

**SAVING THE TIME OF COMMUNITY: GYAN BIKAS
COMMUNITY LIBRARY & LEARNING CENTER, PANAUTY,
KAVREPALANCHOK, NEPAL**

**A Thesis
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Central Department of Library and Information Science
For the fulfillment of the Requirements for the
Master's of Arts in Library and Information Science**

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LETTER OF ACCEPTANCE

The thesis prepared and submitted by Goma Luintel entitled "**SAVING THE TIME OF COMMUNITY: GYAN BIKAS COMMUNITY LIBRARY & LEARNING CENTER PANAUTI, KAVREPALANCHOK, NEPAL**" has been evaluated and accepted as a partial fulfillment of the requirements for the degree of Master of Arts in Library and Information Science.

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ABSTRACT

This study entitled “Saving the Time of Community: Gyan Bikas Community Library & Learning Center, Panauti, Kavrepalanchok, Nepal” has been done with the purpose of describing or finding the application of the fourth law of library science in GBCL, exploring the mechanism applied to save the time of the user, and to describe users' perspectives on time saving library services from GBCL. GBCL's service delivery is worth exploring on how promptly it is serving effectively to its community members like- professionals, students, group of farmers, group of women, housewife, child, youth, old people and other. Since, the users are a variety of and so their needs are also different kinds of services. In such a diverse situation, how GBCL is providing services by saving their time. For the community library, users always come to the center. This study will help GBCL to identify the ways to save library patrons' time while providing library services. This study also will contribute to changing the existing library service system to facilitate library users by pinpointing a need for a time saving mechanism. Twenty three available related articles, books and unpublished thesis were sincerely reviewed and prepared the questionnaire for data collection. This study conducted mixed methods research. After collecting, data was analyzed descriptively and quantitatively. This study had divided community service into library services (book service, informal education class, skill development training and ICT training) and community services (health camp, agricultural training, animal farming training and other). Therefore, in both community services and library services, this study found that the time saving mechanism of GCBL are proactive librarian, GBCL executive members along with field experts. The librarian was aware to internalize the value and importance of the Fourth Law of Library Science 'Save the time of the reader and practice them while offering the library services. Time is changing as well as this is the age of science and technology. Therefore, users wanted for technology based services. Hence, Library services based on modern library technology provide pinpointed, exhaustive and expeditious library services in future, which will make GBCL a more popular library and role model library.

PREFACE

Time is very important thing to every person. Students or teachers, farmers or housewives, general daily waged workers and business person, are busy in their works. They want to retrieve needed information promptly when they need it from library. Therefore, a library should care users' time while providing services. GBCL had provided different services except document service. While offering library services in those areas, time saving mechanism is not the same as in document services. So I was curious to explore the presence of available time saving mechanism in GBCL while providing different types of library services. My study attempted to explore GBCL ways to saving library patrons' time while serving them. Furthermore, my study tried to find out its time saving service mechanism. There was not a single research found on this issue and related to user's time saving mechanism in GBCL. Therefore, I had chosen this study.

A community library, practically what mechanism followed to serve the different services in the community? I was interested to know the availability and presence of a time saving mechanism in a community library while serving the library patrons. I reviewed documents related to this subject in my initial study phase and knew about time saving mechanism. When I was familiar about the time saving tools, I prepared the questionnaire to cover different views of different groups of users and collected data with field observation.

The librarian and GBCL executive members were helpful and cooperative to me. They called library users, and guided me in field visit in Panauti community.

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TABLE OF CONTENTS

CHAPTER I.....	1
INTRODUCTION	1
1.1 Background of the study	1
1.2 Statement of the problem	5
1.3 Objectives of the study.....	6
1.4 Research questions.....	6
1.5 Scope and Limitation of the Study.....	6
1.6 Significance of the Study	6
1.7 Organization of the Study	7
References.....	10
CHAPTER II.....	11
REVIEW OF RELATED LITERATURE	11
2.1 Literature Review.....	11
2.1.1 Saving the time of library users	11
2.1.2 Effective Role of Librarianship for Saving Users' Time.....	12
2.1.3 Community Library's opening time	16
2.2 Theoretical Framework:.....	19
References.....	20
CHAPTER III	22
RESEARCH METHODOLOGY	22
3.1 Research Methodology	22
3.1.1 Quantitative research methods.....	22
3.1.2 Qualitative research methods	22
3.1.3 Population of the study	23
3.1.4 Sample Size.....	23
3.1.5 Statistical procedure.....	23
3.2 Research Design.....	24

CHAPTER IV	24
DATA ANALYSIS AND PRESENTATION	25
4.1 Demographic information	25
4.2 Librarian's assistance to all library users.....	28
4.3 Community workers' cooperation with the library/ Librarian as a facilitator for the community services	30
4.4 Suitable time of library service for library users.....	34
4.5 Suitable of library environment	38
4.6 Impact of benefits from library service to users.....	39
4.7 Observation: data analysis	40
References.....	42
CHAPTER V	43
SUMMARY, CONCLUTIONS AND RECOMMENDATIONS.....	43
5.1 Summary	43
5.2 Conclusions.....	45
5.3 Recommendations to GBCL	46
Bibliography	48
Appendix I	49
Questionnaires.....	49
Appendix II	54
Institutional Profile	54
Appendix III.....	55
Curriculum Vitae	55

LIST OF FIGURES

Figure 1: Distribution of respondents by gender in library services	25
Figure 2: Distribution of respondents by gender in community services	26
Figure 3: Distribution of respondents by professional status in library services	27
Figure 4: Distribution of respondents by professional status in community services	27
Figure 5: Getting right information at right time from the library service	28
Figure 6: Frequency of respondents gets community service	29
Figure 7: Respondents get Librarian's assistance help during book service	30
Figure 8: Method adopted by GBCL for providing community services to users	31
Figure 9: Impression of librarian on respondents	32
Figure 10: Various services of library to save time of users	33
Figure 11: Time saving mechanisms adopted by GBCL	33
Figure 12: Time of respondents to come library for library services	34
Figure 13: Time of respondents comes to library for community services	35
Figure 14: Frequency of respondents comes to library for library services	35
Figure 15: Frequency of respondents comes to library for community services	36
Figure 16: Availability of appropriate library services	37
Figure 17: Types of community services of GBCL	37
Figure 18: Reading facility of library for user	38
Figure 19: Importance of library service for respondents	39
Figure 20: Effect of community service for respondents	40

LIST OF ABBREVIATION

GBCL	Gyan Bikas Community Library
ICT	Information and Communication Technology
SPSS	Statistical Package for Social Sciences

CHAPTER I

INTRODUCTION

1.1 Background of the study

Libraries and information centers are considered as the ocean of knowledge and storehouses of knowledge. It is true that all libraries in the world are full of reading material, which consist books, journals, manuscripts, and audio-visual materials which has knowledge, recorded by users. The major task of all libraries is preservation of knowledge. (Patil & Pradhan, 2014). In present context community libraries are expanding library services. One of the examples is Gyan Bikas Community library (GBCL). It is known as community-led library in Panauti. It has been providing different community services to peoples with reading materials, for instance providing informal education class, ICT training, skill development training, health camp, and training about agriculture farming. Gyan Bikas Community Library aims to provide those library extension services for the community members to make them self-dependent and to utilize their leisure.

Now a days, time is very important thing to every person. Therefore, librarian should care library users' time. In light of this argument, this study examined the ways to provide time saving, and effective services to the library patrons and community members. This study mainly focused on time saving mechanism of Panauti Community while using library services and library activities. There was not single research found on this issue and related to user's time saving mechanism. Therefore, the researcher chose this topic as this research study.

A community library is a social institution established by law and financed by public fund. It provides services equally to all community members. It also provides service without any discrimination to all members of the community irrespective of race, color, cast, religion, age, sex, nationality, language, status and it provides free of cost knowledge and information of the its users (Karki, 2012). People from all walks of lives are using the Community Library. These users are students, teachers, scholars, scientists, business executive, government officials, farmers, housewife and others. The large numbers of users come to the library to fulfill their information needs and to use their leisure time. GBCL is one of such community libraries that is providing varieties of information services and community services. It does not focus on

gathering and storing resource but effective knowledge and information to provide community with a platform for communication. For a single community library, there are always many problems such as lack of funds, limited resources and slow update (Jing, Zhijiang, & Suping, 2012). Notwithstanding GBCL has been providing effective service to the community people. The statement by R. David Lankes –"Bad libraries build collections, good libraries build services, and great libraries build communities" (Lankes, 1970 cited in Souvenir, 2018, p. 74). GBCL has been trying to be helpful library. It provided different services and effective service to the community peoples.

Library users have limited time so they have to complete a lot of tasks in a limited time so they have to have quick and quality service. The GBCL is active in the community. Therefore, it has potentiality to tell the success story among community libraries. This library's working principle is to provide different kinds of services. It provides services as per to users' need and their time. Community library provided services to enthusiastic users at one hand and at other, it is playing role in different social activities. It helped and served all members of community. So the researcher wanted to research about the causes to attract the library users and community members to the GCBL and the ways the GBCL is serving her users and community effectively.

Dr. S. R. Ranganathan's forth law of library science state that "Save the time of the Reader" (Dhiman, 2005).

"In Ranganathan's book, it is clarified that the fourth law put library users at the center putting their time-factor as the core problem. For that purpose, he recommended for open access, shelf arrangement (either alphabetical or classified arrangement), stack room guides, shelf guide, book tag, catalogue entry, central cataloguing and so on (Ranganathan, 1988, p. 287)."

A well-managed library can provide library services and community services effectively and easily. The well managed library incorporates open access library services along with other assisting components of library system. On the contrary, the closed accessed library does not provide self-service possibilities. (Dhiman, 2005).

GBCL is saving the time of the users while providing document and other service. Those qualities of services are can be listed as following:

1. Quality service
2. Quick service
3. Self service
4. On time service
5. Service delivery out of library walls (Besides library hours)
 - a. Community's Professional need
 - b. Healthy environmental need
 - c. Public health
 - d. Agricultural need, etc.

These are the tools of the methods applied by GBCL to saving users' time. In library field save the time is recognized as one major law defined by Dr. S. R. Ranganathan. Along with GBCL applied this law in providing other services for saving user's time.

In community library, practically what mechanism followed to serve the different services in the community? The researcher was interested to know about this time saving mechanism and reviewed some documents of related works. In regards to books service, without cataloguing, librarian can save the time of users through self-activeness. As well as, librarian self-involved to provide other library services and community services to aimed effective service and saving users' time.

In initial phase of this study researcher reviewed the related literature and known about time saving mechanism. Dhiman (2005) cited Ranganathan to describe following time saving mechanism tools are-

- a. Shelf arrangement
- b. Stack room guides
- c. Classification and cataloguing
- d. Issue system
- e. Bibliography
- f. Reference service
- g. Library location

These time saving tools are followed in proving book service (Dhiman, 2005). with regard to other library and community services, to save users' time through quality service by experts, quick service by proactive of librarian and facilitator, library extension service delivery out of regular library hours. Being familiar about

the available time saving tools and mechanism the researcher prepared the questionnaire and collected data with field observation. Through questionnaire collected the information how GBCL saved users' time while providing different services. As well as, through observation collected the information the library how to manage space for library services and community services and how to provide effective service to the users. Moreover, through observation the researcher known about what kind of mechanism followed to save user's time in this community library.

Similarly, the statement of problem of this study was community people are very busy in their own work and they have not leisure. Therefore, they are willing to take library services and receiving information quickly. In this condition, GBCL's service delivery is worth to explore on how it is serving effectively to its community member. Likewise, the objectives of the study were to find out the mechanism to save the time of user. To evaluate users' are satisfaction from GBCL service system. The study included in first chapter, introduction of GBCL with time saving mechanism. After that, it included the statement of the problem, objectives of the study, research questions, scope and limitation of the study.

As well as for this study some literatures were reviewed which were related to this study, which was included in the second chapter with citation. For this study, mostly relevant literatures were about time saving tools were reviewed. Except this, women users of community library, community library services, and librarian as facilitator to provide community services of library related literatures were also reviewed.

In the third chapter mentioned the research methodology that incorporated with population of the study, sample size, statistical procedure, and research design. In this study information were collected from the primary and secondary sources. The questionnaire method was employed to collect data on Gyan Bikash Community Library and according to necessity, the researcher had used observation instrument for data collection. This study had categorized GBCL service into library service and community service and collected data users of both services separately.

After that, the study analyzed the data and presented in pie chart in forth chapter. After completed the collection of data through questionnaire, analysis and presentation has done in this chapter. GBCL had provided different services to the

users. This study divided library service into library services and community services. These services were analyzed separately.

Finally, in last chapter the study summary, conclusions, and recommendations to GBCL. All collections of GBCL had been classified to provide effective service and save time of users. And then in other library services and community services, GBCL provided quick responses service to users by experts, quick services was possible due to the proactive librarian and facilitator, service delivery was extended beyond library walls in other feasible time besides library hours to save users' time and to provide right information at right time. Proactive librarian and executive members of GBCL with help of field experts to save the time of users. Still, this is not sufficient for future. Therefore, this study has recommended that if this library change and develop methods of providing services according to the demand of time and need, this library will be more popular in community in the future too.

1.2 Statement of the problem

Community's members are very busy in their own work and they do not have leisure. Therefore, their prime concern was to receive required information promptly. In this condition, GBCL's service delivery is worth to explore on how promptly it is serving effectively to its community members like- professionals, students, group of farmer, group of women, housewife, child, youth, old people and other. Since, the users are variety of and so their needs are also different kinds of services. In such a diverse situation, how GBCL is providing services by saving their time. For the community library, users always come at the center. Similarly, the fourth law of library science, 'save the time of the users' also put users at nucleus position. This is why, the study identified the research problem to find out how GBCL followed the fourth law of library science. Therefore, this study had focused on how the library's service is helping to save the time of their different users and what are the major methods applied to provide effective services.

1.3 Objectives of the study

a. General Objective:

The general objective of the study is to examine the application of the fourth law of library science in GBCL.

b. Specific Objectives:

The specific objectives of the study are:

- i) To find out the mechanism to save the time the user.
- ii) To evaluate users' perspectives on receiving prompt library services are satisfaction from GBCL service system.

1.4 Research questions

For finding out the solution of statement of problem this research questions are as following:

- a) What are the mechanisms applied to save the time of the user?
- b) How to provide varieties of services to the users effectively?
- c) What are users' feedbacks for library's efforts in saving their time?

1.5 Scope and Limitation of the Study

The central focus of this study had been on time saving mechanism of GBCL. Moreover, the community defined for this study was the youth library users, who were registered on GBCL's users' registration book. Similarly, the researcher studied women's groups formed by GBCL. Because GBCL had been collected books of related to different faculties for instance, Management, Education, Humanities etc. Therefore, higher number of youth users visited the library for borrowing course related books and GBCL provided different library services targeted women. For example, skill development training, informal education class, agricultural training and health camp. For collecting data, the researcher selected purposive random population sampling method that fulfills this research objectives.

1.6 Significance of the Study

This study was carried out the purpose of how to save the time of library users. Moreover, one of the important frequently studied components of user studies is users' satisfaction toward the library service time. A very few research studies were available and found in community library with this aspect that explores effectiveness

of the time saving mechanism. So this research has been the first kind of such research. Its significance is listed in the following points:

- a) This study will help to identify the ways to save the time of patrons.
- b) This study will contribute to change the library services time and method for the facility of users pinpoint the time saving mechanism for the community library.
- c) This study will help to the library to provide service easy and quick.
- d) This study will help future researches and researchers to explore the effectiveness of available time saving mechanism in library.

1.7 Organization of the Study

Chapter 1: The study included in first chapters, introduction of GBCL with time saving mechanism. After that, it included the statement of the problem, objectives of the study, research questions, scope and limitation of the study. The statement of problem of this study was community people are very busy in their own work and they have not leisure. Therefore, they are willing to take library services and receiving information quickly. In this condition, Gyan Bikas Community Library's service delivery is worth to explore on how it is serving effectively to its community member. Therefore, this study had focused on how the library's service is helping to save the time of theirs different users and what are the major methods applied to provide effective services. Similarly, the objectives of the study were to examine the application of the fourth law of library science in GBCL. To find out the mechanism to save the time the user. To evaluate users' are satisfaction from GBCL service system.

Chapter 2: In this chapter had included literature review of related documents and theoretical framework. The purpose of this study was to find out what was mechanism used to save the time of users by community library. Therefore, for this study, mostly relevant literatures were about time saving tools were reviewed. Except this, women users of community library, community library services, and librarian as facilitator to provide community services of library related literatures were also reviewed.

Chapter 3: In the third chapter mentioned the research methodology that incorporated with population of the study, sample size, statistical procedure, and

research design. In this study information were collected from the primary and secondary sources. The questionnaire method was employed to collect data on Gyan Bikash community library and according to necessity, the researcher had used observation instrument for data collection. This study had categorized GBCL service into library service and community service and collected data users of both services separately. Total sample size of the study was 68 respondents. Among them 42 were in library service and 26 were in community service.

Chapter 4: This chapter presented analysis and presentation of data. After completed the collection of data through questionnaire, analysis and presentation has done in this chapter using different statistical tools. GBCL had provided different services to the users. This study divided library service into library services and community services. These services were analyzed separately. For this study, the researcher has collected the data in library service with 42 respondents and in community service with 26 respondents respectively. Then the researcher analyzed data of both services comparatively and had been presented in pie chart.

Chapter 5: In last chapter, the study included summary, conclusions and had been given the necessary recommendations to GBCL. All collections of GBCL had been classified to provide quick service and save time of users. Users of GBCL were satisfied in book service. And then in other library services and community services, GBCL provided quick responses service to users by experts, quick services was possible due to the proactive librarian and facilitator, service delivery was extended beyond library walls in other feasible time besides library hours to save users' time and to provide right information at right time. Likewise, the study found higher number of women users were interested to participate in other library services and community services then male users and they succeed to acquire benefits from services of GBCL so they were satisfied. Now, saving user's time through proactive of librarian as well as executive members in GBCL, helped by field experts contributed to satisfy users. Still, this is not sufficient for future. Time is changing as well as this is the age of science and technology so that it is necessary to develop technology based services and changed were needed in the traditional library system of GBCL that need change into modern library to provide effective services to the user in future. GBCL is popular library in community of Panauti. This study has recommended that if this library change and develop methods of providing services

according to the demand of time and need, this library will be more popular in community in the future too.

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CHAPTER II

REVIEW OF RELATED LITERATURE

2.1 Literature Review

This chapter reviews documented literature on various works related to the research topic of this study. Following literature reviews related to this study were useful for identifying relevant variables for the study, and understanding the research problem properly.

2.1.1 Saving the time of library users

Time is regarding the most important thing to the peoples. Students or teachers, farmers or housewives, general daily waged workers and business person, they are always busy in their works. For such busy community, a library is supposed to provide service to them. Therefore, library should care users' time while providing services (Connaway & Faniel, 2014). Connaway and Faniel (2014) research suggested that time is the most important thing to the users then other thing. Therefore researchers had reordered Ranganathan's five laws of library science and had shifted forth law 'save the time of user' in first law showing the degree of importance of this law.

"In order to improve the user's experience in the physical library, Ranganathan believed it was necessary to minimize the amount of time it took to get what the user wanted. Hence, the new first law is "save the time of the reader." Although saving time is still very important, research suggested that convenience also has become important to today's information seekers (Connaway, Dickey, & Radford, 2011 cited in Connaway & Faniel, 2014, p. 8)."

In library services or community services convenience is regarded most important thing. Users want to convenience to receive information. GBCL had provided different kind of services. Therefore, GBCL managed documents systematically and properly place managed to provide other services for convenience to users. Likewise, to care of users' convenience, GBCL had informed timely the community services and organized program in specific place. It helps to the users to fulfill their information need at right time and to save their time (Connaway & Faniel,

2014). Connaway and Faniel (2014) also had described time as convenience and they said convenience is most important more than the time; it helps to users to fulfill information need. Connaway and Faniel (2014) research suggested that convenience is more important for people to quick service. According to context and situation convenience can be physical or virtual which is based on the time of the need (Connaway & Faniel, 2014). Similarly, Connaway et al. (2012) said that, traditionally, library-centered processes, systems, and services are based on manual library. Now a days, library resources often are not the first choice of the academic community, who often choose the more convenient, easier to use open-access sources. Users want to change the library system and services as per time and it does fulfill their information need at right time. It is also need of today's users. It assists the users to retrieve the needed information timely. That's why, in regards to book service, users of GBCL also want, to change in library service system in technology based for their convenience. Therefore, library and librarians now must build systems and services around the users' need and the library service change into technology based for users' convenience and to provide quick service as well to save the time of the users (Connaway et al. 2012).

Saving users' time is connected many aspects like how the library designs, develops the documents and delivers its services. If a library paid focus on these aspects, like building, convenience library space, developing documents and organizing effective program as per need of community people, it will fulfill the 4th law of library science "Save the time of the reader" to provide service to the users. Library can provide effective service to the users (Connaway & Faniel, 2014).

2.1.2 Effective Role of Librarianship for Saving Users' Time

As there are many aspects while saving users' time, one of the important aspects is the librarian's job performance. How to make effective library service to user it is depended on librarian. If the librarian has done properly presentation, preservation, distribution of documents, and preparation to organize program systematically, after completed those task properly, librarian can disseminate document quickly and to provide different services according to users' need and interest. These activities fulfill users' information need. Library also provide online service and to deliver services to the users at remote area from the library location. It

plays role more attracted to the users toward library in present context (Connaway & Faniel, 2014). Importance of librarianship:-

"Preserving, cataloging, presenting, and distributing content are still important aspects of librarianship. However, how these activities are done and how services are provided and made available has become increasingly important. Patrons want to satisfy their information needs not only quickly, but also conveniently. Consequently, libraries must deliver online services that are compelling enough to attract their intended community (p. 10)."

In a simple term, two researchers stated the simultaneous importance of shelving, shelf reading, cataloging, classification, users' education, and use of ICT for saving users' time in library (Idiegbeyan-Ose & Michael-Onuoha, 2014). Those Nigerian scholars' recommendations are mainly for those users who come to library for receiving information service. The strategies recommended in the study of Cannaway and Faniel (2014) and Idiegbeyan-Ose and Michael-Onuoha (2014) are almost same, however the later study stated shelf reading in addition, which reflected the assistance of librarian for the users. It implicated the meaning that once a librarian memorized the documents in the shelf, he/she can quickly provide the service.

In this way, librarian's memorization about shelf arrangement directly affected for providing quick service. My research aim to community library services to user. My study is concerned knowing service mechanism that reduces longer time consumption to provide service concerning user's time and it also focused on quality service to user's suitable time. Librarians find document easily and quickly through catalogue and they provide service to users as per their need, without do not taking much user's time. For that, one of the important tools is cataloguing to the library. Through catalogue, Library staff can provide quick service to the user and user's time will be saved as well as users to be satisfied (Banjade, 2017). She also said cataloguing is the key to the library. Without catalogue, users cannot expect efficient, effective, and quick service from a library.

In present time, users are very busy in own work and they do not have much leisure time. However, they need information and other library services. So through the systematic way, library staff provide service to the user quickly and efficiently and to save the time of user. The users' time is very precious; to save the time of users in

the library, staff should organize the information in such a way to find information sources promptly. Reader should not waste their time in searching the information and searching the document in the library. Of course, arrangement of library materials is a scientific method, which is taught to the library staff. Librarians and library staff are trying to find out the appropriate ways to respond the contemporary requirements of the students and faculty to fulfill their goals, meet the needs of existing and potential users. (Patil & Pradhan, 2014)

GBCL had organized program targeted to women and it had provided services for life-long learning. Women were more interested to participate different services of library and utilize their leisure time. Proactive women users revealed that they want to be independent in their life (Yoshida, 2013). In regards to women's participation in community library:-

"The educational function of public libraries as a place of lifelong learning is fully expressed when it is related to the empowerment of women. Lifelong learning conducted in public libraries from the perspective of women's autonomous activities (Yoshida, 2013, p. 2)."

Different services and programs of public libraries are the as mechanisms for empowering women and through the services of public library, they were benefited and it's helped to be independent in their life. Learning interest and efforts of women users had affirmed their identities with they wanted go ahead in their life too (Yoshida, 2013). As per Yoshida's (2013) research study on public libraries of Japan, higher number of women users interested to participate in library activities and to utilize their time and take benefit through library services. Importance of women users of community library is reflected in following lines:-

"Women had become an integral part of their activities in the library. Furthermore, the consequences of their activities and learning affected their communities. Learning effort of women means not only the process of their empowerment but also the affirmation of their identity. Participation in library activities makes women independent learners (Yoshida, 2013, p. 9)."

Martin and Adhikari (2008) study explored that in Juwani and Agyauli community libraries of Nepal where women had been remained active participation.

Due to more time had spent in door activities of house. Women users of both community libraries want to utilize their leisure time to learn skill and to gain knowledge. Therefore, they had involved different program of community library and engaged women groups. These women aimed to be self-independent be learned person also in their life (Martin & Adhikari, 2008). Yoshida (2013) and Martin & Adhikari (2008) research revealed that, higher number of female users visit the community library and they were more interested to be involved in library activities than male users.

GBCL has utilized social mobilizer, facilitator, and social leader's help to provide different community services. According to De Rosa et al. (2011) research, the potential supporters who are needed to wake up and activate with our awareness campaigns are not necessarily for the library users. However, the context of GBCL, social workers support the library to conduct social programs and play vital role to provide community services to community people except library users. Library is regarded as a source of information transformation, because it has played an important role to disseminate information to the community effectively. GBCL has provided document services to users along with other different services, for example, the library had aimed to literate community people as well as to make them self-dependent. It has been playing the role of disseminating as a source of spreading of information in community through library services and community services, for instance book service, informal education class, skill development training, ICT training, agriculture farming training, health camps etc. are provided through librarian, social mobilizer, and facilitator with the help of experts and field specialists. Therefore, GBCL is also as a source of transforming tacit knowledge. (De Rosa et al. 2011). Moreover, the social mobilizers played role as the time saving factor for community people:-

"Changing the funding cycle for libraries requires new, bolder campaigns and conversations aimed squarely at the segment of our communities who see, or could see, the library as a source of transformation, not simply as a source of information (De Rosa et al. 2011: vii)".

GBCL has provided different services and to support users according their need. Therefore, It has informed about own services and programs to community

peoples through social worker. Community peoples have gained knowledge from library activities and programs. It helps the users to utilize their leisure time and go ahead in their life. So, they were realized the value of community library. (De Rosa et al. 2011). De Rosa (2011) reported that community awareness campaign provides a light-hearted approach to a very important message. The campaign focuses on educating the public about the value of the library. (De Rosa et al. 2011)

In these contexts, we find both library service and community service are being provided by GBCL simultaneously. Librarian plays role as a facilitator in providing services except book service. In collaboration between librarian and social mobilizer, various are provide community services together are being provided effectively. The librarian has identified the need of user and their social activities. Therefore, the librarian was able to interact between knowledge and social activities through own work experience and faced different kind of users. Users can haven more benefit to gain knowledge and to utilize leisure. Library has been helping to go ahead in their life too. To utilize library in better way, active librarianship can be the most important part of the effective service (Anie, 2014). According to Martin and Adhikari (2008) research, Juwani and Agyauli community libraries provide mobile service to women to aiming to develop their literary skills and those libraries have encouraged to women for engaging in different program and women saving group (Martin & Adhikari, 2008). In regard of library service, to provide effective service, library needs to proper management of documents. Without systematic management of library collection, librarian cannot provide quick and effective service. Librarian has important role to provide different service to the users. Librarian also plays role as facilitator to provide community service to the community (Martin & Adhikari, 2008). Therefore, librarianship is regarded source of transformative of information, it has played important role to scatter effective information to the community (Anie, 2014). Value of the librarianship:-

"Librarianship as a science or a body of knowledge is about the interaction between knowledge and social activity"(Anie, 2014, p. 203).

2.1.3 Community Library's opening time

The community library is an information distribution place served for people lived in certain district. These people have many problems such as educational need,

agricultural need, social need etc. and they visits library expecting the solution their problem. Community library can be solved those problem effectively (Jing, Zhijiang, & Suping, 2012). Jing, Zhijiang & Suping (2012) reported that community library is very important for building the civilized community culture, distributing useful information, and performing social education. Community library serves useful information to community people through different program like as skill development training, ICT training, informal education class, training about agriculture. However, it plays vital role of social education, which provides education to community member. It serves education-targeted women, who are illiterate. These library activities plays role to provide useful information with to utilize user's leisure time. Therefore, community library is very important to community people (Martin & Adhikari, 2008).

Community people visit community library because they get information according to their need. Gyan Bikas Community library provides different services to community people. The training programs were targeted for unemployed and at another hand, it was targeted to utilize the leisure time of the community people. Karmacharya (2018) said that people come to community library to keep interest to gain knowledge and to learn new thing. Moreover, they come to library to utilize their leisure time too. Thus, community library should provide information to users according to their need. Furthermore, she told that now a days, some libraries provide different services except document services. It has managed different fruitful training and program targeted housewives, farmer, and illiterate people of community. Its aim is to utilize their leisure with to be able them in their life (Karmacharya, 2018).

Community library's users are all the member of community. Many users cannot use library-opening hours but they need library's information. Therefore, community library provides service except library opening hours (10 to 05 is usual working time in Nepal) and library open morning and evening time for these users. Public library is for the community. It fulfills the user requirements. So that public library provides services according to users' demand and requirement, interest and library should open suitable time of user. The opening time might be morning or evening according to need of community people. Its opening time of library helps to save the time of community people and they get library service in their suitable time (Sharma, 2019).

Libraries acquire many documents. To save users' time these documents should be made available easily. Library users will enjoy the quality service itself and can utilize their time. The satisfaction of library users is a function of the quality of information products received, the quality of information system and library services provided to access the information product. Therefore, "satisfaction is a function of three main sources- quality of the information product, the information system and the services that make the information product available" (Iwhiwhu & Okorodudu, 2012).

Time is the most important thing to users. It is clarified in the article of Connaway and Faniel (2014). Those researchers shifted forth law 'save the time of the reader' as the first law. Therefore, after above different related literature reviewed, the researcher found that Different time saving mechanisms of community library, like as the proper management of library, arrangement of library materials in scientific method (cataloging and classification), convenience to receive information, and library-opening hours as well service time of community service (service delivery out of library walls).

When there was flexibility of library service time, the researcher also knew that from those studies showed the more female users had utilized community library services. Due to more time had spent in door activities of house. Therefore, they were wanted to utilize their leisure time in community library conducted programs. So, community programs were targeted for the women of the community. Similarly, community library provided different services to the community people with social mobilizer, facilitator and professional experts.

2.2 Theoretical Framework:

Independent variables

Librarian's assistance to all library users
Community workers' cooperation with the library
Librarian as a facilitator for the community services
Time of library service

Dependent Variables

Users get right information at right time
Community people are served with social services and its' information at right time
Library disseminate the tacit knowledge of experts to the community
Library services are active at community's leisure time

Since GBCL has multiple roles: as a library and as a social service provider to its community members. This study aimed to link it is both services with an intention to explore existing time saving mechanism. Hence, the researcher studied librarian's assistance to all library users, community workers' cooperation with the library, librarian as a facilitator for the community services, time of library service as the independent variables. Depending on these independent variables, the study sought how users were getting right information at right time, how community people were served with social service and its' information at right time, how the library disseminated of tacit knowledge of experts to the community and, how library services were active at community's leisure time.

These dependent variables were tested during this research through observation and structured questionnaire.

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CHAPTER III

RESEARCH METHODOLOGY

3.1 Research Methodology

The purpose of this study was to find out what was the mechanism used to save the time of users to this community library. In this study information were collected from the primary and secondary sources. The questionnaire method was employed to collect data on Gyan Bikash Community Library. Similarly, the researcher had used observation instrument for data collection. With according to need the researcher had done field observation library and community for data collection. Basically this study followed the quantitative research methods, which was additionally supported by the data obtained through observation.

3.1.1 Quantitative research methods

The researcher used questionnaire quantitative methods for data collection. The researcher prepared questionnaire to find out the different views of users and collected data from library users who used the library services and community services of GBCL. Through questionnaire collected the information how to save different user's time through GBCL.

3.1.2 Qualitative research methods

The researcher also used observation instrument for data collection. Through observation collected information, the library how to manage space for library services and community services and how to provide effective service to the users. Likewise researcher observed the field of community service users and also observed how to effective community service to the users. Moreover, through observation the researcher had known about what kind of mechanism followed to save user's time in this community library.

The Check list of field observation

1	Space use
2	Users' book searching behavior
3	Librarians' response to users

4	Availability of library system like: classification, shelf arrangement and other
5	GBCL service delivery in the community

3.1.3 Population of the study

For this research purpose, the researcher had considered all library users who come to library for information use and for evaluating time saving mechanism during community service. The researcher had studied focus on youth library users and women groups of community library. Because GBCL had been collected books of related to different faculties for instance, Management, Education, Humanities etc. Therefore, more number of youth users visited the library for borrowing course related books and GBCL provided different library services targeted women. For example, skill development training, informal education class etc. Therefore, higher number of women participated different library services and community services. That's why, the researcher had selected them for the study.

3.1.4 Sample Size

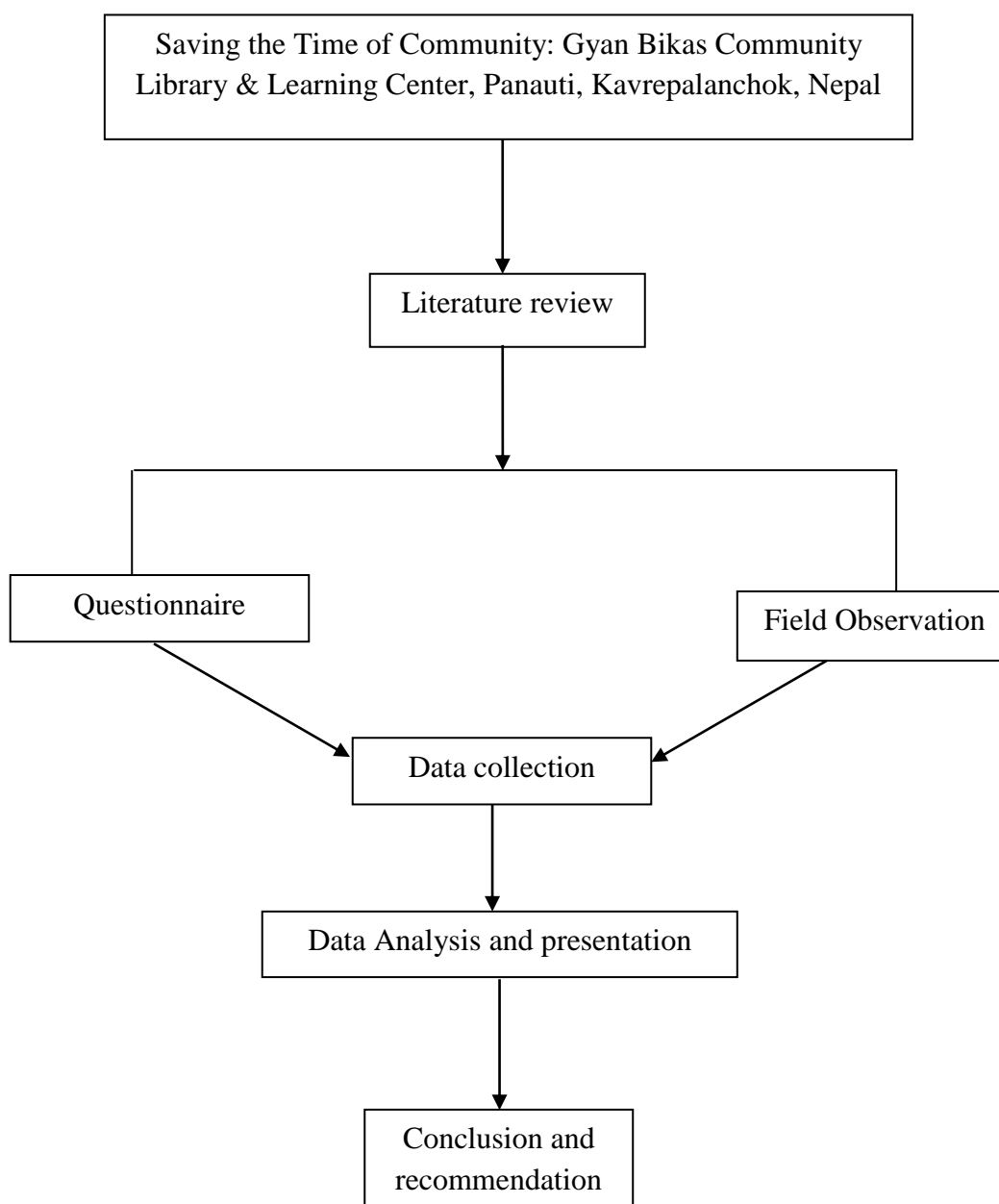
The researcher had categorized GBCL service into library service and community service and collected data users of both services separately. Total sample size of the study was 68 respondents. Among them 42 were in library service and 26 were in community service. In regards to book service, among users of GBCL 15 percent populations were covered. Remained populations of my study were taken from other library services and community services randomly. Who were already used services of GBCL.

3.1.5 Statistical procedure

GBCL had provided different services to the community people. This study divided library service into library services and community services. For this study, the researcher had collected the data in library service with 42 respondents and in community service with 26 respondents respectively. After that, the researcher was analyzed and interpreted the data of library services and community services comparatively. Simple statistics tools have been used to be presented and analyzed the data as well as total and percentage of responses were calculated. These are displayed, as appropriate in pie chart.

3.2 Research Design

The research's topic is “Saving the Time of Community: Gyan Bikas Community Library & Learning Center, Panauti, Kavrepalanchok, Nepal”. The aim of this study was find out how the library service was saving the time of the users and how the library was delivering quick services for users. For this study, the researcher employed two sources for generating questions: the first one is literature review and the second is observation. After the literature reviews of related topic and filed observation at GBCL, the researcher prepared questionnaire and interview for the data collection. After that, the researcher analyzed the collected data and presented data. The researcher had given conclusion and recommendation. The research design of this study is shown in figure as following:



CHAPTER IV

DATA ANALYSIS AND PRESENTATION

The analysis of data consists of organizing, tabulating, and performing statistical analysis. After collection of data through questionnaire, analysis and presentation has done in pie chart. GBCL had provided different services to the users. This study had divided library services of GBCL into library services and community services. In this chapter, these services were analyzed comparatively. For this study, the research had collected the data in library service with 42 respondents and in community service with 26 respondents respectively. The researcher had analyzed the data quantitatively and qualitatively.

4.1 Demographic information

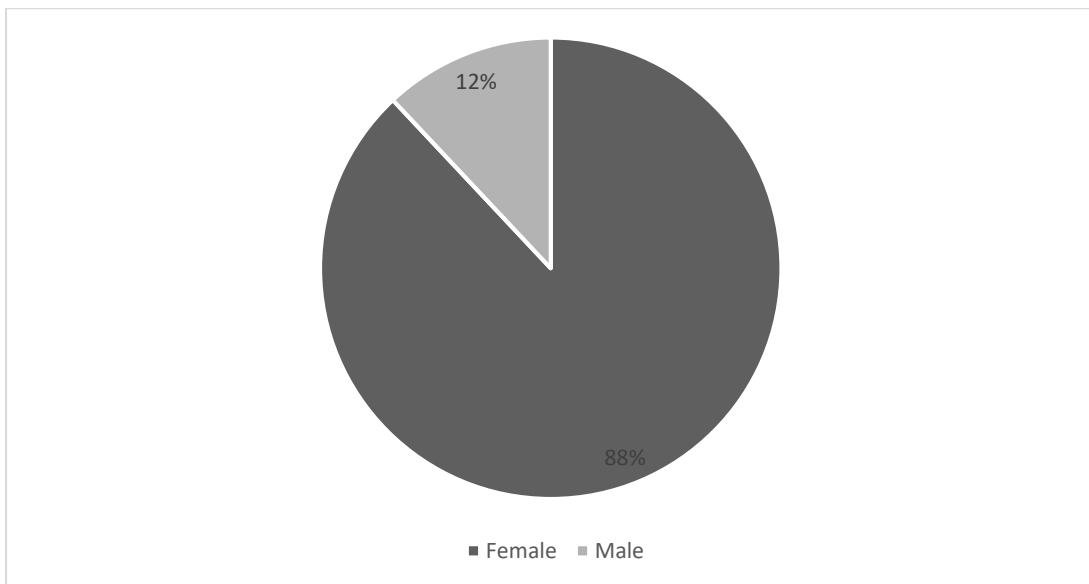


Figure 1: Distribution of respondents by gender in library services

Figure 1 showed that, there were more female users visited the library than male users. In this study, there are 42 respondents, among them 37 (88%) female and 5 (12%) male. The reason behind higher number of female users is due to different library programs targeted to women, for instance, informal education class, skill development training, and ICT training. Besides book service, female users were more interested to take part in above-mentioned services and they wanted to use their leisure time and take benefit from these services. Hence, higher numbers of female users were interested to participate in other library services besides book service.

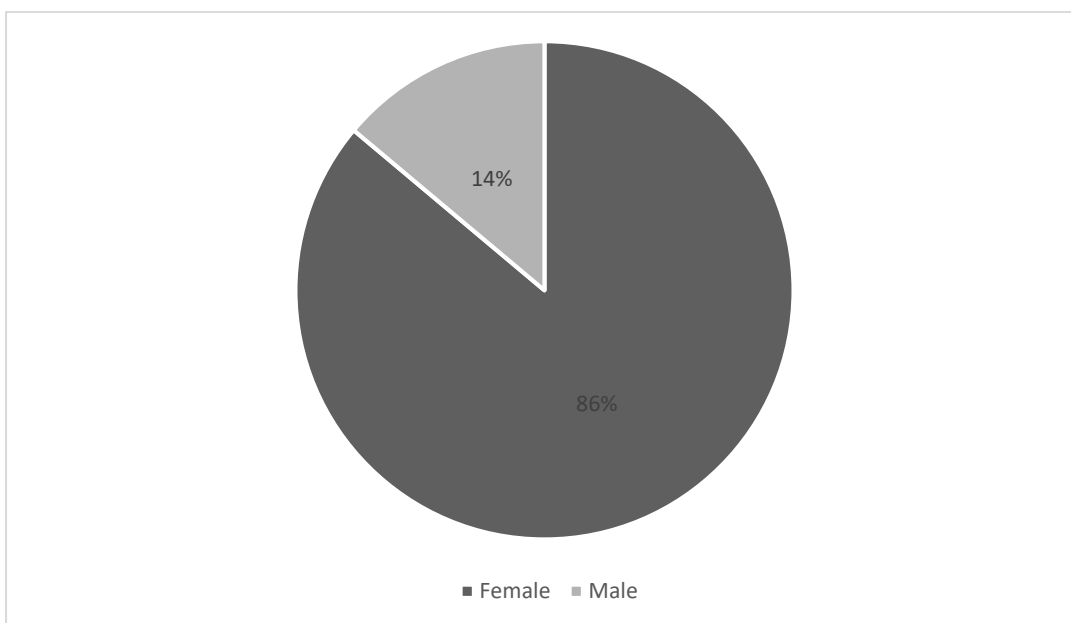


Figure 2: Distribution of respondents by gender in community services

GBCL organized different programs with aimed to serve community service to the community people. In this study, 26 respondents were selected from users who have already participated to community services. Among them, 16 (62%) respondents were female and 10 (38%) were male, which was showed in figure 2. In community service, higher numbers of users were housewives and farmer they were generally women. They wanted to use their leisure time meaning fully so they used the community services.

Juwani and Agyauli community libraries of Nepal provide different services such as mobile service, informal education class, different skill development training, and established saving group for saving money etc. According to Martin & Adhikari (2008) research, more number of female users were participated the male users those services of library. Due to them should involve in-door activities. They interested to participate library program to utilize their leisure time (Martin & Adhikari, 2008). Yoshida (2013) said learning efforts women affirmed their identities as independent women learners. Higher numbers of female users than male were visited to public libraries of Japan. They wanted to benefit from public libraries services and to use their leisure time meaning fully (Yoshida, 2013).

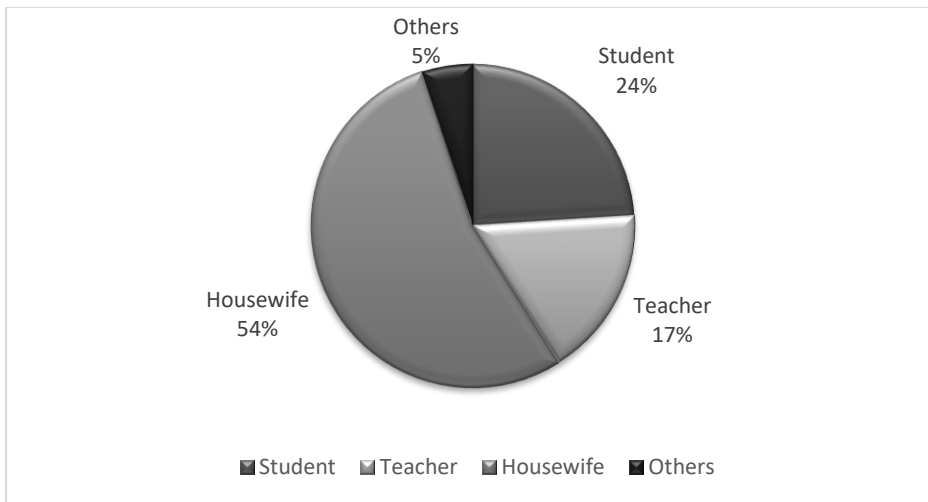


Figure 3: Distribution of respondents by professional status in library services

GBCL had provided different library service to community member, for instance book service, ICT training, skill development training, and informal class. Student, teacher, housewives and others users were belongs have participated in those services. Figure 3 showed that, 24% were students, 17% were teachers, 54% were housewives, and 5% were others. The respondents were mostly housewives who were generally women. It is the reason behind why the number of women was highest receiving library service of the library. In this study, there are 42 respondents, among them 37 (88%) were female.

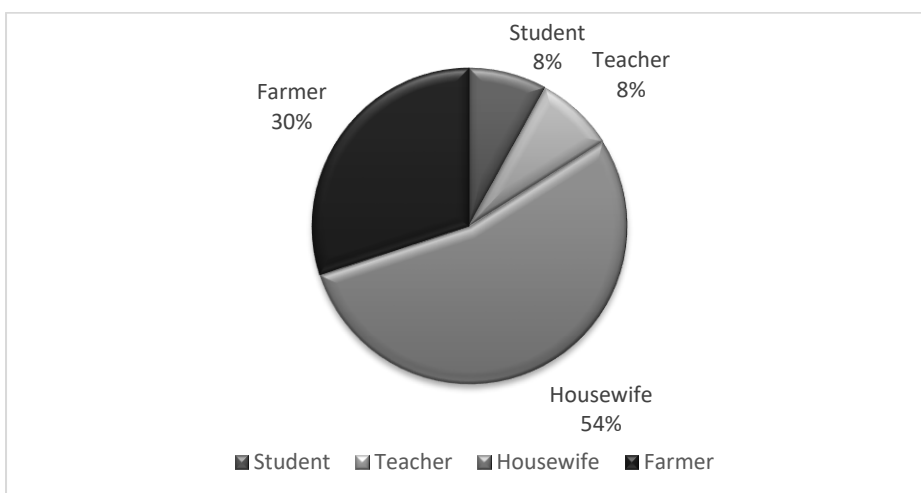


Figure 4: Distribution of respondents by professional status in community services

GBCL had organized program to provide community service with social worker. It helped the GBCL to provide the community service. Moreover, librarian

had provided the community service to the community people as a facilitator. They had provided right information at right time to the community people. Figure 4 showed that 54% were housewives, 30% were farmers, 8% were students, 8% were teachers. Respondents were mostly housewives in community services who were generally women.

Above figures revealed that, higher numbers of female users visited the community library than male users. They wanted to utilize their leisure time and they were developing their professional career.

4.2 Librarian's assistance to all library users

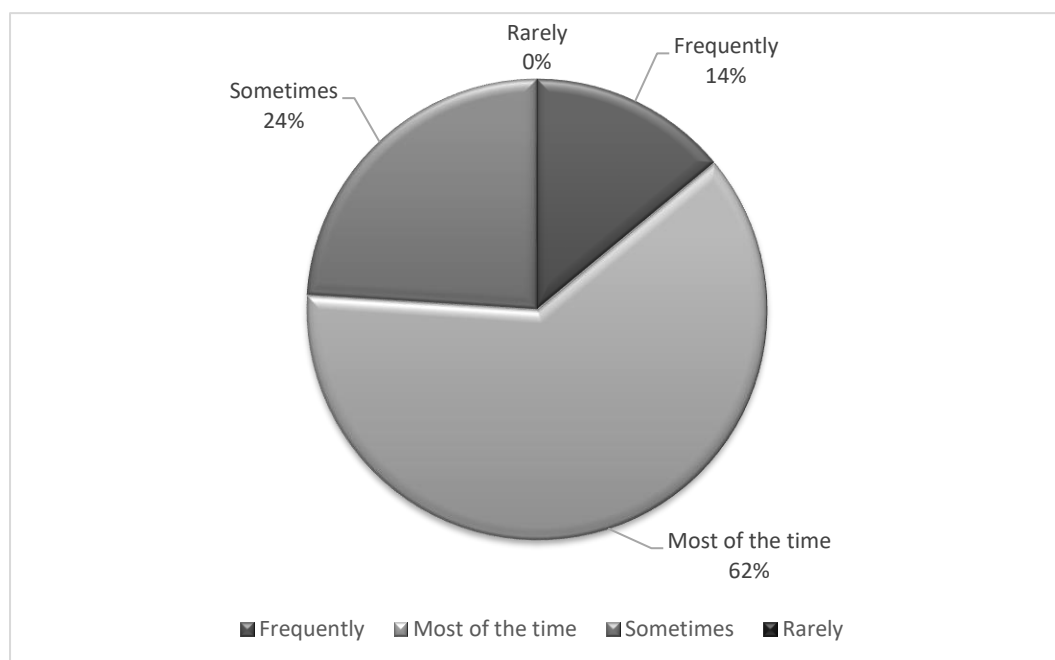


Figure 5: Getting right information at right time from the library service

Figure 5 showed how often respondents got right information at right time in library services. Among the respondents, 62% users got right information at right time in most of the time, 24% said that they got sometimes, and only 14% told they got information frequently. This study reveals that, highest number of users got right information at right time through library service. However, for the majority of users, the frequency of getting right information happened to be most of the time. The frequent chance of getting right information is only for 14% of respondents. However, it is notable that majority of users got information in most of the time. There is not

any other mechanism developed to provide information. However, users are depended on librarians' active support for providing right information to right users.

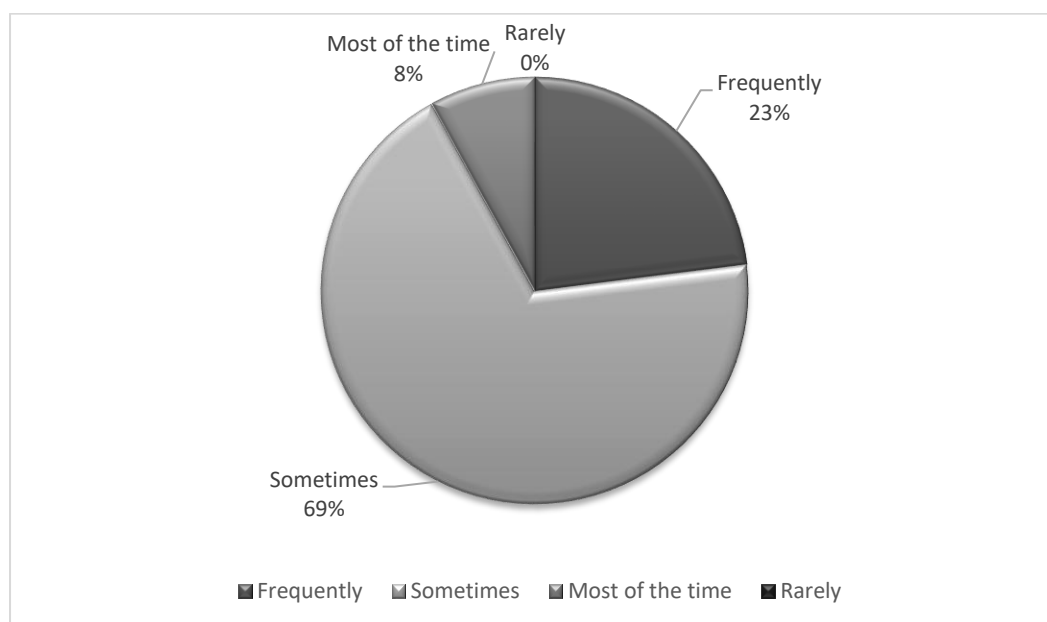


Figure 6: Frequency of respondents gets community service

In regards to community service of GBCL, the people of community had participation of community people in different when, library had organized the training or programs, and their visited to library whenever they had some questions to asked. Otherwise, they were busy on own daily works for instance busy in agriculture farming, animal farming and other works a part from their daily jobs. Therefore, they participated community services for sometimes, which they were getting through GBCL. It helped the user to increase the agricultural product and to be healthy. Figure 6 showed that 69% respondents answered they received community services sometime, which was accordance to their need, 23% told that they got information frequently, and 8% said they got information most of the time. This data indicated that majority of community people did not participate all the training programs rather they have participated some of the training programs as per their needs. In other meaning, the information about all the training programs did not disseminate to all of the community people.

In library service, highest number of users got information most of the time. With, in community service, higher numbers of users told that they got information

sometime. They also said that they should need to community service sometime. So that those data revealed that, they got right information at right time.

4.3 Community workers' cooperation with the library/ Librarian as a facilitator for the community services

The service facilitator has very significant role to play for providing either library services or community services. Nevertheless, my study showed the library visitors have already been well familiar with the library collections. Hence, they are able to help themselves in finding their needed books. While in the case of community services, experts and community service mobilizers has played important role.

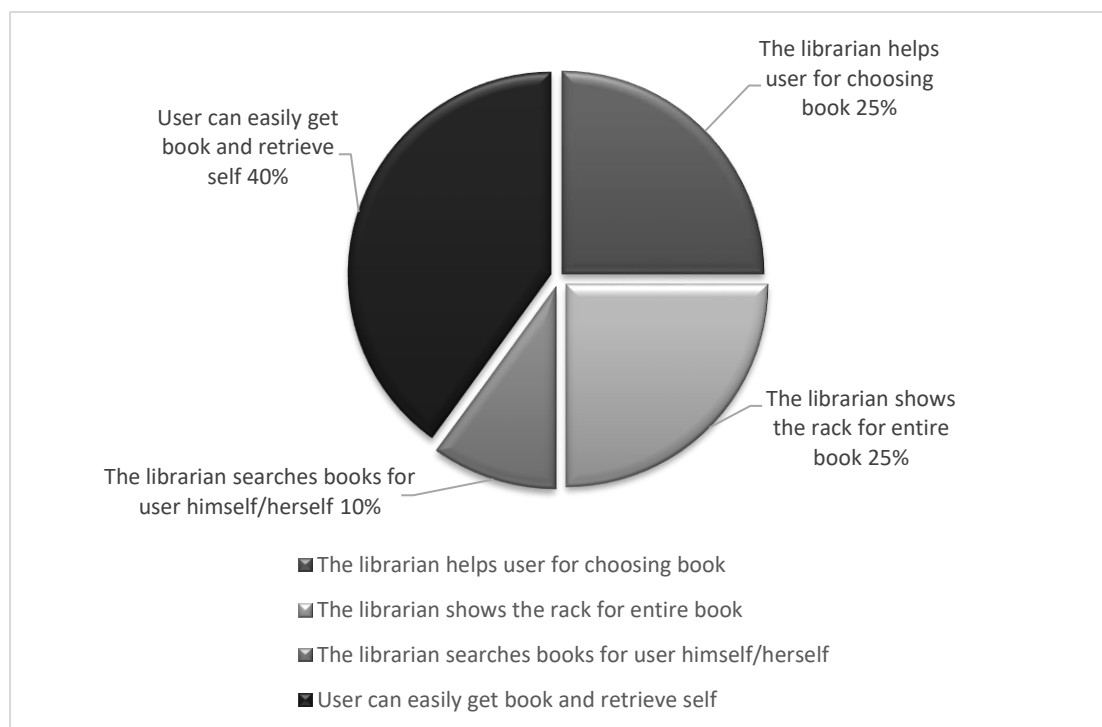


Figure 7: Respondents get Librarian's assistance help during book service

Figure 7 showed only 20 respondents had participated in this question because this question was related to book service and other users who participated in other library services did not respond to this question. The users, who participated other library services, need not to respond this question. While in book service, the librarian assisted to users for search and retrieve book. Due to the librarian's assistance, users got right information at right time. Librarian's active service is very important for users since, there was no any library technical system developed, for example

cataloguing or any other information searching system. This data showed that 40% of respondents told could easily get book and retrieve self, 25% answered the librarian helps me for choosing book, 25% told the librarian shows the rack for entire book, only 10% said that librarian searches books for me him/ herself.

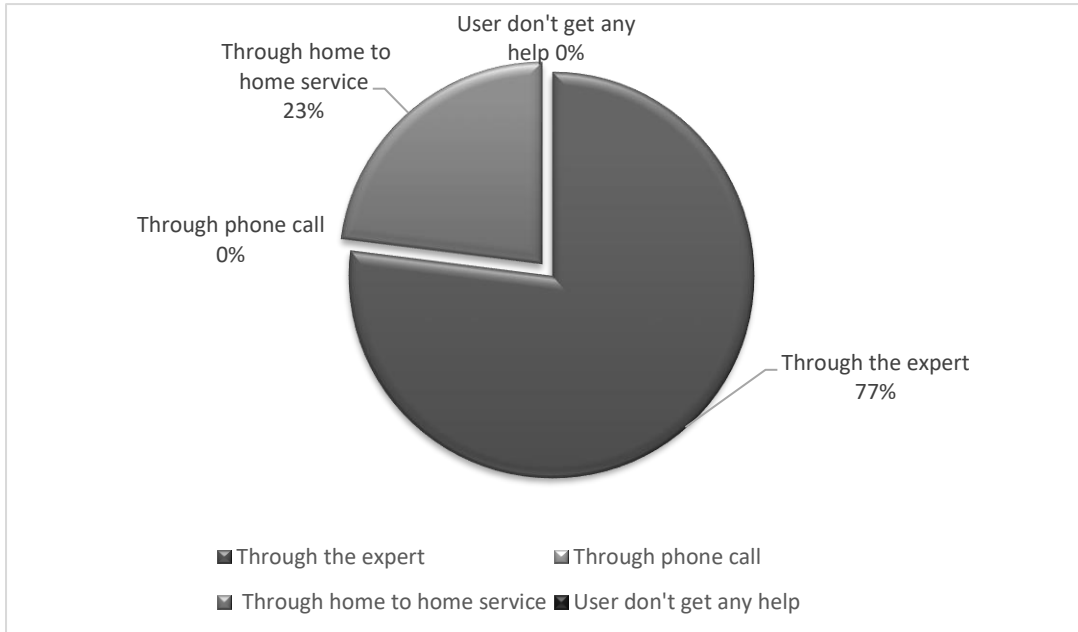


Figure 8: Method adopted by GBCL for providing community services to users

The aim of asking this question was to know how GBCL was giving service to community. Library service had been broaden to community service. A community library, GBCL had bear hybrid nature. Hence, GBCL had cooperated with the social workers and professional experts. The library provided different community service to community members. Some example of community services are such as health camp, agriculture farming, and animal farming for the community. The specialist of related field and social mobilizer had direct contribution for these services. Figure 8 showed that 20 (77%) respondents got help during community service time through the expert, and 6 (23%) said through home-to-home service. GBCL had organized program to provide different community service with cooperation specialist of related field. Thus, respondents got right information at time from GBCL.

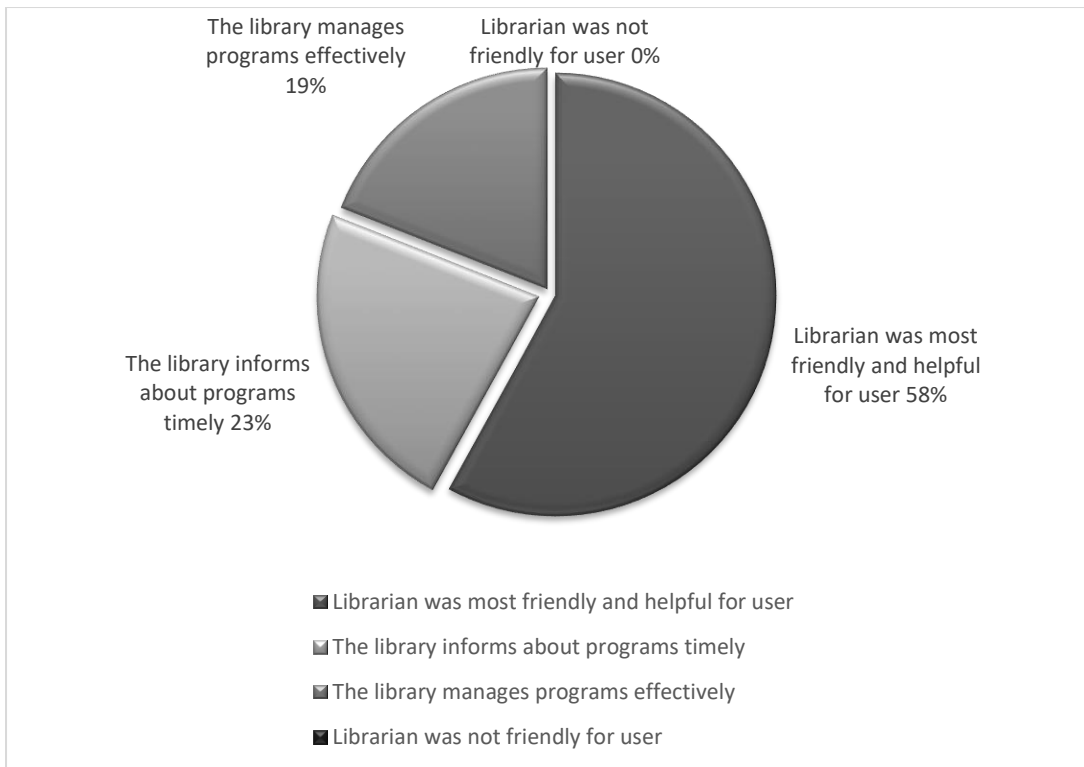


Figure 9: Impression of librarian on respondents

Executive of GBCL had planned different way to provide right information at right time to the community people and to impress them. They were successful in own community. They had served the community services in the community as a facilitator. Figure 9 showed that 58% told most friendly and helpful for them, 23% said that they informed about programs timely, and 19% respondents answered manages programs effectively.

Above figures revealed that, GBCL had provided both library and community service in different way and cooperated with professional experts. Librarian also played role as a facilitator to provide right information at right time to the community people.

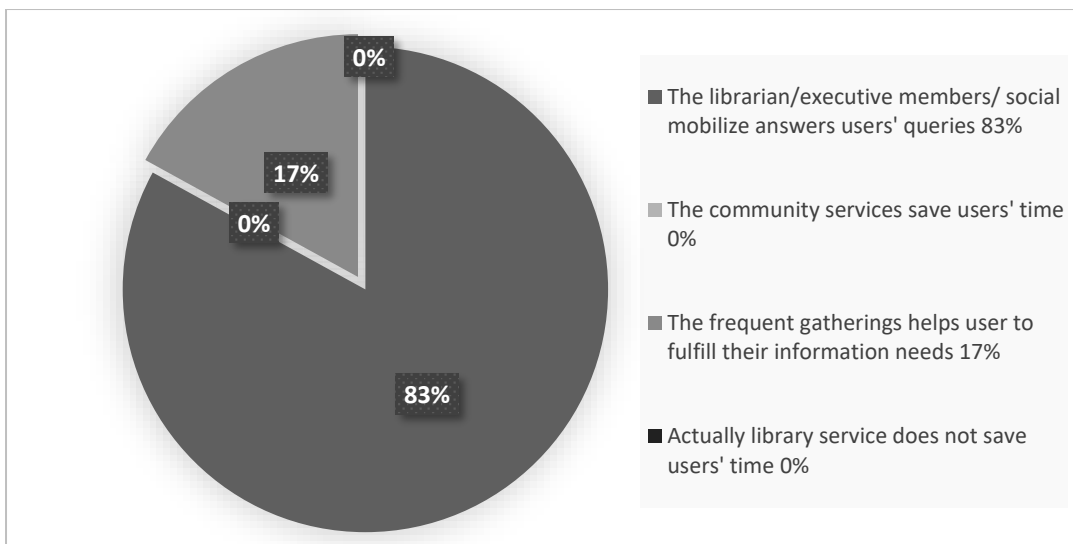


Figure 10: Various services of library to save time of users

GBCL had provided different library services for instance, book service, informal education class, skill development training, and ICT training with organized gathering program to provide the right information. The librarian/executive members/ social mobilizer were to be actively to response the users' queries and they had provided the right information at right time. Hence, they assisted to save the time of users. Figure 10 showed that, majority of users (83%) got their answers through librarian/executive members/ social mobilizer answers their queries, 17% users told their queries fulfilled through the frequent gathering programs.

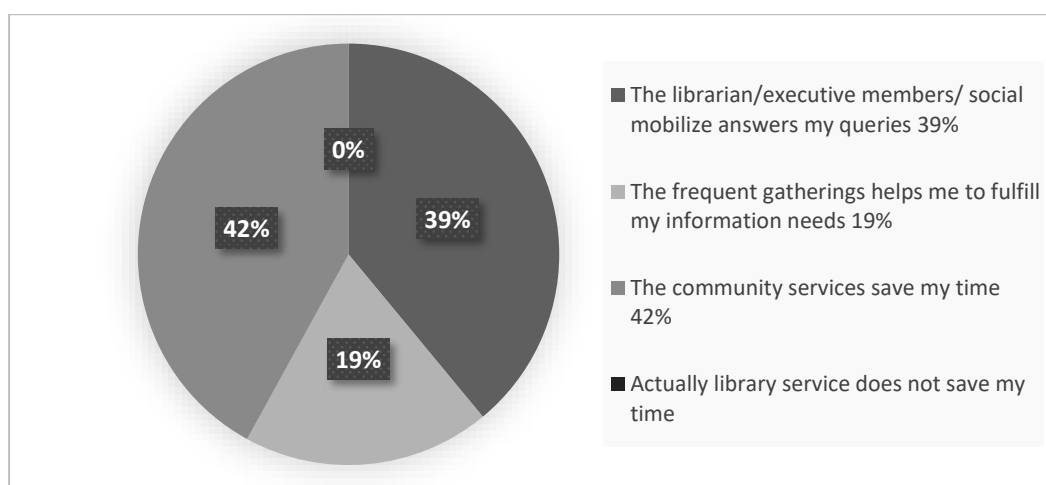


Figure 11: Time saving mechanisms adopted by GBCL

Figure 11 showed that community service of library to save time of respondents, 42% said that the community services saved their time, 39% respondents

told librarian/executive members/ social mobilize answered their queries, and 19% said the frequent gatherings helped them to fulfill their information needs. The data analysis showed that librarian and social mobilizer were active in a community to save time of users and to utilize their leisure time.

Above figures showed that librarian/executive members/ social mobilizer answered users' queries to save the time of the users. Mostly, they answered user's queries to save the time of users and they saved user's time through different service and frequent gathering program. Librarian/ executive members/ social mobilizer's active service is very important for users since, there was no any library technical system developed to provide library services.

4.4 Suitable time of library service for library users

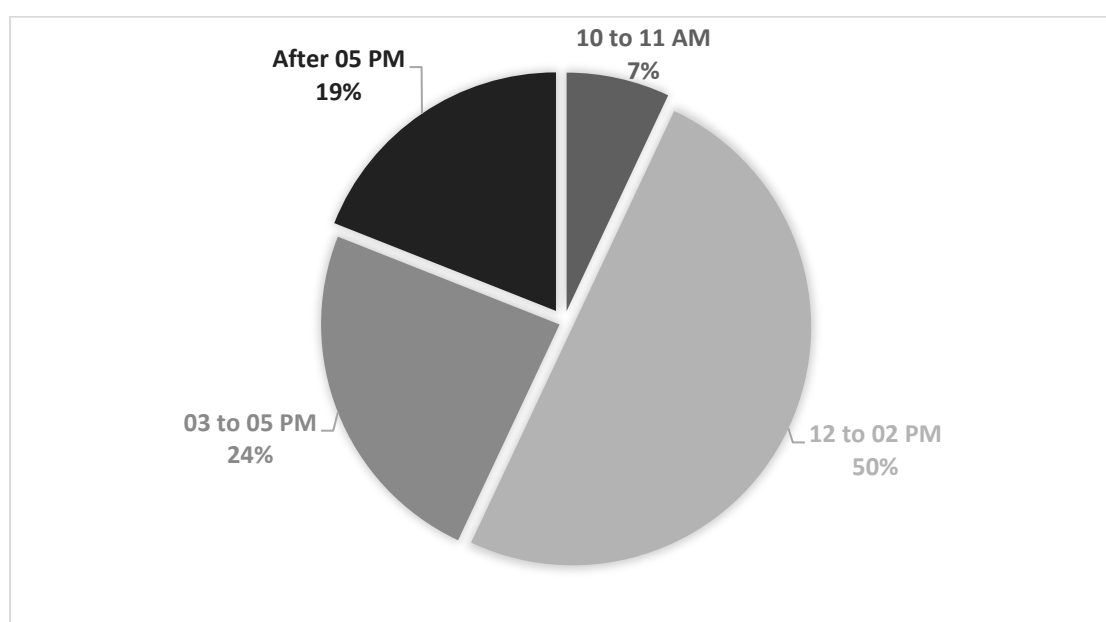


Figure 12: Time of respondents to come library for library services

At present GBCL is providing library service from 10 AM to 5 PM. This is the usual working time in Nepal. The favorable time of users is vital to decide what time is appropriate to give services. Figure 12 showed that, 12 to 2 PM is the mostly favorable time for the users. Time is most important for each person so that GBCL had provided service to care of user's time. In 12 to 02 PM, the maximum users (50%) visited library. Moreover, other users (24%) visited library during 03 to 05 PM, after 05 PM 19% and in time at 10 to 11 AM only 7% user visited respectively.

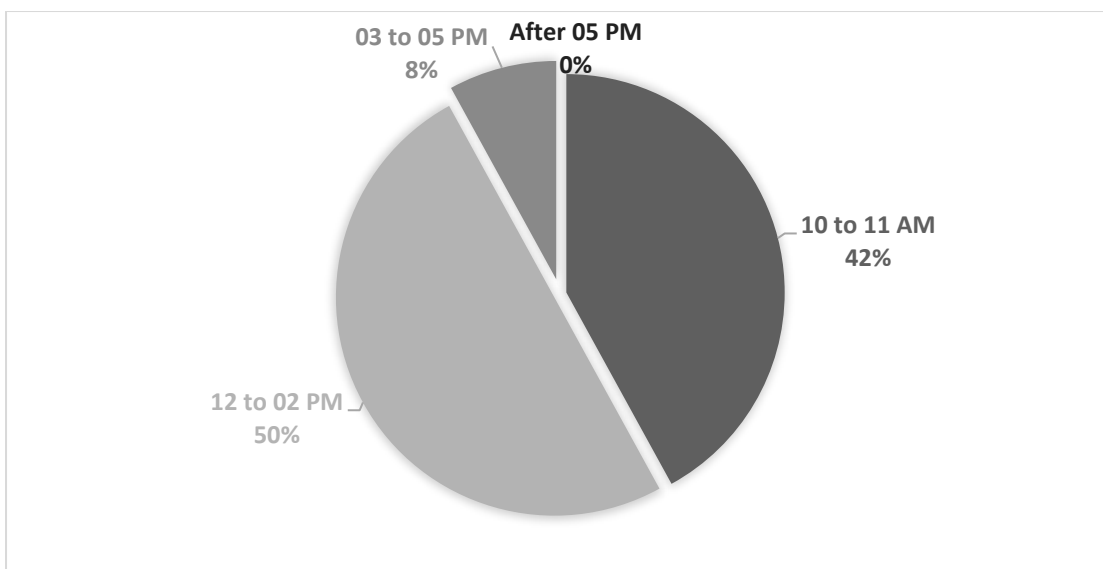


Figure 13: Time of respondents come to library for community services

The library informed that community service to users for training about agriculture, health camp and other program and they were came to library or venue of organized program. They got information and utilized their leisure time through those services. Figure 13 showed that 42% respondents visited to library at 10 to 11 AM, 50% visited library during at 12 to 02 PM, and 8% at 03 to 05 PM.

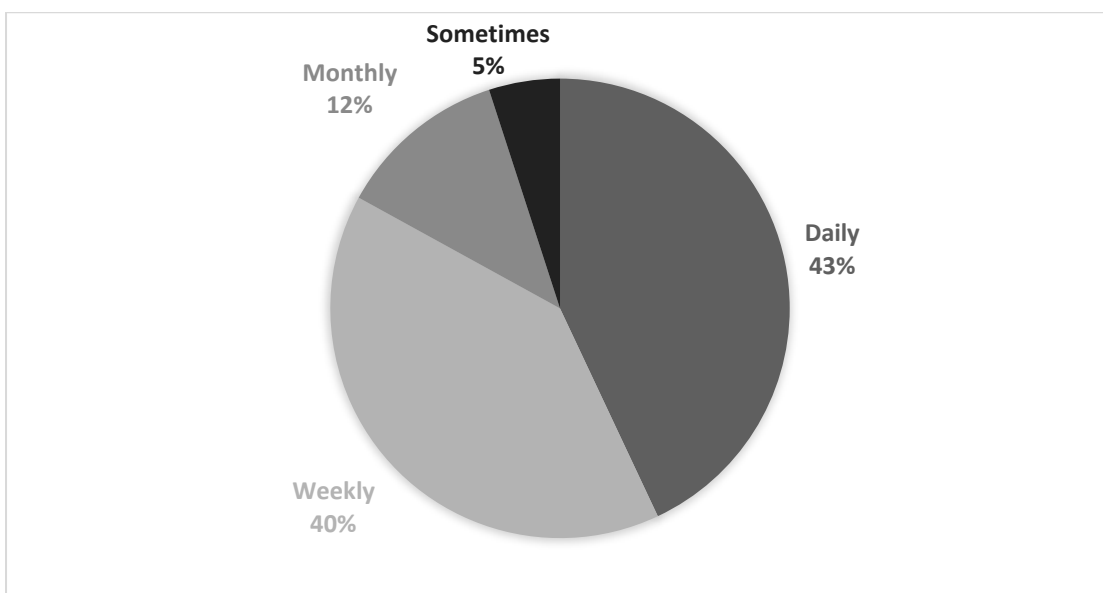


Figure 14: Frequency of respondents come to library for library services

Besides book service, GBCL had provided also other library service to use of leisure time of community people. Mostly, users used library in daily basis. Therefore,

it indicated the need to open library daily. Figure 14 showed that, 43% respondents came to library daily, 40% used library service weekly, 12% respondents used it monthly, and only 5% respondents used library sometimes.

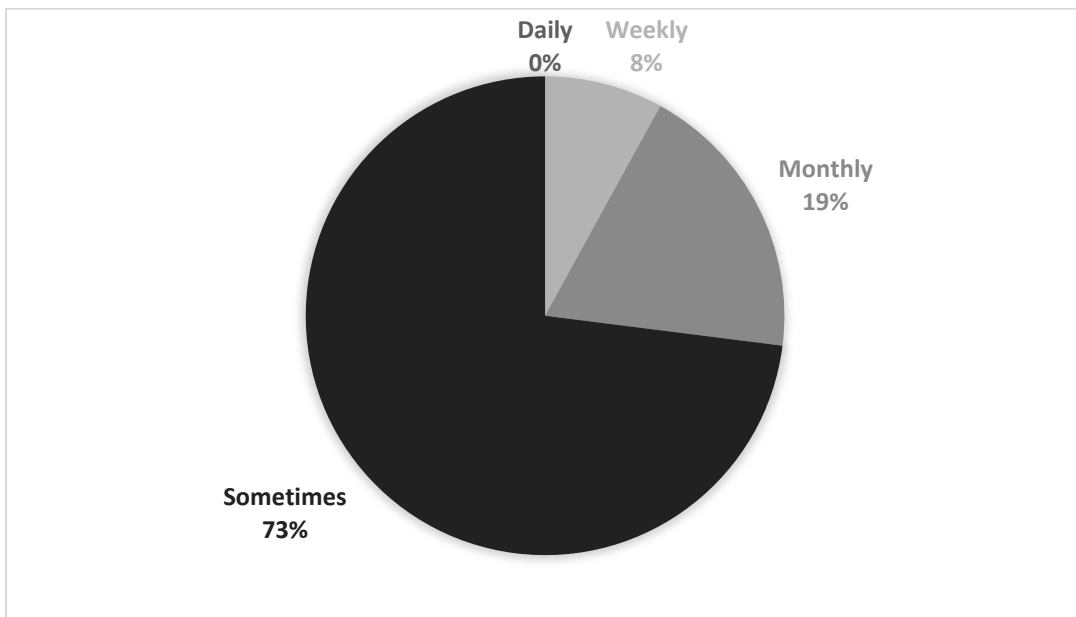


Figure 15: Frequency of respondents come to library for community services

The library informed people about different community services for example, training about agriculture, health camp and other program, when community people were came to library to participate this program. Without information, community people were not participated community services because they were busy at own work and they cannot come to library daily. Therefore, if they had any queries, that time they came to library or meet social mobilizer to solve the problem. As that, they need to community service sometimes, which is, they had got. Figure 15 showed that 73% respondents visited to library sometimes, 19% monthly, and 8% weekly. It depicts that the users' visiting time to library is not in any regular basis.

Above figures revealed that, users had received information in their favorable time, which helped them to utilize their leisure time. Librarian and social worker assisted to fulfill user's need and to provide right information at right time.

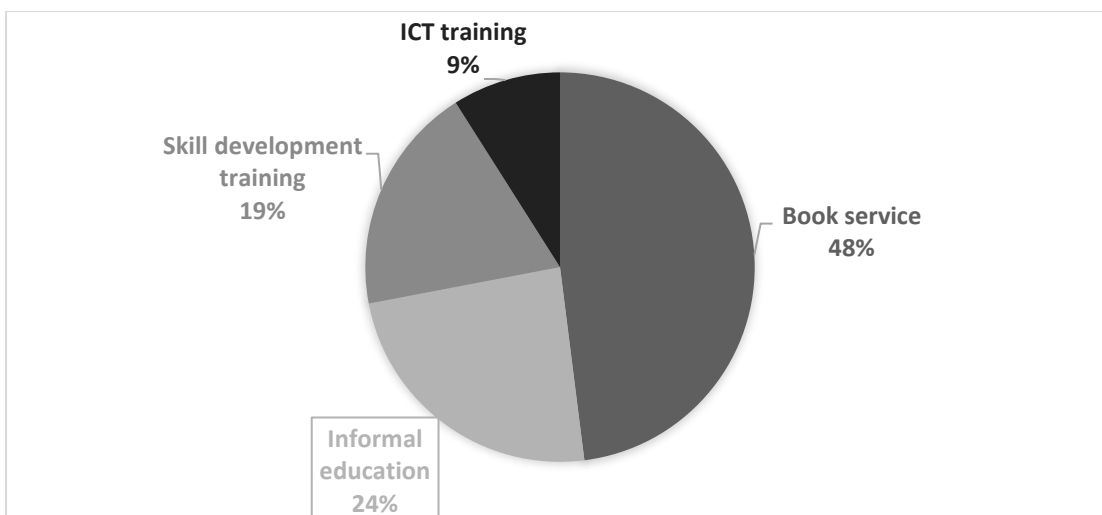


Figure 16: Availability of appropriate library services

The library had provided different library services because its main objective is to let higher number of community people in library to visit and attempt the different library activities. It helped to utilize of leisure time of community people. In this work, GBCL had successes to provide right information at right time to the users and highest number of people visited to use of book service with other services. Figure 16 showed that 48% respondents visited library for book service, 24% came to take informal education class, 19% participated skill development training, and 9% came to learn ICT.

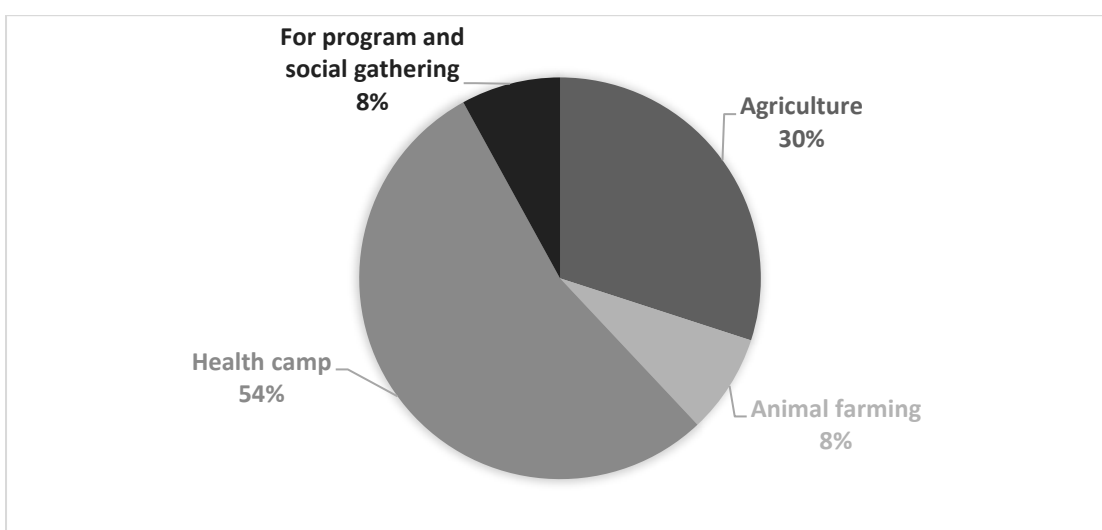


Figure 17: Types of community services of GBCL

GBCL had served the different community services to the community. Such as training about agriculture, animal farming, and health camp etc. Only executive

person of GBCL did not provided community service to community of Panauti. Therefore, GBCL had cooperated the community worker for providing own community service. In addition, librarian had provided community service as a facilitator to provide right information at right time to users. Figure 17 showed that, 54% respondents participated in health camp, 30% users founded agricultural program, 8% visited library to participate program about animal farming, and 8% involved different program and social gathering. The health camps program is seemed attracting majority of community people. Community people are interested in health related programs organized by the GBCL.

GBCL aimed to make all community people visited to library and used different services. Therefore it had provided both library and community services simultaneously to provide right information at right time to right person with proper use of users' leisure time. Above data revealed that community people benefited from both library services and community services. They gained right information at right time with saved user's time through services of library.

4.5 Suitable of library environment

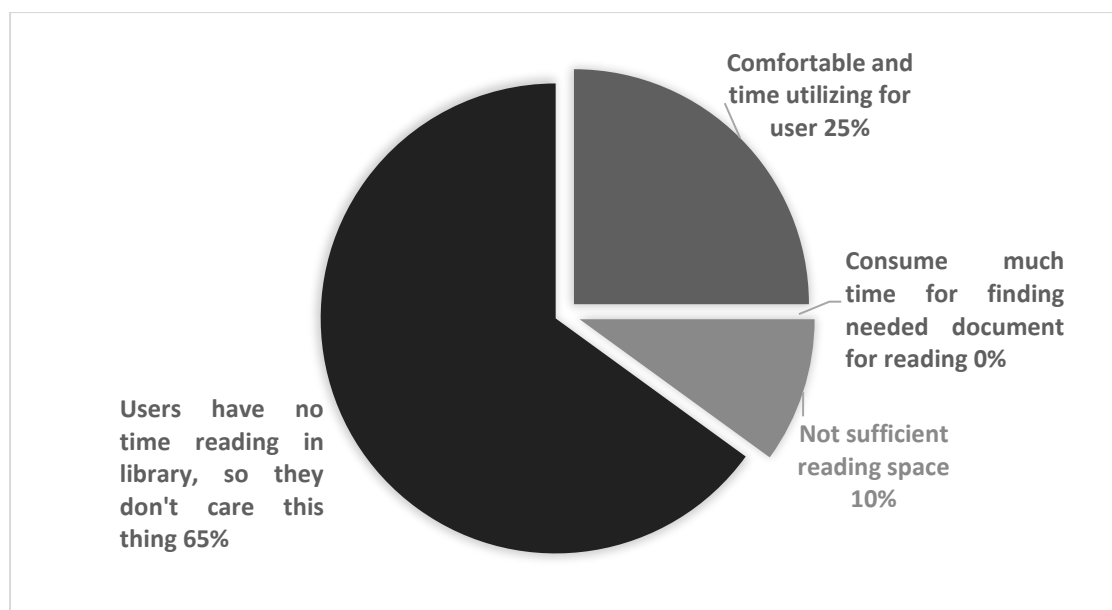


Figure 18: Reading facility of library for user

In this question were responded by only 20 respondents filled their answer because this question was related to book service. Most of the library visitors did not

have enough time to read in library premise. They were visited library to borrow book to read at own home. The majority of respondents 13 (65%) among 20 said that they prefer to study at home because they did not have much time to spend in library. However, 5 (25%) respondents judged that library's reading space is comfortable and at the sometime it permits them to utilize their time. Besides book services, GBCL had properly maintained library spaces to serve users comfortably. Therefore, GBCL paid enough concern for making users utilize their leisure time. However, it is very clear that users themselves have very less time to enjoy library services. Therefore, higher number of users had enjoyed utilization of book borrowing from library.

4.6 Impact of benefits from library service to users

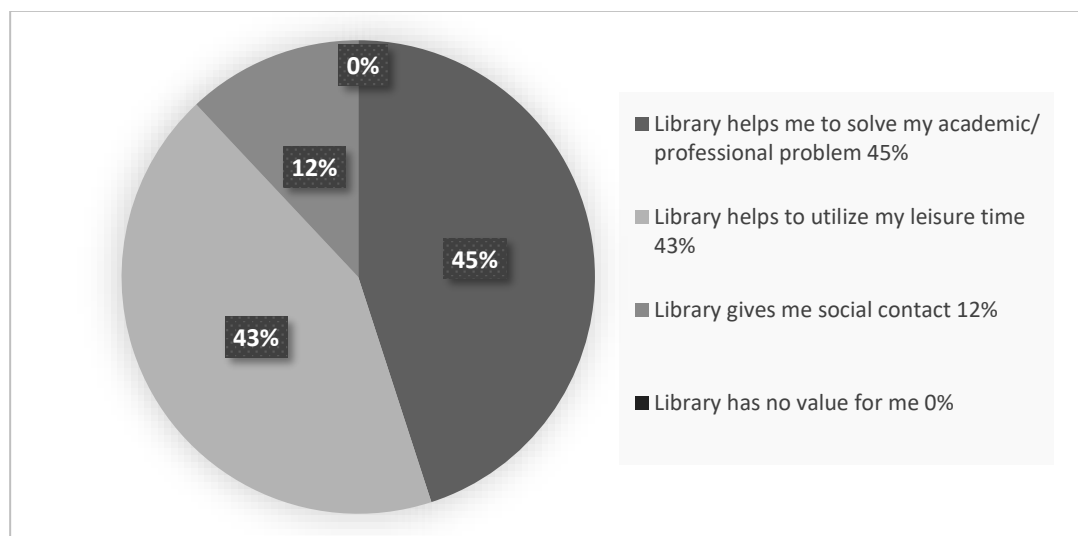


Figure 19: Importance of library service for respondents

A part from the views of community people, the library services users had expressed the importance of library service. The figure 19 showed that, library helps me to solve academic/professional problem. This significance of library use was responded by 45% of total respondents, while 43% viewed that the library helped to utilize their leisure time, and 12% respondents utilized library service for making their, library gives them social contact. This data revealed that, library service was useful to solve their professional or academic problems. In addition, users were getting multidimensional benefits from the library services to utilize their leisure time.

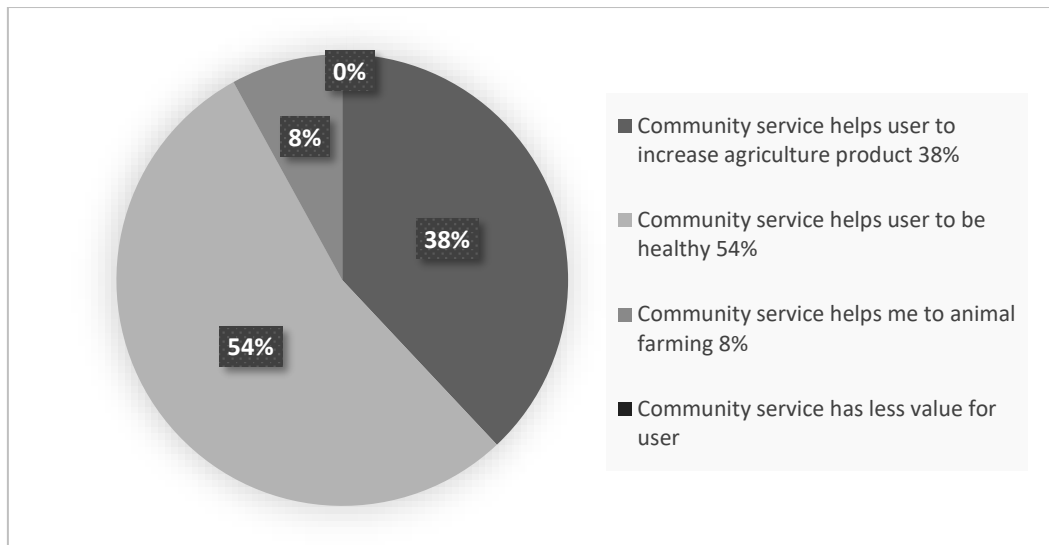


Figure 20: Effect of community service for respondents

Community services regarding health service had impact on larger number of community people. Among the respondents, health service benefited the majority of respondents (54%). While agricultural services benefited 38% respondents. Thus, these community services of GBCL were to be more effective of among community people. It fulfilled the professional information need of the community at one hand, at other it also served for the healthy life of community.

Above figures revealed that, users achieved benefits from services provided by GBCL. It fulfilled the professional information need with to help community people to solve academic and professional problems, to be healthy and to increase agricultural product.

4.7 Observation: data analysis

The Check list of field observation

1	Space use
2	Users' book searching behavior
3	Librarians' response to users
4	Availability of library system like: classification, shelf arrangement and other
5	GBCL service delivery in the community

The researcher had gone to Panauti to field observation of GBCL 4 days. 2 days inside the library and 2 days field of community library service. In date 2076/10/12,17 the researcher had observed inside the library activities like space use, book searching behavior, librarian response to user in library services, and availability of library system. GBCL had properly maintained library space for each library services (document service, informal education class, ICT training, skill development training). There were different service sections separated each one. Regarding book service, users, to who the researcher had observed, were habitual to the shelve location of the document of GBCL. According to the librarian, the maximum users searched book themselves without the help of librarian. The library had classified all document and shelf arrangement properly.

The researcher had observed GBCL's service delivery in the community for two days (2076/10/08 and 22). During the field observation, the researcher participated the health camp and agricultural field camp. In the health camp, all participants had participated all the users because it was related to their own health problem. In the health camp, participants were the women in majority. In the field of community the researcher founded facilitator, expert and librarian had cooperated each other and they were friendly and helpful to users of community services. As well as the researcher had founded the farmers were well satisfied towards library. The agricultural training that was delivered by GBCL was fruitful to farmers.

GBCL had provided different services of community people. For instance, book service, informal education class, skill development training, ICT training, training about agricultural farming, and health camp. Among the community people, women were interested and active to take benefit from those services of community library. Librarian and executive members had served the community services as facilitator with help of professional experts. It helped users to receive right information and saving their time. It had provided effective services with right information at right time and saving users' time through proactive executive member of library. There is not any other mechanism developed to provide information.

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- Yoshida, Y. (2013). Public libraries as places for empowering women through. *Information research*, 18(3), 1-12.

CHAPTER V

SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

5.1 Summary

GBCL plays an important role in create literate community in Panauti. The Library also aims to produce skilled human resources. It offers attractive reading material. It organizes community relevant training and programs and provides opportunities to develop skill and to gain different knowledge to member of Panauti community.

This study categorized services of GBCL into library services and community services. Book service, informal education class, skill development training, ICT training were library services and agricultural training, animal farming, health camp were community services.

With regard to book service, librarian assists to users to search and retrieve part or entire book when users experience difficulties to get the desired resources. Librarian also helps to the users to provide effective service. The researcher found that librarian also plays a role of a facilitator while offer library services. Librarian coordinated to other service provider to provide effective service the right information to the right person at right time.

GBCL had organized program to provide community service with social worker and facilitator and worker together with professional expert to provide effective services and to solve problem of community people. Experts responded to people's queries and advised solutions to their problems. For example through health camp, doctor checked the community people and treated them. According to the patient's condition these medical professionals advised them for their further treatment. Similarly, GBCL conducted training about agriculture and animal farming. Expert provided informative suggestion and modern agriculture technique to farmer with GBCL had helped to provide the hybrid seed of different seasonal farming. They had succeeded to provide right information at right time to the community people.

Similarly, at present GBCL is providing library service from 10 AM to 5 PM. This is the usual working time in Nepal. The favorable time of users is vital to decide what time is appropriate to give services. Time is most important for each person so that GBCL had provided service to care of user's time. Through this study, 12 to 2 PM

is the most favorable time for the users. In 12 to 02 PM, the maximum users (50%) visited library. Moreover, other users visited library during 03 to 05 PM.

Likewise, Community service users did not need to visit library frequently and the service to community was beyond library premises use to be made possible when local community has favorable time. GBCL organized programs to serve the community services in suitable place to the majority of people and they informed about program to users. The community peoples were came to library or venue of organized program to participate. They got information through those training or program. It helped to the community peoples in their works and utilized their leisure time. Therefore, in community services, maximum users visited library or venue of organized program at 12 to 2 PM.

GBCL had provided different library services with community services to community member, for instance book service, ICT training, skill development training, informal class, health camp, agricultural training, animal farming etc. Student, teacher, housewives, farmer and others users were belongs to participate in those services.

This study found that higher number of female users visited the library than male users in library services. The reason behind this higher number of female users is due to different library programs targeted to women, for instance, informal education class, skill development, and ICT training. Among the participants maximum women users were housewives. They spent more time in-door activities and they wanted to utilize their leisure time meaningfully and they were developing their professional career. Therefore, they were more interested to use both library and community services of GBCL.

GBCL aimed to make all community people visited to library and used different services. Therefore it had provided both library and community services simultaneously to provide right information at right time to right person with proper use of users' leisure time. Women as well as all community people also benefited from both library services and community services. They gained right information at right time Librarians and social facilitators had mainly saved user's time through services of library.

5.2 Conclusions

Gyan Bikas Community Library provided valuable services to community people in different way. It provided information to users and learning opportunities for different skills. It organizes training programs to bring professional experts to provide effective services. Likewise, it had properly maintained library spaces to serve different kinds of services to users comfortably. GBCL library collections had been classified to provide prompt services and save time of users, so GBCL users were satisfied in book service. In other library services and community services, GBCL provided quality service to users in cooperation with professional experts, quick service by proactive librarian and facilitator, service delivery beyond library walls with except flexible library hours so that it could save users' time and to provide right information at right time. While in the case of community services, experts and social mobilizer have played important roles. Librarian also played role as a facilitator to provide right information at right time to the community people and to saving their time. So, the huge part of responsibility fell upon the library staffs and social facilitators rather than any system inside or outside of the library for fulfilling the need to save users' time. Hence, this study concluded the human factor is the main reason behind GBCL's time saving mechanism. But, there was no automated library system, neither any information system was brought into play for the community services. However, users were found satisfied for saving their time during their retrieval of information because of the prompt response of librarians and facilitators to them.

It is worth to mention that users' responded the compatibility of their leisure time with the opening hours of the GBCL. Users had received information in their convenient time, which helped them to utilize their leisure time. Users achieved benefits from services provided by GBCL. For instance, students from different faculties got their needed course books from the library. GBCL had changed illiterate women into literate person and women also benefited by skill development training. Which helped them to utilize leisure time as well as it also helped them to increase their income. Likewise, farmer were benefited by agricultural training, which helped them to increase the agricultural products, and health camps organized by GBCL served the whole community people, it helped to community people to be healthy. Similarly, services of GBCL fulfilled the professional information need with to help

community people to solve academic and professional problems, to be healthy and to increase agricultural product.

It is the feasible service time of the library that attracts higher number of female users. The library's community service made more women participated. GBCL had organized different library programs targeted to women, for instance, informal class, skill development training, and ICT training. Due to these library programs the study found greater number of women users. Women library members were interested to participate in other library services and community services than male users. Women had utilized those services succeeded to have the benefit from services of GBCL. Data on respondents' demographic information gave the study this impression, though this study's target was not to find out the gender based information. Nevertheless, it highlighted the participation of women in various activities of the GBCL.

Finally, this study found that, saving user's time is proceeding through proactive librarian as well as executive member in GBCL, assisted by professional experts. There is not any other mechanism developed to provide information.

In the present situation of the GBCL, the collection size and the users' number are still small that's why the librarian can memorize the locations of each sources of information. While for community services, it has provisions of different groups formed which made the library work properly. As the social groups were formed, so do the broad classification of documents were categorized, but there was absence of cataloguing service. The library can go for the digital cataloguing system, because its small sized building and limited space would not permit for manage ever increasing cataloguing racks. Although, most of the users were familiar with library documents. They could retrieve document easily according to the desire themselves. Similarly, most of the users (65%) said that they took books at home to read. They did not spend time inside library in reading books. Due to limited users' direct approach to library, the present librarian's support is sufficient for giving prompt service, which can in future be insufficient.

5.3 Recommendations to GBCL

Time is the most important thing for everybody. That's why, library needed to care of saving user's time while providing services. GBCL had provided service to all

kind of people of community. It had provided effective services to the users and saving user's time through proactive librarian, executive member of GBCL, and with the help of field experts. It is not enough to have excellent library program and it is not sufficient to save the time of users in future.

Time is changing as well as this is age of science and technology. Similarly, Information and Communication Technology (ICT) is the boon of the modern age. ICT provides excellent opportunity for the library and librarian to manage themselves better. Users of the library are changing into the technology based for their information needs, and library services must change with them. Therefore, modern library is a need of current users. That's why, it is necessary to develop technology-based services and changed to alter library system of GBCL into modern library to provide effective services to the user in future. Similarly, GBCL is popular library in community of Panauti because it provides different fruitful services to the people besides book service like as, informal education classes, skill development training, health camp, agriculture farming training, and animal farming. This study recommended that if this library change and develop method of providing services according to the demand of time and requirement of users, this library will be more popular in community in the future too.

In addition, the combination of social mobilizers and professional librarian can fulfill the development of proper time saving mechanism in GBCL. Library services were found less prioritized in compare to community services. There was not any scientific mechanism found inside library. It is now a small collections and few users, hence seems operable, however, it will soon be out of work when the collection and users number will increase. Otherwise, it could be argued that it has not foreseen larger horizon of the library.

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Appendix I

Questionnaires

Questionnaires for library users

Dear respondents,

I am Goma Luintel, a student of Central Department of Library and information science, T.U. Kirtipur. I am going to research entitled "Saving the Time of Community: Gyan Bikas Community Library & Learning Center, Panauti, Kavrepalanchok, Nepal".The study is undertaken as part of the requirement of the Master level graduate. The main focus of this study exploring time saving mechanism applied my GBCL while proving different service of GBCL. I humbly request to fill up the questions given below by using tick (✓) marks. There is provision of multiple choices.

Section: A

1. Personal information
 - a. Name:
 - b. Age:..... years
 - c. Sex:
 - d. Address:
 - e. Professional status:
2. How often you come to library?
 - a. Daily
 - b. Weekly
 - c. Monthly
 - d. Sometimes
3. Why is the library important to you?
 - a. Because I can get books of my interest
 - b. Because I happens to meet my friends here
 - c. Because library activities helps improving my professional career
 - d. The library is not important for me
4. What is your main purpose of coming to the library?
 - a. For book service

- b. For training of ICT
 - c. Informal education class
 - d. Skill development training
5. Which time do you come to the library?
- a. 10 to 12 AM
 - b. 01 to 02 PM
 - c. 03 to 05 PM
 - d. After 05 PM
6. Do you get library service when you want?
- a. Sometime
 - b. Frequently
 - c. Most of the time
 - d. Rarely
7. How do you get librarian's help during the book service?
- a. The librarian helps me for choosing book
 - b. The librarian shows the rack for entire book
 - c. The librarian searches book for me himself/herself
 - d. Myself can easily get book and retrieve self
8. How is the reading facility of library?
- a. Comfortable and time utilizing for me
 - b. Consume much time for finding needed document for reading
 - c. Not sufficient reading space
 - d. I have no time reading in library, so I don't care this thing
9. How is the library service important for you?
- a. Because it helps me to solve my academic/professional problem
 - b. Because it helps to utilize my leisure time
 - c. Because it gives me social contacts
 - d. It has no value for me
10. How is your time saved through various services of library?
- a. The librarians/executive members/ social mobilizer answers my queries
 - b. The frequent gatherings helps me to fulfill my information needs
 - c. The community services save my time
 - d. Actually library does not save my time

Section: B

11. Which community service have you mostly used from the GBCL? (Multiple choice question)
 - a. Agricultural service
 - b. Animal farming
 - c. Health camp
 - d. For programs and social gathering
12. How do you get social mobilizers' help during the community service?
 - a. Through the expert
 - b. Through home to home service
 - c. Through phone call
 - d. I don't get any help
13. Do you get community service when you want or need?
 - a. Sometime
 - b. Frequently
 - c. Most of the time
 - d. Rarely
14. How fast do you get response for your queries?
 - a. Immediately
 - b. After some hours
 - c. After one/two days
 - d. Lately
15. How effective the community services for you provided through GBCL?
 - a. Because it helps me to increase agriculture and animal farming product
 - b. Because it helps me to be healthy
 - c. Because it helps to control street dogs
 - d. It has less value for me
16. How friendly librarians/executive members/ social mobilizers with you?
 - a. Most friendly and helpful for me
 - b. They informs about programs timely
 - c. They manages programs effectively
 - d. They are not friendly for me

17. How is your time saved through various services of library?
- The librarians/executive members/ social mobilize answers my queries
 - The frequent gatherings helps me to fulfill my information needs
 - The community services save my time
 - Actually library does not save my time

Thank you

Questionnaires for librarian and facilitator

Dear respondents,

I am Goma Luintel, a student of Central department of Library and information science, T.U. Kirtipur. I am going to research entitled " Saving the Time of Community: Gyan Bikas Community Library & Learning Center, Panauti, Kavrepalanchok, Nepal ".The study is undertaken as part of the requirement of the Master level graduate. The main focus of this study exploring time saving mechanism applied my GBCL while proving different service of GBCL. I humbly request to fill up the questions given below by using tick (√) marks. There is provision of multiple choices.

18. Personal information

- Name:
- Age:..... years
- Sex:
- Address:
- Professional status:

19. What are relevant services provided by your library?

- Book/documents services (reading, issuing, photocopying, etc.)
- ICT training for SEE completed students and women
- Informal education classes
- Community services (health camp, training for farmers, and so on)

20. What are your attempts for saving users time providing service?

- Organize timely needed trainings for targeted users
- Organize programs on demand

- c. Managing documents and database (applied classification system, cataloging documents, filing system of documents and so on)
 - d. Above all
21. What are the mechanisms applied to save the time the user?
- a. Opening hours (fixed time, open on demand, open on Saturday)
 - b. Service nature (flexibility, variety in the nature of services, service on local language)
 - c. Prompt response to users' query and need (within some hours or within a day or within 2/3 days)
 - d. Pre-information about activities

Thank you

Appendix II

Institutional Profile

Gyan Bikas Community Library & Learning Center

Gyan Bikas Community Library (GBCL) was established in 2012 B.S. But it did not function continuously. It was defunct for 40 years after the Panchayat system. After the formation of Panauti Municipality, the ad hoc committee of the library was formed in 2056 B.S. for its re-establishment. In 2057 B.S., Education State Minister Mr. Dilendra Prasad Badu had inaugurated and Mr. Mahesh Kumar Karmacharya was President of GBCL. Since 2057 B.S. Gyan Bikas Community Library has been offering various library and community services in Panauti.

It was the 50th library of Rural Education and Development of Nepal (READ). READ-Nepal had conceptualized the modern Gyan Bikas Community Library then modern library building was built via "Nepalese can do" campaign by resources gathered from Nepalese. It was shifted in new building in 2071 B.S. It was possible by the cooperation of READ- Nepal, Panauti Municipality, District Development Committee, Ministry of Federal Affairs and Local Development, local people, and people from all over.

Now GBCL has been providing effective service to community people from different services. It has different sections for instance Library section, women's section, children's section, Audio-Visual & Youth section, Information and Communication Technology (ICT) section, training/ conference hall. In those section, GBCL has been providing service to library patrons such as kids, young adult, teens, adult, elderly people, and other groups of people to the library. For a community library, it is a challenge to attract its community members although it succeeded to attract to community people from different valuable services like: book service, informal education class, ICT training, skill development training, health camp, agricultural training. Due to the providing different valuable services, GBCL is popular in community. So 10th National Library Day 2074 B.S., it was awarded Excellent Library of Nepal by Nepal Government education Ministry.

Appendix III

Curriculum Vitae

Personal Information

Name : Goma Luintel
Date of Birth : 15th Mansir, 2046
Nationality : Nepali
Marital status : Married
Address : Shivsathkshi-5 Jhapa
Mobile No. : 9842165410/9823551265
E-mail Address : gomaluitel2@gmail.com

Academic Qualification

Degree	Major	Institution/University/Board	Year
MLIS	Library & Information Science	Tribhuvan University Kritipur, Nepal	2074
B. A.	Sociology, Nepali	Mahendra Multiple Campus-Dharan Tribhuvan University, Nepal	2070
I.Com.	Nepali, Economics	Mahendra Multiple Campus-Dharan Tribhuvan University, Nepal	2065
S.L.C.	Economics, Education	Shree Adarsha Secodary School, Sunsari, Nepal SLC Board	2062