

**USERS' NEEDS AND LIBRARY SERVICES  
OF TRIBHUVAN UNIVERSITY CENTRAL LIBRARY  
AMONG THE MA FIRST YEAR STUDENTS OF  
SOCIOLOGY/ANTHROPOLOGY**

A Thesis

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in  
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By

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## **LETTER OF RECOMMENDATION**

This thesis entitled "**USER'S NEEDS AND LIBRARY SERVICES OF TUCL AMONG MA 1<sup>ST</sup> YEAR STUDENTS OF SOCIOLOGY/ANTHROPOLOGY**" has been prepared by Ms. Kumari Gurung under my supervision for the partial fulfilment of requirements for the Degree of Master of Arts in Library and Information Science. To the best of my knowledge, this study is original and carries useful information on user's need and library services of TUCL. I, therefore, recommend this dissertation for examination and approval.

.....

**Dr. Madhu Sudan Karki**

Associate Professor and Head

Thesis Supervisor

Date: June 2009

## **LETTER OF ACCEPTANCE**

This thesis entitled "**USER'S NEEDS AND LIBRARY SERVICES OF TUCL AMONG MA 1<sup>ST</sup> YEAR STUDENTS OF SOCIOLOGY/ANTHROPOLOGY**" submitted by Ms. Kumari Gurung to the Central Department of Library and Information Science, Faculty of Humanities and Social Sciences, Tribhuvan University, in partial fulfilment of the requirements for the Degree of Master of Arts in Library and Information Science has been found satisfactory in scope of quality. Therefore, we accept this thesis as a part of the said degree.

### **Thesis Committee**

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Head of Department

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Dr. Krishna Mani Bhandari  
External Examiner

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Dr. Madhu Sudan Karki  
Thesis Supervisor

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June 2009

## ABSTRACTS

This study entitled “User’s Needs and Library Services of TUCL Among MA 1<sup>st</sup> Year Students (B.S. 2063-64 Batch) of Sociology/Anthropology”, carried out by Kumari Gurung is for the partial fulfilment of the requirements for the degree of Master of Arts in Library and Information Science, Tribhuvan University. The overall objective is to examine TU Central Library services and needs of user students and to recommend scientific library services in future.

This study is based mainly on structured interview followed by group discussion, key informant interview and observation. Structured questionnaire was used and administered to 65 students. The researcher observed library situation, staffs behaviours and daily using activities of students in central library. Discussion was carried out with students by sharing ideas and experiences about of library. Key informant interview was conducted with knowledgeable persons in the TU regarding the users' needs and central library services.

Of the total 65 respondents, 55.4 percent were males and 44.6 percent were females. Both male and female students share equal level of knowledge regarding library. Majority of them considered library as a source of information, stock of knowledge and reading place. About 80 percent obtained library membership card and the remaining applied for the card. About 30.8 percent visit library two or more days in a week. Majority of the respondents borrowed text books and mail/internet services at first time in library. In addition, magazine, newspapers and journals were also their priority. However, about 24.6 percent were not satisfied with library as the library lacks choice of suitable text books.

Most of the users were not capable to find library services to concern the relevant searching text books, references, cataloguing and bibliography. About 35.4 percent have ever used electronic database. Male respondents were much higher than females in this regard. In addition to TUCL, they also use other libraries such as American library (25.0%), British council library (33.3%) and Social Science Baha (12.5%).

The most common resource the respondents used are text books (81.5%), which followed by newspaper (76.9%), other documents (50.8%), maps (40.0%), press cutting (15.4%), and periodicals (13.8%).

Of the total, 61.5 percent expressed that library services are sufficient for user's needs. Lack of efficient staff, carelessness, irritation, self busy and lack of time tables were the main problems why the students are not satisfied with library services.

The respondents were of opinion that TUCL service and facilities should be improved. In some cases they received library services from unskilled staff and feel uneasy. Therefore, an increase material, staff behaviours, expands email and internet is also essential to improve for development of university campus library in future.

## **PREFACE**

This study deals with the user's need and library services of TUCL based on information collected from Master Degree first year students (B.S. 2063-64 Batch) of Central Department of Sociology/Anthropology, Tribhuvan University.

The first chapter provides description about background of the study, statement of the research problem, objectives, hypotheses, scope and limitation of the study. It also discusses justification of the study, definition of terms used in the study and the way how the study has been organized.

Second chapter is about review of literature related to user's need and library services. It briefly encompasses both theoretical and empirical literature and both published and unpublished documents.

Third chapter discusses the focus of the study that includes introduction to TUCL, library organization structure and staffing, number of faculties served, the collection department and technical processing facilities of TUCL, and other special collection services.

Fourth chapter attempts to describe the research methodology used for this study. It discusses the type and sources of data, sampling method, tools and techniques used for data collection and the technique of data analysis and presentation.

Fifth chapter is a main chapter of this study that it encompasses findings of the study from the analysis of data collected for the study. The findings are organized in four different sub-chapters, which include library and information, needs of users and TUCL library, library services and the facility of TUCL, and suggestions for the improvement of the TUCL.

Finally, sixth chapter summarises and concludes the findings and provides some recommendations.

## ACRONYMS

ADB	Asian Development Bank
AIDS	Acquired Immune Deficiency Syndrome
ALA	American Library Association
AVM	Audio Visual Material
DHS	Demographic and Health Surveys Programme
DL	Depository Library
ESCAP	Economic & Social Commission for Asia and the Pacific
FAO	Food and Agriculture Organization
IBRD	International Bank for Reconstruction and Development
ICAO	International Civil Aviation Organization
ICRC	International Committee of the Red Cross
IDRC	International Development Research Centre
ILO	International Labour Organization
IMF	International Monetary Fund
IMO	International Maritime Organization
INASP	International Network for the Availability for Scientific Publication
NISC SA	National Inquiry Service Centre South Africa
PERI	Programme for the Enhancement of Research information
TU	Tribhuvan University
TUCL	Tribhuvan University Central Library
UN	United Nations
UNCRD	United Nations Centre for Regional Development
UNCTAD	United Nations Conference on Trade and Development
UNDP	United Nations Development Programme
UNDRO	United Nations Disaster Relief Coordination
UNEP	United Nations Environment Programme
UNESCO	United Nations Scientific and Cultural Organization
UNFPA	United Nations Fund for population Activities
UNICEF	United Nations Children's Fund
UNIDIR	United Nations Institute for Disarmament Research
UNU	United Nations University
UNV	United Nation Volunteers
WHO	World Health Organization
WMO	World Meteorological Organization



## CATALOGUES OF THESIS

### 1. Shelf List Card

D  
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# CHAPTER I

## INTRODUCTION

### 1.1 Background

The library is an important part in the social, political, economic and cultural development of the society. It has played a significant role in the preservation and advancement of culture, formal and self-education, and reading for leisure. The term 'library' refers to a place where books are kept for 'reading, study, or reference'. Library is "a collection of materials organized to provide physical, bibliographic, and intellectual access to a target group with a staff that is trained to provide services and programs related to the information needs of the target group" (Kumar, 1987:2). This definition uses the term 'trained' staff which means to manage libraries as well as information needs rather than informational, research, educational or recreational needs.

The library is a combination of three factors the reader, the reading materials, and the library staff. The service which establishes the close relations among the three factors of the library is technically known as library service (Naido, 1989). Only one segment cannot, on its own, lead library and fulfils the purpose of existence of the library. Both library and library services are interlinked and inter-dependent on each other.

The library is regarded as a social institution. It provides the readers for lifelong self-education, proper use of leisure and advancement of culture. National libraries, public libraries, special libraries, private libraries and academic libraries are various forms of libraries. Academic libraries serve the academicians like university students, teachers, research scholars and administrative staff with the books, and other reading or audio visual materials. A university library is most important as an integral part of the university. University library and information systems can be considered as the foundation to fulfil the objective of the right to information for university students. Such systems can provide the facilities of laboratories for information access to meet the varieties of information for heterogeneous users. Both the subjects e.g. right to

information and library information systems are interlinked and interdisciplinary to each other.

In recent years, library use is becoming increasingly important. Many users have used library for different purposes. They are using different searching methods mainly the cataloguing, and electronic database to develop their knowledge. In a university library, students should be encouraged to use the library on their own. Library is more necessary for the entire academicians, readers and students. On the other hand, library services are most crucial aspect for readers. Of course, library studies provide much knowledge to the user's carrier. The users have different needs according to their academic concern and attitudes, which is called the users' needs. Library provides various services to users as their needs to develop their carrier on library practices at any level and anywhere. This study is concerned mainly on the matter what users want at first and how the library service has been effective for the master level first year students (sociology/anthropology) of the Tribhuvan University Central Library (TUCL).

## **1.2 Statement of the Problem**

The Tribhuvan University (TU) central library has provided various reading materials to users for educational development field. Proper utilization of the library is important to accomplish the needs of users and their own internal/external tasks. Library utilization indicates to meet the better services of library as well as user needs. Analysis of the existing status of the library facilities, users' awareness and using system, and their personal opinions are the main aspects to improve the library management system. Opinion collection of specific user's group is very important for upgrading the library services.

The users themselves belong to various kinds. They may be gentle, aggressive, meek, etc. They may be less educated or high educated. When a user comes at first in the library, s/he may need to be careful as a human being. Otherwise, s/he may feel utterly lost or confused, with the result that s/he may or may not come again. Even for those, coming regularly would need occasional personal assistance. If a student is of shy nature, then s/he would require special attention and it is essential to give her/him

promptly the documents required by her/him. However, it is important to know about on the needs of the user's behaviours, attitudes, knowledge and skills, using tools and techniques, etc.

In order to facilitate the use of library, librarians provide tools like catalogue, bibliographies, references, etc. Written guides of various kinds are made available to make the use of a library easy. Various methods of publicity are used to attract new students. However, not all this is enough. The availability of these tools does not necessarily mean the easy availability of material searching. Thus, we need a staffing, which can explain the use of the tools and convention adopted by the library in respect of these. Altogether most of the user students have not introduced with the accessible and available services of the library. Some of the library orientation classes are well managed and furnished in a better environment. Information packaging system, and staffing support have played a major role to attract the users for day to day library use. Therefore, it is essential to introduce about the services of the library so that users can utilise more information from the TUCL library.

Literally, the term library is used for a collection of books and other literary materials kept for reading. It is also important to know how the library is most necessary and should be based on user's demand so as to supply as overall well managed library. Therefore, the scope of library culture is wide and broad.

Libraries attempt to meet the needs of a diverse and complex group of users, who have wide-ranging interests and complex sets of demands and supply. Historically, the fundamental aim of libraries was to formulate a philosophy of intellectual freedom, and to provide access to a finite amount of print information. Over the course of the last decade, valuable resources of information have become available on the internet and through other electronic databases, and libraries are currently playing a very significant role in serving these diverse users. Not only do libraries continue to collect and provide access to printed materials, but also they have to manage the ever-increasing amounts of electronic resources. Owing to an increased use of online indexes, databases, and of course, the internet, the role of the librarians has changed. They are expected to have specialized knowledge of these new information tools to enable them to help their clients with online searching, and to find the best

information available on any given subject. So it is important to know how library can provide professional assistance to users. Who are searching for useful information in the vast ocean of the Internet and other electronic resources? What techniques do librarians use when collecting electronic resources?

The present study is focused on needs of different kinds of user's in library and TUCL services among the master level first year students of sociology/anthropology of University Campus Kirtipur. TUCL should be specially awarded with the needs of the user and service provided by the TUCL staff. It should be valuable and important for the user with regard to their needs or utilization of services they depend on. Whatever techniques of information they prefer must be strictly inspected. Almost all the first year students are not quite familiar with the services available and they cannot utilize more and more information from the TUCL library.

On this backdrop, this study tries to find out the answers to these main questions:

- How frequently do the students visit the library?
- What are the present TUCL services in library?
- Are the users satisfied with the library services?
- What are the main needs of master level first year students in the library?
- Are the library materials available to meet the demand of these users?
- What kind of improvement is needed to fulfil the demands for TUCL in future?

### **1.3 Objectives of the Study**

The overall objective of this study is to examine the library service provided by TUCL for the fulfilment of the needs of library users with special reference to the master level first year students of sociology/anthropology. The following are the specific objectives:

- To find out the needs of M.A. first year students (B.S. 2063-64 Batch) of Sociology and Anthropology regarding library use;
- To explore the overall services provided by TUCL; and
- To identify the gaps between demand and supply of information



#### **1.4 Scope and Limitation of the Study**

The scope of the area for this study is in the TU University Campus Kirtipur. The University Campus consists of four faculties namely management, education, humanities and social science, and science and technology. The following are the limitations of the study:

- i. This study is based on information provided by the selected master degree level first year students of sociology/anthropology (Academic Year B.S. 2063-64). Therefore, the findings made from them may not be generalised to other users.
- ii. This study is based on 65 (50.0%) samples that may be too small to represent the perception of all university students.
- iii. Students who were interviewed have not participated in orientation programme annually organised by the TUCL.

#### **1.5 Justification of the Study**

The importance of this study is much more than the information provided by a book. If any new service is known in TUCL, such new services are informed only through the study. A survey study can give the information about the user's needs and library services in very short period of time. So the study is very important and useful for the librarian to manage the demand and supply of user needs and interests for reading. The study will also provide knowledge for us in the overall library services in very short and economic way.

This study is based on a small level survey on users' needs and library services of the TUCL and is focused on the TU central library services and users' needs. It is expected that the findings made from this study will help the concerned understand users or students' needs from the library. On the other hand, it helps mainly the TUCL librarians identify better services and facilities for the users. In addition, it gives relevant areas' researchers, students, organizations and academicians for relevant literature about the users' need and library services.

## **1.6 Definition of Terms**

Library:	Library is a place having collection of books or other written or printed material as well as the faculty in which they are housed and institution that is responsible for their maintenance.
User:	A person who uses or operates the resources available in the library
Service:	A library or institution that provides something to do for users
Information:	The essential ingredient of any control system
Information system:	A general term including all the operations and procedures involved in data processing system.
Catalogue:	A list of documents in the holding of a group of libraries.
Reference service:	Processing of establishing contact between a reader and her/his documents in a personal way
Database:	An organization of data files having information or reference material on a particular subject or subjects.
Internet:	A network infrastructure of computers, communications lines, and switches (really other computers) that uses a set of computer hardware and software stands, or protocols, which allow computers to exchange data with other computers.

## **1.7 Organization of the Study**

This study is divided into six chapters. The first chapter discusses the introduction to the study, which includes background to the study; statement of the problem; objectives; justification and limitations of the study. The conceptual framework or the review of literature is presented in the second chapter.

The research methodology, a set of methods employed during the survey, is presented in the third chapter, which includes nature of the data, study area, sampling design, questionnaire design, data collection and data analysis. The general background of the respondents is presented in chapter four which includes the students of sociology / Anthropology TU.

Analysis of data is presented in chapter five. Chapter six includes summary, conclusion and recommendation of the study.

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## CHAPTER II

### LITERATURE REVIEW

Review of literature is presented in three sections. The first section presents the information on literature on the library. The second section presents literature on needs of the users. The third section deals with the literature on library services.

#### 2.1 Literature on the Library

“Library is a public institution or establishment charged with the care of a collection of books, the duty of making them accessible to those who require the use of them and the task of converting every person in its neighbourhood into a habitual library goer and reader of books” (Ranganathan, 1940:25). In a public library the users are mainly children, students, housewives, researchers, retired persons, neo-literates etc. In an academic library the users are students, teachers and researcher whereas in a special library the users are mainly researchers or specialists who are specialising in a narrow field of subject. Therefore it can be assumed that in the public libraries the users are heterogeneous and in the academic and special libraries the users are almost homogeneous in nature.

An academic library is expected to support the objectives of the university or campus. So the basic function of an academic library is to assist its parent body to carry out its program. This means that it must adequately serve the needs and requirements of the readers towards reading study and research. According to the Handbook of Special Librarianship and information Work, Library generally speaking the expression means a library which is concerned almost exclusively with the literature of a particular subject or group of subjects (Scammell, 1976).

“The library is then a forum for mutual understanding, for mutual cohesion, for mutual cooperation, and for mutual tolerance and peaceful co-existence not as a homogenizing institution but as a unifying, living, and dynamically growing force” (Khanna, 1994:14). The purpose of university or campus library has always been to

provide access to the human records needed by members of the higher education community for the successful pursuit of academic programs.

“Libraries have also occupied a pivotal role in education because of the decreasing the importance of classroom lecture. Not only, the collegiate, is library system expected to assist in the successful pursuit of academic programs” (Kumar, 1975:78).

The library and information need is a composite concept which is generally dynamic in users. The information requirement is generally affected by various factors like purpose of his work, stage of his work, diversity of interest. According to Menzel Herbert (1966) the user different approaches to meet information requirements are current approach like everyday approach, exhaustive approach and catching up or brushing-up approach. The current approach is that users want to keep abreast of the nascent developments in his field of interest. Everyday approach is sought to satisfy the specific piece of information required by the user, during day to day investigation in the form of facts. However, the exhaustive approach is sought at when a researcher wants comprehensive detail about an adopted in situations where a particular user requires information pertaining to related subject fields.

## **2.2 Literature on Needs of User's**

Due to the nature of work and functions performed, library users have expected to possess high academician and professionalism. Studies on information needs and use pattern of users in a library are perhaps one of the most effective methods of understanding their information requirements (Devarajan, 1989).

Users are the important components of the information system; the library exists for the users. The librarian should keep this thing in mind that they are employed for providing services to the users. At the university library, a large number of users visit the library, use the library information, and understand the needs of the users by the librarian. For providing better services, users studies or needs have to be conducted by the library.

“In a library environment the users are the last link or the recipients of the information in the communication cycle. There are a number of terms used as synonyms or near synonyms to users such as patron, client, number, and customer. This vital fact was not recognized for a long time by our information manager. It reveals from the library and information science literature that for a long time workers focused their studies only on components of information system except user. Attempt to study user component only in the 1930s” (Devarajan, 1989:4).

The library and users’ needs concept is difficult to define, to isolate and especially to measure. However most of users are unaware of the fact that we classify to such a large extent in our everyday life (Kumar, 1987). In addition, use of a library means the use of books or recorded knowledge in any other form by the users. All economic activity is governed by the consumer so is the library shaped by its users. There is a need of the user from the base for the composition of library stock. It is a user and the extents of use made by him that determine the quantity and quality of library resources. Traditionally library users have generally been termed ‘readers’ which means those who are acquired with the art of reading, but it is no longer true, for the library may now have literate users, as well. Hence the term reader should be taken in a much broader context of ‘user’ or one who uses the resources of a library.

A library may find a variety of users. Persons, who are intelligent, need little help of library staff who can be spared for those who are not active and require such guidance. Library has to notice the intellectual potentiality of users and change the later class of users into a real and deserving group of users. The terms users’ needs or studies have been defined by different information scientists also.

According to Wysoki (1978), user studies or use studies could be concerned with studying information processing activities of the users. Britain (1970a) has focused on empirical studying of the use of, the demand or need for, information are usually called user studies. In fact a study is focused on users to understand directly or indirectly their information needs, use behaviour and use pattern is usually called use needs. For a meaningful user service user needs is a precondition. Therefore the number of studies conducted in the field of users’ needs to understand the information

requirements for users. However attempt to study users needs and use pattern of humanities scholars even in the development are limited.

### **2.3 Literature on Library Services**

Library is essentially a service institution. The traditional function of library service involves a variety of activities on the part of the library to achieve its goals and realize its policies; a library undertakes many different services (Britain, 1970b). He explains an indirect service involving book acquisition, classification, cataloguing, binding, reproduction of documents etc which are broadly called 'technical services' and a direct job which involves curriculum techniques, reference and bibliographical services, documentation and information services, which are termed as 'readers services'. He also focused a university library which plans its basic programs and services has to aim at three things: (a) Physical facilities thereby involving library building, its location and functionalism, opening hours of the library; (b) Technical service ; and (c) Finally, readers' services.

Bhandary (2004) in his article "PERI: vast resources of electronic information" shows the importance of electronic data base resources and discuss about the PERI resources. He stated that PERI is not only for profit making; it is for research, education and scholar purpose. He informs about the registration process of each and every resources which is available on library services. He has further included about the sustainability of the resources and library services for the continuous access to services resources.

Halkar (2000) in his article Electronic Publishing: Issues and Challenges are focused on technical services. To him, electronic publishing is the dissemination of information in electronic form and is distribution of potential users either on electronic networks such as Internet and local area networks or in formats such as CD-ROM, and diskettes. Electronic publishing service is defined as a process for production of typeset, quality documents containing text, graphics, pictures, tables, equations etc with the assistance of data processing system. The need to control and provide easy access to ever increasing volume of information, the explosive growth of the cost of raw materials used in publishing, the need to reduce the time required in



conventional publishing and the realization of the potential and unique features of electronic media are some reasons which have resulted in the shift of emphasis from conventional publishing to electronic publishing. Reduction in the numbers of costly subscription to periodicals and journals, reduction in the space required to store paper based information and is providing easy access to update information are the important benefit of the electronic publishing services. In addition, in fact that technical service is basically essential for successful implementation of any library program beyond doubt.

Tiwari (2004) in her article 'Internet and Library Services' says, "All libraries are not self sufficient and the easy access to information and the physical availability of needed information have become main concern of librarians world-wide as essential function in the library systems, cooperative activities have been shifted from the internal simple inter-relationship among a few libraries in the same locality to a large, comprehensive and sophisticated format system beyond the national boundaries of any country." In this age of networking, libraries all over the world are shifting their emphasis from local collection to reliance on access to a wider scope of materials through a resource-sharing environment. Not only the library cooperation can take place easily with the help of Internet but the various emerging new trends in information system such as, multiplexing, devices, e-mail, teleconferencing, interactive video disk system, and word processing are some of the new terms which have evolved very rapidly in recent years. Internet can play an important role in making true the dreams of Lancaster of "paperless society.

Questia (2008) is the first and world's largest online collection of books and journal articles in the humanities and social science, plus magazine and newspaper articles. One can search each and every word of all cover. Questia offers a range of search, note taking and writing tools, which helps students, locate the most relevant information on their topic quickly, quote and cite correctly and create properly formatted footnotes and bibliographies automatically. Questia provides a comprehensive research environment to meet student's academic needs. Questia offer one by following library services:

- As it is the world's largest online collection of complete books, journals and articles, searchable by word, phrase, title, author, or subject.
- Scholarly, high quality books and journal articles from over 250 acclaimed publishers in the humanities and social sciences.
- Unlimited use of the books and articles in the collection.
- Tools to write notes in the margins and highlight passage.
- Easy use tool to create footnotes and bibliographies.
- State of the art customer service
- The library is never closed

National Inquiry Service Centre South Africa (NISC SA) is opened in Grahamstown in May 1995. It is the publishers of information databases services, academic journal and books about the indigenous information of Africa. NISC SA is also a bibliographic database of South Africa have many academic journals services in their library like: African Journal of AIDS Research; African Journal of Aquatic Science; African Journal of Marine Science; African Journal of Range & Forage Science; Journal of Child and Adolescent Mental Health; Ostrich Journal of African Ornithology; Questions Mathematical; and South African Linguistic and Applied Language Studies (NISC South Africa, 2009).

Sujatha (1999) in his book Resource Sharing and Networking of University Libraries says that resource sharing is nothing but sharing of resources by certain participating libraries among themselves on the basis of the principle of co-operation. This is applicable in the matter of use of document, manpower, facilities, service, building, space or equipment. In such a co-operative venture, it becomes possible for a user in any of the participating libraries to make use of the resources of none only his own library but also those of all the other participating libraries. Thus, through resources sharing, libraries can improve the total collection of reading material, consolidate their technological capabilities, improve their information, dissemination tools and extend their library and information services to a larger user community. Now the social and cultural affects are fully realized and computers have paved the way to an automated information society through local, regional, national and global communication networks library services.

Dahal (1998) in his dissertation of Masters in Library and Information Science includes the status of resources sharing among the science and technology libraries in Metro Manila. The dissertation is in conclusion that the librarians working on Science and Technology libraries are really interested in information resource sharing and they want to strengthen their libraries through computerization. Science and Technology resource sharing is a very vital factor in the development of library system and services in developing countries.

For the convenience of users, TUCL follows an open access system in all collections except for books kept in the special section. According to the Annual Report (2008) the TUCL has provided following services:

- i. Circulation service;
- ii. Membership service;
- iii. Loan service;
- iv. Book reservation;
- v. Reference service;
- vi. Nepal collection;
- vii. Textbook collection;
- viii. Nepali journals collection; and
- ix. Microfilm unit service.

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## **CHAPTER III**

### **THE FOCUS OF THE STUDY**

This chapter gives a brief introduction about of the TUCL. The first section includes introduction to TUCL. The second section presents library organization and staffing. The third section deals with the faculties served. Afterwards, the collection departments and technical processing facilities of TUCL and other special collection services are analyzed.

#### **3.1 Introduction to TUCL**

The TUCL University Campus Kirtipur, which was established in 1959 with a wide collection in a large area of university. It is also one of the largest national libraries of Nepal. In the beginning, the library had a collection of (a few) 1200 volumes of books, inadequate furniture and a very limited space for books stack (TUCL, 1999). Now, the library have changed into many stored building with a lot of over 3,00,000 (TUCL, 2008) books, journals, reports, references, magazines, dissertation, booklets, non-book materials such as audio, video, email and internet, etc. Besides all these, it has been providing in house database searching facilities through online public access catalogue computer terminals to search the existing records of the library. This library has a lot of collecting and facilities reading materials are available in various related fields.

The library maintains contacts with the national and international organizations that supply books, periodicals, equipments and technical services. The main purpose of donating their publication and collection is to make them use by the large number of readers from pertinent organizations and to preserve them for future users.

Every year, the TUCL conducts library orientation classes consisting of library briefings, bibliographic instructions and library tours for the new students of various central departments of Universities Campus. The users (students) are different needs according to their academic concern, library cultures and attitudes which is called the

users' needs. Similarly, this library has provided various services to the students, teachers, researchers and administrative like more staffing for through services, sitting chairs, photocopy, healthy environment, etc.

### **3.2 Library Organization Structure and Staffing**

TUCL is governed by a Library Management Committee chaired by the rector of TU. The committee consists of several heads of central departments as the members and the chief librarian of TUCL as the member-secretary. However in order to meet the readers' various demand and to manage the ever increasing number of books, the TUCL has maintained an organization structure of its own managed by seventy personnel for users' services.

### **3.3 Faculties Served**

The TUCL concentrates on the collection development keeping in view the requirements of the mainly five faculties like institute of science and technology; humanities and social science; faculties of management; faculties of education; and faculties of law.

### **3.4 The Collection Departs and Technical Processing Facilities of TUCL**

#### **3.4.1 The Acquisition Section**

The acquisition section is the major important part for TU library collection development. The students of Master's level and Ph.D. scholars help to increase the collection of the library by submitting one copy of dissertation/thesis prepared by them in partial fulfilment of their study area. Besides books, others types of materials like photocopies, audiovisual materials, CD-ROM database etc. are also purchased. The library had purchased 1928 volumes of books and others materials from regular budget and 2773 volumes of books were received as gifts in 1999 (TUCL, 1999/2000).

### 3.4.2 The United Nation Section

TUCL is a depository library (DL-169) for the publications of United Nations and its specialised agencies since 1964. Various types of UN materials are collected like books, periodicals, research reports etc. from United Nations. At present, the UN section has over 35,000 volumes of documents including books, periodicals, newsletters, bulletins official records maps, CD ROMs, reports etc. Over 150 titles of journals are received every year. Record of the collection is available in the TUCL Master Database. The UN section has developed the following library-tools for consultation and easy retrieval of its collection (<http://www.tucl.org.np>, 2009).

1. Catalogue of United Nations Periodicals
2. Reference sources of UN publications

Some of the names of the United Nations' agencies and other International Organizations that have been sending their publications to this library are as follows:

1. Asian Development Bank (ADB), Philippines
2. Economic & Social Commission for Asia and the Pacific (ESCAP) New York, USA.
3. Food and Agriculture Organization (FAO) Rom
4. International Bank for Reconstruction and Development (IBRD) Washington, DC.
5. International Civil Aviation Organization (ICAO) Canada.
6. International Labour Organization (ILO) Geneva
7. International Monetary Fund (IMF), Washington, DC.
8. International Maritime Organization (IMO) London
9. United Nations (U.N.) New York, USA
10. United Nations Centre for Regional Development (UNCRD) Japan
11. United Nations Conference on Trade and Development (UNCTAD) New York, USA
12. United Nations Development Programme (UNDP), New York, USA
13. United Nations Disaster Relief Coordination (UNDRO), Geneva
14. United Nations Environment Programme (UNEP) Nairobi, Kenya
15. United Nations Scientific and Cultural Organization (UNESCO, Paris, France.
16. United Nations Fund for population Activities (UNFPA) New York, USA



17. United Nations Children's Fund (UNICEF) New York, USA
18. United Nations Institute for Disarmament Research (UNIDIR), Geneva
19. United Nations University (UNU) USA or Japan
20. United Nation Volunteers (UNV), Geneva
21. World Health Organization (WHO), Geneva
22. World Meteorological Organization (WMO), Geneva

### **International Organizations**

1. The Alan Gultmacher Institute Editorial Office 120 Road Street, New York, 10005, USA
2. Asian Vegetable Research and Development Centre, Shanhua, Tainan 741, Taiwan
3. Asian productivity Organization, 4-14 Akasaka, 8-Chome, Minatoku Tokyo 107-0052, Japan
4. Australian National University, Canberra, Australia,
5. Demographic and Health Surveys Programme DHS, Micro International Inc., 11785 Belt Seville Drive, Suite 300, Calverton, MD 20705, USA
6. East-West Population Institute, East West Centre, 1777 East West Road, Honolulu, Hawaii
7. International Committee of the Red Cross (ICRC) 19, Avenue dela Paix, 1202, Geneva, Switzerland.
8. International Development Research Centre (IDRC), PO Box 8500, Ottawa, Ontario, K1G 3H9 Canada
9. International Food Policy Research Institute 1776 Massachusetts Ave, N.W. Washington, D.C. 20036
10. International Statistical Institute 428 Prines, Beatrixlaan Box 950 2270, AZ Vooberg Netherland
11. Population Information Programme, Centre for Communication Programme The John Hopkins, School of Public, Health 111 Market Place, Suite 310 Baltimore, Maryland 21202-4012, USA
12. World Tourism Organization, C/Capitan Haya, 42, 28020 Madrid, Spain

### 3.4.3 Periodicals Collection

The periodicals section is crucial part to the readers for the library knowledge and attraction of the TUCL. Different types of journals, magazines, newsletters and newspapers are in available in periodicals section. In this section, five expensive journals for researchers to meet their requirements like biological abstracts; earth and planetary science letter; geological abstract; and mathematical review. On the other hand, the periodical section has been providing press-clipping service to the researchers and students.

### 3.4.4 Cataloguing and Classification

In the TUCL, after the new books and others reading materials are purchased and recorded in the accession register, they are catalogued and classified for systematic arrangement and easy retrieval. At least four cards of each document (author, title, subject, and shelf list) are prepared to provide easy access to the materials. These cards are filed in alphabetical order.

### 3.4.5 Electronic Database

The TUCL has been providing in-house electronic database for the use of the readers to help them search their materials through electronic terminals. The UNESCO software CDS/ISIS has been used for database entry and retrieval purpose and five computers are kept in the general, Nepali and text book collection section for the users. The users can search the records by author, title, key words, classification number, accession number etc. Following are the electronic database established by TUCL (<http://www.tucl.org.np>, 2009).

**TUCL Database:** Since 1995 the library has maintained TUCL Master Database of the documents processed by the library to allow searching for their materials at computer terminals placed in different location. A database of 42,000 documents can be accessed from the library's home page [www.tucl.org.np](http://www.tucl.org.np) as well as internal network.

**ISBN Database:** TUCL is the National Agency for issuing International Standard Book Number (ISBN) to Nepalese Publications since January 2000. Library has maintained separate database of ISBN.

**Serial Database:** TUCL has started the development of database of the English and Nepali Journals received in the Periodical Section. It has currently 355 records of English Language and 600 records of Nepali Language Journals.

**Article Database:** TUCL has started the development of database of the Nepali Journals in English Language. Update of database is continued.

**Tribhuvan University Archive Database:** TUCL is the depository library of the Tribhuvan University. It also archives rare and important documents on the establishment and development of Tribhuvan University.

**Audio Visual Materials Database:** Information Literacy Unit also provides audio visual material (AVM) service to users which includes CD database, microfilm, audio cassettes for blind readers, microfiche, VDO, full text Ph. D. theses, and full text Master Degree dissertation.

**Online Resources:** TUCL is the National Coordinating Institute for International Network for the Availability for Scientific Publication (INASP). INASP, a programme under International Council for Science (ICSU) was established in 1992 to provide access to scientific information particularly to the developing nations. Programme for the Enhancement of Research information (PERI) is one of the important programmes of INASP. After PERI's implementation, Nepalese researchers, scientists, students, graduates, professors, scholars and all those interested in science and technology will have access to Full Text database of world's more than 7000 high-quality scientific journals. Likewise, they have a full access to contents, abstracts from 25,000 scientific journals. These are accessed from the online database. They are mainly MCB Emerald, EBSCO Host, Oxford University Press, African Journals Online, CABI Compendia, Cochrane Medical Library, Blackwell Synergy, HINARI, AGORA (Access to global online research

in Agriculture), SPRINGER LINK, META PRESS (ROYAL SOCIETY), and Royal Society of Chemistry.

### **3.5 Other Special Collection Services of TUCL**

#### **3.5.1 Nepal Collection**

Nepal Collection is one of the important special collections of TUCL. In this section, which are either written by Nepali author or written by a foreigner on Nepal or books published in Nepali are kept. Village profile, Master's and Ph.D. dissertation submitted are also part of this section and provided Nepali text to users for reading.

#### **3.5.2 Publications and Exhibition Programme**

The TUCL has been publishing information from at the beginning years. The publication serves the users by making them aware of the new addition in the library. Periodicals and serial list; annual reports and bibliography of Ph. D. thesis are also published from the TUCL.

Of course, the TUCL is managed various photographic exhibition till recent years. Many students are benefited from this exhibition and talk programmes. For staffing, TUCL has been conducting in-service training program for efficiency. Similarly, different types of knowledgeable books release programme were also organized by TUCL for library and library development.

#### **3.5.3 Xerox, Email and Internet services**

The library has been providing a Xerox service to the users at subsidized rates. On the other, email and internet services are provided by the library to its users since 1995.

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## **CHAPTER IV**

### **RESEARCH METHODS**

This study is limited to the first year student (B.S. 2063-64 Batch) of Master Degree in Sociology/ Anthropology of TU. The researcher has used various tools and techniques of research for collecting primary and secondary information. The relevant research methods were used in this study.

#### **4.1 Research Design**

A research design is the specification of methods and procedure for acquiring the information needed to structure or to solve problems. For this study, descriptive research design was considered. This research design will be used purposively because the goal of the study is to describe both quantitatively and qualitatively the library services.

Firstly the relevant books, journal, research paper and data were collected and then analyze to achieve the objectives of the study. In this step some structured questionnaire are prepared for interview with the direct users who are coming to TUCL from first year student of sociology/anthropology depart. Moreover, the research design is helpful to describe the user's practices of library and their services on reader of different faculties of student.

#### **4.2 Type and Sources of Data**

Multi-method data collection approaches were used. Data needed to answer the research questions were collected from primary and secondary sources. Both qualitative and quantitative data were collected from the first year students of sociology and anthropology, and also using tools and techniques in order to fulfil the stated objectives and to answer the research questions.

The primary data were collected from the structured interviews using pre-coded and structured questionnaire (see Annex I). Focus group discussion and key informant interviews were also conducted with mix groups of respondents. The secondary data were gathered from various published and unpublished documents, reports, records, journals, books and articles, etc.

### **4.3 Universe and Sampling**

The Tribhuvan University Campus has four faculties and approximately 10,000 students are studying in Kirtipur only. Out of the total 345 students in first year in Sociology/ Anthropology Department, 130 students were present at class. Faculty members also reported that the number of regular students is around 130. Of the total 130 students, fifty percent, that is 65, were interviewed. Name of the 130 students was listed based on their roll number in the class. Each alternative student was selected for the interviewed. The size of the sample was determined as number of faculties and students due to limited time and resources, assuming that the sample represents the total number of students on users' needs and library services of central library. However, the total number of sample students to be counted from the first year students of sociology and anthropology are only those who are currently attending regular in class. On the other hand, it also allowed us to select elements from a wide range of students.

### **4.4 Tools and Techniques of Data Collection**

The following data collection tools and techniques were used.

#### **4.4.1 Interview**

Structured interview was used for obtaining data from the respondents. A set of quantitative and structured questionnaire were designed for interview to the respondent (see Annex I: Questionnaire). The pre-coded questionnaires were used.

#### **4.4.2 Observation**

Observation is a major technique of data collection methods for various studies. Mainly, the researcher was observed library situation, staff behaviours and daily using activities of students in central library where researcher was not necessarily as participant observer. Visit at students groups and share ideas about library use, and different library section were being observed at field work. The researcher was able to understand actual patterning of users' knowledge, using methods and attitudes. Thus among the methods of data collection, the method of observation was seemed to be the most suitable for this study.

#### **4.4.3 Key Informant Interview**

The key information was collected from knowledgeable persons in the University Campus regarding the users' needs and services of central library of TU. In this process, researcher sought help of some selected professionals who is more knowledgeable about library.

#### **4.5 Data Analysis and Presentation**

Data obtained from the survey is managed by microcomputer software SPSS. Before entering in to the computer, questionnaires were edited carefully. So that inconsistencies and errors in data could be minimized. After entering into the computer inconsistencies and erroneous data entry was carefully checked and cleaned.

Analysis of data was carried out with the help of SPSS. As required by the study objectives data was tabulated in the form of frequency table, cross tables, mean tables and other desired tables. Significance of the statistical test also carried out to test the validity of attitude and perception of the respondent.



## **CHAPTER V**

### **ANALYSIS AND PRESENTATION OF DATA**

This chapter deals with the analysis and presentation on needs of user's and library services among the first year students perspective including general knowledge of library, users' needs, TUCL and its services, and suggestion for improvement at future. The responses are from semi-structured questionnaire and focus groups discussion. Individual responses about the respondent's knowledge, experience and feelings are presented also.

The study is based on the findings from the semi-structured questionnaire interview and focus groups discussions. The first part of the finding was focuses on the general information about the library followed by the knowledge about library and use practices of library among the respondents. Library and needs of users were presented also in second parts. In particular users want at first, reading materials, search of materials tools/techniques, book keeping time, other libraries uses were analyzed. Similarly, central library services, including enrolment with library service, collection materials, catalogue, database, adequacy and helpfulness, etc. are presented in third section. Finally, the opinions of the respondent's suggestions for improvement of the TUCL services that they have received are also discussed.

#### **5.1 Library and Information**

##### **5.1.1 Library Knowledge among the Respondents**

Library knowledge is one of the important factors to be considered while analyzing the situation of TU central library about it uses and services. This study is a summary of 65 first year master degree level students of sociology and anthropology of University Campus, Kirtipur. Out of total (65), comprising on 36 (55.4%) are male students and 29 (44.6%) are female students. All of the respondent have to known about on library and library service as information, stock of knowledge and reading place. Only a few respondents are known about on TUCL. It was found that library knowledge among male reader students and female reader students were the same.

Table 1 shows the distribution percentage of the student by sex. Of them 65 student covered in this study where 92.3 percent are reported to know about TUCL library during at the field work.

**Table 1: Percentage Distribution on Library Knowledge by Sex**

Knowledge about on Library	Male		Female		Total	
	%	N	%	N	%	N
Do you know Library?						
Yes	94.4	34	89.7	26	92.3	60
No	5.6	2	10.3	3	7.7	5
What is Library?						
Source of information	25.0	9	20.7	6	23.1	15
Stock of knowledge			6.9	2	3.1	2
Reading place	2.8	1			1.5	1
All of the above	72.2	26	72.4	21	72.3	47
<b>Total</b>	<b>100.0</b>	<b>36</b>	<b>100.0</b>	<b>29</b>	<b>100.0</b>	<b>65</b>

Source: Field Survey, 2007.

The first year University Campus student did not, however, know the source of information, stock of knowledge, reading place and others as in libraries. Such type of libraries was only for source of information and stock of knowledge or as reading places. Such libraries were considered as a natural reading place which would appear as library by itself. Generally student has reported that they know about TUCL and other libraries only when they suffered from.

### 5.1.2 Library Practices among the Students

In this question an attempt was made to see the respondents' practices on membership, frequently visit in library and helpfulness for study. We have taken the data from all respondents and we have got the following tables. Table 2 reveals that practices of library by students have actually benefited from the libraries. At TUCL, students have suffered mainly from membership and frequently visiting in the library.

Students cannot get memberships immediately from the TUCL. It is only when they get to access and in a situation when they cannot perform their reading works with library tasks. These students get consulted with their friends or other members who

are already made members. Out of total, 52 (80.0%) respondents were found getting membership during the field work.

**Table 2: Percentage Distribution Library Practices by Sex**

Practice of Library	Male		Female		Total	
	%	N	%	N	%	N
Membership						
Yes	77.8	28	82.8	24	80.0	52
No	22.2	8	17.2	5	20.0	13
Frequency of visit to Library						
Daily	13.9	5	6.9	2	10.8	7
Two or more days a week	30.6	11	31.0	9	30.8	20
Weekly	11.1	4	20.7	6	15.4	10
Sometimes	22.2	8	31.0	9	26.2	17
Visit only if required	22.2	8	10.3	3	16.9	11
Is the library helpful for study?						
Yes	94.4	34	93.1	27	93.8	61
No	5.6	2	6.9	2	6.2	4
<b>Total</b>	<b>100.0</b>	<b>36</b>	<b>100.0</b>	<b>29</b>	<b>100.0</b>	<b>65</b>

Source: Field Survey, 2007.

Similarly, majority of the respondents said of visiting libraries when they felt various needs on their readings. When they visited the library, it was resorted to the services in the libraries. However, those new admitted students also felt shy to take services from the libraries when faced with problems related to searching materials like use of electronic database and references. It is one of the serious problems for frequently visiting library. It was found that most of the respondents visited TUCL libraries daily (10.8%), twice or more days a week (30.8%), weekly (15.4%), sometimes (26.2%). A few (16.9%) also visited only if they required. Many respondents were thus found visiting library twice or more than twice a week. Similarly 93.8 percent respondents expressed of having been helped from library and the librarians.

## 5.2 Needs of Users and TUCL Library

### 5.2.1 Kind of Information on User's Wants

Lack of reading materials and information are main problems in the library often faced by the users. Since the first year students come from the different graduated

colleges and they felt system of using library tasks at first. On the other hand it has taken most of their time for material searching. Majority of the users are considered as the library text which can easily available at library space.

Table 3 presents the kinds of information which users want at first in the TUCL library. Those respondents reporting of borrowing text book is given the first priority of their choice at the library and magazine/newspapers/journals, the less or second priority. Similarly, reference service, audio-visual, bibliography, mail and internet were also needed for the users in the library.

**Table 3: Percentage Distribution of Information Users Want at First**

Information which users want at first	Male		Female		Total	
	%	N	%	N	%	N
Borrows text books	33.3	12	44.8	13	38.5	25
Read magazine/newspaper/ journal	22.2	8	13.8	4	18.5	12
Search bibliography	11.1	4	3.4	1	7.7	5
Use mail/internet	2.8	1	10.3	3	6.2	4
Reference service	22.2	8	17.2	5	20.0	13
Audio/visuals	8.3	3	10.3	3	9.2	6
<b>Total</b>	<b>100.0</b>	<b>36</b>	<b>100.0</b>	<b>29</b>	<b>100.0</b>	<b>65</b>

Source: Field Survey, 2007.

### 5.2.2 Needs of Materials Choice and Its Status

Most of the users did not use reading material of their actual choice from the library of TUCL due to the lack of reading materials. However, Table 4 shows the better status of available materials used for all users as choice. Of the total, 72.3 percent respondents said of the availability of reading materials and 24.6 percent do not agree to materials in TUCL as users' choice.

Respondents were further asked the reasons for not using any materials from the TUCL. The reasons were found inadequate documents (6.3%), insufficient new books (31.3%), disarranged document properly (37.5%) and not returning books on time (6.3%).

**Table 4: Percentage Distribution of the Respondents Opinion on Material Status**

Practice of Library	Male		Female		Total	
	%	N	%	N	%	N
Reading material of their choice						
Yes, all	2.8	1	3.4	1	3.1	2
Yes, some	75.0	27	69.0	20	72.3	47
No	22.2	8	27.6	8	24.6	16
<b>Total</b>	<b>100.0</b>	<b>36</b>	<b>100.0</b>	<b>29</b>	<b>100.0</b>	<b>65</b>
Reason for no materials of choice						
Inadequate documents			12.5	1	6.3	1
Insufficient new books	25.0	2	37.5	3	31.3	5
Not arranged properly	37.5	3	37.5	3	37.5	6
Don't return book on time	37.5	3			18.8	3
Others			12.5	1	6.3	1
<b>Total</b>	<b>100.0</b>	<b>8</b>	<b>100.0</b>	<b>8</b>	<b>100.0</b>	<b>16</b>

Source: Field Survey, 2007.

### 5.2.3 Persons Involved for Material

All most all users were not capable to search materials in library for reading. Many users have searched taking library services to the concerned searching materials such as text books collection, references, catalogues and bibliographies. Sometimes they have also taken the support from the other users or librarians. Some respondents reported that the searching process is not friendly for all the new users. It was only when the searching process did not get complete that they discussed on searching problems in their friends. The female user respondents generally tell their friends about their involving library processes at first. On the other hand some librarians did not help to search for user due to they were seen engage himself in their own services and negligence. Therefore this situation has hampered the unfamiliar student, the new library user.

As shown in Table 5 majority of the users (49.2%) were involved to help for searching material as friends and 32.3 percent expressed of using the library by self. Similarly 15.4 percent users said of getting help from librarian staff services and 3.1 percent got support from teachers.

**Table 5: Percentage Distribution of Persons for Searching Materials in the Library**

Helper	Male		Female		Total	
	%	N	%	N	%	N
Librarian/staff	11.1	4	20.7	6	15.4	10
Friends	61.1	22	34.5	10	49.2	32
Teacher	5.6	2			3.1	2
Self	22.2	8	44.8	13	32.3	21
<b>Total</b>	<b>100.0</b>	<b>36</b>	<b>100.0</b>	<b>29</b>	<b>100.0</b>	<b>65</b>

Source: Field Survey, 2007.

#### 5.2.4 Needs of Tools and Techniques for Material Search

Most of the users said of using electronic (computer) database and manual catalogue in the library of TUCL. In total, 35.4 percent respondents expressed of using electronic database including 41.7 percent male and 27.6 female. Similarly, 49.2 percent of students expressed of using manual catalogue including 58.3 percent males and 37.9 percent females (Table 6).

**Table 6: Percentage Distribution of Needs of Library Tools and Techniques**

Using Status and Preference	Male		Female		Total	
	%	N	%	N	%	N
Electronic database						
Yes	41.7	15	27.6	8	35.4	23
No	58.3	21	72.4	21	64.6	42
Manual catalogue						
Yes	58.3	21	37.9	11	49.2	32
No	41.7	15	62.1	18	50.8	33
Preferences						
Computer	38.9	14	31.0	9	35.4	23
Manual	47.2	17	51.7	15	49.2	32
Both	13.9	5	17.2	5	15.4	10
Borrowing materials						
Yes	80.6	29	62.1	18	72.3	47
No	19.4	7	37.9	11	27.7	18
<b>Total</b>	<b>100.0</b>	<b>36</b>	<b>100.0</b>	<b>29</b>	<b>100.0</b>	<b>65</b>

Source: Field Survey, 2007.

According to the users, both tools (electronic and catalogue) and techniques were not sufficient for overall library information. The users also expressed that they were unhappy from the manual catalogue due to insufficient data, lack of numbers and poor management. Only 35.4 percent respondents referred to the electronic database and

49.2 percent respondents referred to manual catalogue as preference. Similarly, 15.4 percent respondents referred both of them (Table 6). Of course users have borrowed many textbooks and materials from the TUCL library. Table 6 also shows that the borrowing materials are 72.3 percent. Among them 27.3 percent respondents had not borrowed any text material due to the short time for text borrowing at home.

### 5.2.5 Time Duration for Texts

Text keeping time duration is one of the major factors for library improvement services and users because many users are kept documents into his/her house. The users borrow many textbooks but s/he does not read completely at given time period of library than they do not return book in time. Table 7 shows the distribution percentage of material keeping time duration by sex. Majority of the respondents 34 (52.3%) have requested 7-15 days time to give for keeping material at user's home where compared to the male users 44.40 percent and female users 62.10 percent. Similarly 11 (16.9%) users have requested for 1-7 days, followed by 12 (18.5%) users have 16-30 days and 8 (12.3%) users have 30 days and above.

**Table 7: Percentage Distribution of Keeping Time Duration at Home**

Duration Time	Male		Female		Total	
	%	N	%	N	%	N
1 to 7 days	27.8	10	3.4	1	16.9	11
7 to 15 days	44.4	16	62.1	18	52.3	34
16 to 30 days	13.9	5	24.1	7	18.5	12
Above 30 days	13.9	5	10.3	3	12.3	8
<b>Total</b>	<b>100.0</b>	<b>36</b>	<b>100.0</b>	<b>29</b>	<b>100.0</b>	<b>65</b>

Source: Field Survey, 2007.

### 5.2.6 Uses of Other Library beside the TUCL

Almost many users have ever used other libraries besides the Central Library of the TUCL. The users have different needs and interests in the field of career development and several factors are responsible for their daily life. It can be measured by the availability of textbooks, library attractions, accessibility, facilities, rules and regulations. Out of the total respondents, 24 (36.9%) users have used other library beside the TU central library where number of female respondents is more than the

males (Table 8). The respondents using other libraries are mainly the American Library (25%); British Council Library (33.3%) and Social Science Baha (12.5%).

**Table 8: Percentage Distribution of Respondents Visiting Library Besides TUCL**

Uses and Other libraries	Male		Female		Total	
	%	N	%	N	%	N
Use of other libraries						
Yes	44.4	16	27.6	8	36.9	24
No	55.6	20	72.4	21	63.1	41
<b>Total</b>	<b>100.0</b>	<b>36</b>	<b>100.0</b>	<b>29</b>	<b>100.0</b>	<b>65</b>
Library name						
American Library	25.0	4	25.0	2	25.0	6
British Council Library	31.3	5	37.5	3	33.3	8
Social Science Baha	12.5	2	12.5	1	12.5	3
Others	31.3	5	25.0	2	29.2	7
<b>Total</b>	<b>100.0</b>	<b>16</b>	<b>100.0</b>	<b>8</b>	<b>100.0</b>	<b>24</b>

Source: Field Survey, 2007.

### 5.2.7 Needs of Source and Publication for Library Information

The entire respondents were not found using only a specific requirement for reading materials in the library. The users have different interests and they were found using different types of information sources and library publication. Many library publication sources were found used by the users in TUCL like as textbooks, periodicals, newspapers, press cutting, dissertation, maps, microfilms, etc.

Of the total respondents, more than fourth fifths (81.5%) respondents were found using only the relevant and required textbooks from the library at first (Table 9). Secondly, more than three-quarters (76.9%) were found using newspaper files. Similarly, half of them were found using documents and over one-third (40%) used maps. This was followed by followed by periodicals (13.8%), press cutting (15.4%) and private paper (50.8%) and documents (7.7 %). Higher percentage of user respondents was unknown about the library materials and services such as microfilms, periodicals, press cutting, private papers, etc.



**Table 9: Percentage Distribution of Responses on Source of Publication Needs from TUCL**

Source of Publications Uses	Male		Female		Total	
	%	N	%	N	%	N
Books						
Yes	80.6	29	82.8	24	81.5	53
No	19.4	7	17.2	5	18.5	12
Periodicals						
Yes	22.2	8	3.4	1	13.8	9
No	77.8	28	96.6	28	86.2	56
Newspaper files						
Yes	86.1	31	65.5	19	76.9	50
No	13.9	5	34.5	10	23.1	15
Press cutting						
Yes	19.4	7	10.3	3	15.4	10
No	80.6	29	89.7	26	84.6	55
Private paper						
Yes	16.7	6	13.8	4	15.4	10
No	83.3	30	86.2	25	84.6	55
Documents						
Yes	50.0	18	51.7	15	50.8	33
No	50.0	18	48.3	14	49.2	32
Microfiche						
Yes	8.3	3	6.9	2	7.7	5
No	91.7	33	93.1	27	92.3	60
Microfilms						
No	100.0	36	100.0	29	100.0	65
Maps						
Yes	44.4	16	34.5	10	40.0	26
No	55.6	20	65.5	19	60.0	39
<b>Total</b>	<b>100.0</b>	<b>36</b>	<b>100.0</b>	<b>29</b>	<b>100.0</b>	<b>65</b>

Source: Field Survey, 2007.

### 5.3 Library Services and the Facility of TUCL

#### 5.3.1 Familiarity with Different Library Services

There are some positive remarks about the TUCL. The TUCL provides various types of library services to provide users for their carrier development. The healthy TUCL relationships have played an important role to influence the readers for day to day life. In most of the cases, TUCL has not forced any users to establish mutual relationship between library and the users for better coordination. However, this was not found the response of the respondents. According to the respondents, the TUCL has neglected users' needs and expectation. Out of the total, more than two-thirds (69.2%)

respondents were not familiar about the library services in particular staffing supports, photocopy, etc (Table 10). They were always unknown about the library facilities presented in the TUCL annual reports. Only hardly one-third (30.8%) respondents were familiar about the library tools and techniques and rules and regulations. Therefore, it can be said that the relationship between TUCL and user students has created some problems about the users' psychology. Library is not user friendly and the staff are not helpful as expected. In this respect, female respondents are higher (69.2%) than male respondents.

**Table 10: Percentage Distribution of Familiarity with TUCL Services**

Familiarity	Male		Female		Total	
	%	N	%	N	%	N
Yes	38.9	14	20.7	6	30.8	20
No	61.1	22	79.3	23	69.2	45
<b>Total</b>	<b>100.0</b>	<b>36</b>	<b>100.0</b>	<b>29</b>	<b>100.0</b>	<b>65</b>

Source: Field Survey, 2007.

### 5.3.2 Collection of Specialized Subject Materials

The respondents have considered the collection of specialized subject matters within TUCL library as moderate. Majority of the respondents (61.5%) reported that the collection of specialized subject matters is not sufficient for reading (Table 11). However, a few (16.9%) of them considered the availability of specialized subject matters. According to the respondents, subject wise library collection department is the most necessary step for the new students.

**Table 11: Percentage Distribution of Responses in Specialized Subject**

Specialized Subject	Male		Female		Total	
	%	N	%	N	%	N
Adequate	22.2	8	10.3	3	16.9	11
Fairly adequate	19.4	7	24.1	7	21.5	14
Inadequate	58.3	21	65.5	19	61.5	40
<b>Total</b>	<b>100.0</b>	<b>36</b>	<b>100.0</b>	<b>29</b>	<b>100.0</b>	<b>65</b>

Source: Field Survey, 2007.

### 5.3.3 Electronic Database and Satisfactory

Majority of the respondents (both equal number of male and female) were not satisfied with the electronic (computer) database due to lack of computer literacy and vast processing system of material searching. Only 30.8 percent (Table 12) respondents were satisfied with electronic database. The reason for dissatisfaction is the lack of updated information, lack of electronic orientation, inadequate computer and so on. However, computer literacy is not the responsibility of TUCL.

**Table 12: Percentage Distribution of Satisfactory/Dissatisfactory with Electronic Database**

Satisfaction and Reason	Male		Female		Total	
	%	N	%	N	%	N
Electronic database						
Yes	30.6	11	31.0	9	30.8	20
No	69.4	25	69.0	20	69.2	45
<b>Total</b>	<b>100.0</b>	<b>36</b>	<b>100.0</b>	<b>29</b>	<b>100.0</b>	<b>65</b>
Reason for dissatisfaction						
Lack of update information	24.0	6	30.0	6	26.7	12
Lack of computer orientation	24.0	6	30.0	6	26.7	12
Inadequate computer	48.0	12	40.0	8	44.4	20
Not effective for all	4.0	1			2.2	1
<b>Total</b>	<b>100.0</b>	<b>25</b>	<b>100.0</b>	<b>20</b>	<b>100.0</b>	<b>45</b>

Source: Field Survey, 2007.

### 5.3.4 Manual Catalogue and Satisfaction

Thirty-seven respondents (56.9%) stated that they were satisfied with the available catalogue services since when they have got from the library manual (Table 13). But the respondents also expressed that they feel uneasy due to lack of recent and updated numbers of manuals. In this regard, about 43.1 percent respondents expressed dissatisfaction about the TUCL catalogue services. The entire dissatisfactory situation is due to the fact that they are not properly arranged and searching job is time consuming.

**Table 13: Percentage Distribution of Satisfactory/Dissatisfactory with Manual Catalogue**

Satisfaction and Reason	Male		Female		Total	
	%	N	%	N	%	N
Manual catalogue						
Yes	52.8	19	62.1	18	56.9	37
No	47.2	17	37.9	11	43.1	28
<b>Total</b>	<b>100.0</b>	<b>36</b>	<b>100.0</b>	<b>29</b>	<b>100.0</b>	<b>65</b>
Reason for dissatisfaction						
Not arranged properly	23.5	4	9.1	1	17.9	5
Inappropriate place	29.4	5	27.3	3	28.6	8
Need more time	17.6	3	27.3	3	21.4	6
Don't know	29.4	5	36.4	4	32.1	9
<b>Total</b>	<b>100.0</b>	<b>17</b>	<b>100.0</b>	<b>11</b>	<b>100.0</b>	<b>28</b>

Source: Field Survey, 2007.

### 5.3.5 Library Opening and Closing Time

The library opening and closing time should be suitable for all of the library users. Generally timely opening and closing hours supports the users for time management. Majority of the respondents agree with the TUCL library time. According to the respondents, the TUCL has provided opening and closing time, suitable for all of the users. Therefore, it could be said that the TUCL has better time management status in this aspect. Table 14 shows that nearly three quarters (72.3%) respondents have agreed on the current opening and closing times at the library.

**Table 14: Percentage Distribution of Opening and Closing Time**

Opening and closing time	Male		Female		Total	
	%	N	%	N	%	N
Yes	77.8	28	65.5	19	72.3	47
No	22.2	8	34.5	10	27.7	18
<b>Total</b>	<b>100.0</b>	<b>36</b>	<b>100.0</b>	<b>29</b>	<b>100.0</b>	<b>65</b>

Source: Field Survey, 2007.

### 5.3.6 TUCL Regular Services and User Responses

TUCL has provided various types of library services and facilities to develop users' carrier for research, exhibition and study. Simple services have been provided by TUCL such as orientation, exhibition, and displays of new books, bibliographies

email/internet, audio visuals, photocopy, union catalogues, and interlibrary loan etc. It helps to create user's ideas and refreshment. From the library, users were getting more photocopy, bibliographies, orientation, email/internet access, exhibition and display of new books facilities. However, they were not sufficient and systematic to provide knowledge. It creates uninteresting feelings towards the library displays. During the group discussion, it was also mentioned. They expressed of being unknown about providing facilities of TUCL (Tables 15).

**Table 15: Percentage Distribution of Regular Services/Facilities of TUCL and User's Responses**

Getting Services from Library	Male		Female		Total	
	%	N	%	N	%	N
Users Orientation Services						
Yes	47.2	17	24.1	7	36.9	24
No	52.8	19	75.9	22	63.1	41
Library Exhibition						
Yes	25.0	9	13.8	4	20.0	13
No	75.0	27	86.2	25	80.0	52
Display of New Books						
Yes	8.3	3	27.6	8	16.9	11
No	91.7	33	72.4	21	83.1	54
Subject Bibliographies						
Yes	50.0	18	34.5	10	43.1	28
No	50.0	18	65.5	19	56.9	37
Email/internet Access						
Yes	36.1	13	31.0	9	33.8	22
No	63.9	23	69.0	20	66.2	43
Audio-Visuals Services						
Yes						
No	100.0	36	100.0	29	100.0	65
Photocopy Services						
Yes	83.3	30	86.2	25	84.6	55
No	16.7	6	13.8	4	15.4	10
Union Catalogues						
Yes						
No	100.0	36	100.0	29	100.0	65
Inter-library Loan Service						
Yes						
No	100.0	36	100.0	29	100.0	65
<b>Total</b>	<b>100.0</b>	<b>36</b>	<b>100.0</b>	<b>29</b>	<b>100.0</b>	<b>65</b>

Source: Field Survey, 2007.

### 5.3.7 Individual Responses on Physical and Material Services

The TUCL provides regular services to the library users since long time. They were globes, maps, posters, photographs, manuscripts, micro film, CD-room and record players etc. The extra knowledgeable material is not sufficient to the all users at library. However, the respondents do not feel comfortable with the library facilities when they search and are involved in the library manuals (Table 16).

Similarly, the physical facilities of the TUCL are also poorly managed and faceted with many difficulties in coming next years. An inadequacy of physical facilities has been creating problems for reading space. Of the total, nearly half (44.9%) respondents agreed on adequacy of physical facilities which are positively responded for library management team. Among them, 55.4 percent of the respondents disagreed with the low level of physical facilities due to lack of reading space and noise. .

**Table 16: Percentage Distribution of Material Services and Physical Facilities of TUCL**

Type of materials and physical facility	Male		Female		Total	
	%	N	%	N	%	N
Other providing materials						
Globes	30.6	11	37.9	11	33.8	22
Maps	27.8	10	24.1	7	26.2	17
Posters	33.3	12	24.1	7	29.2	19
Photographs	2.8	1			1.5	1
Manuscripts	5.6	2	13.8	4	9.2	6
Physical facilities						
Adequate	50.0	18	37.9	11	44.6	29
Inadequate	50.0	18	62.1	18	55.4	36
<b>Total</b>	<b>100.0</b>	<b>36</b>	<b>100.0</b>	<b>29</b>	<b>100.0</b>	<b>65</b>

Source: Field Survey, 2007.

### 5.3.8 Availability of Staffing and their Behaviours

Table 17 shows the percentage distribution of respondents classified on the staff adequacy and their behaviour. Majority of the respondents (61.5%) reported that the staff adequacy is sufficient and available at the library. Over 56.9 percent respondents also expressed satisfaction on the staff performance and services. Among them 43.1

percent of the respondents reported uneasy feelings with the library staff due to irresponsible answers on users' query.

**Table 17: Percentage Distribution of the TUCL Staff and Behaviour**

Adequacy and helpfulness	Male		Female		Total	
	%	N	%	N	%	N
Adequacy						
Yes	72.2	26	48.3	14	61.5	40
No	27.8	10	51.7	15	38.5	25
Helpfulness						
Yes	58.3	21	55.2	16	56.9	37
No	41.7	15	44.8	13	43.1	28
<b>Total</b>	<b>100.0</b>	<b>36</b>	<b>100.0</b>	<b>29</b>	<b>100.0</b>	<b>65</b>

Source: Field Survey, 2007.

### 5.3.9 Reason for Dissatisfaction

The reason for dissatisfaction is one of the great problems of both users and library management team. Dissatisfaction is to create low level of user's participation and indicate bad environment of library for regular service holders. Of the total, 43.1 percent (28) respondents are not satisfied with library staff (Table 18). According to them, 42.9 percent of staff were careless about the students' questions and used to give emotional answer. Similarly, 21.4 percent are inefficient staff, 14.3 percent staffs are given irritate answer, 17.9 percent is to make busy own self by seen and 3.6 percent staff is unattained at time in the library.

**Table 18: Reason for Dissatisfaction**

Dissatisfaction	Male		Female		Total	
	%	N	%	N	%	N
Lack of efficient staff	26.7	4	15.4	2	21.4	6
Careless of student problem	53.3	8	30.8	4	42.9	12
Give irritate answer	13.3	2	15.4	2	14.3	4
Not attained in time			7.7	1	3.6	1
Seems busy themselves	6.7	1	30.8	4	17.9	5
<b>Total</b>	<b>100.0</b>	<b>15</b>	<b>100.0</b>	<b>13</b>	<b>100.0</b>	<b>28</b>

Source: Field Survey, 2007.

### 5.3.10 TUCL Best Services at Current Time

Of course the university library has provided various services to the users for quality services but it was not sufficient for all. The opinion of respondents towards importance of quality services has showed that it is useful to the optimum degree. Finally, the newspaper/magazine, catalogue system/books/photocopy and baggage security are best quality services of the TUCL. According to the respondents, the quality of services are depends on their timely providing materials service and baggage management Table 19 shows the best quality services of university library. In this regard open questionnaire has developed and asked with the respondents during the field work. Out of total, 20.0 percent respondents have expressed of newspaper/magazines services is the best services of TUCL. Similarly the best quality of services were catalogue system and books, photocopy, baggage security, email/internet and reference, reading space, and peace environment.

**Table 19: Percentage Distribution of Best Services of TUCL According to the Respondents**

Best Services of the Central Library	Male		Female		Total	
	%	N	%	N	%	N
Catalogue system	16.7	6	20.7	6	18.5	12
Newspaper/magazines	22.2	8	17.2	5	20.0	13
Books	22.2	8	13.8	4	18.5	12
Photocopy	13.9	5	17.2	5	15.4	10
Email/internet	8.3	3	3.4	1	6.2	4
References	8.3	3	3.4	1	6.2	4
Reading space	2.8	1	6.9	2	4.6	3
Peace environment	2.8	1	3.4	1	3.1	2
Security of baggage	2.8	1	13.8	4	7.7	5
<b>Total</b>	<b>100.0</b>	<b>36</b>	<b>100.0</b>	<b>29</b>	<b>100.0</b>	<b>65</b>

Source: Field Survey, 2007.

### 5.3.11 The Low Level of TUCL Services

Other parts of the low or lack of TUCL services is also indicates library status and maintaining. Table 20 shows distribution of the low level of TUCL services according to the respondents. Majority of the respondent was indicating that some received services are low quality for library services.



Of the total 43.1 percent respondent is commented about on textbooks collections services. And followed by staff services, toileting, user rules and regulations, and material arrangement were low level of library services in the TUCL. The majority of the respondent have used to library services and they also dissatisfied with the current TUCL services.

**Table 20: Percentage Distribution of Worst Services of TUCL**

Worst Services in Central Library	Male		Female		Total	
	%	N	%	N	%	N
Drinking water	11.1	4	6.9	2	9.2	6
Staff service	13.9	5	6.9	2	10.8	7
Arranged materials	5.6	2	10.3	3	7.7	5
Nepali book collection			10.3	3	4.6	3
Loose users law	8.3	3	6.9	2	7.7	5
No comment	13.9	5	3.4	1	9.2	6
Collection of book	41.7	15	44.8	13	43.1	28
Toilet	5.6	2	10.3	3	7.7	5
<b>Total</b>	<b>100.0</b>	<b>36</b>	<b>100.0</b>	<b>29</b>	<b>100.0</b>	<b>65</b>

Source: Field Survey, 2007.

#### 5.4 Suggestion of Improvement for the TUCL

The suggestions to improvement of TUCL were presented in this section. During the field work, group discussion was held in the TUCL library. The librarian, the key informant and the user respondents have reported the suggestion to improve the library for future. It is presented in the Table 21.

**Table 21: Percentage Distribution of Respondents Who Suggested for Improvement of TU Library**

Suggest to improvement for TU Library	Male		Female		Total	
	%	N	%	N	%	N
Increase on text materials	36.1	13	37.9	11	36.9	24
Improve on cataloguing	2.8	1	13.8	4	7.7	5
Using tools and techniques	13.9	5	13.8	4	13.8	9
Staff behavior	8.3	3	3.4	1	6.2	4
Departmentalization	5.6	2	10.3	3	7.7	5
Physical facilities	11.1	4	13.8	4	12.3	8
Email/internet services	22.2	8	6.9	2	15.4	10
<b>Total</b>	<b>100.0</b>	<b>36</b>	<b>100.0</b>	<b>29</b>	<b>100.0</b>	<b>65</b>

Source: Field Survey, 2007.

The respondents stated that they were satisfied with the available of TUCL services. However, in some cases, they were dissatisfied when they have got library services from unskilled or inexperienced staff. On the other hand, the TUCL have not also equipped to provide services for required number of latest materials borrowing, information sharing, using tools, and email internet. TUCL could not provide all necessary good services and only when they were managed with physical facilities. Therefore, following the major suggestions are discussed on below one by one in details.

#### **5.4.1 Increase Reading Text Materials**

Majority of the respondents (36.9%) indicated to increase the reading materials in the TUCL for improvements. Table 21 shows that many kinds of problems when users suffered from in this regard as reading textbooks and materials. Due to lack of textbooks, user's are gone other library. Likewise lack of text information and disarrangements are to create problems of time lost. During the group discussion, majority of the respondent users expressed that they have suggested to increasing number of new text books is essential for better university library services.

#### **5.4.2 Develop the Catalogue System**

Most of the student consulted their friends when they searched as required information of authors, text name, publication date, etc in catalogue. They were suffered from the old and damaged catalogue books and to feel uneasy from the difficulties of alphabets and drawers. Therefore, the improvement of new cataloguing system is the most important for TUCL.

#### **5.4.3 Orientation for Using Tools and Techniques**

The students users have not perfect skills on undertake services of using library tools and techniques for material searching. During the field work, it is found that the library tools and techniques were used for all users. Definitely library tools and techniques are difficult itself. However, the TUCL has to be providing orientation class for each departs and students each and every time per year.

During the group discussion and key informants interviews the respondent was indicating the problems of electronic searching tools processes. As a result, majority of the respondents are not found to required material through database and to spend more time for searching.

#### **5.4.4 Improve Staff Behaviour**

Respondents had classified to the adequacy of library staff and their attitude and behaviours. Of them only 61.5 percent (Table 17) were expressed that they are sufficient for users' services. However, over 43.1 percent of the respondent also reported that they were not able or helpfulness to the user services in the TUCL library. Lack of efficient staff, carelessness, irritate view, make self to busy and lack of time table are some of the major reasons for dissatisfaction. According to the respondent all the library staff behaviour is also necessary to improve their attitude for positive changes in development of TUCL.

#### **5.4.5 Departmentalization**

Some of the respondents (7.7%) referred to faculty or subject wise library departmentalization for improvement of the TUCL. Table 21 shows that all kinds of problems have suffered by the common collection as regarding on departmental texts and materials services. At least specialized material has to create and develop fast servicing as a user's needs. During the group discussion, majority of the respondents have also expressed and suggest developing and increasing the number of subject wise texts departmentalization.

#### **5.4.6 Increase Physical Facilities**

The respondents reports that the besides of regular services of the TUCL have also provided. Of course, the physical facilities are also poor and not sufficient to provide user's needs in each of per years. The adequacy of physical facilities has given to read in good environment and wide reading space for readers. In this regard 44.9 percent (Table 16) respondent is agreeing of adequacy of physical facility at current time. Table 21 show that 12.3 percent respondent had recommended to increase physicals

facilities for library improvement of the TUCL which is positive for all the library services.

#### **5.4.7 Expand Email/internet Services**

Email and internet service is one of the most important aspects for quality services of TUCL. Table 21 shows the 15.4 percent respondent had to suggest for expand library email and internet services. In this regard all of the electronic facilities are provided by TUCL but it is not sufficient for all the users at first. According to the respondents expand computer, email and internet facilities are most necessary to develop worldwide knowledge for latest newsletter, and cost effectiveness of readers. Therefore accessibility and availability of numbers of computer and cataloguing is in increase for quality services.

## CHAPTER VI

### SUMMARY AND CONCLUSION

#### 6.1 Summary

This study is carried out to investigate the needs of users and library services of the TUCL among the degree level first year students of sociology/anthropology. The overall objective of the study is to examine the library services provided by TUCL for the fulfilment of the needs of library user with reference to the first year student (2063-64 Batch) of MA in Sociology and Anthropology. The specific objective is to analyze the library services, needs of user's student, relation between demand and supply and to recommend scientific library services in future.

The findings are based on interviews number of 65 respondents in the first year student of sociology and anthropology who have received different types of library services and facilities from the TUCL. Various research methods such as interview, group discussion, key information and observation were applied to collect information for this study. Structured questionnaire was used for obtaining data from the respondents. The researcher observed library situation, staffs behaviours and daily using activities of students in central library. Group discussion was conducted to get information on experience and perception of the students about central library. Key information was collected from knowledgeable persons in the TU regarding the users' needs and central library services. Data obtain from the survey was managed in microcomputer software SPSS.

Library knowledge is one of the most important aspects to consider while analyzing the situation of TU central library and its services. Out of total 65 respondent where 36 (55.4%) is male and 29 (44.6%) is female respondents. The library knowledge among the male and female respondents is the same. 92.3 percent respondent have known central library during the field work. On the other hand, 47 (72.3%) students is also reported that the library is source of information, stock of knowledge and reading place where 26 (72.2%) are covered by male and 21 (72.4%) are female.

Out of total, 52 (80.0%) have received membership cards and 13 (20%) were processing their own department. It was also found that students were visiting library as they required. Of total, highest percent of respondents (30.8%) had visited library for two or more days in a week, 93.8 percent considered library is helpful for their study.

Lack of reading materials and information are the main problems for users. Since, first year students come from different graduate colleges and they have not better library using knowledge and library tasks. Majority of the respondents have borrowed text books and mail/internet services at first time in library. Likewise magazine, newspapers and journals are also their prioritised.

Lack of reading materials creates user's dissatisfaction and increase library memberships. Out of them, 24.6 percent are given dissatisfactory responses on choice of suitable texts. According to the respondent, inadequate documents and insufficient information cannot support to develop for users behaviours. Most of the documents are not arranged properly on rite places in library at time.

All of the users were not capable to find library services to concern the relevant searching materials, text books, references, cataloguing and bibliography. It was the problem to search library materials. In this regard, the female users generally have to active in this process than male users. Majority of the users 49.2 percent have taken supports by friends and followed by 32.3 percent self search 15.4 percent librarian and 3.1 percent teachers.

In total, 35.4 percent users have ever used of electronic database. Of them, 41.7 percent is male and 27.6 percent is female. On the other hand, 49.2 percent users is also used of manual catalogue followed by 58.3 percent is male and 37.9 percent is female. Based on the preference, 49.2 percent respondents have preferred to refer manual catalogue and 15.4 percent also refers to both of them.

Time duration is one of the major factors for library users. Majority of the respondents, 52.3 percent have to suggest as required for keeping document time for 7-15 days and compared with male users 44.4 percent than female users 62.1 percent.

Similarly 16.9 percent users have also required documents for 1-7 days followed by 18.5 percent 16-30 days and 12.3 percent 30 days and above.

For daily uses, available of text books, library attraction, accessible of library facilities, library rules and regulations are must important parts for users. Out of total, 24(36.9%) respondents have used other library beside the TUCL namely American library (25.0%), British council library (33.3%) and Social Science Baha (12.5%). Of them, more than 41 (63.3%) respondent have not used of other libraries than TUCL.

Many different reading documents like text book, periodicals, newspapers, press cutting, dissertation, maps, microfilms, etc. were available in the TUCL library. The total 81.5 percent respondents have used the text books, 13.8 percent periodicals, 76.9 percent newspaper files, 15.4 percent press cutting and private paper, 50.8 percent documents, 7.7 percent microfiche, and 40.0 percent maps. Majority of the users have not used of microfilms, periodicals, press cutting, and private papers, etc. due to lack of skill and library orientation.

Healthy relationships between TUCL and users have to create a good environment for all. In some cases, TUCL have not forced users to inter in library culture. Out of total 69.2 percent respondent are not too familiar with different types of TUCL services and facilities. Only 30.8 percent respondents are familiar with the library tools and techniques, rules and regulation. Therefore, majority of the respondents (61.5%) have reported that the collection of specialized subject matters is not sufficient where 16.9 percent is also considered. Electronic database is preferred. The reasons of dissatisfactory are lack of update information, electronic orientation, inadequate computer and ineffective work. Similarly, the 56.9 percent respondents have stated that they were satisfied with the cataloguing but they were also expressed uneasy feel due to lack of recent information.

Majority of the respondents (72.3%) expressed ongoing opening/closing time is suitable. Library orientation, exhibition, displays of new book, bibliography, email, internet, audio-visuals, photocopy, union catalogues, and interlibrary loan are provided by the TUCL for library improvement. Similarly globes, maps, posters, photographs, manuscripts, micro film, CD-room and record players were also

available. Majority respondent of first year student can not enjoy from the library services, however, they did not feel uncomfortable from the library's situation.

Respondents indicated and classified the library staff and their attitudes. Of them 61.5 percent were expressed that they are sufficient for user's services. However, 56.9 percent have expressed their satisfactory view on staff services. Similarly over 43.1 percent are not able or helpfulness to user services in library time. Lack of efficient staff, carelessness, irritation, self busy and lack of time tables were effected to users for dissatisfaction where 42.9 percent is careless, 21.4 percent is inefficient, 14.3 percent is irritator, 17.9 percent is busy own self, and 3.6 percent is not attain in request time.

Newspaper/magazine, catalogue system/books/photocopy and baggage security are major TUCL services. In this regard open questionnaire were asked to the respondents for their personal opinion. In fact, 13(20.0%) is received newspaper/magazines services as best services followed by books/catalogue 12(18.5%), photocopy 10(15.4%), baggage security 5(7.7%), email/ internet and reference 4(6.2%), reading space 3(4.6%), and peace environment 2(3.1%).

The respondents were also suggested to improving the TUCL service and facilities. In some cases they received library services from unskilled staff and feel uneasy. Therefore, an increase material, staff behaviours, expands email and internet is also essential to improve for development of university campus library in future.

## **6.2 Conclusion**

The library is an important institution in the social, political, economic and cultural development of the society. It has played a significant role to preservation and advancement of culture, formal and self-education, and reading for leisure. It is an important to know the library is most necessary to the all users for their knowledge and development. About library knowledge is one of the important factors to be considered while analyzing the situation of library and its services. Most of the library users have to suffer mainly from the library memberships and in visit library only as required.



The needs of user's and library services are synonyms with each others for its implication. Inadequate data and insufficient information cannot be support to develop the user's behaviour. All of the users were not capable to found required materials through modern library tools and techniques. In this regard the female users generally have to active in these processes than male users. Majority of the users have taken supports from their own friends. Therefore users want to support for searching different types of material and share knowledge among the readers in the library.

Available of text books, library attraction, access in library facilities, systematic rules and regulations were maintained relationship between demand and supply of facilities. Users want to use various types of materials and library services. A healthy relationship between users and library is also necessary to make good relationships for library management. In most of the cases, unfamiliar relations have to create interfere and irritate for all readers and libraries. Library orientation, exhibition, and displays new book, bibliographies email/ internet, audio visuals, photocopy, union catalogues, and interlibrary loan, globes, maps, posters, photographs, manuscripts, micro film, CD-room and record players services were great support to develop the users knowledge for creative works.

### **6.3 Recommendation**

Based on the findings of the study following recommendations are made.

- The TUCL should be referring to increase updated reading materials for users.
- Catalogue/electronic orientation should be conducted for newly enrolled students for all central departments of University Campus.
- Library tools and techniques are difficult for new users. An orientation is not sufficient which is provided by the TUCL as a result it created low frequency of library visits and using tools.
- The TUCL should be subscribing few journals on their specialized subject matters.
- Inadequate of library staff and their attitude should be created problems for the user's interest. Staff attitude is must be necessary to change for better relationships.

- The physical facilities are also poor and not sufficient to increase services in coming next years. The TUCL should be to increase physicals facilities in library as soon as possible.

## ANNEX I: SURVEY QUESTIONNAIRE

### Dissertation for the Master Degree in Library and Information Science Tribhuvan University, Kirtipur

Dear Friends Nameste!

I am conducting research work for partial fulfilment of the requirement for Master's Degree in Library and Information Science. My research topic is "**Users' Needs and Library Services of TU Central Library among First Year Students of Sociology/Anthropology**". The purpose of the study is to find out your views about users' needs from the library and library services to the users and your valuable suggestions for improvement for central library. Therefore, I am seeking your valuable time and cooperation in responding to this questionnaire. You are kindly requested to answer the following questions with your opinions.

**Note: Please put tick mark the answer and write opinion wherever necessary.**

#### **Personal Information:**

Name:

Sex:            1. Male            2. Female

Date:

#### **A. Library and Information:**

1. In your opinion library is:

1. Source of information/book/journals etc.
2. Stock of knowledge
3. Reading place
4. All of the above

2. Do you know about the TU central library?

1. Yes
2. No

3. Are you member of the TU central library?

1. Yes
2. No

4. How often do you visit the TU central library?
1. Daily
  2. Two or more days a week
  3. Weekly
  4. Sometimes
  5. Visit only if required

5. Do you think TU central library is helpful to your study?
1. Yes
  2. No

**B. About the Needs of Users (Students):**

6. What kind of information do you want/require from the central library?
1. Borrows text books
  2. To read magazine/newspaper/journal etc.
  3. Search bibliography
  4. To use email/internet services

5. Reference service
6. Reprographic service
7. Periodical
8. Audio/visuals

7. Do you get the reading materials of your choice?
1. Yes, all
  2. Yes, some
  3. No

8. If no then why?
1. Inadequate documents
  2. Insufficient number of new edition books
  3. Do not have update reference
  4. Materials are not arranged properly
  5. Students do not return book in time
  6. Others (specify).....

9. Who helps you to get material/information in the library?
1. Librarian/staff
  2. Friends
  3. Teacher
  4. Self

10. Have you ever use electronic database (computer) for searching materials?
1. Yes
  2. No

11. Have you ever use manual catalogue?
1. Yes
  2. No

12. Which one do you prefer to use?

1. Computer                      2. Manual                      3. Both

13. Have you borrowed any library materials (document)?

1. Yes                              2. No

14. How long do you want to keep the document?

1. 1-7 day's                      2. 7-15 days  
3. 16-30 day's                      4. Above 30 days

15. Do you use other libraries beside the TU central library?

1. Yes                              2. No

16. If yes, which are these?

- a. ....  
b. ....  
c. ....

17. What types of publications and other sources of information do you use?

Indicate below:

<u>Publications</u>	1. <u>Yes</u>	2. <u>No</u>	<u>Order of Priority</u>
1. Books	.....	.....	.....
2. Periodicals	.....	.....	.....
3. Newspaper files	.....	.....	.....
4. Press cutting	.....	.....	.....
5. Doctoral Dissertation	.....	.....	.....
6. Private paper	.....	.....	.....
7. Documents	.....	.....	.....
8. Microfisches	.....	.....	.....
9. Microflims	.....	.....	.....
10. Maps	.....	.....	.....

**C. About of the TU Central Library Services:**

18. Are you familiar with different services provided by the TU central library?

1. Yes                                              2. No

19. Are you satisfied with computer service for searching materials?

1. Yes                                              2. No

20. If no, why?

.....

21. Are you satisfied with manual catalogue?

1. Yes                                              2. No

22. If no why? .....

23. Are the present opening/closing times of central library suitable to you?

1. Yes                                              2. No

24. How is the collection of your specialized subject (Sociology/Antropology) in the library?

1. Adequate                                      2. Fairly adequate  
3. Inadequate

25. Are you getting the following services from the TU central library?

- |                          |                           |
|--------------------------|---------------------------|
| 1. Users orientation     | 2. Library exhibition     |
| 3. Displays a new books  | 4. Subject bibliographies |
| 5. Email/internet access | 6. Audio-visuals items    |
| 7. Photocopy services    | 8. Union catalogues       |
| 9. Inter library loan    |                           |

26. Does the central library provide any of the following materials?

- |                   |                |
|-------------------|----------------|
| 1. Globes         | 2. Maps        |
| 3. Posters        | 4. Photographs |
| 5. Record players | 6. Micro-flim  |
| 7. Manuscripts    | 8. CD-room     |

27. How is the physical facilities in TU central library?

1. Adequate                      2. In adequate

28. Do you think library staff are adequate?

1. Yes                      2. No

29. Do you think library staffs are helpful to serve your information needs?

1. Yes                      2. No

30. If no please mention your comments:

.....  
.....

31. In your opinion which is the best service of the central library?

.....  
.....

32. In your opinion which is the worst? and why?

.....  
.....

33. Please provide suggestions to improve the TU central library services?

- a. ....  
b. ....  
c. ....

Thank you for your kind help !

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