

**USERS STUDY OF TILGANGA INSTITUTE OF OPHTHALMOLOGY (TIO)  
LIBRARY**

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

Submitted by:  
**GOVIND RAJ BIST**

**Central Department of Library and Information Science  
Tribhuvan University,  
Kirtipur, Kathmandu, Nepal  
December 2010**

**Tribhuvan University**  
**Faculty of Humanities and Social Sciences**

**Central Department of Library and Information Science**

Kirtipur  
Kathmandu  
Tel. No. 43313  
Date: .....

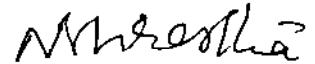
E-mail: [lisd@healthnet.org](mailto:lisd@healthnet.org)  
Website: <http://www.tulisd.edu>

Reference No.:

Estd. 2052

**LETTER OF RECOMMENDATION**

This is to certify that the thesis submitted by Govind Raj Bist entitled "USERS STUDY OF TILGANGA INSTITUTE OF OPHTHALMOLOGY (TIO) LIBRARY" is an original work prepared under my supervision and guidance, I hereby, recommend the thesis for final evaluation.



.....  
Mrs. Nirmala Shrestha  
(Thesis supervisor)

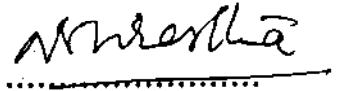
Date : December 2010



**LETTER OF ACCEPTANCE**

This thesis prepared and submitted by Govind Raj Bist entitled "USERS STUDY OF TILGANGA INSTITUTE OF OPHTHALMOLOGY (TIO) LIBRARY" has been evaluated and accepted as a partial fulfillment of the requirements for the Masters degree of Library and Information Science.

**Approval Committee:**



**Mrs. Nirmala Shrestha**  
(Thesis Supervisor)



**Mr. Tulasi Bhattarai**  
(External Examiner)



**Dr. Madhusudhan Karki**  
(Head of the Department)

**Date: December 2010**

## ACKNOWLEDGEMENT

In the course of completing this thesis, I've received support from my teachers, friends and most inevitably my parents. Moreover, the thesis wouldn't get such shape until and unless I got assisted from many agencies and persons directly or indirectly. Primarily my indebtedness goes to my parents who gave not only moral support to me but also the financial support at all the time of study and thesis period as well. In a similar vein, I would like to express my gratitude to my supervisor, Mrs. Nirmala Shrestha who has provided the best guidance for the completion of this thesis.

I am extremely grateful to the head of department, Dr. Madhusudan Karki because of providing me an opportunity to work on this study by accepting my proposal. Similarly, I would like to express my respected teachers and staffs of LIS department for providing valuable information.

I am equally indebted to medical doctors, students and other staffs who stood by me whenever I needed help. I am grateful to the Administration and academic department of TIO who provided me time and valuable suggestions whenever I requested. Last but not the least I would like to thank to all my class-mates, whom I can only acknowledge here, who helped me directly or indirectly.

Govind Raj Bist

Exam Roll No: 5665/066

## ABSTRACT

The thesis entitled "Users Study of Tilganga Institute of Ophthalmology (TIO) library" has tried to find out the problems like users' satisfaction on library facilities e.g. space, electricity, and internet; on services like cataloguing, classification, online searching; and on collections like books, magazines, and journals, etc. Its objectives are: firstly to find out the present situation of the TIO library, secondly to find out users opinion on library services, thirdly to find out the library user problem to information searching and lastly, to assess or evaluate users satisfaction towards the library. This study is limited only the study of users of TIO library has included doctors, students and other staffs. In this study different literature has been reviewed on users studies within country and out of the country has done by researchers with the help of journal articles, more than 10 books, websites etc. This study has focused on the users study of TIO library with historical development, services, library collections, staffs, library rules and regulations with the help of Tilganga profiles, newsletters etc. In this study, research methodology has incorporated research design, source of data, population of the study, sampling procedure, data collection procedure and data analysis procedure. the sample population is comprised of 60 respondents. Among them, 15 Doctors, 29 ophthalmic assistants and 16 other staffs. The researcher has used a set of questionnaire, informal interview, and observation as his basic instruments of research and random sampling method has used in this study. The 17 questions including library collection, purpose of library visit, frequency of library visit, database, search and retrieval, library orientation etc. to find out the whole information about the library. The collected data have been presented and analyzed using frequency distribution table and pie-charts with their interpretation.

The major findings of the study shows the information being served by TIO library is to the target-users to handle daily chores of TIO library. Moreover, 66.67% of library users have not satisfied with library hours, only 40% of total users have spent maximum hours in library, only 50% of total users have satisfied with library facilities as internet, lighting etc., 66.67 % of library users have wanted text books so text book should be added, only 25% of total users have used online full text databases for information searching and retrieving. For sound satisfaction of users need of TIO library, full-text service for article searching with databases should be made strong, text books should be added, rules and regulations should be strictly observed, opening

hours should be increased and library orientation should be essential ensuring the access of information/knowledge.

Govind Raj Bist

## PREFACE

The study has been conducted for the partial fulfillment of the requirements for the Master Degree in Humanities and Social Sciences in Library and Information Science (MLISc). With the pace of time, it becomes harder and almost impossible to receive the desired information without any means. Library, in this regard, plays a vital role in providing valuable information. Special libraries, in worldwide manner, are crucial in providing reliable information charging cheaply or almost nil charge. It has explained the users study of TIO library .The research study consists of six chapters. The first chapter has described the background of the study, statement of the problem, objectives, significance of the study, scope and limitations of the study. In second chapter related literatures have been reviewed on special libraries and their services. The third chapter has focused on selected TIO Library. Under the chapter four, research methodology, research design, source of data, population, sampling procedure, data collection procedure etc. have been included. Chapter fifth has represented the data analysis, presentation, interpretation and findings. To describe collected data from the users, tables have been included. Data are analyzed on the basis of quantitative values. The last chapter has described summaries, conclusion and recommendation of the study. Summary has been taken on the basis of analyzed data. Conclusion is driven from the summaries of the findings. On the basis of conclusion, some recommendations are given. I think the study will be beneficial for future study.

Govind Raj Bist

Shelf Card

D  
026.61184 Bist, Govind Raj  
B545u Users study of Tilganga Institute of Ophthalmology  
(TIO) library / Govind Raj Bist. – Kathmandu: Central  
Department of Library and Information Science, 2010.  
01 xvi,80 p. : ill. ; 30 cm.  
Thesis (M.A.)—Central Department of Library and  
Information science, Tribhuvan University, 2010.  
I. Special libraries-Research. I. Title II. TIO  
○

Main Card

D  
026.61184 Bist, Govind Raj  
B545u Users study of Tilganga Institute of Ophthalmology  
(TIO) library / Govind Raj Bist. – Kathmandu: Central  
Department of Library and Information Science, 2010.  
xvi,80 p. : ill. ; 30 cm.  
Thesis (M.A.)—Central Department of Library and  
Information science, Tribhuvan University, 2010.  
I. Special libraries-Research. I. Title II. TIO  
○



### Subject Card

D	SPECIAL LIBRARIES-RESEARCH
026.61184	Bist, Govind Raj
B545u	Users study of Tilganga Institute of Ophthalmology (TIO) library / Govind Raj Bist. – Kathmandu: Central Department of Library and Information Science, 2010.
01	xvi,80 p. : ill. ; 30 cm. Thesis (M.A.)—Central Department of Library and Information science, Tribhuvan University, 2010.
	1. Special libraries-Research. I. Title II. TIO
	○

### Title Card

D	Users study of Tilganga Institute of Ophthalmology (TIO) library
026.61184	Bist, Govind Raj
B545u	Users study of Tilganga Institute of Ophthalmology (TIO) library / Govind Raj Bist. – Kathmandu: Central Department of Library and Information Science, 2010.
01	xvi,80 p. : ill. ; 30 cm. Thesis (M.A.)—Central Department of Library and Information science, Tribhuvan University, 2010.
	1. Special libraries-Research. I. Title II. TIO
	○

## Reference Card

Tilganga Institute of Ophthalmology

see

TIO



## TABLE OF CONTENTS

LETTER OF RECOMMENDATION	ii
LETTER OF ACCEPTANCE	iii
ACKNOWLEDGEMENTS	iv
ABSTRACT	v-vi
PREFACE	vii
CATALOGUE OF THE THESIS	viii-x
TABLE OF CONTENTS	xi-xiii
LIST OF TABLES	xiv
LIST OF FIGURES	xv
LIST OF ABBREVIATIONS	xvi
<b>CHAPTER I: INTRODUCTION</b>	
1.1 Background of the Study	1-2
1.1.1 History and categories of Libraries	3-11
1.1.2 Special Library in Higher Education and medical library	11-12
1.1.3 Tilganga Institute of Ophthalmology (TIO) Library	12-13
1.2 Statement of Problem	13
1.3 Objectives of the Study	14
1.4 Scope and Limitations of the Study	14
1.5 Significance of the study	14
1.6 Definition of terms	14-17
1.7 Organization of study	17
References	18
<b>CHAPTER II: REVIEW OF LITERATURE</b>	
2.1 Introduction	19-20
2.2 Definitions	21-22
2.3 Mission, goals	22-23

2.4 Services	23
2.5 Health Science Libraries	23-26
2.6 Databases in Health Libraries	26-28
2.7 Users	28-29
2.8 Categories of users	29
2.9 Users in special Libraries	29-30
2.10 Definition of User's Studies	30
2.11 Users characteristics	30-31
2.12 Why user study	31
2.13 Impact of user study	31
2.14 Concept of user education	32
2.15 Components of user education	32-34
References	35

### **CHAPTER III: FOCUS OF THE STUDY**

3.1 Historical development	36-39
3.2 Services	39-41
3.3. General Departments	41-42
3.3. a. Collection development	42-43
3.3. b Library staffs	43
3.3. c Library rules	43-44
3.3. d. Library hour	44
3.3.e. Periodicals	44
3.3.f. Management	45
References	46

### **CHAPTER IV: RESEARCH METHODOLOGY**

Introduction	47
4.1 Research design	47
4.2 Population	47-48

4.3 Sampling	48
4.4 Research instrument	48
4.5 Data collection procedure	48-49
4.6 Data analysis procedure	49
<b>CHAPTER V: ANALYSIS AND PRESENTATION</b>	
5. Introduction	50
Tables and figures	51-67
Findings	67-68
<b>CHAPTER VI: SUMMARY, CONCLUSION AND RECOMMENDATION</b>	
6.1 Summary	69-70
6.2 Conclusion	70-72
6.3 Recommendation	72-73
<b>BIBLIOGRAPHY</b>	74-75
<b>APPENDICES</b>	76-79
<b>CURRICULUM VITAE</b>	80

## LIST OF TABLES

Table 1: Frequency of library visit	51
Table 2: Using time	52
Table 3: Purpose of library visit	53
Table 4: Library orientation	54
Table 5: Help from library staff while using library	55
Table 6: Getting information from the library	56
Table 7: Adequate of the library collection	57
Table 8: Views of library users on library facility	58
Table 9: Users' opinion on reference documents	59
Table 10: Types of Information	60
Table 11: Reading space available and furniture	61
Table 12: Opening / working hours	62
Table 13: Loan period for books	63
Table 14: Borrowing books	64
Table 15: Material types in the library	65
Table 16: Information searching and retrieval	66
Table 17: Library rules and regulations	67

## LIST OF FIGURES

Figure 5.1: Frequency of Library Visit	51
Figure 5.2: Using time	52
Figure 5.3: Purpose of library visit	53
Figure 5.4: Library orientation	54
Figure 5.5: Type of Library Catalogue Preferred	55
Figure 5.6: Getting information from the library	56
Figure 5.7: Adequate of the library collection	57
Figure 5.8: Views of library users on library facility	58
Figure 5.9: Users' opinion on reference documents	59
Figure 5.10: Types of Information	60
Figure 5.11: Reading space available and furniture	61
Figure 5.12: Opening / working hours	62
Figure 5.13: Loan period for books	63
Figure 5.14: Borrowing books	64
Figure 5.15: Material types in the library	65
Figure 5.16: Information searching and retrieval	66
Figure 5.17: Library rules and regulations	67

## LIST OF ABBREVIATIONS

AACR-2	Anglo American Cataloguing Rules (Second edition)
A/V	Audio / Video
B.S	Brikram Sambat
CC	Colon Classification
CCC	Classified Cataloguing Code
CDs	Compact Disks
CDS/ISIS	Computerized Documentation System/Integrated Set of Information System
CIS	Community Information Centre
DDC	Dewey Decimal Classification
E-mail	Electronic mail
HINARI	Health InterNetwork Access to Research Initiative
i.e.	That is
IFLA	International Federation of Library Associations and Institutions
IT	Information Technology
JCAH	Joint Commission on the Accreditation of Hospitals
LC	Library of Congress Classification
LRC	Learning Resource Center
MeSH	Medical Subject Heading
MD	Doctor of Medicine
No.	Number
NLM	National Library of Medicine
OA	Ophthalmic Assistant
OPAC	Online Public Access Catalogue
OPD	Outpatient Department
OT	Operation Theater
PERI	Programme for Enhancement of Research Information
TIO	Tilganga Institute of Ophthalmology
USA	United States of America
WHO	World Health Organization



# CHAPTER I

## Introduction

### 1.1 Background of the study

The word "Library" has derived from the Latin word "Liber" with the meaning of book. In Sanskrit "Pustakalaya" with the meaning of home of books. The library is a product of our cultural maturation so the library is a need of society and library is therefore a place where books are kept. In English speaking world a library, in which anyone can read books and borrow them and in which everybody can receive information about books and others materials, bears the extra appellation public affixed to it. In other words, library is a collection of graphic, acoustic and holistic material, such as books, periodicals, newspapers, maps, manuscripts, charts, filmstrips, microfilm, and phonograph records etc., designed for use. A library today is a very important institution. Its aim is to educate the illiterate, ignorance, and to give opportunities for further development to the educated. (<http://www.britannica.com>)

'Library is any organized collection of printed books, periodicals, any graphic, audio visual materials and services of staff to provide and facilitate the use of such materials as are required to meet the informational, research, educational, recreational needs of users'(ISO, 1982:135).

Library is a public institution or establishment charged with the care of a collection of books, the duty of making them accessible to those who require the use of them and the task of converting every person in its neighborhood into a habitual library user and reader of books. A modern library is regarded as a service institution, its aim, is to enable the users to make the most effective use of the resources and services of libraries' (Ranganathan, 1940:25).

Library is a combination of three factors: the readers, the reading materials, and the library staff. The service which establishes the close relations among the three factors of the library is technically known as library service. Any one segment can't on its own lead library or fulfills the purpose of existence of the library. Each is interlinked each is dependent on others. The spread of knowledge through recorded communication and development of libraries are interrelated. The growth of education has spread knowledge. This has stimulated the practice of building and collection and preservation of reading materials. Libraries are primarily important because they are reservoirs of knowledge, they are place where research is carried out, the research workers tapping and considering the knowledge made available. The word research usually conjures up in the

mind a picture of a laboratory, with workers in white coats carefully carrying test tubes but, taking all fields of knowledge into consideration, more research is done in libraries than in laboratories. Library is also powerful contributors to the spread of education. They supplement the work of the teacher and they educate those who have no teacher.

Library and information center can play dominant role in the dissemination of information at right time. The application of technology in the libraries has made the task information dissemination easier. (Khanna, 1994)

Knowledge or information is power and plays a major role in improving educational standard and quality of research. Libraries are repositories of knowledge and through which timely dissemination of relevant and potential information to the users concerned leads to socioeconomic and industrial development of the country as well as help in generating and dissemination of new knowledge. (Kumar, 1987)

Library services support technical and higher education for knowledge and development for knowledge and development of full personality of young men and women. Libraries have also occupied a pivotal role in education because of the decreasing the importance of classroom lecture. Not only, the collegiate, is library system expected to assist in the successful pursuit of academic programs. Libraries are the foundation of recorded information, knowledge and wisdom of the society on which instructions are based on its shoulders research is extended and built, Knowledge is critical for development because everything is depend on knowledge. Knowledge is power and universities are portals of knowledge and that not only depends on classroom and faculty lectures. "Information is an important resource. The process of modern society depends a great deal upon the provision of right kind of information in the right form and the right time in right place. The planners of national or regional or local plans need information to be able to plan properly". Information service may be defined as services provided by or for a library which draws attention to the information posse in the library or in any their library in the system in anticipation or on demand obviously. Information plays a vital role in decision making in industry and government. In the beginning, it was thought that information services were sole domain of special libraries. (Chakrabarti, 1993)

### **1.1.1 History and categories of Libraries**

In the ancient time libraries were regarded as store house and books were meant for preservation. The librarian was supposed to be a custodian or a store – keeper, whose duty was not primarily to encourage using of books. The readers were expected to use the library on their own. At the most, if a reader asked for a book, then so called librarian would pass on the book and leave him alone. As far as possible a library keeps out of the way of the readers. Libraries tended to be passive and archival institutions. As if there was not enough incentive for them to a dynamic role to serve readers.

According to the oxford English dictionary, as early as 1374, the term library was employed in English to refer to a place where books were kept for “reading, study or reference,” by 19<sup>th</sup> century a library was also regarded as “a building, rooms or set of rooms containing of books for the use of the public or some portion of it, or a member of society, a public institution or establishment charged with the care of collection.

Libraries are divided into following categories:

Academic library

Public library

National library

Special library

Private library

Virtual library

Depository library

#### **Academic Library**

Academic libraries are mainly established to serve their academic institution members. An institution engaged in teaching and a researcher and imparting formal education to students who aspire to complete a particular course under the prescribed syllabus. For example school libraries, college libraries, university libraries are academic libraries. An academic library is a library that is attached to academic institutions above the secondary level, serving the teaching and research needs of students and staff. These libraries serve two complementary purposes: to support the school's curriculum, and to support the research of the university faculty and students. In process, the library plays a key role in the nation building process. The support of teaching requires material for class readings and for student papers. In the past, the material for class readings, intended

to supplement lectures as prescribed by the instructor, has been called reserves. In the period before electronic resources became available, the reserves were supplied as actual books or as photocopies of appropriate journal articles. Academic libraries include college and university libraries. Commonly referred to as research libraries, they are often used by students as a quiet place for study and research. In fact, a survey of students at the University of Notre Dame revealed that the majority of students use academic libraries as a place for study, using their own materials. The same user behavior is common to most academic libraries. As a result, when planning academic libraries, it is imperative for the design team to incorporate quiet, comfortable, and adequate space for study. Since academic libraries rely heavily on collections of print material, as opposed, for example, to the large variety of video, audio, and other forms of media commonly found in school libraries, compact shelving to house growing collections is equally an important design consideration as adequate reader seating.

### **Public Library**

A public library (also called circulating library) is a library which is accessible by the public and is generally funded from public sources (such as tax money) and may be operated by civil servants. Taxing bodies for public libraries may be at any level from local to national central government level. Public libraries exist in most places in the world and are often considered an essential part of having an educated and literate population. Public libraries are distinct from research libraries, school libraries, or other special libraries in that their mandate is to serve the public's information needs generally (rather than serve a particular school, institution, or research population), as well as offering materials for general entertainment and leisure purposes. Public libraries typically are lending libraries, allowing users to take books and other materials off the premises temporarily; they also have non-circulating reference collections. Public libraries primarily focus on popular materials such as popular fiction and movies, as well as educational and nonfiction materials of interest to the general public; computer and internet access are also often offered. It is understood that a library which is open for every one irrespective of age, sex, occupation, affiliation and social or economic status in a public library. It is a place where books can be consulted or borrowed for use at home.

## **National Library**

A national library is a library specifically established by the government a country to serve as the preeminent repository of information for that country. Unlike public libraries, these rarely allow citizens to borrow books. Often, they include numerous rare, valuable, or significant works. There are wider definitions of a national library, putting less emphasis to the repository character. National libraries are usually notable for their size, compared to that of other libraries in the same country. Some states which are not independent, but who wish to preserve their particular culture, have established a national library with all the attributes of such institutions, such as legal deposit. In the United States the Library of Congress performs many of the functions of a national library. The National Library of Medicine and the National Agricultural Library are national libraries for the U.S. within their fields. Besides the national library, the government runs large number libraries through the various ministries, departments and agencies.

## **Private Library**

A private library is a library under the care of private ownership, as compared to that of a public institution, and is usually only established for the use of a small number of people, or even a single person. As with public libraries, some people use stamps, stickers, or embossing to show ownership of the items. Some people sell their private libraries to established institutions such as the Library of Congress, or, as is often the case, bequeath them thereto after death, through a will. Most of us have some sort of personal collection of books. Such personal collections is probably enough to fill a bookcase, and this is a private library in its modest form. Private libraries are mostly haphazard collection of books acquired by purchase or gift, by rich collectors and erudite scholars many of them are sold or gifted to public institutions. Private libraries are mostly used in own collection.

## **Virtual Library**

If there is an online connection and online service, called virtual library. It is paperless society. The major activities are done in paper less. But we can have printed in out in paper. Library without walls provides access to resources. Library without resources—documents are not stored in any one location. They can be accessed and

delivered from any work station. Library with little or no physical presence of books, periodicals, reading space, supporting staff but one that disseminates selective information directly to distributed library customers, usually electronically. It is an aggregate of libraries and electronic information resources because which are accessible electronically through personal computers; the focus of the virtual library being the individual users or their work stations.

### **Depository Library**

Depository library can offer special service to research against payment them generate online service or database. Depository libraries collect or deposit of old to latest information which can help to researchers and other library users.

### **Special Library**

Amongst the above libraries, the special library is an important and essential to serve a special clientele, located within a single establishment or group and all engaged in working towards one common purpose. There are three basic elements in a special library, i.e., special readers, special collections, and special location. A special library is the one which is specializing in a particular subject or a group of subjects or a particular form of documents. Some people even consider libraries serving the needs of special clientele as special libraries. A special library exists to serve its parent body. Therefore, the aim of a special library is to further the interests of its parent body. The clientele to be served will be generally limited but often being specialists, they would be well informed in their area of specialization. A special Library offers specialized services to its specialized users.

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

work under pressure. Special libraries are repositioning themselves as strategic instruments providing business benefits for their parent organization. Knowledge sharing and knowledge exploitation are driving forces for improved business performance. A future success criterion for special libraries is to be found in the ability to fusion digital library services and the physical library in such a manner that the two arenas are stimulating each other, rather than competing. Added knowledge-based services will be a key factor. With the extensive exploitation of the opportunities offered by information technologies, special libraries have experienced a strong move towards becoming more or less completely digitized in order to survive. This fact, of course, has influenced how the physical, as well as the digital library, is designed and presented to its potential customers (in public library terminology: users). We have seen that special libraries have been closed down due to lack of alignment to real business activities and – if still existing – been ‘recreated’ as virtual library services run by internal and/or external information vendors. However, during the last few years an innovative approach based on acknowledging the importance of knowledge sharing and knowledge exploitation has led to many organizations revisiting their library resources and expertise and as a result re-establishing attractive library facilities. (Thapa, 2002).

### **From collection to connection**

For years, special libraries have been placed under strong pressure to become more cost-effective, to deliver results that count for the parent organization, whether an academic institution, a public authority or a commercial enterprise. Special libraries have undoubtedly succeeded in this turnaround and have brought to the table significant arguments for their future existence. New roles have been defined, verifying that the special library is a main vehicle for cost-effective information provision and flow within organizations, for knowledge accumulation, sharing and use and, last but not least, for enhanced learning capabilities. Special libraries have become integrated into the information and knowledge value chain of their parent organizations, achieving in that respect a huge advantage in comparison to public libraries. A commitment to solving end user needs and to delivering simplified access to and use of, the services is a key success factor. Special libraries have always been proactive in adopting new technologies and have introduced virtual library services to expand availability independently of time and place. The physical library collection is becoming less important.

## **The challenges**

It is a recognized fact that libraries of today in general are digital. Special libraries adopted new technologies at a very early stage. Electronic catalogues, information retrieval from external databases and user training became key services as early as the 70s. With Internet available to 'everybody', special libraries can offer many services through internal and external networks. Special libraries are seen as integrated parts of their parent organization's information-rich infrastructure. The future of special library will – contrary to common belief – not be entirely digitized. Consequently, the challenge is not merely how special libraries should take advantage of information technologies to improve services, to become more cost effective or to create new customer opportunities. The challenge is how to bridge digital library services with the physical library as a social meeting arena. The outcome of that exercise can add substantial value to both the digital and the physical arenas. In addition to the information and knowledge services offered, the digital library must communicate a sense of excitement to the customers. The design and the services offered must trigger a desire to visit the physical library. The physical library, on the other hand, must enhance the social intervention by stimulating human spontaneity and by offering a higher degree of interaction and dialogue.

## **Strategy a prerequisite for success**

There is no common tradition to develop strategies that align the library services to the parent organization's business activities. The role of special library has until now been merely to fulfill a universal need for external information and documentation. As a consequence, libraries very often lack sufficient upper management ownership, they are vague in arguing their vision, mission and goals and, as a result of this, and they suffer from limited exploitation of their resources and competencies by key potential customers. A library strategy properly aligned to business requires changes to take place, strong priorities and outspoken commitment to achieving agreed goals. An aligned strategy fosters sufficient funding and other resources and – not least – upper management ownership and commitment.

Thus, the library must operate in two dimensions simultaneously: internally as a vehicle for organizational development and change, externally as an information centre



for local municipalities, social housing builders, professional bodies and anyone else who may be interested. To succeed, the focus will be on establishing, maintaining and delivering professional library and information services through a virtual library portal designed with the intention of being fully operated by the users themselves. The physical library is located in conjunction with the internal archive and documentation centre sharing the same customer entry area. By integrating internal information and document management (typically the archivist's domain) with external information (the librarian's domain), the library becomes a vehicle for enhancing the value of information for the organization (and its customers). The innovative approach is to be seen in the alignment of top management with their directives for the library to become a facilitator for organizational change and a new business profile.

### **Valuing the Special library**

The ideology behind the layout of the special library has been founded on making all users want to visit it as the new Learning Research Centre (LRC) to provide an inspirational atmosphere for work and study. The aesthetic elements are clearly visible, for example by the use of bright colors, artwork, glass walls, wide spaces, with places to relax, socialize, read and connect wirelessly to the Internet.

The LRC is not integrated into the physical learning and study auditoria and rooms, as is often seen. The basic idea is that the LRC library is complementary to the researching, teaching and learning processes and is consequently a unique resource in itself. The planning team has brought the former library into the future knowledge production capability of the school without compromising the original idea of a library: to be a library. The vision was to build a 'power centre' for students and anybody else requiring a stimulating and inspiring learning environment; also to create a showcase indicative of BI as one of the most advanced knowledge and learning organizations in global competition.

### **Social arena**

The virtual library is accessible to customers independent of location, time, social (hierarchical) status and level of competence. However, availability and timeliness are not the only adequate success factors for many learning and competitive organizations. A physical library arena offering social communication opportunities and capabilities for

learning and knowledge sharing on individual as well as on group levels, adds additional value to the knowledge-based organization. The many renovated and refurbished Norwegian LRCs reflect the importance of the social role of the special and academic library. But in order to succeed, both the physical and the virtual library must offer stimulation and excitement to the customer, thereby promoting knowledge sharing and knowledge growth. It provides information not only on demand but also in anticipation. The provision of information in anticipation is a special feature of a special library. Thus, many special libraries use manual or computerized selective dissemination of information [SDI] systems keeping their users well informed through documents or piece of information. Special libraries are known today, began to develop at the beginning of the 21<sup>st</sup> century in response to the increased pace of scientific and technical achievement. Special library is the product of 20<sup>th</sup> century and more particularly since 1945. Prototypes for general scientific collections are the John Crerar Library in Chicago and the science library in South Kensington (London). Every industrial plant or business firm which depends on research in any form is likely to have a collection of books, journals, government documents, and reports. It is directly related to scientific and technological research and industrial development. Although in same loose sense of the term it has existed since antiquity having limited subject collections and serving some special groups". Due to the growth of specialized literatures special libraries have originated for their systematic arrangement. Next factor is special approach for specific information and last one is subjective information for research.

Most of the larger institutions serving research and development operations have special libraries. Law and medical collections in university libraries and professional schools, and the science, technology, and business departments in public libraries are examples of special library collection. Special libraries also are connected with government, industry, commerce, Law, and banking firms, transportation companies, electronics, equipment manufacturers, Pharmaceutical firms, museums and even large chains of supermarkets. They are very greatly in size, kinds of collection and expenditures. Their activities range from the work of a part time clerk who orders library materials and routes the offices to complete library services conducted by sources of librarians. Specialization in all fields of necessarily has its counterpart in library in services and, while public libraries have built up many special collections, there was an insistent demand for the library devoted to a specific subject area. Specialized libraries in law and medicine, such as the great collections of the Association of the Bar of the City

of New York Library, the National Library of Medicine, and the Boston Medical Library, have a long history, but the term “special library” has come to denote more usually libraries maintained by international organizations, corporations, banks and insurance agencies, and organizations in the field of business, technology, social welfare, art and science.

Special libraries cater to specific professional or academic groups whose information needs are defined by a particular subject or activity.

Special libraries, sometimes referred to as information centers, are located in a multitude of settings, including international organizations, advocacy organizations, government agencies, professional associations, large corporations, medical and/or health institutions, law firms, not-for-profit organizations, research centers, and college campuses.

### **Needs of Special Libraries**

The information needs of Special Libraries users are defined by a particular subject or activity. In some instances, Special Libraries serve an international public and the literature they collect covers a variety of languages with limited resources on special subject. The special libraries are mostly designed to fulfill the special interest of the users.

#### **1.1.2 Special Library in Higher Education**

In every university or campus the library now occupies a prominent position. It forms an important and integral part of the teaching process in the institution. Education in the absence of the library service is like a body without soul. The life long process of human education becomes effective through libraries and their services.

Realizing the importance of the library in the higher education, the Kothari Education Commission (1964 - 66) has emphasized and said, “Nothing could be more damaging to a growing department than to neglect its library or give it a low priority. On the contrary, the library should be an important center of attraction on a campus and university campus”. Without a well managed campus library, the aims and objectives of its parent body can’t be fulfilled. The library is the essential prerequisites for successful implementation of higher education programs.

According to V.P. Joy, recent changes in educational attitude, widening curricula, reforms in examination systems, knowledge explosion and development in information technology have given importance to higher education. A good campus

library not only serves the student community but also meets all educational and research needs of the teaching community.

In view of importance of the library in education, a modern campus in our country must have a well – planned and functional library so that it becomes an intellectual center of the institution both for students and teacher.

### **Medical library**

Among the special library, medical library is designed to assist physicians, health professionals, students, patients, consumers and medical researchers in finding health information. Medical libraries are typically found in hospitals, medical schools and medical or health associations. (<http://en.wikipedia.org/>)

A medical library can provide a variety of services. No service should be considered less important. According to University Grants Commission (UGC) of India a medical library should provide following services:

- Reading facilities: lending and reading room
- Reference and bibliographic services
- Orientation in the use of library resources
- Promotion of library use: reading circle, extension services, exhibition and setting up of browsing corner etc.
- Availing of interlibrary loan services.
- Documentation and reprographic services

In the context of Nepal, special or medical libraries are growing day by day, which are especially designed for the medical professionals or medical researchers. For example Library of Teaching Hospital - Maharajgunj, Library of Kathmandu medical college- Sinamangal, Library of Bir Hospital-Mahaboudha, Kathmandu, Library of Tilganga Institute of Ophthalmology (TIO Library)-Tilganga, Library of Nepalgunj Medical college-Kohalpur etc.

#### **1.1.3 Tilganga Institute of Ophthalmology (TIO) Library**

The history of library is not very old. This library was established in 2050 B.S (1994 AD). The library was started with around 200 documents in one room and 1 non-professional staff. At the beginning, medical doctors, students and other staffs were the members. Books were issued by register system. In 2063B.S. this library was started

modernizing with Nepali M.Lib.Sc. Librarian. Books were arranged with DDC (Dewey Decimal Classification 21<sup>st</sup> Ed.) And catalogued with AACR2 (Anglo American Cataloguing Rules). Books were divided into four categories: Reference, Medical, Non medical and Periodicals. The library at present has over 2000 vols. Books and very few periodicals. Books are prioritized, according to the resident doctors and ophthalmic assistants mainly. Library documents are classified with DDC for non-medical books and NLM (National Library of Medicine) classification for medical books. AACR2, Sears's list of subject headings, and MeSH subject headings are used. All together 356 (15 Consultant doctors + 12 Resident doctors + 29 Ophthalmic assistants + around 200 other staffs) members are using this library. The detailed information of TIO has explained in next chapter.

## **1.2 Statement of the Problem**

TIO library is a place especially for the medical doctors, medical students and other staffs. These all types of information users want to know quick information in the short period. They are no more satisfied with receiving the library services rather than they require pinpointed and exhaustive information. In this situation, the information users are facing so many problems. This study has expected to answer the following problems of TIO library are as follows:

- The problem of library facilities like space, electricity, internet and services like cataloguing, online searching etc. have faced by users.
- The problem of library collections like periodicals, journals, textbooks, reference books are sufficient or not for use.
- The problem of most wanted materials in library by users like text books, reference books etc.
- The problem of information searching tools like cataloguing, classification and databases.

### **1.3 Objective of the study**

The general objective of the study is to study the services provided by TIO library as a special library and attention to user's satisfaction. However the specific objectives are:

- To find out the present situation of the TIO library.
- To explore the opinion of the users regarding the library services and collections.
- To find out the library user problem to information searching.
- To assess user's satisfactions of the library.

### **1.4 Scope and limitation**

The scope of the research work covers broad area but it has been chosen only 60 members of TIO library including 15 doctors, 29 students and 16 other staffs because of lack of time and resources.

### **1.5 Significance of the study**

The special library is emerging as an organization that extends the breadth. The scale of scholarly and cultural; evidences and supports innovative research and life-long learning...books, journals, paper-based archives, video, film, and sound recordings are visible in the special environment which are in online too.

The finding of the study has great value for the supportive suggestion to improve the TIO Library. It has informed the library manager about its user's status, and their habit of using library, expected services and libraries facilities, and selection procedure of documents avoiding its weakness in selection. The library authority is benefited having the information about the actual services providing to the users. This has given them the opportunity to improve the management.

### **1.6. Definition of terms**

#### **Special library: Medical library**

"Libraries serve as post – secondary institutions. Depending upon the institution, the library may serve a particular faculty or the entire institution. Many different types,

size and collection are found in medical libraries and some medical libraries are specialists in this collection". Special library serves special kind of users.

### **Bibliography**

A bibliography is an organized list of documents, which is not limited to a particular collection. It is a systematic list of books and other works such as journal articles. Bibliographies range from "works cited" lists at the end of books and articles to complete, independent publications.

### **Catalogue**

A library catalogue is list of documents in the holding of a library or a group of libraries. A library catalogue can serve as a bibliography to a limited extent but the reverse is not true. (Kumar, 1987).

### **Document**

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

### **Library**

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

### **Open access**

Open access is reverse of close access. Open access provides for free access to the world of books. Here users are allowed browsing amongst shelves without any hindrance. It means anyone can access all the documents in library. Open access library is open for all users who want to take information from the libraries.

## **Reference Services**

Reference services means, “process of establishing contact between a reader and his documents in a personal way”. Ready reference services and long – range services are two different aspects of reference services. reference covers all aspects of reference and library user services, including reference, instruction, and user service design, delivery, management and assessment; marketing and communication; user populations; electronic services; virtual reference services; cooperative reference services; existing and emerging technologies and their intersection with service design and delivery; service forecasting; standards, guidelines and best practices; performance of reference and user services providers; and professional competencies for reference and user services librarians. (Kumar, 1996)

## **Reprographic**

“Refers to the reproduction in facsimile of documents of all kinds by any process using light, heat or electric radiation such as photocopies, micro copies, blueprints, electro – copies, thermo copies etc also refers to the reproduction by method of duplicating and office printing”. The Library can provide a range of copying services. However the type of copy which can be supplied may depend on the format and condition of the material and copyright considerations may apply.

## **User**

A person, who uses or operates something, Library user means those persons who uses library in order to find out the relevant information.

## **HINARI**

HINARI is the Health Inter Network Access to Research Initiative. It was set up by the World Health Organization (WHO) and major publishers to enable developing countries to access collections of biomedical and health literature. There are over 7000 journal titles available to health institutions in 109 countries

## **Ophthalmology**

Ophthalmology is the branch of medicine which deals with the anatomy, physiology and diseases of the eye. The term ophthalmologist refers to a specialist in



medical and surgical eye problems. Since ophthalmologists perform operations on eyes, they are considered to be both surgical and medical specialists.

### **1.7 Organization of the Study**

This study is organized in six chapters. The headings of each chapter are as follows:

The first chapter has described the background of the study, statement of the problem, objectives, significance of the study, scope and limitations of the study, definition of terms and organization of the study.

In second chapter related literatures have been reviewed on users study, special libraries, health science libraries and their services with the help of books, journal, and internet.

The third chapter has focused on users study of Tilganga Institute of Ophthalmology (TIO) library.

Under the chapter four, research methodology, research design, source of data, population, sampling procedure, data collection procedure etc. have been included.

Chapter fifth has represented the data analysis, presentation, interpretation and findings.

The last chapter has described summaries, conclusion and recommendation of the study. Summary has been taken on the basis of analyzed data. Conclusion is driven from the summaries of the findings. On the basis of conclusion, some recommendations are developed and Appendices have included with curriculum viate.

## References

Chakrabarti, Bhubaneswar (1993). *Library and information society*. Calcutta: World press, 42-54.

Five Laws of Library Science. (2010). In *Encyclopædia Britannica*. Retrieved August 19, 2010, from Encyclopædia Britannica Online:

<http://www.britannica.com/EBchecked/topic/209032/Five-Laws-of-Library-Science>

Herald of library science: library education and collection development work, vol.38, No. 3-4, July – Oct.1999

Khanna, J.K. (1994). *Library and society*. New Delhi: ESS ESS publication.

Krishan Kumar (1978). *Library manual*. New Delhi: Vikas publishing house.

Krishan Kumar (1987). *Library Organization*. New Delhi: Vikash Publishing house.

Krishan Kumar (1996). *Reference service* (5 rev. ed.). New Delhi: Vikas publishing house.

Medical libraries Retrieved on October 5, 2010, from <http://en.wikipedia.org/>

Ranganathan, S.R.(2008). *Library manual*. New Delhi: ESS ESS publication.

Thapa, Amber B. (2002). Users' study of B.P. Koirala institute of health sciences central library, Dharan

## CHAPTER II

### REVIEW OF RELATED LITERATURE

#### 2.1 Introduction

There are several studies published on different aspects of user studies in libraries. The studies relating to health libraries published since late 1990s have come under the purview of this research. However, general studies on the methodology, theoretical issues, and survey instruments of the user studies are also dealt with. The literature published on user studies can be broadly divided into four areas:

1. General library user satisfaction surveys
2. Surveys focused on specific groups of users
3. Surveys on sectors of library services
4. studies outlining instruments, tools, and methods.

#### 1. General library user satisfaction surveys

Turtle and colleagues reported results of a library user survey including users. The specific feature of this study the attention focused on library users. The reasons given for use of library services were that:

1. Information needs could be met by alternative sources
2. Lack of time
3. Pressure of work
4. Difficulty in accessing the library.

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

#### 2. Surveys focused on specific groups of users

An interesting study, using a web-based survey, was conducted brown and fang on information-seeking behavior in complementary and alternative medicine (cam). It

revealed the lack of knowledge among health professionals in locating information on complementary medicine. The authors stated that since cam therapies play a more prominent role in medicine, it is necessary for librarians to become aware of this new field and to develop related services. A survey on nurses' use of computer databases to identify evidence for practice reported limited confidence and low frequency of using databases by this group and the need to lay more emphasis on using evidence-based resources to contribute to evidence-based practice .

### **3. Surveys on sectors of library services**

Sifolfsky's online survey on the use of a virtual library aimed at finding frequency of usage, what resources have been used, and user satisfaction with the "virtual library" service. An important finding of this study is that resources had an impact on clinical decision making, research, and teaching and also that it is a frequently used resource. With the development of digital technologies, attention was drawn to electronic document delivery services. The results of a pilot test carried out on desktop document delivery using pdf files and user satisfaction with the new technology indicated that although there were some technical problems, the system was successful and users agreed to have it as routine delivery choice (13).

### **4. Studies outlining instruments, tools, and methods used in user surveys**

The study by Crossno presents a comparison of a customer satisfaction survey in an academic health care library using the servqual instrument and a modified version of the same and argues that more respondents preferred the shortened version to the more complex servqual instrument. Cullen, in her paper, presents a comprehensive review of the relationship between service quality and user satisfaction, using an evidence-based approach and examines the use of the servqual model and its implications. This paper is focused on academic libraries and argues that libraries need to incorporate research findings into practice. The study by Martin shows a successful application of servqual in the health libraries sector. Plosker discusses the importance of conducting user surveys in the current environment where libraries are facing new challenges with the emergence of new technologies and also briefly outlines the survey process.

## 2.2 Special Libraries, Health Science Libraries and User's studies

This chapter also deals with the relevant literature related to User's studies of TIO Library. It discusses the various studies carried out by the various scholars relating to, special library, Health science libraries, and user's studies.

A researcher develops his/ her ideas about the research with the help of literature review. The main objective of literature review is to gain familiarity with subject matter, to get enough knowledge to develop conceptual frame work, to validity the concepts, and to adopt appropriate research methods.

The term special libraries, is understood to refer to all libraries specializing in specific subjects. Amongst others, these include major central libraries such as the National Library of Medicine at Bethesda, USA, departmental and institute libraries, corporate and administrative libraries etc.

L.H. Morley defines "special library" as that unit in the organization responsible for locating and supplying whatever knowledge and experience that may advance its activities.

D.V. Arnold contends that "a special library is one that serves a group of readers who have an extra library existence as a group"

J.E. Wright defines "special library" a library which is concerned almost exclusively with a literature of a particular subject.

Special library is the product of 20<sup>th</sup> century. It is directly related to scientific and technological research and industrial development. Although is same loose sense of the term it has existed since antiquity having limited subject collections and serving some special groups. ([www.sla.org](http://www.sla.org))

A 'special library' is a term for a library that is neither an academic or school library, nor a public library. Special libraries may include law libraries, news libraries, corporate libraries, museum libraries, and medical libraries. Special libraries are also sometimes known as 'information centers.' Special libraries often have a more specific clientele than libraries in traditional educational or public settings, and deal with only a special. ([en.wikipedia.org/wiki/Special\\_library](http://en.wikipedia.org/wiki/Special_library))

Special libraries cater to specific professional or academic groups whose information needs are defined by a particular subject or activity. ([igelu.org](http://igelu.org)).

Special libraries, sometimes referred to as information centers, are located in a multitude of settings, including international organizations, advocacy organizations, government agencies, professional associations, large corporations, medical and/or health institutions, law firms, not-for-profit organizations, research centers, and college campuses. (Khanna, 1994.)

The IFLA Division of Special Libraries says in its scope statement that it is characterized by “libraries with specific kinds of service functions and subject specialties, such as art, biological and medical, geography and map, government, science and technology, and social science libraries”

### **2.3 Mission, goals and quality issues of special libraries**

There is indeed a broad specter of libraries that can be classed under the label “special library”, ranging from the small traditional library of a specialized museum to the comprehensive electronic information centre of a pharmaceutical company. This range of special libraries involves a similar variety in their mission and goals, funding, size, collection subjects, types of materials, services, and clientele. Special libraries can be roughly subdivided into two groups:

□ Corporate libraries, established within a company or organization to meet the information needs of its employees. This includes mainly industrial and commercial libraries, media libraries, health service and government libraries. These libraries serve a defined clientele, the members of their parent organization, and most times are not accessible for the general public. Their mission and goals must be aligned with those of their parent institution. Their main task is the efficient and speedy delivery of all required information to their clientele, often by customized services and proactive dissemination of information and their collection building is based on actual user needs. Electronic collections will be important.

□ On the other side, libraries e.g. of archives, museums, voluntary or professional associations, or libraries with regional tasks in many cases do not serve a defined population, but offer their services and collections to the general public. Their mission often involves building a comprehensive collection on a specified subject or a regional imprint and preserving that collection for future generations. The publishing of bibliographies and catalogues and the organization of cultural events will often be included in the tasks.

Quality issues in special libraries will vary according to the mission of the library. For libraries serving the employees of a company or organization, quality will be mainly defined by the speed, actuality and accuracy of the reference and information delivery services, the possibilities of direct (desktop) access to the library's collections and services, and special customized services for the clientele. Cost-efficiency and impact measures will be crucial issues. The libraries must be able to demonstrate that their work supports the institution's goals and that the money spent on them will finally result in cost-saving for the institution. In libraries with long-range tasks and no specified population, quality will rather be defined by the coverage of the collection for its special subject, by preservation or digitization activities, engagement in cultural activities, and possibly also the comprehensiveness and speed of a bibliography. There are of course many general quality issues that special libraries share with other libraries:

- User-orientation and user-friendliness
- Speed, accuracy and reliability of the services provided

#### **2.4 Services of the special Library:**

- Inform each other about special and/or local developments of common interest
- Share the future work of development regarding customization, e.g.: Web OPAC interfaces
- Coordinate and priorities requests for the development and documentation
- Cooperate closely with different groups of users (e.g. national, product, or special interest)
- Maintain a list of email addresses for communicating information and requests

#### **2.5 Health Science Libraries**

According to E. Ray Stinson, developing standards for health sciences libraries are difficult because of the variety of libraries providing services to individuals in a health care setting. These include academic, hospital and special libraries (e.g., pharmaceutical companies). Even within these categories, one can see a great deal of variation. For example, an academic health sciences library may serve one or two programs in the allied health field, a medical school, or a health sciences center serving a multitude of academic programs. Among hospital libraries there is a great deal of difference between the large teaching hospital with extensive responsibilities for

graduate medical education and the hospital responsible for health care delivery in a rural community. Service standards are defined as a level of excellence or adequacy in the performance of library service, and will be the scope of this paper. They may be identified as standards, guidelines, norms, requirements, principles, and/or lists. Service standards may be qualitative (e.g., the informational, educational and research-related needs shall be met) or quantitative (e.g., x number of seats per number of enrolled students). Traditionally, standards were quantitative and looked at the budget, staff, collection size, and physical facilities. The current trend is to develop qualitative standards which are derived from a philosophical point of view. Special health sciences libraries can best be evaluated in terms of meeting the goals outlined by their parent organizations; there has been little effort to develop standards for them. These and any health sciences library may participate in a goal-setting program to develop standards based upon the mission of their institution. (Barbara Sen, 2006)

During the last decade, one of the biggest developments in health sciences librarianship has been the increased importance and development of the hospital library. Van Gieson has stated: While knowledge expanded, greater numbers of more sophisticated professionals became available, taking positions and establishing practices outside the major metropolitan areas with their educational centers. These people were formed from a new mold and were accustomed to equipment of the latest vintage as well as-and this is the point-information on care and treatment methods just discovered or developed. Because of this new importance on information, new standards for professional library service were incorporated within the Accreditation Manual for Hospitals in 1978. The Joint Commission on the Accreditation of Hospitals (JCAH), which developed the manual, is a voluntary organization with representatives from the American Medical Association, the American Hospital Association, the American College of Physicians, and the American College of Surgeons. It functions to publish standards for the operation of hospitals and accredits those institutions which meet the standard. Eloise Foster in her 1979 paper, and Judith Topper, et al., in their 1980 paper reviewed these standards in depth. (Barrett, 2003)

The JCAH works from a philosophy that all hospitals must be accredited under the same guidelines. Consequently, the standards must apply to the teaching hospital, the hospital conducting extensive research, the urban hospital, and the hospital serving rural community. These could only be accomplished with the development of qualitative standards. The standards were developed from a general principle which reads: "The



hospital shall provide library services to meet the informational, educational, and, when appropriate, the research related needs of the medical and hospital staff. Two standards which are clarified in an interpretation section support the general principle. The standards state: "The professional library services shall be organized to assure appropriate direction or supervision, staffing, and resources"; and "The provision of professional library service shall be guided by written policies and procedures."6 Topper et al. have stated that the standards parallel in both subject matter and emphasis the standards set for it. In conclusion they stated: Before 1978, the JCAH standards for professional library services were so vague as to provide little basis for the librarian to prepare for an accreditation visit, or for a surveyor to judge the caliber of library services provided. This situation has been greatly improved. It is to be expected that surveyors will gradually come to demand of the library evidence of the same high level of professionalism that is expected of other hospital department as part of the accreditation process, each hospital must complete a hospital survey profile. The section on library services asks for a description of current library practices and identifies which documents must be available for the accreditation team to review.' The original draft of the standards was developed by the Medical Library Association in 1974.' With the implementation of new standards, MLA disbanded a committee to study the feasibility of developing its own accreditation program." While mental health hospitals were omitted from the standards, the Hospital Library Standards and Practices Committee of MLA and JCAH are working to resolve the restriction.

The Canadian Library Association, the Canadian Regional Group of the Medical Library Association, the Ontario Medical Association, the Canadian Medical Association, and the Association of Canadian Medical Colleges developed a set of standards for Canadian hospital libraries in 1974. These are similar to the standards that MLA recommended to the JCAH. As with the JCAH standards, the Canadian guidelines were developed from a general principle, which states: "The hospital shall provide library service appropriate to the professional, technical, educational and administrative needs of the medical and other hospital staff. From this principle the Canadians developed four standards dealing with: (1) objectives, organization, and administration; (2) staffing and personnel qualification; (3) nature and scope of services; and (4) facilities and equipment for the hospital library. An interpretation section was included to give hospital librarians and administrators assistance in meeting the standard. To serve as

a starting point for the design of library and information services, an appendix of minimum quantitative standards was originally included but removed in the final edition.

The Veterans Administration has its own inspection program for hospital libraries. It includes approved guidelines for space and equipment; staffing guidelines are scheduled to be approved in the near- future.<sup>16</sup> they also recommend the use of a standard list in the development of library collections. These core listings were first developed by Sterns and Ratcliff in 1970 and, in an indirect way, may be considered minimum collection standards.” A selective listing of these “core” collections is provided in the Additional References to this article. The Connecticut Association of Health Sciences Libraries (CAHSL) developed a set of qualitative standards and checklist for health sciences libraries. As part of the Regional Medical Program, minimum quantitative guidelines were developed in 1970 and revised in 1973. In 1975 the Standards Committee of the CAHSL published a set of qualitative standards and checklist for health sciences libraries. Four- teen standards established the basis for effective library service.” The Pacific Southwest Regional Medical Library Service has updated the guidelines to reflect current standards and costs.<sup>20</sup>

Based upon the JCAH standards, the Committee for the Promotion of Hospital Library Services of the Western New York Library Resources Council developed the “Standards for Professional Health Sciences Library Services in Hospitals of New York State.” These include eleven qualitative standards developed from a general principle. The New York State Legislative Assembly is considering a bill that would allow hospital libraries meeting the standards to be eligible for membership in the New York State Reference and Research Library Resources System Councils. Libraries not meeting the standards would not be eligible for membership without submitting a five-year plan for meeting those standards. Under the terms of the bill, funding would be provided to hospital libraries with membership in the councils. As proposed, this added incentive is unique for hospital libraries. (Wei, 1995)

## **2.6 Databases in health libraries**

### **Pub Med**

Pub Med is referred to on its website as Entrez PubMed. "Entrez" refers to the date that a citation is added to the database, as opposed to the actual publication date of the article.

PubMed was developed by the National Center for Biotechnology Information (NCBI) at the National Library of Medicine in conjunction with publishers of medical literature. PubMed contains only the MEDLINE database plus links to NCBI's molecular biology databases. NLM will continue to add citations from older print indexes. A good overview of PubMed can be found on its website. PubMed has several other useful features; links are on the homepage sidebar:

The journal database lets we look up journal names, MEDLINE abbreviations, or ISSN numbers. Single citation matcher allows us to verify multiple citati

### **NLM Gateway**

NLM Gateway is the user- friendly way to search MEDLINE and other National Library of Medicine databases. It is broader in scope than PubMed because it goes beyond journal citations to include the monographs, serials and audio- visual materials of the NLM collection as well as the contents of the several other databases.

The current version of Gateway searches:

- MEDLINE via PubMed
- MEDLINE plus, the consumer health website of NLM
- NLM catalogue
- TOXLINE Special etc.

### **Medscape**

One such site is Medscape, part of the WebMD Corporation. Its goal is to provide medical professionals with an integrated web product. The site offers MEDLINE searching, but it also contains information from texts, news providers, medical education programs, and materials created specifically for Medscape including a collection of articles with a clinical focus.

### **MedicineNet.com**

MedicineNet.com is a good place to go for understandable yet in- depth medical information produced by a network of U.S. board certified physician writers, this site has hundreds of web articles on diseases, treatments, procedures, tests, and drugs. each category has an A to Z list of terms.

## **eMedicine.com**

Launched in 1996 as a privately held company, eMedicine.com's goal is to provide quality medical literature for healthcare professionals. Nearly 10,000 physician authors and editors contribute to the eMedicine clinical knowledge base, which contains articles on 7,000 diseases and disorders. It provides the latest practice guidelines in 62 medical specialties. A site, [http:// www.emedicinehealth.com](http://www.emedicinehealth.com), contains 5500 other resources.

## **MEDLARS (Medical Literature Analysis and Retrieval System)**

It is one of the most published computer based bibliographical retrieval and information system operated by the National Library of Medicine, U.S.A. Its origin can be traced from 1979 when an office of surgeon General was established. It started publishing an indexing journal "Index Medicus" in its own way in 1780, largest indexing service in the field of medical sciences.

## **2.7 Users**

In a library or information center environment the users are the last link or the recipients of the information in the communication cycle. There are a number of terms used as synonyms or near synonyms to user such as patron, client, member and customer. This vital fact was not recognized for a long time by our information managers. It was relievable from the library and information science literature that for a long time information workers focused their studies only on components of information system except user, attempts to study user component only in the 1930's.

### **Who are the users?**

Library is composed of three basic factors: Users, Books and Staff. Use of a library means the use of books or recorded knowledge in any other form by the users. All economic activity is governed by the consumer so is the library shaped by its users. The needs and requirements of the users from the base for the composition of the library stock, it is a user and the extents of use made by him that determine the quality and quality of library resources. It is beyond imagination to think of a library without users. All the library activities center round the users. Traditionally, library users have generally been termed "readers" which means those who are acquainted with the art of

reading, but it is no longer true, for the library may now have illiterate users, as well. Hence the term “reader” should be taken in a much broader context of “user” or one who uses the resources of a library. Coleridge has divided library users into four classes: Sponges, Sandglasses, Strain bags and Mughal diamonds. Coleridge’s study was based on poetic justice. Reading is an individual endeavor. A library may find a variety of users. Persons, who are intelligent, need little help of library staff who can be spared for those who are not active and require such guidance. Library has to notice the intellectual potentialities of users and change the latter class of users into a real and deserving group of users.

## **2.8 Categories of users**

Users may be studied through observation and categorized on the basis of professional background, way of adopting ideas, mode of conversation and temperament. Personal friendliness with library personnel, participation in extra – curricular activities and use of library resources may also help in recognizing their testes. Above all through study of the reading interest of the users is desirable so as to be able to serve their interests comprehensively. This will help in building up the library collections as per requirements of the library. It is generally found that the interests of any two users may seldom be identical thought. Both of them may belong to the same group. On account of the development of one’s mental faculty, attitude and inclination there would be reflected in the presentation of the subject matter and other library requirements. Users in the libraries can also be categorized by their temperaments and moods, unreliable, unpleasant, proud, cruel, critical, pleasant, co-operative, sincere and similar types.

(Devrajan, 1989)

## **2.9 Users in Special Libraries**

Users in a special library are distinguished from those in order kinds of libraries. They are more serious readers and need correct, accurate, and comprehensive, up to date and most timely information on the subject of their research. The major group of users comprises or research and supervisory staff, technical personnel, trainees and the administrative staff. Generally speaking special libraries do not allow use of their services to outside persons. Only as a very special case, an outsider may be permitted to use the library. The user is thus the most important gauge in any type of library. Detailed

knowledge of their reading requirements and individual taste is most essential for organizing an effective library service. Users are the important component of the information system, and the library exists for the users. The librarian should keep this thing in mind that they are employed for providing services to the users. In the successful library, a large number of users visit the library, exploit the information, and understand the needs of the users by the librarian. User's categories depend upon the nature of the library. In a public library, the users are social group. In a special library users are students, teachers, researchers, professional groups. For providing better services, user's studies have to be conducted by the library. (Sharp, 1963)

### **2.10 Definition of User's Studies**

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

According to Wysoki, user studies or use studies could be concerned with studying information processing activities of the users.

Imperial studying of the use of the demand or need or need for, information are usually called user studies.

Centre for research at university of Sheffield: the general objectives of research on users is to further understanding of the process of information transfer. In fact a study is focused on users to understand directly or indirectly their information needs, use behavior and use pattern is usually called user study. For a meaningful user service, user study is a precondition. User's studies had to be conducted in Europe and America due to the tremendous growth of information especially in science and technology after Second World War.

### **2.11 User's characteristics**

According to Lomann, there are 8 types of user's characteristics. These are functional reading level, interest level, variability level, and vocational level, the librarian has to give various types of services to different kinds of users group.

Krishna Kumar says in order to determine their requirements it is essential to know the following points:

Who are they? What is their background?

For what purpose do they use the library?

How and from where do they get information?

How successful they are in using the library as well as. If information is an important resource, then suitable means must be made available so that the right kind of information or document reaches the right person at right time. Users are an important factor of a library. Library is a service institution so the library must satisfy its users giving them effective service. Library staffs may use various techniques and materials to fulfill information needs of the users. Users study can find out their difficulties and suggestions of further programme.

### **2.12 Why User studies in Library**

To find out overall situation of any library users study is very much essential. The overall situations are like different kind of users opinion on library facilities, services, and collections. It helps to improve the existing situation of library.

### **2.13 Impact of users study on library operations and services**

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

- Collection development
- Weeding out of books
- Resource allocation
- Improvement of library techniques
- User – based information services
- User's education

The collection should be built to the demands of the users community. The users community differ from library to library.

Weeding of books means unused and less used books which can solve the space problems.

The library users interest has a direct bearing on allocation of resources in a library such as materials, finance, manpower, physical facilities etc.

Classification and cataloguing are two important techniques developed by the librarians for the organization of the library materials.

For the maximum uses of the library, user based information should be there.

## 2.14 Concept of Users Education

The concept of users education is newly developed in the area of library and information science for better utilization and dissemination of resources in the libraries. The libraries felt the need of arranging such users education programmes in the libraries due to the growth of library collection and the complication in the use of library system, service and the use of modern information technology. Dr. S. R. Ranganathan, father of library science in India has explained in his first law that the "*Books are for use*". According to him, all books and other materials acquired by the library should be used and disseminated, because each library spends a lot of money on the collection development and running it. The users education is the only method which can help users in making full use of library collection. The librarian provides them with this education. He/she connects the users and the information required to him.

Library users education programme is organized in the libraries make the new users familiar with the library collection and services. The users may be different from the nature of the library and literature searching is the main part of the users education.

## 2.15 Components of Users Education

The prime goal of any library is to provide information to its users. The library is trinity of users, staff and collection. Thus, users are major components of a library. The success of library depends upon its capacity to satisfy users need. Therefore the users are the focal part of all information activities at all levels.

The main components of users education are as follows:

- Users awareness
- Bibliographic Instruction
- Orientation
- Interest Profile

The above four components are like four legs of Users education. All four methods will help users to make understand the library system and services and



encourage them to use the library more for their study, when the users will know where the information and what are the methods of retrieving the required information.

### **Users Awareness**

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

### **Bibliographic Instruction**

Bibliographic instruction is the second leg of users education, the users are taught all the instructions which are needed for the search of the library materials in brief, the bibliographic instruction programme should have the following components.

- General orientation to available facilities and resources.
- The teaching of basic research skills and strategies.
- The teaching individualized personal instruction.

### **Search Procedure:**

- Subject approach
- Title approach
- Author approach

### **Orientation**

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

### **How it is conducted**

The users are provided the general introduction of the library, its history and present status.

- a) When, we have number of collection, books, periodicals, documents on the related discipline.
- b) Where they have stored, i.e. General collections, special collections etc.
- c) How they are arranged, i.e. classification notation, catalogue and search techniques.
- d) Library rules and regulations, i.e. borrowing, overdue, lost books, Do's and don'ts etc.

After the orientation, users are taken to guide tour. Users are taken to various sections around the library and explained each and every section. In addition to the visitors of all the sections, they are introduced especially to the collections, which are very relevant to their subject of interest.

### **Interest Profile**

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

This chapter has explained the related literature of users' study, special library, health science library and users education to study of the TIO library. During this study various scholars e.g. doctors, students, and other staffs have talked about TIO library, its services and users satisfaction, and no research has done in library services and users' satisfaction of TIO library. This is an original work and will be beneficial for future study. With the help of various literatures on users study of special libraries, the researcher has tried to find out various problems like library facilities, services, collections e.g. space, electricity, internet, books, periodicals, cataloguing, classification etc. faced by TIO library users and has left space for further study in future with increasing of collections, users as well as infra structure of TIO

## References

- Barbara Sen, (2006) "Market Orientation: A Concept for Health Libraries,"  
*Health Information & Libraries Journal* 23, no.1, p. 23-31
- Barrett, Deanne. (2003). Change and Competition Challenge Special Libraries.  
ALIA InCite. <<http://alia.org.au/publishing/incite/1998/04/change.html>>
- Devrajan, G. (1989). *Users' Approach to information in libraries*. New Delhi: ESS  
ESS publication
- Jackson, E.B. (1986). *Special Librarianship: A new Reader*. London: Scarecrow Press.
- Khanna, J.K. (1994). *Library and society*. New Delhi: ESS ESS publication.
- McGary, Kumar. (1997). *Library: International encyclopedia of library and  
information science*. London: Routledge, p.256
- Monypenny, P. (1966). *Library functions of the states: commentary on the survey  
of library functions of the states*. Chicago: American Librarian Association.
- Ranganathan, S.R. (1940). *Reference service and bibliography (vol. 1)*. Madras:  
Madras Library Association, p. 25.
- Sharp, Harold S. (1963). *Readings in Special Librarianship*. New York: Scarecrow.
- Singh, S. (2002). *Library, information science and society*. New Delhi: Ess Ess, p.23
- Thapa, Amber B. (2002). *Users' study of B.P. Koirala institute of health sciences  
central library, Dharan*
- Wei, Wei (1995). *Library services: a user study at the University of California,  
Santa Cruz*: Haworth Press.

## CHAPTER III

### FOCUS OF THE STUDY

This study has focused on the users study of Tilganga Institute of Ophthalmology (TIO) library. This study has included medical doctors, medical students, and other staffs with problems on library facilities, services and collections. This kind of study may prove to be significant guide for future studies. Indications to this, it will be guidelines to find out a lot of literature and information on special library in order to provide adequate information in our country. It has a lot of difficulties in tracing literature in the existing situation of the libraries in Nepal.

The primary aim of any library is to provide information to its users. The library is actually regarded as “mind of society”, “a training school for democracy”, “and the house of wisdom”, “the community’s intellectual center” etc. hence , it is necessary to collect the varieties of materials, without plenty of bibliographical tools and library facilities, a library will not be able to provide adequate information services to the users. To fulfill of these objectives users studies is highly necessary. This research is to try to find out the actual need and problems of TIO library. (*Encyclopedia of library and information science*)

#### **3.1 Historical development of Tilganga Institute of Ophthalmology**

Tilganga Institute of Ophthalmology (TIO) is the implementing body of the Nepal Eye Program, a not for profit, community-based, non government organization. With an aim to act as a model for a treatment, research and training, independent yet working in co-operation with all other eye care centers and organizations in Nepal, the current TIO facility was opened in 1994. It was famous with the name Tilganga Eye Center previously. Later it was named as Tilganga Institute of Ophthalmology (TIO) in 2066 Baisakh 1 (April 14, 2009). The Tilganga Eye Center, Government of Nepal, U.S. Government and other donors celebrated the opening of Tilganga Institute of Ophthalmology, an expanded wing of the Tilganga Eye Center in Kathmandu. This expansion has increased the hospital’s space by one hundred thirty thousand square feet and will help the hospital meet increased demands for eye care service. The first event on April 30, which highlighted the hospital’s increased capability to respond to patient demands, was attended by the Prime Minister, Pushpa K. Dahal, the U.S. Ambassador to Nepal, Nancy J. Powell, the Australian Ambassador to Nepal, Susan Grace, and other

dignitaries. The U.S. Ambassador to Nepal, Nancy J. Powell remarked, “The Tilganga Eye Center is playing an important role in the diagnosis and treatment of eye diseases and is also recognized worldwide for its work as a highly advanced research and training institute. We also admire the Center’s extensive reach across Nepal, including 10 community eye centers in remote districts. Tilganga’s community services in extremely hard to reach areas of Nepal provides an exemplary health service delivery model for audiences worldwide.” The United States, through the United States Agency for International Development (USAID), provided 3.2 million dollars since 2003 to support a significant portion of Tilganga Eye Center’s expansion and purchase hospital furnishing and equipment. “I am confident that the hospital, under the adept guidance of Dr. Ruit, will make excellent use of the state-of-art technology and facilities available at the new and improved Tilganga Eye Center, for the benefit of all Nepalis,” Ambassador Powell added. (Profile, 2009)

The Tilganga Institute of Ophthalmology was built in partnership with more than fifteen donor nations and individuals, including USAID, Fred Hollows Foundation, Himalayan Cataract Project and Australian Aid. “These donors provided important financial contributions, as well as a great deal of personal attention and commitment to the Eye Center. The wonderful state-of-the-art facility will always signify friendship, peace and harmony through restoration of sight. It also marks Nepal’s entry into the 21st century through service technology. We believe that our services and training programs will cross geographical and political boundaries,” said Dr. Sanduk Ruit, Medical Director of Tilganga Eye Center.

In the early years, working with the Fred Hollows Foundation (FHF), Australia, TIO Played a key role to help refine and adapt a practical, safe, and affordable technique of intraocular lens implant for cataract surgery in developing countries. A key achievement in the early days was the establishment of the country’s first eye bank, in conjunction with Tissue Banks International in Baltimore, USA, and Lions International.

Another vital International Association of TIO was with the Himalayan Cataract Project (HCP), USA. They helped to run unique projects empowering local physicians to alleviate the suffering caused by blindness, including skills transfer education, cost – recovery, research and the creation of a network of eye care facilities. After 15 years, TIO is still determined in its mission to be the hub for ophthalmic services, academia and research. The current focus of TIO is on

strengthening its academic unit, opening more rural community eye centers in the hilly and mountainous districts of Nepal and above all sharing the 'Tilganga' model of eye care with the others.

Overall, TIO has crossed many milestones and has now grown into a center for high quality ophthalmic services, products, training and academia. However, the burden of blindness in Nepal is still large, TIO and its staff feel there is still much more to do and many more challenges to overcome. Tilganga Institute of Ophthalmology (TIO) now incorporates six divisions, they are as follows:

#### **Education and Training Department:**

The role of the Education and Training Department is a major one within our facility. It is dedicated to the ongoing development of all levels of human resources in eye health. The department runs three types of programs:

- i) Academic programs: MD Residency, and Certificate in health sciences.
- ii) Modular training programs: training for ophthalmologists, and short term training course for allied health personnel.
- iii) Exposure training program: Elective medical students, mid level medical students, and short term modular courses.

#### **Outreach Department:**

It runs outreach program. More than 519,000 people have received on the spot treatment and more than 60,000 people have been cured of blindness by the outreach programs in the period of 15 years. Tilganga provides a unique service to people in the most remote areas of the country. There are three components to this outreach system: screening eye Clinics, outreach micro-surgical eye clinics (OMECS), and community eye centers in rural areas of our country.

#### **Nepal Eye Bank:**

The Nepal eye bank at TIO is an unprecedented facility in Nepal. The concept of the eye bank was supported by the international federation of eye and tissue banks (IFETB), before TIO was even built in 1994. As the only eye bank in Nepal it has the responsibility to carry out various important functions, including:

- Harvesting corneas
- Processing and preserving corneas
- Blood testing
- Distribution of corneas
- Conducting public awareness campaigns
- Maintaining the records of patients who are waiting for corneal transplants.

### **Intraocular Lens (IOL) Manufacturing Laboratory:**

The IOL Laboratory has been enjoying steady growth and has been known internationally for its high quality intraocular lenses. Being an integral part of a not-for-profit institution, the laboratory has a sole objective to provide products which are extremely safe and of uncompromised quality.

### **Research Department:**

Research is the backbone for improving clinical and operational activities for every hospital. TIO has continuously involved itself in research activities for the betterment of eye care. TIO also grants academic research opportunities as a partial fulfillment of the requirements for the MD Residency and Certificate in Health Science (Ophthalmology) courses. There is also a research committee which has a managerial responsibility for decision making in regards to all research conducted at the facility. The committee is chaired by the Medical Director (Prof. Dr. Sanduk Ruit) of the centre with six members.

## **3.2. SERVICES:**

### **OPD Services**

An OPD (outpatient department) is where modern ophthalmic care is given to the general public. From TIO's inception to-date interventions and modalities such as modern cataract, corneal transplant, glaucoma surgeries, vitreo-retinal surgeries, orbital surgeries, strabismus surgery and refractive surgery have been offered. Most recently, uvea clinics and 24 hour's emergency services have been added to the services being provided. List clinical services & surgeries are below: (Newsletter, 2009)

## **Surgeries**

**Cataract/IOL including Phaco emulsification**

**Yag Laser treatment**

**Glaucoma**

**Lamellar keratoplasty/LASIK/Penetrating keratoplasty**

**Squint Correction surgery**

**Lid Surgery**

**Vitreo-retinal Surgery with Intraocular Gases, Silicon Oil and Endo Laser**

**Diode Laser**

**Orbital Surgery**

**Other Minor surgeries**

**Clinics**

**General Ophthalmology**

**Cornea and external eye Diseases**

**Vitreo - retina**

**Uvea**

**Glaucoma**

**Oculoplastic**

**Paediatric Ophthalmology**

**24 hour emergency services**

**Externed hospital based services**

**Investigations/OPD Procedures**

**Biometry**

**Auto Refraction**

**Automated Visual Fields**

**A-Scan/B-Scan**

**Keratometry**

**Pachymetry**

**Corneal Topography**

**Anterior Segment Photography**

**Pentacam**

**FFA/ Posterior Segment P**

**OCT**

**IOL MASTER**



100 Hue test  
Pathology Lab  
Haematology  
Biochemistry  
Microbiology  
Serology

### **3.3 General Departments:**

#### **Library:**

Generally it works under academic department but in overall it works as a single department like a research department. A well equipped Library is a reflection of an institution's commitment to education and research. The library is a major commodity for all the activities of this institution. It strives to deliver with bibliographical updates and current awareness services according to demands from staff. TIO has over 2000 documents including books, journals, periodicals, AV (Audio-Visual) materials or other non- book materials. From 11/3/2007 to 30/3/2010, 15318 visitors have entered the library. Among them are 2771 Doctors, 7000 students and 5547 other staffs. Access to HINARI, PERI, PubMed and MEDLARS databases for research is made available through the internet. There is also a library committee which has fully authority for Library management and other functions. The committee is chaired by the medical director cooperated with Librarian. (Profile, 2009)

#### **Engineering Department**

The Engineering department is an in-house facility designed for the care, maintenance and repair of instruments and equipment at TIO. Timely care, maintenance and repair of all the equipment is of the almost importance for smooth operations. TIO has a well equipped workshop manned by specially trained, efficient and hard working engineers and technicians.

#### **International Section**

The international section is a new development designed to manage our outreach programs abroad and international visits to the institute. It will be ultimately responsible for ensuring our activities are streamlined and well co-ordinate.

### **TIO Apartments**

TIO also provide apartment accommodation for international guests. There will be two double- rooms and four single –rooms apartments featuring televisions, double beds and attached bathrooms as well as an attached facility.

### **TIO Dormitory**

TIO also provides a dormitory for resident doctors during their training. It will be able to accommodate 10 people with combined cooking facilities and other facilities.

### **Tilganga Optics – Spectacle shop and medical shop**

The Tilganga Optics and medical shop provide prescription spectacles and medicines for patients. Run as a staff co-operative, it provides high quality spectacle frames and prescription lenses. The trained shop attendants advise patients on the use of medication and also the contra-indications of usage.

### **Staff canteen**

The staff of 300 is provided with a midday meal as well as shift meals by a team of four cooking staff.

TIO gives high priority in researchers, to areas requiring greater attention and the existing and emerging health problems threatening. The well being of large population groups using community- oriented, multidisplinary integrated and problem solving approach. TIO has its own research committee comprising of researchers from Nepal and abroad. This committee is responsible for approving, monitoring and promoting research activities in the Institute. Today TIO has the highest number of national and International doctors coming for training purpose in Ophthalmology sector in Nepal. In this way TIO, a fast developing center of excellence, should be prepared to face constraints in its march forward.

### **3.3. a. Collection Development**

TIO is equipped with a modest special library with 2000 volumes of books and 36 titles of journals including both national and international which are available on health medicine, ophthalmology etc. and also several types of newspapers and magazines are available. All the printed reading materials are in open access. The other facilities

such as Audio-visuals, internet, E- mail, Medline search, photocopy, printing services are also provided to its users.

It has the collection of documents as follows:

• Reference books	500
• Text books	1000
• General books (Non medical books)	250
• WHO documents	15
• Bound volume journals	200
• General health	25

### **3.3. b. Library Staffs**

Assistant Librarian	1
Library Assistant	1

### **3.3. c. Library Rules and Regulations**

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

- In order to be member, membership form has to be dully filled in the application.
- Faculty, students and doctors of this institute will get three cards two of general and one of reference. All the library users are allowed to borrow books as a reference for one day and general for seven days.
- The books must be returned on the due date. A fine of Rs.5 for general book per day and Rs. 100 for Reference book per day will be collected.
- The issued book can be renewed only after the checking of reserved by other users.
- Usage of mobile phone is not allowed inside the Library.
- Pin drop silence should be maintained within library.
- For the library clearance, user should return all cards and books / journals and any other learning material of the library and make a request in written for the library clearance.

- In the case of loss of the library card, the user should inform the librarian immediately, Duplicate card may be obtained only after paying a sum of Rs. 100.
- In case of loss of books, the borrower should replace the same or latest edition or pay cost price of the book along with extra amount equivalent to 100% of the cost of the book. The borrower should pay the overdue charge also.
- Library users are not allowed to take his / her personal belongings, personal books in the library.
- Library cards are not transferable.
- Periodicals, journals and newspapers /magazines can be studied only in the library. In case of presentation journals can be issued for overnight.
- All the users can access the literature and health search facility from 8.00 A.M. to 6: 00 P.M.
- The users of the library will get photocopy services from 8 .00 A.M. to 5 .00 P.M.
- Photocopy of the whole book / document / journal is not allowed as it will be against the copyright act. (Notice board, 2009)

### **3.3. d. Library opening hours / working hours**

Sunday – Friday                      8 A.M. – 6 P.M.

### **3.3. e. Periodicals and Newspapers**

This library subscribes more than 7 titles national and international journal frequently received every year but in terms of irregular it has more than 30 titles. Journals are very important for the medical users because they help to provide the current information in the related field.

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

Frequency	Items
Daily	Gorkhapatra, Kantipur, The Himalayan Times, Nagarik, Nepal Samachar Patra, Karobar, Arthik Dainik
Weekly	Dhankuta Saptahik
Bimonthly	Himal Khabar Patrika
Monthly	Madhupark

### 3.3. f. Library Management

Generally, library collections are arranged according to the following titles based on cataloguing and classification systems:

Medical book section

Non Medical book section

Reference book section

Bound volume periodical section

Journals/ periodical section

## References

*Encyclopedia of library and information science*. p.384. London: Routledge.

Library notice board (2009).

McGary, Kumar (1997). *Library: International encyclopedia of library and Information science*. London: Routledge, p.256

Special Libraries Association, "18 March 2008 SLA Press Release: Special Libraries Association Lauds Government Accountability Office Report on EPA Library Closures," <http://www.sla.org/content/SLA/pressroom/pressrelease/08pr/pr2806.cfm>.

Tilganga Eye Center Retrieved on December 5, 2010, from <http://www.tilganga.org/>

Tilganga Institute of Ophthalmology, Profile (2009).

Tilganga Newsletter (2009, April).

## CHAPTER IV

### RESEARCH METHODOLOGY

#### **Introduction**

This chapter presents the research methods of the study as research design, population, sampling procedure, data collection procedure and data analysis procedure. Research methodology may be defined as a systematic process that is adopted by the researcher in studying problem with certain objective in view. In other words research methodology describes the methods and process applied in the entire aspects of the study focus of the data gathering instrument and procedure, data tabulating and processing and methods of analysis. Research methodology is an unavoidable guideline, which gives due importance throughout the study. This chapter covers research design, population and source of data, data collection procedure, data processing and tabulation and analytical tools used.

#### **4.1 Research Design**

A research design is the specification of methods and procedure for acquiring the information needed to structure or to solve problem. It is the overall framework of the research design as well as descriptive research design. "A research design is a blueprint plan for how a research is to be completed various activities so they can be measured, selecting a sample of interest to study, collecting data to be used as a basic for analyzing the result". Both exploratory and descriptive research design have been employed for this study. Exploratory research explores on the basic of previous idea through literature review and it informs the individual about new and real facts. It is designed to over sample physicians involved in teaching and learning of post graduate programmes and non physicians users involved only in patient – care. the reason being the users involved in post graduate programmes are involved in the advancement knowledge, teaching and research programme and were willing to use the various services of library including internet.

#### **4.2 Population**

In this study, the students have concerned the Doctors including Residents and 2<sup>nd</sup> and 3<sup>rd</sup> year of Ophthalmic Assistants (OA) of Academic Departments and other staffs of TIO, 300 in numbers. There are a total of 15 Doctors, 29 of Ophthalmic

Assistants and 16 staffs in the studied groups, which is the sample universe of the study. All together 17 questionnaires are distributed to the 60 users. The population frame for the study comprised all the users of TIO. The total users of library of TIO are 300 in numbers among them 60(20%) users were sampled. random sampling is being used. This users study has taken 3 months. For the population selection it has taken ten days.

	Total no.	Selected	Percentage (%)
Users	300	60	20

### 4.3 Sampling

Sampling is the branch of statistics. There are various methods of sampling such as convenience sampling, random sampling etc. The sample of this study exclusively focuses on the students, doctors and staffs of TIO, among them (20%) users were distributed the questionnaire sheets. In this study, random sampling method was adapted to gather information.

### 4.4 Research Instrument

Questionnaire is the main tool which researcher have used for the collection of data during this study. The questionnaires were aimed to collect information on: staffing, services, facilities and collections. The questionnaire consists of 17 questions related with library. The sample copy of questionnaire is attached in appendix-1. The necessary research instruments like fountain pen, color pen, pencil, eraser, scale, computer, photocopy machine and calculator machine were used especially for data analysis and interpretation.

### 4.5 Data Collection Procedure

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

**Surveying:** First of all, the questionnaires consisting of 17 questions were distributed to users based upon the random selection. The purpose of the questionnaires was explained and requested them to fill up the questionnaires.



**Observation and Interview:** some were interviewed about library collections, rules and regulations; services etc. Direct observation was made on the communication behavior between the library staff, users and conditions of library materials etc. The data collection work was performed on August 15, 2010.

#### **4.6 Analysis of Data**

In this regard, all the collected raw data were tabulated, classified and analyzed. Then it was categorized in the various forms according to their need and nature, which was expressed numerically and percentages were calculated. In the study, both descriptive and analytical methods have used for the presentation of collected data and information. For qualitative information descriptive analysis has done.

## CHAPTER V

### PRESENTATION, ANALYSIS AND FINDINGS

#### **Introduction**

The major finding of the user's studies of TIO Library obtained through questionnaire, interview and library records. In this chapter an attempt has been made to describe the information about library needs / supply of materials and data analysis and presentation of the main finding of the study. The information of library; purpose and frequency of library visit, satisfaction with opening time of library has been considered for the library use. Similarly in the case of need / supply of materials there have focused on the strength of subject, availability of document, collection of document, satisfaction with physical facilities, library services that is cataloguing / classification, display of new arrivals, lending services and reference services have been discussed. In library research, these characteristics are generally taken into consideration for explaining variation in different aspects of user's attitude towards library use.

The collected data are analyzed as follows:

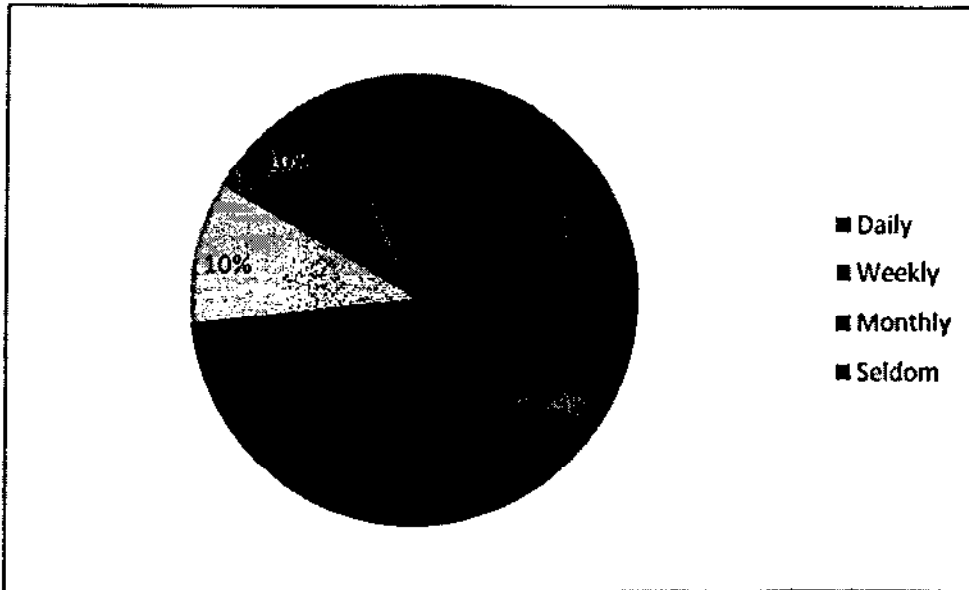
#### **5.1 Frequency of Library Visit**

The First question was formulated to find out the number of users visit to the library with their different purpose. About the frequency of visit in the library, they have mentioned different time interval of visit like Daily, weekly, once a week, monthly and seldom which are as follows:

**Table – 1: Frequency of users visit in the TIO Library.**

Alternatives	Respondents No.	Percentage (%)
A. Daily	44	73.33
B. Weekly	6	10
C. Monthly	6	10
D. Seldom	4	6.67
Total	60	100

Source: field survey2010



**Figure 5.1: Frequency of users visit in the TIO Library**

The questionnaire surveyed shown that, around 73.3% of total users have visited to the library daily. Whereas 10% users have visited to the library weekly, 10% users have visited to the library monthly, and 6.67% users have visited rarely.

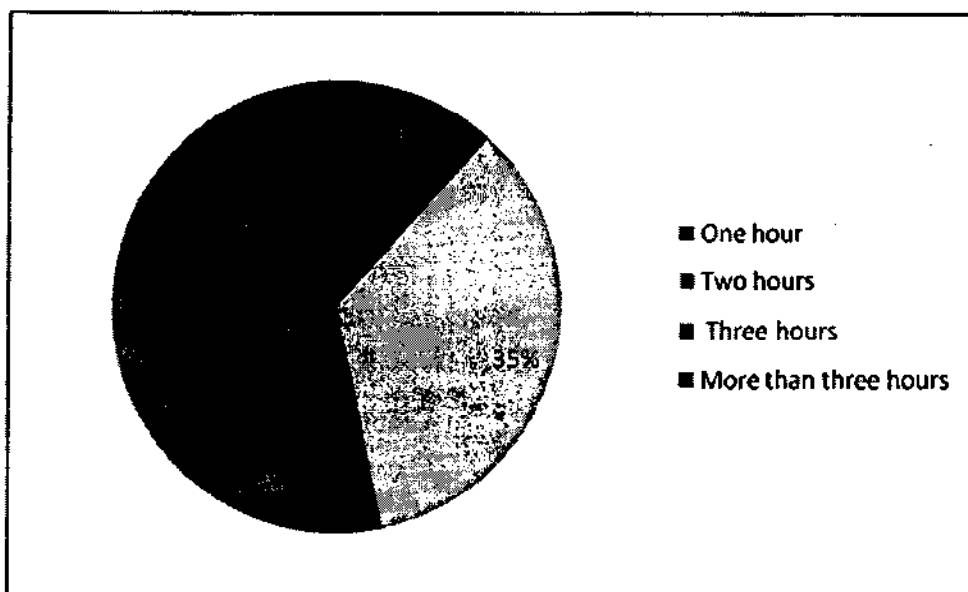
## **5.2 Time spend in library**

The 2nd question was related to the time spent in library. When the users were asked on their perception towards time spent in library. They have replied as follows.

**Table – 2: Using Time**

Alternatives	Respondents	Percentage (%)
A. One hour	7	11.67
B. Two hours	21	35
C. Three Hours	24	40
D. More than three hours	8	13.33
Total	60	100

Source: field survey, 2010



**Figure 5.2: Time spend in library**

When the data was analyzed on the time spent in library, the results showed that around 11.67% of users have spent one hour in library. Whereas 35% and 40% users have spent two hours, 40% users have spent three hours in library and where rest as 13.33% users have spent more than 3 hours in library.

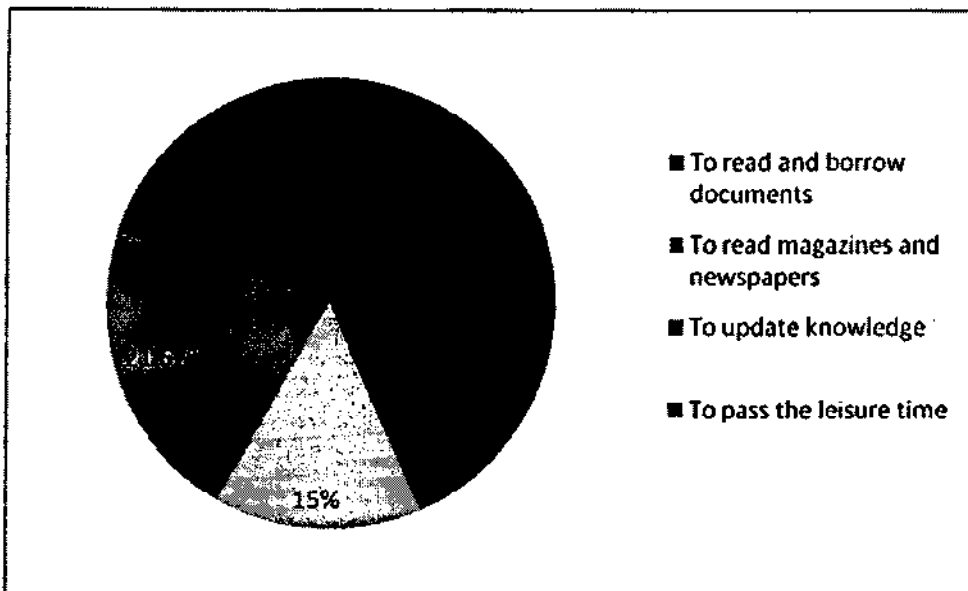
### **5.3 Reasons for the library visit**

This question was formulated to find out the number of users visit to the library for different purposes as follows.

**Table – 3: Reasons for the library visit**

Alternatives	Respondents	Percentage (%)
A.To read and borrow documents	26	43.33
B.To read magazines and newspapers	9	15
C.To update knowledge	13	21.67
D.To pass the leisure time	12	20
Total	60	100

Source: field survey, 2010



**Figure 5.3: Reasons for the library visit**

The table no. 3 shows the clear picture of visiting the library. According to the table, 43.33% users have visited the library to read and borrow the documents, 15% users have visited the library to read magazines and news papers, 21.67% users have spent the time in updating their knowledge whereas 20% users have visited it to pass the leisure time.

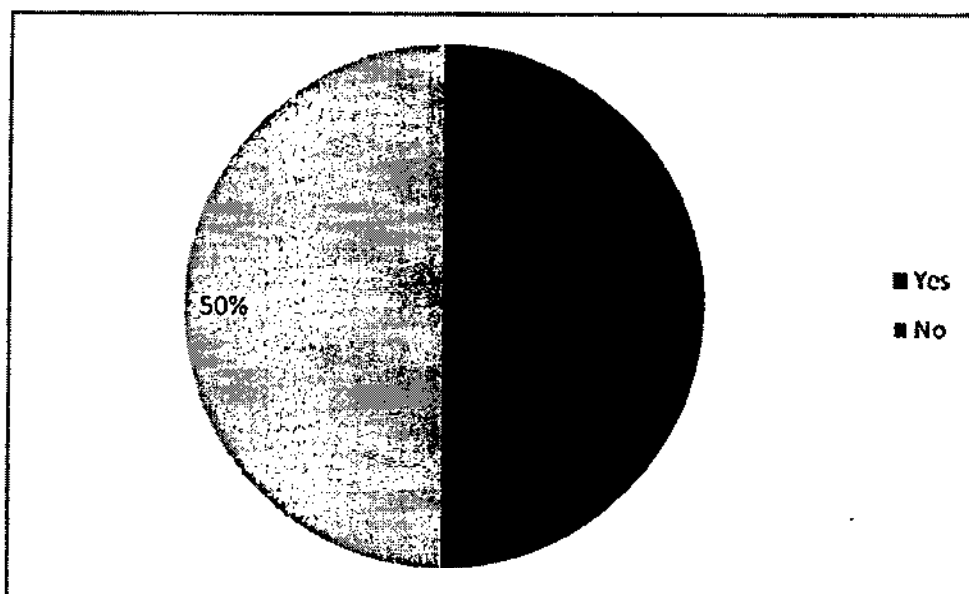
#### **5.4 Need of Library orientation**

This question was formulated to find out the users opinion on the library orientation to aware library functions.

**Table – 4: Library Orientations**

Alternatives	Respondents	Percentage (%)
A. Yes	30	50
B. No	30	50
Total	60	100

Source: field survey, 2010



**Figure 5.4: Library Orientations**

In the 4<sup>th</sup> question 50% of total users have attended library orientation and 50% of total users have not attended Library orientation.

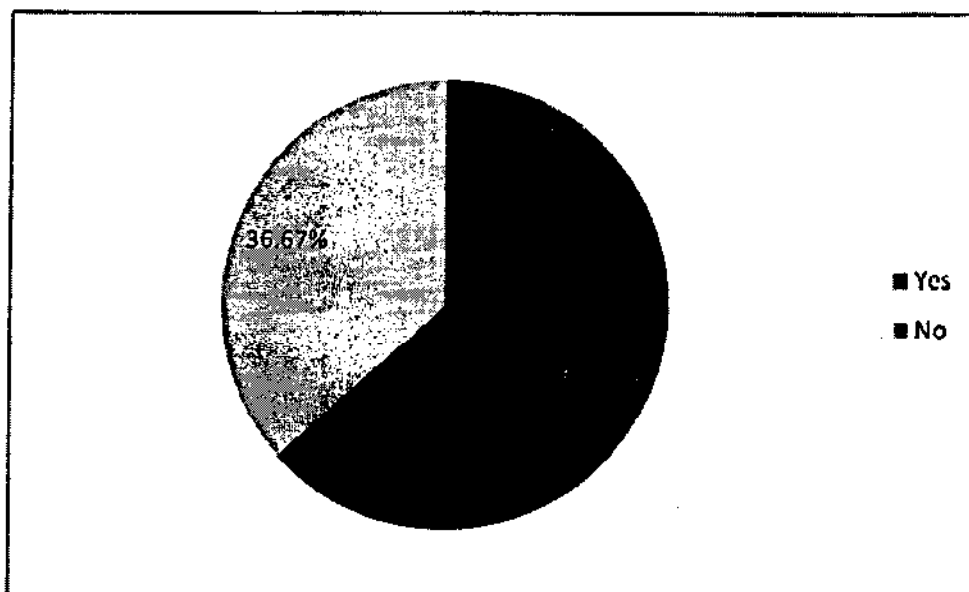
### 5.5 Assist from library staff

Fifth question was designed to find out the users opinion about assist of library staff while using the library as follows:

**Table – 5: Help from Library Staff While Using Library**

Alternatives	Respondents	Percentage (%)
A. Yes	38	63.33
B. No	22	36.67
Total	60	100

Source: field survey, 2010



**Figure 5.5: Help from Library Staff While Using Library**

In the 5<sup>th</sup> question 63.33 % of total users have got help from the library staff as information searching, reprography services etc. and 36.67% of total users haven't got help from the library staff.

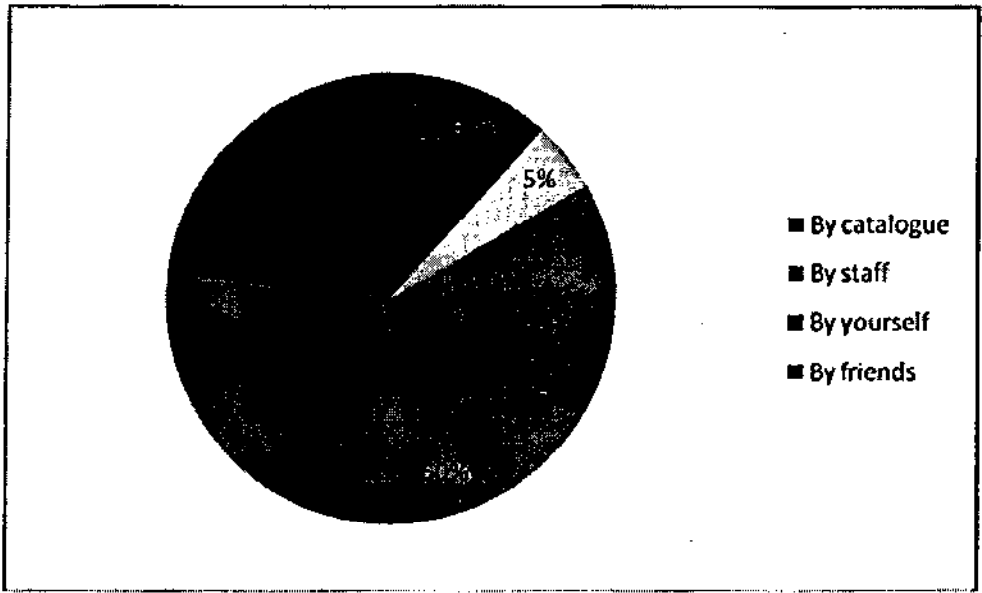
### **5.6 Methods of information searching with in library**

This question was developed in order to find out the users opinion on information searching using different methods as follows:

**Table -- 6: Methods of information searching**

Alternatives	Respondents	Percentage (%)
A. By catalogue	7	11.67
B. By staff	3	5
C. By yourself	36	60
D. By the help of friends	14	23.33
Total	60	100

Source: field survey, 2010



**Figure 5.6: Methods of information searching**

In this question 11.67% of total users have taken help by catalogue card, 5% of total users have taken help by staff, 60% of total users have taken help by themselves and, 23.33% of total users have taken help by the help of friends.

### **5.7 Adequate of library collection.**

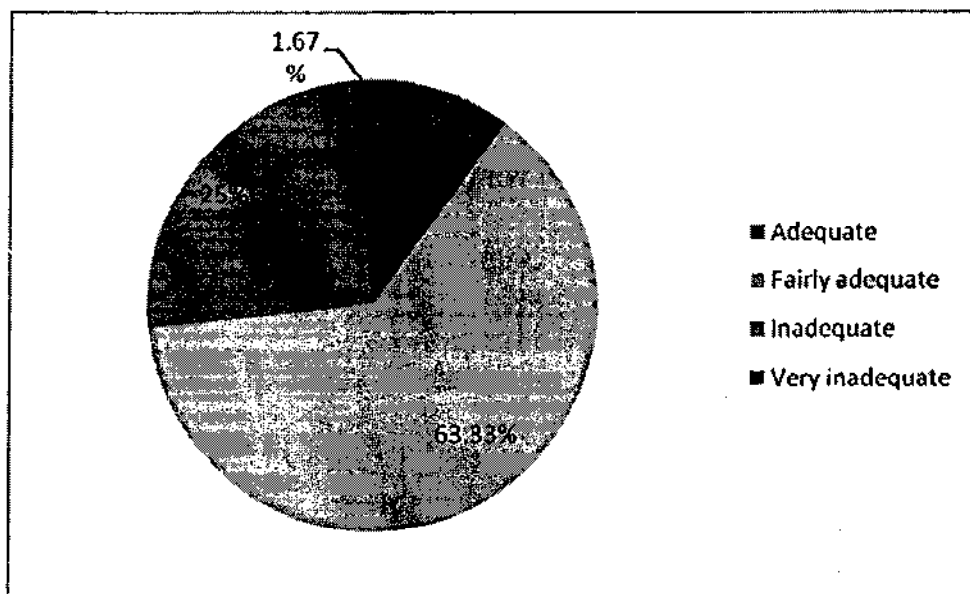
They have replied the different perception towards the adequate of the library collection, which are as follows.



**Table – 7: Condition of the Library Collection**

Alternatives	Respondents	Percentage (%)
A. Adequate	6	10
B. Fairly adequate	38	63.33
C. Inadequate	15	25
D. Very inadequate	1	1.67
Total	60	100

Source: field survey, 2010



**Figure 5.7: Condition of the Library Collection**

The users were asked about the library collection, 10% users have answered on collection are adequate. 63.33% users said that fairly adequate, 25% users said that inadequate and 1.67% users said that very inadequate.

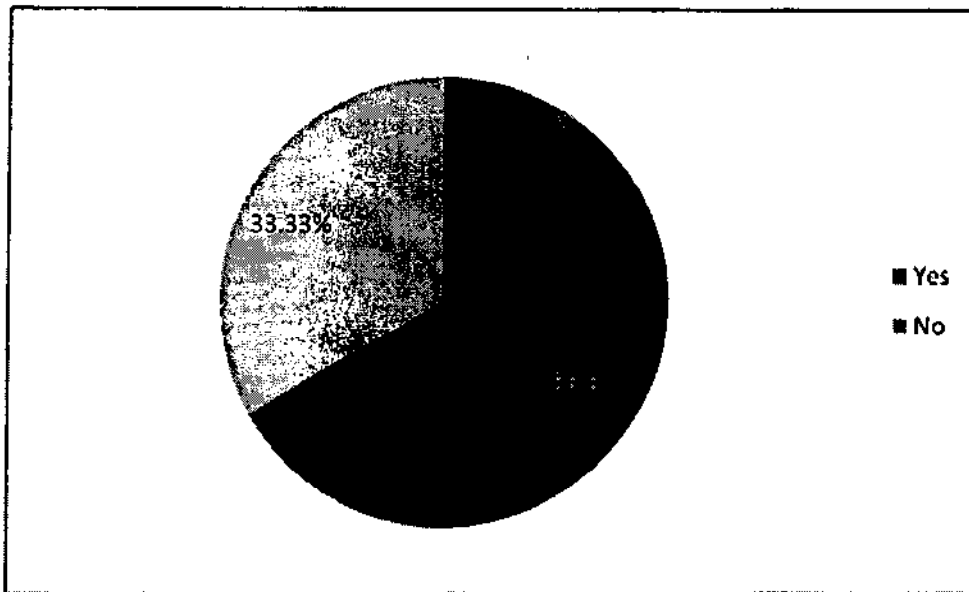
### **5.8 Sufficient of library facility**

This question was developed in order to find out the users opinion on library facility is sufficient or not as follows:

**Table – 8: Sufficient of Facility**

Alternatives	Respondents	Percentage (%)
A. Yes	40	66.67
B. No	20	33.33
Total	60	100

Source: field survey, 2010



**Figure 5.8: Sufficient of Facility**

In this question 66.67% of total users have responded for the sufficient facility and 33.33% of total users have answered for the insufficient facility.

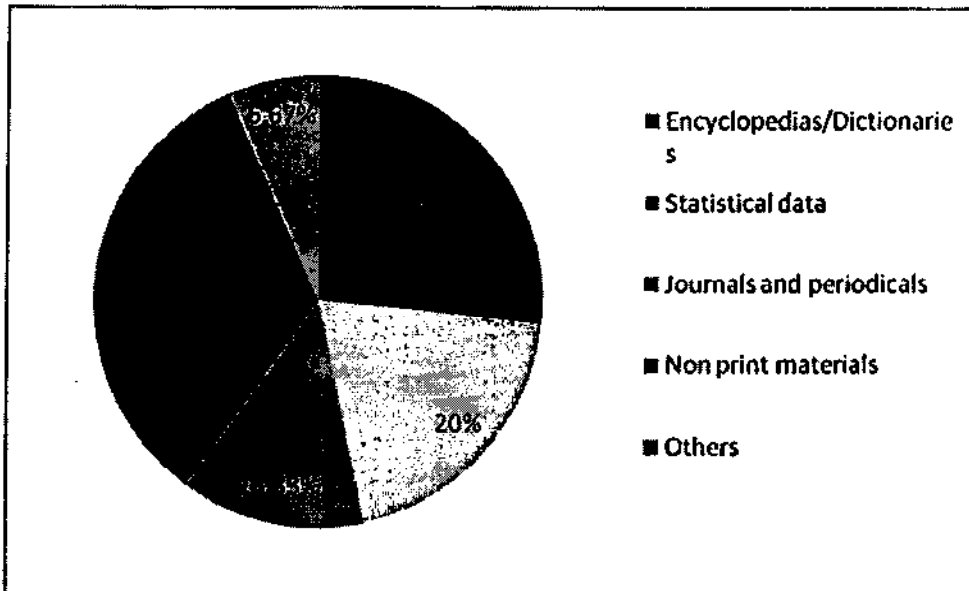
### **5.9 Types of reference books for reference services**

The eighth question was designed in order to find out the users opinion on reference books mostly use for reference services as follows:

**Table – 9: Reference Books**

Alternatives	Respondents	Percentage (%)
A.Encyclopedias/ Dictionaries	16	26.67
B.Statistical data	12	20
C.Journals and periodicals	8	13.33
D.Non – print materials	20	33.33
E.Others	4	6.67
Total	60	100

Source: field survey, 2010



**Figure 5.9: Reference Books**

In this question when the users were asked on the document types in library. They have mentioned 26.67% of total users' views are on encyclopedias / Dictionaries, 20% of total users' views are on statistical data, 13.33% of total users' views are on journals and periodicals, 33.33% of total users views are on non – print materials, and 6.67% of total users views are on others. They have mentioned some reasons such as less number of year books and Dictionaries.

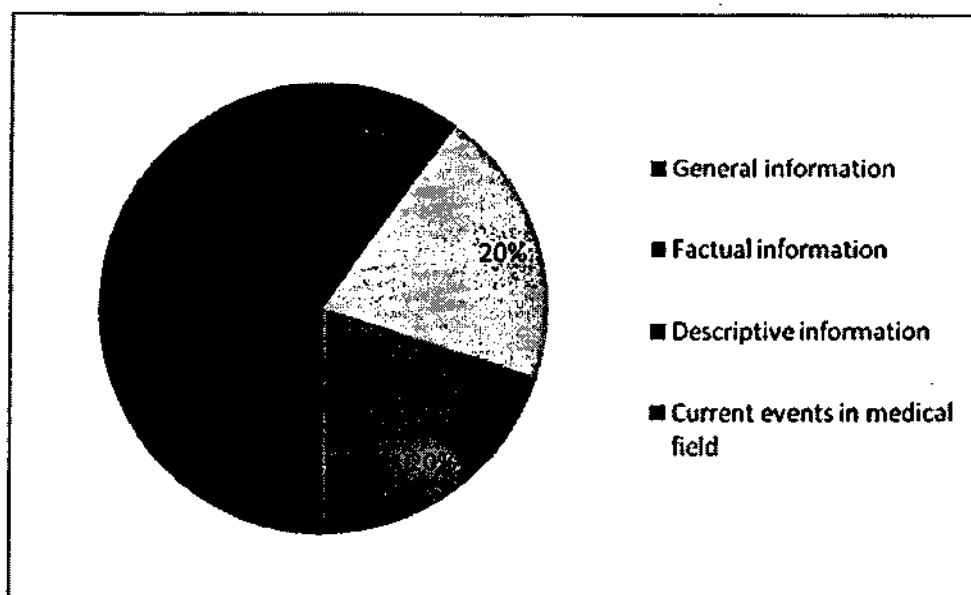
### **5.10 Type of information**

Similarly, the tenth question was developed in order to find out the users opinion on types of information as follows:

**Table –10: Types of information which they need most as given below:**

Alternatives	Respondents	Percentage (%)
A.General information	6	10
B. Factual information	12	20
C. Descriptive information	12	20
D.Current events in medical field	30	50
Total	60	100

Source: field survey, 2010



**Figure 5.10: Types of information which they need most**

When the users were interviewed on the types of information in library, they have mentioned 10% of total users are general information, 20% of total users are factual information, 20% of total users are descriptive information and 50% of total users are current events in medical field. They have mentioned some reasons such as less number of textbooks and reference books

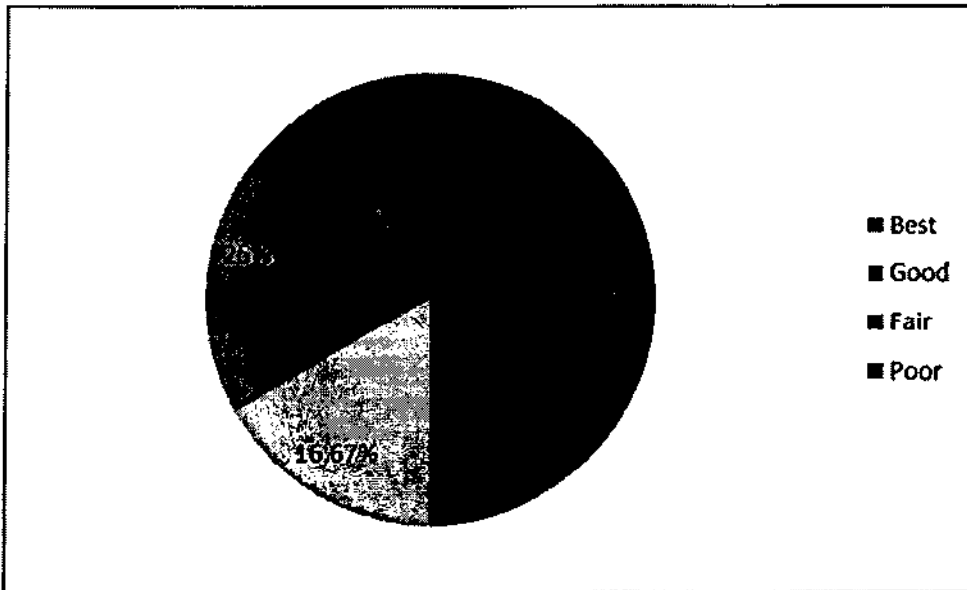
### **5.11 Sufficient the present space and furniture of the library**

The 11<sup>th</sup> question asked to the respondent to find out the present space and furniture available in the library is sufficient or not. It has helped to known about the conditions of the library. They have responded different opinions, which are as follows:

**Table – 11: Percentage of the student on the basis of satisfaction with space and furniture available in the library.**

Alternatives	Respondents	Percentage (%)
A.Best	30	50
B. Good	10	16.67
C. Fair	15	25
D. Poor	5	8.33
Total	60	100

Source: field survey, 2010



**Figure 5.11: space and furniture available in the library.**

Out of total, 50% of users have mentioned the space and furniture are best, 16.67% users have mentioned the space and furniture are good, 25%of users have mentioned the space and furniture are fair and 8.33% users have mentioned the space and furniture are poor in the library.

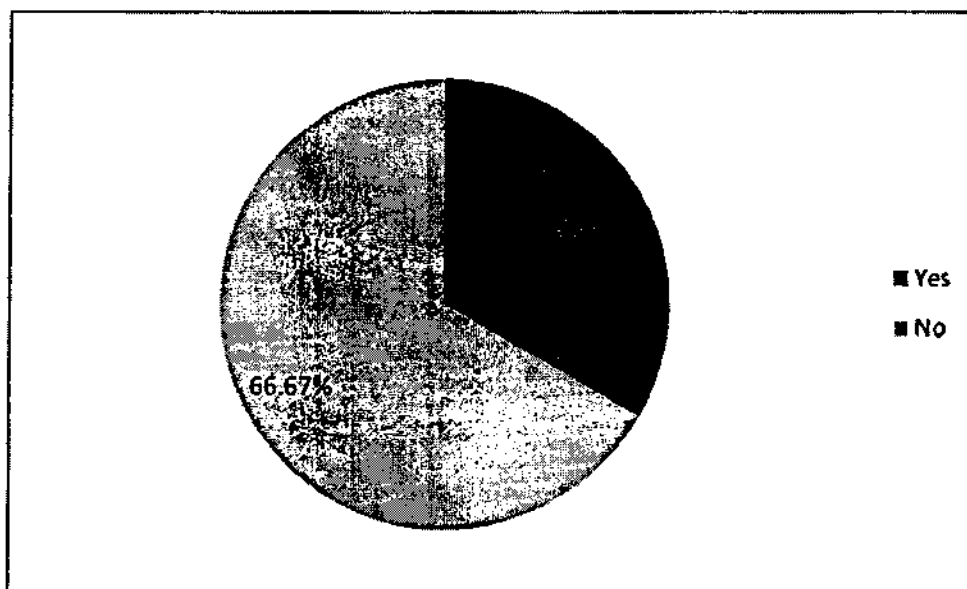
### 5.12 Satisfaction with opening hour of library

The 12<sup>th</sup> question was related to the user’s satisfaction with the opening hour of library. When the users were asked on their perception towards opening hours of the TIO library to determine the optimum time period of opening hours, they have replied as follows:

**Table- 12: Opening hours**

Alternatives	Respondents	Percentage (%)
A. Yes	20	33.33
B. No	40	66.67
Total	60	100

Source: field survey, 2010



**Figure 5.12: Opening hours**

When the data was analyzed on the satisfaction of users towards the time of the library opening, the result showed that 33.33% of users have satisfied on the existing time period where as 66.67% of users are not satisfied with the existing time schedule.

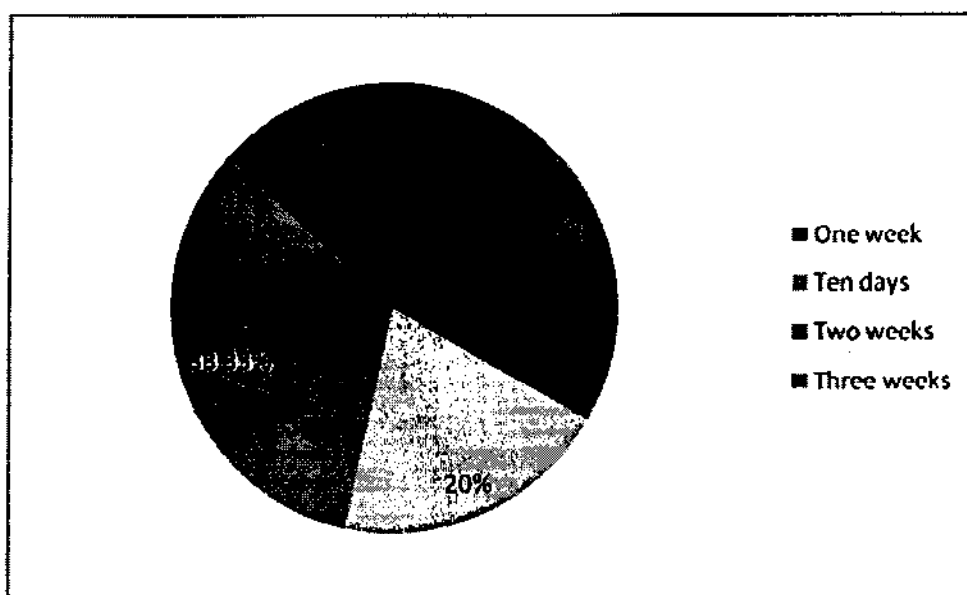
### 5.13 Loan period

Adequacy of loan period essential for study of users therefore the 13th question about the loan period was included in the questionnaire. It has helped to find out the sufficient of loan period to the students or doctors. The users have given following information about the loan periods.

**Table – 13: Loan period for Books**

Alternatives	Respondents	Percentage (%)
A.One week	20	33.33
B.Ten days	12	20
C.Two weeks	20	33.33
D.Three weeks	8	13.34
Total	60	100

Source: field survey, 2010



**Figure 5.13: Loan period for Books**

Out of total 33.33% of users have replied one week with the existing loan period, 20% users have replied ten days with the existing loan period, 33.33% users have replied two weeks and 13.34% users have replied three weeks with the existing loan period.

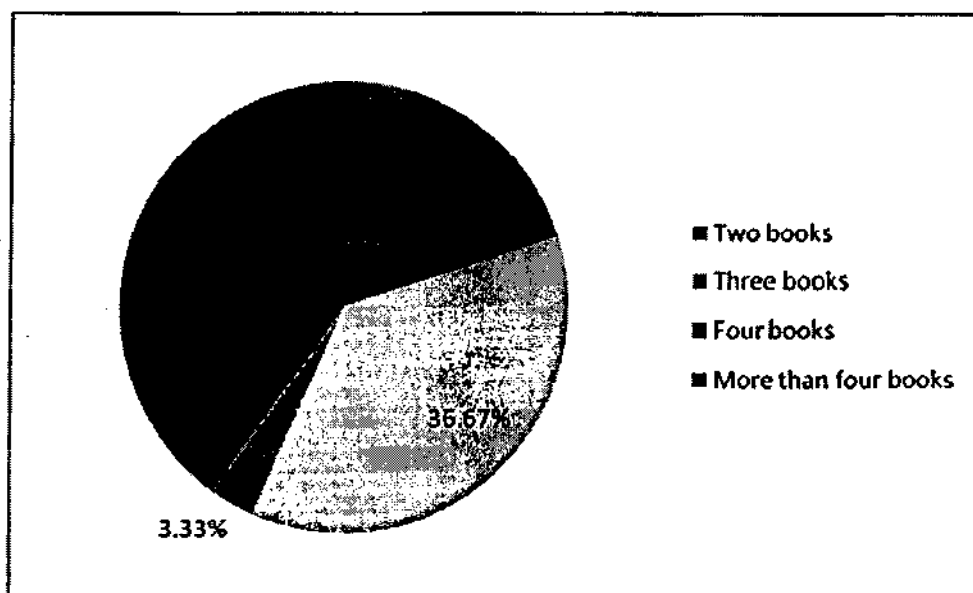
#### **5.14 Borrow of library documents**

This question was developed in order to find out the users opinion on the book borrow at a time which is given below:

**Table – 14: Book borrow**

Alternatives	Respondents	Percentage (%)
A.Two books	12	20
B.Three books	22	36.67
C.Four books	2	3.33
D.More than four books	24	40
Total	60	100

Source: field survey, 2010



**Figure 5.14: Book borrow**

Out of total, 20% of users have responded two books at a time, 36.67% users have responded three books at a time, 3.33% of users have responded four books at a time and 40% of users have responded more than four books at a time.

### **5.15 Added in the collection development**

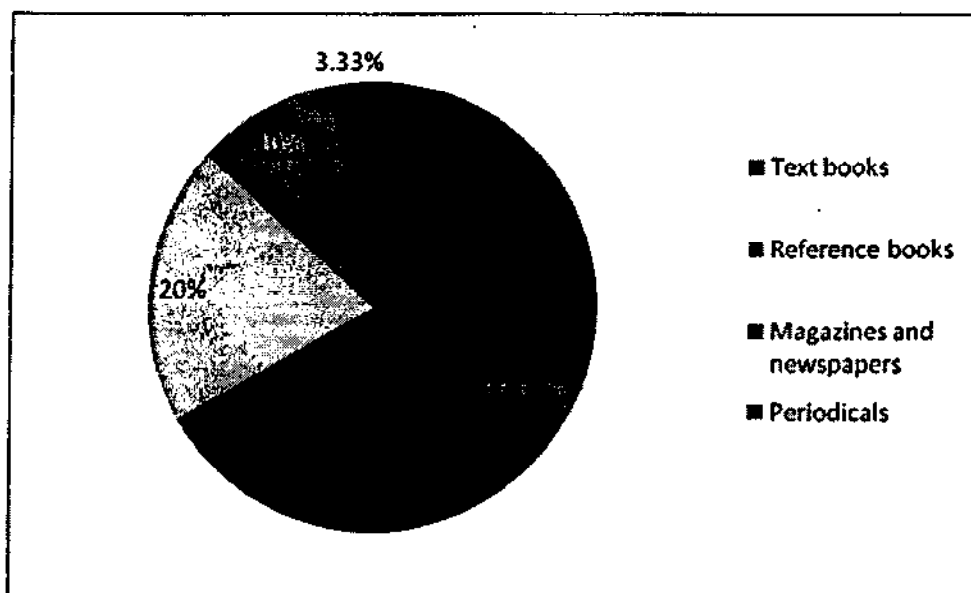
The 15th question asked to the users to what type of document should be added or more in the collection development of the library. They have mentioned different perception on the different types of documents added in the collection of the library.



**Table- 15: Types of collection development**

Alternatives	Respondents	Percentage (%)
A.Text books	40	66.67
B. Reference books	12	20
C. Magazines and news papers	6	10
D. Periodicals	2	3.33
Total	60	100

Source: field survey, 2010



**Figure 5.15: Types of collection development**

Regarding the types of collection development, 66.67% of users have thought that text books should be added in the collection development of the library. 20% users have thought that reference books should be added in the collection development, 10% users thought that magazines and news papers and 3.33% users thought that periodicals should be added in the collection development respectively. It helps to document should be added in the collection development of library.

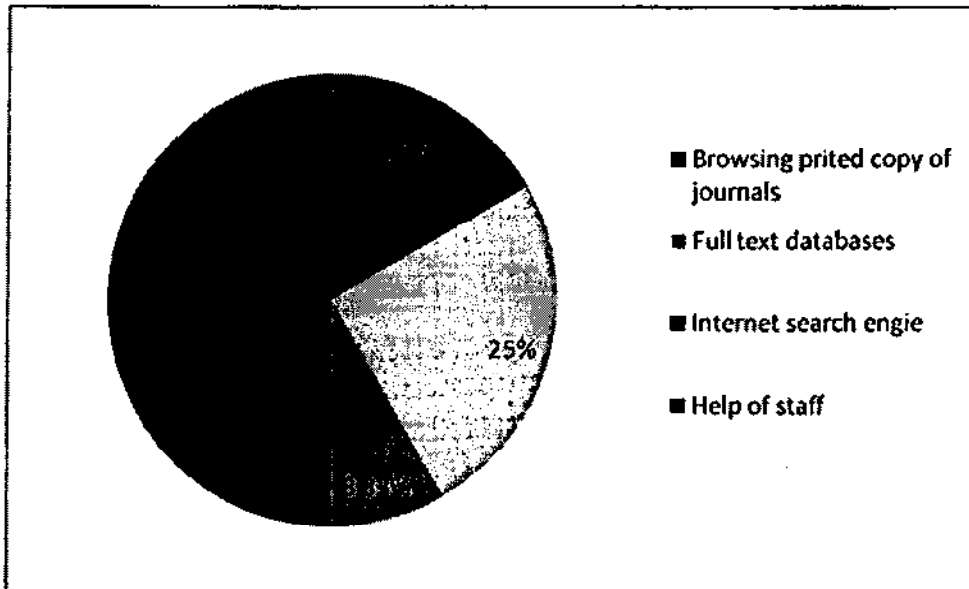
#### **5.16 Information searching and retrieval**

The 16<sup>th</sup> question was developed in order to find out the users opinion on the method of searching and retrieval, which is given below.

**Table- 16: Information searching and retrieval method**

Alternatives	Respondents	Percentage (%)
A. By browsing in printed copy of journals	10	16.67
B. By searching full- text databases e.g. Hinari	15	25
C. By using an Internet search engine	5	8.33
D. By the help of library staff	30	50
Total	60	100

Source: field survey, 2010



**Figure 5.16: Information searching and retrieval method**

As found, 16.67% users have used printed copy of journals to find required articles, 25% have used full text databases e.g. Hinari, 8.33% users have used search engine, and 50% users have taken help from library staff.

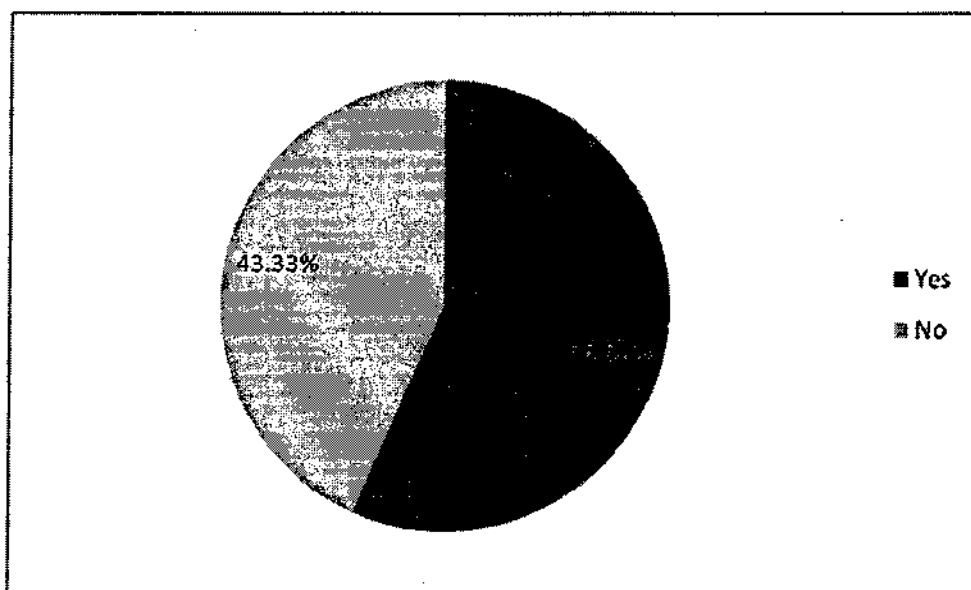
### **5.17 Familiar with library rules and regulations and library services**

Similarly the last question was asked to find out the familiarity about the rules, regulations and services of library.

**Table- 17: Familiar with library rules, regulations and services**

Alternatives	Respondents	Percentage (%)
A. Yes	34	56.67
B. No	26	43.33
Total	60	100

Source: field survey, 2010



**Figure 5.17: Familiar with library rules, regulations and services**

When the data was analyzed on the familiarity of users with rules, regulations and services, the result showed that 57.67% users have satisfied about the rules, regulations and services and 43.33% users have not satisfied about the rules, regulations and library services.

### **Findings**

A majority of users said that they use the library for the reading purposes. Other reasons given for visiting the library were to update knowledge, reading newspapers and magazines, and few users to pass the leisure time also. They said that about library service or collection is fairly adequate but they need mostly text books and they can search information themselves after library orientation. Most of the users said that library facility is sufficient like electricity, furniture etc. They also said that collection should be added as like journals, medical literature and other magazines, Internet service should be regular to provide satisfactory services. Only 50% users were attended library orientation for easy access of library resources, about rules and regulations, information searching

techniques etc. Moreover, 66.67% of library users have not satisfied with library hours, 40% of total users have spent maximum hours in library, only 50% of total users have satisfied with library facilities as furniture, lighting etc. 66.67 % of library users have wanted text books so text book should be added, only 25% of total users have used online full text databases for information searching and retrieving.

## CHAPTER VI

### SUMMARY, CONCLUSION AND RECOMMENDATION

#### Summary

This descriptive study was conducted in TIO library. Information was collected by questionnaire, research questions, interviews and survey.

In the first chapter, it has described about the introduction, problem, objective, hypothesis, scope and limitation of the study. The fundamental role of library is educational. It does not operate as store books house attached to the reading room but it plays a dynamic in role on the education. The library has played a crucial role in the education sector so bad condition of library may adverse effect on the development process of education. A well equipped and well managed library is the foundation of modern educational structure.

The second chapter has deals the theoretical review on the previous study about the special medical library. The basic function of medical library is to serve the need of organization to which it is related to its duty is to continuous support on the program of the organization. The medical library is adequately served the needs and requirements of the medical Personnel's e.g. Doctors, medical students etc. the efficiency of library depends on the level of its facilities and services. The collection of library includes the extent and nature of the curriculum with take care of extracurricular materials as well as recreational materials.

The third chapter deals with focus of study in Tilganga Institute of Ophthalmology at Kathmandu valley. The studies mainly focus on the facilities, resources of library, service, and library opening hours.

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

The fifth chapter deals with analysis, presentation, and interpretation of the finding which has included library use, library resources, and information services. Finally, the six chapter presents summary, conclusion, and recommendation of the study. At last reference is included

In this way, the effective information services of a library are not possible without the identification and assessment of users' information need and behavior pattern. So it is necessary to know that the real condition and clear figure of any type of library and information center for providing better services to its users. This user study has been conducted in the TIO library on September, 2010. Information was collected by questionnaire and direct interview method. In the questionnaire 16 questions were included. All the answers to the questions were presented by the user

## **6.2 Conclusion**

The library user survey has provided insight into the use of the library by the staff of Tilganga Institute of Ophthalmology. The findings have revealed valuable information for future planning. Based on the findings, it is obvious that a number of issues have to be addressed:

- a. This library is very useful as most of the users (73.33%) have gone to the library daily, 10% have gone to the library weekly and monthly respectively. Similarly, 6.67% of the users have seldom utilized the library.
- b. Most of the respondents have stayed three hours in the library e.g. 40% have stayed three hours, 13.33% have stayed more than three hours, 11.67% have stayed one hour only and 35% have stayed two hours.
- c. The purposes of 43.33 % of the respondents have visited this library to read and borrow documents, 21.67% have visited to update knowledge, 15% respondents have visited the library to read magazines and newspapers. Rests of them 20% have visited this library to pass the leisure time.
- d. The library orientation is very important for the respondents. It helps them to find out the correct information and utilization of library resources. From the question which was asked about the library orientation, it has found that the half of the users have attended the library orientation and half of the users have not attended. (50% - 50%)
- e. 63.33% respondents have got help from the library staffs and 36.67% respondents haven't got help from the library staffs at the time of the problem while using the library. The respondents who give the positive answers expressed their view that the library staffs are very co-operative:

they help to locate books, documents and journals which were not found by them and they inform new arrivals books in the library and they also provide the facilities of the book reservation.

- f. 60% users have got their relevant information by themselves. 5% users have got relevant information from the staffs, 23.33% users by the help of friends. 11.67% users have got help from the cataloguing system.
- g. The library collection is adequate in view of most of the respondents 10% have told adequate, 63.33% have told fairly adequate, 25% have told Inadequate, 1.67% have told very inadequate.
- h. The respondents, who are above 66.67%, have mentioned that the library meets their needs and less than 33.33% have mentioned that the library does not meet their needs.
- i. The respondents, who are 13.33%, have wanted journals and periodicals which are very important in the reference services. Similarly, 26.67% respondents have wanted encyclopedias/Dictionaries types of materials in the reference section, 20% have wanted statistical data and 33.33% have wanted non- print materials.
- j. Most of the respondents (50%) have wanted current events developments in the medical field of information, 10% have wanted general information and 20% respondents have wanted the both types of information which is factual and figurative and descriptive information.
- k. According to the users suggestion, reading space and furniture facilities of the library is of good category among them 50% have told the space and furniture facility is best, 16.67% have told good, 25% have told fair and 8.33% says poor.
- l. Over the 33.33% respondents have suggested that the present opening hours is suitable and 66.67% says not suitable to them. They have recommended that the opening hours should be 24 hours or more than 12 hours.
- m. The respondents, 33.33% have recommended that the loan period for books should be two weeks and others 33.33% one week, 20% ten days and 13.34% three weeks.
- n. For borrowing most of the books, the users 20% have wanted to borrow 2 books at a time, and remaining 36.67% three books, 3.33% have wanted

four books and lastly 40% have wanted want to borrow more than four books.

- o. According to the users, text books should be more in the library because most of the users recommend it as like 66.67% users recommend text books, 20% users reference books, 3.33 % user's periodicals and 10% user's magazines.
- p. According to the respondents, 16.67% have used printed copy of journals, 25% have used full text databases, 5% have used search engines, and remaining 50% have taken help from the library staff in order to find the articles.
- q. Most of the users 56.67% have satisfied with rules and regulations and 43.33% users have not satisfied.
- r. According to the respondents, for the improvement of the library, there should be adequate collection development; the library hours should be increased; computer and photocopy facilities should be provided to them; the environment of the library should be peaceful and the resources of the library should be added.

### **6.3 Recommendation**

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

- a. Recently edited text books, reference books and current search journals should be available or books and journals should be updated regularly and adequately.
- b. Most of the best books are kept for reference but users are not having much time to spend in the library and it is not possible to issue them frequently. So, for further improvement, the extra books must be kept in the medical book section like the ones prescribed as references.



- c. Cataloguing is very much essential tool to search documents for its users in any library. But now there is no computer facility to search the library catalogue. There should be a computer for this purpose.
- d. Photocopy, printing and scanning service should be continuously provided.
- e. HINARI, and Medline search is very necessary for article searching should be provided continuously, for this networking is necessary.
- f. Some books for entertainment (novels etc.) should be provided for non medical staffs.
- g. The library rules should be strictly observed.
- h. The gate register must be maintained and the gate keeper and checking provision is necessary on the entrance gate.
- i. The active library committee is highly necessary.
- j. To meet the continuing of information in the world: e-mail, internet, and library automation services are very essential.
- k. This library should be kept open for long hours. This will lead to greater use, i.e. the opening hours of the library should be increased for maximum utilization of available documents by the users.
- l. The stock verification and shelf rectification should be applied.
- m. Care should be taken for maintenance and cleanliness.
- n. This library must increase the relation with its other helping institutions which help in developing the library collection and information services.
- o. The library must organize various types of seminars and orientation programmes to enrich the users.
- p. The library should be automated or automated software should be implemented in library for the maximum utilization of the library documents so that they can search the catalogue even after the office hours.
- q. There should be additional database which can help for article searching like Hinari.
- r. The librarian should manage and update the computer cataloguing system for the users to search and retrieve the documents.

## Bibliography

- Barbara, Sen (2006). "Market Orientation: A Concept for Health Libraries",  
*Health Information & Libraries Journal* 23, no.1: 23-31
- Barrett, Deanne. (2003). Change and Competition Challenge Special Libraries.  
ALIA InCite. <<http://alia.org.au/publishing/incite/1998/04/change.html>>
- Burkett, J. (1965). Special libraries and information services in  
United Kingdom.London: the library Association.
- Chakrabarti, Bhubaneswar (1993). *Library and information society*. Calcutta:  
World press, 42-54.
- Devrajan, G. (1989). *Users' Approach to information in libraries*. New Delhi: ESS  
ESS publication.
- Five Laws of Library Science. (2010). In *Encyclopædia Britannica*. Retrieved  
August 19, 2010, from Encyclopædia Britannica Online:  
[http://www.britannica.com/EBchecked/topic/209032/Five-Laws-of-Library- Science](http://www.britannica.com/EBchecked/topic/209032/Five-Laws-of-Library-Science)
- Herald of library science: library education and collection development work,  
(1999) vol.38, No. 3-4, July – Oct.
- International library movement: a guide to the advance research in library  
and information technology, (1999) vol.21, no.3
- Jackson, E.B. (1986). Special Librarianship: A new Reader. London: Scarecrow Press.
- Khanna, J.K. (1994). *Library and society*. New Delhi: ESS ESS publication.
- Krishan Kumar. (1978). *Library manual*. New Delhi: Vikas publishing house
- Krishan Kumar (1987). *Library Organization*. New Delhi: Vikash Publishing house.
- Krishan Kumar. (1996). *Reference service* (5 rev. ed.). New Delhi: Vikas  
publishing house.
- McGary, Kumar. (1997). Library: International encyclopedia of library and  
information science.London: Routledge, p.256.

- Monypenny, P. (1966). *Library functions of the states: commentary on the survey of library functions of the states*. Chicago: American Librarian Association.
- Mount, Ellis. (1990). *Special Libraries and Information Centres: An Overview*. Washington: SLA, p. 1-128.
- P.S.G., Kumar (2004). *A students manual of library and information science*, 2<sup>nd</sup> ed. Delhi: B.R. publishing corporation, 93-101.
- Ranganathan, S.R. (1957). *Five Laws of Library Science*(2<sup>nd</sup> ed.). Madras : Madras Library Associations.
- Ranganathan, S.R. (1996). *Five Laws of Library Science*. Banglor: Sarada Ranganathan Endowment.
- Ranganathan, S.R.(2008). *Library manual*. New Delhi: ESS ESS publication.
- Sharma, M.P. (1972). *Library services in Nepal*. P.336-337.
- Sharp, Harold S. (1963). *Readings in Special Librarianship*. New York: Scarecrow.
- Singh, S. (2002). *Library, information science and society*.New Delhi: Ess Ess, p.23  
Special Libraries Association, "18 March 2008 SLA Press Release:Special Libraries Association Lauds Government Accountability Office Report on EPA Library Closures".  
<http://www.sla.org/content/SLA/pressroom/pressrelease/08pr/pr2806.cfm>.
- Thapa, Amber B. (2002). *Users' study of B.P. Koirala institute of health sciences central library, Dharan*
- Tilganga Eye Center Retrieved on December 5, 2010, from <http://www.tilganga.org/>
- Tilganga Institute of Ophthalmology, Profile (2009).
- Tilganga Newsletter (2009, April).

## Appendix - 1

### Questionnaire for users

#### Users study of Tilganga Institute of Ophthalmology (TIO) Library

Dear users,

I am a student of Library and Information Science of Master Degree. For partial fulfillment of my academic purpose, I am conducting a thesis on mentioned above with having following objectives namely to find out present status of special libraries, their services and users' satisfaction. All information provided in the questionnaire will treat as strictly confidential. So, you are requested to fill up the questions listed below by using tick marks.

#### Personal Information (Optional)

Name:

Profession:

Level:

Name of the library:

Date: ...../...../.....

1. How often do you visit the library?
  - a) Daily
  - b) Weekly
  - c) Monthly
  - d) Seldom
  
2. How long do you stay in the Library?
  - a) One hour
  - b) Two hour
  - c) Three hour
  - d) More than three hour

3. Why do you visit the library?
  - a) To read and borrow documents
  - b) To read magazines and newspapers
  - c) To update knowledge
  - d) To pass the leisure time
4. Have you attended the library orientation?
  - a) Yes
  - b) No
5. Do you get help from the library staff at the time of problem while using the library?
  - a) Yes
  - b) No

If yes, how? -----

6. How do you get relevant information from the library?
  - a) By catalogue
  - b) By staff
  - c) By yourself
  - d) By the help of friends
7. What is the condition of the library collection?
  - a) Adequate
  - b) Fairly adequate
  - c) Inadequate
  - d) Very inadequate
8. Does the library meet your needs?
  - a) Yes
  - b) No

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

9. What type of documents in your opinion should be more in the reference services?
  - a) Encyclopedia / Dictionaries
  - b) Statistical data
  - c) Journals and periodicals
  - d) Non print materials
  - e) Others

10. Which type information do you need most?
- a) General information
  - b) Factual and figurative information
  - c) Descriptive information
  - d) Current events development in medical field
11. What do you think about the reading space available and furniture
- a) best
  - b) good
  - c) fair
  - d) poor
12. Are the present opening hours suitable to you?
- a) Yes
  - b) No
- If not, please mention time -----
13. What should be the loan period for the books?
- a) One week
  - b) Ten days
  - c) Two weeks
  - d) Three weeks
14. How many books do you want to borrow at a time?
- a) Two books
  - b) Three books
  - c) Four books
  - d) More than four books
15. What type of materials in your opinion should be more in the library?
- a) Text books
  - b) Reference books
  - c) Magazines and newspapers
  - d) Periodicals

16. How do you search and retrieve the journal articles or information
- a) By browsing in printed copy of journals
  - b) By searching full- text databases e.g. Hinari
  - c) By using an Internet search engine
  - d) By the help of library staff

17. Are you satisfied with library rules, regulations and services?

- a) Yes
- b) No

If not, please mention -----