

**ASSESSING THE EFFECTIVENESS OF BOOK BANK SERVICES
IN SELECTED ENGINEERING COLLEGE LIBRARIES: A
STUDY**

A Thesis

Submitted to The

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For Partial Fulfillment of the Requirements for

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Submitted by:

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2023

DECLARATION

I Sarita Acharya hereby declare that the thesis entitled “**Assessing the Effectiveness of Book Bank Services in Selected College Libraries: A Study**” submitted for the Master’s Degree in Library and Information Science is my original work and has not been submitted to any other University for the award of any degree. I further declare that all the sources of information used in this research work have been duly acknowledge and cited in the bibliography section. I am aware of and understand the University’s policy on plagiarism.

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Date: October, 2023

LETTER OF RECOMMENDATION

LETTER OF ACCEPTANCE

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Sarita Acharya

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October,2023

ABSTRACT

The study examines “**Assessing the Effectiveness of Book Bank Services in Selected Engineering College Libraries: A Study**” focuses the three different Pokhara University affiliated colleges of Lalitpur. This study aimed to explore the availability of circulation services in selected college libraries, effectiveness of Book Bank services for textbook distribution as well as finding out the obstacles and suggestion for effectively running the services in selected engineering college library.

There is a scarcity of existing literature on the topic in Nepal. Limited literature review for study the subject. Altogether 30 literature review were carried out for this research. Quantitative research method was employed and using structural questionnaires to gather the data. 143 questionnaires were distributed to the student purposively who were visited in their college library from December 1st to 15th, 2022, receiving 133 responses. Collected data were tabulated for frequency analysis and presented in percentage. All three selected college libraries were applied Book bank service for textbook distribution. The findings revealed that 82.71 % of the participants were visited the library to borrow the textbooks, expressing satisfaction with the book bank services that was helped alleviate their financial burden for purchasing books and save time. Most of the respondents' male students (60%) from the civil faculties (56.4%). Additionally, 81% of the participants were confirmed the availability of updated documents, 37.59% participants were faced overcrowding during the beginning of the academic session due to the in lack of space. 58.65% participants were stated that they do not have about chosen subject. NCIT and CCMT college library offered open access for student but not UESC college library.

The recommendations include providing the sufficient space for textbook distribution. Ensuring the availability of updated and relevant subject books, provide open access for choosing the necessary document and considering the perspectives of librarians and faculties for comprehensive understanding of the book bank services' effectiveness.

Keywords: Effectiveness, Book Bank services, Academic session

CATALOGUE OF THE THESIS


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PLAGIARISM CERTIFICATE

SELF-DECLARATION

Date: October 8, 2023

To
The Head of Department,
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TABLE OF CONTENTS

DECLARATION	II
LETTER OF RECOMMENDATION	III
LETTER OF ACCEPTANCE	IV
ACKNOWLEDGMENTS	V
ABSTRACT.....	VI
CATALOGUE OF THE THESIS.....	VII
PLAGIARISM CERTIFICATE.....	X
SELF-DECLARATION	XI
TABLE OF CONTENTS.....	XII
LIST OF TABLES	XIV
LIST OF ABBREVIATIONS	XV
CHAPTER-I.....	1
INTRODUCTION	1
1.1 BACKGROUND OF THE STUDY	1
1.1.1 Universal Engineering and Science College (UESC).....	3
1.1.2 Nepal College Of Information and Technology (NCIT).....	4
1.1.3 Cosmos College of Management and Technology (CCMT).....	5
1.2 STATEMENT OF THE PROBLEM.....	6
1.3 RESEARCH QUESTION.....	6
1.4 OBJECTIVES OF THE STUDY	6
1.5 SIGNIFICANCE OF THE STUDY.....	7
1.6 SCOPE AND LIMITATIONS	7
1.7 ORGANIZATION OF THE STUDY	7
CHAPTER-II	9
LITERATURE REVIEW	9
CHAPTER-III.....	15
RESEARCH METHODOLOGY.....	15
3.3 SAMPLING SIZE AND DATA COLLECTION PROCEDURE.....	15
3.4 DATA ANALYSIS PROCEDURE.....	16
CHAPTER-IV	17
DATA ANALYSIS AND PRESENTATION	17
CHAPTER-V	28

FINDINGS, CONCLUSION AND RECOMMENDATIONS	28
5.1 FINDINGS.....	28
5.2 CONCLUSION.....	29
5.3 RECOMMENDATIONS	30
REFERENCES	31
APPENDIX I	34
QUESTIONNAIRE	34
APPENDIX II.....	38
INSTITUTIONAL PROFILE	38
UESC College library	38
NCIT College Library	38
CCMT College Library	39
CURRICULUM VITAE.....	39

LIST OF TABLES

Table 1: Distribution and collected questionnaire.	16
Table 2: Details of questionnaire distribution and collection	17
Table 3: General information of the respondents	17
Table 4:Detail of frequency visit of the library by user.....	18
Table 5: Common reasons to visit the library*	19
Table 6:Open and close access system to choose the require documents of the library.	20
Table 7: Sufficient documents and study materials according to subject	20
Table 8: Facility to borrow the required document.	21
Table 9: Type of document borrow from the library*	21
Table 10: System Applied to Borrow the Textbooks.....	22
Table 11: Duration to keep the burrowed documents of the book bank system.....	22
Table 12: Fine for late return books of Book Bank	23
Table 13: Getting the latest edition books Of Book Bank	24
Table 14: Get extra required documents except for the book bank set.....	24
Table 15: Satisfaction of the book bank facility provided by the library	24
Table 16: Opinion towards book bank facility of library	25
Table 17: Difficulties in borrowing the required documents from the book bank services.....	26

LIST OF ABBREVIATIONS

UESC	: Universal Engineering & Science College
NCIT	: Nepal College of Information and Technology
CCMT	: Cosmos college of Management and Technology
HOD	: Head of the Department
Ass. Prof.	: Assistant Professor
BE	: Bachelor of Engineering
MLISc	: Master's in library and information science
T.U.	: Tribhuvan University
TUCDLIS	: Tribhuvan University Central Department of Library and Information Science.
SDI	: Selective Dissemination of Information
CAS	: Current Awareness Service
MBA	: Master of Business Administration
UGC	: University Grant Commission
PU	: Pokhara University
AD	: After the Death of Christ
BEIT	: Bachelor of Information and Technology
BCA	: Bachelor of Computer Application
MCIS	: Master of Computer Information System
MSc	: Master of Science
MCE	: Master's in computer engineering

BBA : Bachelor of Business Administration
WEB : Website
OPAC : Online Public Access Catalogue
LIB QUAL : Quality Analysis of Library Services

CHAPTER-I

INTRODUCTION

1.1 Background of the study

The role of libraries is to facilitate the exchange of knowledge, data, and resources by offering organized information systems, service areas, and objects for individuals to access and retrieve information. Essentially, libraries act as a link that connects people to a vast array of information sources (Suseela & Uma, 2015). Different types of libraries cater to different needs. Academic libraries, for instance, serve as a space for students to learn and create collaboratively. They offer resources that support teaching and learning processes. These libraries provide a flexible environment where students can explore research, encounter new ideas, and develop a reading culture (Kumar, 2021). Among various types of services, circulation service, reference service, SDI, CAS, Internet service, inter-library loans, book bank services, etc., are some standard service practices in an academic library (Sharma & Deka, 2019). Being a college library, it serves the students, teachers, and staff. The collections of this library almost belong to the engineering field.

Most academic libraries provide lending services to users. They follow the library rules and regulations to issue the document. Brownie and Newark charging systems are the most popular and oldest systems to circulate documents. The "Book bank" system is also applied in the academic library, where all required documents for one academic session are issued in "bulk" to the users. The main objective of following this system is to support students by reducing the burden of administering/returning required documents. The book bank system supports the slogan "education for all" by issuing required and relevant documents.

The historical background of book bank services in Nepal is not clearly defined. However, the Book bank service was first applied in the library of Pulchowk Engineering Campus, Institute of Engineering (IOE), Tribhuvan University. This was supported by the existing librarian of Pulchowk Engineering Campus, TUIOE, saying one IOE professor instructed to adopt this system in a library after visiting the Indian education institute. After that, other technical colleges applied this book bank system to circulate the documents. Now, most of the constituted and affiliated campuses of engineering institutes follow this system, specially targeted to engineering students.

Book Bank is an effective means to overcome disparity among students of all institutions: medical, engineering, agricultural, law, chartered accountancy, MBA, and other higher education, as well as school and primary programs. The primary goal of this program is to give low-income, worthy students long-term access to textbooks for home study in exchange for small deposits (Hin et al., 2018).

Book bank service reduces the financial burden of students. They get relevant documents according to the requirements of the curriculum. By getting all the documents one time, they do not have to visit from time to time in the library. However, some obstacles are faced by libraries to continue such a system. Such obstacles may be lack of staff, updated documents, space, crowded, etc. There are so many pros and cons to a book bank system. Due to the unscientific method, most libraries want to stop such a system.

Institutions are incentivized to provide quality education, and librarian is the primary service provider between books and users. Excellent library assistance and resources are essential for students' achievements and success on various exams. The faculty members and the students benefit from the college library's help with their academic and research efforts (Nalhe & Dhanalakshmi, 2017). With the success of its students comes fame among students and praise from peers. With it comes a flock of students that want to admit themselves here.

According to the Mehrotra committee of the University Grants Commission in India in 1986 (Sarkar, 2018), the best way to evaluate the temperament, climate, and academic accomplishments of an educational institution is by visiting its library and observing how it is being maintained and utilized. "High-quality instruction and research in colleges and universities would be impractical without a good library". With the vision to provide quality and effective service to its users, in 1963–1964, UGC initiated the "Book Bank" Scheme in India.

By evaluating satisfaction, understanding their view, and addressing their issues, book banks need to evolve with time and user needs. It is crucial to investigate how users feel about book bank services provided to them and to identify areas for improvement, if any, so that the user may find it beneficial and enhance its effectiveness, which may ultimately aid in increasing the incentive to create a more substantial book bank.

Engineering Colleges in Nepal Under Pokhara University (PU)

At present, more than fifteen central universities in Nepal provide higher education. Among them, six universities, (1) Far-western University, (2) Kathmandu University, (3) Mid-Western University, (4) Pokhara University, (5) Purbanchal University, and (6) Tribhuvan University have been running engineering programs. The engineering college of Pokhara University, established under the Pokhara University Act 1997, provides engineering education with the constituent and affiliated engineering colleges. The university adopted a four-year bachelor's and two-year master's program based on the credit semester system. An academic year of the university consists of two semesters of sixteen weeks each. Among 58 affiliated colleges under Pokhara University, 13 have been conducting engineering programs. They are:

1. Rapti Engineering College
2. Pokhara University School of Engineering
3. College of Computer Technology
4. Cosmos College of Management Technology
5. Everest Engineering College
6. Nepal Engineering College
7. Oxford College of Engineering and Management
8. Gandaki College of Engineering and Science
9. Lumbini Engineering College
10. National Academy of Science and Technology
11. Nepal College of Information Technology
12. Universal Engineering and Science College
13. Pokhara College of Technology

PO (2022)

1.1.1 Universal Engineering and Science College (UESC)

Introduction

Universal Engineering and Science College was established in 2000 A.D. Located in Chakupat, Patan, in the heart of Kathmandu, it is an institution of engineering education and research. It is an independent, coeducational, privately endowed engineering and

science college under the Kathmandu Model College (KMC) educational network. The college currently offers courses in B.E. Civil and B.E. Computer. The college has achieved astounding success in education in a short period and adds new courses every year. The college has proposed to add an Architect Engineering Program this year. Providing quality education with convenience for the students is essential for this institution. The college's commitment to a good deal of infrastructure in terms of a sufficient quantity of a wide range of quality books has been made evident by its collection. Its goal is to provide quality education and produce competent engineering graduates (UESC, 2000).

Library

The library is situated on the 2nd floor of a Block in the college building, covering more than 800 square feet. There is a sufficient reading space with 150 seats of reading capacity at a time.

Two staff, one professional and one non-professional, are conducting the library activities. The members of this library are teaching and not teaching staff, students, and visiting faculties of this college. Currently, UESC Library has more than eleven thousand reading materials in textbooks, journals, newspapers, reference books, Encyclopedias, handbooks, manuals, reports, magazines, e-resources, etc. It has obtained various engineering research journals and periodicals through buying and donating. It provides the students with a "set of books" for each semester. It means the UESC library follows the book bank system. The book bank system is only applicable to students. Teachers and staff can issue their documents as per the need. It also provides reference services from conventional and non-conventional collections. The library has adopted Koha-ILS to automate the housekeeping operation of the library (UESC, 2022).

1.1.2 Nepal College Of Information and Technology (NCIT)

Introduction

Nepal College of Information Technology (NCIT) was established in 2000 A.D, affiliated with Pokhara University. This college is situated in the Lalitpur district. NCIT College runs the program of Bachelor of Engineering in Civil (96 seats), IT (96 seats),

Computer (96 seats), Electronic and Communication (48 seats), Software (96 seats) and ME Computer (30 seats). Apart from this, NCIT has conducted postgraduate programs for ME computer, MSc in Computer, BCA and BBA on this campus (NCIT, 2022).

Library

NCIT library has over 350,000 collections, including textbooks, references, research, newspapers, project reports, audio-visual materials, e-resources, and thesis /dissertation. Among 35000, 32000 books are related to engineering. NCIT library subscribes to resources from abroad. Students, teachers, and staff are the only eligible users of this NCIT library. The classes have been running on three shifts. A total of five staff handles this library. Only students can borrow the required documents through the book bank system. The opening hour of this library is 8:30 am -6:30 pm on working days (NCIT, 2022).

1.1.3 Cosmos College of Management and Technology (CCMT)

Introduction

Cosmos College of Management and Technology (CCMT) is an engineering and management college established in 2001 AD under the affiliation of Pokhara University. It is located at Tutepani, Satdobato Lalitpur. CCMT College runs an undergraduate program and postgraduate programs in management and engineering. Civil engineering (144 seats), computer engineering (48 seats), information technology (48 seats), architecture (48 seats), electronic and communication (48 seats) and business administration (48 seats) programs are run under the undergraduate degree program. In contrast, masters in Structural Engineering, Hydropower Engineering are run as postgraduate programs (CCMT, 2022).

Library

CCMT library has more than 20,000 collections, including textbooks, references, research, newspapers, project reports, and audio-visual materials related to engineering and management. It has been subscribing to more e-collection from abroad libraries. NCIT students, teaching faculties and staff are the only ones eligible to become a library member. There is only one, i.e., the morning shift of study. A total of three staff are appointed in this library. Total users 336 engineering and BBA students can borrow the required

documents using the book bank system. The opening hour of this library is 8:30 am -6:30 pm in the working day(CCMT, 2001).

1.2 Statement of the Problem

The engineering schools in Nepal have been using the "book bank" system for quite some time now. However, there are concerns that it may not be a suitable system for the current technological era. Several alternative systems have been introduced in different educational settings, such as Newark charging, Brownie charging, smart cards, digital cards, and RFID systems. Despite these developments, there is still a lack of research on the effectiveness of the book bank system in Nepalese engineering schools. Therefore, it is essential to investigate further whether this system can meet the needs of engineering students in Nepal.

1.3 Research Question

To evaluate its effectiveness, the following questions need to be answered:

- What are the services available in the circulation section of engineering college libraries?
- Are the library users and staff satisfied with the book bank system?
- What are the obstacles and their solutions to running the book bank services effectively?

1.4 Objectives of the Study

The specific objectives of the study are:

- To study the services available in the circulation section of the engineering college libraries.
- To find the status of adopting book bank services in engineering college libraries.
- To find out the satisfaction of students with availability of book bank services provided by the engineering college libraries.
- To find out the obstacle in adopting book bank services in engineering college libraries.
- To obtain appropriate suggestions for the effective circulation of library documents.

1.5 Significance of the Study

The book bank system has been used in academic engineering college libraries for many years. It is essential to evaluate the system's feasibility for the current situation. However, no research has been conducted on this topic in Nepal. Therefore, researching this topic will provide valuable insight into its applicability to students and institutes. College libraries invest significant money and resources in delivering books to students, making this research crucial.

The research findings will be helpful to library professionals in developing a planning policy for the circulation system. It will also aid library committees in reconsidering this system compared to other available approaches for circulating documents to users. Additionally, it will assist library staff in selecting books that meet the students' requirements. Lastly, this research will help the authorities improve their book bank services, especially in their book collection, distribution, and retrieval methods.

1.6 Scope and Limitations

Among thirteen engineering colleges affiliated with Pokhara University, only three colleges named CCMT, UESC, NCIT, of Lalitpur district are selected for the study. In addition, among engineering programs, samples are chosen only from civil and Computer engineering programs sectors despite this college conducting other academic programs. This study was undertaken only on students. Purposive sampling is selected for data collection. Amid various library services, this study is limited only to "book bank" services.

1.7 Organization of the Study

The present study is organized into five chapters. References are included at the end, and each chapter will be presented in the following headings:

The first chapter introduced the background of the study, the statement of the problem., the objective of the study, the research question, the significance of the study and the limitation of the study.

The second chapter deals the relevant literature reviews that are included in the research. It consists of reviewing the research, concepts, and research gap.

This third chapter presents the research methods, study design, population and sampling procedures, data collection and analysis technique.

The fourth chapter presents the analyzed data with textual description. The analyzed data are presented in tabular form in this unit.

Chapter five presents the significant findings, conclusion of the study and researcher recommendation for further improvement and future research.

CHAPTER-II

LITERATURE REVIEW

Published literature provides guidelines for any research. So, it is suggested that the published literature be reviewed before starting the research. Most literature is available in e-form and organized in different databases and online platforms. In this study, most of the articles were downloaded using Google Scholar and Google search engine using the keywords "book bank", "book bank services", "book bank and library", etc. There was very little literature about book bank services in the library, and none of the literature is related to the study of the Nepali context. For this study, various primary and secondary sources of information were consulted.

Nitecki (1996) described that "delivering service promptly is a definition of quality service; outstanding service entails exceeding the user's expectations. Further, he noted a measure of library quality based solely on collections has become obsolete. Book banks must show that they are both necessary and effective and for their staff to do the same. Academic library administrators have recognized the value of evaluating their services for over a decade".

According to Itaratana (1998), the "library asserts that lack of textbook availability reduces the value of libraries. Unfortunately, there are a few causes for the increase in the price of buying mandatory textbooks. He further described borrowing cards tucked away in each book at the library. Date, accession number, author, title, department, borrowers' names, due date, and signature are all included. The book-bank employees keep the card after a book has been borrowed as evidence of the borrower's ownership of the book".

Academic libraries are facing several challenges. These include the rapid pace of technological advancements, the increasing costs of printed materials, the growth of distance learning, limited funding, and the prevalence of the Internet. Cullen (2001) emphasized that "focusing on meeting customers' expectations in the current environment is crucial. This is particularly true because the emergence of the virtual university, supported by the virtual library, challenges many of our fundamental assumptions about the role of academic libraries and their future security. Cullen also

noticed a need for investigating the quality of library services in higher education. To survive in this unstable environment, academic libraries must maintain and expand their client base by putting more effort into fulfilling their users' expectations”.

Bananuka (2005) explained that "order lists of book bank are distributed to various faculties and departments asking them to list the books they want to order. These lists include book information, including their ISBN, title, author, and quantity. This list assists in determining each faculty's and department's priorities. The main library keeps track of all the books purchased and distributed to various book-banks. The following information is listed for each book: the year, the faculty or department, the 21 ISBN, the accession number, the author, the title, the edition, the publishers, and the number of copies. The library uses this data to monitor the book stock in the corresponding book-bank units. Invoices from book vendors that list the cost of books per copy and the corresponding totals by department or faculty".

As noted by Shi & Levy (2005), “the standard for measuring a library's service quality has shifted from collection size to the availability and accessibility of essential learning resources, including support services for library and information technology”. Library services comprise two distinct parts: the information product, which refers to the information's content and quality, and the service components, which include the physical spaces and the automated and human assistance used to deliver the information product to its users".

"To measure the library service quality, the Punjabi government and the Punjab Higher Education Commission should raise college library funds and improve the libraries' overall facilities. The Punjabi government and the Punjab Higher Education Commission should raise college library funds and improve the libraries' overall facilities" (Sahu, 2007).

According to Jotwani (2008), the "library maintains a book bank comprising mainly of undergraduate level textbooks to help students belonging to weaker sections of the society. The books (5-7) from this collection are issued for one semester to the SC /ST/OBC and to economically weaker students".

"All library services offered in an academic institution have an impact, the study's findings indicate. It should be necessary to provide the library with pertinent

information so they can take the Punjabi government. The Punjab higher education commission should increase college library funding and enhance the libraries' overall facilities to maximize utilization and satisfaction" (Posey, 2009).

“The University of California libraries state that modern students desire ease and quick gratification. They compare libraries to Amazon, Google, and iTunes, which are the standards of convenience. Thus, the traditional measure of library service quality has transformed from the size of collections to the availability and accessibility of sufficient learning resources, including library and information technology support services” (Posey, 2009).

There should be a need to do some homework for sufficient books for the book bank facility of the library. According to Waghmode (2013), "grants ought to be raised annually, an increase in the library's stock of text and reference volumes, separate part of the library with book storage cabinets; positive relationships between the students and the library, internet accessibility are important factors".

Studies on information-seeking behavior have been carried out worldwide because it is essential for assessing an information seeker's psychological, logical, and emotional approach to obtaining knowledge. The study assists in determining whether the necessary information is well-conceived. The study also reveals if the information seeker executes or applies the attitudes that will provide him with the correct information and meet his information needs. One of the study's significant findings is that the library remains the primary source among the students, as it continuously depends on young engineering students. The other interesting finding is that the information-seeking process of students is dominated by the visiting behavior to the library” (Rahiman&Tamizhelven, 2011).

According to Ghumre et al. (2013), a study found that “only 25% of college libraries responded to a question about the number of books issued under ill service. Additionally, only 17.50% of college libraries responded regarding the number of books borrowed under ill service from other libraries. The study also revealed that the number of books issued in 2010 ranged from 2 to 150”.

"Depending on user needs, academic libraries must be able to afford certain services. Because of these features, users are encouraged to use academic libraries. These

services and facilities provided to users of academic libraries greatly impact how satisfied they are" (Sriram & Rajev, 2014).

"Any library's primary responsibility is to offer up-to-date and relevant materials to meet the informational demands of the academics and students. Based on the study's findings, it is clear that the library faculty at MM Engineering College library is happy with the library collection there" (Chauhan, 2015).

The goals of library activities, including acquisitions, processing, circulation services, and weeding, are to expand and develop a collection. The book bank unit coordinates these library activities to build the textbook collection (Mwebe et al., 2016). There would be multiple copies of the collection on the same subject in the book bank facility. So, it should be weeding in frequent of outdated books. And should make space for newly edited books.

To succeed in the information era, academic libraries must prioritize providing high-quality services to their patrons. Librarians are concerned about students' information-seeking habits, prioritizing "convenience over quality." Academic libraries must adapt to meet changing demands if they thrive in the information era, which strongly emphasizes customer convenience and competition (Suseela & Venkataraman, 2016).

In recent years, the library's method of operation has experienced a change. The library serves as a center for knowledge dissemination rather than simply a place to store books and journals. Quality is a product of knowledge. The knowledge distribution center needs to be of high quality. Since maintaining the library's standards and quality requires training, those managing it must get it (Latheef & Mani, 2017).

Grate & Garate (2017) believe that libraries are crucial for students' academic performance and achievement as a trustworthy source of knowledge. One of the many offerings the D.G. Ruparel College Library delivered since its inception is the "book bank facility for needy and deserving students." To provide this service, college management faced the related financial burden.

Most universities are enrolling large numbers of students amidst dwindling budgets. This leads to reduced book-to-student ratios. The book bank concept proved an effective way to improve reading material accessibility in academic libraries on limited funds. Findings showed that 92% of students used the book bank method, which was

popular. Concludes that one method for improving access to reading materials in college libraries with limited resources is the book bank (Byamugisha, 2018).

Book bank service is offered twice a year at the beginning of the academic session. The book bank collection is reviewed annually based on the usage of books and demand, and new books are added. The books borrowed from the book bank will be returned to the library after the last day of the semester examination. The study will help librarians and information professionals determine how to operate the book bank scheme and encourage utilization (Khanchandani et al., 2018).

According to Khanchandani et al. (2018), "IIT Delhi's central library offers a variety of resources, services, and goods to faculty and students to meet the demands of the institute in terms of research and teaching. In the modern era, libraries are implementing various marketing tactics to increase usage and prominence".

"However inadequately organized, most college libraries provide a book bank service. The management and organization of the book banks in college libraries are different. The LIS experts will benefit from this study's in-depth knowledge of the book bank service. Through the findings of this study, they will learn about the collection, user and usage patterns, and issues with book banks. The library provides a flexible location with an extensive collection of materials to assist teaching and learning processes, as well as an environment for educational creativity, research exploration, access to new ideas, and the development of reading habits. Services like Circulation, Reference, SDI, CAS, Internet, Interlibrary loan, Book bank, etc. These are only a few of the usual processes most libraries use to meet their users' educational and informational needs. Traditional library librarians face a complicated task when seeking to serve people at one time who require more resources than are now available" (Sharma & Deca, 2019).

According to Mahmood et al. (2020) believed that "staff availability, staff information, staff attitude, the number of things to be leased out, and the availability of resources the inability of users to make use of library resources and services is hindered by library fines, outdated information resources, a lack of knowledge of users' needs, irrelevant information items, and unreliable resources".

Most respondents had a favorable opinion of the book bank's services, including the Good library infrastructure, the availability of necessary textbooks, and the ability to

borrow books as needed. It was discovered that important unfavorable predictors, included time and problems with the circulation of books during the full course. The study recommended that management and libraries should be leading providing the facilities and services to students in special categories and that students' preferences for book selection should be" (Kumar, 2021).

CHAPTER-III

RESEARCH METHODOLOGY

This research used a descriptive method to evaluate the book bank system at three engineering college libraries affiliated with Pokhara University in the Lalitpur district. The libraries chosen for the study were UESC, NCIT, and CCMT. Only enrolled students were selected as participants, and data was collected through a structured questionnaire. The research process followed the CDLIS guidelines for research and report writing.

3.1 Research design

This study employed a survey research design to establish a suitable framework to assess the effectiveness of the book bank system in three engineering college libraries. Structured questionnaires were used to collect data from each college between December 1st 2022 to December 15th 2022. The collected data were analyzed to meet the study's objectives.

3.2 Population of the Study

The research was conducted with undergraduate students studying Civil Engineering and Computer Engineering colleges affiliated with Pokhara University. The selected colleges were CCMT, NCIT, and UESC in the Lalitpur District. Providing book bank services was the main reason to choose these colleges and affiliated with the same university.

3.3 Sampling Size and data collection procedure

Of the thirteen engineering colleges affiliated with Pokhara University, only three in the Lalitpur district were selected for the study. The total number of enrolled engineering students in the studied period in three colleges was 942, and civil engineering and computer engineering students were 528. Out of the 528 students, only 143 were selected purposively who visited the library from December 1st to December 15th, 2022. The remaining 394 students were excluded due to not seeing the library during that prescribed period. Following research norms, consent was taken from all respondents before administering the questionnaire. The "drop and pick later" method

was used to help the questionnaire, and a total of 133 questionnaire sets were received from participants. Ten participants did not respond or return the questionnaire set.

Table 1: Distribution and collected questionnaire.

Sl. No.	Name of colleges	Civil Eng.	Computer Eng.	Distributed	Received
1	CCMT	30	25	55	45
2	NCIT	25	20	45	40
3	UESC	35	18	53	48
Total				143	133

Total Users = 133

3.4 Data analysis procedure

The questionnaire had two parts: one for demographic information and another for the core research area. After collecting the questionnaires from the respondents, we checked them thoroughly to ensure accurate results. We organized and reviewed all the questionnaires using MS Excel. We used simple statistical methods such as frequency distribution and percentages to analyze the data. Finally, we presented the analyzed data using tables and textual explanations using MS Word.

CHAPTER-IV

DATA ANALYSIS AND PRESENTATION

In this chapter, we examine the data gathered from survey participants. Using purposive sampling, we distributed questionnaires to civil engineering and computer engineering students from three colleges who visited the library between December 1st 2022 to December 15th 2022. 143 questionnaires were handed out, and 133 (93%) were completed and returned for analysis (see Table 4.1). We categorized and organized the data based on the questionnaire questions to achieve the research goals.

4.1 Details of questionnaire distribution and collection

Table 2: Details of questionnaire distribution and collection

Sn.	Name of the colleges	Program		Distribution	Collection (%)
		Civil Eng.	Comp. Eng.		
i.	CCMT	30	25	55	45(81.818)
ii.	NCIT	25	20	45	40(88.888)
iii.	UESC	35	18	53	48(90.566)
Total				143	133(93.006)

Source: Field Survey 2022

4.2 Demographic information

The study's core focus is demographic information, including gender, courses, and faculty among library users who will participate as respondents (Table 4.2).

Table 3: General information of the respondents

Name of the College	Gender		Program		Students
	Male	Female	Civil Engineering	Computer Engineering	
UESC	30	15	30	15	45
NCIT	25	15	20	20	40
CCMT	25	23	25	23	48
Total	80	53	75	58	133
Percentage (%)	60	40	56.4	43.6	
Total (%)	100		100		

Source: Field Survey 2022

According to Table 4.2, most surveyed were male (60%), while 40% were female. Of the respondents, 75 (56.4%) were in civil engineering, and 58 (43.6%) were in computer engineering from three colleges affiliated with Pokhara University. This suggests that there are more male students than female students in engineering, regardless of their specialization in civil or Computer engineering. Additionally, there has been a higher enrollment rate in civil engineering than in computer engineering.

4.3 Information regarding library

Academic libraries gather and preserve educational materials for students and teachers to use for academic and research purposes. These collections are valuable to users who cannot afford to purchase all necessary documents. In Table 4.3, respondents were asked about their visitation schedule to the library.

Table 4: Detail of frequency visit of the library by user.

Sl. No.	Frequency of library visit	UESC (%)	NCIT (%)	CCMT (%)	Total (%)
i.	Daily	15(33.4)	10(25)	8(16.7)	33(24.5)
ii.	Once a week	10(22.2)	10(25)	15(31.3)	35(26.3)
iii.	Once a month	5(11.1)	5(12.5)	5(10.4)	15(11.3)
iv.	Semester ending/starting	10(22.2)	10(25)	4(8.3)	24(18.0)
v.	Occasionally	5(11.1)	5(12.5)	16(33.3)	26(19.6)
	Total	45(100)	40(100)	48(100)	133(100)

Source: Field Visit 2022

According to Table 4.3, most respondents (35 or 26.3%) visit the library once a week. Daily visits come in second place (24.5%), while 19.6% of respondents occasionally call the library and 18% only visit at the beginning or end of the semester. Out of the three colleges, Universal Engineering & Science College has the most respondents (33.4%) who visit the library daily.

4.4 Reason to visit the library.

According to Table 4.4, out of 133 participants, the majority (110 or 82.71%) visited the library to borrow documents, followed by newspapers and magazines for studying (33 or 24.8%). It was observed that most library users visited to borrow documents, which was equally distributed among the three colleges.

Table 5: Common reasons to visit the library (Multiple responses were permitted)

Sl. No.	Reasons	UESC (%)	NCIT (%)	CCMT (%)	Total (%)
i.	Borrow documents	35(77.78)	35(87.50)	40(83.33)	110(82.71)
ii.	Study course content	6(13.33)	4(10)	8(16.67)	18(13.53)
iii.	Use the Internet				
iv.	Study Newspaper and magazines	12(26.67)	6(15)	15(31.25)	33(24.8)
	Total	45(100)	40(100)	48(100)	133(100)

Source: Field visit 2022

According to Table 4.4, out of 133 participants, the majority (110 or 82.71%) visited the library to borrow documents, followed by newspapers and magazines for studying (33 or 24.8%). It was observed that most library users visited to borrow documents, which was equally distributed among the three colleges.

4.5 Access system of the library

A closed system, or a conventional library system, does not allow library users to directly access shelved documents or internal sections of the library. However, this concept has evolved with the introduction of open systems, which give users the freedom to choose the documents they need. Despite this, some libraries still do not allow open access due to a lack of awareness or professional staff. Recently, we asked about the open or closed system used in three engineering colleges.

Table 6: Open and close access system to choose the require documents of the library.

SN	Access system	Respondents UESC (%)	Respondents NCIT (%)	Respondents CCMT (%)	Total (%)
i.	Yes (Open system)		40(100)	48(100)	88(66.17)
ii.	No (Close system)	45(100)			45(33.83)
Total					133(100)

Source: Field visit 2022

According to Table 4.5, NCIT and CCMT engineering colleges offer an open-access system, while UESC does not allow the self-selection of documents in the library.

4.6 Document Status

The academic library aims to provide users with enough documents that align with the curriculum. Library users often require support for costly reference materials they cannot afford. Therefore, education policies and authorities guide the library in developing a significant collection. Engineering documents are also expensive, and the library should have adequate documents to provide equal reading opportunities to all students. To determine whether the library has sufficient documents to distribute to users, a question was asked, and the results (Table 4.6) showed that 83% of respondents from CCMT College and 75% from NCIT noted they had enough documents. However, 44% of UESC respondents indicated that they do not have sufficient collections.

Table 7: Sufficient documents and study materials according to subject

SN	Sufficient document	UESC (%)	NCIT (%)	CCMT (%)	Total (%)
i.	Yes	25(56)	30(75)	40(83)	95(71.43)
ii.	No	20(44)	10(25)	8(17)	38(28.57)
Total		45(100)	40(100)	48(100)	133(100)

Source: Field visit 2022

4.7 Facility to borrow the required documents.

Academic libraries generally allow students to borrow reading materials, except reference documents. This service enables students to consult the materials for an extended period, even if they return them to the library on time. A survey was conducted to determine the availability of borrowing services in three colleges, and the results (Table 4.6) showed that all three colleges offer this service to their users.

Table 8: Facility to borrow the required document.

SN	Borrow document	UESC (%)	NCIT (%)	CCMT (%)	Total (%)
1	Yes	45(100)	40(100)	48(100)	133(100)
2	No	0	0	0	0

Source: Field visit 2022

4.8 Type of document borrowed from the library.

The library has diverse textbooks, reference materials, journals, periodicals, theses, and dissertations. The issuance of documents is subject to different rules depending on the document type and user category. Table 4.8 was used to determine which types of documents respondents could borrow. The results showed that all three colleges issue textbooks/course books. Among UESC participants, 30 (66.76%) noted that they could borrow reference books. 15 (31.25%) of CCMT participants and 10 (22.22%) of UESC participants stated they could borrow theses and dissertations from the library.

Table 9: Type of document borrow from the library (Multiple responses are permitted)

SN	Documents borrow	UESC (%)	NCIT (%)	CCMT (%)	Total (%)
i.	Text/Course Books	45(100)	40(100)	48(100)	133(100)
ii.	Reference Books	30(66.67)	2(5)	3(6.25)	35(26.32)
iii.	Journals				
iv.	Newspaper/Magazines	1(2.22)			1(0.75)
v.	General Books				
vi.	Thesis/Dissertation	10(22.22)		15(31.25)	25(18.80)
vii.	Project report	20(44.44)		10(20.83)	30(22.56)

viii.	Handbook Manuals				
ix.	Others				

Source: Field visit 2022

4.9 Borrowing System

Experienced professionals lead the development of library theory and practice in library functions. Various borrowing systems have been introduced for issuing documents, with the Newark and Brownies charging systems being famous worldwide. According to Table 4.9, all three colleges offered book bank services to users. The Book Bank system has also been created to issue all required documents for one academic session, and it is primarily used in engineering colleges across India and Nepal.

Table 10: System Applied to Borrow the Textbooks

SN	Burrowing system	UESC (%)	NCIT (%)	CCMT (%)	Total (%)
i.	Book Bank System	45(100)	40(100)	48(100)	133(100)
ii.	Other methods	0	0	0	
Total		45	40	48	133

Source: Field visit 2022

4.10 Duration to keep borrowed documents.

Table 4.10 asked a question to determine the duration for which borrowed books can be kept under the book bank system. All respondents from the three colleges stated that they could keep the documents for one academic session, which equals one academic semester.

Table 11: Duration to keep the burrowed documents of the book bank system.

SN	Duration	UESC (%)	NCIT (%)	CCMT (%)	Total (100)
i.	Academic semester	45(100)	40(100)	48(100)	133(100)
ii.	A week				
iii.	One month				
iv.	No time bound				
v.	Don't know				

Source: Field visit 2022

4.11 Fine for late return

The library allows for a late fee charge to incentivize users to return issued documents on time. Failure to do so can directly impact all users' equal distribution of documents, especially if the library has no extra copies. As per Table 4.11, three college respondents noted no late fee for delayed document returns was charged.

Table 12: Fine for late return books of Book Bank

SN	Fine	UESC (%)	NCIT (%)	CCMT (%)	Total (%)
i.	Yes				
ii.	No	45(100)	40(100)	48(100)	133(100)

Source: Field visit 2022

4.12 Getting the latest edition of the book.

Science and technology are rapidly evolving, leading to a constant flow of new information. Researchers regularly publish reports, so it is crucial for academic libraries that specialize in engineering to have the most current documents. Outdated editions are not useful for those seeking engineering information. A survey was conducted to determine whether respondents have access to updated material. The results showed that 91% of UESC participants, 98% of CCMT participants, and 50% of NCIT participants reported having the latest edition books. However, 50% of NCIT participants noted they could not access the latest edition documents.

Table 13: Getting the latest edition books of Book Bank

SN	Latest edition books	UESC (%)	NCIT (%)	CCMT (%)	Total (%)
i.	Yes	41(91)	20(50)	47(98)	108(81)
ii.	No	4(9)	20(50)	1(2)	25(19)
Total		45(100)	40(100)	48(100)	133(100)

Source: Field visit 2022

4.13 Facility to get other documents except for book bank package

During college, students work hard to develop their future careers and become skilled individuals. As a result, they may require more than just the standard set of documents, and the necessary information may not be contained in a single document. In Table 4.13, the question was asked about the facilities provided by three engineering colleges for issuing additional documents to students. UESC and CCMT issued additional documents, excluding book bank packages, while NCIT College did not offer this service.

Table 14: Get extra required documents except for the book bank set.

SN	Extra documents	UESC (%)	NCIT (%)	CCMT (%)	Total (%)
i.	Yes	45(100)		48(100)	93(69.9)
ii.	No		40(100)		40(30.1)

Source: Field visit 2022

4.14 Satisfaction from Book Bank Services

Ensuring user satisfaction is essential for any library, especially when evaluating the effectiveness of book bank services in engineering college libraries. According to Table 4.14, all participants (100%) from three colleges expressed satisfaction with the book bank services. This indicates that the book bank system effectively provides students with the necessary documents.

Table 15: Satisfaction of the book bank facility provided by the library.

SN	Satisfaction	UESC (%)	NCIT (%)	CCMT (%)	Total (%)
i.	Yes	45 (100)	40 (100)	48 (100)	133 (100)
ii.	No	0	0	0	

Source: Field visit 2022

4.15 Opinion towards book bank facility

In Table 4.15, students were asked about their perception of book bank services provided by colleges. The results showed that all participants (100%) from three colleges believed that book bank services save time for students and reduce the financial burden of buying required books. Of the participants from CCMT, 63% (25 students) believed that book bank services help students understand lesson plans, followed by 44% (20 students) from UESC. Additionally, 67% (30 students) from UESC, 50% (20 students) from NCIT, and 42% (20 students) from CCMT noted that book bank services are helpful for exam purposes.

Table 16: Opinion towards book bank facility of library

SN	Opinion of Book Bank services	UESC (%)	NCIT (%)	CCMT (%)	Total (%)
i.	It saves the time of students	45(100)	40(100)	48(100)	133(100)
ii.	It reduces the financial burden of buying required books	45(100)	40(100)	48(100)	133(100)
iii.	It reproduces the burden of students to select the reading materials				
iv.	It helps the students to understand the lesson better	20 (44)	15(38)	25(63)	60(45)
v.	This system is useful for exam purposes	30(67)	20(50)	20(42)	70(53)

Source: Field visit 2022

4.16 Difficulties towards book bank services

The survey aimed to identify difficulties encountered while borrowing documents from the book bank system (Table 4.16). The results showed that 38% (15) of NCIT participants reported that the book's current edition was unavailable. This was followed by 22.92% (11) of participants from CCMT college. In addition, 11% (5) of UESC participants and 12.5% (5) of NCIT college participants faced the challenge of insufficient available books. Many participants faced overcrowding during the new academic session, with 50% (20) of NCIT and 44% (20) of UESC participants reporting this issue. Additionally, 12.5% (5) of NCIT and 10% (5) of CCMT participants mentioned the problem of inadequate counselling from library staff. Furthermore, 67.5% (27) of NCIT, 54.17% (26) of CCMT, and 56% (25) of participants argued that there is no choice according to the student's point of view. Overall, only 1.5% (2) of participants regarded the book bank system as a formality to attract students.

Table 17: Difficulties in borrowing the required documents from the book bank services.

SN	Problem	UESC (%)	NCIT (%)	CCMT (%)	Total (%)
i.	Not available current edition book	4(9)	15(38)	11(22.92)	36(27.07)
ii.	Not available sufficient books	5(11)	5(12.5)	3(6.25)	13(9.77)
iii.	Crowded in an academic session	20(44)	20(50)	10(20.83)	50(37.59)
iv.	No proper counselling through library staff	2(4)	5(12.5)	5(10)	12(9.02)
v.	No choice according to the student's point of view	25(56)	27(67.5)	26(54.17)	78(58.65)
vi.	It's a kind of formality to attract the students	1(2)	1(2.5)		2(1.5)

vii.	No monitoring through the library and respective teacher				
Total		45	40	48	133

Source: Field visit 2022.

4.17 Need for book bank system for students

Academic Engineering libraries have been using the book bank system to provide documents to users for a long time. However, this system has its advantages and disadvantages. Many libraries have avoided implementing this system due to technical difficulties and because it is considered a non-scientific method. Libraries face space issues when storing numerous documents for individual students, and students may not have access to current documents. As a result, a survey was conducted to determine students' opinions on the need for a book bank system. All participants from three colleges (100%) agreed that engineering students require a book bank system to borrow library books, and they also suggested adding new editions to the library.

CHAPTER-V

FINDINGS, CONCLUSION AND RECOMMENDATIONS

Most engineering college libraries in Nepal continue to offer book bank services despite it being a conventional system. Other academic libraries do not have the motive to follow this system. While there may be various pros and cons to any approach, it is essential to have scientific evidence to support them. Unfortunately, no research study is available on the effectiveness of the book bank system. Therefore, a descriptive study was conducted to gather students' perspectives on the system's effectiveness. Three engineering colleges, namely CCMT, NCIT, and UESC, were selected for this purpose, as they offer two common academic programs - civil engineering and computer engineering. Closed-ended questionnaires were distributed to collect data, which were then analyzed using simple statistical methods. The significant findings of the study are presented below:

5.1 Findings

- There were more male participants (60%) than female participants (40%) in the study. Most participants (56.4%) were from the civil engineering discipline.
- Most participants, 35 (26.3%), visited the library once a week, with the second most common frequency being daily visits at 24.5%.
- Most participants, 110 (82.71%), said they visited the library to borrow documents. 33 (24.8%) participants came to the library to read newspapers and periodicals.
- The NCIT and CCMT libraries offer an open-access system, while the UESC library has a closed-access system.
- Out of all the participants, 95 (71.43%) agreed that libraries possess enough materials related to the subject.
- Users can borrow materials from the libraries of all participating colleges.
- Out of all the participants from three colleges, 100% of them can borrow the textbook collections. Additionally, 26.32% of the participants noted that they could borrow reference books.
- All three college libraries implemented a book bank system to manage the borrowing and lending of their collections.

- All three college libraries offer a book bank system that allows users to borrow documents for one academic session.
- Late returns of borrowed items using the book bank system in all three college libraries did not incur fines.
- Out of the participants, 108 (81%) agreed that they received the most recent edition of the book from their respective libraries.
- All participants from UESC and CCMT agreed that they are willing to allow the borrowing of materials, except for the book bank package.
- All the students from three different colleges expressed satisfaction with the book bank services offered by their respective institutions.
- According to all participants, the book bank system is beneficial as it saves students time and reduces the financial burden of purchasing required books.
- Out of the total participants, 78 (58.65%) stated that students do not have a choice in the subject matter. Following this, 50 participants (37.59%) mentioned overcrowding as a concern in the new academic session.
- All participants required a book bank system and recommended including a significant new edition book in the library.

5.2 Conclusion

Engineering college libraries play a significant role by providing the latest information to users on time. Most engineering college libraries in Nepal provide the book bank service to the users even though it is a conventional system. This system supports those students from poor economic conditions. Nevertheless, nobody has researched the status of book bank services in Nepal. Therefore, this research was conducted to assess the effectiveness of book bank services from the perspective of students' side. The study included more male participants (60%) than females (40%), with most participants (56.4%) coming from the civil engineering discipline. Most participants (26.3%) visited the library once a week, and 24.5% visited daily. The main reason for library visits was borrowing documents (82.71%), while 24.8% came to read newspapers and periodicals. The libraries of NCIT and CCMT offered open access, while UESC had a closed access system. All three colleges implemented a book bank system for borrowing and lending materials without fines for late returns. Participants expressed satisfaction with the book bank services, saving time and financial burden. Students required a book bank system

and recommended adding significant new edition books to the library. While participants appreciated library resources, concerns were raised about limited subject choices (58.65%) and overcrowding in the new academic session (37.59%). This study is the first to investigate book bank services in Nepal. As a result, it can offer valuable guidance to library stakeholders who wish to create policies and strategies for academic libraries.

5.3 Recommendations

The researcher conducted a survey study on undergraduate engineering students from three colleges affiliated with Pokhara University. After analyzing the results, the researcher has identified some areas for improvement and would like to make the following recommendations.

- Libraries should offer open-access systems allowing all users to select the needed materials. Additionally, they should provide enough space in the lending area to minimize crowding.
- The field of engineering is constantly evolving with innovative and intelligent technologies. Institutional authorities should strive to offer competent services utilizing cutting-edge and emerging technologies. To achieve this, authorities should conduct awareness and professional development programs to correctly equip and skill their workforce.
- The study indicates that book bank services are crucial for users, but they only focus on students. To gain a broader understanding, it is necessary to investigate librarians' perceptions. Therefore, additional research is needed.

This study was limited to only three colleges affiliated with Pokhara University. To make the results more applicable, conducting mass surveys across all engineering colleges, both constituent and affiliated, of all universities established in Nepal, would be necessary.

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APPENDIX I
QUESTIONNAIRE

Questionnaire for the Research on “Assessing The Effectiveness of Book Bank Services in Selected Engineering College Libraries: A Study”

Dear Respondents,

On the above topic, the researcher will write a thesis for a Masters’ Degree in Library and Information Science. The researcher requests your best responses to the question below. There are some information questions; some of the questions can have more than one response. Please give the information wherever options are not available. You are requested to answer the questionnaire, and I will always remain grateful for your kindness in helping me to conduct my thesis. Your responses will be kept confidential and used only for the research purpose.

Your kind cooperation is highly appreciated.

Thanking You.

Sincerely

Researcher: Sarita Acharya

A. BASIC INFORMATION

1. Name:
2. Sex: i. Male [] ii. Female [] iii. Transgender []
3. Faculty.....
4. Program: i. UG [] ii. PG []
5. Name of the Campus/College:
6. Which semester do you read now? Please mention:
 - a. 1st Semester [] b. 2nd Semester []
 - c. 3rd Semester [] d. 4th Semester []
 - e. Semester [] f. 6th Semester []
 - g. 7th Semester [] h. 8th Semester []
 - i. Other []

B. INFORMATION REGARDING LIBRARY

j. Do you have a library on your college/campus?

Yes [] No []

k. If yes, do you visit/use the library?

Yes [] No []

l. If yes, how often do you visit the library?

a. Daily [] b. Once a Week []

c. Once a Month [] d. Semester ending/starting []

d. Occasionally []

m. Please select the most common reason to visit the library.

a. To borrow documents []

b. To study course content []

c. To use the Internet []

d. To study Newspaper and magazines []

e. If others, please specify.....

n. Is there an “open system” to select/choose the required book by students/users in your college library?

Yes [] No []

o. Do you find sufficient documents and study material in your Subjects?

Yes [] No []

p. Do you have the facility to borrow the required documents in your library?

Yes [] No []

q. If yes, please give response to the following questions.

1. What types of documents can you borrow from the library?

a. Textbooks/course books [] b. Reference books []

c. Journals [] d. Newspapers/magazines []

e. General books [] f. Thesis/dissertation []

g. Project report [] h. Handbook manuals []

If any, please Specify:

II. Please select/mention in which system you get the burrow of the documents from the library.

- a. According to the book bank system []
- b. Other, please specify.....

III. How many days can you keep the documents if you get the documents by the Book Bank system?

- a. For the academic semester []
- b. For a week []
- c. For a month []
- d. No time bound []
- e. Don't know []

IV. Is there any fine for late return of books if time bound for borrowing the books?

- Yes []
- No []

V. Are you getting the latest edition books/documents in the book bank set?

- Yes []
- No []

VI. Do you get another required document except for the book bank set?

- Yes []
- No []

VII. If yes, how many documents you can access? Please mention.

.....

VIII. Are you satisfied with the book bank facility if your library provides a book bank system?

- Yes []
- No []

IX. If yes, please give your opinion of the book bank system: -

- a. Book bank system saves the time of students []
- b. Book bank system reduces the financial burden of buying required books []
- c. The book bank system reproduces the burden of students to select the reading materials []
- d. Book bank system helps the students to understand lessons better []
- e. The book bank system is useful for exam purposes []
- f. If any other, please specify:

X. If not, what problems do you feel when burrowing the required documents through the book bank?

- a. Not available current edition book []
- b. Not available sufficient books []
- c. Crowded in academic session []
- d. No proper counseling through library staff []

- e. No choice according to the student's point of view []
- f. It's a kind of formality to attract the students []
- g. No monitoring through the library and respective teacher []
- h. If other, please specify:

XI. In your view, book bank system is required or not to borrow library documents for students?

Yes [] No []

XII. If required, please mention your suggestion to provide effective services through a book bank.

.....

XIII. If not required, please suggest alternative suggestions to provide documents to the students.

.....

Thank you.

APPENDIX II

INSTITUTIONAL PROFILE

UESC College library

The UESC college library is in the center of the college premises. It was established in 2000A.D. with a college established at Chakupat, Lalitpur. It has a 50-plus MLISc degree holder, 10- years of experience as a professional librarian, and another paraprofessional staff. UESC College is a private Engineering college affiliated with Pokhara University. The running Program of the college is Faculty of Civil (96 seats) and Computer (48 seats). The user of this college library is the student. Staff and teacher is the user of this college. The library has a closed-access system. Book Bank system is applied. Books are charged by filling out the form for students. There is sufficient documentation for the Book Bank. Reports are also issued except for books. There is no allocated in charge for distribution of book bank books. There is sufficient space to store the document. Methods of selection of books from the book bank are faculty recommendation, user demand and teacher recommendation. There is adequate qualified staff for distribution of the books of book bank. UG students can borrow books from book banks. Books are issued for an academic semester. Two different books are distributed except for a set of textbooks. At last, the opinion collection of librarians about the book bank facility of the library said that it is beneficial to complete fill the user requirement, and it covers the library norms and Ethics.

NCIT College Library

NCIT College library is in the center of the college premises. It was established in 2001A.D. with a college established at Bal Kumari, Lalitpur. It has a 50-plus MLISc degree holder; 10-years' experience professional librarians, two paraprofessionals, and two nonprofessional staff. NCIT College is a private Engineering college affiliated with Pokhara University. Running Programs of the college are the faculty of Civil Engineering (96 sets), Computer Engineering (96 seats), Electronics and Communication (48 seats), Software Engineering (48 seats, ME Computer (27 Sets), and MSc. Science (27 sets) MCIS (27 seats). Users of this college library are students. The library has open access system. Book Bank system is applied. Books are charged by using software students. There is sufficient documentation for the Book Bank. Journals are issued online. There is no allocated in charge for distribution of book bank

books. There is enough space to store the document. Methods of selection of books from the book bank are faculty recommendation, user demand and teacher recommendation. There is sufficient qualified staff for distribution of the books of book bank. UG and PG students can borrow books from a book bank. Books are issued for an academic semester. There is no extra book distribution except a set of textbooks. At last, the opinion collection of librarians about the book bank facility of the library said that it is beneficial to fulfill the user requirement and it covers the library norms and Ethics.

CCMT College Library

CCMT College Library is in the center of the college premises. It was established in 2001A.D. with a college established at Satdobato Lalitpur. It has a 41-45 MLISc degree holder-10 years of experience professional librarian, one other Professional assistant librarian and another paraprofessional staff. CCMT College is a private Engineering college affiliated with Pokhara University. The Running Program of the college are the faculty of BE Civil (144 seats), BE Computer (48 seats), BE Information Technology (48seats), BE Electronics and Communication (48 seats), and B Arch. (48 seats) and BBA 48 seats. Users of this college library are students. Staff and teacher is the user of this college. The library has open access system. The Book Bank system is applied to providing books. Books are charged by using software students. There is sufficient documentation for the Book Bank. Reports and Thesis /Dissertation are also issued except books. There is a person located in charge of the distribution of the books of the book bank. There is sufficient space to store the document. Methods of selection of books of book bank are faculty recommendation and user's demand recommendation. There is adequate qualified staff for distribution of the books of book bank. UG students can borrow books from book banks. Books are issued for an academic semester. There are no extra books distributed except a set of textbooks. At last, the opinion collection of librarians about the book bank facility of the library said that it is beneficial to complete fill the user requirement, and it covers the library norms and Ethics.

CURRICULUM VITAE

Name : Mrs. Sarita Acharya
Address : Kumaripati- 19, Lalitpur
Date of Birth : 19-5-2024
Religion : Hindu
Sex : Female
Father's Name: Mr. Late Sudarshan Sharma Acharya
Mother's Name: Mrs. Late Ambika Acharya
Marital Status : Married
Husband's Name: Mr. Sudarshan Prasad Adhikari
Phone Number: Mobile: 9843004041

EDUCATION

M.LIB : Tribhuvan University Faculty of Library
And Information Science. Incomplete thesis (074/075 Batch)
M.A : Tribhuvan University Faculty of Geography 2050
B.Ed : Tribhuvan University Faculty of Education 2048
B.A. : Patan Multiple Campus 2044
I.A. : Patan Multiple Campus 2042
S.L.C. : Ministry of Education, SLC Board 2039

TRAININGS

Computer basic training from Rara computer Institute 2050
Computer basic training from Micro zone computer institute 2055
Computer GIS training from HMG/Asian Computer system 2058
Licensed Lower Secondary School teacher 2064

Training in Yoga and Ayurveda from Balmiki Campus	2067
Library Management training “Library and Information Science level 3” from LIMISEC (Recognized by CTEVT)	2068
Training on Access to Global Online Research in Agriculture (AGORA)” ICIMOD”	2075
Participation on A complete workshop about Research 4life organized by Kaiser Library	2076
Participation on One day workshop on Koha Library Automation Software” Kaiser Library”	2076
Proposal writing, Paper writing and Thesis writing “Chemistry Students Association Nepal (CSAN)”	2076
Two-month Internship at Library in Nepal Law Campus Library, Exhibition road, Kathmandu.	2076
Online Training on Basic Excel 2016 powered by OUR BHUMI	2077
Online Training on Computer programming and cyber security powered by OUR BHUMI	2077

EXPERIENCES:

Trained in Data Entry using KOHA from National Library, Hariharbhawan.

Trained in Data Entry using KOHA at Universal Engineering and Science College Library, Lalitpur.

Trained in Data Entry using KOHA from National Library, Harihar Bhawan

Library Management teacher in FEDO 10-day workshop

Library Management as a staff librarian in FEDO (Feminist Dalit Organization), Kupondole

Library Management as a consultant in Nepal Adivasi Janajati Utahan Rastriya Pratisthan, Jawalakhel (NFDIN)

Library Management as assistant Librarian in National Library, Harihar Bhawan

One year teaching experience in Phulchoki English School

One year teaching experience in Maharshi Vidyapeeth School

Thesis writing on Agroforestry in Tamagadhi, Bara

Village Profile writing on Community Forest in Badikhel V.D.C, Lalitpur

Working experience as a Library In charge “10 and 1/2 Years” In Universal Engineering and Science College Chakupat, Lalitpur.

Working experience of Library Management “6 month” in FEDO.

Working experience of Library Management “6 month” in NFDIN.

Working experience of Library Management “6 month” in National Library.

Thesis writing entitled “Assessing the effectiveness of Book Bank services in selected engineering college libraries: A Study”.

ASSESSING THE EFFECTIVENESS OF BOOK BANK SERVIC...

By: Sarita Acharya

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ASSESSING THE EFFECTIVENESS OF BOOK BANK SERVICES IN SELECTED ENGINEERING COLLEGE LIBRARIES: A STUDY A Thesis Submitted to The Central Department of Library and Information Science For Partial Fulfillment of the Requirements for Masters of Arts in Library and Information Science Submitted by: SARITA ACHARYA Exam symbol Number:281801 T.U. Registration Number :13034-84 Central Department of Library and Information Science Faculty of Humanities and Social Sciences Tribhuvan University Kirtipur, Kathmandu, Nepal 2023 CHAPTER-I INTRODUCTION 1.1 Background of the study The role of libraries is to facilitate the exchange of knowledge, data, and resources by offering organized information systems, service areas, and objects for individuals to access and retrieve information. Essentially, libraries act as a link that connects people to a vast array of information sources (Suseela & Uma, 2015). Different types of libraries cater to different needs. Academic libraries, for instance, serve as a space for students to learn and create collaboratively. They offer resources that support teaching and learning processes. These libraries provide a flexible environment where students can explore research, encounter new ideas, and develop a reading culture (Kumar, 2021). Among various types of services, circulation service, reference service, SDI, CAS, Internet service, inter-library loans, book bank services, etc., are some standard service practices in an academic library (Sharma & Deka, 2019). Being a college library, it serves the students, teachers, and staff. The collections of this library almost belong to the engineering field. Most academic libraries provide lending services to users. They follow the library rules and regulations to issue the document. Brownie and Newark charging systems are the most popular and oldest systems to circulate documents. The "Book bank" system is also applied in the academic library, where all required documents for one academic session are issued in "bulk" to the users. The main objective of following this system is to support students by reducing the burden of administering/returning required documents. The book bank system supports the slogan "education for all" by issuing required and relevant documents. The historical background of book bank services in Nepal is not clearly defined. However, the Book bank service was first applied in the library of Pulchowk Engineering Campus, Institute of Engineering (IOE), Tribhuvan University. This was supported by the existing librarian of Pulchowk Engineering Campus, TUIOE, saying one IOE professor instructed to adopt this system in a library after visiting the Indian education institute. After that, other technical colleges applied this book bank system 2 to circulate the documents. Now, most of the constituted and affiliated campuses of engineering institutes follow this system, specially targeted to engineering students. Book Bank is an effective means to overcome disparity among students of all institutions: medical, engineering, agricultural, law, chartered accountancy, MBA, and other higher education, as well as school and primary programs. The primary goal of this program is to give low-income, worthy students long-term access to textbooks for home study in exchange for small deposits (Hin et al., 2018). Book bank service reduces the financial burden of students. They get relevant documents according to the requirements of the curriculum. By getting all the documents one time, they do not have to visit from time to time in the library. However, some obstacles are faced by libraries to continue such a system. Such obstacles may be lack of staff, updated documents, space, crowded, etc. There are so many pros and cons to a book bank system. Due to the unscientific method, most libraries want to stop such a system. Institutions are incentivized to provide quality education, and librarian is the primary service provider between books and users. Excellent library assistance and resources are essential for students' achievements and success on various exams. The faculty members and the students benefit from the college library's help with their academic and research efforts (Nalhe & Dhanalakshmi, 2017). With the success of its students comes fame among students and praise from peers. With it comes a flock of students that want to admit themselves here. According to the Mehrotra committee of the University Grants Commission in India in 1986 (Sarkar, 2018), the best way to evaluate the temperament, climate, and academic accomplishments of an educational institution is by visiting its library and observing how it