

**A STUDY ON REFERENCE SERVICES SYSTEMS OF
ACADEMIC LIBRARIES IN CHITWAN**

**A Thesis Submitted to the
Central Department of Library and Information Science
Tribhuvan University, in Partial Fulfillment of the Requirements
For the Degree of Master of Arts in Library and Information Science**

**Submitted by
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Kirtipur, Kathmandu
Decemeber, 2019**

DECLARATION

I declare that this thesis has been prepared entirely by me. It has not been submitted for any other degree or professional qualification. The data, analysis and experimental work are almost solely my own work. Due reference has been provided on all supporting literatures and resources wherever required. I am aware of and understand the university's policy on plagiarism.

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Submitted Date : December, 2019

LETTER OF RECOMMENDATION

This is to certify that Pabitra K.C. has prepared this thesis entitled "**A Study on Reference Services Systems of Academic Libraries in Chitwan**", under my supervision and guidance. I recommend this thesis for final approval and acceptance.

Date

.....

Nira Manandhar
Thesis Supervisor

LETTER OF ACCEPTANCE

The thesis entitled "**A Study on Reference Services Systems of Academic Libraries in Chitwan**" has been prepared and submitted by Pabitra K.C. Gupta in partial fulfillment of the requirements for the Master's Degree in Library and Information Science is hereby accepted and approved.

Approval Committee

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Ms. Nira Manandhar
(Head of Department/
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(External Examiner)

Date:

ACKNOWLEDGEMENTS

First of all I would like to express my sincere gratitude to my respectable teacher and supervisor, Ms. Nira Manandhar who shared every stage of the preparation for the accomplishment of this thesis in spite of her hectic schedule. I have an intellectual debt to my supervisor for her continuous supervision and guidance that inspired me to carry on this work with motivation, conviction and proper vision.

The words which I have tried to write cannot resemble my inner opinion and gratefulness towards my Gurus who always were in my right side during my study and even in the process of being a graduate of Central Department of Library and Information Science.

I am grateful to all the respectable faculties of the Central Department of Library and Information Science, Dr. Madhusudan Karki, Dr. Mohan Pradhan, Mr Yagya Raj Bhatta and my Head of the Department of Mr Bhimdhoj Shrestha for their help to understand the subtle knowledge of library science during my study period and guidance a various periods of this art. I would like to remember Mr, Rabi Maharjan, Mr Sushil Yadav and Mina khadka for their continuous support as the supporting staff of the Department. I am really kind with my colleagues who were role model and synonyms of togetherness while I was in need and made my years wonderful during the days in Department.

Finally, I would like to express my gratitude to my eternal friends, my husband for member my first listener of every word, my daughter Aabhashree, for her togethness.

Pabitra K.C.

ABSTRACT

This thesis entitled "**A Study on Reference Services Systems of Academic Libraries in Chitwan**" has been carried out to fulfill the partial requirements for the degree of Master in Library and Information science. The main objective of this study is to examine and analyze the present existing situation, condition and other services of library and their management for effective organization,. The required data and informative have been obtained from the primary sources and secondary sources with the help of semi structured questionnaire for three campuses libraries were selected in the Chitwan. The reference service is one of the library's primary services behind acquisition, classification, cataloguing and physical planning. This service provides personalized assistance to library users in accessing and using suitable resources .

In this study, the first chapter describes about introduction of the study under which all these back ground of the study, statement of the problem, objectives of the study, scope and limitation of the study, significant of the study, organization of the study and definition of the terms. The second chapter has dealt with the literature view. The third chapter has described the research methodology. The fourth chapter has mentioned the analysis and presentation of collected data. The last chapter has dealt with the summary, conclusion and recommendation of the study. However, this type of study in the field of library and information science is new research work and it will help to improve the campus library in future.

According to the findings of the research, most of the respondents view that the collections of the documents in the library are inadequate. Most of the researcher does not get documents in time due to insufficient number of books, lack of new edition books, staff biasness and delayed return of issued books by library members. 38.30% student visit library for studying reference materials and 32.14% teachers visit library for studying journals and newspapers.. Among all the students 56% suggested for the improvement of the reference collection and 44% are not suggested for the improvement of the reference collection. More than 69% students have knowledge about catalogue system and 57.78% have responded for the necessity of the catalogue system. Majority of students (69%) have replied that the library staffs are helpful.

The summary, findings and recommendation have been represented in chapter six.

They follow the same classification scheme, i.e. DDC. It highlights for the development of library efficient library, services, professional librarian, sufficient budget standard-classification scheme and standard-cataloging system, manpower and user's satisfaction. Modern computerizing and online services are the main problem for the users without which the users cannot get effective information. Therefore, the libraries should improved their conditions and need to be carried out positive attitude of the library users in the existing campus library. It is recommended to provide library orientation to the new users for searching the library materials.

PREFACE

Functions of library include acquisition, organization and dissemination of information. The acquisition function involves the collection buildings and proper selection of materials that can represent the real needs of users. The reading material that are acquired through limited budget and proper selection procedure have to be organized in such a manner that right information can be disseminated to the right person at a right time. This section comprised five different sections where each section accentuates an important portion of the thesis. The brief descriptions of the chapters are given below.

Chapter 1 : Introduction. The first section is an introduction section which provides the purpose, motivation and clear introduction of the thesis. It cover background of the study, statement of the problem, objectives, research questions, significance of the study, definition of the technical terms, conceptual frameworks.

Chapter 2 : Review of the Literature. Related literatures including books, journals, articles, thesis and related items have been reviewed in this section.

Chapter 3 : Research Methodology. The third section comprises research methodologies where the research process, research design, measurement scale, population and sample usability testing method, designing the questionnaire, approaches, methods and evaluation criteria have been defined and discussed and delivered.

Chapter 4 : Data Collection and Analysis. This section deals with the outcome of the data analysis from the research. It will present the results found from the task. Usability problems and their level of severity and the time it took to implement the tasks will be revealed in this section.

Chapter 5 : Summary, Conclusion and Recommendation. This unit includes summary, conclusion and recommendation based on the analysis and findings of the result of the data that is used.

Bibliography- It includes reference sources consulted for preparing the research study to this level.

Appendixes- Different appendixes have been inserted in this research format which were used in the time of the survey with students, teachers and staffs of the different campuses of Chitwan that is Maiyadevi, Birendra and Balkumari Campus.

CATALOGUE OF THE THESIS

Main Card

D

0.25.2577

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K.C., Pabitra

A study on reference services systems of academic libraries in Chitwan /Pabitra KC - Kathmandu : TU Department of Library and Information Science, 2017.

XVI, 90P.: ill., tables; 29 cm.

Dissertation : Master's degree of Library and Information Science from CDLISc, T.U.

1. Academic Libraries I. Title

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A study on reference services systems of academic libraries in Chitwan /Pabitra KC. - Kathmandu : TU Department of Library and Information Science, 2017.

XII, 90P.: ill., tables; 29 cm.

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025.2577	
g168p	K.C., Pabitra
	A study on reference services systems of academic libraries in chitwan /Pabitra KC .- Kathmandu : TU Department of Library and Information Science, 2017.
	XII, 90P.: ill., tables; 29 cm.
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	Dissertation : Master's degree of Library and Information Science from CDLISc, T.U.
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TABLE OF CONTENTS

	Page No.
TITLE PAGE	i
DECLARATION	ii
LETTER OF RECOMMENDATION	iii
LETTER OF ACCEPTANCE	iv
ACKNOWLEDGEMENTS	v
ABSTRACT	vi
PREFACE	viii
CATALOGUE OF THE THESIS	x
TABLE OF CONTENTS	xiii
LIST OF TABLES	xvi
ABBREVIATIONS AND ACRONYMS	xviii
CHAPTER - I: INTRODUCTION	1
1.1 Background of the Study	1
1.1.1 History of Reference Service	4
1.1.2 Reference Documents	4
1.1.3 Ready Reference Service	7
1.1.4 Long Range Reference Service.....	8
1.1.5 Time Involved.....	8
1.1.6 Sources of information.....	9
1.1.7 Why of Reference Service	9
1.2 Statement of the Problem.....	10
1.3 Objectives of the Study	10
1.4 Limitation of the Study	11
1.5 Significance of the Study	11
1.6 Definition of the Terms.....	11
1.7 Organization of the Study	13
1.7.1 Academic Library	14
References	23
CHAPTER – II: REVIEW OF LITERATURE	24
References	28

CHAPTER – III: RESEARCH METHODOLOGY.....	29
3.1 Introduction.....	29
3.2 Research Design.....	29
3.3 Sources of Data.....	30
3.4 Population.....	30
3.5 Sampling Procedure.....	30
3.6 Data Analysis Procedure.....	30
References.....	32
CHAPTER - IV: DATA ANALYSIS AND PRESENTATION.....	33
4.1 User's Responses from Different Libraries.....	35
4.2 Student's Responses from Different Libraries.....	35
4.3 Purpose of Students in Visiting Library.....	36
4.4 Frequently of Library Visit by Students.....	36
4.5 Duration of Library Use.....	37
4.6 Level of Satisfaction on Library Opening Hours.....	38
4.7 Usefulness of the Different Sections of the Library.....	38
4.8 Satisfaction with the Total Library Holding.....	39
4.9 Rating the Usefulness of Different Collections of the Respective Libraries.....	39
4.10 Volume of Reference Materials in Three Libraries.....	40
4.11 Rate of Reference Collection in Three Libraries.....	41
4.12 Novelty and Up to Datedness of the Reading Materials.....	41
4.13 Users' Perception on the Necessity of Library Catalogues and Classification.....	42
4.14 Satisfaction with the Prevailing Management System.....	42
4.15 Suggestion to Improve the Library System.....	43
4.16 Availability of Services.....	43
4.17 Services of the Reference Sections of the Respective Libraries.....	44
4.18 Helpfulness of Library Staff.....	44
4.19 Reasons for Not Deriving Help from the Library Staff.....	45
4.20 Special Services from the Respective Libraries.....	45
4.21 Satisfaction Level with the Prevailing Library Services.....	46
4.22 Overall Rating of the Satisfaction.....	46
4.23 Adequacy of the library Budget.....	47
4.24 Suggestions for the Improvement of the Reference Collection.....	47
4.25 Library Opening Hours.....	48

4.26 Utilization and Usability of Various Collection	48
4.27 Knowledge about Library Catalogue	49
4.28 Total Numbers of Responses of Teachers	49
4.29 Purpose of Visiting Library	50
4.30 Frequency of Library Visit.....	50
4.31 Library Reading Time	51
4.32 Reasons for Obtaining No Support from the Library Staff.....	51
4.33 Collection.....	52
4.34 Correctness of Materials	52
4.35 Satisfaction on the Collection of Reference Materials	53
CHAPTER V: SUMMARY, RECOMMENDATIONS AND CONCLUSIONS..	54
5.1 Summary	54
5.2 Conclusion	55
5.3 Recommendations	56
REFERENCES.....	58
APPENDIX - I	60

LIST OF TABLES

	Page No.
Table 1: Number of Questionnaires Distributed	33
Table 2: Comparison of Three Campuses.....	34
Table 3: Number of Collected Response from Three Libraries.....	35
Table 4: Student's Response from Three Libraries	35
Table 5: Purpose of Visiting Library	36
Table 6: Frequently of Library Visit.....	36
Table 7: Duration of Library Use.....	37
Table 8: Level of Satisfaction on Library Opening Hours	38
Table 9: Usefulness of the Different Sections of the Library	38
Table 10: Satisfaction with the Total Library Holding.....	39
Table 11: Rating the Usefulness of Different Collections	39
Table 12: Materials of Reference Materials in three Libraries	40
Table 13: Rate of Reference Collection.....	41
Table 14: Novelty and Up to Datedness of the Reading Materials.....	41
Table 15: User's Perception on the Library Catalogue	42
Table 16: Satisfaction with the Prevailing Library Management System	42
Table 17: Suggestion to Improve the Library System	43
Table 18: Availability of Services	43
Table 19: Services of the Reference Sections.....	44
Table 20: Helpfulness of Library Staff	44
Table 21: Reasons from Not Deriving Help from the Library Staff.....	45
Table 22: Special Services from the Respective Libraries	45
Table 23: Satisfaction level with the Prevailing Library Services.....	46
Table 24: Overall Rating of the Satisfaction.....	46
Table 25: Adequacy of the Library Budget	47
Table 26: Suggestion for the Improvement of the Reference Collection	47
Table 27: Library Opening Hours.....	48
Table 28: Utilization of Various Collections	48
Table 29: Knowledge about Library Catalogue.....	49
Table 30: Total Numbers of Responses of Teachers	49

Table 31: Purpose of Visiting Library	50
Table 32: Frequency of Library Visit	50
Table 33: Library Reading Time.....	51
Table 34: Reasons for Obtaining No Support from the Library Staff	51
Table 35: Collection.....	52
Table 36: Correctness of Materials	52
Table 37: Satisfaction on the Collection of Reference Materials	53

ABBREVIATIONS AND ACRONYMS

AACR	:	Anglo American Cataloguing Rules
BS	:	Bikram Sambat
CAS	:	Current Awareness Services
CDLIS	:	Central Department of Library and Information Science
DDC	:	Dewey Decimal Classification
Fig	:	Figure
I.e.	:	That is
MLISC	:	Masters in Library and Information Science
MK	:	Mayadevi kanya Campus
BKC	:	Balkumari Collage
SDI	:	Selective Dissemination Information
BMC	:	Birendra Multiple Campus
T.U.	:	Tribhuvan University
TUCL	:	Tribhuvan University Central Library
UDC	:	Universal Decimal Classification
UGC	:	University Grant Commission

CHAPTER - I

INTRODUCTION

1.1 Background of the Study

Reference service means “process of establishing contact between a reader and his documents in a personal way”. It is a personal service which involves various activities, aimed at making information available to the users as easily as possible. In order to provide information a reference librarian may make use of resources of the library as well as these resources available outside his library.

Reference service occupies a unique place amongst library services today. It is a personal service given to a reader on a topic in which he is interested, pin pointedly exhaustively and expeditiously. It is the sole means of satisfying the laws of library science known as "Documents are for use", "every reader his/her document"; "save the time of the reader" and library is a growing organism. "The main objective of Librarian is to disseminate knowledge by providing the readers, the documents of their study and research. Reference service helps to achieve this objective to a great extent.

There are two different aspects of reference service they are. Ready reference service and long range reference service. Ranganathan used these terms in a well defined form.

In this information based age, information is the integral part of a society. Mostly information is available in different libraries in different form, such as books, CD-Rom, Microfiche, etc. Due to the fast explosion of knowledge and information, a library provides different sections to use the information effectively and easily. Reference service in the library is a very important service for the students, teachers, researchers and others because the information which is found in reference sections are generally valuable and rare. They have more contributions in the education and research than the information found in general issue sections. If the use of reference information in the reference section could be increased it will naturally enhance the quality of education of the users in the campus. Therefore, the study of the problem

and constraints faced by reference section could be valuable to analyze and solve the problems of the sections and improve the service quality.

In the past, library was regarded as a storehouse and books were meant for preservation. Libraries tended to be passive and archival in nature. However, a modern library is regarded as a service institution with the aim to enable the users to make the most effective use of the resources and services of the library. It is expected to convert potential users into habitual users. In order to convert potential users into habitual users, it is essential to establish a desire kind of contact between the users and the documents. It is said that the presence of a human agency is a must for establishing a right contact between a user and a document.

The word library is derived from Latin word 'Liber' bearing the meaning 'Book' in French 'Libraire' means seller shop/ a person who rents or sell the text to students and 'the home of book' in Sanskrit.

According to S.R. Ranganathan a library is "a public institution or establishment charged with the care of a collection of books. The duty of making them accessible to those who require the use of them and the task of converting every person in its neighborhood into a habitual library goer and reader of books." A modern library is regarded as a service institution. Its aim being to enable the users to make the most effective use of the resources and services of library.

There are many types of libraries throughout the world. Libraries are categorized like public library, national library, academic library, digital library, virtual library, depository library, private library, special library etc. Libraries are categorized by their area of coverage, function, aim, roles.

The three libraries that I have chose were Mayadevi, Balkumari and Birendra Multiple Campus and they falls under academic libraries.

An academic library in a higher educational institution, such as a college and a university library are called college library and in secondary and primary schools are called school libraries. These libraries have two complementary purposes, that is to

support the teaching at the college or university and to support the research activities of the university faculty and the students.

An academic library focuses on materials to be collected by the library which can be referred as the niche of the collections. These collections are the basis for a special collection which includes original papers, artwork and artifacts written or created by a single author or about a specific subject.

Functions of academic libraries

- To work as the reference center of the parent organizations.
- To support the academic activities of the parent organizations.
- To collect and preserved the documents related with the academic activities such as research, dissertation, thesis, etc.

According to Ranganathan, right contract means” Contact between the right reader and right book in the right personal way. He is of the view that the establishment of such a contact is “ the only available and effective method of discharging the function of converting the users into habitual users. He has named this method as reference service. Thus, he aids that “Reference service is the establishing of contact between reader and book by personal service”.

ALA Glossary defines reference service that phase of library work, which is directly concerned with assistance to readers in recurring in information and using the resources of the library study and research work.

According to Hurrhins” Reference work includes the direct, personal aid within a library to persons in search of information for whatever purpose and also various library activities especially aimed at making information as easily available as possible.

Reference Services involves spirit of humanism, which aims to established right contact between a right user and a right document at a right time. This require human agency which could undertake this (Kumar, 1994, p. 8) keeping this view this library provides reference services to its reader.

1.1.1 History of Reference Service

Reference service came into being only when personal assistance begins to be considered a basic function of the library and provided in the form of a deliberate program. According to Rothstein, in United States, "The very notion of reference service goes back no further than 1875. Thus, in advanced countries like USA, the concept of reference service has developed during the last 100 years or so.

In USA, it was first in public libraries that reference service was developed because they were supposed to justify the expenditure of city funds. It was considered that a program of personal assistance could lead to greater use of a library, making it possible to get greater support from the authorities. By the end of 19th century, specialized reference staff began to be employed in large public libraries and provision of reference service was considered an important responsibility. Now, in the United States, reference service is regarded as the most important service provided by any library, big or small.

After the second world war, information has become a major enterprise. In different countries of the world information is being increasingly regarded as a national resource and a social good. In a democracy, it is considered the responsibility of the state to provide information to the people. During the recent years, the application of computers production of database and introduction of information network has greatly changed the approach and attitudes towards reference information service. Thus, reference service is being accepted as an essential function of a library.

1.1.2 Reference Documents

We may recognize two categories of documents namely those which can be read through for information or education or inspiration and one which are meant to be consulted or referred to for a definite piece of information. The second category is called reference documents. These include encyclopedias, dictionaries, hand books, formularies, etc. These are compiled so that everyday information can be provided readily. The quality of reference collection available in library is very important for the success of reference service.

There are various types of reference books, each yielding a specific type of information some of them are given below:

1. **Dictionaries:** Dictionaries are of two types: a) Language dictionaries, and b) subject dictionaries.
 - a. Language dictionary contains the words of a language, usually arranged alphabetically giving their meanings, pronunciations, spellings, syllabication, usage, etc. Some famous language dictionaries are : Oxford English Dictionary, Webster"s New International dictionary of the English Language, Nepali shabdacose, etc.
 - b. A subject dictionary is an alphabetical list of the terms of the subject, briefly giving the meaning of each. These are confined to specialized subject fields some of them are : Glossary of Technical terms science, Thompson"s AIA

Glossary of library Terms, etc.

2. **Encyclopedias:** Encyclopedias are also of two types:
 3. a) General encyclopedias and b) subject encyclopedias.
 - a. **General encyclopedia:** A general encyclopedia is a work containing informational articles giving essential general information on subject in various branches of knowledge, arranged alphabetically by subject and names. Some of them are: Encyclopedia Britannica, Encyclopedia Americana, etc.
 - b. **A subject encyclopedia:** A subject encyclopedia is a work containing informational articles giving essential general information limited to a special filed of knowledge. Some of them are encyclopedia of library and information science, encyclopedia of social science, etc.
4. **Year books and almanacs:** A year book is an annual compendium of data and static. It records the year"s activities by country, subject, etc. Some of them are: Who's who, Europa Year book, Whitaker"s Almanac, etc.
5. **Bibliographical sources:** It is a compilation of life sketches of eminent and notable persons, arranged in an alphabetical order. The information which these biographical sources yield is the name, date of birth, qualifications, positions

held, contributions made, marital status, publications and any other information about the biography. Some important and Webster's Biographical Dictionary, Stephen's Dictionary of National Biography, etc

6. **Geographical sources:** There are three main sources for geographical information. They are Gazettes, maps, and atlases, and guide books.
 - a. **Gazettes:** A **gazette is a geographical dictionary which gives information** about the names of towns, villages, rivers, mountains, lakes and other geographical features, population, longitude, etc. Two international gazettes are the Columbia Lippincott's New Geographical Dictionary, etc.
 - b. **Map:** A map is a representation of the outer boundaries of the earth on a flat surface. An atlas is a volume containing a collection of these maps. Route maps give information about road. Physical map provides information about the various features of the land forms. Some of the important are: Britannica Atlas, World Atlas, Time Atlas of the world, etc.
 - c. **Guide book:** A guide book or a travel guide is usually limited to a single area and provide all the necessary information useful to the tour visits or travellers. It provides a brief historical background of the place and emphasizes routes and itineraries. It also gives information about hotels, museums, buildings, place, etc. Usually the guide books are brought out in series.
7. **Directories:** The A.L.A. Glossary of library terms defines a directory as "a list of persons or organizations systematically arranged usually in alphabetic or class order, giving addresses, affiliations, etc. for individuals and addresses, officers, functions and similar data for organizations" some important are: World of learning, Year book of International Organizations, American library Directory, etc.
8. **Sources of current information:** Sources current information cover recent events, which other sources will take sometime to include them. Newspaper provide information about recent events.
9. **Sources for statistics:** Statistical information is very important for research and development activities. There are a number of sources which give statistical information. UN statistical office brings out the monthly Bulletin of statistics.

10. Hand books and manuals: A hand book is a compilation of information of various types in a compact and handy form. It contains data, tables, graphs, illustrations, formulae, factual information, etc.

A manual is a book providing instructions or directions for performing a job or pursuing an occupation. It is an instruction book informing as to how to perform a job or how to do something such as Rang Nathan"s library Manual.

11. Bibliographical tools: Catalogues, bibliographies, indexes and indexing services, and abstracts and abstracting services are all bibliographical tools which inform about the sources of information.

Reference Service

Reference service means "process of establishing contact between a reader and his documents in a personal way". It is a personal service which involves various activities, aimed at making information available to the users as easily as possible. In order to provide information a reference librarian may make use of resources of the library as well as these resources available outside his library.

Reference service occupies a unique place amongst library services today. It is a personal service given to a reader on a topic in which he is interested, pin pointedly, exhaustively and expeditiously. It is the sole means of satisfying the lows of library science known as "Documents are for use", "every reader his/her document"; "save the time of the reader" and library is a growing organism. "The main objective of Librarian is to disseminate knowledge by providing the readers, the documents of their study and research. Reference service helps to achieve this objective to a great extent.

There are two different aspects of reference service they are. Ready reference service and long range reference service. Ranganathan used these terms in a well defined form.

1.1.3 Ready Reference Service

It is a reference service finished in a very short time in a moment if possible this service is based on duration of time. The reference staff is able to answer the inquiry

in a very short duration of time may be at times immediately. Some of the examples, which come under the purview of ready reference service, are listed below:

- i) What is the height of Mount Everest?
- ii) Who won Nobel Prize in physics in 2009?
- iii) What does IFLA stand for?
- iv) What is the date of birth of Ranganathan?
- v) What is the population of Pune?

The above questions are such that the answer to these can be found readily within a short time.

Ready reference service is more or less fact finding service. Normally, sources of information used for fact findings consist of reference books of different types. The nature of ready reference service will differ from library to library. In an academic library, the ready reference would take another extreme. It would be expected that a reference librarian should try to educate student in the use of reference book rather than provide exact information. The stimulation of self help would of basic importance in an academic library.

1.1.4 Long Range Reference Service

Long range reference service is a modern concept in library service in libraries. Its provision varies from library to library. We may recognize long range reference service on the basis of time involved sources of information and the nature of information sought. Long range reference services are based on.

1.1.5 Time Involved

As the name indicates, immediate satisfaction cannot be provided in long range reference service. According to Ranganathan " few long range reference questions take less than half an hour, while some take a whole day and even week."

1.1.6 Sources of information

In long range reference service, the search starts with ready reference sources of information and its continued into ordinary books, periodicals, non-book materials etc. For providing long range reference service, a reference librarian should know about developments and trend in the universe of knowledge.

1.1.7 Why of Reference Service

These are several factors, which create the need for reference service. They are as follows:

a. Increase in volume of information or information explosion

In this an information age, information is recorded in different documents and documents are produced in a large number. So, a reader cannot get a document of the interest or need at the night time, so it is a librarian who keeps tracts of publication for his readers need.

b. Growth of education

Because of increase in literate people their information needs also increase. Thus the number of literate people and their information need also increase. In this age of competition peoples information needs are increasing in order to educate and re educate them so reference service is needed.

c. Reduced time log in the exploration of idea

The origin of idea and its exploitation in practice is reduced. Unless the information about the how idea is disseminated soon and put it to practice, the charices are that is will be overtaken by other ideas, therefore right users to the right information into practice.

d. Acetated rate of obsolescence

In the modern age, idea are originated rapidly and become obsolete in no time for example laser technology.

e. Scatter and see page information

The information of a subject can be published in different documents such as books, period calls, Thesis patents, brochures, conference reports etc. This is called scatter of information. Sometimes information of one subject is found published in the journals of other subject; this is called seepage of information librarian should scan the variety of media for a particular piece of information.

1.2 Statement of the Problem

In this modern and scientific age, reference services is an important services of a library. It is expected to convert potential readers into habitual readers. It is essential to establish desired kind of contact between the user and document. Maiyadevi kanya, Balkumari and Birendra Campus Library as per libraries are also providing the reference service to students, teachers, researches and others. But it seems that students, teachers and others are not sufficiently using these services provided by the library. Hence, there is a great need for identifying the problems and constraints faced by the reference section of the library. The main problem of this study are as follow:

- i. What kind of RS these libraries provided
- ii. Compromising the three academic libraries of Chitwan District.
- iii. What kind of services are provided by these three academic libraries.

1.3 Objectives of the Study

The main objectives of the study are

- I. To analyze the Reference Service of three academic libraries.
- II. To compare Reference Service provided by these three academic libraries of different campuses of Chitwan..
- III. To find out the users expectation in reference service.
- IV. To find out the problem faced by users seeking information in reference section.
- V. To give idea about users needs and requirements to the management for effective organization.

1.4 Limitation of the Study

This study tries to fulfill the above objectives. Besides the observation and study of various activities with official documents, this study untimely based on close study of students, teachers and other staff of the Maiyadevi, Balkumari and Birendra Multipal College library through questionnaires and some cases with interview. The study covers the students, teachers and staff of these libraries. This is just for finding out the problems and constraints faced by reference section library in Maiyadevi , Balkumari and Birendra the researcher has completed the study within 1 month duration from 1st Poush, 2074 to 30th poush, 2074.

1.5 Significance of the Study

The significance of the study is to highlight the role played by the campus library. This study will be first comprehensive study of MK., BMC and BKC College reference section of the library. So it will be helpful and significant for the concern authorities for further development of these college reference section of the library. It may also be helpful for all of them in future who want to invest in campus libraries.

1.6 Definition of the Terms

Library

A collection of books and other materials kept for reading, study and consultation of a place, building rooms, set apart for the keeping and use of collection of books etc.

Campus library

Campus library is regarded as the heart of the institution which circulates the life blood to whole campus, by disseminating knowledge to the student faculties and the administrative staff. A college library is an individual can broaden his mind and unfold the world in front for him with the help of acquired knowledge is an institution higher education.

Open Access

Applied to a library where readers are admitted to the selves open access is the reverse of close access. Open access provides for free access to the world of books.

Catalogue

A list of library materials contained in a collection of a library arranged according to some definite plan.

Reference Services

Reference service is the hub of all activities of library "A sympathetic and informed personal and in interpreting library collection for study and resources.

Reference Collection

A collection of books and other materials in a library useful for supply information kept together for convenience and generally not allowed to circulate.

Abstract

A brief summary that gives the essential point of book, pamphlet or article.

Close access

Users are not allowed free access to the stacks. They have to fill up a slip and request library staff to get the books for them from the stacks.

Reference Books

Reference books are like dictionaries, encyclopedia, geographical sources, indexes, abstract, pamphlets, periodicals, abstracts and other similar literature.

Classification

The action of classifying or arranging in classes according to common characteristics or affinities, assignment to the proper class.

Bibliography

The systematic description and history of books, their authorship, publishing edition etc. A list of books of a particular author, printer or country or of those dealing with any particular theme, the literature of a subject.

Year Book

An annual volume of current information in descriptive and or statistical form, sometimes limited to a special field 2, one of a series of annual reports of cases judged in early English Law Courts.

Call Number

The symbols used to indicate the location of a book on the shelves. The class number often proceeds an author number, which individualizes the book.

1.7 Organization of the Study

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

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

The third chapter research methodology which includes research design, population of the study, sampling procedure, data collection procedure and data analysis procedure.

The fourth chapter deals with the analysis, presentation and interpretation of the findings of reference service of three academic library of the Chitwan District.

Finally, the last chapter deals with summary, conclusion and recommendation of the study.

1.7.1 Academic Library

A good educational system is to equip individuals to be able to play their role in the society effectively. (Krishna Kumar, 2005, p.5). It helps to develop the nation. Academic libraries are those which disseminate information and knowledge through the academic institution such as school, college and university.

University library provide additional facilities for higher learning research and dissemination of knowledge publications. The university library is governed by the statutory laws of the concerned university. Today university libraries have a very large role to play to meet a variety of demands of information and knowledge to cope up with the multidimensional activities of university. (Thakur, 2014, p. 435)

Academic library is a library that is attached to the higher education institutions which serves two complementary purposes, to support the curriculum of the institute and to support the research of the university faculty and students. Academic libraries are playing a very essential and fundamental role in higher education. It acquires, processes, organizes, the basic information sources and disseminate the vital information to students, faculties and the research scholars for the growth of the higher education. Ultimately it supports the research work going on in various branches of knowledge all over the nation. Information explosion and the emerging information and technology have changed the higher education scenario worldwide (Waghmare, 2014).

Academic libraries are established for the fulfillment of requirements of teaching, learning researching programs of institutions look school, college, research centers and university. The main purpose is information and facilitate to its users. Academic library is a gateway of knowledge for the people who are related with the academic sector which is categorized in three groups' school library, college library and university library (Adhikari, 2015).

An academic library is categorized into three types like school library, college library and university library.

These three libraries are the parts of the academic library to services, function, aim and objectives are more or less similar to each other.

The study has concerned in three academic libraries of Chitwan district Mayadevi Kanya Multiple Campus, Birendra Multiple Campus and Balkumari College.

a) Maiyadevi Kanya Multiple Campus (MK)

Maiyadevi kanya College (MDGC) is a leading independent public college for girls, was established in 1997 as a Secondary School and it was upgraded as a college (TU) in 2000 A.D. in Bharatpur, Chitwan.

Maiyadevi kanya College has occupied the land and its own building in the center location of Bharatpur municipality. Within a short span of time, the college has become the foundation for women empowerment in education. The credit of the establishment of its definitely goes to the local academics, social workers and social prominent philanthropic personally Ms. Maiyadevi Shrestha, honourable patron of the college who has provided the financial support to build the physical infrastructure, as well as praiseworthy suggestion and advice at every moment.

Maiyadevi kanya College has earned its place of pride through the vision and dedication of a team of acedemics and professionals who have promoted it, the skill of its panel of professors who possess cutting edge knowledge in their fields.

Now a days MK has 242 teachers and 3000 students I the fiscal year 2073/74.

- **Faculties**

MK has there faculties in double shift morning and day. These faculties are science, management and humanities.

Faculty Level Shift	Level	Shift
Humanities	Bachelor/Master	Morning/ Day
Science	Bachelor	Day
Management	Bachelor, Master	Morning/Day

- **Resources of Library**

It has altogether 45740 collections. The library has facilities of national daily and weekly newspaper like Gorkhapatra, Kantipur, Nepal Samachar Patra, The Kathmandu Post etc.

- **Service**

The main service of MK library is to serve students with text and reference books.

- **Reference Service**

The most common service that are provided in MK campus library includes

- i. Instruction in the use of the library
- ii. Readers: Advisory service
- iii. Answering reference questions
- iv. Display of cuBCent addition

- **Library Opening Hours**

MK library opens from 6am to 100m for morning shift and from 10am to Spin for day shift.

- **Finance and Budget**

Annual Budget of a library is Rs. 10,00,500. The internal budget is 9 Lakh 5 hundred and UGC is given one lakh. Books are purchased subject wise. Budget is not sufficient to fulfill the demand of students. Because of overpressure of students, library is not being able to fulfill student's satisfactions. There is also not sufficient book for all students.

- **Card System and Loan Period**

The library provides one card for teacher and they can burrow 10 books form the card for 3 months. In case of campus staff, they get two cards for one month. Students can get two issue cards and hey can keep issue books for 15 days at a time.

- **Overdue Charge**

Cost of overdue charge of Library is 1 rupee per day. After the due date, the overdue cost charge is calculated with the days from the due date. The membership cards are to be returned to obtain a clearance certificate of library.

- **IT Service**

MK Library facilities IT services to the students.

- **Members of the library**

All the teachers, staff and students of campus can be member of library by filing application form a library.

b) Birendra Multiple Campus

Birendra Multiple Campus that we see it today in its form and features, was established on the 1st Baishakh, 2022 BS. as 'Birendra Intermediate Arts College', named after late King Birendra, with the initiation and efforts of academicians, social workers, guardians, donors and local institutions feeling the need of an academic institution of higher education for the growing population of the district after Chitwan was open for settlement in 2011. The college had its hard times in its infancy as it did not have its own building and premises. With a great labor pain it took its birth in Chitwan High School Building at night with 14 students and later it was shifted to a rented house at Narayangarh. With many ups and downs on its course of growth, the college received 10 Bighas of land from HMG in 2028 and in 2032 the college shifted to its own building which was inaugurated by Late Ling Birendra on 6th Marg, 2034B.S. The college then was capable enough to begin Bachelor level which was materialized in 2035. From 2040, The college started I.Sc. and became the first multiple campus in Chitwan district. The college was expanding physically and academically day by day. In this context the college took a great stride in its academic activity and began Masters Level in Economics in 2045, B.Sc. in 2050, M.A. (Nepali) in 2053 and since then different programmes of Bachelor and Master's Levels began to be added one after another without any interruption. The Journey of this campus that began in 2022 has become a model journey of an academic institution of its kind.

In its long course up to now it has been able to enlighten many individuals of different corners of the nation and thus illuminate the whole society with the knowledge, skills and inspiration. We hope, in the days to come, this college will not lag behind to academically lead the society imparting quality education to meet the demands of 21st century. We express our sincere gratitude to those who directly or indirectly contributed to the birth growth and development of this campus and brought in to the present strength and shape. We expect that in the future too, this college will get valuable advice, cordial love and full support from our students, guardians, agencies, social workers and well wishers.

- **Faculties**

BMC has three faculties science, management and humanities. The faculty of humanities and science has triple shift i.e. morning day and evening. And management has double shift i.e. morning and day.

Faculty	Level	Shift
Humanities	Bachelor, Master	Morning/Day/Night
Science	Bachelor, Master	Morning /Night/Day
Management	Bachelor,Master	Morning/Night

- **Resources of library**

It had altogether 53 collections. The reading materials are usually collected from purchasing but some books "are also collected from donation. RS of BMC had 6300 volumes which includes reference items like encyclopedia, dictionary, year books, directories, hand books biographical sources etc. The daily newspaper like Gorkhapatra, Kantipur, Nepal Samachar Patra etc and weekly newspaper like Samaya, Bio Monthly, Nepal are available in this library. All of the reference collections are in English language in BMC campus library.

- **Services**

The main service of BMC campus library is to provide text books and refreshment materials. Besides the text book services, it also provides circulation services, and reference services.

- **Reference Services**

A reference service is a complex job. In BMC campus; reference section plays an important role and provides various reference services to its users such as:

- i. Answering to a specific reference questions
- ii. Instructing in the use of library
- iii. Reader's advisory services
- iv. Assistance in the location of documents or use of library categories
- v. Reprographic service

- **Library Opening Hours**

Library opens from 6 Am to 10 „AM for morning shift, 10 am to 5pm for day and rest for night shift students.

- **Finance and Budget**

According to the librarian, annual budget of the library is Rs. 1500,000. Total budget of the library cannot serve the student's requirement. Due to the lack of books demanded, the libraries cannot satisfy the student's requirement on time.

- **Membership of Library**

All the teachers, staffs and students of campus can be a member of library of filling application form of library.

- **Card System of Loan Period**

The library provides two cards for a students, staffs and teachers. Students can keep the, issue book for two weeks.

- **Over due Charges**

Overdue charge of Library is 1 rupee per day after 15 days of issue. The membership cards are to be returned to obtain a clearance certificate of library.

- **IT Service**

BMC doesn't have it section. Most of the student depends upon cybercafé and IT parks.

c) Balkumari College (BC, campus)

Balkumari College, established on 18th September 1986 (2nd Aswin 2043), is affiliated to Tribhuvan University and the college has been awarded with Quality Assurance & Accreditation (QAA) certification by Quality Assurance & Accreditation Committee of University Grants Commission Nepal on 22nd November 2009 (7th Mansir 2066). It has already been recognized as an ISO 9001 certified institution for quality management system (QMS) in July 2008.

Balkumari College is one of the leading colleges imparting education at the University level in Nepal. The college is involved in various innovative programmes apart from teaching regular University curriculum. These programmes are carefully designed to provide students a clear edge in placement or further education. The college has performed well in all disciplines, curricular, extracurricular and co-curricular activities.

Our target is to further develop Balkumari College as a campus of excellence and ultimately reach academic autonomy. The College Management Committee and entire college family are well prepared and equipped in planning and promoting need based strategies to face all kinds of challenges & difficulties.

- **Faculties**

BC has three faculties in double shift morning and day. These faculties are science, management and humanities.

Faculty Level Shift	Level	Shift
Humanities	Bachelor/Master	Morning/ Day
Science	Bachelor	Day
Management	Bachelor, Master	Morning/Day

- **Resources of library**

It had altogether 96000 collections of textbooks, encyclopedia, dictionaries, journals etc. /which were usually collected by purchasing and some are collected from the donors. The library purchased newspaper like Saptahik, Gorkhapatra, Rising Nepal. eBMC. are available in the Library. Books are shelved according to subject wise.

- **Services**

The main service of BC campus library is to serve students with text and reference books.

- **Reference Services**

The main aim of the services is to assist the user in the most effective use of the resources and services by providing specific, exhaustive and prompt information.

RR Campus provides following reference services

- i. Bibliographical instruction and library orientation
- ii. Profession of general and specific information
- iii. Assistance in the searching of document
- iv. Reprographic service

- **Library staff**

The library has library staff including one is professional librarian.

- **Library Opening Hours**

In BC Campus library opens from 6 Am to 8 PM, for morning shift 6 am to 10 am and for day shift 10 am to 5 pm and rest for night shift students.

- **Finance and Budget**

According to the librarian, annual budget of the library is Rs. 1250,000. Total budget of the library cannot serve the student's requirement. Due to the lack of books demanded, the libraries cannot satisfy the student's requirement on time.

- **Membership of Library**

All the teachers, staffs and students of campus can be a member of library of filling application form of library.

- **Card System and Loan Period**

Students are provided 2 books for 2 weeks.

- **Over due charges**

There is no fine system. The membership cards are to be returned to library to obtain clearance certificate.

- **IT Service**

BC campus library facilitates IT services to the students.

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CHAPTER – II

REVIEW OF LITERATURE

Reference services are considered as an important issue for librarians, students, scholars. However, only few numbers of studies have been found carried out on the specific topic of comparative study of reference services in relation to the ones carried out on other topics in the field of library and information centers. More specifically,

in context of Nepal, no studies have been carried out on information retrieval through the reference services. However, it doesn't mean that no study has been carried out on the topic because there are several scholars, author or researchers at the international level who have said one thing or the other in relation to the information retrieval of library collection on or materials. The researcher has not encountered with any research carried out exclusively on the comparative study of reference services. The reviewed literature indeed display the gradual changes in the form of comparative study as the principle of reference services guide for and as per the growing needs of users and information technology as well. In one way or the other review of related literature can be specified as follows

Hutchins (1944) has mentioned “reference work includes the direct, personal aid within a library to person in search of information for whatever purpose, and also various library activities especially aimed at making information as easily available as possible. The spirit of humanization but it would be better to use the term reference services instead of reference work. The first one draws attention to service aspect. The present day literature also prefers term reference service.”

Adkinson (2015) has carried out “reference services differ considerably in special libraries, their nature being determined in major part by the purpose, dominant subject interests, size and administrative structure of the parent organization as well as by the initiative of the library staff. In spite of the variations, reference activity in an individual special library normally corresponds to one of the levels of services identified above. It may be restricted exclusively to aiding those who lack facility in

use of materials, or it may encompass a complex array of services, including direct participating of the librarian in the research process.”

Ranganathan(1961) has explained “reference services has right contact means, “ contact between the right reader and right book at the right time and in the right personal way”, he is of the view that the establishment of such a contact is “ the only available and effective method” of discharging the function of converting the users into habitual users. He has named this method as reference services. Thus, he adds that” reference service is the establishing of contact between reader and book by personal service.” Here emphasis is laid on personal Services to each user to help him to find documents, which would meet his requirements.”

Krishna Kumar (1982) has stated “the reference services as we have seen is an essential service provided by a service library. Its plays an important role in satisfying the law of library science. It helps to maximize the use of a library whereby, it can greatly help in meeting the objectives of a library and as well as the laws of library science. Reference service involves spirit of humanism, which aims to establish right contact between a right user and a right document at a right time. This requires a human agency, which could undertake this. Thus, the role of a reference librarian becomes extremely important. The success of reference service depends greatly upon the reference librarian. Even out of a small collection, he can get the maximum. A poor collection and also poorly organized one can prove to be great handicap to a reference librarian. In the changing environment, a reference librarian is expected to perform the role of an intermediary between a user and information. He is supposed to use value judgment to evaluate the quality of information or documents as well as decide upon as to how much information would meet the information needs of the user.”

Bunge (1999) has categorized “reference services into three broad group: i).

Information services that involve either finding the required information on behalf of the users, or assisting users in finding information. ii). Instruction in the use of library resources and services (broadly defined as information literacy skills); and iii).,user guidance in which users are guided in selecting the most appropriate information sources and services.”

Coffman and Saxton (1999) has found that a networked reference service based on the call centre model could reduce the reference staff cost significantly. However they caution that though the call centre model has been quite successful in answering customer questions in the business environment, it may not be quite appropriate for answering reference questions since they may come from anyone on any topic, asked any form.

Arms (2014) Co-operation in providing ready reference services and subject-specific reference services may be a useful cost-cutting measure. Indeed, the high cost of staff in libraries has been a major problem. However, since digital libraries can be accessed and queries easily dealt with from remote location, co-operative mechanisms based on subject specialization and other criteria may be considered.

Lankes et. al. (2000) have pointed out that “the reference librarian in the new millennium will need the ability to read the situation a user is in and find the right information for that situation” . considering this view and also to keep in pace with the rapid appearances and developments of web- based reference and information services provided by non-library organizations, many library and information science professionals have now turned their attention to the provision of e-reference services.

Sherman (2000) has made a comparative study of three web-based reference services: ask Jeeves, Electric library, and information please, and noted that:

- Ask Jeeves is useful for complex question, and is a good choice for searchers that lack Boolean or other searching skill, because of its strong natural language parser and question and answer template structure.
- Electric library is an excellent choice for a serious researcher in need of timely content from a wide array of otherwise unavailable sources.

Information please is an excellent tool for students and other researchers, as an authoritative source of facts and pointers for further investigation.

Rogers (2001) has presented “an interesting report of a study analyzing web-based reference services in academic libraries in Illinois. This study shows a usage pattern that is quite similar to the timing of usage of traditional reference services in libraries, for example, 80 percent of all usage occurred between 8 a.m. and 10 p.m.; evening use was higher than morning use, and the busiest hour was between 2 p. m. and 3 p. m.”

Chowdhury (2012) *has* defined “Reference services have taken a central place in library and information services. They are also regarded as personalized services since in most cases a personal discussion takes place between a user and a reference librarian. Based on this, the librarian points to the sources that are considered to be most appropriate to meet the specific information needs of the user.”

In a nut shell, the scholars agree with the idea that reference service is a personalized information dissemination which is essential or not only optimum use of documents but also for receiving feedback from users. Reference service in any type of library is a complex job. Reference section in a library opens for a long hours than other section.

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CHAPTER – III

RESEARCH METHODOLOGY

3.1 Introduction

Research is the process of a systematic and detail investigation or search of any particular subject with aimed of discovering, collection, compilation, presentation and interpretation of relevant date. The term research is also used to describe a collection of information about a specific topic too. So, the application of procedure for search is as research methodology (Wolf, 2005).

This is the study which is based on analytical type. It was „studied and surveyed using questionnaire method as the principle of data collection.

The research methodology is the systematic way of solving problem. Research methodology refers to overall research process, which a research conducts during his/her study. It is composed of both parts of technical and logical aspect, on the basis of historical data. Research is systematic and organized effort to investigate is specific problem that needs of solution. This process of investigation involves a series of well thought out activities of gathering rewarding, analyzing, and interpreting the data with the purpose of finding the answer to the problem. Thus the entire process by which we attempt to solve problem is called research. The methodology in this study includes observation, questionnaire and interview technique.

3.2 Research Design

A research is the plan for the activities to be undertaken during the course of a research study. A research design refers to the conceptual structure of the research conducted. The research design is the arrangement, of conditions for collection and analysis of data in the manner that aim to combine relevance of the research purpose plan, structure and strategy of investigation conceived so as to obtain answers to research questions and to objective of this study. The research design applied for this study is purely descriptive and analytical in nature.

3.3 Sources of Data

The data collection procedures were primary and secondary sources. The primary data are collected through field survey, using the questionnaire and taking interview. The questionnaire was distributed for library users. The researcher also consulted dissertation, thesis, articles, books, journals, prospectus, brochures, websites etc for secondary data. Interviews were conducted with the users, students, teachers and staffs of the three libraries of campuses of chitwan that is Maiyadevi, Birendra and Balkumari Campuses.

3.4 Population

This study is concerned with comparative study of reference services of three different libraries in the Maiyadevi, Balkumari and Birendra Campus. The researcher has selected the students and teachers of three campus libraries. Among them, only 80 of the users were distributed questionnaires out of which only 71 questionnaires were returned. The researchers from other libraries or campuses are not considered in this research. The staff except those working in reference section is also not considered as respondents.

3.5 Sampling Procedure

The researcher has applied random sampling procedure for this study. In this study, three libraries of different campuses of Chitwan districts were brought forward. These three libraries are considered as user group of all the reference services of the library infrastructure. It was planned to study twenty percent of the total population within five days visit, 500 users were found in the visit of the section. The random sampling technique questionnaires have been distributed and among those only 71 questionnaires were returned from those selected users.

3.6 Data Analysis Procedure

This analysis is based on 71 responses received from the teachers and students, primary and secondary research data, required information were organized in systematic order for analysis, editing, coding, classification, categorization etc were some of the procedures for analysis. The complete filled up questionnaire were

studied. In this study, descriptive and analytical method were used for presentation of collected data and for information, simple statistical tools were used. The data is expressed numerically and percentages are calculated. Then its interpretation and analysis is done one by one. The details of analysis of the data are presented in the chapter four.

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CHAPTER - IV

DATA ANALYSIS AND PRESENTATION

Data analysis is considered to be important step and heart of the research in research work. After collection of data with the help of relevant tools and techniques, the next logical step is to analyze and interpret data with a view to arriving at empirical solution to the problems. Data of this research are collected from three academic libraries, with different characteristics under Tribhuvan University, namely Maiyadevi Library, BMC Library and BKC Library. The users have been categorized under two, namely students and teachers, who responded on the information seeking habits, their information needs and dissatisfactions within a stipulated time frame. Different types of responses were collected via questionnaire distributed in different library premises, respectively. Out of 80 questionnaires, 71 were duly returned to the researcher. Altogether, 45 males and 26 females returned questionnaires within the stipulated time.

In this study it was focused comparative study of reference service in Maiyadevi, Birendra Multiple Campus and Bal Kumari College in Chitwan district. The following description of the respective campus will give more details.

Number of Questionnaires Distributed

All the students of three libraries are involved for the distribution of the questionnaires. It was selected randomly. Out of 80 questionnaires, 71 were duly returned to the researcher.

Table 1: Number of Questionnaires Distributed

Distributed	Collected	Male	Female
80	71	45	26

Table – shows that the number of questionnaires distributed and returned by the respondents. There are two types of users by gender male and female. Number of males are 45 and number of females are 26.

The different data have been shown in different table which can easily shows the real structure of the users condition through different libraries of chitwan.

Table 2: Comparison of Three Campuses

Facilities	Campuses		
	MK	BMC	BC
Established Year	2056	2022	2043
Books Collection	45740	96000	56000
Classification	DDC	DDC	DDC
Newspapers	25	10	3
Budget (2066/67)	900,000 (Internal Budget 83,000+ 70000 UGC)	1500,000	1250,000
System	CS is close	Close	Close
	RS is open		
Master Level	Nepali	English	i. Microbiology
	M.B.S.	H.S.	ii.MBS
	R.D.	M.B.S.	
	Sociology	R.D.	
	Population	Sociology	
		Nepali	
		Population	
		Economics	
Library Staff			
Professional	1	1	1
Semi Professional	1	2	-
Non- Professional	8	12	7
Number of student	3000	5000	4000
No. of Teachers	242	500	300
No. of Staff	88	200	150
Physical facilities			
No. of seats	50	100	60
Photocopy services	No	Yes	Yes
Computer	Yes	Yes	Yes

Source: Field Survey, 2017

4.1 User's Responses from Different Libraries

Table 3: Number of Collected Response from Three Libraries

S.N.	Names of the Library	Number of Responses from User	Percentage
1.	MK library	29	40.84%
2.	BMC Library	25	35.22%
3.	BKC Library	17	23.94%
	Total	71	100%

Source: Field Survey, 2017

Table 3 clearly express that out of the total number of users (71), the most responses of users are derived from MK Library (40.84%) and least from BKC library (23.94%)

4.2 Student's Responses from Different Libraries

Table 4: Student's Response from Three Libraries

S.N.	Names of the library	Number of Responses from User	Percentage
1.	MK library	18	40%
2.	BMC Library	17	37.78%
3.	BKC Library	10	22.22%
Total		45	100%

Source: Field Survey, 2017

The most responses of the students are derived from MK Library (40%) and lease from BKC library (22.22%), It is partly due to the researchers convenience, as the researcher is working in the MK library.

4.3 Purpose of Students in Visiting Library

Table 5: Purpose of Visiting Library

S.N.	Purpose	Name of Library			Total	Percentage
		MK Library	BMC Library	BKC Library		
1	To Study reference materials	13	15	8	36	38.30%
2	To study books	8	3	2	13	13.83%
3	To study journals and newspaper	11	4	6	21	22.34%
4	To burrow reading materials	15	2	1	18	19.15%
5	To spend leisure Time	3	3	0	6	6.38%
6	Others	0	0	0	0	0%
	Total	29	10	16	94	100%

Source: Field Survey, 2017

Table 5 reveals that, in total, 94 responses were derived from 45 students of three libraries. Some students pointed out more than one response, and some more than two. Consequently, all of the responses are genuinely regarded valid in this research. In sum, the most students visit library for studying reference materials (38.30%) and least users come to spend their leisure time (6.38%).

4.4 Frequently of Library Visit by Students

Table 6: Frequently of Library Visit

S.N.	Purpose	Name of Library			Total	Percentage
		MK Library	BMC Library	BKC Library		
1	Daily	12	7	4	23	51%
2	Once a week	3	5	6	14	31%
3	Once a month	1	0	0	1	2%
4	Seldom	2	5	0	7	16%
5	Never	0	0	0	0	0%
	Total	18	17	10	45	100%

Source: Field Survey, 2017

The table 6 shows that more than half of the students (51%_ visit the respective library daily. It indicates their intense love for studying. Another category of students, almost one third (31%) visit the library once a week. Group discussion with the user reveals that they have access to internet in their home and they visit other libraries as well for the collection of required information.

4.5 Duration of Library Use

Table 7: Duration of Library Use

S.N.	Duration	Name of Library			Total	Percentage
		MK Library	BMC Library	BKC Library		
1	One hour	8	9	4	21	47%
2	Two hours	7	3	3	15	33%
3	Three hours	3	2	2	7	16%
4	Four hours	0	0	1	1	2%
5	Five hours	0	0	0	0	0%
6	More than five hours	0	1	0	1	2%
	Total	18	17	10	45	100%

Source: Field Survey, 2017

The table 7 displays that almost total half of the student (47%) stay in the library not less than one hour. They have to regularly attend the class and perform some home assignments. Another category of users (16%) spends three hours in the respective library. Only 2% of the users are found using the library for the prolong duration of more than four hours. Group discussion reveals that majority of the students spend their invariable time in the respective libraries/ As a whole, students enjoy the spare time of the college not anywhere but in the library.

4.6 Level of Satisfaction on Library Opening Hours

Table 8: Level of Satisfaction on Library Opening Hours

S.N.	Satisfaction	Name of Library			Total	Percentage
		MK Library	BMC Library	BKC Library		
1	Sufficient	14	7	8	29	64%
2	Insufficient	4	10	2	16	36%
	Total	18	17	10	45	100%

Source: Field Survey, 2017

The table 8 shows that most of the users (64%) are satisfied with the prevailing opening hours of the respective libraries. The Complaints in the group discussion indicate that while and if all the classes are regularly being run, they have to time to spend in the library. So, they must invest some extra time for studying in the library/ "Extra time" for the users implies "Over time" for the library staff. At times, service in a library is not only an anthropogenic services but also a philanthropic service. And thus, the spirit of volunteerism should be eulogized and inculcated in all library staff. Those who are dissatisfied with the present opening hour are found involved in preparing dissertation and conducting further research.

4.7 Usefulness of the Different Sections of the Library

Table 9: Usefulness of the Different Sections of the Library

S.N.	Satisfaction	Name of Library			Total	Percentage
		MK Library	BMC Library	BKC Library		
1	Text book section	8	7	5	20	44.44%
2	Periodical section	6	8	1	15	33.33%
3	Reference section	4	2	4	10	22.22%
4	Internet and Email section	0	0	0	0	0%
	Total	18	17	10	45	100%

Source: Field Survey, 2017

Table 9 shows that almost half of the rating on usefulness (44.44%) is on the text book section. One third rating on usefulness (33.33%) is directed to periodical section. The bright students, after accomplishing their studying text books, go in retrieving information from subject periodicals.

4.8 Satisfaction with the Total Library Holding

Table 10: Satisfaction with the Total Library Holding

S.N.	Satisfactory Response with the present holding	Name of Library			Total	Percentage
		MK Library	BMC Library	BKC Library		
1	Yes	7	7	4	18	40%
2	No	11	10	6	27	60%
	Total	18	17	10	45	100%

Source: Field Survey, 2017

Most of the users (60%) are not satisfied with the present library holding.

4.9 Rating the Usefulness of Different Collections of the Respective Libraries

Table 11: Rating the Usefulness of Different Collections

S.N.	Satisfaction	Name of Library			Total	Percentage
		MK Library	BMC Library	BKC Library		
1.	Text Book Section	11	7	1	19	26.38%
2.	Scientific reports section	2	1	3	6	8.33%
3.	Journals section	4	1	1	6	8.33%
4.	Newspapers Section	7	4	2	13	18.05%
5.	Database Retrieval Section	1	1	1	3	4.17%
6.	Research Materials Section	3	2	4	9	12.5%
7.	General Collection	1	1	3	5	6.94%
8.	All of the above	4	6	1	11	15.28%
	Total	33	23	16	72	100%

Source: Field Survey, 2017

Table 9 shows that more than one fourth (26.38%) users rate the Text Book section as useful/ The least utilized section is the data base retrieval (4.17%).

4.10 Volume of Reference Materials in Three Libraries

Table 12: Materials of Reference Materials in three Libraries

S.N.	Quantity of references materials	Name of Library			Total	Percentage
		MK Library	BMC Library	BKC Library		
1.	Bibliographies	0	0	0	0	0%
2.	Encyclopedias	2	3	2	7	9%
3.	Dictionaries	3	2	1	6	7%
4.	Year Book	3	2	2	7	9%
5.	Hand Books	0	0	0		0%
6.	Manuals	0	0	0	0	0%
7.	Gazettes	0	0	0	0	0%
8.	Union Categories	0	0	0	0	0%
9.	Abstracts	0	0	0	0	0%
10.	Almanacs	2	3	2	7	9%
11.	Atlases	4	2	1	7	9%
12.	Thesis. dissertations	10	5	4	19	23%
13.	Government Documents	0	0	0	0	0%
14.	Statistical Sources	2	0	0	2	2%
15.	Maps	4	3	2	9	11%
16.	Newspaper	0	2	3	5	6%
	Total	35	28	18	81	100%

Source: Field Survey, 2017

In the three libraries, most abundantly available reading materials are dissertations (23%) second largest among of reading materials is of Encyclopedias, Year Books, Almanace and Altases (9%). The reading materials like government publications, hand books, manuals, gazette and abstracts are not available in all the three libraries.

4.11 Rate of Reference Collection in Three Libraries

Table 13: Rate of Reference Collection

S.N.	Satisfactory response with the present holding	Name of Library			Total	Percentage
		MK Library	BMC Library	BKC Library		
1.	Very adequate	3	2	2	7	16%
2.	Adequate	5	4	3	13	26%
3.	Fairly adequate	10	3	4	17	38%
4.	Inadequate	0	8	1	9	20%
	Total	18	17	10	45	100%

Source: Field Survey, 2017

Table 13 display that one sixth users (16%) rate of the reference collection of the three libraries as "Very adequate". One fifth (20%) users are of the opinion that reference materials are Inadequate.

4.12 Novelty and Up to Datedness of the Reading Materials

Table 14: Novelty and Up to Datedness of the Reading Materials

S.N.	Novelty	Name of Library			Total	Percentage
		MK Library	BMC Library	BKC Library		
1.	Very New (one week's back)	2	5	4	11	24%
2.	Normal (two months back)	4	5	6	15	34%
3.	Obsolete (more than three months back)	5	4	0	9	20%
4.	New (one month back)	1	1	0	2	4%
5.	Old (three months back)	6	2	0	8	18%
	Total	18	17	10	45	100%

Source: Field Survey, 2017

Table 14 shows that almost one fourth (24%) of the reading materials are Very New and their information value is the highest. 18% reading materials are found to be Old, whose information value is of archival type.

4.13 Users' Perception on the Necessity of Library Catalogues and Classification

Table 15: User's Perception on the Library Catalogue

S.N.	Necessity	Name of Library			Total	Percentage
		MK Library	BMC Library	BKC Library		
1	Yes	10	13	8	31	69%
2	No	8	4	2	14	31%
	Total	18	17	10	45	100%

Source: Field Survey, 2017

Table 15 depicts that almost one third of the users (31%) are ignorant of the library catalogues and classification. It is not their Mistake, but their lack of opportunity to obtain orientation on it.

4.14 Satisfaction with the Prevailing Management System

Table 16: Satisfaction with the Prevailing Library Management System

S.N.	Satisfaction Response	Name of Library			Total	Percentage
		MK Library	BMC Library	BKC Library		
1	Yes	8	9	4	21	46.67%
2	No	10	8	6	24	53.33%
	Total	18	17	10	45	100%

Source: Field Survey, 2017

Table 16 shows that more than half (53.33%) of the users are unsatisfied with the present library management system.

4.15 Suggestion to Improve the Library System

Table 17: Suggestion to Improve the Library System

S.N.	Suggestions to improve	Name of Library			Total	Percentage
		MK Library	BMC Library	BKC Library		
1.	Library Furniture and Building	1	2	1	4	8%
2.	Audio/visuals	5	2	1	8	18%
3.	Books	1	9	3	13	29%
4.	It, E-publication	1	0	0	1	2%
5.	Computer	3	2	2	7	16%
6.	All of the above	7	2	3	12	27%
	Total	18	17	10	45	100%

Source: Field Survey, 2017

Table 17 shows that 29% users focused on adding the quantity and quality of books in the library. Least preference (2%) has been directed to adding e-resources.

4.16 Availability of Services

Table 18: Availability of Services

S.N.	Services	Name of Library			Total	Percentage
		MK Library	BMC Library	BKC Library		
1.	Consulting	3	2	2	7	16%
2.	Rendering information service with the help of library staff	8	7	4	9	42%
3.	Using computer for information retrieval	4	0	2	6	13%
4.	Self searching the rack	3	8	2	13	29%
	Total	18	17	10	45	100%

Source: Field Survey, 2017

According to table 18, due to the lack of knowledge on catalogue and shyness to ask help from the librarian. Almost one third (29%) users search the reading materials by moving around the four corners of the library and looking around book racks.

4.17 Services of the Reference Sections of the Respective Libraries

Table 19: Services of the Reference Sections

S.N.	Services	Name of Library			Total	Percentage
		MK Library	BMC Library	BKC Library		
1.	Reprography service	2	4	3	9	20%
2.	Users orientation service	5	1	2	7	16%
3.	Inter library loan service	3	3	2	8	18%
4.	Outline services	2	2	-	4	8
5.	Email and internet service	3	2	2	7	16%
6.	Readers advisory service	3	6	1	10	22%
	Total	18	17	10	45	100%

Source: Field Survey, 2017

Table 19 shows the most profound service is Readers' Advisory Service (22%) in the three libraries at average. one fifth (20%) service is occupied by Reprography Service. And, the least available service is that of Online (8%).

4.18 Helpfulness of Library Staff

Table 20: Helpfulness of Library Staff

S.N.	Help from library staff	Name of Library			Total	Percentage
		MK Library	BMC Library	BKC Library		
1	Yes	14	11	6	31	69%
2	No	4	6	4	14	31%
	Total	18	17	10	45	100%

Source: Field Survey, 2017

Table 20 shows that only 31% users rate the library staff as cooperative and committed to their respective libraries.

4.19 Reasons for Not Deriving Help from the Library Staff

Table 21: Reasons from Not Deriving Help from the Library Staff

S.N.	Reasons for not helping from library staff	Name of Library			Total	Percentage
		MK Library	BMC Library	BKC Library		
1.	Less information valuable in the library	3	4	2	9	20%
2.	No technology to retrieve the formation	4	3	3	10	22%
3.	Librarians are not helpful	2	1	0	3	6%
4.	Most of the reading materials are lent out	5	6	5	16	36%
5.	All of the above	4	3	0	7	16%
	Total	18	17	10	45	100%

Source: Field Survey, 2017

Table 21 reveals that one of the most pertinent reason for not seeking help from the library staff is due to the availability of less number of reading materials in the library (36%). However quantitative they may be., if they are lent out, other users become deprived from using the "lent out" books. One sixth responses are targeted to (the question of non helpfulness of library staff.

4.20 Special Services from the Respective Libraries

Table 22: Special Services from the Respective Libraries

S.N.	Special Facilities	Name of Library			Total	Percentage
		MK Library	BMC Library	BKC Library		
1.	Photocopy	1	7	6	13	14.77%
2.	Reading room	11	6	6	23	26.14%
3.	Telephone	2	1	2	5	5.68%
4.	Internet and Email	4	3	5	12	13.64%
5.	Sufficient light	3	5	7	15	17.05%
6.	Furniture	8	6	5	19	21.5%
7.	All of the above	0	0	1	1	1.14%
	Total	29	28	30	82	100%

Source: Field Survey, 2017

Table 22 indicated that Reading Room deserves the greatest special service (26.014%) and telephone the least (5.68%).

4.21 Satisfaction Level with the Prevailing Library Services

Table 23: Satisfaction level with the Prevailing Library Services

S.N.	Satisfaction level	Name of Library			Total	Percentage
		MK Library	BMC Library	BKC Library		
1.	Most satisfied	2	1	1	4	8.89%
2.	Quite satisfied	4	5	2	11	24.44%
3.	Less satisfied	10	7	7	24	53.33%
4.	Never satisfied	2	4	0	6	13.33%
	Total	18	17	10	45	100%

Source: Field Survey, 2017

Table 23 shows that only 8.89% users are "most satisfied" with the prevailing library service and 13.33 are never satisfied.

4.22 Overall Rating of the Satisfaction

Table 24: Overall Rating of the Satisfaction

S.N.	Satisfaction rate	Name of Library			Total	Percentage
		MK Library	BMC Library	BKC Library		
1	Yes	4	1	3	8	30.77%
2	No	7	7	4	18	69.23%
	Total	18	17	10	45	100%

Source: Field Survey, 2017

Table 24 shows that 30.77% users rate the overall management of the library as positive and optimistic.

4.23 Adequacy of the library Budget

Table 25: Adequacy of the Library Budget

S.N.	Satisfaction level of the prevailing budget	Name of Library			Total	Percentage
		MK Library	BMC Library	BKC Library		
1	Yes	8	8	4	20	44%
2	No	10	9	6	25	56%
	Total	18	17	10	45	100%

Source: Field Survey, 2017

Table 25 more than half (56%) of the users felt the library budget as inadequate, both the development of collection and extension of services. Group discussion has raised the question o the detailed allocation of college budget in different topic and sections within the respective colleges.

4.24 Suggestions for the Improvement of the Reference Collection

Table 26: Suggestion for the Improvement of the Reference Collection

S.N.	Requirement of the improvement	Name of Library			Total	Percentage
		MK Library	BMC Library	BKC Library		
1	Yes	10	9	6	25	56%
2	No	8	8	4	20	44%
	Total	18	17	10	45	100%

Source: Field Survey, 2017

More than half users of three libraries (56%) offered suggestions for the further reorganization, improvement and restructuring of the library. As they have to attend the classes and prepare their dissertation (as a partial fulfillment of their respective course of study), they time and again engage in studying extra materials not covered by their text books

4.25 Library Opening Hours

Table 27: Library Opening Hours

S.N.	Opening Hours	Name of Library			Total	Percentage
		MK Library	BMC Library	BKC Library		
1	Sufficient	7	6	4	17	65%
2	Insufficient	4	2	3	9	35%
	Total	11	8	7	26	100%

Source: Field Survey, 2017

Table 27 shows that 65% users felt the need to prolong the opening hours of the library.

4.26 Utilization and Usability of Various Collection

Table 28: Utilization of Various Collections

S.N.	Used collection	Name of Library			Total	Percentage
		MK Library	BMC Library	BKC Library		
1.	Text books section	4	1	3	8	31%
2.	Periodical section	2	4	1	7	27%
3.	Reference section	3	2	2	7	27%
4.	Email and internet section	2	1	1	4	15%
	Total	11	8	7	26	100%

Source: Field Survey, 2017

Table 28 shows that Text Book Section is the most used section of the library (31%) followed by two sections, namely Periodical Section and Reference Section (27%) Email and Internet Section is rated as the least used section in the libraries (15%).

4.27 Knowledge about Library Catalogue

Table 29: Knowledge about Library Catalogue

S.N.	Opening Hours	Name of Library			Total	Percentage
		MK Library	BMC Library	BKC Library		
1	Yes	3	5	4	12	46%
2	No	8	3	3	14	54%
	Total	11	8	7	26	100%

Source: Field Survey, 2017

Table 29 shows that more than half of the users (54%) have no idea about using library catalogue. Library catalogue, which is the key by which reading materials are retrieved is being shadowed.

4.28 Total Numbers of Responses of Teachers

Table 30: Total Numbers of Responses of Teachers

No. of libraries	Number of the collected response	Percentage
MK	11	42.31%
BMC	8	30.77%
BKC	7	26.92%
Total	26	100%

Source: Field Survey, 2017

The above table 30 shows total number of responses from teachers (Teachers), 42.31% responses from MK, 30.77% responses from BMC and 26.92% response from BKC are collected.

4.29 Purpose of Visiting Library

Table 31: Purpose of Visiting Library

S.N.	Purpose	Name of Library			Total	Percentage
		MK Library	BMC Library	BKC Library		
1.	To study reference	7	6	4	17	30.36%
2.	To study text book	8	2	4	14	25%
3.	To study journal and newspaper	11	2	5	18	32.14%
4.	To borrow books	3	0	3	6	10.71%
5.	To spend leisure time	0	0	0	0	0%
6.	Any others	1	0	0	1	1.78%
	Total	29	10	16	56	100%

Source: Field Survey, 2017

4.30 Frequency of Library Visit

Table 32: Frequency of Library Visit

S.N.	Frequency of library visit	Name of Library			Total	Percentage
		MK Library	BMC Library	BKC Library		
1.	Daily	5	3	3	11	42.31%
2.	Once a week	3	2	4	9	34.62%
3.	Once a month	0	1	0	1	3.85%
4.	Seldom	3	2	0	5	19.23%
5.	Never	0	0	0	0	0%
	Total	11	8	7	26	100%

Source: Field Survey, 2017

Almost half of the users (42.31%) visit library daily. Almost one third (34.62%) visit the library once a week. Its shows that all the user are potentials users, and they must be made habitual users.

4.31 Library Reading Time

Table 33: Library Reading Time

S.N.	Library reading time	Name of Library			Total	Percentage
		MK Library	BMC Library	BKC Library		
1.	One hour	8	4	3	15	60%
2.	Two hours	3	3	0	6	24%
3.	Three hours	0	1	1	1	8%
4.	Four hours	0	0	2	1	8%
5.	Five hours	0	0	0	0	0%
6.	More than five hours	0	0	0	0	0%
	Total	11	8	7	26	100%

Source: Field Survey, 2017

Table 33 shows that 60% users spend not less than one hour in the library, followed by 24% users. Who spend two hours? It shows they have the information seeking habits.

4.32 Reasons for Obtaining No Support from the Library Staff

Table 34: Reasons for Obtaining No Support from the Library Staff

S.N.	Reasons of no help	Name of Library			Total	Percentage
		MK Library	BMC Library	BKC Library		
1.	Less information in the library holding	2	1	2	5	19%
2.	No technology to access the information	2	1	3	6	23%
3.	Unhelpful librarian	0	2	0	2	8%
4.	Most of the reading materials being lent out	7	4	2	13	50%
5.	All of the above	0	0	0	0	0%
	Total	11	8	7	26	100%

Source: Field Survey, 2017

Table 34 shows that due to the fact that most of the reading materials are lend out (50%) teachers are deprived of required information. One fifth response goes to the less information available in the library holding.

4.33 Collection

Table 35: Collection

Collections	Name of Campus				
	MK	BMC	BKC	Total	Percentage
Text books section	1	2	0	3	12%
Scientific reports	2	2	2	6	23%
Journals	3	3	2	8	30%
Magazines	0	0	0	0	0%
Data base information	0	0	0	0	0%
Research books	3	1	3	7	27%
General books	2	0	0	2	8%
All of the above	0	0	0	0	0%
Total	11	8	7	26	100%

Source: Field Survey, 2017

The most used reading materials are found to be journals (30%), followed by research books (27%). The third ranking is deserved by scientific reports (23%). Magazines and data base information have no any potentiality of being utilized currently.

4.34 Correctness of Materials

Table 36: Correctness of Materials

Correctness of materials	Name of Campus				
	MK	BMC	BKC	Total	Percentage
Very new (one week back)	1	2	1	4	15%
Normal (two months back)	3	0	1	4	15%
Obsolete (more than three months back)	3	2	2	6	23%
New (one month back)	0	2	0	2	7%
Old (6 months back)	4	3	3	10	38%
Total	11	8	7	26	100%

Source: Field Survey, 2017

Almost one fourth (23%) of the documents are found obsolete. So, they have only archival and historical value. More than one third (38%) documents are perceived to be old. So they have not been often recurrently utilized.

4.35 Satisfaction on the Collection of Reference Materials

Table 37: Satisfaction on the Collection of Reference Materials

Satisfaction on the collection of reference materials	Name of Campus				
	MK	BMC	BKC	Total	Percentage
Yes	4	3	2	9*	34.62%
No	7	5	5	17	65.38%
Total	11	8	7	26	100%

Teachers, due to their inquisitiveness and deep brooding over the subject matter, demand not only ample reading materials but also up to date and novel reading pieces, Almost two third perception 65.38% falls on unsatisfactory feeling.

CHAPTER V

SUMMARY, RECOMMENDATIONS AND CONCLUSIONS

5.1 Summary

From this study, it is found that all the three academic libraries have implemented reference resources and services. Most of the users have acquired the membership of the library and rest of the user sometimes visit the library. The study reveals the fact that a large no of users visit the library particularly, the reference section daily . Most of the users are not satisfied with the reference service provided by the management of the three libraries. It was found that the majority of the users that is 65.38% are not satisfied with the collection of the reference materials. Whereas the rest, 34.62% of the users are satisfied with the collection. Reference section has been found most frequently used section of the library users and general section and periodical sections are also equally important. However almost all of the respondents agree that sources of information such as reference books, periodicals and newspapers are also equally significant cater to their information needs.

Summary on Students' Responses

- Students have to fulfill dual purposes: (i) instilling the required information of their learning disciplines, and be good citizens; (ii) prepare themselves in the competitive market for acquiring good jobs utilizing their knowledge of the learnt disciplines. Reference section has to play a great role to fulfill the both.
- The main motto of the students is to obtain highest percentage in the examination. So, they study mostly the test books, designed according to the syllabus. Few students prefer to spend their leisure time in the library as well.
- Due to their lack of orientation, and their habit of group study, they chatter with their colleagues while retrieving information, at times.

5.2 Conclusion

Tentative conclusions of this research can be summarized as follows:

- Reference service is one of the most important services of any library, whether big or small. It fulfills the most required and precise information of the users urgently.
- Reference section of any library is a "nucleus" of information for mostly two reasons: (i) It has the documents which are constantly required; and (ii) It is not only the mirror but also main repository of the whole library system. If the reference section is replete with parent body's associated documents, no library user will be deprived of their use at the time of their convenience within the respective library.
- An academic library equalizes opportunities to all the students and teachers and provides required information which will support not only to impart fuller understanding of the concerned field of study but also to catch the best possible opportunities for advancing the users' future career.
- The academic library is the power-house of knowledge and reference service is a "nucleus service" to be provided by a library. It helps to maximize the spirit of humanism - meeting right information need at the right time.
- Reference service has something to do with wide-spreading democracy as it imparts incentive to the development of education, promotion of socio-cultural activities and fulfillment of self-actualization.

It provides services to the students, teachers and researcher workers, So the reference librarian must be a friend, philosopher and guide to the students as well as other reader. It plays an important role in satisfying the laws of library science. It helps to maximize the use of a library. The success of reference service depends greatly upon the reference librarian. Libraries are a direct incentive to the development of education, social and cultural activities.

5.3 Recommendations

Most pertinent suggestions and recommendations are summarized as under:

- The soundness of a library is reflected in its reference section. If reference section is brightly lighted, wide-spaced With sufficient number of documents of good quality, users of any type can fulfill their information needs.
- Training facilities should be provided to library staff at different levels matching their qualification.
- It is urgently essential to run orientation classes on a regular basis for newcomers. Once the habit of silent reading is formed, they will keep mum in the library premises in the future as well.
- The separate reference section should be instituted in respective libraries.
- Library staff should be amicable, open-minded and cooperative while delivering information service. They should be punctual and service-oriented while carrying out their respective duties and responsibilities.
- All the documents in the rack should be regularly and systematically arranged.
- The whole library system should be computerized to meet the users,, needs promptly and pin-pointedly.
- The dissertations and important government reports released from other colleges and institutions should be procured via inter—library loan.
- The rate of overdue charge should be increased and the value of overdue charge should be mentioned in the orientation classes.
- Catalogue facilities should be provided to the users.
- Staff should be co-operated, helpful, friendship and qualified in their subject matter.
- Staff should be punctual to their duty, they should be well mobilized.
- The current information should be displayed as quickly as possible.
- Library brochure should published and distributed to the users
- It is recommended that the preset budget of TU college libraries should be increased as much as possible
- There should be enough collection of new edition text books, reference materials and journals and periodicals.

- The reference services bibliographical documentation and reprographic services should be provided to the users.
- One of the classification schemes should be followed to arrange document in shelves.
- The reference librarians should be co-operative and be responsible for overall charge function of the library
- The rules and regulations of library should be strictly followed by students, teachers and staff.
- Interlibrary loan should provide to users for usefulness of information.
- Library committee should be active and effective.

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APPENDIX - I

(Questionnaire to the Students and Teachers)

A. PERSONAL INFORMATION

1. Name:
2. Name of College Library:
3. Profession: Student Teacher Researcher
4. Please indicate your educational background
 Bachelor Degree Masters Degree
 Ph.D. Any Other
5. Department/ Office your belong to _____

B. USER NEEDS

1. What is your purpose to visit the library? (please tick whichever is appropriate)
 - a. To study reference book.
 - b. To study text book.
 - c. To study journals and Newspaper
 - d. books
 - e. To spend leisure time
 - f. Any other/ please specify

2. How frequently do you visit library?
 - a. Daily
 - b. Once a Week
 - c. Once a Month
 - d. Seldom
 - e. Never
3. How long do you spend in library?
 - a. One Hour
 - b. Two Hour
 - c. Three Hour
 - d. Four Hour
 - e. Five Hour
 - f. More than five hour
4. Opening hours of Library.
 - a. Sufficient
 - b. Insufficient
5. Which section of the library do you use more?
 - a. Text book section
 - b. Periodical section
 - c. Reference section
 - d. Email and Internet section
 - e. Circulative section

C. COLLECTIONS

6. Are you satisfied with the collection of library?
a. Yes [] b. No []
7. Which of the following materials do you use in the library?
a. Text book [] e. Data base information []
b. Scientific reports [] f. Research books []
c. Journals [] g. General books []
d. Magazines/ Newsletters [] h. All of the above []
8. How would you rate in the reference collection?
a. Very adequate []
b. Adequate []
c. Fairly adequate []
d. Inadequate []
9. Which reference materials do you have consulted to get information?
a. Bibliographies [] b. Encyclopedias []
c. Directories [] d. year book []
e. Hand books [] f. manuals []
g. Dictionaries [] h. Gazetteers []
i. Union catalogues [] j. Abstracts []
k. Almanacs [] l. Atlases []
m. Thesis/Dissertation [] n. Government documents []
p. Statistical sources [] p. maps []
q. Newspaper clipping []
10. Are you satisfied with the reference collection of your library?
a. Yes [] b. No []

D. MANAGEMENT

11. Do you know library catalogue and classification?
a. Yes [] b. No []
If yes, do you think it is necessary?
a. Yes [] b. No []
If yes, is the catalogue gives information you require?
a. Yes [] b. No []

12. Does your library have a computer?

- a. Yes [] b. No []

If yes, for what purpose is the computer being used?

- a. To search the information []
b. To manage information []
c. To office management []
d. Email and internet []

13. Are you satisfied with the present library management system?

- a. Yes [] b. No []

If no, what would be your suggestion to improve it?

- a. Furniture and building [] b. Audio/visuals []
c. Books [] d. IT, E-publication []
e. Computer [] f. All of the above []

E. SERVICES

14. How do you get the reference materials from library?

- a. Consulting catalogue [] c. with the help of computer []
b. with the help of staff [] d. self []

15. Are you getting the following services from the reference section of the library?

- a. Reprography [] e. Internet []
b. User's orientation [] f. E-mail []
c. Inter-library loan [] g. Reader advisory services []
d. Online []

16. Do you get help from library staff?

- a. Yes [] b. No []

If no, why?

- i. There is less information in the library []
ii. There is no technology to access the information []
iii. Librarian is not helpful and laborious []
iv. Most of the documents are lent out []
v. All of the above []

17. Are there any special services?

- a. Photocopy [] b. Reading Room []
c. Telephone [] d. Internet []

- e. Lights (natural and artificial) []
- f. Comfortable tables and chairs []
- g. E-mail service []
- h. All of the above []

18. Are you satisfied with the service provided by the library?

- a. Most satisfied []
- b. Quite satisfied []
- c. Some satisfied []
- d. Never []

F. BUDGET

19. Are there enough your library budget?

- a. Yes []
- b. No []

If no,

- i. There is lack of furniture []
- ii. Do not have any new edition book []
- iii. Lack of staff []
- iv. All of the above []

G. SUGGESTION

20. Do you have any suggestion for the improvement of reference collection and service?

- a. Yes []
- b. No []

If yes, please mention

.....

APPENDIX - II

(Questionnaires to the Staff of the Reference Section of the Library)

1. Name:
2. What is your qualification in library field?
 - a) M.Lib.Sc []
 - b) B.Lib.Sc []
 - c) 35 days training []
 - d) General Training []
 - e) No training []
3. Do you have reference section in your library?
 - a. Yes []
 - b. No []
4. Have all the information available for the users need?
 - a. Yes []
 - b. No []
5. Do you provide users instruction program?
 - a. Yes []
 - b. No []
6. Does the library provide inter library loan facility?
 - a. Yes []
 - b. No []
7. Is there a separate room for the reader of reference section?
 - a. Yes []
 - b. No []
8. Have you kept daily record of reference readers?
 - a. Yes []
 - b. No []
9. How many reader reads per day?
 - a) 5- 10 readers []
 - b) 4-6 readers []
 - c) 10 to 15 readers []
 - d) 15-20 readers []
10. How many reference books are there?
 - a) 100- 500 []
 - b) 500-1000 []
 - b) c) 1000-1500 []
 - d) Above 2000 []
11. Please write down the problems you have faced in reference section of the library?