

**USERS' STATUS AND POTENTIAL USERS OF DILLIRAMAN KALYANI
REGMI MEMORIAL LIBRARY**

A Thesis

Submitted to The

Central Department of Library and Information Science

For the Fulfillment of the Requirements for the

Masters' of Arts in Library and Information Science

Submitted by

RAKSHYA KHADKA

T.U. Reg. No: 5-2-0037-1133-2011

Roll.No:11 (2073/2074)

Central Department of Library and Information Science

Faculty of Humanities and Social Science

Tribhuvan University

Kirtipur, Kathmandu

2020



Tribhuvan University
Faculty of Humanities and Social Sciences

Central Department of Library and Information Science

Kirtipur,
Kathmandu
Tel. No. 4331316

Date:

Reference No.:

E-mail: lisd@healthnet.org.np
Website: <http://www.tulisd.edu.np>

LETTER OF RECOMMENDATION

This is to certify that Miss. Rakshya Khadka has completed this thesis entitled **“USERS’ STATUS AND POTENTIAL USERS OF DILLIRAMAN KALYANI REGMI MEMORIAL LIBRARY”** under my supervision and guidance. I recommend that the thesis be submitted for the final approval.

Date: 17th April, 2020

.....

Dr. Lila Nyaichyai

Thesis Supervisor



Tribhuvan University
Faculty of Humanities and Social Sciences

Central Department of Library and Information Science

Kirtipur,
Kathmandu
Tel. No. 4331316

Date:

Reference No.:

E-mail: lisd@healthnet.org.np
Website: <http://www.tulisd.edu.np>

LETTER OF ACCEPTANCE

We certify that the thesis entitled “**USERS’ STATUS AND POTENTIAL USERS OF DILLIRAMAN KALYANI REGMI MEMORIAL LIBRARY**” prepared and submitted by Miss. Rakshya Khadka to the Central Department of Library and Information Science, Tribhuvan University, in partial fulfillment of the requirements for the Masters’ Degree in Library and Information Science is here by accepted and approved.

Approval Committee:

.....
Dr. Lila Nyaichyai
Thesis supervisor

.....
Prem Raj Adhikari
External Examiner

.....
Nira Manandhar
Head of Department

ACKNOWLEDGEMENT

Foremost, I would like to express my sincere gratitude to my respected supervisor Assistant Prof. Lila Nyaichyai for her patience, motivation, immense knowledge and continuous support for my research. It would not be possible to complete this research without her support and guidance. Her guidance helped me in all the time of the research.

Besides my supervisor, I would like to thank all the library staffs, board members and all those users of Dilliraman Kalyani Regmi Memorial Library as well as respondents of History Department and Political Science Department of Tribhuvan University. Who had participated during my research and provided me the valuable information about DKRML.

In addition, I would like to express my sincere gratitude to Head of Department Assistant Prof. Nira Manandhar. I would like to thank all my teachers, Associate Prof. Bhim Dhoj Shrestha, Assistant Prof. Sarita Gautam, Assistant Prof. Parbati Pandey and staffs of Central Department of Library and Information Science.

I'm deeply indebted to express my heartfelt gratitude to my family members and friends for their inspiration, encouragement and continuous support during my study period.

Finally, I would like to thank Dilliraman Regmi Library Committee, who provide scholarship for me and I am able to conduct this research easily through those financial support.

Rakshya Khadka

ABSTRACT

This study entitled “Users’ Status and Potential Users of Dilliraman Kalyani Regmi Memorial Library” has been selected to find out the overall status of users in DKRML. Dilliraman Library was privately owned and transformed into public library since 2037 B.S. DKRML has passed four decades in the library services. But the major problem of DKRML is that only less number of users are using library. This study also concerns to know the information needs of the users, available sources and services of the library and it also identifies such variables which are responsible to attract more numbers of potential users in a library. The significance of this study is to provide users’ related information about DKRML.

For this study, 25 related national, international articles, books, unpublished thesis were reviewed. This study was divided into 2 parts. To find out the users’ status of DKRML, observation, questionnaire and interview had done with the available users, staffs and board members of DKRML. And to find out the potential users of DKRML, questionnaires were prepared and collected from all the available respondents of Central Department of History and Central Department of Political Science of T.U. Altogether, 55 individuals had participated during the data collection. Collected data had analyzed through both qualitative and quantitative methods. More youth visitor found in DKRML as compared other age group of users. Library resources, internet service & friendly behavior of library staffs attract library users in the library. But due to its old physical infrastructure, users are facing space problem. DKRML consist relatable resources for potential users, but potential users are unknown about DKRML due to less publicity.

New library building should build as soon as possible to reduce space problem. The number of skilled staffs should add to increase more library services like lending service. The way of publicity needs to be changed per circumstances and demand of time to attract more number of potential users in the library.

Keywords: Library, Public libraries, User study

PREFACE

This thesis is final work as partial fulfillment for the Masters' Degree in Library and Information Science; titled "Users' Status and Potential Users of Dilliraman Kalyani Regmi Memorial Library". Dilliraman Kalyani Regmi Memorial Library is a public library. It has established to provide information as according to the users' need, provide services to the maximum numbers of users and to spread knowledge in a society. Dilliraman Regmi had established this library for his personal use then in 2037 B.S. he had handed over his personal library to the government. During this long journey, it is worthy to analyze users' status of DKRML.

It is well accepted aims of public library that it should entertain, inform and educate maximum number of people in a society. But there were less number of users in DKRML. Hence, less utilization of sources and services of DKRML.

To solve the problem related with DKRML. Related literatures were reviewed. It had guided me to tackle with my research problem. Primary as well as secondary sources of data were used. Primary data had collected through observation, questionnaire and interview. I observed Dilliraman Library for a week; questionnaires were prepared and collected from all the available users of DKRML and respondents of History and Political Science Departments of Tribhuvan University. Face-to-face interviews had taken with all library staffs but due to pandemic situation of Covid-19, face-to-face interviews were not possible with the board members. So, phone interviews had done with them. I tried my best to collect more numbers of data related with this study. Collected data from questionnaires were analyzed quantitatively and collected data from observation & interviews were analyzed qualitatively. After analysis, data were interpreted and presented diagrammatically.

Not only users' status of DKRML, this study also concerned to know the information need of the users, available sources and services and it also identified such variables, which were responsible for attracting more number of users in the library.

CATALOUGE OF THE THESIS

Main card

| | |
|-------------------------------|---|
| D 027.45496 K45 2020 | <p>Khadka, Rakshya Users' status and potential users of Dilliraman Kalyani Regmi Memorial Library / Rakshya Khadka. – Kathmandu : Central Department of Library and Information Science, T.U., 2020. xvi, 74p. : ill. ; 30 cm. Includes bibliography Thesis (MLISc.)-University Campus, Tribhuvan University, Kathmandu, 2020. 1. Public Libraries – Nepal 2. Dissertation I. Title II. TU CDLIS III. Dilliraman Kalyani Regmi Memorial Library IV. Ref.</p> <p style="text-align: center;">○</p> |
|-------------------------------|---|

Shelf-list card

| | |
|---|---|
| D 027.45496 K45 2020 Acc.no | <p>Khadka, Rakshya Users' status and potential users of Dilliraman Kalyani Regmi Memorial Library / Rakshya Khadka. – Kathmandu : Central Department of Library and Information Science, T.U., 2020. xvi, 74p. : ill. ; 30 cm. Includes bibliography Thesis (MLISc.)-University Campus, Tribhuvan University, Kathmandu, 2020. 1. Public Libraries - Nepal 2. Dissertation I. Title II. TU CDLIS III. Dilliraman Kalyani Regmi Memorial Library IV. Ref.</p> <p style="text-align: center;">○</p> |
|---|---|


Subject Card

| | |
|-------------------------------|---|
| D 027.45496 K45 2020 | PUBLIC LIBRARIES – NEPAL Khadka, Rakshya Users' status and potential users of Dilliraman Kalyani Regmi Memorial Library / Rakshya Khadka. – Kathmandu : Central Department of Library and Information Science, T.U., 2020. xvi, 74p. : ill. ; 30 cm. Includes bibliography Thesis (MLISc.)-University Campus, Tribhuvan University, 2020. ○ |
|-------------------------------|---|


Subject Card

| | |
|-------------------------------|---|
| D 027.45496 K45 2020 | DISSERTATION Khadka, Rakshya Users' status and potential users of Dilliraman Kalyani Regmi Memorial Library / Rakshya Khadka. – Kathmandu : Central Department of Library and Information Science, T.U., 2020. xvi, 74p. : ill. ; 30 cm. Includes bibliography Thesis (MLISc.)-University Campus, Tribhuvan University, 2020. ○ |
|-------------------------------|---|

Title Card

| | |
|-------------------------------|--|
| D 027.45496 K45 2020 | Users' status and potential users of Dilliraman Kalyani Regmi Memorial Library Khadka, Rakshya Users' status and potential users of Dilliraman Kalyani Regmi Memorial Library / Rakshya Khadka. – Kathmandu : Central Department of Library and Information Science, T.U., 2020. xvi, 74p. : ill. ; 30 cm. Includes bibliography Thesis (MLISc.)-University Campus, Tribhuvan University, 2020.  |
|-------------------------------|--|

Corporate Entry Card

| | |
|-------------------------------|---|
| D 027.45496 K45 2020 | TU CDLIS Khadka, Rakshya Users' status and potential users of Dilliraman Kalyani Regmi Memorial Library / Rakshya Khadka. – Kathmandu : Central Department of Library and Information Science, T.U., 2020. xvi, 74p. : ill. ; 30 cm. Includes bibliography Thesis (MLISc.)-University Campus, Tribhuvan University, 2020.  |
|-------------------------------|---|

Corporate Entry Card

| | |
|---|---|
| <p>D 027.45496 K45 2020</p> | <p>Dilliraman Kalyani Regmi Memorial Library</p> <p>Khadka, Rakshya Users' status and potential users of Dilliraman Kalyani Regmi Memorial Library / Rakshya Khadka. – Kathmandu : Central Department of Library and Information Science, T.U., 2020. xvi, 74p. : ill. ; 30 cm. Includes bibliography Thesis (MLISc.)-University Campus, Tribhuvan University, 2020.</p> <p style="text-align: center;">○</p> |
|---|---|

TABLE OF CONTENTS

| | |
|--|----------|
| LETTER OF RECOMMENDATION | i |
| LETTER OF ACCEPTANCE | ii |
| ACKNOWLEDGEMENT | iii |
| ABSTRACT..... | iv |
| PREFACE..... | v |
| CATALOUGE OF THE THESIS..... | vi |
| TABLE OF CONTENTS..... | x |
| LIST OF TABLES | xiv |
| LIST OF FIGURES | xv |
| LIST OF ABBREVIATIONS..... | xvi |
| CHAPTER 1 INTRODUCTION..... | 1 |
| 1.1 Background of the Study..... | 1 |
| 1.2 Statement of the Problem | 3 |
| 1.3 Objectives of the Study | 4 |
| 1.4 Research Questions | 4 |
| 1.5 Significance of the Study | 4 |
| 1.6 Limitations of the Study..... | 5 |
| 1.7 Organization of the Study | 5 |
| REFERENCES..... | 7 |
| CHAPTER 2 REVIEW OF RELATED LITERATURE..... | 8 |
| 2.1 Review of Literature..... | 8 |
| 2.1.1 Users' Study | 8 |
| 2.1.2 Information need of Users in Public Library..... | 10 |
| 2.1.3 Physical Environment..... | 12 |
| 2.2 Theoretical Framework | 15 |

| | |
|--|-----------|
| REFERENCES | 16 |
| CHAPTER 3 RESEARCH METHODOLOGY..... | 18 |
| 3.1 Purpose of Site Selection | 18 |
| 3.2 Research Design..... | 18 |
| 3.3 Population and Sample..... | 20 |
| 3.4 Source of Data..... | 20 |
| 3.5 Data Collection Methods..... | 20 |
| 3.5.1 Observation..... | 20 |
| 3.5.2 Questionnaire..... | 23 |
| 3.5.3 Interview | 23 |
| 3.6 Data Collection Procedure | 24 |
| 3.7 Data Processing Procedure..... | 24 |
| 3.8 Data analysis Tools and Techniques: | 24 |
| CHAPTER 4 ANALYSIS, INTERPRETATION AND PRESENTATION OF DATA..... | 26 |
| 4.1 Qualitative Data Analysis..... | 27 |
| 4.1.1 We Served around 30 users per Day & most of them were Youth: Library Staffs' Remarkd | 27 |
| 4.1.2 Private Resident House was no more feasible for the Public Library: A Board Member's View | 29 |
| 4.1.3 Nepal Government Sought for Sustainable Development..... | 29 |
| 4.1.4 Conclusion | 30 |
| 4.2 Quantitative Data Analysis..... | 30 |
| 4.2.1 More Users are Youth in Dilliraman Library | 31 |
| 4.3 Visiting Frequency of Users..... | 34 |
| 4.3.1 Resources Attract the Users..... | 35 |
| 4.3.2 Physical Location of the Library | 36 |
| 4.3.3 Opening Hour | 38 |

| | |
|--|-----------|
| 4.3.4 Relevancy of DKRML Collection/Resources | 39 |
| 4.4 Library and Information Services | 40 |
| 4.5 Physical Environment of Library | 42 |
| 4.6 Internet Accessibility Attracted Users..... | 43 |
| 4.7 Social Programs Impacting Users in a Positive Way..... | 45 |
| 4.8 Publicity of Library | 46 |
| 4.8.1 Potential Users are Unknown about DKRML..... | 47 |
| 4.9 Conclusion of the Study | 48 |
| REFERENCES | 50 |
| CHAPTER 5 SUMMARY, FINDINGS, CONCLUSIONS AND | |
| RECOMMENDATIONS..... | 51 |
| 5.1 Summary | 51 |
| 5.2 Findings..... | 52 |
| 5.3 Conclusions | 53 |
| 5.4 Recommendations | 54 |
| APPENDIX-I Information about Dilliraman Regmi | 55 |
| REFERENCES | 56 |
| APPENDIX-II Library Resources of DKRML..... | 57 |
| APPENDIX-III Google Map of DKRML..... | 58 |
| APPEDIX IV Official Facebook Page of DKRML..... | 59 |
| APPENDIX-V Questionnaire for Library Users | 60 |
| APENDIX-VI Questionnaire for Respondents of History and Political Science Department..... | 65 |
| APENDIX-VII Interview Questions for Library Staffs..... | 68 |
| APENDIX-VIII Interview Questions for Board Members..... | 69 |
| APPENDIX-IX Interview questions for Government Officer of Ministry of Education | 70 |
| APPENDIX-X INSTITUTIONAL PROFILE..... | 71 |

APPENDIX-XI CHARACTER VITAE 72

LIST OF TABLES

| | |
|--|----|
| Table 1. Checklist of library users | 21 |
| Table 2. Checklist of library services/ library collections/physical environment of the library..... | 22 |
| Table 3 Total respondents participated in data analysis | 26 |
| Table 4 Respondents participated in qualitative analysis | 27 |
| Table 5 Respondents participated in quantitate data analysis..... | 30 |
| Table 6 Age based users | 31 |
| Table 7 Sex based users | 32 |
| Table 8 Educational Level of users..... | 33 |

LIST OF FIGURES

| | |
|---|----|
| Figure 1. Gender based users | 32 |
| Figure 2. Sex based users..... | 33 |
| Figure 3. Educational level-based users..... | 34 |
| Figure 4. Visiting frequency of users..... | 35 |
| Figure 5. Reason to visit DKRML by users..... | 35 |
| Figure 6. Reason for convenient location (users) | 37 |
| Figure 7. Reason for convenient location (potential users) | 37 |
| Figure 8. Reason for convenient opening hours for users | 38 |
| Figure 9. Reason for convenient opening hours for potential users | 39 |
| Figure 10. The reason for relevant resources to users | 40 |
| Figure 11. The reason for comfort with the services provided by a staff to users..... | 41 |
| Figure 12. The services which users want to expand in a library for better services .. | 42 |
| Figure 13. Physical facilities fulfilled by DKKRML..... | 43 |
| Figure 14. Purpose to use internet service in a library..... | 44 |
| Figure 15. The areas where users want to see technology improve..... | 45 |
| Figure 16. The impacts for users while attending different programs conducted by DKRML | 46 |
| Figure 17. The medium through which users knew about DKRML | 47 |
| Figure 18. The reasons for not using DKRML by potential users..... | 48 |
| Figure 19. Library resources of DKRML | 57 |
| Figure 20. Google map of DKRML..... | 58 |
| Figure 21. Official Facebook page of DKRML..... | 59 |

LIST OF ABBREVIATIONS

| | |
|-------|---|
| DKRML | Dilliraman Kalyani Regmi Memorial Library |
| TU | Tribhuvan University |
| BS | Bikram Sambat |
| ICT | Information Communication Technology |
| i.e. | That is |

CHAPTER 1

INTRODUCTION

1.1 Background of the Study

Public libraries strive to be one of the most popular cultural institution and a few civic or communal spaces that can be used gratuitously by the people for education and enjoyment. The rationalism underlying the institution of public library is to pave the way for greater accessibility to information for every section of people living in a community regardless of their age, gender, educational and socio- economic milieu (Sinha, Pal, & Datta, 2016)

A public library is a library that is made to serve the public irrespective of its cast, gender and religion to serve them intellectually and educate informally. Public library in every society carries its great importance. It acknowledges the society from its preserved intellectual heritage. Usually, such types of libraries are established by public funds at government level to fulfill the educational as well as other literary needs of a society. Public libraries are such democratic institution that serves the society regardless of any benefit. Thus, these are considered as those serving institutions that are considered as those serving institution that work by the public and for the development of library (Aslam & Sonker, 2018)

Nepal has also hundreds of public libraries which are serving in various parts of the country. Dilliraman Kalyani Regmi Memorial Library (DKRML) is one of them. Dilliraman Regmi was a scholar, iconic, political figure and historian of Nepal. He dedicated his life to research, study, writing and politics. He was one of the driving forces behind creating Nepali Rastriya Congress Party in 1946 AD. More information about Dilliraman Regmi has kept in Appendix-I. Dilliraman Kalyani Regmi Memorial Library (DKRML) was established by Dilliraman Regmi. During starting phase, it was a private library, then in 2037 BS, Dilliraman handed over his private library to the Ministry of Education by providing all rights to the government after his death. By the involvement of Avantika Regmi (granddaughter of Dilliraman Regmi), it had opened for a public in 2061 BS. Now it is a public library and has collected more than 35000 books and periodicals (Bhandari, 2003). It has situated in Lazimpat, Kathmandu.

Mostly users are children, teachers, students and scholars. DKRML provides different types of services to its users which are as follows:

- Reading room facility
- Children's service
- Photocopy service
- Internet service/ Free Wi-Fi services
- Reference service
- Pure drinking water service and free tea service.

According to Lihiri (1990), 'user studies' are often instigated as attempt to understand, justify, explain or expand the real library usage and consequently to gain more knowledge about the process of communication concerning their libraries and their respective clientele. User study helps to findout the exact information needs of the users, the information gap between users and library, the major variables which are responsible for creating information gap between them. Hence, it helps me to findout the overall user status of DKRML.

Dilliraman Kalyani Regmi Memorial Library was a private library of Dilliraman Regmi so he had collected maximum number of collections related with his interest i.e., social science and literature. So that the library has a greater number of collections related with social science and literature. The main objective of the library is to provide information and services to the maximum numbers of users and to spread knowledge in a society. DKRML has passed four decades in library services. So, during this long journey, what is the status of users in this library? Who can be the potential users of this library? These are some vital questions on which this study has attempted to explore. So, I have selected user study in my research to get the answer for above mentioned questions.

This research has based on Dilliraman Kalyani Regmi Memorial Library, focusing on its users' status. This study has revealed the overall user status and potential users of DKRML. Not only users' status of DKRML, it has also studied the information needs of the users, library services, library collections as well as it has studied such variables

which attracts and distracts the users in the library. Which are responsible for increasing and decreasing the numbers of users in the library. Such attracting variables also help Dilliraman Library to reduce the information gap between library and users. Altogether, this research has studied all the possible factors related with users' status.

It will be the great honor to the late Dilliraman Regmi, when users utilize the DKRML as much as possible. It is well accepted aims of public library that it should entertain, inform and educate the society and people (Eberhart, 2010). As the mission of a public library has guided, it is worth to look how DKRML has contributed in entertaining, informing and educating Nepalese society.

This research entitled, "Users' status and potential users of Dilliraman Kalyani Regmi Memorial Library". The title itself consists two field of study i.e., Users' status of DKRML and Potential users of DKRML. To study the users' status of DKRML, all the available library staffs, library users, board member of DKRML & government officer of Ministry OF Education has selected. Similarly, to study the potential users of DKRML, all the available respondents of History department and Political Science department of Tribhuvan University has selected and mentioned as potential users of DKRML in this research. Because DKRML has more number of collection related with history & politics so that the library collections are more useful for those respondents for their course study as well as for their research.

1.2 Statement of the Problem

As per the history of Dilliraman Kalyani Regmi Memorial Library (DKRML), it was privately owned and transformed into public library since 2037 B.S. During such a long history, it is worthy to analyze the user's status of DKRML. However, it has never studied before. The major problem of DKRML is less number of users uses the library, hence less utilization of the library. The main objective of public library is to serve more number of users. The value of the library collections and services have heightened only after utilization. Thus, this study has attempted to explore such variables which are affecting the users to use the library. At the same time, this study has identified the current status of users and potential users in DKRML.

1.3 Objectives of the Study

The main objective of this study is to analyze the overall users' status of Dilliraman Library. The study has carried out with the following specific objectives with reference to Dilliraman Kalyani Regmi Memorial Library:

- To find out the current users' visiting frequency in Dilliraman Kalyani Regmi Memorial Library.
- To examine the qualities of information sources and services (physical and information content) available in the library.
- To find out the information need of the DKRML's present users.
- To identify such variables which are distracting users in DKRML

1.4 Research Questions

The present study has the following research questions:

- What is the status of user in DKRML?
- What kind of library services are mostly used by users in DKRML?
- What is the information needs of the user?
- How the DKRML physical location and infrastructure attracting/detracting users?

1.5 Significance of the Study

Though the aim of the DKRML is to educate Nepalese society, it has still lacked to measure how successful it is in meeting the set goal. This research has studied, how DKRML resources has utilized by its users through users' view analysis. It has given a clear picture on the present status of its users and it has also identified future users of the library. The significance of the study are as follows:

- This study has focused on the existing services/facilities in Dilliraman Kalyani Regmi Memorial Library that has direct effect for increasing numbers of users.
- This study has provided the information about the nature of collection in DKRML that is effective to attract users.
- This study will be helpful to guide the librarian, policymakers and library authorities to know about the need of users, required services and overall information about DKRML.

- This study will provide information to those people who wants to research on DKRML and Public Library.

1.6 Limitations of the Study

- During this study, data has collected only from Dilliraman Library, Central Department of History and Central Department of Political Science of T.U.
- Limited numbers of users and staffs have only participated while collecting primary data.
- The rate of response of the survey is poor and some of the respondent duplicated the response from their friend's views.
- This study only deals with the users related topic of Dilliraman Library.

1.7 Organization of the Study

First chapter of this study includes background of the study where brief introduction of Dilliraman Regmi and Dilliraman Kalyani Regmi Memorial Library has given then statement of the problem, which deals with the problems found in DKRML. Less number of users visits the library hence less utilization of library has the main problem found in DKRML. After that it includes objectives of the study. The main objective of this study is to analyze the overall users' status of DKRML. It also includes research questions, significance of the study, limitations of the study & organization of the study respectively in a first chapter.

In second chapter, it includes some literatures which are related with this study. First, I have reviewed literatures which are related with users' study. It has guided me to find the major points which I have to concern while doing users' study. The problem of my study is that only less numbers of users uses the library hence less utilization of library. That's why I have also concerned about users' need. And I have reviewed the literatures related with users' need. I find out that public library consists heterogeneous nature of users and hence these users have heterogeneous information needs. At last I have reviewed physical environment related literatures; physical environment is the major variable which is responsible for attracting more numbers of users in a library. Because physical structure of library determines the sources and services of the library. It also includes theoretical framework at the end of this chapter.

In third chapter, it includes purpose of site selection, research design, population and sample. Where all the available users, library staffs, board members of Dilliraman Library and respondents of History Department and Political Science Department of T.U are the total population. It also includes source of data. Primary as well as secondary sources have used to get the data. Data collection method, where three types of methods have used to collect the data. i.e., observation, interview & questionnaire. I have observed library for a week. Three group interviews have taken with library staffs, board members and Government officer of Ministry of Education. Multiple choice questionnaires have prepared and distributed to the users of DKRML and respondents of Political Science Department & History Department of T.U and collected them after a week. It also includes data collection procedure. Data has collected from questionnaires, which have analyzed from quantitative method and data which have collected from observation and interviews have analyzed from qualitative method. It also includes data analysis tools and techniques.

In fourth chapter, data has analyzed and arranged in different headings. Collected data from questionnaires, interviews, observation has used as supporting argument while interpretation of data and then analyzed data has represented by pie charts and bar diagrams.

In last chapter, the whole study has summarized then findings of the study have pointed out after that conclusion of the study has given and at last recommendations has given DKRML.

REFERENCES

- Aslam, R., & Seher, N. E. (2018). User satisfaction survey of public library: A study of Liaquat memorial library, Karachi, Pakistan. *International Journal of Library*, 7(1), 8-14.
- Bhandari, B. (2003). Dr. Dilliraman Kalyani Regmi smarak pustakalaya sarbasadharanka lagi khulla. *TULSAA (A Journal of Library and Information Science)*, 3(1), 61.
- Eberhart, G. M. (2010). *The librarian's book of lists*. Chicago: American Library Association.
- Foundation, P. D. D. R. R. (2009). *Dr. Dilli Raman Regmi : Political activities in a decade (1941-1951)*. Prop. Dr. Dilli Raman Regmi Foundation.
- Lihiri, R. (1990). A study on the user of a university library. *IASLIC Bulletin*, 33(2-31), 337.
- Sinha, M. K., Pal, S. K., & Datta, S. (2016). An exploratory study of status of public libraries in Tripura state. *International Research Journal of Multidisciplinary Science & Technology*, 01(04), 15-21.

CHAPTER 2

REVIEW OF RELATED LITERATURE

2.1 Review of Literature

Review of literature is a fundamental basis which provides necessary information regarded to the relevant topics. It is the way of locating, obtaining, reading and analyzing the past studies that are interlinked with the purposed study in one way or other. Some related books, journal, articles are reviewed for this purpose.

2.1.1 Users' Study

The Dilliraman library is a public library so that there are no particular criteria for users. All the members of a society can be a user of a public library. The need of users may vary from one user to another. To find out the exact need of a society or a need of users, users' study should be conducted. Users' study has assisted to decide what sort of services is required. It reduced the information gap between library service providers and users. And also maintained a closer relationship between them. User study is necessary for all libraries to meet the requirements of all users. In present context, public libraries are in more need of users' study because public libraries have to vitalize the need of public fund for the library in every fiscal year.

Nevertheless, it is more difficult for the librarians of public libraries to know their users' needs because of the heterogeneous nature of users and their needs. Despite difficulties, they must make efforts in conducting user studies in order to meet those needs. Oyederan-Tiding (2004) defined users' studies as scientific diagnoses of the information needs of the library users which aims for effective service provision by libraries or officers. User study may be defined as any study relating to library use and any other aspects related with users. In this connection, the following categories of user studies may be distinguished: studies aimed at determining the overall pattern of interaction with the user community, without reference to any particular mode of information reception by users; secondly, studies to assess the use of a given information source, such as books and periodical publications – generally known as user studies; and thirdly, studies to determine the information flow pattern in the system

of communicating knowledge. The purpose of user study is to improve the existing conditions of the library. This could be possible through user studies, which helps to identify users and their specific information requirements (Anthony, 1987). In this regard, my study also explored the users visiting frequencies, visiting reasons, their perceptions regarding the Dilliraman Public library collections and services. Hence, this study is worthy for tracing the trend of users' visit and use of the library.

According to Lihiri (1990), 'user studies' tries to understand, justify, explain, or expand the real library usage and, consequently to gain more knowledge about the communication between libraries and their respective clientele. However, Sangameswaram (1986) have defined the concept in a different way as the user studies are hardly restricted to study the actual or potential user but in many studies non-users of library are also studied because they constitute major part of the users' population in the library.

Such users' studies are analyzed by Prasher (1991). He has classified the user studies under four broad categories such as (a) descriptive studies, (b) analytical studies (c) survey-based studies, and (d) user-based studies. His categorizations were based on explanations provided in the studies. If this study is to follow his categorizations, it fell on survey-based studies, where users were observed and asked questions regarding their reasons, likes, dislikes and expectations from the DKRML.

It is the general conception that public libraries can entertain users from all walks of life. They can be students, teachers, scholars, scientists, business executives, government officials and even dropouts. Such various types of users are also equally true for DKRML. Why such large number of people want public library resources and services. The basic answer to it is to satisfy their desire for knowledge or to obtain materials for some kind of leisure time activities. It indicated the use of public library is one of the means to utilize users' leisure time rather than spending their daily working time. So, it can be assumed that the users of DKRML are either retired elderly people or students whose primary task is to study.

To fulfill users' information needs, information resources of library should acquire, organize and make available to users through appropriate facilities and delivered by means best known to them, it could be manual or through Information and Communication Technology (ICT's) (Iwishu, Enemute, & Okorodudu, 2012). These activities are generally performed by librarian and library authorities as per demand of users. The users are not expected responsible for the collection development though users' information need is the core for developing the collection of libraries.

2.1.2 Information need of Users in Public Library

Information need doesn't depend upon a single variable. It depends upon many variables such as age, sex, education level of users. Information need of an individual even doesn't remain the same, it changes as per the changing time. DKRML consists various types of users. It means more people, the more varieties of information needs. Firstly, DKRML needs to identify the information needs of all users then only it will help to fulfill the requirements of those users. Information need of users will help to determine the resources required in a library and also help to maintain its library services based on the needs of users.

What users' need means here. A need is said to be "a requirements that occurs only in the mind of a person in need" (Wilson, 1997).for instance, when a person experiences a problem or wants to accomplish a particular task and does not know how to tackle that problem or how to accomplish that task, a need for information arises. When they obtain and use information, their information needs can be fully or partly met. Case (2012) suggested that information needs are characterized as an 'inner motivational state' which brings both thought and action.

Wilson (1981) proposed "a model of the situations which shows the need of information arises and the information barriers that exist in information seeking behaviour". When a person finds himself or herself in a problem, then such particular situation triggers them to search the information, three sets of barriers to information seeking are shown at that time. Such barriers are known as personal, social or role-related, and environmental (economic and source characteristics) variables (Wilson, 1997). The impact of these intervening variables may be supportive as well as preventative of

information use (Wilson, 1999). Interpersonal variables show that the role of a person in a particular place in an organisation, which creates certain opportunities or barriers to use the information.

Environmental variables such as legislation, economic level, level of stabilisation, information culture and such, by which people find themselves may create problems and opportunities for them to gain access to information (Neidzwiedzka, 2003). Here environmental variables are creating positive and negative influences on users. If these variables have applied properly according to the users need, then it may create opportunities for them otherwise it may create problems for them to access the information. Kabede (2002), noted that information needs of the users are also limited by the information resources and services that are available in the library. The knowledge of what facilities and materials are available to them is among the factors that influence information needs of users. According to Kabede and Neidzwiedzka, the library should provide suitable environmental variables in the library by which it can provide the maximum numbers of resources and services to its users to meet their information needs. Otherwise, due to lack of environmental variables, users may face the problem while accessing information from the library. DKRML is unable to apply suitable environmental variables in the library. Though DKRML has good economic level but it is not able to manage all the resources and services in a library and hence, it is not fulfilling users need or it is not providing such information which users need. So that DKRML is unable to meet the information needed by the users. In this way, DKRML should apply proper environmental variables which will responsible to provide maximum number of resources and services available in a library which will also help to meet the information need of the users.

Wilson (1997) identified that accessibility and credibility are characteristics of information source that influence information needs of users while the information seeking process. Therefore, the information services and information use in the public libraries limits the information need in the public libraries. Information sources and services has the capacity to fulfil the information need as well as the ability to create the information needs on users.

The analysis of users' information needs should therefore include an overview of the users themselves (their personal and psychological traits) in order to understand their experiences, problems, backgrounds, their tasks and roles in society. By analysing these factors related to users, libraries would identify users' information need. Similarly, demographic characteristics such as age and gender distribution, educational levels, sources and levels of incomes, occupation and other characteristics of the users being served by the library are also worth to assess and analyse in order to identify users' information needs. Evans (2012) acknowledged that demographic data are essential to formulate an effective library collection development programme such information also helps to identify the population distribution changes which will affect library service.

Aina (2004) emphasised that every individual, whether literate or illiterate, they have their own information needs. The information need doesn't remain same, it could be recreation and leisure, information need may arise to complete the tasks as well as it may arise to meet day to day activities. According to Kumar (2008), information need vary from function to function, from environment to environment, from discipline to discipline and even from age to age. Information need of the users doesn't remain same. Wilson (1994) noted that on the basis of research, users' educational activities and curriculum, extracurricular and recreational activities are those factors which influences the information need of the users (Akinola, 2013). DKRML is a public library, it has no specific type of users. Every members of a society are its users. There are many factors which influence the information need of the users. Even an individual may have different information needs in a different situation. That's why library is not able to meet all the requirements of all users. Due to having heterogeneous nature of its users, DKRML is unable to meet all the information needs of the users.

2.1.3 Physical Environment

During this study, the physical environment of DKRML is considered as another factor for attracting users. Obviously, physical interior and exterior environments are one of the major issues that have been continuously discussed in order to create a better design and attraction to the users. DKRML has its old library building which have less space for users Latimer (2007) pointed out that, user space needs to be well planned, the physical library should be attractive and welcoming to users.

According to Anandasivam (2008), the biggest challenge for libraries is to gain more number of young users to the physical library. Library needs to become “cool” and comfortable as according to them. That’s why they could consider library as good place for hanging out together. They prefer more freedom, comfortable and silent workplace where they could easily complete their work without any disturbances. (Juhnevic & Udre, 2010). The physical environment represents both architectural elements such as physical layout, furniture and equipment and visual sensory elements such as color, texture and lighting. The combination of these two aspects create the interior environment of library.(Bitner, 1990).

There are several criteria and parameters that need to be considered while designing better physical interior environment of public libraries. The physical environment includes the elements such as physical layout, selection of furniture and equipment and visual sensory elements such as color, texture, materials, finishes and lightning. To follow the latest trends in library interior as well as to make library function more available for more numbers of users, library should provide lot of open spaces or work spaces, provide free wi-fi internet service, electronic catalogue and other technical equipment (Juhnevic & Udre, 2010). These literatures encouraged public libraries to consider library's physical environment as a major element to attract more users.

Physical environment includes such components of workplace environment which shows the working conditions of librarians. Physical environment is an area which influences organizational behavior of library. Lovelock and Writz (2011) noted that physical environment plays a vital role in shaping the library services as well as enhancing users’ satisfaction towards the library services. Physical environment includes all the circumstances as well as potential effects (positive or negative) of users on the library usage. The author noted that physical environment and its accompanying atmosphere could affect users’ behavior in three important ways:

- i. As a message-creating medium: The library environment shows the impression about the library. Such impression directly affects the utilization of library resources by users. Physical environment which includes the quality and quantity of information resources; the spatial layout; the functionality of the facilities; the lighting effects; the temperature; decorations, etc. create good impact on library users.

- ii. As an attention-creating medium: Physical environment of each library makes them unique with other libraries. Thus, space management, aesthetics, staff competence in services delivery etc. helps to grab the attention of user's for utilizing its resources and services.
- iii. As an effect-creating medium: A library having colorful wall paints, beautiful decorations, directional signage, good designs, etc. create good impacts in the minds of the users while it saves time of the staffs, so that they could utilize such time on higher productivity. Hence, library staffs could enhance the desired services delivery to users.

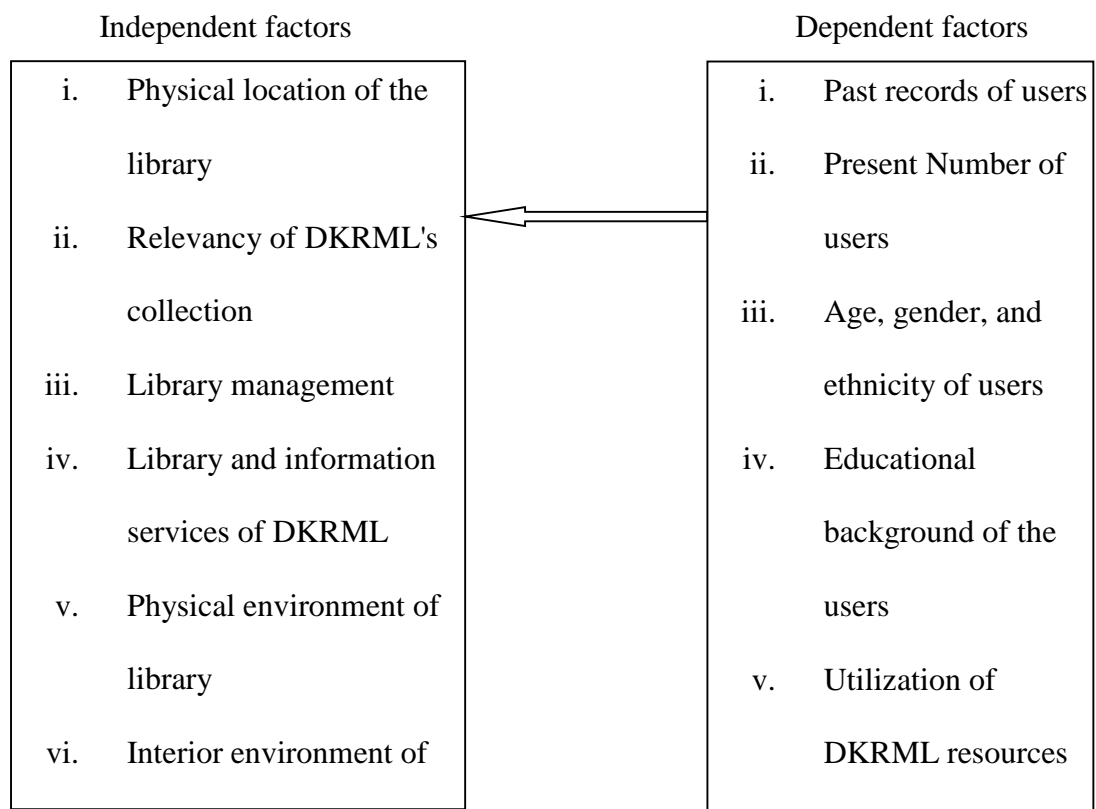
Physical library environment and library related other experimental elements should be designed and developed to meet all the expectations of future. They need to create a setting where library users feel free to do a research and study without compromising their privacy and safety, it also encourages the users to use library resources without any hesitations. Library physical environment needs to be revamped, otherwise users will decide to use alternative methods to gather the information they need and the objectives of establishing the libraries will be defeated (Emmanuel & Henry, 2018). The main attracting factors of any library are its sources and services. Library sources and services have determined by physical structure of a library. Due to having old library building, there is no proper space for users to study as well as library is not able to provide all resources and services to them. Users are usually distracted towards the library due to facing space problem in DKRML.

The literatures related with users' study has guided me to identify the major points which I have to concerned while doing users' study. Users' study is very important because it has assisted to decide what sort of services are required in a library to fulfill users' need. Users' study helps to reduce information gap between library service providers and users. After reviewing literatures related with users' need. I find out that information need doesn't depend upon a single variable. Even an individual has different information needs in different situations. Public library consists heterogeneous nature of users hence these users have heterogeneous information needs as well. So that public library is unable to meet all the requirements of its users due to its heterogeneous nature of users. Physical environment has considered as a major factor for attracting a

greater number of users towards the library. Because physical environment decides its sources and services of a library. information needs of users are also stimulated by the information resources and services that are available in the library. In this way physical environment and information need of users have linked with each other. If library is able to meet the information need of the users then generally, it attracts more numbers of users in a library. so that to attract more numbers of users in a library, library must have good interior and exterior physical environment.

2.2 Theoretical Framework

As per the reviewed literature guided to this study, it has identified the variables that has direct affecting consequences in increasing or decreasing the numbers of users in DKRML. I have presented them in the following relational tabulation form:



REFERENCES

- Aina, L.O. (2004). *Library and information science text for Africa: Third World Information Service*.
- Akinola, O. J. (2013). A survey of the services of public libraries in meeting the information needs of post secondary school students in some three selected public libraries in Nigeria. *Greener Journal of Internet Information Communication System*, 1(1), 1-12.
- Anandasivam, K. C., F.C (2008). Designing a creative learning environment: NTU's new art, design & media library. *The Electronic Library Oxford*, 26, 650.
- Anthony, V. c. (1987). *International reader in management of library, information and archive services*. Paris: UNESCO.
- Bitner, M. J. (1990). Evaluating service encounters: The effects of physical surroundings and employee response. *Journal of Marketing*, 54(2), 69.
- Case, D. O. (2012). *Looking for information: A survey of research on information seeking, needs and behaviour* (3rd.ed.). London: Emerald Group Publishing Limited.
- Emmanuel, A. N., & Henry, O. I. (2018). Physical environment quality and utilization of information resources in Akwa Ibom state university library. *International Journal of Library Science*.
- Evans, E. a. S., M.Z. (2012). *Collective management basics* (6th ed.). California: Libraries Unlimited.
- Iwhishu, Enemute, B., & Okorodudu. (2012). Patience obotayire, "public library information resources, facilities and services : User satisfaction with the Edo state central library, Benin-city,Nigeria. *Library Philosophy and Practice (e-journal)*, 747.
- Juhnevica, E., & Udre, D. (2010). *"Libraries designed for users" nowadays concept of library architecture and interior*. Parma, Italy: BOBCATSSS.
- Kabede, C. (2002). The changing information needs of users in electronic environments. *The Electronic Library*, 20(1), 12-21.
- Kumar, K. (2008). *Library organization*. New Delhi: Vikas Publishing.
- Latimer, K. (2007). Users and public space: What to consider when planning library space.Berlin, New York (Walter de Gruuyter- K.G.Saur). *IFLA Library Building Guidelines: Development & Refelections*.

- Lihiri, R. (1990). A study on the user of a university library. *IASLIC Bulletin*, 33(2-31), 337.
- Lovelock, C. R., & Writz, J. (2011). *Services marketing: People, technology, strategy*. Boston: Pearson Education Inc.
- Neidzwiedzka, B. (2003). A proposed general model of information behaviour. *Information Research*, 9(1).
- Oyederan-Tiding, S. O. (2004). The information needs and seeking behaviour of library users at Yaba college and technology. *Lagos Journal of Library and Information Science*, 2(4), 77-78.
- Prasher, R. G. (1991). *Information and its communication*. New Delhi: Medallion Press.
- Sangameswaram, S. G., M. (1986). User studies in NICIOS: A review. *ILA Bulletin*, 22(3-4), 142.
- Wilson, T. D. (1981). On user education studies and needs. *Journal of Documentation*, 37, 3-15.
- Wilson, T. D. (1994). Information needs and users: Fifty years of progress. In *Fifty Years of Information Progress: A Journal of Documentation Review*.
- Wilson, T. D. (1997). Information behaviour an interdisciplinary perspective. *Information Processing and Management*, 33(4), 551-572.
- Wilson, T. D. (1999). Models in information behaviour research. *Journal of Documentation*, 55(3), 249-270.

CHAPTER 3

RESEARCH METHODOLOGY

Research methodology is the specific procedures or techniques used to identify, select, process and analyze information about a topic. This chapter deals with the methodologies which has applied to carry out this study which includes research design and method of the study, population, sampling and sampling strategy, source of data, data collection tools and techniques and data analysis and interpretation procedure which are presented below.

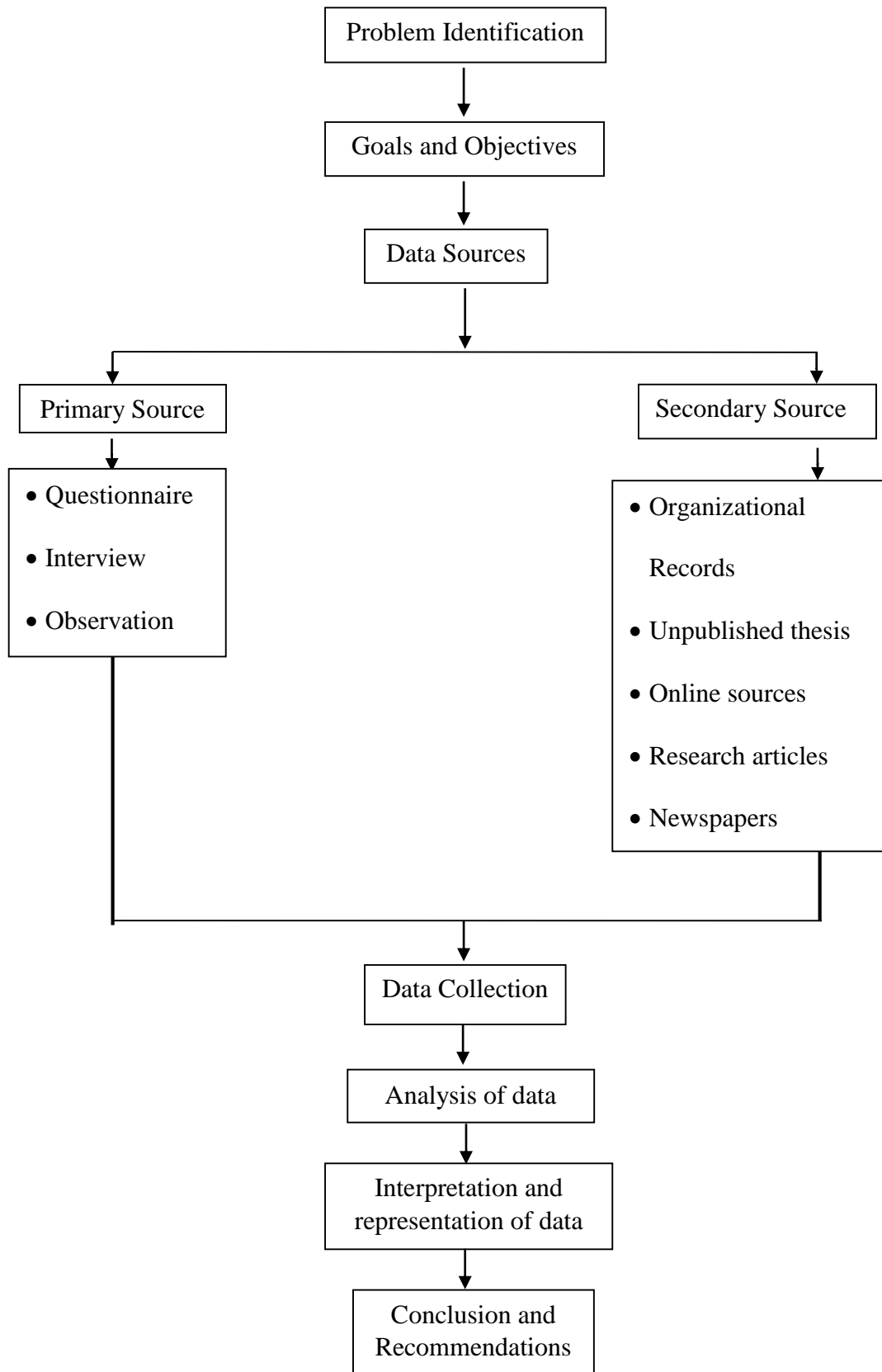
3.1 Purpose of Site Selection

Dilliraman Kalyani Regmi memorial library is a public library. Which is established to serve more users with free of cost. Despite being free and open for public, the flow of users is in limited number. In other words, its volume of users is worthy to evaluate. Keeping this goal at center, the title "Users' status and potential users of Dilliraman Kalyani Regmi memorial library" has been chosen for the research. This study has analyzed the topic through various measuring factors such as fulfillment of users' information need, suitable library services, and library's physical infrastructure and so on. By measuring these variables, it has provided suggestions to concerned authorities for present and future betterment.

3.2 Research Design

Research design is a set of methods and procedures used in collecting and analyzing measures of the variables specified in the research problem. The research study attempts to describe the "Users' status and potential users of Dilliraman Kalyani Regmi Memorial Library". Some part of the study has relayed on past records of DKRML. Past records have interpreted based on the context of the time. Hence, the research design for this study has followed both qualitative and quantitative research design.

Research Design Framework



3.3 Population and Sample

All the available users, staffs, board members of Dilliraman Library and respondents of Central Department of History and respondents of Central Department of Political Science of Tribhuvan University were the total population of the study. The sample of the study comprised only those users of the Dilliraman library and respondents of History and Political Science Departments during the time of data collection. I had distributed questionnaire to those users of DKRML and respondents of History Department and respondents of Political Science Department of T.U. by using convenient sampling method and structured interview had conducted with library staffs through face-to-face and board member of DKRML & government officer of Ministry of Education through phone calls.

3.4 Source of Data

Most of the data was from primary sources. Primary sources like observation, interview and questionnaire had used. Secondary sources like unpublished dissertation, annual publication of library and online resources had used.

3.5 Data Collection Methods

I got a relevant information with the use of different methods, namely questionnaire, observation and the key informant interview.

3.5.1 Observation

I observed the library services to find out those services which had mostly enjoyed by the user or mostly used by the user and also observed which library services had urgent need to be changed in current situation. I also observed the library collection and found out in which subject DKRML rich in. And also observed the users, i.e. in which shift users mostly visited the library and also found out the regular and potential users of DKRML.

Table 1. Checklist of library users

| Date | Time Duration | Users Found in Study Room | Users Found in Periodical Section | Users Found in Other Sections of Library |
|-------------|----------------------|----------------------------------|--|---|
| 2076/10/22 | 11:00 - 4:00 | 1 | 1 | - |
| 2076/11/07 | 11:20 – 4:00 | 1 | 3 | - |
| 2076/11/08 | 12:00 – 4:00 | 1 | 2 | 1 |
| 2076/11/11 | 11:30 – 4:00 | 4 | 4 | - |
| 2076/11/15 | 10:45 – 4:00 | 3 | 13 | - |
| 2076/11/16 | 11:15 – 4:15 | 3 | 2 | - |
| 2076/11/19 | 11:45 – 3:30 | 2 | 4 | - |

While I observed library users for a week, I observed that more number of users was found in periodical section as compared to other sections of library. Users in periodical sections were reading newspapers and some of them were using their laptops.

Table 2. Checklist of library services/ library collections/physical environment of the library

| Library Services | Library Collections | Library Space | Desk/Bench/ Furniture of Library |
|--|---|---|--|
| <p>Library users were comfortable with library staffs. Library users asked their queries to library staffs without any hesitation and library staffs also guides library users properly. Library provides different types of services which I have mentioned in introduction part but library is unable to provide lending service due to having less number of library staffs in a library.</p> | <p>DKRML has more number of collections related with history, politics & literature. Library users were using their own documents instead of using library collections.</p> | <p>Due to old library building, library users as well as library staffs were facing space problem in a library. Both library users and library staffs were adjusting in a less space.</p> | <p>Old library furniture's were available, but it was acceptable in current situation. Because of less number of library users. But if library users will increase in a future, more number of new furniture's should be added in the library.</p> |

3.5.2 Questionnaire

I had prepared multiple choice questions oriented with user after observing users in the library. There were two sets of questionnaires to collect the data related to DKRML, the first set of questionnaires had prepared to find out the overall users' status of Dilliraman Library. The Second set of questionnaires had prepared to collect data from History Department and Political Science Department of Tribhuvan University to find out the potential users of Dilliraman Library. I had chosen respondents of History Department and Political Science Department of T.U. as a potential user of Dilliraman library. DKRML has huge collection related with history and political science which can help the respondents of History and Political Science Department in their research as well as in their course study. The respondents of these two departments can do better research on DKRML and collection are more valuable for these departments as compared to other departments in Tribhuvan University. So, I had selected them as a potential user of DKRML. Then questionnaire had been distributed and had collected them after a week.

3.5.3 Interview

I had prepared questions from which I got answers to my research problem. Then I had taken an interview with the library staffs, board member of DKRML and government officer of Ministry of Education. The interviewees were present authorities of DKRML.

In order to accomplish the research related to user's status, DKRML had visited personally and data had collected through observation, questionnaire and interview. To collect relevant data, more than 40 questionnaires had prepared and distributed to the users of DKRML. 31 questionnaires had collected after visiting 7 days in Dilliraman Library. 10% of users refused to fill the questionnaire. Library staffs, Board Member and government officer of Ministry of Education had interviewed to gain more information related to users of Dilliraman Library.

To find out the potential users of Dilliraman Kalyani Regmi Memorial Library. Questionnaires had prepared, distributed and collected from Central Department of History and Central Department of Political Science of Tribhuvan University. The response of collected questionnaires were 95% and remaining 5% of respondents didn't responded to the questionnaires.

3.6 Data Collection Procedure

The primary data had collected through questionnaires from the users of DKRML and respondents of History and Political Science Department and library staffs. For accurate and actual information in time, all questionnaires had distributed and collected personally through field visit and face-to-face interview had done with library staffs and phone interview had done with the board member and government officer of Ministry of Education due to lockdown.

3.7 Data Processing Procedure

Data had analyzed through both methods. i.e., qualitative method and quantitative method. Data collected through interviews and observation had analyzed qualitatively but data collected through questionnaires had analyzed quantitatively. Collected data from interviews, questionnaires & observation had analyzed through qualitative and quantitative methods after that analyzed data had interpreted where questionnaires, interviews and observation had used as supportive argument to interpret the data.

3.8 Data analysis Tools and Techniques:

All the available users and potential users during the data collection were the total frequency of this research. 31 users had filled the questionnaires in DKRML. 18 potential users had filled up the questionnaires from History Department and Political Science Department of T.U. 4 library staffs were interviewed; 1 board member and 1 government officer of Ministry of Education were interviewed. Altogether, 55 individuals had participated during this research and total frequency of this study is 55. Bar diagrams and pie charts had used for visually description of the data.

1. All those available users and potential users during the data collection were selected as a sample.
2. Bar diagram and Pie chart

CHAPTER 4

ANALYSIS, INTERPRETATION AND PRESENTATION OF DATA

In order to accomplish the study, Dilliraman Library, Central Department of History & Central Department of Political Science was visited personally and data had collected through observation, questionnaire & interview. Both qualitative method and quantitative method were used to analyze the data. Data collected through observation and interviews were analyzed through qualitative method and data collected through questionnaires were analyzed through quantitative method. Total 55 respondents participated during the data collection.

Table 3 Total respondents participated in data analysis

| Types of respondents | Frequency of respondents |
|--|---------------------------------|
| Library staffs who participated in interview. | 4 |
| Board member of DKRML who participated in interview. | 1 |
| Government officer who participated in interview. | 1 |
| Library users of DKRML who participated in questionnaire. | 31 |
| Respondents of Political Science department who participated in questionnaire. | 15 |
| Respondents of History department who participated in questionnaire. | 3 |
| Total | 55 |

4.1 Qualitative Data Analysis

Qualitative analysis is not as easy as quantitative analysis. It is really difficult job to analyze a different thoughts and opinions of people for same object. To get more knowledge about the users' status of DKRML, three group interviews were done and I personally observed library for a week. The data collected through interviews and observations were analyzed by qualitative method. Total respondents participated in qualitative data analysis has given in a table below this paragraph.

Table 4 Respondents participated in qualitative analysis

| Respondents | Frequency |
|---|------------------|
| Library staffs of DKRML | 4 |
| Board member of DKRML | 1 |
| Government officer of Ministry of Education | 1 |
| Total | 6 |

Whole library staffs were interviewed to get their opinions towards the status of library users. I asked these questions to the library staffs such as:

- Which age group of users mostly visited the library?
- In daily basis, how many users visited the library?
- Which section of library was mostly used by users?

4.1.1 We Served around 30 users per Day & most of them were Youth: Library Staffs' Remarkd

Some of the staffs answered, the age group of users who visited the library was in between 20-30. But one of the library staff mentioned that "there was more number of youth visitors in the library". I also observed that, there was more number of youth users as compared to other age group of users in a library. As I knew that there was more number of youth users, so I wanted to know the frequency of those users in daily basis through library staffs. Most of the library staffs answered that, in daily basis more than 30 users visited the library. Some of them answered that "minimum 20 users daily visited the library".

Regarding the number of daily visitors, the library staffs said that around 30 users visited the library in daily basis. But when I observed library for one week, there was less than 10 users who had visited library in a daily basis. So, there was a contradictory result between my observation and interview. I was not able to visit the library regularly though. I had only visited library when I was free or when I could give full time on my observation. It could be one of the reasons that the result between observation and interview was different.

During my observation period I observed that more number of users was using reading room as compared to other sections of library. Library staffs also had a same opinions with me, they said that, “comparatively, there was more number of users found in reading room”, “reading room was the mostly visited section of library”.

The factors which directly affected the users’ status were library services and the collection of library. My observation matched with the answers of library staffs that, DKRML provided different types of services such as reference service, periodical service, reading room service, photocopy service, children service and Wi-Fi service. One library staff added the point in his answer that, “due to less number of library staffs, we were unable to add new services in the library such as lending service. I also agreed with his answer that, there were less library staffs in a library but I also observed library staffs had shared good relationship with library users. Library staffs treated library users as a family. That’s why library users asked their queries to library staffs without any hesitation.

DKRML has more number of collections related with social science. So that it was obvious thing that more users used social science related material in library. One of the library staff added that, “most users’ used social science related document and periodicals in the library”. But when I observed, even a single day, I didn’t notice anyone using library collection but yes; some of the users were found in periodical section. Most of the users brought their own document and studied in a reading room.

4.1.2 Private Resident House was no more feasible for the Public Library: A Board Member's View

I interviewed board member, how they felt about DKRML and asked some users' related questions which helped me to collect data related with users' status. I have mentioned library services of staffs in above paragraph so I wanted to know the satisfaction of board member towards the services of library staffs. Board member answered that, "it was commendable work that they were trying their best to serve maximum number of users by providing maximum number of library services to users, besides having improper physical infrastructure and less number of professional library staffs". The board member has been well aware about the 'improper physical infrastructure' of the library. The poor condition of the infrastructure of library was found one of the weak points of library.

She also added physical infrastructure as a major reason for less users in DKRML. Not only board member, library staffs and government officer of Ministry of Education also felt that due to its old library infrastructure, which hindered DKRML to attract more number of users in a library, Government officer also added "lack of proper plans of DKRML" for less number of users in a library. I also observed that library building of DKRML was less convenient to library users as well as to library staffs, library users were facing space problem they were unable to get convenient reading space. Library staffs couldn't extend library services to its user due to having less space in a library.

4.1.3 Nepal Government Sought for Sustainable Development

To add the quality in this research, I interviewed one of the government officers of Ministry of Education to find out why government provide financial support to public libraries? What they think public libraries sufficiently contributing to the society as government financially supported the public libraries?

He answered that, "government always provided financial support to public libraries for their sustainable development as well as to help them to run library properly which supported them to serve maximum number of users in a library". He also added, "Due to lack of proper plans of any library, lack of rules and regulations for library, any of the public libraries was not contributing more contributions to the society as much they were financially supported by the government. He described the fact of public libraries.

4.1.4 Conclusion

After analyzing the whole interview, it concluded that, the major factor which has affected the status of library users was its physical infrastructure. Physical infrastructure of DKRML doesn't meet all the criteria of modern library. There is no proper reading space for users. Due to less space in the library & less number of library staff, DKRML is unable to add more library services in a library. And hence it cannot attract more number of potential users in a library. In addition, library needed to develop proper planning, rules and regulations so that they could enhance their impact over users and society.

4.2 Quantitative Data Analysis

Two different sets of questionnaires were prepared which had close-ended questions. 1st set of questionnaires prepared and collected from all the available library users of DKRML. 2nd set of questionnaires prepared and collected from all the available respondents of History Department and Political Science Department of Tribhuvan University. Collected data had analyzed, interpreted and diagrammatically presented.

Table 5 Respondents participated in quantitate data analysis

| Respondents | Frequency |
|---|------------------|
| All the available library users of DKRML. | 31 |
| All the available respondents of History Department of T.U. | 3 |
| All the available respondents of Political Science Department of T.U. | 15 |
| Total | 49 |

4.2.1 More Users are Youth in Dilliraman Library

Mostly youth visited the library as compared to other age groups. The age group who mostly visited the library was 20-30. Male users visited mostly as compared to female users. 90% of users in Dilliraman Library were male users. Bachelor level students mostly visited the library as compared to other educational level. Out of 31 users 21 users were studying Bachelor Level.

Data analysis shows that, the users who mostly visit DKRML are 20-30. It shows that there is more number of youth visitors in the library. There may be different reasons to visit the library by youth, it is cleared that the number of youth visitors in DKRML are greater than other age group. Public library report done in USA Griffiths and King (2008) Concludes that about 70% or 155 million US adults (18 and above) visited public library in 12 months. It means public library is being centre of attraction to the youth to spend their time meaning fully. For instance, the youth participation indicates the growing reading culture cultivated on youth. It gives hope that the public library is being valuable place for the future generation for the society and almighty for the country.

Table 6 Age based users

| Age | Frequency |
|--------------|------------------|
| 10-20 | 3 |
| 20-30 | 19 |
| 30-40 | 3 |
| 40-50 | 4 |
| 50-60 | 1 |
| 60-70 | 0 |
| 70-80 | 1 |
| Total | 31 |

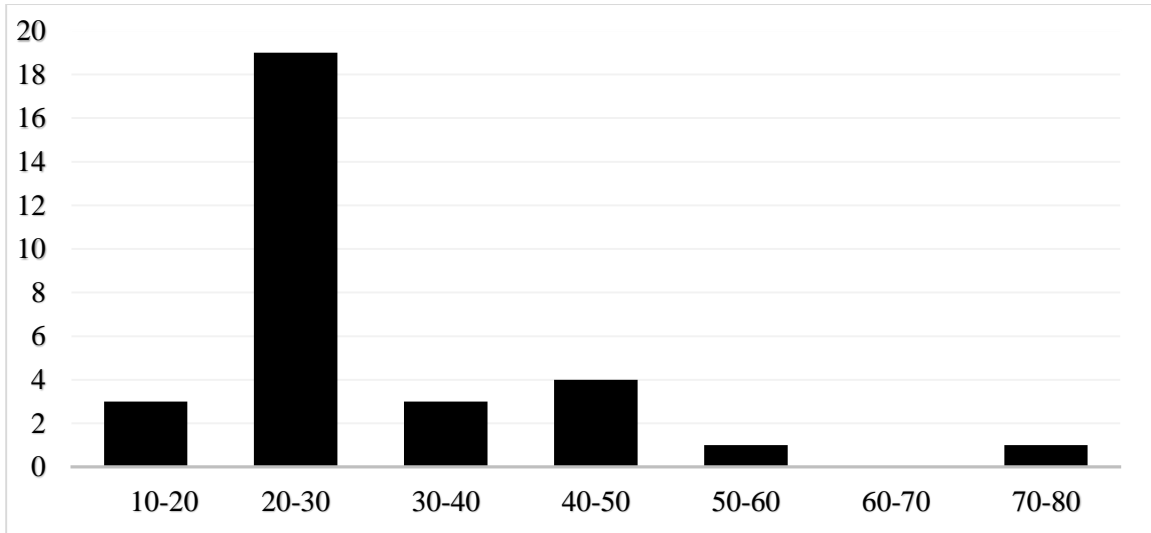


Figure 1. Gender based users

In regards to gender, there are fewer female users as compared to male users in Dilliraman Library. DKRML has huge collection related with history and politics, females are less interested in these subject field as compared to male. It is the reason that 90% of users are male in Dilliraman Library. According to Aslam and Sonker (2018), “public library is made to serve the public irrespective of its cast, gender and religion to serve them intellectually and educate informally. Public libraries have wider capacities as Aslam Rabia has mentioned, however DKRML is found serving users from limited areas, even though it has that possibility too. Out of 31 users, there are only 3 female users, who are using DKRML. It is beyond my expectation. It raises a big question mark on gender equality and also raise a question that, why the public library is not being utilized by the both genders equally.

Table 7 Sex based users

| Sex | Frequency |
|--------------|------------------|
| Male | 28 |
| Female | 3 |
| Total | 31 |

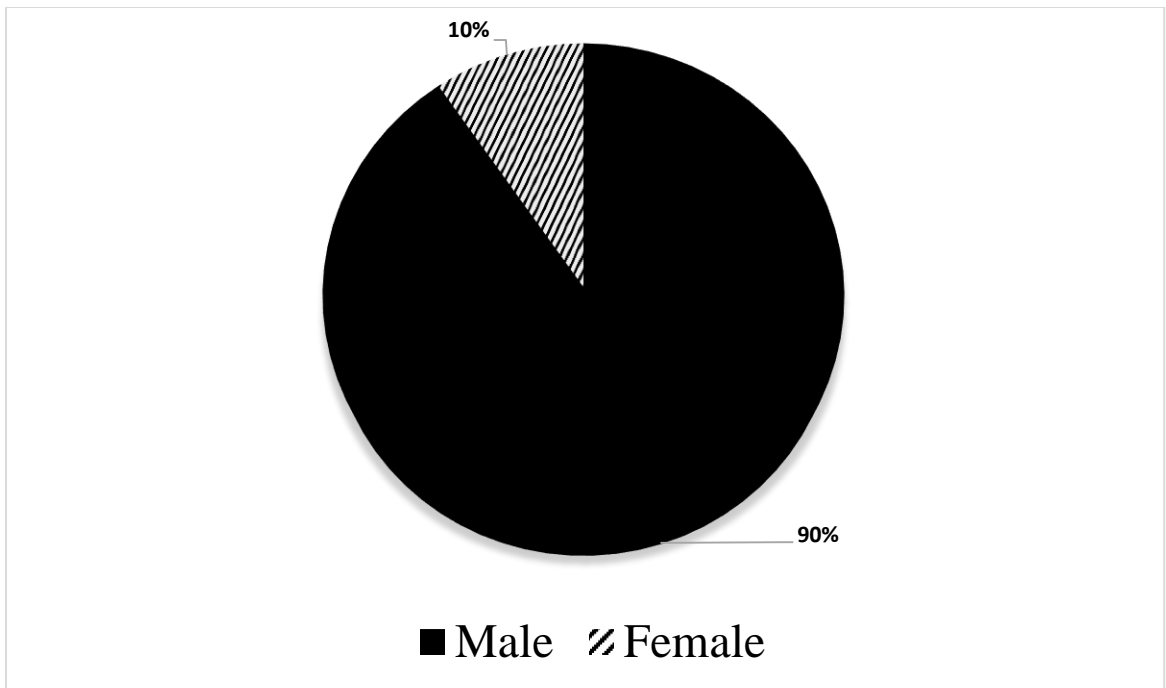


Figure 2. Sex based users

Data analysis shows that 68% of the users in a library are studying in bachelors' level. It is a hopeful result that bachelors' level students are using library in a digital era. It is a good thing that Dilliraman library has that potential to attract the youth in a library. But the library is also capable to provide the service to the researchers. Only 13% of researchers are using Dilliraman library though the library is very helpful for them in their research.

Table 8 Educational Level of users

| Educational Level | Frequency |
|--------------------------|------------------|
| School Level | 1 |
| +2 Level | 1 |
| Bachelors Level | 21 |
| Masters Level | 4 |
| Ph.D. Level | 4 |
| Total | 31 |

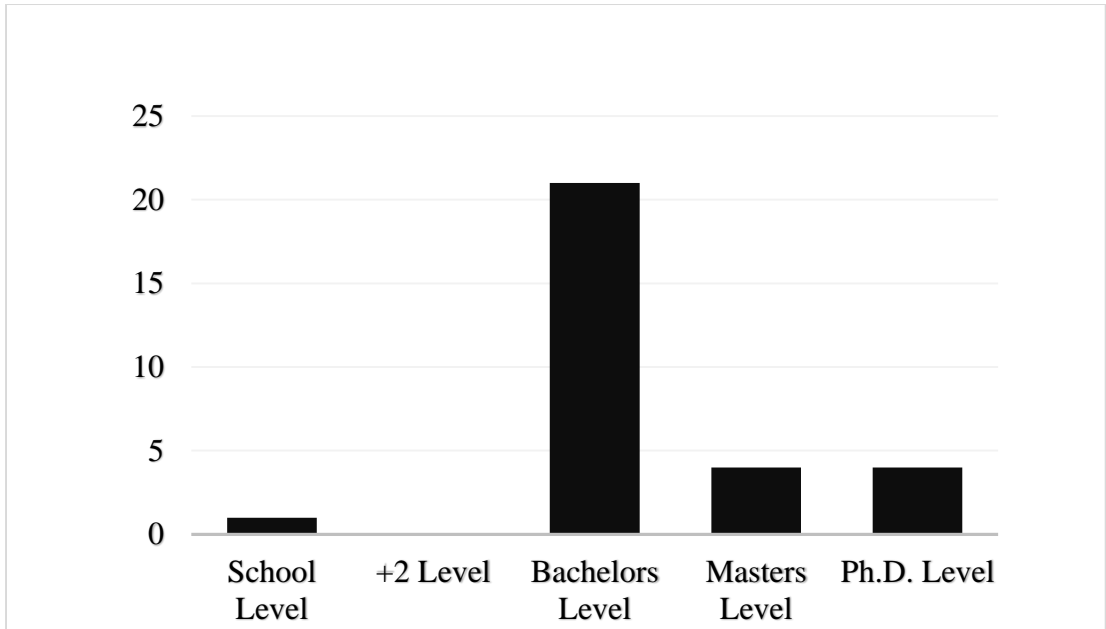


Figure 3. Educational level-based users

4.3 Visiting Frequency of Users

Data showed that, 48% of users weekly visited the library. While the second largest number of users i.e., 32% visited library on daily basis and 20% of the users visited the library for sometimes.

Data analysis shows that the number of weekly visitors is higher than the number of daily visitors. It means DKRML has less number of daily visitors. Users use the library during their free time and holidays. It is a common fact that users are busy in their own work. In addition, the inconvenience of the location and opening hour of the library has also deciding impacts for visiting library daily.

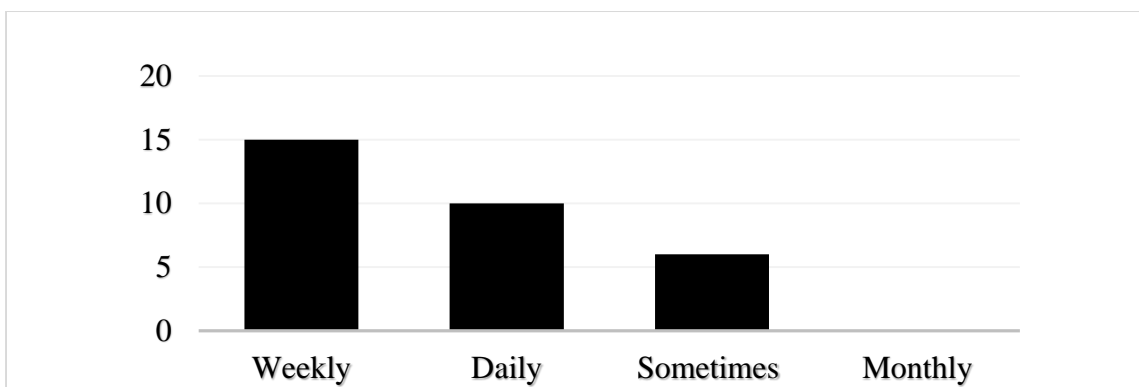


Figure 4. Visiting frequency of users

4.3.1 Resources Attract the Users

Data analysis showed that, the thing which had attracted the users to visit the library was library resources. 56% of users had chosen library resources as a reason to visit the library and rest of the users had chosen library services, library staffs, library building as a reason which attracts them to visit the library. Picture showing library resources of DKRML has kept in appendix.

Most of the library users are attracted in the library due to the resources available in the library which has impacted users in a positive way.

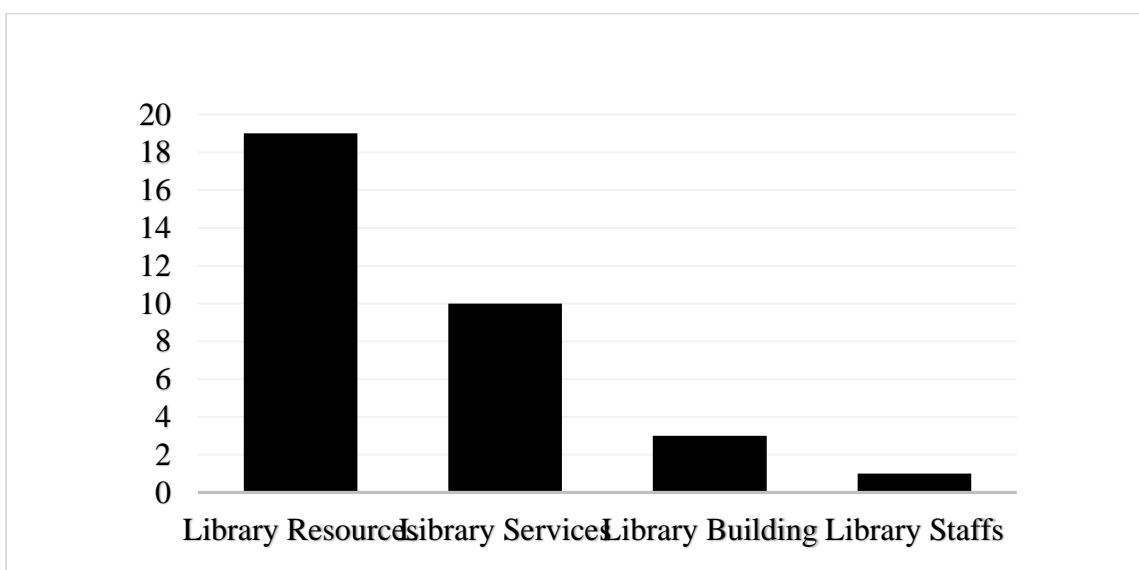


Figure 5. Reason to visit DKRML by users

4.3.2 Physical Location of the Library

Dilliraman library is located in Lazimpat, Kathmandu. This research tried to find out whether the location was convenient to the users or not. The location was convenient for 78% of library users due to the library were near from their house/office. 16% of library users had their private vehicles. For 3% of users, library was near from their School/College. Public vehicle was convenient for 3% of users. Due to these reasons, library location was convenient for those users who were using Dilliraman Library.

Data analysis shows that the reason for convenient of library location to the potential users. The location was not convenient for 44% of potential users. The location was convenient for 28% of potential users because they had their private vehicles. The location also convenient for 28% of respondents due to public vehicles was convenient for them.

The location of library is mostly convenient only for those users who live near to the library and who have their private vehicles. It means library location is not convenient for all users. Most of the potential users from Tribhuvan University want to visit the library but they are unable to visit the library due to its far distance of the library. It means library location is not convenient for all users even they live in Kathmandu Valley. Google map of DKRML has kept in appendix. As we know that library cannot change its location as according to its users so that the inconvenience with library location remains same. The reason for convenient location for users and potential users is shown in figure 6 and 7 respectively.

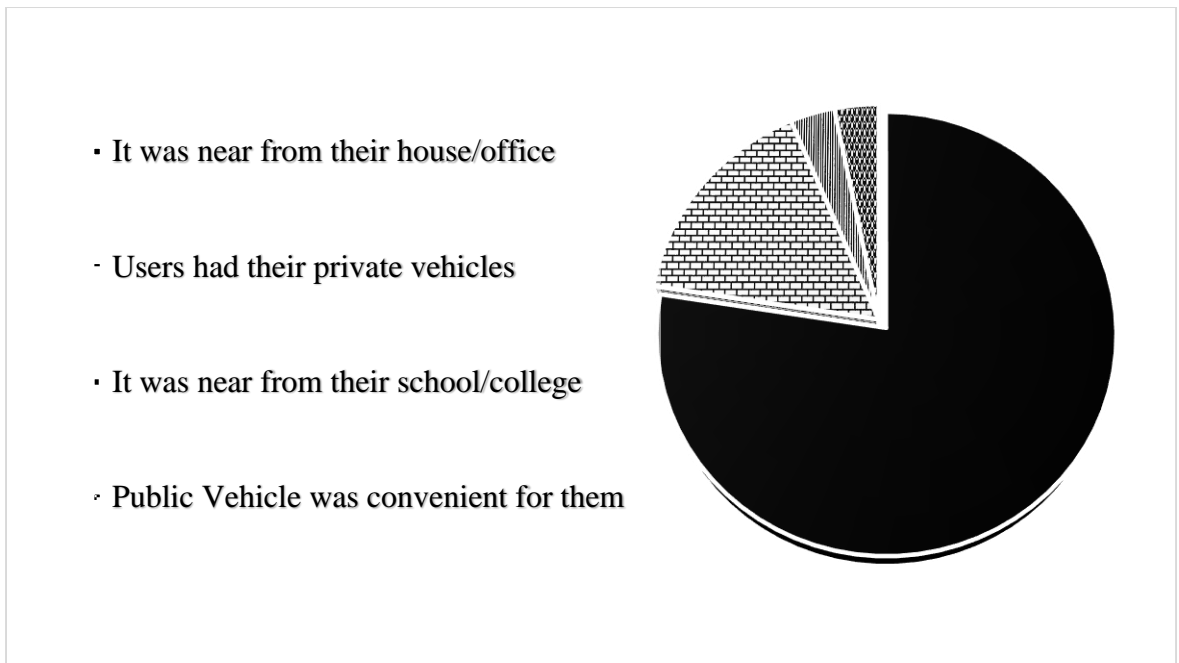


Figure 6. Reason for convenient location (users)

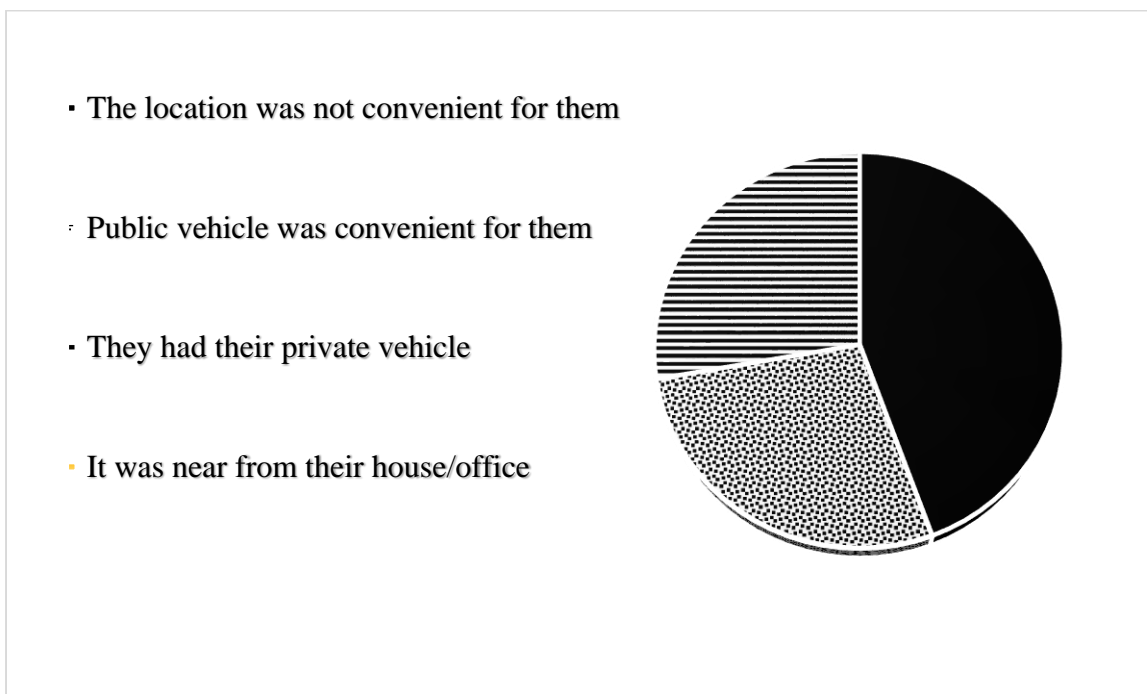


Figure 7. Reason for convenient location (potential users)

4.3.3 Opening Hour

Dilliraman library is a public library. Its opening time is same with other government offices. i.e.,10-5. The data analysis showed that the opening hour was convenient for 58% of user due to they used library in their free time, 26% of user had more leisure time. For 10% of users opening hour of library was not convenient and 6% of users used library on their holidays so the opening hour was convenient for them.

This research also tried to find out the convenient opening hour for potential users. The opening hour was convenient for 45% of potential users because they only use library in their free time. For 17% of potential users the opening hour was convenient because they only used library in their holidays. The opening hour was not convenient for 38% of potential users.

Data analysis shows that the opening hour of library is convenient for those users who have more leisure time, who only use library on their holidays. It means opening hour is convenient for only those users who use library in their free time otherwise opening hour is not convenient for all user. Opening hour would be convenient for all users if the library would increase its service in morning and evening shift. It also helps to increase the visitors in a library. The reason for convenient opening hours for users and potential users is shown in figure 8 and 9 respectively.

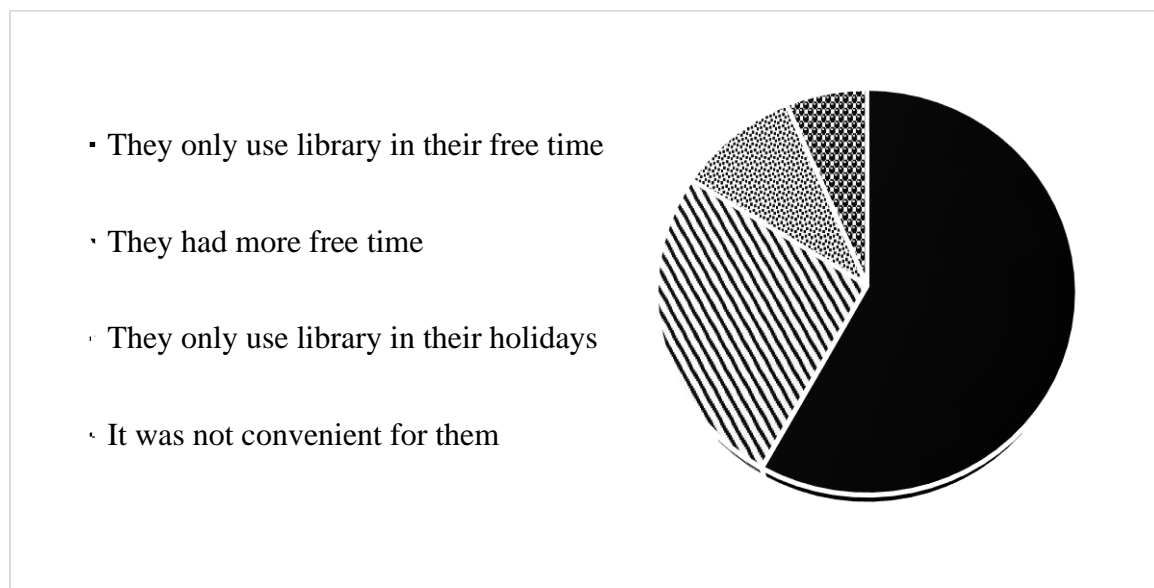


Figure 8. Reason for convenient opening hours for users

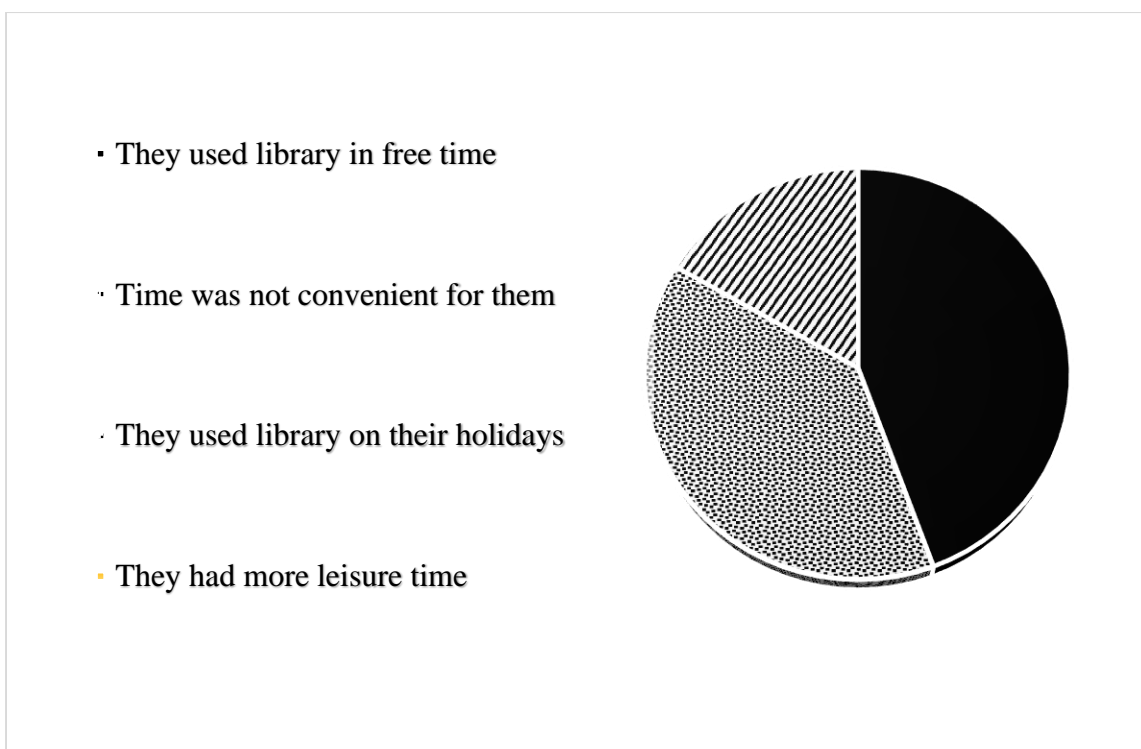


Figure 9. Reason for convenient opening hours for potential users

4.3.4 Relevancy of DKRML Collection/Resources

The data analysis showed that, the collection/resources of Dilliraman Library was relevant to 39% of users because it helped them to spend their leisure time meaningfully. For 32% of users, it was helpful for their research. It helped to solve their professional problems for 16% of user. Library collection was relevant for 13% of users only for reading newspapers.

The resources provided by DKRML is relevant to all users. It helps the user to spend their leisure time meaningfully, library resources help them in their research and also help them to solve their professional problems.

The collection of DKRML is also very relevant to the potential users of History Department & Political Science Department for their course study as well as in their research. But most of respondents of History Department and Political Science Department don't even recognize Dilliraman library. So, most of the potential users are far away from their relevant documents because they are unknown about Dilliraman Library.

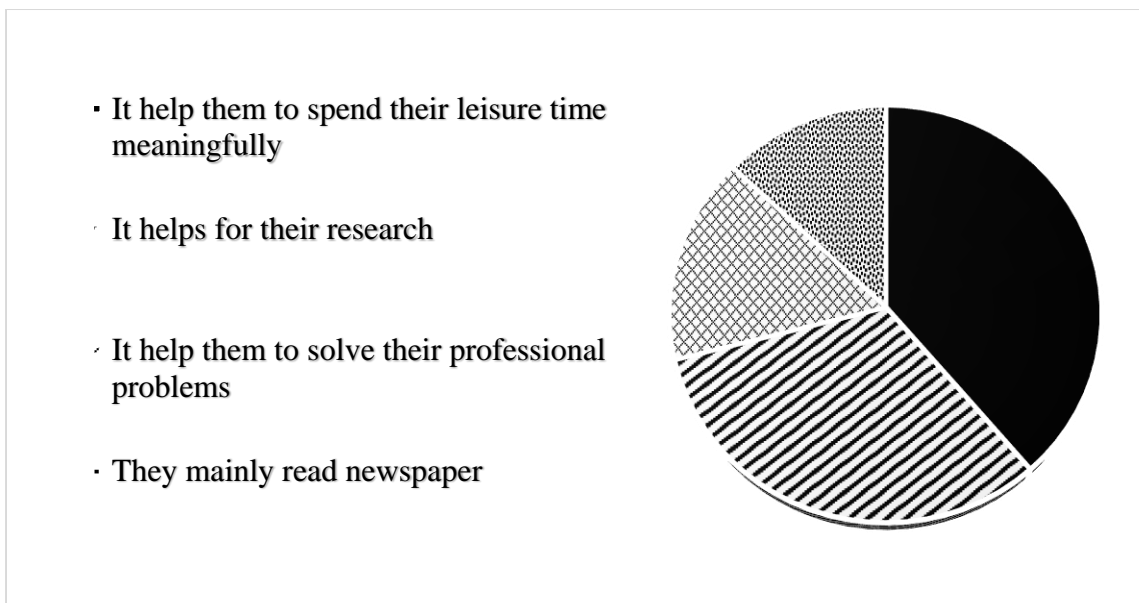


Figure 10. The reason for relevant resources to users

4.4 Library and Information Services

The data analysis showed that the reason why users were comfortable with the services of library staffs, 69% of users were comfortable with the services of library staff because library staffs were friendly and helpful, for 21% of users, library staffs were never got hesitate to answers their questions.6% of users were comfortable due to library staffs were experienced to meet their all requirements. 3% of users were not comfortable with the services of library staff.

The data is telling us that majority of library users are satisfied with the library services of library staffs. The friendly responses towards the users are liked by most of the users of a library. Due to the friendly behavior towards the users by library staffs, users are very comfortable with their services.

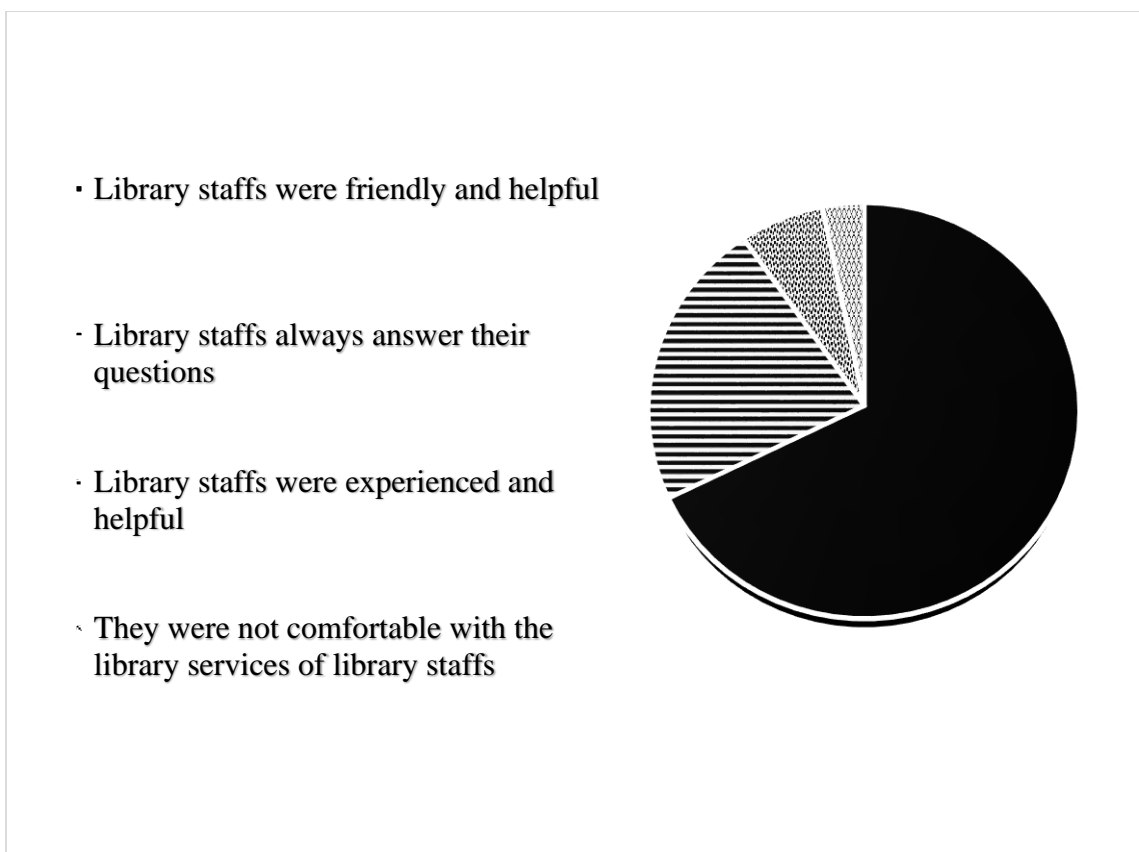


Figure 11. The reason for comfort with the services provided by a staff to users

Those services which users wanted to add or expand in a library, which will generally help them to get better service from a library in a future, 78% of users wanted warm and spacious places to be expanded in a library for better services. The users who wanted community meeting space and computer/internet services in a library were 19% and 9% respectively. None of the users wanted to expand children and teen activities in a library showed through the data analysis.

The reason for this data is because the users are mostly male and for them the child caring does not come as primary responsibility in compare to their profession and social responsibility. If the respondents would female, then the answer may vary to it.

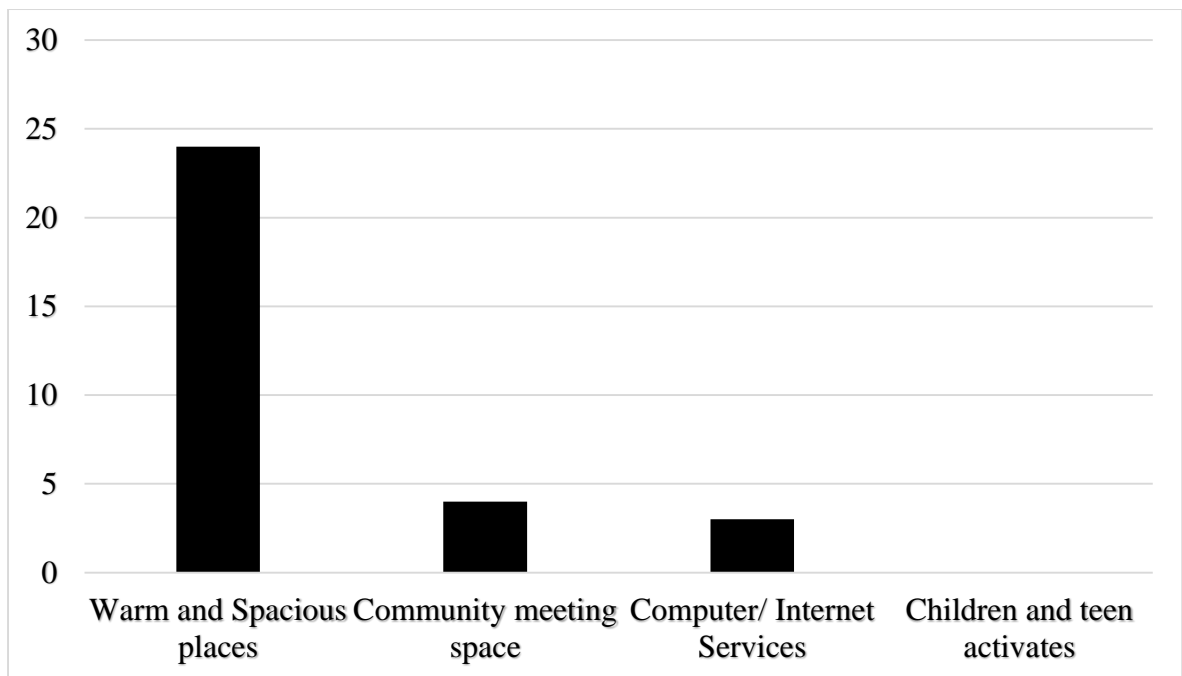


Figure 12. The services which users want to expand in a library for better services

4.5 Physical Environment of Library

According to interview with library staffs and board members, physical environment of Dilliraman Library isn't good enough to fulfill all the requirements of the users due to library do not have a modern library building. There is no proper space for reading, for keeping documents as well. Due to library's old building, it couldn't provide proper services to its users. McCabe and Kennedy (2003) pointed out that, a library building must be attractive and aesthetically pleasing to the eyes. Internally, it must be functional and current in the use of technology supporting services to its community.

New library building is very needed in a Dilliraman Library to provide better space. Because space attract the users as it makes significant positive impact on learning and discovery of new knowledge. Space is needed for reflection, research & study. Renovation of new library building in DKRML can resolve the space problem in a library and can provide proper space for users as well as library staffs.

Keeping in mind the perfect ambience of a modern library Dilliraman Library provides different physical facilities such as washroom & pure drinking water, photocopy facilities and lighting/ventilation/furniture seating arrangement. But there was no

availability of digital copies. There are more historic documents in a Dilliraman Library, which are in a book form and there is a limited number of library staffs who are friendly with library software that's why DKRML is unable to provide digital copies in a library.

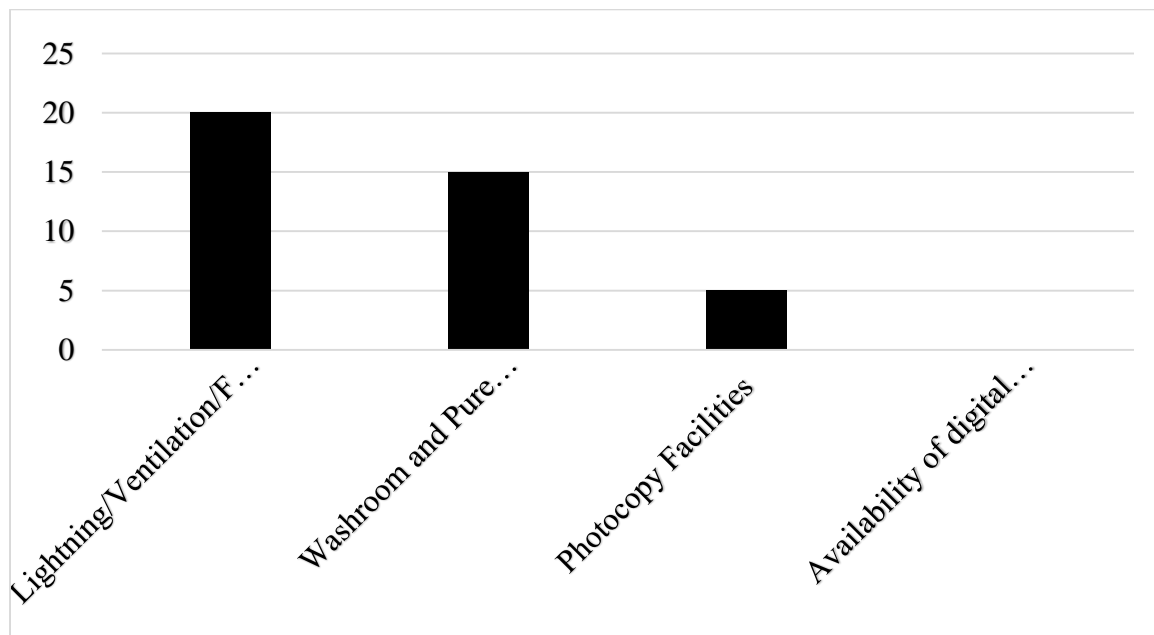


Figure 13. Physical facilities fulfilled by DKKRML

4.6 Internet Accessibility Attracted Users

Dilliraman library has provided free Wi-Fi services to its users in their service hour from very long time. Users used internet service in a library for various purposes. 75% of the users used internet services in a library for their academic purpose. 6% and 3% of users used internet service for their personal work and for entertainment respectively. 16% of users didn't use internet service in a library.

Most of the users are using internet service for their academic purpose. It means internet accessibility helps the users to solve their academic problems easily. It also indicates that users are using digital resources in their academic purpose. The trend of using digital resources in a library is increasing day by day. It means internet accessibility in a library is being important reason in the present context and should provide good internet access to the users in a library. For the academic use, internet accessibility has been one of the basic requirements for students and teachers.

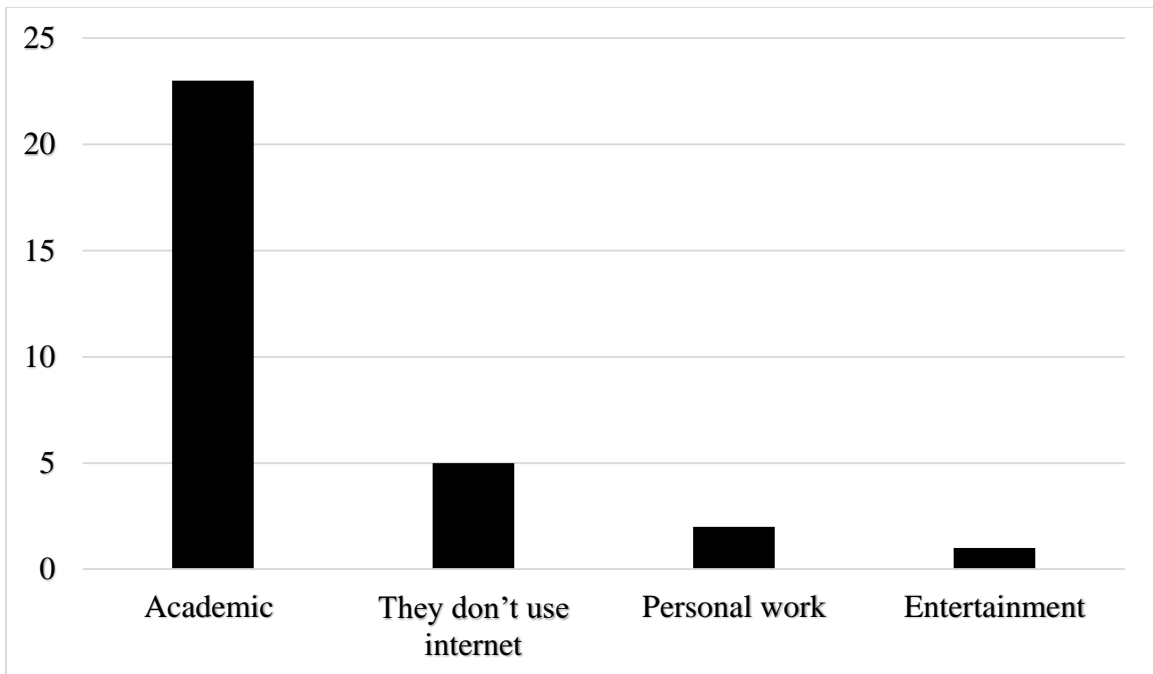


Figure 14. Purpose to use internet service in a library

There were various areas where users want to see technology to be improved in a Dilliraman library. Around 34% of users wanted faster internet access in a library. 28% of users wanted remote access in the library, so that they can easily access any document from anywhere. 22% of users wanted online databases and 16% of users wanted more computer in a library.

They want to see above areas to be improving in a library, because they want to save their precious time and they want to find out the solutions for their problems promptly and easily through internet service.

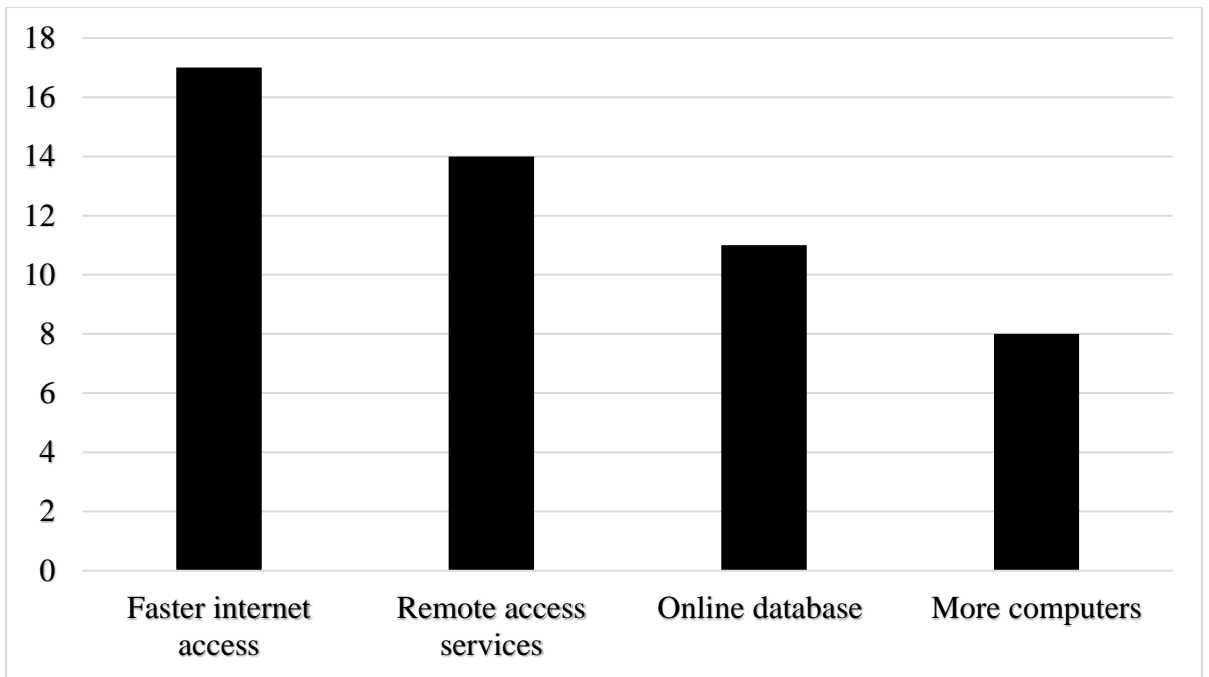


Figure 15. The areas where users want to see technology improve

4.7 Social Programs Impacting Users in a Positive Way

Dilliraman Library conduct different programs to its users. Which help its user to get more knowledge through library. The impact while attending different programs conducted by DKRML, for 68% of users, it helped to enhance their knowledge. 3% of users got an exposure with various important persons, 19% of users realized the significance of the library resources through these programs. 10% of users got an opportunity to be socially recognized by attending different activities in a library.

Various programs are conducted by a library through which users can enhance their knowledge while attending such programs and it also help to fill the gap between users and library. For example, Talk Programs, Book Exhibition Programs, Blood Donation Programs etc.

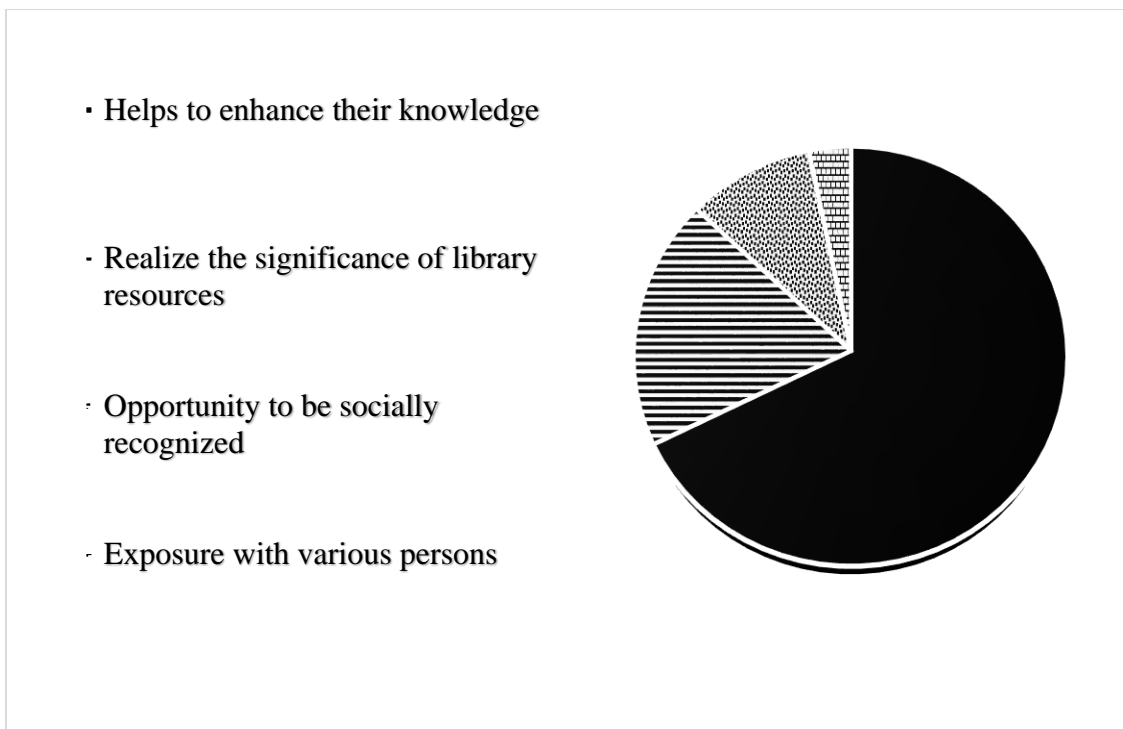


Figure 16. The impacts for users while attending different programs conducted by DKRML

4.8 Publicity of Library

According to interview with library staffs, Dilliraman Library publicize the library through websites, it organizes different types of programs (weekly/monthly), organize national and international peace award functions once in a year, press release, publishes annual document about library activities, through brochure. These are the activities done in a library for a publicity. Official Facebook page of DKRML has kept in appendix.

The data analysis showed that the medium through which users knew about Dilliraman Library. 62% of users knew about library through public information provided by a library. It means publicity of library has actively contributed attracting the users towards the library. Rest of 38% of users knew about library through their relatives, family and friends.

Data analysis is telling us that most of the users know about Dilliraman library through public information. It means somehow publicity of library is doing a good job to attract the users towards the library.

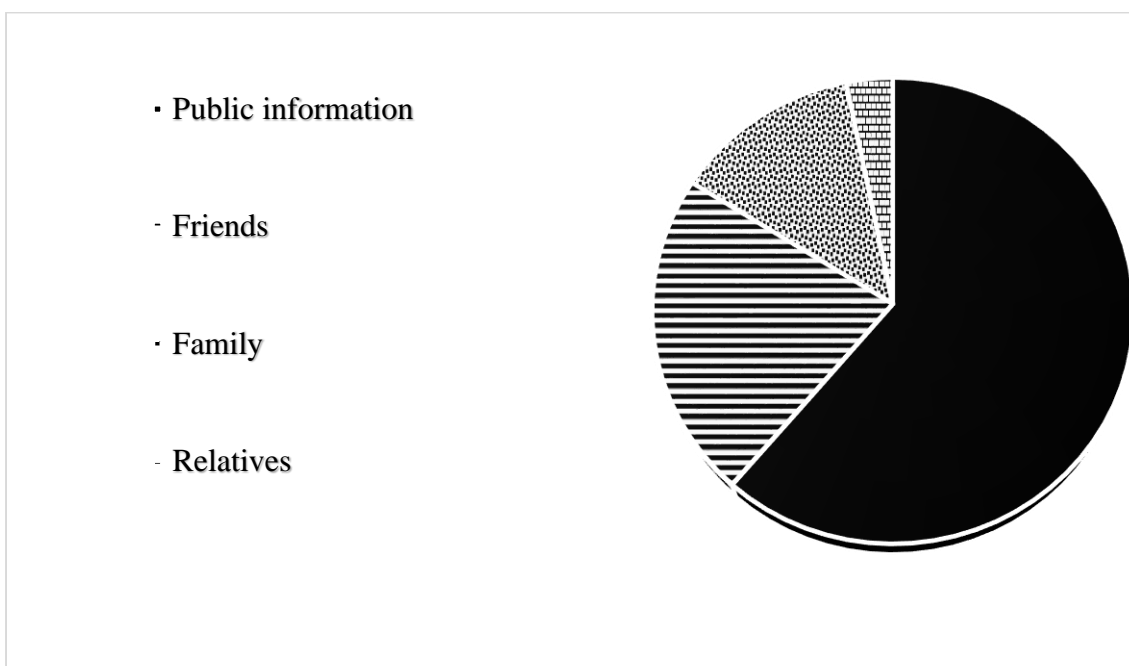


Figure 17. The medium through which users knew about DKRML

4.8.1 Potential Users are Unknown about DKRML

Most of the potential users didn't know about Dilliraman Library so that maximum numbers of potential users (potential users of History and Political Science Department, Tribhuvan University) gave this reason for not using Dilliraman Library because they were unknown about DKRML. 78% of potential users didn't know about Dilliraman Library. 22% of potential users didn't use library till today due to location and opening hour was not convenient for them.

Data analysis shows that the publicity of library is not sufficient to attract more numbers of potential users. Most of the potential users doesn't know about Dilliraman library because DKRML publicize the library in a constantly same way. The means of publicity needed be broadened as per circumstances and demand of time to add more potential users in a library.

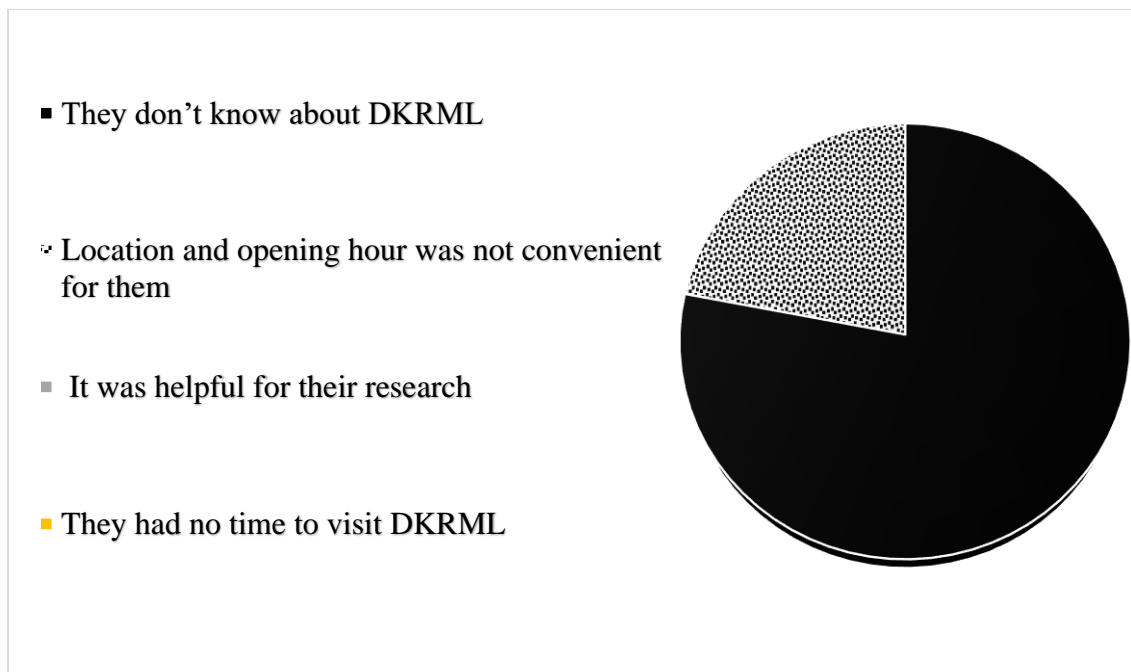


Figure 18. The reasons for not using DKRML by potential users

4.9 Conclusion of the Study

Dilliraman library is able to attract a greater number of youths in a library in digital era, who are mostly studying in bachelors' level. It gives hope that the library is being valuable place for the future generation for the society and almightily for the country. Due to free internet service provided by a library, users are able to use digital resources in a library for their academic purpose, library gives permission to the users to use their own documents in a library to study. Users are satisfied with the services of library staffs due to their friendly behavior towards them. Library also have relevant library resources for potential users, which would help the potential users in their research as well as in their course study. There are so many good qualities in Dilliraman Library but it doesn't mean that Dilliraman Library doesn't have any problem. It has many problems as well.

The major thing I noticed in Dilliraman Library is a space problem. The first and foremost thing that Dilliraman Library should think about the renovation of new library building as soon as possible. Then only it will help to reduce space problem in a library. Users as well as staffs are facing space problem in a library. Due to less space, users are not getting better reading space and staffs are also unable to provide better services

in a library. Resources available in a library needs to update as according to the need of the users. Most of the users does not found their related documents in a library. Users also have an issue with the location and opening hour of the library. The problem arises due to location of library still remains same because library can't change the location as according to the users need but the problems arises due to opening hour of the library can be resolved. Library can add morning and evening shift services so that the users who are unable to use library in a regular schedule will be able to use the library in that shift. Directly or indirectly publicity of library also affects the users to visit the library. Dilliraman library publicize the library in a constantly same method i.e., through websites and different programs, which aimed to attract a greater number of potential users could know about this library. My study found such publicizing activities has limited impacts on potential users, hence the publicity is needed to be changed per circumstance and demand of time to attract more potential users towards the library. Due to facing various problems in a library, users are still using DKRML, if library can resolve all above-mentioned problems and provide better services to the users as according to their need then the frequency of visitors will surely increase in a better ratio.

REFERENCES

- Aslam, S., & Sonker, S. K. (2018). "Perceptions and expectations of public library users in Lucknow (India) . *Library Philosophy and Practice (e-journal)*.
- Griffiths, J.-M., & King, D. W. (2008). *Interconnection: The IMLS national study on the use of libraries, museums and the internet: Museum survey result*
Retrieved from
<https://www.informalscience.org/sites/default/files/IMLSMusRpt20080312kj m.pdf>
- McCabe, G., & Kennedy, J. R. (2003). *Planning the modern public library building*. London: Libraries Unlimited.

CHAPTER 5

SUMMARY, FINDINGS, CONCLUSIONS AND RECOMMENDATIONS

5.1 Summary

Public library plays a key role in creating literate environments and promote literacy by offering relevant and attractive reading material for all member of society. Public libraries will be nodes connecting the local learning setting with the global resources of information and knowledge. They assure equality of access for all citizens. They take the knowledge of a past and present and lay it down for the future. But all these implications are possible only when the public libraries could attract more and more users. For this reason, this study focused on users.

This research was carried out in order to examine the users' status and potential users of Dilliraman Kalyani Regmi Memorial Library. This research attempted to explore visiting frequency of users, their information need, qualities of library services and facilities and potential users related issues through qualitative as well as quantitative methods.

This study was conducted among the users of DKRML as well as respondents of History and Political Science Departments of Tribhuvan University, who are more relevant users for the collection of DKRML. 31 library users and 18 potential users of History and Political Science Department filled up the questionnaire that comprised close-ended questions. Whole library staffs (4 staffs) of DKRML were interviewed face-to-face and phone interviews were done with one board member and one government officer of Ministry of Education.

5.2 Findings

From the interpretation and analysis of the data derived from the study of Dilliraman Library, the following findings have been documented:

- Users are comfortable with the services of library staffs due to their friendly behavior towards them.
- 75% of users uses internet service in a library for their academic purpose. It indicates that users are using digital resources in their academic purpose.
- 55% of users uses periodical section in a library as compared to other sections (reading section, children sections, reference section) of a library.
- Library users as well as library staff are facing space problem in a library due to its old library building.
- Library resources are less updated so it rarely met the information need of the users.
- Finding shows that mostly youth visits the library as compared to other age group among them 90% of users are male users & those users belongs to bachelor's level.
- 48% of user weekly visit the library, 32% of user daily visits the library and 20% of users sometimes visits the library, it means there is less number of regular users in DKRML.
- Library location is convenient only for those users who lived near the library. Otherwise, the library location is not convenient for other users.
- Library opening hour is not convenient for all users. It is mostly convenient for those users who have more leisure time in the common working time of Nepal.
- 75% of the users used internet services in a library for their academic purpose.
- DKRML has more number of collections related to social science.
- DKRML has the most relevant documents for potential user, who belong to social science discipline, however DKRML publicize the library in a constantly same method i.e., through websites and different programs which are not sufficient, so most of the potential users are unknown about the Dilliraman Library.

5.3 Conclusions

Dilliraman Kalyani Regmi Memorial Library is a public library which plays a significant role in users' lives as a source of accessing information and place of knowledge creation. The context of its establishment has social motives. Dilliraman Regmi himself was a prominent scholar and politician in Nepal. His contribution had definitely aimed to serve the society and people. So, it is really worth to evaluate how well the aim of the library is being met through users' participation in the library. Therefore, my study made an effort to research the users' experiences in the library. The major problem faced by library users in the library is space problem, renovation of new library building is needed to solve the space problem in a library. It is necessary to update library resources and services as per requirements of users.

It is the 'silver line around black cloud' that the most of the users in DKRML are youth. For instance, the youth participation indicated the growing reading culture cultivated on youth and DKRML gave support for them. However, as a public library, it should attract all age groups of users in a library. The study found some variables which are affecting the users i.e., library location, its opening hour is not convenient for users from different walks of life. Library can add morning and evening shift services except its regular library service to overcome this problem.

The library collections are very useful and relevant for the users of history and political science for their research as well as for their course study. They could have large chances of being future users of the library. However, the most of the potential users were still unknown about this library due to lack of publicity. DKRML was publicizing library in a constantly same way. The way of publicity is needed to be changed as per the circumstance and demand of time to attract more potential users in a library.

Despite all these, the overall status of users and potential users of Dilliraman Library is not good enough. Library is not able to meet all the requirements of users. Library should concentrate on above mentioned problems and it should try to resolve such problems in a better way to improve the status of user.

5.4 Recommendations

Users are facing so many problems in Dilliraman Library. To tackle the major problems of users, library should initiate some steps. Which are as follows:

- Users are facing space problem in a Library so the new library should be built as soon as possible to reduce space problem in a library.
- Users rarely fulfilled their information needs in a library through the collection, to meet their information need; library should update library resources as according to the need of the users. There must be some mechanism to retrieve the information need of users in regular manner.
- DKRML has more number of collections related with social science, so library should transform as research center of social science. This transformation would help to attract more users.
- The opening hours should be increased; morning and evening shift services should be added if possible.
- The number of library staffs should be increased so that library can add more library services to its users such as issuing service.
- It is recommended that the collection of the library should be sufficient to change the potential users into habitual users.
- The way of publicity needs to be changed as per circumstance and demand of time to attract more potential users in a library.
- Library should provide high speed internet facility to the users.
- To keep abreast of the latest information, document should be updated and weed out.
- Library should provide library orientation to the new users about library facilities, rules and regulations as well as available sources in a library.

APPENDIX-I

Information about Dilliraman Regmi

Dr. Dilliraman Regmi was born in 1970 B.S. He has remarked as a multi- dimensional person in the political history of Nepal. He is the pioneer Nepalese historian, a staunch democrat, dedicated in work and conviction, firm decision maker and finally a philanthropic man, who has always remembered by the nation. Throughout his life, he always stood in favor of people's right and played the role of a watchdog in a contemporary politics and aptly called Guardian of democracy. Dilliraman Regmi was basically an economist but he switched over to the history which was not his field of study. One of the main reasons, which we could simply assume, is that he was a politically motivated person and his involvement in the politics gradually dragged him towards a big political campaign against existing rule. (Foundation, 2009)

His writings on different disciplines make him multi- dimensional personality. He was also a proficient literary person. He wrote about 25 poems when he was young. Dr. Dilliraman was also an agile critic. His quality of criticism can be seen in his singular critical review on Nepali language and literature published so far. He had written a few articles critically reviewing the existing situations of Nepali language, literature up to the 1940s, which were firstly published in Hindi magazines (Hansa and others) in installments, entitled- Nepali Bhasha Aur Uska Sahitya, and later those stories were compiled in a single volume and published by the Nepali Rastriya Congress in 1948 (Regmi, 1948)

According to Bhatta (2060), Dr. Dilliraman Regmi has been criticized as an unsuccessful politician, controversial academician and individualistic personality, his role as a key politician in advising and encouraging various pro democratic leaders in connection with the restoration and strengthening of democracy in the country cannot be undermined without reason.

REFERENCES

- Bhatta, G. (2060). *Dr. Diliraman Regmi smriti grantha* (S. s. Pradhan, R. c. Neupane, N. Sharma, & C. b. Kunwar Eds.). Kathmandu: Dr. Dilliraman Regmi Trust.
- Foundation, P. D. D. R. R. (2009). *Dr. Dilli Raman Regmi : Political activities in a decade (1941-1951)*. Prop. Dr. Dilli Raman Regmi Foundation.
- Regmi, D. r. (1948). *Nepali bhasha aur uska sahitya*. Kashi: Nepali Rastriya Congress.

APPENDIX-II

Library Resources of DKRML

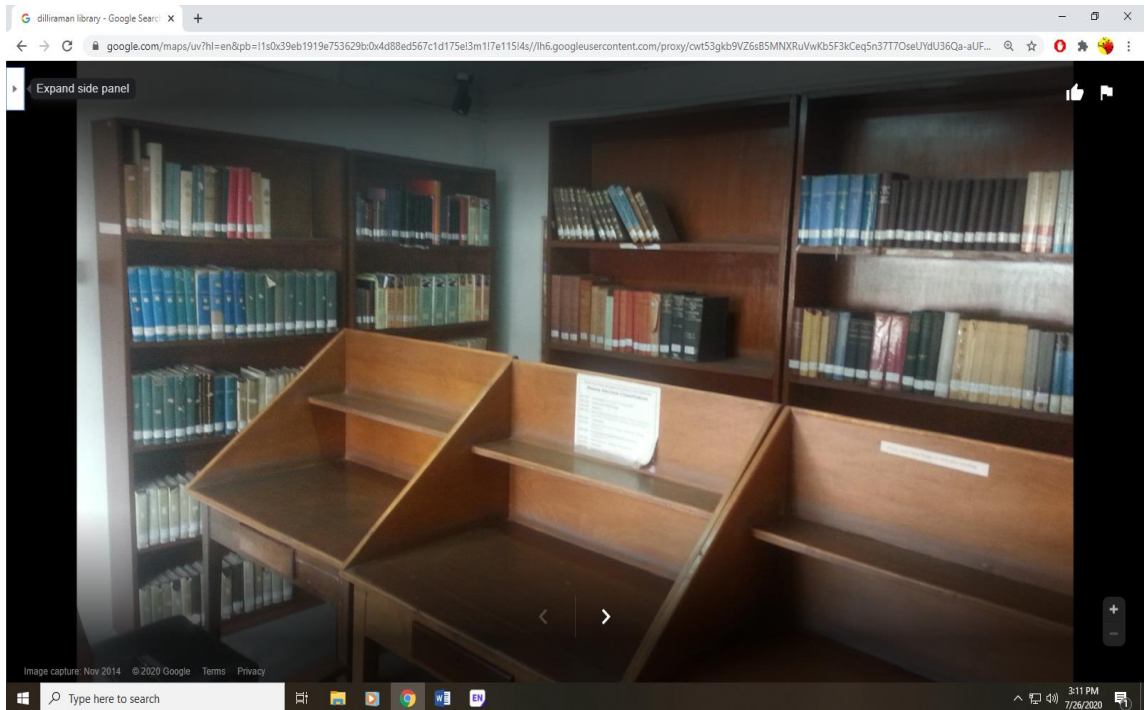


Figure 19. Library resources of DKRML

APPENDIX-III

Google Map of DKRML

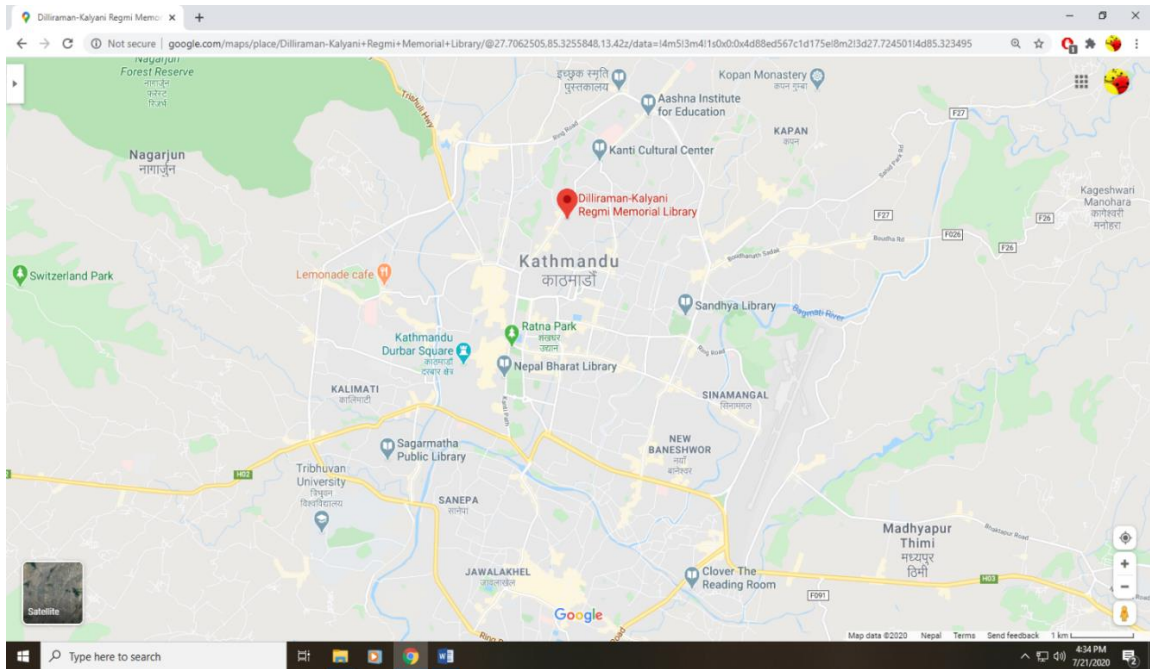


Figure 20. Google map of DKRML

APPEDIX IV

Official Facebook Page of DKRML

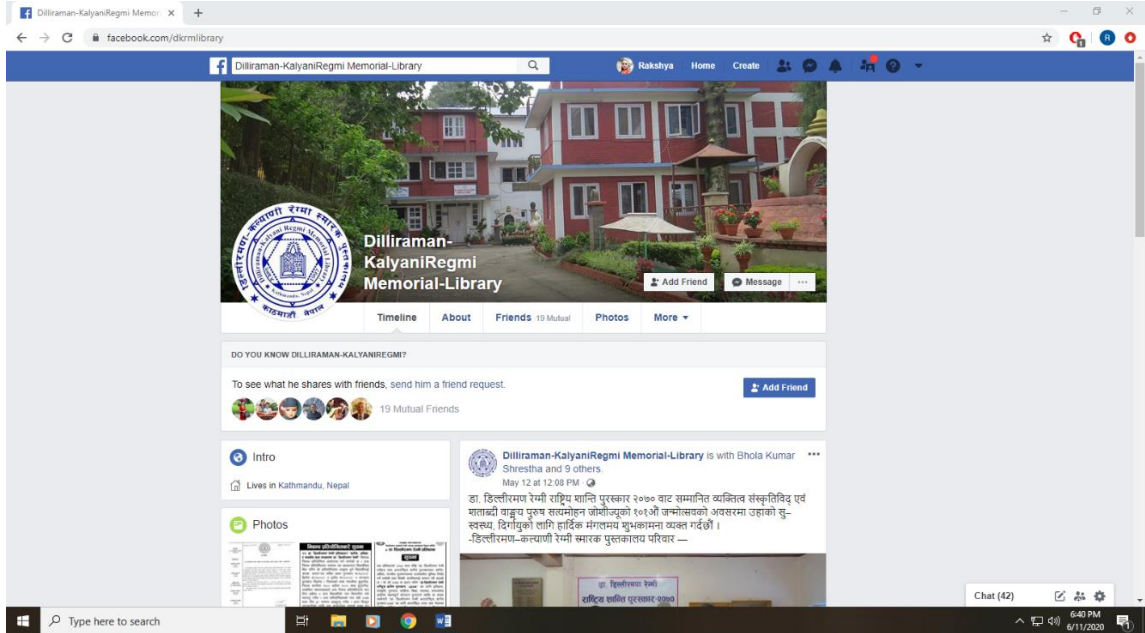


Figure 21. Official Facebook page of DKRML

APPENDIX-V

Questionnaire for Library Users

Dear users,

I am a master level student of Library and Information Science from Tribhuvan University. For the partial fulfillment of my academic purpose, I am conducting a research related with DKRML, entitled with “**User’s status and Potential User of Dilliraman Kalyani Regmi Memorial Library**”. The main objectives of this study are to analyze the user status of Dilliraman Library. 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.

1. Personal information:

Name:

Age:

Address:

Education:

Sex:

Status:

2. Why is the library location convenient for you?

- It is near from my house/office.
- It is near from my school/college.
- I have a private vehicle.
- Public vehicle is convenient for me.

3. Why the library opening hour is convenient for you?

- I only use library in a free time.
- It is not convenient for me.
- I only use library on my holidays.
- I have more leisure time.

4. Why the library's regular schedule of program is convenient for you?

- I only use library in a free time
- It is not convenient for me.
- I only use library on my holidays.
- I have more leisure time.

5. How do you know about this library?

- Through relatives
- Through family
- Through friends
- Through public information

6. How often do you visit library?

- Daily
- Weekly
- Monthly
- Sometimes

7. Which thing attracts you to visit the library?

- Library sources
- Library services
- Library staffs
- Library buildings

8. How long have you been using this library?

Less than a month

More than 1 year

Less than 5 years

More than 5 years

9. Why are you comfortable with the services of library staff while using the library?

The library staffs are friendly and helpful.

The library staffs are experienced and well trained to meet all my requirements.

The library staffs never get hesitate to answer my questions.

I am not comfortable with services of the library staff.

10. Which of the following services would you like to see expanded for better service?

Warm and spacious place

Computer/internet service

Community meeting space

Children & teen activities.

11. Keeping in mind the perfect ambience for a modern library. Which physical facilities does DKRML fulfill (multiple choice question)

Lighting/ventilation/furniture seating arrangement.

Photocopy facilities

Availability of digital copies

Washroom & Pure drinking water.

12. The reason why do you use library resources?

- It helps me to spend my leisure time meaningfully.
- It helps for my research.
- I mainly read newspaper.
- It helps to solve my professional problems

13. Which library services do you mostly use in a library? (multiple choice question)

- Issuing library books
- Bibliographic information of the library
- Newspaper reading, attending programs etc.
- Internet service

14. Do you usually find the books and other materials that you are looking for in the library?

- Always find
- Sometimes find
- Rarely find
- Never find

15. What is the impact for you while attending different programs conducted by DKRML?

- I got an exposure with various important persons.
- It helps to enhance my knowledge.
- It makes me realize the significance of the library resources
- I got an opportunity to be socially recognized.

16. For what purpose do you use internet service in the library?

For academic work

For personal work

For entertainment

I don't use internet

17. Mark all the areas in which you would like to see technology improve.

Availability of more computers

Faster internet access

Facility for remote access to the library services

Availability of online database

18. Please state different areas in which do you think the library can improve.

User oriented services

Updated resources

More number of comfortable tables

Publicity of library

APENDIX-VI

Questionnaire for Respondents of History and Political Science Department

Dear respondents,

I am a master level student of Library and Information Science from Tribhuvan University. For the partial fulfillment of my academic purpose, I am conducting a research related with DKRML, entitled with “**User’s status and potential user of Dilliraman Kalyani Regmi Memorial Library**”. The main objectives of this study are to analyze the user status of Dilliraman Library and potential users of Dilliraman Library. 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.

1. Personal information:

Name (optional):

Age:

Education:

Department:

Sex:

Job status:

2. Do you know about Dilliraman Kalyani Regmi Memorial Library?

Yes

No

3. Dilliraman Kalyani Regmi Memorial Library has huge collection related to history and politics. Why are you interested to visit DKRML?

It is helpful for my research.

It is helpful for my course study.

It is helpful for my research and course study.

I am not interested to visit DKRML.

4. Dilliraman Library is a public library. It runs as according to other government offices i.e., 10-5, why the library opening hour is convenient for you?

I only use library in a free time

I only use library on my holidays.

I have more leisure time.

The time is not convenient for me.

5. Dilliraman Library is located in Lazimpat, Kathmandu. Why the location is convenient for you?

It is near from my house/office.

I have a private vehicle.

Public vehicle is convenient for me.

The location is not convenient for me.

6. How is your visiting status of Dilliraman Library?

I have visited once.

I have visited many times.

I never have visited Dilliraman Library.

I will visit Dilliraman Library.

7. The reason why doesn't you use Dilliraman Library till today?

It is not helpful for my research.

I have no more time to visit Dilliraman Library.

Location and opening hour are not convenient for me.

I don't know about Dilliraman library.

APENDIX-VII

Interview Questions for Library Staffs

1. Personal information:
Name:
Age:
Sex:
Post:
2. How Many years/months do you have worked on this library?
3. On daily basis, minimum/maximum how many users visit the library?
4. What type of documents users mostly search in the library?
5. Which section of library does a user use mostly?
6. Which age group of users mostly visits the library?
7. Does a user suggest/request the library to buy a document?
8. Does a user easily find out the document or they take your suggestion/guidelines to find out the documents?
9. What type of facilities does library serve to the users?
10. How do you advertise (disseminate) library information about library?
11. What are the criteria (users request/ administration/ board member) of acquiring new document in the library?

APENDIX-VIII

Interview Questions for Board Members

1. How do you feel about library services provided by library staffs? Are you satisfied with the services of library staffs and which services you want to add in a current situation?
2. Does library run the programs as according to the decision of board. How library management done in a library?
3. Which field of the library do you think needs to be changed very soon?
4. Do you think library is able to fulfill all the requirements of the users?
5. Do you think about any programs oriented to the users? If yes, then what kind of program?
6. What do you think about compatibility of location and library building for users?
7. What do you think the reasons (location/ resources/ services/ less publicity/ physical structure) behind fewer users in DKRML?
8. What do you think about future development of library?

APPENDIX-IX

Interview questions for Government Officer of Ministry of Education

1. Why governments provide financial support to public libraries?
2. What do you think; public libraries are contributing sufficiently to the society as much they are financially supported by the government?
3. What do you think, why there is less number of users in DKRML?

APPENDIX-X

INSTITUTIONAL PROFILE

Dilliraman Kalyani Regmi Memorial Library

Dilliraman Kalyani Regmi Memorial Library was established by Dilliraman Regmi. In starting phase, it was a private library of Dilliraman Regmi. Then, in 2037 B.S., he had handed over his private library to the government providing all rights to the government after his death. In 2060 B.S., it was opened for public now it is a public library and has collected more than 35000 documents. It is situated in Lazimpat, Kathmandu.

Dilliraman Regmi was a scholar, iconic, political figure and historian of Nepal. so that he had collected more number of collections related with his interest. i.e. history and politics. DKRML is established to serve maximum number of users and to spread knowledge in a society. DKRML has been passed four decades in the library services. Every members of a society can use DKRML without any discrimination and cost. It provides services from Sunday to Friday except public holidays in between 10am to 5pm. Every individual can use this library in their service hour but there is no provision of issuing documents so users are not able to bring a document in a home from a library. DKRML provides different types of services to its users. Such as reading room facility, children's service, photocopy service, internet service, reference service etc.

APPENDIX-XI

CHARACTER VITAE

NAME: RAKSHYA KHADKA

E-mail: rakshyakhadka49@gmail.com

PERSONAL VITAE

Date of Birth : 24th august, 1994
Address : kirtipur-5, Kathmandu, Nepal
Languages : Nepali, English, Hindi
Father's Name : Hari Kumar Khadka
Mother's Name : Mana Khadka

EDUCATIONAL QUALIFICATIONS

| Level | Institution/University | Month/ Year of Passing | Division |
|-------------------------|------------------------|------------------------------|----------|
| SLC (10 th) | Government of Nepal | 2065 | 1st |
| +2 Level | HSEB | 2068 | 2nd |
| B.Sc. | Tribhuvan University | 2071 | 2nd |
| M.LI. Sc. | Tribhuvan University | 2076 | Dist. |

SOFTWARE EXPERTISE

Microsoft Office Word
Microsoft Office Excel
Microsoft Office PowerPoint
Internet