |
| 1 | Comfortable Table/Chair | 8 | 2 | 3 | 13 | 20.31 |
| 2 | Sufficient Light | 6 | 4 | 2 | 12 | 10.75 |
| 3 | Drinking water & Sanitation | 8 | 2 | 2 | 12 | 18.75 |
| 4 | Air Conditioning | 3 | 2 | 5 | 10 | 15.63 |
| 5 | Telephone, Email/Internet | 2 | 2 | 4 | 8 | 12.50 |
| 6 | All of the above | 2 | 2 | 5 | 9 | 14.06 |
| Total | | 29 | 14 | 21 | 64 | 100.00 |

(Source: Field Survey, 2008)

Figure 25

Satisfied Physical Facility in the Library



On the basis of above data it is noted that 20.31% of users are not satisfied with the furniture of the library whereas 18.75% users indicated in sufficiency of light in the library. According 18.75% users there is no satisfied facility of drinking water and sanitation in their libraries and 15.63% users indicate unavailability of air conditioning. Besides that 14.06% users expressed that all of the facilities are unable to satisfy them and rest 12.50% users indicated unavailability of telephone and email/internet facility inside the library premises.

So, it is concluded that most of the users indicated unavailability of basic physical facility in the library so the parent organizations are suggested to provide basic physical needs for the users to increase the time of reading inside the library.

5.4.11 Satisfaction with Service of Library

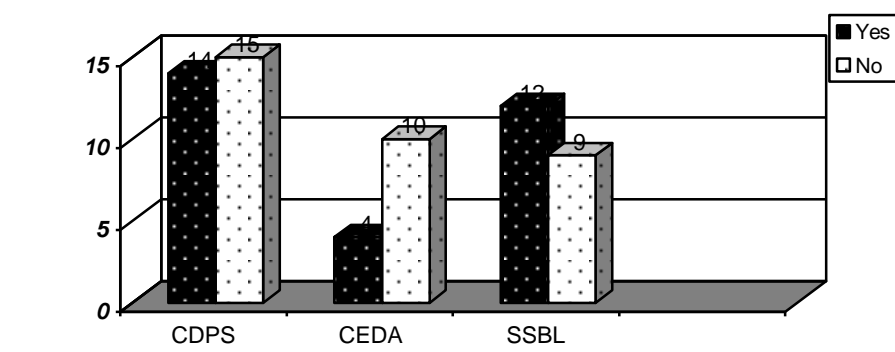
Regarding the satisfaction with the service of the library, question number 25 was asked to the users to choose 'Yes' or 'No'. Presentation of the responses was shown in the following table:

Table No 27
Satisfaction with the Service of Library

| S. N. | Responses | Name of Libraries | | | Total | % |
|--------------|-----------|-------------------|-----------|-----------|-----------|---------------|
| | | CDPS | CEDA | SSBL | | |
| 1 | Yes | 14 | 4 | 12 | 30 | 46.88 |
| 2 | No | 14 | 10 | 9 | 34 | 53.12 |
| Total | | 29 | 14 | 21 | 64 | 100.00 |

(Source: Field Survey, 2008)

Figure 26
Satisfaction with the Service of Library



From the above table it is noted that 54.12% of users are not satisfied with the service of the library while 46.88% users are satisfied with the same service.

So, it is concluded that large number of users are not satisfied with the existing services of the library that is why it is suggested to the concerned library to provide maximum facility with small amount of investment.

5.4.12 Suggestion for the Library Development

Regarding the question number 26, opinions are gathered from users for the improvement and development of the library. According to users there should be sufficient collection of materials, new edition reference materials should also be included with audio-visual resources and comfortable physical facility.

Some users suggested inclusion of modern information technology and international research based information should be made available. Some users suggested that further loss of reference material should be controlled with effective management system. Besides that they have suggested to provide telephone, Email/Internet facility within the library.

CHAPTER -VI

CONCLUSIONS, FINDINGS AND RECOMMENDATIONS

6.1 Conclusions

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

In three special libraries, most of the users are of special kinds having variety of information needs with different field of education and profession. Most of the users are found familiar with the existence of the library and they indicated their friends as the main source for the information about library. Most of the users visited library for the research purpose so they visited library frequently. Large number of users is found familiar with the collection of library; most of them use reports of conference, project, seminar, workshops etc as a main source for information. All the libraries have computer and they use for different purposes. Most of the users indicated in sufficiency of reference materials. It shows that they are not satisfied with the existing collection. Newspapers/magazines/periodicals are found popular sources of information among users. Large number of users has no idea about the classification or shelving system of documents and the library catalogue. They are depended upon the library staff for searching the information. Many users are found familiar with modern information technologies. Modern computerized information services are not available in some of the libraries. Users are not satisfied with the physical facilities too.

6.2 Findings

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

- Most of the users of three special libraries are of special kinds having variety of information needs. All the users are of higher level of education related with different field of knowledge and professions.

- Most of the users i.e. 85.96% of the users are found familiar with the existence of the library and they indicated their friends are the reliable source to provide information about the library.
- Users i.e. 34.38% visit the library for the research purpose, 15.63% for current and updating approach likewise for all purpose 21.86% users visit the library. For the study of books 12.5% users visit the library and few visited for teaching purpose and 3.13% to pass the leisure time.
- It is found 35.94% users had visited library frequently, 25% daily, 12.50% weekly and 12.5% once 14.06% twice a week.
- More users i.e. 54.69% spend 2 or more than 2 hours time in the library while 31.25% users spend 1 hour time and 14.06% users spend less than 1 hour time in the library.
- It is found 89.06% of the users were satisfied with the present library opening hour where as 10.94% of them were not satisfied.
- Users 84.38% are found to be familiar with the collection of the library where as 15.62% of them were not familiar with the collection of the library.
- Most users 42.19% have found their information from the reports of conference, project, seminar and workshop. Whereas 21.13% of the users had used subject books, 12.50% users use scientific journals and 10.93% use newsletters, notes etc. only 6.25% use any other sources for information.
- Computer is available in all libraries.
- It is found 71.88% of the users reported that the computer was used for the official use where as 28.12% said to search/download information and some of them thought that computer at their library is being used for email and internet likewise few users replied that computer is used to create database.
- It is found 62.50% users are dissatisfied with the reference materials available in the library where as 37.50% users are satisfied with the same collection.
- It is found 31.25% users were interested to read news papers and magazines where as 26.55% of them prefer to use reference materials and

only 6.25% users want to use other sources of information. 15.63% users prefer government publications & official statistics, 10.94% users prefer thesis/research and 9.38% users prefer audio visual material.

- Most of the users 62.50% were not satisfied from the collection of the library where as 37.50% were satisfied from the same collection.
- More users 54.69% have no idea about the library catalogue and 45.31% have knowledge about the library catalogue.
- It is found 37.50% users browse information with the help of library staffs, 20.31% can search their information themselves whereas 12.5% users search information from computerised database and 29.69% users browse information with the help of catalogue card.
- Almost 50% users seemed to be familiar with the modern information technology where as rest 50% were not familiar with that modern facility in the library.
- It is found 53.12% users were not satisfied with all physical facility of the library.
- It is reported that 42.19% users get only part of the information they need from the library, 26.56% users get all the relevant information and 31.25% get information which is reference for further information.
- Opinions are gathered from users on allocating budget for library development to purchase needed collection and offer reliable information services to its users.

6.3 Recommendations

a. To the Government

These recommendations are drawn on the basis of continue observation of the libraries during the period of research.

- The government should pay serious attention on the proper development of library in Nepal.
- The favourable plan and policy should be made; it helps to boost up the special libraries.

- To develop the special library in Nepal, there should be suitable encouragement and awards in library and information science and abundant government support for library professionals.
- All government publication and current professional journals, news papers, magazines project works etc. Should be added in all species libraries in timely and up to date.
- There should be sufficient and trained main power in the library.

b. To the Concerned Libraries

- User educating or user orientation program must be included in every library to provide information about the followings:
 - Information about the rules, regulations and services of the library
 - Information about the kinds of existing collection.
 - Information about how to use manuals as well as computerized catalogue to search for needed materials.
 - Information about newly arrived materials.
- There must be user feedback collection facility or suggestion box to receive valuable suggestions from the users to boost up the quality of the service because users are the aim of any library besides collections and the staff.
- Collections of every library must contain high quality and verity instead of quantity.
- Management system of the library must be smooth, competitive, efficient and user friendly.
- Financial support should be allocation for upgrade the existing information source and service.
- The present library collection should be improved and expanded to meet the general as well as specific information needs of the users.
- Users should be given the information of awareness about the library collection and priority should be given according to the research program.

- Catalogues are the key to library resources. So, catalogues should be given high priority and managed properly to the extent of the user's easy access.
- The library should provide free membership system and book circulation service to its users.
- It is recommended that the more reference documents such as dictionaries, encyclopaedias, general knowledge books should be made available sufficiently.
- There should be separate sections like reference section, audio visual section, textbook section etc, all needed to extend the numbers of users.
- Modern information technology services should be given priority and in addition international research based information should be made more.
- Networking should be established among special libraries at national level.
- Library hours should be expanded for the maximum use of the sources and services by the specialist or the concerned subjects.
- The library should be developed the physical facilities such as comfortable furniture, reference room, light, drinking water etc.

c. To the Users

- To be familiar with library and its services orientation classes should be attained by the users to know about library facilities, rules and regulations as well as about the available sources and services of library.
- The users should be well informed about the use of library materials. The rules and regulations of library must be followed by all the users and staffs.
- Users of special libraries must use text books, latest journals and new research findings to update their knowledge besides reading newspapers only; for that purpose the librarians should motivate them by providing information about new arrivals also.

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Questionnaire for Users

Special Library Serves Specialist Clientele:

A Study of Some Special Library of Kathmandu Valley

For your kind request to answer the following question with your options and suggestions for further improvements of your library.

Answer with tick (√) mark.

A. Personal Information.

Name :-

Sex :- Male

Female

Qualification:

Profession:

Special Library of your Attachment

a. CEDA

b. SSBL

c. Library of CDPS

B. General Information about Library Use.

1. Have you heard about this library before?

a. Yes

b. No

2. If yes, through which source?

a. Newspaper

b. TV/Radio

c. Friends

d. Teachers

e. Others

3. Why do you visit the library?

a. To read newspapers/periodicals/magazines

b. To read books

c. To do research works

d. To get information for current and updating approach

- e. To pass leisure time for entertainment
- f. For teaching purpose
- g. For all purpose

4. How often do you visit the library?

- a. Daily
- b. Weekly
- c. Twice a week
- d. Frequently
- e. Once a month
- f. Seldom

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

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

6. Is the present opening hour of library suitable for you?

- a. Yes
- b. No

C. Collection

7. Are you familiar with the collection of your library?

- a. Yes
- b. No

8. Does the library provide required materials as per the request as below?

- a. Subject book
- b. Reports of conference, projects, seminar and workshops
- c. Scientific journals
- d. News letters, Notes
- e. Any others

9. Does your library have computer?

- a. Yes
- b. No

10. If yes, for what purpose is it being used?

- a. For official use
- b. To search and download selected online information

- c. Email/Internet
- d. To create data
- e. For all these purpose

11. Are there sufficient reference materials in the library?

- a. Yes
- b. No

12. If no, please specify the kind not available.

- a. Dictionaries
- b. Encyclopedia
- c. Year Books
- d. Directories
- e. Manuals
- f. Serials
- g. Standards
- h. Audio-Visual

13. Which source of information do you like the most?

- a. Reference materials
- b. Newspapers/ Magazines/ Periodicals
- c. Audio-Visual materials
- d. Thesis/ Research
- e. Government publications and official statistics
- f. Others

14. Are you satisfied with the available library collection?

- a. Yes
- b. No

D. Information Services:

15. Are you familiar with the rules, regulations and services of the library?

- a. Yes
- b. No

16. Do you know about library catalog?

- a. Yes
- b. No

17. What kind of system is being used for shelving the materials in your library?

- a. Colon Classification System

- b. Dewey Decimal Classification System
- c. Universal Decimal Classification System
- d. Bar Code System e. Numbering System
- f. Subject wise g. Others

18. How do you browse information most often?

- a. With the help of catalog card
- b. Consulting the librarian/ library staff
- c. Search directly
- d. Using computerized database
- e. Other method (please specify) _____

19. What kind of problems do you face while searching for information?

- a. Books are not found in shelves
- b. Catalogs are inadequate
- c. Library staff are not co-operative
- d. Unable to use (most modern) information technology

20. Are you familiar with modern information technology?

- a. Yes b. No

21. If yes, does your library use modern information technology?

- a. Yes b. No

22. How much information do you get from the resources generally?

- a. All of the information
- b. Part of information
- c. Reference to further information

23. Are you familiar with the following services of the library? Please tick with which you are not familiar.

- a. Display for New Arrivals
- b. Current Awareness Service
- c. Selective Dissemination of Information Service
- d. Abstracting & Indexing Service
- e. News Clipping Service
- f. Reference Service

24. Are there satisfied physical facility in your library? Please tick which is not available.

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

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

- a. Yes
- b. No

26. If you have any further suggestion for the improvement and development of the library specify briefly.

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Thank You for your valuable time

Researcher:

Ganga Sharma Acharya

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