

**COLLECTION DEVELOPMENT AND USE OF LIBRARY RESOURCES  
WITH REGARD TO LIS COLLECTIONS IN MIZORAM UNIVERSITY, AIZAWL AND  
NORTH EASTERN HILL UNIVERSITY, SHILLONG: A COMPARATIVE STUDY**

*A Dissertation  
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of the requirement for the Degree  
of*

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**In**

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by**

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**2013**

## **DECLARATION**

I, hereby declare that the dissertation entitled **“COLLECTION DEVELOPMENT AND USE OF LIBRARY RESOURCES WITH REGARD TO LIS COLLECTIONS IN MIZORAM UNIVERSITY, AIZAWL AND NORTH EASTERN HILL UNIVERSITY, SHILLONG: A COMPARATIVE STUDY”** submitted by me has not previously formed the basis for the award of any Degree or Diploma or other similar title of this or to any other University or Examining body.

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## **C E R T I F I C A T E**

This is to certify that the dissertation entitled **“COLLECTION DEVELOPMENT AND USE OF LIBRARY RESOURCES WITH REGARD TO LIS COLLECTIONS IN MIZORAM UNIVERSITY, AIZAWL AND NORTH EASTERN HILL UNIVERSITY, SHILLONG: A COMPARATIVE STUDY”** submitted by **Mr. Zirsangliana Sailo** for the award of the degree of **Master of Philosophy in Library and Information Science** is carried out under my guidance and incorporates the student’s bonafide research. This is the candidate’s original work and is worthy of examination.

Aizawl, Mizoram

**(Dr. R N Mishra)**

**Supervisor**

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Dated:  
***Aizawl***

**ZIRSANGLIANA SAILO**

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## List of Abbreviations

<b>Term</b>	<b>Description</b>
AACR II	Anglo American Cataloguing Rules II
ALA	American Library Association
ANSI	American National Standard Institute
API	Open Application Programming Interface
ARL	Association of Research Libraries
BRITISH LA	British Library Association
CAS	Current Awareness Service
CATMAN	Catalogue Management
CCF	Common Communication Format
CD-ROM	Compact Disc-Read Only Memory
CDS/ISIS	Computerised Documentation Service / Integrated Set of Information Systems
CLMS	Commercial Library Management Software
CSIR-NET	Council of Scientific and Industrial Research
CSS	Cascading Style Sheets
DBMS	Database Management System
DBSS	Database Search Service
DBT-DELCON	DBT E-Library Consortium
DESIDOC	Defence Scientific Information and Documentation Center
DLIS	Department of Library and Information Science
DLMS	Defence Library Management System
DOS	Disc Operating System
E-BOOKS	Electronic Books
E-IMAGES	Electronic Images
E-JOURNALS	Electronic Journals
EJS	Easy Java Simulations
E-PRINTS	Electronic Prints
E-QUERY SERVICE	Electronic Query Service

E-RESOURCES	Electronic Resources
GIST	Graphics and Intelligence based Script Technology
GMAIL	Google Mail
GPLS	Georgia Public Library Service
GSDL	Greenstone Digital Library
GUI	Graphical User Interface
ID	Identification
IDI	Information Dimensions Inc.
IEEE	Institute of Electrical and Electronics Engineers
IEL ONLINE	Institute of Electronic Library ONLINE
ILL	Inter-Library Lending
ILMS	Integrated Library Management Software
ILS	Integrated Library System
INDCAT	Union Catalogue of Indian Universities
INFLIBNET	Information and Library Network
INFOSYS	Information System
INSDOC	Indian National Scientific Documentation Centre
ISO	International Standard Organization
IT	Information Technology
ITG	Integrated Telemarketing Gateway
JCCC	J-Gate Custom Content for Consortia
KIIKM	Kesavan Institute of Information and Knowledge Management
OPALS	OPen-source Automated Library System
PMB	Picture Motion Browser
LA ILS	Learning Access Integrated Library Software
LAN	Local Area Network
LIBMAN	Library Management
LIBSYS	Library System
LIS	Library and Information Science
LMS	Library Management Software

LNCS	Lecture Note in Computer Science
M. PHIL	Master of Philosophy
MARC	Machine Readable Catalogue
MECSYS	Mechanize System
MIT	Ministry of Information Technology
MZUCL	Mizoram University Central Library
NA	Not Available
NEHUCL	North Eastern Hill University Central Library
NGO	Non Governmental Organization
NIC	National Information Center
NISSAT	National Information System for Science and Technology
OPAC	Online Public Access Catalogue
OPENSRF	Open Scalable Request Framework
OSS	Open Source Software
Ph.D.	Doctor of Philosophy
PINES	Public Information Network for Electronic Services
R & D	Research & Development
RDBMS	Relational Database Management System
RFID	Radio Frequency Identification
RLG	Research Libraries Group
RSS	Rich Site Summary
RTF	Rich Text Format
SDI	Selective Dissemination of Information
SMS	Short Message Service
SOUL	Software for University Libraries
TCP/IP	Transmission Control Protocol/Internet Protocol
TLMS	Total Library Management Solution
UGC	University Grants Commission
UGC-INFONET	University Grants Commission-Information Network
UGC-NET	University Grants Commission-National Eligibility Test

UK	United Kingdom
UKMARC	United Kingdom Machine Readable Catalogue
UNESCO	United Nations Educational Scientific Cultural Organization
UNICODE	Unique Universal and Uniform character enCoding
UNIMARC	Universal Machine Readable Catalogue
URL	Universal Resource Locator
USA	United State of America
USMARC	United State Machine Readable Catalogue
VER.	Version
VSAT	Very Small Aperture Terminals
VSPL	Verus Solutions Pvt. Limited
WAN	Wide Area Network
XHTML	Extensible HyperText Markup Language

# **Chapter – 1**

## **INTRODUCTION**

## 1.1 INTRODUCTION

Collection development happens to be an integral function of the library. It signifies to the process of strengthening the library with resource building and its management to facilitate the users with required information. This, however, needs a consistent policy and principles in the library for a sound collection development. Walter E. Helmke has stressed upon the adoption of principle with regard to selection, acquisition, evaluation, and maintenance of information resources in electronic, print and non-print formats. The collection policy reflects the philosophies stated in the IPFW mission and the Walter E. Helmke Library mission and communicates the guiding principles for the collection to faculty, students, staff, and other interested persons while providing guidance to those responsible for developing the collection. Further, collection evaluation, fundamental aspects of library operations needs to be a continuous process for adhering to in the library for maintaining quality and need based collection development. Collection assessment, maintenance and weeding out are some of the integral parts of the process of collection evaluation. It is a process of assessing the effectiveness to a heave of collection to meet the identified information needs of the school community. A continuous process reflects changes in teaching/learning programs and user needs.

Developing a balanced and usable collection is one of the important aspects of library services and objectives. Academic library collections are built specifically to meet research and information needs of the institution's academic programmes and the various curriculums are the frame upon which the library collection is built. All programmes must be covered to facilitate effective learning, teaching, research and community services. Collection evaluation, also called collection assessment/analysis is crucial to ensure efficient, effective, up-to-date and usable collections. Collection effectiveness is measured according to Lumande and Ojedokun by the extent to which a library collection can facilitate research activities and how much students can rely on it for project and assignments. Pausch and Popp maintained that accountability, outcomes measurement and assessment are the subject of discussion in higher education and coupled with the fact that libraries collections consume large portion of the budget, library must ensure that what is collected meets the expressed needs and information expectations of the user's community. One way of ensuring such needs is collection evaluation.

Collection evaluation studies are made to determine the effectiveness of the acquisitions programme and procedures in the implementation of collection development policy and to improve the capabilities of the library in satisfying user needs. This means that collection evaluation is a function of collection development and is related to the planning, selection and pruning of collections. Other reasons and aims for collection evaluation include:

- Searching for more accurate understanding of the scope, depth and utility of collections;
- Preparing a guide and a basis for collection development;
- Aiding in the preparation and revision of a collection development policy;
- Measuring the effectiveness of a collection development policy;
- Determining adequacy or quality of a collection;
- Focusing on preservation priorities;
- Allowing a library to define and crystallize that which is most central in a local collection and to define priorities for providing access to external resources;
- Centering to human and financial resources on areas most needing attention, and to enhance the skills of collection development staff by intense exposure to a subject or format;
- Making justification for acquisitions budget increases; and to demonstrate to administrators that something is being done about the demands for more money;
- To establish the existence of special strengths, as well as weaknesses, in the collection;
- Placing a library's collection in perspective with the collections of other similar libraries, and to provide information;
- Increasing understanding of literature of various disciplines;
- Determining the ability of the collection to support a new research, clinical or academic programme;
- Checking the need for weeding and collection control and to establish areas of priority of need.

Quantitative statistics involves variables such as the current number of items in the collection, number of items added or rate of growth and items available per student in comparisons to recommended lists or to similar library collections and the study of the age of the collection. Qualitative approaches include analysis of circulation and Inter-Library Lending (ILL) statistics and in-house use studies of materials. A user



satisfaction survey that employs a questionnaire or survey is another technique and sometimes, this method is followed with telephone interviews. Studies of the citations and bibliographies of customers' publications to find out if items cited are available in the collections is another method of collection evaluation and assessment of customer satisfaction. Credaro (2001) has identified three ways of evaluating a library collection: survey of user opinion, which is user centered (through questionnaire or interview); the conspectus approach which involves the use of subject descriptors; and the cumulative approach, which combines some of the first two methods of collection assessment. He further viewed that, the success of any method of assessment depends on how well it meets the goals of the evaluation. In evaluating multimedia resources, Lamb (2004) agreed that collection evaluation can centre on either the collection or the customer. He identifies three methods: collection mapping, circulation statistics and patron (Osagie Oseghale; 2008)

## **1.2 Mizoram University: A brief sketch**

Mizoram University was established on 2nd July 2001 by the Mizoram University Act, 2000 which appeared in the Gazette of India (Extraordinary) on 25th April, 2000 as a Central University having His Excellency, the President of India as its Visitor. The objectives of the University, as laid down in the Act are ([www.mzu.edu.in](http://www.mzu.edu.in)) to disseminate and advance knowledge by providing instructional and research facilities in such branches of learning as it may deem fit, to make provisions for integrated courses in humanities, natural and physical sciences, social sciences, forestry and other allied disciplines in the educational programmes of the University; to take appropriate measures for promoting innovations in teaching-disciplinary studies and research; to educate and train man-power in the development of the state of Mizoram; and to pay special attention to the improvement of the social and economic conditions and welfare of the people of that State, their intellectual, academic and cultural development".

Keeping these objectives in view, Mizoram University embarked on various programmes/schemes in terms of both academic and administrative. The jurisdiction of the Mizoram University extends to the whole of Mizoram, the erstwhile jurisdiction of Mizoram Campus of North Eastern Hill University, Shillong, which functioned till 1.7.2001. Initially inherited with 7 academic departments from

NEHU, the university is now functioning with 30 academic departments as stated below.

<b>Total No. of Schools- 07</b>		
<b>1</b>	<b>School of Life Sciences</b>	
	☞	Department of Biotechnology
	☞	Department of Botany
	☞	Department of Zoology
<b>2</b>	<b>School of Physical Sciences</b>	
	☞	Department of Chemistry
	☞	Department of Mathematics and Computer Science
	☞	Department of Physics
<b>3</b>	<b>School of Engineering &amp; Technology</b>	
	☞	Department of Computer Engineering
	☞	Department of Electrical Engineering
	☞	Department of Electronic & Communication Engineering
	☞	Department of Information Technology
<b>4</b>	<b>School of Earth Sciences &amp; Natural Resources Management</b>	
	☞	Department of Environmental Sciences
	☞	Department of Extension Education & Rural Development
	☞	Department of Forestry
	☞	Department of Geography & Resource Management
	☞	Department of Geology
	☞	Department of Horticulture Aromatic & Medicinal Plants
<b>5</b>	<b>School of Social Sciences</b>	
	☞	Department of History
	☞	Department of Political Science
	☞	Department of Psychology
	☞	Department of Public Administration
	☞	Department of Social Work
<b>6</b>	<b>School of Education &amp; Humanities</b>	
	☞	Department of Education
	☞	Department of English

	☞	Department of Hindi
	☞	Department of Mizo
<b>7</b>	<b>School of Economics, Management &amp; Information Science</b>	
	☞	Department of Commerce
	☞	Department of Economics
	☞	Department of Library & Information Science
	☞	Department of Management
	☞	Department of Mass Communication

**Table 1:** List of School of Studies in operation under Mizoram University  
Source: Annual Report, Mizoram University, 2011-2012. Pp. 232-234.

Mizoram University in the current Scenario has changed immensely due to shifting to its permanent campus at Tanhril . The University is now well consolidated in its main campus. As of now, 27 Under-Graduate Colleges including 2 professional institutions with 8279 students are affiliated to the University thereby creating an educational environment in the state.

### **1.3 North Eastern Hill University: A Brief Outline**

North Eastern Hill University, a premier central university in North East was established on 1973 in Shillong, Meghalaya to cater the educational needs of the entire region. The university is now extended its campus to Tura in Meghalaya also to bring the distance located aspirants to bring under the purview of higher education. The university academic departments spread over 8 schools as follows is having a total number of 40 different departments.

<b>Total No. of Schools- 08</b>		
<b>1</b>	<b>School of Life Sciences</b>	
	☞	Department of Biochemistry
	☞	Department of Biotechnology & Bioinformatics
	☞	Department of Botany
	☞	Department of Zoology
<b>2</b>	<b>School of Physical Sciences</b>	
	☞	Department of Chemistry
	☞	Department of Mathematics
	☞	Department of Physics

	☞	Department of Statistics
<b>3</b>	<b>School of Technology</b>	
	☞	Department of Energy Engineering
	☞	Department of Biomedical Engineering
	☞	Department of Electronics & Communication Engineering
	☞	Department of Information Technology
	☞	Department of Basic Sciences & Social Sciences
	☞	Department of Nanotechnology
<b>4</b>	<b>School of Human &amp; Environmental Sciences</b>	
	☞	Department of Environmental Studies
	☞	Department of Rural Development & Agricultural Production (Tura)
	☞	Department of Anthropology
	☞	Department of Geography
<b>5</b>	<b>School of Social Sciences</b>	
	☞	Department of History
	☞	Department of Political Science
	☞	Department of Sociology
	☞	Department of Law
	☞	Department of Cultural & Creative Studies
<b>6</b>	<b>School of Humanities</b>	
	☞	Department of English
	☞	Department of English (Tura Campus)
	☞	Department of Garo (Tura Campus)
	☞	Department of Hindi
	☞	Department of Khasi
	☞	Department of Linguistics
	☞	Department of Philosophy
<b>7</b>	<b>School of Education</b>	
	☞	Department of Education
	☞	Department of Education (Tura Campus)
	☞	Department of Adult & Cont. Education
	☞	Center for Distance Education

	☞	Centre for Science Education
<b>8</b>		<b>School of Economics, Management &amp; Information Science</b>
	☞	Department of Commerce
	☞	Department of Economics
	☞	Department of Library & Information Science
	☞	Department of Management (Tura Campus)
	☞	Department of Mass Communication

**Table 2:** List of School of Studies in operation under North Eastern Hill University (Source:<http://www.nehu.ac.in>)

The jurisdiction of the University extended originally to the states of Meghalaya and Nagaland and the erstwhile Union Territories of Arunachal Pradesh and Mizoram. With the establishment of the Nagaland University on 6 September 1994, the jurisdiction of NEHU ceased over Nagaland. Likewise with the establishment of the Mizoram University the jurisdiction of NEHU over Mizoram also ceased from June, 2001. Arunachal Pradesh has its own university. At present there are fifty-three undergraduate colleges affiliated to the University including eight professional colleges.

The objectives of the University are to disseminate and advance knowledge by providing instructional and research facilities in such branches of learning as it may deem fit; to pay special attention to the improvement of the social and economic conditions and welfare of the people of the hill areas of the North-Eastern region, and, in particular, their intellectual, academic and cultural advancement

North-Eastern Hill University was set up by an Act of Parliament and notified on 19th July 1973. The objectives of the University, as laid down in the act, are to disseminate and advance knowledge by providing instructional and research facilities in such branches of learning as it may deem fit; to pay special attention to the improvement of the social and economic conditions and welfare of the people of the hill areas of the North-eastern region, and in particular, the intellectual, academic and cultural advancement.

Internet connectivity through their own VSAT is linked to all the departments located on the campus. Efforts are on to enhance the range of their Internet connectivity. The telecommunication department has set up a fully automated telephone exchange on the campus. This is first of its kind in any University in the region. The University has also allowed, with the permission of the Government of Meghalaya, the Department

of Tourism to set up an Institute of Hotel Management, Indira Gandhi National University and the Indian Council of Social Science Research to set up their regional centers on its land. The Sports Authority of India has also been given permission to create modern sporting facilities in the University. Thus, in the very near future, the campus will grow into a suitably diverse, but coherent, University Township. It has also the potential of being a University of striking scenic beauty.

In spite of serious constraints of communication and the general lack of infrastructure facilities in the region, NEHU has established itself as an institution of higher learning and research of very high quality. It has been able to attract persons of proven academic excellence from almost all parts of the country to serve in its faculty; and its student community is drawn not only from the different parts of North-East but also from other parts of the country. In February 1996, the University set up a campus at Tura with the Departments of English, Garo and Education. At present there are fifty-three undergraduate colleges affiliated to the University including eight professional colleges with a student population of more than 18,000 and more than 300 faculties.

In a short span of about 30 years NEHU has matured into an institution with a serious academic and social and cultural agenda and a clear vision for its future growth.

#### **1.4 Mizoram University Central Library- A Brief Outline**

Central Library, Mizoram University has been witnessing noteworthy development in various spheres during the last few years. The entire library holdings have been made available in machine readable catalogue since 2008 and the computerized bibliographic information of the library holdings have also been available for users' searching throughout the campus through Local Area Network (intranet) using Web OPAC. Automated circulation system using barcode technology has been used since 1st December, 2008 which provides easy and prompt service to the users.

Digitization of Mizoram University's own documents and publications had been pursued for setting up of an 'Institutional Repository' and the same had been hosted on the intranet since May, 2011. The repository provides free access to institutional research outputs within the campus network (Intranet).

Besides, implementation of advanced technology in the field of identification, security, tracking and automated handling of Library materials using Electro-magnetic and Radio Frequency Identification (RFID) Library management system in order to improve the efficiency of Library operations has been completed and started using the

system since 21st March, 2012. The new system also allows user to check-out books by themselves using a Self-Check machine.

Computerized Braille System for blind students had been successfully installed and operated since 9th December, 2011 in the Library.

Library is also working on the process of appending CD/DVD contents along with the bibliographic record of the books and making it available for the users to easily access the digital data contents from Web OPAC throughout the campus network (Intranet).

### **1.5 Resources of MZU**

The Central library collection by March, 2012 included 86,517 number of books, 74 Thesis, 248 Dissertations and 8,026 numbers of Bound Volumes of Journals. The Library at present subscribes to 238 Journals, 42 General periodicals and 21dailies (English: 9, Mizo: 11, and Hindi: 1). The total Library membership is 1,887 i.e. 174 Under Graduate Students, 1,015 Post Graduate Students, 49 M. Phil Scholars, 342 Ph. D scholars, 171 Teachers, 4 Guest Lecturers, 2 Departmental Libraries and 130 Non-teaching staff. During this year, 19,546 books were borrowed by the users and had 35,483 visitors.

Mizoram University Central Library started using LIBSYS since 2006 for automating the in-house operation of various activities. However, when initiative for installation of RFID (Radio Frequency Identification) technology started in 2008, it has been discovered that the two systems has technological problems with each other. The Central Library authority then change the library automating software to TLMS (Total Library Management Service) which is still in use without any major problem so far.

#### **❖ Activities**

- Provides lending service
- Reprographic service
- Conducting Orientation programmes for newly admitted students (Department-wise & category-wise)

#### **❖ E-Journals available under UGC-INFLIBNET Scheme through Computer Center, Mizoram University:**

- IEEE XploreR Digital Library
- Web of Science
- Oxford University Press
- Taylor and Francis

- Institute of Physics
- Annual Reviews
- Annual Reviews (Bioinformatics)
- Springer Link
- Blackwell
- Emerald
- Cambridge University Press
- Project Muse
- JCCC
- Institute of Studies in Industrial Development (ISID)
- American Inst. of Physics
- American Physical Society
- Cell Press (Elsevier)
- MathSciNet (AMS)
- Nature
- Portland Press
- Royal Society of Chemistry
- SIAM Journals
- Jstor Journals
- Science Direct
- American Society for Biochemistry & Molecular Biology
- American Association for Cancer Research
- Informa Healthcare (TAYLOR & FRANCIS)
- Society for General Microbiology
- Cold Spring Harbor Laboratory Press
- American Association for The Advancement Of Science

**E-Journals under Delcon Scheme**

Some useful e-journals are also subscribing this scheme.



**Staff Position (Designation wise):**

Sl. No.	Designation	No. of Incumbent				Out of Total Teaching / Non-Teaching							
		Male		Female		SC		ST		Genl.		OBC	
		Reg	Con	Reg	Con	Reg	Con	Reg	Con	Reg	Con	Reg	Con
1.	Deputy Librarian	1		1				1		1			
2.	Assistant Librarian			1				1					
3.	Information Scientist	1						1					
4.	Prof. Assistant	3		2				4				1	
5.	Semi-Prof. Assistant	2		2				4					
6.	Jr. Library Assistant	2		1				3					
7.	Library Attendant	4		4	1			8	1				
8.	Gate Keeper	2						2					
9.	LDC			2				2					
<b>Total</b>		<b>15</b>		<b>13</b>	<b>1</b>			<b>26</b>	<b>1</b>	<b>1</b>		<b>1</b>	

**Table 3:** Staff Positions of MZU Central Library

Abbreviations: Reg – Regular, Con – Contract.

**1.6 NEHU Central Library: A Brief Sketch**

The North-Eastern Hill University (NEHU) Library, which started with a collection of 600 books in 1973, is now a premier university library of the North-Eastern Region of India with a collection of more than 2.6 lakhs volumes of books and bound periodicals supplemented by the enormous information resources now available through the UGC-INFONET Consortium and the links to global information resources and services provided on its webpage.

The NEHU Central Library is equipped with high-end computers and other electronic and audio-visual equipment to provide seamless in-house and online services. Following the University Grants Commission's selection of North-Eastern Hill University as a "University with Potential for Excellence", the NEHU Library has launched a major effort to provide the best services through internal re-organisation, optimisation of available resources, launching of innovative services, and by taking the initiative to reach out to the user community through various programmes.

The NEHU Central Library at Shillong caters to the needs of the students, research scholars, faculty, administrators and staff of the university. The library building,

funded by DoNER, was inaugurated on 20th September, 2006 by Shri P. R. Kyndiah, Hon'ble Union Minister of Tribal Affairs & DoNER, Govt. of India in the presence of Prof. P. Tandon, Vice Chancellor, NEHU, Shillong.

### **1.7 Resources of NEHU**

The University Central Library whose membership includes university and college teachers, postgraduate and undergraduate honours students and members of the non-teaching staff has a collection of 2,67,467 books and bound periodicals and it subscribes to 471 current journals.

#### **Staff Positions**

<b>Sl.No.</b>	<b>Designation</b>	<b>No. of Staff</b>
1.	Professional	12
2.	Semi-Professional	8
3.	Non-Professional	21
4.	Temporary	4
5.	Contractual	3
6.	Others (Daily wages)	16
	<b>Total</b>	<b>64</b>

**Table-4:** Staff Positions of NEHU Central Library

#### **❖ Library Services Available Through Internet Options**

##### **➤ Bibliography-on-request**

Bibliography-On-Request is a customised service offered to the students, research scholars, faculty and administrative officials of the university who are also registered members of the university library. This service, provided by the Documentation Section, has been launched on the library's website with a view to providing library members an appropriate channel for obtaining the request form for bibliographies or reading lists on diverse topics relevant to their proposed or ongoing dissertation work, doctoral and post-doctoral research, or NEHU/UGC-sponsored projects.

##### **➤ Citation verification service**

Citation Verification Service is a new service launched by the Documentation Section, NEHU Central Library to assist the students, research scholars and faculty of the university in the verification of citations/references and authentication of bibliographical details of books, articles, reports, theses and other published material consulted and/or required to be used by them in the preparation of assignments,

dissertations, theses, and project proposals. The service has been launched on the library's website with a view to providing library members an appropriate mechanism for verification of citations/references obtained from sources other than authoritative indexing and abstracting services offered by reputed publishers and licensed database producers.

➤ **Database search service**

Database Search Service (DBSS) is a new service launched by the Documentation Section, NEHU Central Library specifically for the M.Phil./Ph.D. scholars and university faculty for obtaining information critical to their proposed or ongoing dissertations, theses, post-doctoral research and other project work.

➤ **Document delivery service**

The Document Delivery Service is a new service initiated by INFLIBNET in collaboration with six university libraries which serve as Document Delivery Centres and deliver, on demand at nominal cost, the copies of papers from learned journals, conference proceedings and other materials available in their collections.

➤ **E-Query service**

E-Query Service is a Web-enabled contemporary reference service offered to the registered members of the NEHU Central Library, Shillong and NEHU Campus Library, Tura. The Documentation, Reference and Enquiry Sections of the NEHU Central Library together handle queries received in person or by post/e-Mail.

➤ **E-mail alerts service**

E-Mail Alerts Service is a special service offered to the registered members of the NEHU Central Library who submit their User Interest Profiles. This service provides web-based Selective Dissemination of Information (SDI) provides the registered library members an appropriate channel for receiving the latest updates, news, events, trends, research and development concerning their areas of interest or specific area of specialisation.

❖ **SERVICES AVAILABLE IN-HOUSE**

➤ **Audio-Visual and Microform Services**

➤ **Consultation Services for Visitors/Scholars from Other Institutions**

➤ **Contents Alerts**

Contents Alerts is the Current Awareness Service (CAS) provided to the academic departments of the North-Eastern Hill University. Through this service, photocopies

of the contents pages of learned journals and other important publications are sent to the Heads of Departments for appropriate publicity.

➤ **Databases available in the Library:**

- Census of India 2001 CD-ROM Database
- Social Sciences Abstracts on CD-ROM
- Seven North-Eastern States (Information CD-ROM)
- National Mission for Manuscripts (Information CD-ROM)
- Library of Congress Subject Headings (CD MARC)
- Dewey for Windows (DDC 21)
- Khasi Newspaper Articles Database

➤ **Enquiry Desk**

The Enquiry Desk provides general guidance to library members and visitors. In addition, it also maintains valuable sources of information such as pamphlets, newsletters, seminar announcements, UGC-NET and CSIR-NET results, etc., are available for consultation/photocopying.

➤ **Inter-Library Loan Services**

The Inter-Library Loan Service (ILLS), provided by the Documentation Section of NEHU Central Library, supports the instructional and research needs of the post-graduate students, research scholars and faculty of the North-Eastern Hill University by obtaining materials which are not available in the NEHU Central Library, Shillong or NEHU Campus Library, Tura.

➤ **Internet Access**

The NEHU Central Library offers Internet access in the Cyber Room provided primarily for Library-related activities, i.e., to access Library catalogs, e-journals & databases through UGC INFONET Digital Library Consortium, websites, University-licensed digital resources and related links.

➤ **List of Additions (Books)**

The List of New Additions contains bibliographical details of the new books acquired, processed and made available for use. Information about the latest arrivals in the library (books recently acquired and under process) can also be viewed on the New Arrivals menu of the library's Online Public Access Catalogue (OPAC).

➤ **Library Tours and User Orientation Programmes**

The NEHU Central Library offer guided tours throughout the year, and also offers user orientation programmes and lecture-cum-demonstration sessions, often in combination, on dates notified from time to time.

➤ **Faculty Consultations**

The Library encourages the faculty to schedule a library session tailored to their courses, assignments and projects. The Heads of Departments and faculty members of all the departments are requested to contact the University Librarian for consultation sessions on library resources and services relating to their respective thrust areas of research, revised syllabi contents, sponsored projects, etc. Such consultations are intended to help the library assess its collections and make appropriate efforts to strengthen the collections to meet different syllabi, thrust areas of research, and the areas of specialisation of faculty members.

➤ **Reprography/Word-Processing/Scanning Services**

➤ **User Awareness Lecture-cum-Demonstrations**

❖ **In House Resources and Services**

- OPAC
- Subscribed Journals
- User's Services

❖ **Other Online Resources**

- Subject Information Gateways
- Free e-books
- Trial Access
- American Libraries in India Catalogue

❖ **New Online Initiatives**

- DBT DelCON Consortium

❖ **UGC INFONET Digital Library Consortium**

- Science Direct 10 subject collection
- Wiley-Blackwell 908 titles
- Download Titles of UGC INFONET e-journals
- UGC INFONET e-journals Subject-wise
- Web of Science Other UGC INFONET Databases
- J-Gate Custom Content for Consortia (JCCC)

- MathSciNet
- IndCat(Union Catalogue of Indian Universities)
- Inquire about e-resources
- Usage statistics of e-resources

❖ **E-Resources subscribed by NEHU**

- ACM Digital Library (INDEST Consortium)
- Biological Abstracts
- IEL Online (INDEST Consortium)
- IndiaStat
- Springer - LNCS e-book series
- ScienceDirect - CompSc & Engg Journals

### **1.8 Significance and Scope of the Study**

The significance of the study lies with the fact that, the collection developments especially in the field of Library and Information Science meets all the requirements of the users need. This, however, depends upon a sound policy of the respective library. In case of discrepancy, the scholar has suggested some measures to amend the policy on the basis of demand and present need which not only will help the librarian but also the library committee to determine the strength and weaknesses of the entire collections including the quality of the library resources in the field of Library and Information Science. This also will add substantially to the existing system for preparing a standard allocation of library budget for the subject. Further, significance of the study has highlighted in developing a participatory system of library collection evaluation so as to mapping a modality for developing a balanced collection of the subject in a most cost effective way that will reflect the curricular objectives, culture, and vision of the two universities covered under study.

Though there are 10 different central university libraries in North-East, the scope of the present study is however, limited to two central university libraries attached to North Eastern Hill University, Shillong and Mizoram University, Aizawl. Further, out of two campuses of NEHU, Shillong campus has been included under the purview to make the study more transparent. The aim of the study is to find out the number of significant documents built in the collection development physically which includes books, journals, patents, reference books and others in Library and Information Science. However, as there is a vast age gap with regard to establishment between the

two universities, the study is further limited to the collection development and usage of the same for five years covering 2007 to 2011. The circulation statistics of both the universities could not be undertaken due to inadequate information. However, the filled in questionnaire obtained from both the universities under study has been analysed and inferences have been drawn. The scholar also adopted interview, observation methods to ascertain the data of the both the universities.

## 1.9 Review of Literature

Review of existing literature under study is an essential component of a research problem in order to access the availability of research output in the form of publications. The scholar after an extensive survey of literature available in the topic under study traced out the following research publications and it has been found out that no research scholar of Mizoram University has undertaken the same before. However, studies already done in the relevant areas have been properly explored and consulted by the scholar and some of the studies have been discussed below.

⇒ Geoffrey Little. Collection development in library and information science at ARL libraries. *Collection Building*. 30(3); 2011; 135 – 139

The author in the paper examined and discussed the results of a 2010 survey of LIS selectors at ARL institutions/libraries that do not support an ALA-accredited program to learn how and why LIS materials are collected at these institutions.

⇒ Osagie Oseghale. (2008). Faculty Opinion as Collection Evaluation Method: a Case Study of Redeemer's University Library. *Library Philosophy & Practice*.

The author described that a balanced and usable collection is an important aspect of library services. Academic library collections are built to meet specific research and information needs of the institution's academic programmes. The curriculum is the frame upon which the library collection is built. All programmes must be covered to facilitate effective teaching, learning, research, and community services. Collection analysis and evaluation are crucial to ensuring efficient, effective, and usable collections

⇒ Jennifer E. Knievel, Heather Wicht and Lynn Silipigni Connaway. Use of Circulation Statistics and Interlibrary Loan Data in Collection Management. *College & Research Libraries*. 67(1); 2006; 35-49

The authors analyzed the holdings, circulations, and interlibrary loan (ILL) borrowing requests of the English-language monograph collection at the University of Colorado

at Boulder. Data for each area were mapped to conspectus subject areas, using Library of Congress Classifications, and then compared. The resulting data and subject distributions were analyzed by overall holdings, transactions per item, percentage of collection circulated, and a ratio of ILL holdings to requests. The method of analysis used in this study could be fruitfully applied to other research collections to assist with remote storage, preservation, and collection development decisions.

⇒ Korobil,S., Tilikidou, I. and Delistavrou,A. Factors that influence the use of library resources by faculty members. *Library Review*. 55 (2); 2006; 91-105.

The authors pointed out that majority of the faculty of Technical Educational Institution, Thessalonika, Greece use less electronic resources than printed medium for accessing their informational needs. The study further indicated that the use of electronic resources is higher in the School of Business Administration and Economics among those who hold a Doctorate Degree.

⇒ Evans, G. Edward. (2005) *Developing Library and Information Center Collections*. Fourth Edition. Library and Information Science Text Series. Libraries Unlimited; Wesport.

The author discussed the challenges of electronic publishing, and puts issues of collection development into perspective. It provides students and practitioners with a broad understanding of the collection development process. Each chapter has been expanded and updated.

⇒ Jim Agee, (2005) *Collection evaluation: a foundation for collection development*. *Collection Building*. 24(3); 92 – 95.

The author in the book encouraged the librarians to be more informed about the value of collection evaluations. He further stressed upon the user-centered evaluation, physical assessment, and specific subject support. Moreover the author made strategies for evaluating collections, regardless of the kind of library or size of the collection. He discussed that evaluation allows librarians a more thorough knowledge of what already exists, what may be needed, and whether collection development goals are being achieved.

⇒ Debbi Dinkins. *Circulation as Assessment: Collection Development Policies Evaluated in Terms of Circulation at a Small Academic Library*. *College & Research Libraries*. 64(1); 2003; 46-53.

The author assessed the current collection development practices at Stetson University with respect to the circulation of books purchased in support of selected departmental



curricula. Circulation statistics for books selected by five academic departments over a five-year period are compared with those of librarian selections in corresponding subject areas.

⇒ Merriam, Sharan B. (1998). *Qualitative Research and Case Study Applications in Education*. Revised and Expanded from "Case Study Research in Education." Jossey-Bass Publishers, San Francisco.

The book offered a resource guide for qualitative researchers in education, discussing data collection techniques, data analysis, reporting, and the issues of validity, reliability, and ethics.

⇒ Cynthia Dobson, Jeffrey D. Kushkowski and Kristin H. Gerhard. Collection evaluation for interdisciplinary fields: A comprehensive approach. *The Journal of Academic Librarianship*. 22 (4); 1996; 279–284.

Interdisciplinary fields posed problems for collection evaluation. A model proposed by the author has discussed the materials required by interdisciplinary scholars, and the application and limitations of both traditional and newer evaluation methodologies to interdisciplinary areas are discussed. Further measures are suggested as valuable supplements in evaluating interdisciplinary areas.

⇒ Ferguson, Anthony W. The Conspectus and Cooperative Collection Development: What it can and cannot do. *Acquisition Librarian*. 7; 1992; 105-114.

This study explored the conspectus role in cooperative collection development. The author surmised that conspectus-based cooperative collection development agreements have been “illusive” because implementing the conspectus became an end itself. Further, competitiveness among libraries, their desire for autonomy, and the ownership paradigm have been barriers to cooperation. He intends that two “concept” that is, categories for assigning collecting levels, need to be added to the conspectus; ‘desired collecting goals’ and ‘cooperative collecting responsibilities’. Ferguson’s opinion carries authority because he was among the collection development librarians that spent 13 years developing the conspectus.

⇒ Folster, M.B. A Study of the use of information sources by Social Science Researchers. *The Journal of Academic Librarianship*, 15 (1); 1989; 7-11.

The author made a comparative study of information use by faculty and students of the social sciences at the University of Wisconsin-Madison. The study shows that there are no distinct differences in information utilization among the different sections

of researchers; journal articles were the most favoured information source, while online tools ranked as the least-favoured.

⇒ Christiansen, Dorothy E. et.al. Guide to Collection Evaluation through Use and User Studies. *Library Resources and Technical Services*. 27(4); 1983; 432-440.

The study by the author explored the methods available to determine the use of books, journals, and other library materials. It further discussed on circulation studies, survey of user opinions, document delivery tests, shelf availability studies, in-house use studies, and citation studies. Forty-four selected references are provided. (EJS)

⇒ Gwinn, Nancy E. and Mosher, Paul H. Coordinating Collection Development: The RLG Conspectus. *College and Research Libraries*. 44(2); 1983; 128-140.

The authors described the collection evaluation tool available to Research Libraries Group (RLG) institutions which provides overview, arranged by subject, of existing collection strengths and future collecting intensities of RLG members. Antecedents of the tool and an online version are discussed. Seven references, definitions of collecting levels, and language coverage codes are appended. (EJS)

⇒ Mosher, Paul H. Collection Evaluation in Research Libraries: The Search for Quality, Consistency, and System in Collection Development. *Library Resources and Technical Services*. 23(1); 1979; 16-32.

The author in the paper apart from reviewing the history, literature, and methodology of collection evaluation or assessment in American research libraries including the problems, tools, and methodology of evaluation also pointed out the ongoing collection evaluation program at Stanford University Libraries.

⇒ Morse, Philip M. *Library Effectiveness: A Systems Approach* (1968). M.I.T. Press, Cambridge, Mass.

Addressed to both librarians and systems analysts, the author in the book attempted to apply the analytic methods of operations research and systems analysis to the operating problems of the library. The first part of the book discusses theoretical models with emphasis on the pattern of book use, on its change with time and on the problem of estimating and evaluating the degree to which the library satisfies or fails to satisfy the seeker of information, and includes chapters on Library Use and Probability Distributions, Arrivals and the Poisson Distribution, Queues and Book Circulation Interference, and Book Use and the Markov Process. In the second part an

actual sample library-the Science Library at M.I.T. - is chosen to show how this theory can assist the managing librarian.

### **1.10 STATEMENT OF THE PROBLEM**

Library is the heart of learning/teaching institution to support and promote teaching, research and extension education by providing the required information to the user's community. All the teaching faculties, research scholars and the students rely on their library to find their curriculum information needs. It is, therefore, mandatory for the institution library to provide update and authentic and user-centric collection of information resources in shape of print and electronic to their users. The collection development acts as the nerve centre of library where the users are facilitated with reading materials and information resources. It is more pertinent to make an evaluation of the collections to ascertain whether the library is equipped with relevant collection development.

Both the libraries of Mizoram University and North Eastern Hill University under study are maintaining adequate collection of reading materials such as traditional and electronic to satisfy the varied needs of the user communities. Further, both the libraries facilitate the users in providing sufficient resources including the accessibility to a wide range of information resources and formats (such as digital full-text, sound, graphics, images, multimedia and hypertext). In view of this, the problems lies with the present study are that, whether,

- ⇒ The library adopts proper management principles/ techniques to acquire the resources in spite of financial constraints,
- ⇒ User-centric collection developments in a cost-effective way are managed by both the libraries,
- ⇒ Both the libraries covered under study complement the print resources with e-resources, particularly e-journals, full-text databases and access to remote libraries in view of the prevailing technologies in the libraries.

### **1.11 OBJECTIVES OF STUDY**

The objectives of the present research topic are to,

- ☞ Examine the availability of LIS collections and rate of resources added of both the universities under study;
- ☞ Determine the extent to which the library collection is reflective of the curricular objectives of LIS department;
- ☞ Identify areas of weakness and strength in the collection development.

### **1.12 RESEARCH METHODOLOGY**

Faculties of the respective academic department of both the universities are conversant with the curriculum and framework of the university and they are the adjudicator of the collections of their respective departments. Further, the students of DLIS of both the universities are the users who use the resources. Therefore, all the 14 faculties, 20 research scholars and 86 students of the LIS Departments of both the universities were the target group. Mention may be made that, as of now, there are 8 faculties, 17 research scholars and 36 students in DLIS, Mizoram University, Aizawl and 6 faculties and 50 students in DLIS, NEHU, Shillong. The total population of the study, however, is limited to 120 constituting the faculties, research scholars and students of both the universities. Two sets of structured questionnaire were prepared out of which, one set of structured questionnaire identify the relevant variables associated with academic staff opinion of the existing collection in relation to the curriculum in teaching areas while other set of questionnaire showing the relevant variable was meant for the users. Both the questionnaires were distributed among the faculties and students to elicit the required information. The scholar also explored available literature including electronic sources by paying a personal visit to both the libraries to find out the information in the relevant area of study. The scholar after getting responses from both the faculties and the students tabulated the data for analysis and inferences were drawn.

### **1.13 CHAPTERISATION**

The present study has been divided into 6 (Six) chapters. Chapter 1 of the work deals with introduction to the study, highlighting facts about the two universities i.e, Mizoram University and North Eastern Hill University, their libraries and its resources. This was followed by the research design put into use for the study.

Chapter 2 mainly focuses on various policies for developing library collections: need, elements, planning, factors affecting collection development, utility, formulation, selection, acquisition, resource sharing and types of collection of the Central Libraries of Mizoram University and North Eastern Hill University. Chapter 3 of the study discusses issues and concerns on collection management like document selection procedure, conservation and preservation, use of library management software and legal issues that need the attention of library professionals. Chapter 4 is concern with collection evaluation methods for various library materials. Chapter 5 deals with the evaluation of library collections, budgets and use of library materials by analyzing the data collected through questionnaire. This was followed by findings from the data analyzed. Suggestion and conclusion are provided in chapter 6 which is the last chapter. All the chapters are followed by references and at the end, bibliography and appendices are given.

## References

Christiansen, Dorothy E. et.al. (1983). Guide to Collection Evaluation through Use and User Studies. *Library Resources and Technical Services*. 27(4); 432-440.

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Lumande, E., & Ojedoku, A.A. (2005). Collection mapping as an evaluation technique for determining curriculum and collection relationship: the University of Botswana experience. *Africa Journal of Library, Archives and Information Sciences* 15, 25-35. Retrieved March 15, 2012, from [www.africabib.org/](http://www.africabib.org/).

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[www.mzu.edu.in](http://www.mzu.edu.in) (accessed on 23.11.2012)

[www.nehu.ac.in](http://www.nehu.ac.in) (accessed on 23.11.2012)



Figure 1: CENTRAL LIBRARY, MIZORAM UNIVERSITY



Figure 2: CENTRAL LIBRARY, NORTH EASTERN HILL UNIVERSITY.

## **Chapter – 2**

# **COLLECTION DEVELOPMENT IN MIZORAM UNIVERSITY AND NORTH EASTERN HILL UNIVERSITY**



## **2.1 Collection Development Policy**

The American Library Association defines collection development policies (CDP) as the documents which define the scope of a library's existing collections including planning for continuous development of resources, identify collection strengths etc. This also outlines the relationship between selection philosophy and the institution's goals, and objectives with general selection criteria, and intellectual freedom.

## **2.2 Need of Collection Development Policy**

The primary purpose of a written collection development policy is to lay down guidelines for selecting materials for the collection of the library which describes steps on weeding, retention, preservation and archiving. It also identifies the gaps in collections and provides orientation to new staff. The library users also are benefitted with the collection development as the library builds the user-centric documents relevant to their study and research. According to Hoffmann and Wood (2005), collection development policy statement often focuses on the two different communication functions such as, (i) internally, meant for the users, staffs, and administrators, and (ii) externally, destined for the libraries and institutions. Communication embraces a wide range of operations, including training, budgeting, cooperative acquisitions, interaction with users, and shared services. The collection development plan is like business plan for a small business (Cassell and Futas, 1991). It is like a road map which outlines the steps to be taken to accomplish the goals of the business. Lorenzen (2009) is of the opinion that the collection development policies act as a planning tool, guide to selectors, ensures consistency and defense for challenges.

## **2.3 Elements of Collection Development Policy**

A viable collection policy in a library adds value oriented documents destined for the users. A sound policy enhances the richness of the documents with information value. American Library Association has manifested a guideline for the collection policy which elaborately discusses various items of information which need inclusion in the policy statement. These elements are listed below (ALA, 1996). By and large the below mentioned items are included in policy statement:

- Introduction to the policy statement
- General purpose

- Brief note about the library
- General subject boundaries
- Languages
- Geographical areas
- Types of materials collected
- Format of materials collected
- Special collections and manuscripts
- Other resources available
- Detailed subject areas
- Weeding and de-selection

## **2.4 Collection Planning**

Collection development includes the threadbare guidelines for acquiring materials including selection, ordering, and payment. It is a chain of events that includes planning, administration, and control. Collection development serves as a foundation upon which other library services are built.

A collection development policy establishes ground rules for planning, budgeting, selecting, and acquiring library materials. These documents provide a framework for coordinated collection development programme throughout the university libraries. In addition, these policies help the library serve the academic community. They assist bibliographers in making not only routine selections, but also approval plan profiles and gift acceptance decisions. With common terminology and collecting standards, bibliographers can work with greater consistency towards defined goals. The standard processes to be considered include selection, scope of collecting, and replacement of missing but useful materials and worn-out materials. According to Eguavon and Ochai (2002), collection development is a planned, systematic development of a collection based on the objectives of the library.

Collection development policies also function as a guide to library resources for faculty, other users, and other libraries by describing the scope and nature of the collection. As an indication of collection strength and weakness, they can be useful in resource sharing and cooperative acquisitions.

A collection development policy is a recorded statement of selection principles and criteria, with guidelines on the depth of subject coverage, and details such as language, geography, and time period. Mention may be made that, in the E. Latunde

Odeku Medical Library (ELOML) all local, African, and tropical medicine titles must be acquired (Tamuno and Ojedokun 1997). Likewise, the University of Texas libraries has developed guidelines for collections and planning of information access according to policies based on continuing analysis of the University's evolving academic programs, research, interests, and user needs. In light of these policies, the University of Texas libraries acquires or provides access to a wide variety of resources in formats ranging from manuscripts to digital images, in many languages and scripts supporting inquiry in all areas of knowledge.

## **2.5 Factors Affecting Collection Development**

Before discussing the policy framework, it will be worthwhile recognizing the issues that currently affect the collection development planning process of the universities under study.

### **➤ Quality vs Demand**

The university library is usually created for the specific purpose of providing accurate and current information for a particular set of users like students, research scholars and faculties. The demands of the user's community are not always of good quality. The library mission is to procure the best reading material for the satisfaction of the user community. The libraries therefore, need to acquire reading materials of good quality rather than the demand of the user which is of not a good quality.

### **➤ Information Explosion**

The amount of research and number of researchers is increasing, and the amount of published material is increasing, thereby challenging libraries in their desire to provide access to this increased wealth of information. Meanwhile, libraries have also been trying to cope up with the rising cost of materials in conjunction with the decreasing space in their physical storage facilities. Additionally, the impact of technology has also created a problem in accessing information. Not only are libraries trying to purchase relevant and appropriate print materials, they are now also trying to provide information in electronic medium. While the digitization of information is not a particularly new issue, it does present a challenge to libraries with limited budgets.

### **➤ Interlibrary Cooperation**

Rapid developments in technology and the ever decreasing budget provisions have compelled academic libraries to go for cooperating with other libraries having the

same type of users to serve. Libraries cooperation through networks enables sharing of resources with minimum cost.

## **2.6 Utility of Collection Development Planning**

Collection development policy statements are necessary planning documents. Although the value of collection policies is not universally accepted, the prevailing view among library professionals is that a collection development policy statement is a necessary tool leading to consistent, informed decisions. The ideal collection policy is a living document, reviewed and revised regularly, that "organizes and guides the processes of acquiring and providing access to materials and information sources, integrating these into coherent collections, managing their growth and maintenance, and making decisions about preservation, withdrawal, and cancellation (Gorman and Miller 1997)." Overall, policies facilitate consistency and communication between libraries and are information tools for working with the library's community.

A written collection development policy statement is intended to clarify the objectives and facilitate coordination and cooperation among the group of libraries. It also serves as a working tool for providing necessary guidelines for carrying out the majority of tasks within the area of collection building. The author further viewed that, a collection development policy serves a broad range of functions. He stressed upon the following reasons for a sound collection development planning in libraries.

- Forces staff to think through library goals and commit themselves to these goals, helps them to identify long- and short- range needs of users and to establish priorities for allocating funds.
- Helps in assuring that the library will commit itself to serve all parts of the community, both present and future.
- Assists in setting the standards for the selection and weeding out of materials.
- Informs users, administrators, and other libraries of collection scope and facilitates coordination of collection development among institutions.
- Facilitates in minimizing personal biasness by selectors and to highlight imbalances in selection criteria.
- Serves as an in-service training tool for new staff.
- Assures continuity in collections of any size and provides a pattern and framework to ease transition from one librarian to the next.
- Provides a means of staff self-evaluation, or for evaluation by outsiders.

- Demonstrates the various activities of the library.
- Facilitates the professionals with adequate information to assist in budget allocations and utilisation.
- Contributes to the operational efficiencies in terms of routine decisions.
- Serves as a tool of complaint handling with regard to inclusions or exclusions.

A policy can draw awareness to changes of user needs and sources of information by acting as a collection of baseline data for current operations and, ideally, as a starting point for future development. As a formal, written statement of intent, the collection development policy statement describes the scope and purpose of a library's collections, and the programs and constituencies they serve. At its most practical level, the policy guides those who routinely manage and use a library's collections.

In addition to all which encompass planning and communication aspects, it is important to recognize the ways in which collection development policy statements can protect libraries against illegal, unethical, or unreasonable pressures. Protection of intellectual freedom and the prevention of censorship may be achieved by including the Library Bill of Rights and other intellectual freedom statements or by preparing a statement tailored to the local community. A collection policy also protects the library from unwanted pressures to acquire or provide access to inappropriate and irrelevant materials. Carefully written guidelines can protect the library in the appropriate handling of gifts. By defining policy and procedures for accepting or declining, appraising, accessioning, acknowledging, and processing gifts, both the library and the potential donor are protected legally and practically. In addition, as budget allocations decrease, the cost of materials increases, and formats proliferate, libraries need protection as they prepare to cancel serials and weed materials from the collection. Making clear the operating principles under which these decisions are made, protects the library from charges of bias and irresponsible behavior. A policy requires defining the process through which materials are identified for withdrawal, cancellation, and replacement.

It is also equally important to note that, the key purpose of a written policy statement defines both the stability and flexibility in the collection building process. Further, a policy requires modifications as and when situation warrants with regard to collection. As the policy forms a basic framework for projected growth, it must always be

reviewed at regular intervals to ensure its continuance to provide an acceptable pattern for effective collection building.

## **2.7 Formulation of Collection Development Planning**

Many useful suggestions have been offered for writing an effective collection development policy. The American Library Association in particular provides an excellent standard reference document, *Guide for Written Collection Policy Statements* (1996). The ALA guide identifies essential elements for a written collection development policy and establishes a standard terminology and structure for use in the preparation of such a policy. Although not equally applicable to all libraries, the ALA guidelines were formulated to serve libraries of all kinds of sizes. By drafting individual policies, libraries can "produce tools that enable selectors to work toward defined goals and thus to use funds wisely in shaping strong collections, to inform staff and users concerning the scope and nature of existing resources and plans for continual development of collections, and to provide information that will help to provide objective evidence for use in the budgetary allocation process (Gabriel 1995)."

### **2.7.1 Outline of the Policy**

Following is a comprehensive, straightforward, easy-to-use collection development policy outline devised by Bushing, Davis, and Powell for WLN's *Using the Conspectus Method: A Collection Assessment Handbook* (1997):

*Note:* As with the ALA guidelines, this outline has been designed for use within all library types. Individual libraries will need to alter the elements and organizational format to fit individual library needs.

#### **☞ Introduction**

#### **☞ Mission statement**

This includes the mission of the parent organization as well as that of the library. A vision statement may also be included along with long- and short-term goals and any relevant objectives related to information resources.

#### **☞ Audiences and purposes of the policy**

The purpose guideline requires inclusion of library management, planning, accountability, and consistency including the target group. The intended audience also requires accommodating the other readers and making them aware of the policy.

### ☞ **Community and user groups defined:**

The user's community should be defined on the basis of their needs, information seeking behavior, purposes, interests and use demographic and other factual and statistical information to define the library's community or institution.

- \* Description of the types of programs or patron's needs: The user's educational, recreational, and social or research needs must be described to provide the right information to the right user at the right time.
- \* Brief general description of the collections and information resources: In general, it is necessary to provide a description of the collections: their size, primary formats, languages, and reading or information level.
- \* Cooperative or collaborative collection development issues: A statement with regard to other libraries and access to remotely held information resources in electronic, print, or other formats should be prepared. It is necessary to ensure whether inter-library loan, Internet access, or patron direct accesses to other collections have an effect upon the collection management of the library. If the library participates in specific collaborative activities, interlibrary loan services or other consortia arrangements, these should be addressed here.

### ☞ **General priorities, limitations, and acquisition policies**

This section determines how the collection will be developed based upon general principles, responsibilities and rationales for the character of the information resources.

- **Chronological and retrospective coverage:**

Chronological coverage means information about a topic through time. A retrospective holding means physically acquiring and maintaining older materials about a topic. The library's policy regarding chronological coverage of a topic or collecting retrospective holdings has to be defined.

- **Duplication, non-print formats and special considerations:**

If the library is going to acquire duplicate materials, it should clearly defined the reason, formats it wishes to collect and maintain, preferences to be given to, between paper or hardbound books, issues regarding electronic formats need to be addressed in the policies.

- **Funding considerations:**

A brief explanation of the sources of funding and the identification of specially used funds should be supplied here. If there are special funding sources to purchase particular types of expensive research materials or interest on endowment or trust funds for a particular purpose, the identification of these sources helps to explain collection decisions that might otherwise appear to be incongruent with the general policies.

- **Selection responsibilities and processes:**

The legal or ultimate responsibility for the contents of the library and access to remotely located materials and files should be defined. Practical responsibility for the various segments, formats, or divisions of the collection contents or access to other resources and criteria to be used for these kinds of materials or resources shall be incorporated. For some formats or types of access, a list of format-specific criteria may be included. Also, some libraries may wish to provide information or criteria about the vendors to be used for acquisition.

- **Gifts, exchanges, or other special source materials:**

It clearly indicates the gift and exchange policy of the library. It requires consideration add as library resources. The library adds it resources only when there is any substantial value of information that can be useful for the readers.

- **Collection maintenance:**

Preservation, conservation, and de-selection (weeding) are important components to be observed in the library. It requires intended actions toward care of maintaining the physical condition of materials, archiving, and preserving contents. The collection maintenance also deals with repairing and replacement of the resources. Necessary action required to be taken for preservation of resources are discussed in this section.

- **Censorship and intellectual freedom:**

All libraries need a policy regarding censorship and intellectual freedom. Appropriate national or international statements in support of the policy should be included along with an outline of the procedures, forms, and timelines so as to comply the readers' complaints.



- **Format or special collection profiles**

This section of the policy is based on information gathered from a collection assessment which needs update based upon progress toward or away from collection goals.

- ☞ **Description of the collection:** Subjects or disciplines to be included have to be describe, considering the size, formats or extent of the collection.
- ☞ **Purpose and management of the collection:** The purpose or reason for this particular collection or format and the way in which it fits into the general policies of the library should be articulated. The patron it has to serve and the person responsible for managing the collections should also be considered.
- ☞ **Collection goals:** The goals for this format or collection and measurement for checking its progress in achieving the goals has to be incorporated.

- **Subject profiles**

This section of the policy is also based upon collection assessment information. The information may be presented in a set of conspectus reports or in a narrative manner. This section needs periodic updating to reflect progress towards goals or goals revision due to changing circumstances. The following assessment information should be provided for each division, category and subject assessed by the library:

- ☞ **Division, category, and subject:** This will include the classification number range as well as the terms to describe a particular segment (if organized in a conspectus manner).
- ☞ **Data about the segment (division, category, or subject):** This should include segment size (how many items -- books, videos, journals, etc.), languages represented, formats of materials, age of resources, chronological periods covered, geographical coverage, condition of the material and specific selection responsibility.
- ☞ **Current collection level:** Based on the collection levels (Exhaustive, Research, Working, and Browsing); also a corresponding conspectus code that identifies the character and extent of the existing collection.
- ☞ **Acquisition commitment:** Using the conspectus method, a code identifies the character and extent of the library's efforts to build and maintain this segment of the collection.

- ☞ Collection goal: A conspectus code identifies the ideal goal that the library envisions for this segment of the collection.
- ☞ Preservation commitment: A conspectus code identifies the intended preservation action for collection maintenance.
- **Policy implementation, evaluation, and revision**

Sound and consistent policy requires for assigning the responsibilities for updating the information in the library on web for greater benefit to the academic community. Constant update eradicates confusion and brings clarity in research. This however, depends upon the interest, skill of the professionals. There are different approaches which have been discussed below.

  - **The conspectus approach**

The conspectus approach involves a hierarchical structure, similar in structure and concept to the main library classification schemes used in the United States. (i.e. Dewey Decimal, Library of Congress, and the National Library of Medicine). The RLG Conspectus and the WLN Conspectus have similar structures that include divisions, categories, and subjects, but only the WLN Conspectus, a revision of the RLG structure, has separate category lines allowing for comparison across types of libraries and classification schemes at different levels.
  - **The narrative approach**

For libraries that prefer to organize their policy statements in a narrative style, organized by subject descriptor or by type of collection, the statement usually includes several paragraphs expressing the collection goals and then specific guidelines for the subject fields. The ALA guidelines suggest particular in-depth categories of information to include for each subject.
  - **Collection levels**

In addition, a collection level may be assessed. Commonly used levels are described as follows:

    - **Exhaustive level**

This pertains to a collection in which literally every item of a serious nature on a given topic is sought. It could, of course, be limited to certain languages or certain time periods. Needless to say, such an option is not likely to exist in special libraries.

➤ **Research level**

This would be a collection with enough material to support independent research on the topic. Normally books, journals, special materials, and reference tools would be on hand in considerable depth.

➤ **Working level**

This would consist of selected works on a subject, including books and a few key journals that would cover current activities and major developments in a field.

➤ **Browsing level**

This would apply to material in which only a few individuals had any interest and which would be used chiefly for refresher or updating purposes.

• **An optional outline design**

Additionally, Gorman and Howes in *Collection Development for Libraries* (1989) provide a useful framework for devising a collection development policy, which includes aspects already discussed. The following figure represents their plan:

- I. General Policy Statement
  - A. Introduction -- establishes policy framework and scope
  - B. Statement of Philosophy -- purpose of institution and library, overview of needs and priorities
  - C. Objectives of the Library -- user groups, programs, and requirements, general subject boundaries, inclusions and exclusions generally, cooperative agreements
- II. Statement of Collection Levels
  - A. Classified Subject Analysis -- standard classification scheme, code of density (extent of existing collections), intensity (current collecting activity) and policy levels (the desired level for future collecting)
  - B. Index -- subjects and other access points

## **2.8 Selection Policy**

University librarians in India have known their responsibility for collecting, organizing and making available the best reading material suited to the needs of students, Faculties and research scholars engaged in study and research. No academic institution can fulfill its mission without well equipped library and its trained staff.

The university library is the center of knowledge. It should be dynamic and set out to assist and attract the users towards using its collections. A library should have books and other reading materials on all the subjects and it should be the best one.

There are two types of books to make excellent selection:

- (i) Books required for teaching and research;
- (ii) Central reading material for different communities of readers.

The reading material can be categorized into four categories: reference material, curricula material, general material and research material. A university library and its users have cultural and educational responsibility. They have various interests besides the fields of specialization. Analysis of the stock of the university library is found in Parry Report, as follows:

Student's text books, currently published series; currently published periodicals; rare books and manuscripts; general desiderata including back sets of periodicals, and audio/visual aids; cards and tapes of computers, maps, microfilms, recorded tapes and cine films. *Wilson* also classified the reading material for university library that have added dissertations, thesis, archives and printed materials to the former.

The most significant part of book selection policy which involves the planned selection of materials takes place before the books are actually ordered. It depends on:

- (i) Who wears the responsibility of supervising the book selection work and implementing the policy regularly and effectively;
- (ii) Who is the final directing and controlling authority for distributing the book budget;
- (iii) What material is required;
- (iv) Who are the participants in the book selection.

University libraries have different pattern of book selection policies from public libraries. In the public libraries, more powers lie with the librarian than the university library. There is a trinity responsible for the book selection in the case of university library;

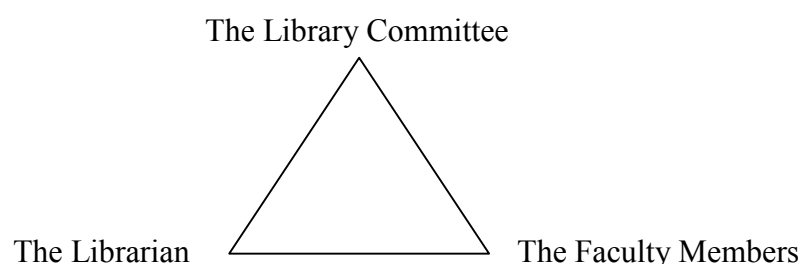


Figure 3. Trinity of Book Selector in University.

Each participates in book selection and cooperation is essential in building up a comprehensive collection to serve the varied needs of the user's community.

❖ **Role of Librarian:**

Book selection is an important part of the duties of the librarian and needs care, intelligence, and judgement. Library staff cooperates with librarian in implementing the book selection policy. The librarian is held responsible to see that the well or coordinated systematic plan of selection is established and maintained. His responsibility can be fixed on many points: scanning the bibliographies and trade lists and mark the suitable books of the subject taught in the university eliminating sub standard titles. It is his duty to make book selection cards and arrange them in classified order. The book selection lists of the subject experts or the faculty members are scrutinized by the librarian and are spread out. The books are purchased within the limits of the faculty book budget. He has the responsibility to see that book selection lists are approved by the appropriate authority and proper sanction is obtained. The proper selection of periodicals is also the task of the librarian. He may be assisted in this work by different experts.

The librarian needs to have thorough knowledge of the aims and objectives and the field of instruction of the university. A well trained librarian, who has the broad knowledge of the methods for evaluating library collections and is in touch with current output, can be proved more effective in book selection. A librarian should be able to select a number of books himself, but he should be able to secure the full cooperation of everyone on the campus, who is competent in assisting him in the selection.

❖ **Faculty Participation:**

No doubt that faculty is more competent to select the best material as it is concerned with the teaching and consulting the reading material. They are presumed to be more familiar with the subject. Hence, close cooperation between the librarian and the members of the faculty in book selection policy is needed. The faculty members or the expert advisor to a subject is responsible for evaluating book selection list placed by the librarian before him, eliminating the material of poor standard, suggesting new standard titles, marking the number of copies required in the library, reviewing the current list of periodicals. A university teacher cannot escape from the responsibility and is closely related with the book selection as he formulates the syllabi and guides

the student according to it. A teacher selects the books for the use of the students and his own. Faculty members alone cannot be supposed to make effective book selection until unless they are provided some help or tools such as subject bibliographies, publishers catalogue and library catalogue.

❖ **Library Committee:**

Both the universities have book selection committees which meet periodically. The lists of books on various subjects are put before this committee for their final approval of the book selection. This committee also plays an important role in book selection. It consists of subject experts who examine the actual demand of the users and the quality of books. Generally the library committee supervises the book budget. They allocate the book budget subject wise, and share part of the responsibility of book selection policy. This part of responsibility rests primarily with the participation of the committee in determining the general policies of acquisition of books, periodicals and other materials. They generally act more as an advisory committee rather than executive.

❖ **Departmental Book Selection Committee:**

In order to achieve the quality control of the books, departmental book committees are appointed which consists of some subject experts of department or faculty. These committees are appointed by the head of the departments. The committees then make a selection to add to the existing collections keeping in view the curricula and funds allocated to them by the library.

## **2.9 Types of collection of MZU and NEHU**

The collections of the Mizoram University Central Library and North Eastern Hill University Central Library can be broadly classified into two viz. traditional and electronic.

- Traditional – under traditional type of collections, it includes printed media like books, series, conference publishing, maps, government official documents, pamphlets, dissertations, theses, periodicals in printed forms, etc.
- Electronic – it includes e-journals, e-books, CDs/DVDs, microfilms/microfiches, etc.

The former type of collections is made under regular processes like book selection; however due to budgetary problems, the collections of the latter is usually made under consortium where several libraries joint together to purchase their required e-

resources. Subscription fees of e-resources are usually high in nature therefore; many libraries came up with this idea of consortia.

## **2.10 Acquisition Policy**

Acquisition and collection development complement each other. It is a paradox to note that the initial problem relating to acquisition of library materials is the lack of clearly stated collection development policies which are recommended for university libraries. Acquisition involves obtaining books and other materials for a library, documentation centre or archive. Collection development, on the other hand, refers to the process of planning a stock acquisition programme to build a relevant collection to meet the objectives of the service.

Acquisition is generally defined as the process of obtaining books and other documents for a library, documentation centre or archive. However, the concept is increasingly becoming a very complex process as a result of the massive proliferation of printed and non-printed material and it would also be valuable to note that acquisition is one of the most important functions of any library system. The Head of the Acquisitions Department at the Ohio State University Libraries noted that "acquisition and the changes of our times are a challenge for us all." Acquisitions departments are now trying to do more with fewer resources and acquisitions librarians are grappling with changing technology by adapting, learning and discussing problems that all face.

There is a re-conceptualization of the term 'collection development'. Some writers consider it as a recent innovation. It refers to the systematic building of library collections. The use of the term may not be important but the basic or fundamental issues involved have been old practices in librarianship issues that have been evolved into the present day application of the concept. It could be seen as a cluster of functions which shape holdings of materials in a library or documentation centre. To a large extent it is true that the most important single task any librarian can perform is to build up the collections in his library. This is because the curriculum and library of a university constitute its lifeblood stream, the library being the blood cells.

In other words, collection development is a stock acquisition programme not simply to cater for immediate needs, but to build a coherent and reliable collection over a number of years to meet the objectives of the service. Linking this with university libraries in developing countries, the general policies of the library are to:

- Acquire suitable materials for teaching, learning and research
- to build up a collection in preparation for the introduction of new courses
- to update the collection with new editions and new titles in specific areas of study
- to acquire materials of archival interest to the institution
- to acquire materials for leisure reading.

The roles of acquisition and collection development therefore are to:

- Provide the materials that can meet the academic needs of the undergraduate studies.
- Allow the materials that support the advanced research work of the lecturers and post-graduate students.
- Extending peripheral and general reading materials that assist the library users to broaden their horizons.
- Facilitating co-operation and share resources with other academic libraries that have similar programmes.
- Attending the specialized information needs of the regions within which the universities are situated.

Minimizing the importance of a policy of the selection and management of books, periodicals, pamphlets, maps, government publications, reports and non-book materials is a difficult work for the University Library. If the library is to fulfill its educational objectives, (teaching, research and self-development) and build a good collection, materials selected and acquired must be properly managed. Such a policy, whether written or unwritten, is necessary, since in the absence of such a document incorporating principles for the selection and retention of materials, consistency in book purchases cannot be maintained for long.

This shows that acquisition complements collection development and vice versa. They should work together to accomplish the goal of improved service to library users. The former would be meaningless if the latter is not given due consideration and the latter could only be well organized if the former is well planned. The acquisition of technical information from developed countries must, however, be purposeful and planned so as to be both relevant to local needs and cost-effective in relation to the limited financial resources available for the book industry in developing countries. This is where the need for collection development becomes paramount. Studies on acquisition and collection development are very useful in their



presentation on the state of the art. Since librarianship is a dynamic discipline, one must keep abreast with changes in the profession, as change is the single most dominant factor in the library profession today.

In past, most librarians used quantity to assess the effectiveness of their collections. However, questions concerning acquisition and collection development issues now revolve around issues like quality, accessibility, manageability, cost and budget, availability and usage. An immediate change most recent studies have identified affecting librarians is funding. Acquisition of materials for the library is generally hampered by inadequate financial resources allocated to the university in general and the library in particular.

## **2.11 Resource Sharing**

The sharing of library resources started with the concept of inter library loan, under which a library can get a document from another library on loan for a certain period. It was followed by the term “Library Cooperation”, but now in its revised and improved form it is called as “Resource Sharing”. Today, it is called “Library Network” or “Library Consortia”, which is one of the cooperative ways of sharing online resources. The inter library loan means sharing of the resources of one library by the other libraries on demand, when they are needed by its user i.e sharing one’s assets with others.

Library Cooperation / Resource Sharing / Networking / Consortia all denote a mode of cooperation among a number of libraries whereby the library collection, function or services are shared by a number of libraries. According to Allen Kent the goals are to provide a positive net effect on the library user in terms of access to more material or services and or on the library budget in terms of providing level service at less cost, increased service at level cost or much more service at less cost than if undertaken individually.

### **2.11.1 Library Cooperation**

Library cooperation is a social phenomenon by which libraries are mutually engaged to increase the service capabilities of a single library and by which the librarians extend their option to serve clients. It includes sharing materials or function or services that constitute a library system. A material includes both documentary and non documentary forms. The function covers the activities concerning the acquisition,

processing, storage, etc. services include techniques, activities and procedures employed to establish contact between the document and its consumer i.e. lending, reference, documentation, translation, etc. Library cooperation also can be looked upon as a broader term than resource sharing or networking or consortia.

### **2.11.2 Types of Library Cooperation**

Based on the geographical area covered, library cooperation may be of

- ☞ International Level: E.g. Universal Availability of Publication (UAP) programme introduced by IFLA, Universal Bibliographic Control (UBC)];
- ☞ National Level: E.g. National Social Science Documentation Center (NASSDOC);
- ☞ Regional Level and
- ☞ Local Level.

Based on the functional area covered Library Cooperation may be

- ☞ Sharing of documentary resources (cooperative acquisition, cooperative processing, cooperative storage for the documents which are less used, cooperative delivery system ie inter library lending, development of network, developing consortia).
- ☞ Sharing of manpower resources (arrangement for the cooperative staff training and such).
- ☞ Sharing of other library facilities or equipment (for eg. sharing of the computer and reprographic equipment that cannot be afforded by small libraries due to their high cost), and sharing of finance.

Based on subject basis it may be general or subject based.

### **2.11.3 Kinds of Library Cooperation**

Following are some of the kinds of library cooperation.

- ❖ Co-operative Acquisition: The process of acquisition involves selecting, placing orders to vendors, passing of bills, payments, etc. All these activities can be minimized by cooperative acquisition. This will also result in saving the cost, earning of a larger discount, saving time and clerical labor. The INSDOC, New Delhi, initiated Centralized Acquisition of Periodicals (CAP) through which it is acquiring foreign periodicals for about 30 CSIR laboratories.

❖ Cooperative Processing: If each library, within the network of resources sharing, processes a book through the computer then the job of cataloguing can be shared by all the libraries within the network in the form of-

- Printed Catalogue Card Service: In this process some libraries, usually of national status, undertake the responsibility of producing printed catalogue cards which are available on a payment basis for other libraries. The Library of Congress and BNB are producing printed catalogue card service.
- Prenatal Cataloguing / Cataloguing In Publication (CIP): The term prenatal cataloguing was used by Dr. S. R. Ranganathan. Prenatal technical work involves completion of technical work by the national central library of a country on each book before its release by the publisher.
- The Cataloguing in Publication (CIP) programme was initiated by Library of Congress (LOC), USA in 1971 with 27 participating publishers. The process of classification and cataloguing of a publication is done before the book is released. The cataloguing data provided by the LOC is printed on the reverse of the title page which helps the individual libraries in copying down the data on their catalogue card.
- Centralized Classification and Cataloguing: Centralized classification and cataloguing service of Online Computer Library Centre (OCLC), and Machine Readable Catalogue (MARC) project of the Library of Congress are remarkable in this direction. Online cataloguing, retrospective conversion using databases also lead to economy with quality.

❖ Cooperative Storage: Every library has limited space for storage of books. So the old and less used books are weeded out regularly to provide space for new acquisition. Moreover, the maintenance of the unused or little used books not only consumes valuable space of the library but also involves money and labour. So, by resources sharing a centralized cooperative storage of less used books can be achieved.

The material which is not in active use may be stored on a cooperative basis at a central dormitory. With the initiative of NASSDOC (ICSSR), New Delhi and Jawarharlal Nehru University, Delhi an Inter Library Resource Centre (ILRC) was

established in New Delhi in 1975. Some 38 libraries of Delhi deposited their less used serial and government documents at the centre.

## **2.12 Conclusion**

Both the universities under study do not have written policy statement on the above discussion viz. Collection development, Acquisition, and Selection of documents to develop and manage their collections. However, they are following the above general policies to select, develop and acquire library materials like most Indian university libraries do.

Limitations of financial resources also compels both the central libraries under study to go for 'Library Cooperation' also known as 'Library consortium' through which they collectively purchased electronic forms of information from various vendors or agencies. Both the universities are members of UGC-Infonet Digital Library consortium and hence, have access to different types of subjects on electronic form under this consortium scheme.

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## **Chapter – 3**

# **COLLECTION MANAGEMENT: ISSUES AND CONCERN**

### **3.1 Introduction**

The nature of collection management is concerned with acquisition of materials for collection development as well as with all library activities designed to make the materials available to the users. There are various categories of users in a university library with different needs and requirements at different times. The librarian and his staff are responsible for the collection management and they must be aware of these needs so that the policy and principles and their implementation can be designed and modified accordingly. Collection management functions keep no barrier between technical services and user services. As J.A. Cogswell observes “ For some time, collection management has been gravitating away from the technical services spheres, where it historically grew out of the library’s role as a processor of faculty book requests, into the public services sphere, in a conscious effort to be more responsive to changing user needs.” The concept of collection management signifies the theoretical aspects of collection building as well as the managerial aspects of the use of collection, storage, organisation, circulation, information service, resource allocation, access to information and documents, and other related matters. It has been stated that the review of collections for preservation, storage and deselection is a critical component of a library’s collection management programme. The area of collection management activities is wider than the activities related to collection development.

### **3.2 Document Selection Procedure**

Selection of library materials is of prime importance in any library. The librarian with the concerned library staff and with the help of various user groups should perform the job of selection of library materials. Otherwise, the very purpose of the library would be defeated. The librarian needs to be aware of the user needs and requirements and the users should be requested to advise the librarian about their needs. In this way, a two way communication for the interest of a library is established. At the same time, the librarian should develop the library collection according to the objectives and goals of the library. The selection of library materials requires well-thought planning, knowledge of recently published materials, awareness of forthcoming publications, and availability of rare materials, efficient organizational set up, good rapport with the publishers and vendors, communications with the vendors dealing with foreign publications and obviously, allocation of fund in a financial year.

There are a large number of books on any subject or discipline having varied nature and characteristics. The standard and content of books also differ. Some books are elementary, some books are rich in content and some are scholarly. All these books are not useful in all libraries and for all the users. The important factors of book selection are - the kind of the library, size of the library, specialization areas of library, intellectual level of the users, the merit of the individual books, the nature and characteristics of the book already in the collection and the needs and requirements of the users in a particular library.

No matter what type of library one works in, there are several steps to follow in developing a collection. First of all, the selectors must identify collection needs in terms of subjects and specific types of material. (This is especially important in the absence of a written collection development policy). The next steps involve determining how much money is available for collection development and allocating a specific amount for each category or subject; developing a plan for identifying potentially useful materials to acquire and finally, conducting the search for the desired materials. In most situations, the identification of potential acquisitions draws heavily from published lists like catalogs, flyers, announcements, and bibliographies. After securing the lists, the librarian with subject experts on various fields assesses the worth of various titles on the same topic.

There must be certain guiding principles and theories for document/book selection for overall development of the library and it should be followed in the library to make the selection result-oriented. The Central Library of North Eastern Hill University and Mizoram University under study does not have a written policy for selecting a document. They however have kept in mind the various principles of book selection while making a selection and make changes according to the need of their situation to suite them best. Some of the well known documents/books selection principles they are following are as follows:

### **Drurys' Principle**

Francis Drury enunciated the theory of book selection in 1930 in his book 'Book Selection'. The purpose of book selection is, in his opinion, "to provide the right book to the right reader at the right time". In his principles, emphasis has been given on right reader who needs the book for a very special purpose, right book which is extremely useful and essential for the reader and right time indicating the particular



point of time when the book is most needed. The librarian should know the users of the library and their requirements. He should acquire the materials before the need arises and select the same for the present needs as well as for anticipated needs. The materials should be well-organised so that these can be available immediately whenever a user needs them.

The principles of book selection may be stated in the following way as indicated by Drury:

1. Establish suitable standards for judging all books.
2. Apply criteria intelligently, evaluating the book's content for inherent worth.
3. Strive to get the best title on any subject, but add mediocre titles that will be read rather than superior titles that will be unread.
4. Duplicate the best rather than acquire many.
5. Stock the classics and standards.
6. Select for positive use.
7. Develop the local history collection.
8. Be broadminded and unprejudiced in selection
9. Do select fiction.
10. Buy editions in bindings suitable for circulation and borrowing.
11. Know publishers, costs and values.
12. Know authors and their works.

### **Deweys' Principle**

The principles of Melvil Dewey stated in 1876 are that the books selected for a library should be "the best reading for the largest number at the least cost". The principles of book selection by Dewey signify three factors:

1. The books selected must be best reading in the sense that the books should be best in merit, best in the exposition in ideas and expression, best in collection of information, best in academic and cultural standards and best in use and service to the users' purpose.
2. The second factor is largest number. It indicates that the books selected should be used by maximum number of users. Books should be used more frequently by the users and should not be kept just to enlarge the library. The library should not be holding-oriented but access-oriented.

3. The third factor is the least cost. Every library has limited financial resources. So, the available fund for purchase of materials should be spent judiciously. The limited financial resource should be utilized for the largest number of users and should be well-distributed. It suggests that the acquisition should be economical by adhering to the selection principles but not at the cost of the interest of largest number of users.

### **McColvins' Principle**

Lionel McColvin gave his theory of book selection in 1925 in his work "The Theory of Book Selection in Public Libraries". His principles are based on demand and supply theory of book selection. In his opinion "Books in themselves are nothing. They have no more meaning than the white paper upon which they are printed, until they are made serviceable by demand. The more closely book selection is related to demand, the greater is the resultant and possible service". Demand indicates the expressed and anticipated needs of the users who would use the documents.

His theory emphasises that the documents should be selected which are only demanded by the users for their specific needs and requirements. The demand of the users should be evaluated by the librarian on the basis of value, volume and variety. The library collection should be need-based, but it should be a balanced collection also. The documents of value should not be left out even if demand does not make for them. These documents may be on demand by specific users or may be on demand in future. So, unexpressed demand should also be honoured. The term supply also means the availability of materials in the library, obviously on demand by the users. McColvin's principles give emphasis on the role of the users in book selection. The users' suggestions and needs should be taken into account at the time of selection of library materials.

### **Ranganathan Principles**

The principles of book selection were enunciated by Dr. S.R. Ranganathan in 1952 and were described in the interpretation of five laws of library science. In his book, he has given principles of book selection and guidelines for collection development.

1. The first law-Books are for use-means that only those documents should be selected which are extensively useful to the users of a particular library. While selecting the documents, the existing and anticipated needs of the users must be kept in mind. The success of books is in their use.

2. The second law-Every reader his/her book- implies that the users' needs are the prime considerations in book selection and this point has to be emphasized. The selection of the documents should be made according to the needs and requirements of every individual user, present or potential.
3. The third law-Every book its reader-directs that every reader in the library must get books when he needs them for a particular purpose at a particular point of time. The library collection should be developed with well-planned and properly designed collection development programmes with periodical evaluation of collections.
4. The fourth law-Save the time of the user-has two aspects. The first aspect implies that books should be selected and acquired beforehand with careful consideration of the anticipated demand of the users and these should be sent to the stack rooms as early as possible, so that the users can get books whenever they require. The second aspect is that the book shelves should not be crowded with books which are seldom used and not in much demand. It also implies regular weeding out of books not in demand and not much relevant for use.
5. The fifth law-Library is a growing organism-indicates the two parts of the library collection, the storage part and the service part. The former relates to adult growth and the latter to child growth. More books should be added to service part and less should be added to storage part.

### **Selection Principles for Non-Book Materials**

Periodicals are very important documents in the library next to the books. Latest development in various subject areas and the current trends of research are available in the periodicals. Articles and papers published in the periodicals embody in-depth study in specific subjects. The quantum of knowledge published in the periodicals may not be available in book form. For all these reasons, periodicals are very important documents for advanced study and research. In selection of periodicals, they are to be divided in two groups, core journals and general journals in a particular subject area or related subject areas. Core journals are to be identified and selected first and then general types of journals are to be selected. The journals published by the academic bodies, research institutions, learned societies, professional organisations, universities and recognized high quality journals should be selected. Most cited periodicals may be considered for selection on concerned subject areas.

Audiovisual materials and electronic resources should be selected with great care, caution and consideration. The reputation and goodwill of the manufacturing firms, physical base of the audio and video cassettes or discs, quality, editing and exposition of the materials and information, durability and usefulness should be considered while making a selections.

### **3.3 Conservation and Preservation**

The library houses the document by considering the long-term preservation of the items while still allowing the end user to access the material easily. But all library collections experience damage from use and decay from aging or another factors like chemical, weather conditions and so on. So there is a need of preservation and conservation of library materials.

Books and other materials suffer damage or deterioration because of several groups of factors, some inherent in the materials and others beyond the control of the library. Library holdings may begin to deteriorate because of the organic materials from which they are made. Each type of material - paper, glue, plastic, etc. - that goes into the manufacture of a book, recording or optical media has its own combination of physical and chemical properties, and a life span. The other factors include all of the conditions surrounding the processing, storage and use of the materials.

Preservation is the task of minimizing or reducing the physical and chemical deterioration of documents. Conservation is the maintenance of documents in a usable condition through treatment and repairs of individual items to slow the process of decay or to restore them to a usable state. Conservation includes study, diagnosis, preventive care, examination, treatment, documentation using any methods that may prove effective in keeping that property in as close to its original condition as possible and for as long as possible. The conservation actions are carried out for a variety of reasons including aesthetic choices, stabilization, needs for structural integrity or for cultural requirements for intangible continuity.

#### **3.3.1 Need of Preservation and Conservation**

When an important, often used book is found in a poor physical condition that restricts its future use and denies the borrower the pleasure of its reading, then the need arises for its preservation and conservation. The need of preservation and conservation are:

- **Compendium of Information:**  
Books, journals, newspapers are the sources of information. They reflect social, economic, political and cultural life. They also depict the latest trend on all subjects or topics and, as such, they are a valuable asset of our society.
- **Raw Materials of History:**  
The old reading material constitutes the raw materials of our history and provides background information about an event in history. Nostalgia for such works is another point of consideration.
- **Wide Range of Users:**  
Everyone from a child to an old man, from layman to researchers, turns to information even after hundred years of the publication of the material.
- **Future and Heavy Use:**  
Hard copies of the old as well as new materials are prone to decay. So, to provide continuous and wider access to the collection preservation is a must.
- **Rare Materials:**  
Manuscripts and other materials are of immense value from the cultural and historical point of view and therefore they need to be preserved. Priority should be given to high-value, at-risk materials of national interest. The purpose shall be to serve preventive preservation, as well as security, goals by reducing the handling of the originals.

### 3.3.2 Strategies in Preservation and Conservation

The strategies in preservation and conservation of library material can be viewed in the form of following points-

- **Document Selection:**  
If preservation and conservation practices will be followed then the goal should be to bring as many worthy collections as possible for the document at risk to improve access.
- **Options:**  
Choosing the options that will be followed to meet the requirements of the custodial function of the library as well as its current use.
- **Budget:**  
Preparing a budget for the preservation and conservation of the reading materials, including cost in procuring equipments, and others.

- **Procuring Necessary Infrastructure:**

According to the option chosen for preservation necessary infrastructure should be developed. In case of digital preservation necessary hardware and software should be procured. If possible the archive or library can go for automated management systems that will manage digital resources for acquisition, use, and archiving automatically.

- **The Conservation Laboratory:**

Conservators routinely use chemical and scientific analysis for the examination and treatment of the works. The modern conservation lab uses equipment such as microscopes, spectrometers, and x-ray machines to understand better the objects and their components. The data thus collected help in deciding the conservation treatments to be provided to the object.

### **3.3.3 Types of Preservation and Conservation Techniques:**

The preservation and conservation techniques can be of the following types:-

- **Preventive Conservation:**

The material used for recording human intellect and knowledge are sensitive to environmental conditions such as temperature, humidity and exposure to light and ultraviolet light. Taking sufficient measures to protect materials in a controlled environment where such variables are maintained within a range of damage-limiting levels is called preventive conservation.

- **Interventive Conservation:**

Interventive Conservation refers to any act by a conservator that involves a direct interaction between the conservator and the cultural material. These interventive treatments could involve cleaning, stabilizing, repair, or even replacement of parts of the original object or consolidation such as securing flaking paint.

### **3.3.4 Ethics in Conservation:**

The conservator applies some simple ethical guidelines, such as:

- **Minimal Intervention:**

It is essential that the conservator should fully justify the intervention for conservation if necessary before the work is undertaken and if necessary after the work is over.

- **Reversible Methods:**

Using appropriate materials and methods that aim to be reversible to reduce the possible problems with future treatment, investigation, and use is one of the guiding principles of conservation. It means that all interventions with the object should be fully reversible, and the object should be in a position to be returned to the state in which it was, prior to the conservator's intervention. This principle nowadays has been widely criticized within the conservation profession itself.

- **Complete Documentation:**

Complete documentation of the work carried out before, during, and after the treatment is necessary. It is a must for all kinds of documents as it will provide what was done with the document in the past and accordingly, it helps in taking the right decision in future treatment process.

### **3.4 Use of Library Software**

The World is going digital due to rapid development in information technology. Libraries are no exceptions. In fact, librarians are one of the most enthusiastic user groups of information technology in general and computer software in particular. Software may be viewed as a digital version of human knowledge. Library Management Software (LMS) are now established as an essential tool in the support of effective customer service, stock management and management of services offered by libraries. These are based on knowledge and experience of library professionals over the centuries.

The rapid growth in utility of hardware, software & connectivity and reduced costs gives the development of LMS a vital breakthrough to achieve a remarkable height. Current LMSs are integrated systems, based on relational database architecture. In such systems files are interlinked so that deletion, additions and other changes in one file automatically activate appropriate changes in related files. Almost all special libraries and larger academic libraries in India have adopted a computer-based system. The automation of library activities started in India with the introduction of CDS/ISIS. CDS/ISIS is a menu-driven generalized information storage and retrieval system designed specifically for the structured non-numerical databases. NISSAT with the help of other professional bodies organized a number of training courses on application of CDS/ISIS in information activities. As a result, a large pool of trained manpower developed all over the country. Some organizations from the experience of

use of CDS/ISIS, MINISIS etc. developed their own LMSs e.g. DESIDOC developed DLMS (Defence Library Management System), INSDOC came with CATMAN (Catalogue Management) and SANJAY was developed by DESIDOC under NISSAT project by augmenting CDS/ISIS (Ver. 2.3) for library management activities.

Library Management Software's can be largely divided into two types; the first one, available for purchase known as 'Commercial LMSs' and the second one, being free of cost known as 'Open Source Software'. The former LMSs has to be purchase from the vendor and the costs varied from Rs. 50,000 to Rs. 3,50,000 respectively. The buyer does not have the freedom to change the features of the software according to their needs and the producer provides maintenance and training during the licensing period. However, many institutions are not able to afford the cost of using commercial products. Therefore, an alternative solution in such situations would be Open Source Software which forms the latter LMSs.

### 3.4.1 Commercial Library Management Software

The following table shows some well known commercial Library Management Software available in India.

**Table 5:** List of Commercial Library Management Software

Origin	Application Domain		
	Large System	Medium Range System	Small System
LMSs of foreign origin	Alice for WINDOWS (OASIS) BASISplus & TECHLIBplus TLMS	NA	NA
LMSs developed over LMS of foreign origin	DELSIS (Over BASISplus)	SANJAY (Over CDS/ISIS)	TRISHNA (Over CDS/ISIS)
LMSs of Indian origin	LIBSYS MAITRAYEE MECSYS	DLMS GRANTHALAYA Krvger Library	ARCHIVES CATMAN GOLDEN LIBRA



	SOUL	Manager;	LIBMAN
	SUCHIKA	LIBRA	LIBRARY
	TULIPS	LIBRARIAN	MANAGEMENT;
	ULYSIS	LISTPLUS	LIBRARY
	WILISYS	NILIS	MANAGER;
		NIRMALS	

As it is not possible to discuss every LMS listed in the table, only ten LMSs are selected for discussion on the basis of their popularity and features.

### **ALICE for Windows/OASIS**

This LMS developed by Softlink International, Australia is an international software package and is marketed worldwide through a number of agencies based in America, Australia, Britain, Iceland, India, Malaysia, New Zealand and Singapore. This software is marketed under the name of Embla in Iceland, Alice elsewhere in Europe, OASIS in South East Asia & Australia and Annie in America and other parts of the world. Recently Softlink International decided to call the software Alice for Windows all over the world to maintain consistency in nomenclature.

The main features of Alice are as follows:

- It has four distinct versions – Public library ver., Special library ver., Academic library ver. and School library ver.
- The package is modular and modules are grouped into one of the three sets –  
Standard Set: Includes Management; Reports & Utilities; Circulation; OPAC  
Advanced Set: In addition to standard set it includes Acquisition; Periodicals; Journal Indexing; Multimedia; Web Inquiry  
Special Set: In addition to Standard & Advanced set it includes Reservation; Interlibrary loan; Patron self checking; Rapid retrospective conversion; Multilingual features; Self circulation; Union catalogue
- The LMS is backed by a number of support services which include onsite training programs, continued R & D, feedback system through user groups, free newsletters etc.
- Besides traditional library materials, it can be used to manage slides, audio & videocassettes, paper clippings, maps, charts, electronic documents and www sites. Location of documents in library could also be seen with the help of the

library map. It is possible to maintain consistency in recording of items through the use of authority files. Alice has a capacity of holding 99 lakhs records.

- It supports a total of eleven search criteria to search the database from any machine (UNIX/MAC/Apple etc.) through Internet or Intranet. It helps to generate customized reports in addition to 800 preformatted reports available with standard set.
- It supports barcode technology and has in built communication function. As special features, the LMS provides data protection functions, rapid retro conversion facility and online tutorial & help system.

### **BASISplus & TECHLIBplus**

BASISplus & TECHLIBplus are products of Information Dimensions Inc. (IDI), USA and NIC, New Delhi is the value-added reseller of the packages in India. BASISplus is a client-server relational database system for text and mixed object documents that adheres to fundamental principles of open systems including interoperability, portability and scalability. The database engine provides user authentication, document access control, concurrency control, deadlock protection and recovery. The features of the LMS are as below:

- Relational DBMS
- Client-server Architecture
- Active data dictionary
- Enhanced security feature
- Complete backup & restore capabilities
- Power search facility
- Full text retrieval
- Mixed object management
- Thesaurus and controlled vocabulary
- Screen customization
- Document converters
- Immediate & Deferred updating (online & batch)
- Content based retrieval
- Component-level retrieval & image management
- Networking (LAN & WAN)

- Open Application Programming Interface (API) for heterogeneous client access to BASISplus database server.
- GUI based easy user interface for retrieval, display and data entry
- Intelligent search assistance and thesaurus manager
- Converter technology which allows user to import and export over 30 different word processors files formats.

TECHLIBplus is a comprehensive library automation package developed over BASISplus and customized to perform all the operation and activities of a fully electronic library. TECHLIBplus supports OPAC, Catalogue maintenance, Circulation, Serial management, Acquisition, Processing and MARC cataloguing. The LMS provides direct access to information in Current Contents.

### **DELSIS**

DELSIS, developed by DELNET, is basically a library networking software and is suitable for library networks, universities with branch libraries (big campuses) and public libraries in the country. DELSIS is based on BASISplus and handles not only the OPAC but also has the administrative tools for building up the union catalogues on BASISplus. It provides powerful and extensive facilities for online inquiries for books, serials, biographical details about the specialists and supports the cataloguing of books in Indian languages. The important features of DELSIS are as follows:

- DELSIS is a user friendly, menu driven package. It contains the modules for OPAC as well as modules for the creation of databases
- It supports Boolean, phrase and word searching facilities. It generates a dictionary of subject heading while retrieving a subject.
- It displays a record in AACR II format and printout options are also available
- It provides multi-lingual features like creation of the bibliographic records in any Indian languages and transliteration in any Indian language including roman scripts. Printout may be taken in any Indian language and queries may also be formulated in Indian languages.
- It supports import and export of records in ISO format

### **GRANTHALAYA**

This CUI based (DOS & UNIX) modular LMS is developed on FoxPro by INSDOC for medium range libraries. It includes all the modules required for day-to-day library operations. The package is made of seven modules – Library administration; Query;

Circulation; Acquisition; Serials control; Technical processing and Data administration.

The salient features of the Granthalaya are:

- Based on object oriented design
- Supports CCF and ISO 2709 for import & export
- Generates a dictionary for various data elements for easy searching
- Supports Boolean operators and range searching
- Provides online help through screen messages

### **LIBSYS**

LIBSYS is a fully integrated multi-user library system based on client-server model and supports open system architecture, web-based access and GUI. This indigenous LMS is designed and developed by LibSys Corporation, New Delhi. LIBSYS has seven basic modules – Acquisition; Cataloguing; Circulation; Serials; OPAC; Web-OPAC and Article indexing. The major advantages of using LIBSYS are as follows:

- Based on client-server model and TCP/IP for communication and networking
- Provides ANSI Z39.50 compliant web access for making the server accessible through Internet/Intranet
- Supports web OPAC for access of bibliographic databases through Internet/Intranet
- Supports standard bibliographic formats like USMARC, UKMARC, CCF, UNIMARC etc.
- Includes images and multimedia interfaces with LIBSYS search engine
- Supports barcode technology for membership card production and circulation
- Offers SDI, CAS, fine calculation, e mail reminders etc. utilities

### **SANJAY**

This LMS is based on CDS/ISIS (Ver. 2.3). It has been developed by DESIDOC under a NISSAT project to meet the requirements of library management activities. It includes a set of 35 Pascal programs and 25 special menus.

The features of SANJAY are –

- More user friendly than CDS/ISIS for library housekeeping operations
- Effective interlinking of databases (it is a great achievement because CDS/ISIS does not support relational databases)

- Interlinks book databases, member databases, vendor databases and budget databases
- Maintenance module restricts the access right to a limited set of users and thereby provides security measures
- User module helps library staff to carryout daily routine in circulation, acquisition and online catalogue

## **SOUL**

SOUL (Software for University Libraries) started with the development of Integrated Library Management Software (ILMS) by INFLIBNET in collaboration with DESIDOC. Two versions of ILMS (DOS & UNIX) were developed for university libraries in India. But with the introduction of GUI based system and other revolutionary changes in the field of computer software, INFLIBNET decided to develop a state-of-the art, user friendly, Window based system which will contain all the features/facilities available with other LMSs in the market. As a result INFLIBNET came out with a LMS called 'SOUL'. The package was first demonstrated in February 1999 during CALIBER-99 at Nagpur.

SOUL uses RDBMS on Windows NT operating system as backend to store & retrieve data. It has six modules – Acquisition; Cataloguing; Circulation; Serial Control; OPAC and Administration. The modules have further been divided into sub-modules to take care of various functions normally handled by the university libraries.

The features of SOUL are –

- Window based user friendly system with extensive help messages
- Client-server architecture based system allowing scalability to users
- Uses RDBMS to organize & query data
- Multi-user software with no limitation for simultaneous access
- Supports bibliographic standards like CCF & AACR II and ISO 2709 for export & import facility
- User friendly OPAC with web access facility
- Provides facility to create, view & print records in regional languages
- Supports LAN & WAN environment
- Affordable cost

## **SUCHIKA**

This LMS is developed by DESIDOC for libraries/technical information centres of DRDO laboratories (around 42 Labs.). Presently two versions (DOS & UNIX) are available for small and big libraries respectively. The package supports CCF, AACR II, ISO 2709 and allows data conversion from CDS/ISIS. SUCHIKA has four modules – Acquisition; Circulation; OPAC & Serial control and also has inbuilt facility for data validation and data duplication checking. SUCHIKA has powerful retrieval facilities with the help of free text searching, Boolean searching and various indexes created automatically on searchable fields.

## **TLMS**

TLMS (Total Library Management Solution) is developed in Germany by TRANCE group and marketed and distributed in India by OPAC Infosys Pvt. Ltd., Pune. It is SQL based client-server system with fully integrated library management systems. It supports CCF, USMARC and Indian UNIMARC (as recommended by Central Secretariat Library, New Delhi) and Z39.50. The package also provides various additional facilities like member card generation, email reports, virtual library, audio, video and scam management within the database and use of digital camera. The features of TLMS include following supports –

- Printing of accession register; AACR II card generation; Article scan management; Authority files creation; Auto cataloguing from web sites; Auto export & import; Auto keyword generation; Automatic barcode generation; Letterhead creation; Dropdown matching etc.
- Barcode based issue & return and serial control; Auto status generation for progress of processing of documents; Bulletin board facility; Kardex generation for serial control; Complete Intranet support; Automatic claim generation for overdue & missing journal issues
- RTF, Dial-up networking, E mail and Printing of gatepass; GIST card facility; ID card generation; Arrival list generation; Multi-lingual support, Web access of OPAC; Power search facility; Fine calculation and receipt generation; Reservation of books; Retrospective data conversion; SDI service; Search refining; Security enhancement; Statistics & graphs; Stock verification
- UNIMARC input sheet generation; UNIMARC cataloguing; Virtual library creation; Z39.50 client & server; UNICODE support etc.

## TRISHNA

TRISHNA is developed by NISTADS, New Delhi by using CDS/ISIS (ver 2.3) under a NISSAT project. It supports data creation, storage and retrieval in Indian language scripts namely Assamese, Bengali, Gujrati, Devnagari, Kanada, Malayalam, Oriya, Punjabi, Tamil and Telegu. NISSAT provides this package at no cost with nominal charges for training and free technical support. The computer system must have a GIST card for the effective running of TRISHNA.

### 3.4.2 Open source Software

Open source software is software that users have the ability to run, distribute, study and modify for any purpose. Open source is a collaborative software- development method that harnesses the power of peer review and transparency of process to develop code that is freely accessible. Open source draws on an ecosystem of thousands of developers and customers all over the world to drive innovation. Most open source projects have a release manager or a manager of some sort who reviews the code and approves it before adding it to the final release. The lists of Open Source Software for various library operations are discussed below.

**Table 6:** Lists of Open Source Software

Description	URL/ Location of Open Source Software
Koha	<a href="http://www.koha.org/">http://www.koha.org/</a> originated in New Zealand
Evergreen	<a href="http://www.open-ils.org/">http://www.open-ils.org/</a> originated in USA
OpenBiblio	<a href="http://obiblio.sourceforge.net/">http://obiblio.sourceforge.net/</a> originated in Spain
OPALS	OPen-source Automation Library System <a href="http://www.mediaflex.net/">http://www.mediaflex.net/</a> originated in USA
PMB	PhpMyBibli <a href="http://www.pmbservices.fr/nouveau_site/documentation.html">http://www.pmbservices.fr/nouveau_site/documentation.html</a> originated in French
Emilda	<a href="http://www.emilda.org/">http://www.emilda.org/</a> originated in Finland
Invenio	<a href="http://invenio-software.org/">http://invenio-software.org/</a> originated in Europe
NewGenLib	<a href="http://www.verussolutions.biz/">http://www.verussolutions.biz/</a> originated in India
LearningAccess ILS (LA ILS)	<a href="http://www.learningaccess.org/ils-system/">http://www.learningaccess.org/ils-system/</a> originated in USA
Dspace	<a href="http://www.dspace.org/">http://www.dspace.org/</a> originated in USA
Greenstone	<a href="http://www.greenstone.org/">http://www.greenstone.org/</a> originated in New Zealand

iVia	<a href="http://ivia.ucr.edu/">http://ivia.ucr.edu/</a> originated in USA
Eprints	<a href="http://www.eprints.org/">http://www.eprints.org/</a> originated in UK
BiblioteQ	<a href="http://biblioteq.sourceforge.net/">http://biblioteq.sourceforge.net/</a>
MicroLCS	<a href="http://www.avantibrarysystems.com/microlcs.html">http://www.avantibrarysystems.com/microlcs.html</a> originated in USA

As it is not possible to discuss in detail every OSS listed in the table, only six (6) OSSs are selected for discussion on the basis of their popularity and features.

### **KOHA**

LibLime Koha is the first open source integrated library system (ILS) developed in 1999. It is a full featured open source ILS and developed in the New Zealand by the Katapo Communications. LibLime's IT experts manage all upgrades, backups and general system maintenance, and the Library's local IT staff can focus on the Library's many other projects.

LibLime Koha offers Libraries:

- Simple clear interface for the users.
- Extensive support for holds, including an option to 'suspend' and 'reactivate' a hold, an option to place holds from a patron's OPAC account, an option to allow staff to re-organize the holds queue, and an option to place holds at either the title or item level.
- Enhanced matching policy rules for the 001 and 035 tags, allowing libraries to update older records with a newer version.
- Libraries to 'undo' entire import batches from the catalog in a single click, rather than having to delete on a one-by-one basis.
- SIP2 configuration for a wide variety of vendors and their products, including ITG, 3M, EnvisionWare, Talking Tech, Overdrive, TechLogic, and Libratica. LibLime Koha also works with EzProxy as a dual authentication source for remote database access.
- OPAC, staff, administrative features and self-checkout interfaces are all based on standards-compliant World Wide Web technologies--XHTML, CSS and Javascript--making LibLime Koha a completely Web-based solution.

### **EVERGREEN**

Evergreen was developed by the Georgia Public Library Service (GPLS) to support 252 public libraries in the Public Information Network for Electronic Services



(PINES) consortium. Development began in June 2004 and in 2007, the original Evergreen development team formed a commercial company around the software-Equinox Software, which provides custom support, development, migration, training, and consultation for Evergreen. The Evergreen ILS is deployed worldwide in hundreds of libraries, and is used to power a number of statewide consortia catalogs.

Evergreen's features include:

- Circulation: for staff to check items in and out to patrons
- Cataloging: to add items to the library's collection and input information, classifying and indexing those items.
- Online public access catalog (OPAC): a public catalog, or discovery interface, for patrons to find and request books, view their account information, and save book information in Evergreen "bookbags." The OPAC received a makeover in early 2009 with the new, optional skin, Craftsman.
- Acquisitions: for staff to keep track of those materials purchased; invoices, purchase orders, selection lists, etc.
- Statistical Reporting: flexible, powerful reporting for retrieval of any statistical information stored in the database.
- SIP 2.0 support: for interaction with computer management software, self-check machines, and other applications.
- Search/Retrieve via URL and Z39.50 servers
- Evergreen also features the Open Scalable Request Framework (OpenSRF), a stateful, decentralized service architecture that allows developers to create applications for Evergreen with a minimum of knowledge of its structure.

### **GREENSTONE DIGITAL LIBRARY (GSDL)**

Greenstone is produced by the New Zealand Digital Library Project at the University of Waikato, and developed and distributed in cooperation with UNESCO and the Human Info NGO. It is a suite of software for building and distributing digital library collections. It provides a new way of organizing information and publishing it on the Internet or on CD-ROM. It runs on Apache, Perl and GDBM and it can be associated with UNIX, Windows, Linux, MacOS X. Some of the important features are:

- Support for image, video, and text collection
- Support for multilingual collection building
- Z39.50 client available on Linux systems.

## **DSpace**

DSpace is a specialized type of digital asset management or content management system; it manages and distributes digital items, made up of digital files and allows for the creation, indexing and searching of associated metadata to locate and retrieve the items. It is designed to support the long-term reservation of the digital material stored in the repository. It was developed out of collaboration between MIT Libraries and Hewlett-Packard Company. The important features of DSpace are:

- It is organized to accommodate the multidisciplinary needs of a large institution.
- It supports for a variety of digital formats and content types including text, images, audio and video.
- It allows contributors to limit access to items at the collection and individual item level.
- It provides long-term physical storage and management of digital items in secure, professionally managed repository.
- The DSpace submission process allows for the description of each item using a qualified version of the Dublin Core metadata schema.

## **NewGenLib**

This integrated library management software is the result of collaboration between specialists in library automation and software engineering of a professional charitable trust, Kesavan Institute of Information and Knowledge Management (KIIKM) and Verus Solutions Pvt. Limited (VSPL), both in Hyderabad, India. NewGenLib is compliant with OAI-PMH and thus it is possible for NewGenLib libraries to create OA repositories of their institutions.

Some advanced functional features of NewGenLib are:

- Android mobile and tablet capable
- Integration with Twitter helping send messages of transactions directly to users' Twitter accounts.
- Flexibility of defining own search field in OPAC.
- Enhanced contents and interactive OPAC like Availability of Book jackets, Google preview, Comments/ Book review, Tagging, Favorite reading list, etc
- RSS Feeds in OPAC
- Faceted Browsing (Refining search results)
- RFID supports

- Provision for frequently used predefined templates along with freedom of defining own customized data entry templates in Cataloguing
- Configurable SMS system - a proof of transaction.
- Integration with Gmail or paid mailbox account. This enables automatic sending of email to patrons during issue /return.
- Enhanced Report Module for generating in .csv format with a provision for wide customization.
- Catalogue can be harvested through Google site map, and thus the visibility of the library can be further improved.

### **E-Prints**

E-Prints open source software is a flexible platform for building high quality, high value repositories. It is recognized as the easiest and fastest way to set up repositories of research outputs of literature, scientific data, these and reports or multimedia artifacts from collections, exhibitions and performances. E-Prints is developed at the School of Electronics and Computer Science, University of Southampton, UK with the first version of the software publicly released in the late 2000.

### **3.4.3 Library Management Software – NEHUC and MZUC**

North Eastern Hill University Central Library and Mizoram University Central Library have used LibSys Software for their in house operation. However, NEHUC has started using KOHA which is an Open Source Software since 2012 for their in-house library operations. Mizoram University Central Library on the other hand migrated from LibSys to Total Library Management Solutions (TLMS) due to technological problems with the recently installed RFID Technology for security.

### **3.5 Legal Issues**

Library and Information centers have various legal issues to confront while providing their user needs especially in the electronic era. Although they are existed to serve the information needs of their clientele, usually on free of charge basis, they have to safeguard the authors/creators rights on the one hand. The library objectives are to put the library resources in to maximum use rather than creating restrictions on its uses. The copyright holder however demanded the use of their creations under the licensing agreement. In order to help librarians deal with the myriad legal issues that confront them, many institutions and library associations regularly offer workshops and

courses on negotiating license agreements. Legal counsel and contracting officers at libraries and educational institutions also find it prudent to develop an expertise on licensing digital library materials. Unique issues for libraries may include what can – and cannot be done – with regard to archiving, long-term access, copying by users, off-premises access, micro-data pricing, and interlibrary loan. Since a vast amount of information is available both in print and non-print formats, Librarian must not only identify and facilitate access to information resources, but also educate library users about their availability and use patterns. Protection of intellectual property, security of electronic resources, user training, etc. should also be considered as effective management of information within the library and information centers.

### **3.5.1 Licensing**

Providers of electronic information resources (i.e. licensor) are employing licenses as a legal means of controlling the use of their products. In the electronic environment where the traditional print practice of ownership through purchase is being replaced by access through license, libraries need to be aware that licensing agreements may restrict their legal rights and those of their users.

- **Authorized users:**  
Persons who are authorized to use library's facilities and are affiliated with library as students, faculty or employees, or are physically present in the library.
- **Fair Use:**  
Use of the product for non-commercial educational, instructional and research purposes by authorized users including viewing, downloading, copying, printing and emailing.
- **Access:**  
Permanent use of the resource or access rights only for a defined period of time. Access provided through IP address or other mutually acceptable authentication and authorization methods.
- **Use:**  
Searching, displaying, copying, saving data, reformatting data, interlibrary loan, course packs and electronic reserves by authorized users simultaneously as well as remotely.
- **Intellectual property:**

Any trademarks, issued patents and patent applications, copyrights and copyright registrations and applications, rights in ideas, designs, works of authorship, derivative works, and all other intellectual property rights relating to the licensed resource.

- **Network:**

A group of computers linked together to share information. Networks can consist of a number of linked computers in a single physical location, a Local Area Network (LAN) or they may consist of computers located at different physical sites linked together by means of phone lines and modems or other forms of long distance communications.

### **3.5.2 Copyright**

Copyright is a form of intellectual property that gives the author, of an original work exclusive right for a certain time period in relation to that work, including its publication, distribution, and adaptation, after which time the work is said to enter the public domain. Since the entire electronic library is available online, it comes under the Copyright Laws and its contents should not be reproduced or electronically transmitted.

### **3.6 Conclusion**

The Central libraries of both Mizoram University and North Eastern Hill University have given their best to safeguard and protect the right of copyright holders till now. Use of e-resources obtained through UGC-Infonet Consortium and others are restricted to members only for a certain period of time by issuing users ID and password. When their associateship with the universities is over, they could no longer use their user ID and password to access the information. The use of e-resources is also restricted within the campus area. With regard to periodicals, certain part of the documents copy can only be made with photocopying machine inside the library. However, if the book is borrowed, it is not possible for the librarian to prevent any kind of misuse.

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## **Chapter – 4**

# **COLLECTION EVALUATION METHODS**

#### **4.1 Utility of Collection Evaluation**

Evaluation of the collection may be defined as the value assessment of the holding of the library in parts or as a whole to determine its utility, usefulness, relevance and validity to the users during a particular period, usually a financial year. Paul Mosher defines collection evaluation as “The assessment of the utility and appropriateness of library collection to its users or programmes”. It is the application of some methods to show how well a programme of collection development takes place. It has an important role in decision-making because it gathers data needed to determine which of several alternative strategies appear most likely to achieve a desired result. The result of collection evaluation helps the library management to allocate resources more effectively. The methods of collection evaluation and the various approaches become useful to gather data for collection development policy and procedures. These help the decision making activities in collection development.

Collection development policies and procedures are based upon the evaluation of library collection. Evaluation should be made in terms of costs, effectiveness and benefits out of it. Costs are judicious, efficient and result-oriented expenditure or investment of money. Effectiveness relates to outputs in terms of the proportion of user’s demands that are satisfied. The benefits of collection evaluation are the desired outcome of the implementation of collection development policies and procedures. Evaluation leads to cost-effectiveness which relates to optimization in the allocation of resources and better allocation of resources results in the better quality of service.

Evaluation of the quality and usefulness of the collection are therefore, essential in order to monitor collection development. The prime characteristics of an evaluation programme are that it must be on-going, coordinated and systematic. It completes the collection development cycle and is closely linked with needs and assessment activities. It is an established fact that any evaluation of the collection of a library must take into account the stated goals and objectives in the context of the activities of the parent institution.

The purpose of collection development evaluation may be enumerated in the following way:

- To reveal the strength, weakness and utility of the collection on various subject areas, so as to make efforts for developing a suitable and useful collection.



- To check control and develop a realistic acquisition programme based on thorough knowledge of the existing collection.
- To justify the increased budget demands and to examine the collection development policy for assessment of its effectiveness.
- To organize the resources more competently and improve the efficiency of library personal.
- To assess whether the collection is matching the information requirements of the users and to determine the availability of percentage of the library materials needed by users as document support.
- To determine adequacy, quality of collection, and to ascertain how old and how relevant are the materials according to the present curricula of the teaching departments.

Collection evaluation is the understanding of the strengths and weaknesses of the current library holding and assessment of its effectiveness to meet the needs and requirements of the present users as well as the potential users. It essentially involves professional judgement, subject expertise, knowledge of current publications and pre-publication data, experience and current trends of subjects and document search, but subjectivity of the persons concerned should be avoided. Evaluation should be based on user-centered measurement and objective data.

## **4.2 Methods of Collection Evaluation**

There is no single method for conducting collection evaluation projects. They generally fall into two categories:

**Quantitative methods** - These are based on the size and growth rate of the collection.

**Qualitative methods** - These are characterized by value judgement. They are frequently bibliographic in nature.

But many studies on collection evaluation categorize methodologies as:

- Collection-centered
- Use-centered

### **4.2.1 Collection-Centred Methods**

#### **➤ Statistical Comparisons**

These include comparisons of collection size, rate of growth, acquisitions expenditures, etc., either over a period of time or in comparison with other librari

### ➤ **Comparison of Holdings against Standard Formulae or Recommendations**

The formulae and recommendations derive from the standards and guidelines issued by professional associations, such as MLA, ALA and the British LA for hospital libraries.

### ➤ **Expert Judgement**

This may be carried by an individual or team of specialists. It may reveal size, scope, depth, significance and relevant of a collection if carried out by a subject expert. But there is danger that the judgement may be biased, and the expert not being expert in the literature. It also requires a thorough understanding of user needs. It may be done by members of the library staff using formulized procedure to gather quantitative and qualitative data.

### ➤ **Checking Library Collection against Lists of Publications, Catalogues and Bibliographies**

There are some checklists that may be used for this purpose such as Brandon/Hill checklist. The holdings are compared with one or more lists. The problem with this method is that:

- Checklists may be out-of-date when they are published;
- Checklists may be previously used as buying guides;
- Checklists may not be representative of library's interests, collection levels or purposes.

If the right checklist or bibliography is not available, one can be compiled based on references cited in a number of scholarly books or from journals.

### **Document Delivery and Availability Tests**

These may take the form of studying what is available on the shelves at a given time, or evaluating the total resource adequacy. They concern the probability that a user will find desired items on the shelf when needed, and the time required to obtain the item.

### **4.2.2 Use-Centered Methods**

The use centered methods are discussed below.

- **Use Analysis**

Analysis of how the collection is actually used to identify strengths and weaknesses in the collection and to identify little used items so that they are discarded to less accessible and less costly storage or even weeded completely. The analysis of circulation, manually, is based upon drawing samples: the collection sample, and the checkout sample. The collection sample involves a random sample of items from the entire collection or from selected subject area through the use circulatory history from the earliest use to the present. It is to determine the rate of obsolescence of the collection. The checkout sample involves the analysis of all items borrowed during a particular period of time. It is used to study the subject distribution of circulation.

With automated circulation systems, the need for sampling disappears, as data can be gathered as a continuous by-product of the operation of the system.

- **Relative use may be measured**

It means that the circulation of a proportion should be relative to the proportion in the collection. So, if a medicine account for 27% of the collection, then it is probable that circulation of its books will be 27% of the circulation. If it is more, then it is over-used, if less it is under-used. If a class is over-used, the implication is that the library lacks the strength in this area. If the class is heavily under-used, this may reflect changing interest over time, or the selection is not just a good one, as wrong books are bought, or that it owns too many out-of-date books.

In order to make informed decision, the librarian should have more than the relative use data, for instance what the level of current purchasing is for a particular class, and whether the use of that class is increasing or decreasing over time.

### **4.2.3 In-house use**

Data on this use may be gathered through-

- **Table counts**

All the titles taken from the shelves are counted when re-shelved. The problems here are that some books taken from the shelves may not be actually used, some users are likely to re-shelve materials, and some books left on tables may be used more than once.

- **Observation**

Interviews and questionnaires for a sample of users.

Special form stapled on the front of unbound issues of journals, or taped to the front cover of bound volumes.

For reference collection evaluation

Using dotting or spine marking before books are shelved, then counting those marked on the shelves.

Bar coding of reference books to allow scanning before re-shelving.

- **Citation Analysis**

The citation of materials from the library collections that are given in the works of its users.

- **User Opinions**

This is achieved by gathering oral or written responses to specific questions. This type of study can be effective in refining the categories of library users, identifying groups which can be better served, providing feedback, improving public relations and identifying changing trends and interests.

- **Availability and Failure Studies**

These are analyses of the results of real attempts by users to find particular items sought in the library and the reasons why they are unsuccessful.

- **Analysis of User Requests**

This analysis may pinpoint areas of the collection which are not adequately serving users.

### **4.3 Weeding out documents or De-selection**

Weeding is the process of removing materials from the open shelves of a library and re-assessing its value in terms of current need. Whatever the term used – de-selection, relegation, discarding or disposal - this section has adopted the term “weeding”. Weeding is an important part of collect development. It is closely linked to selection and preservation. It has to be part of the selection procedure statement which should state the criteria for weeding.

Weeding out policy connotes to the terms such as materials to be removed from the active shelves. Further it signify to the person responsible in weeding out the books. Infact, the documents which are not in profuse requires weeding from the active

shelve which however, can be kept in the dormant/ passive shelves so as to accommodate new arrival of books. Further, persons must be given responsibility in weeding out which can be ascertained from charging/ discharging and use of books including other documents in the library.

With the explosion of knowledge documents are now being published in millions. New areas of knowledge are coming up and some of the earlier ideas and thoughts are becoming outdated. For a modern library it is a question of money and space to get all new documents which are relevant and useful. Particularly space for keeping the documents has become a major problem for university libraries. Solutions were attempted earlier and even now attempts are being made to find suitable solutions.

Saving space is not the only reason for thinking about weeding out of documents. Some of the documents may get worn out because of continuous usage. Similarly some of the documents may become brittle and unusable with passage of time. But the most important reason of all is that some documents may become useless since the thought content therein has been modified in a subsequent edition; or because the information in the document has become obsolete. In modern times documents may be weeded out after transferring the information contained in them to microforms and computer tapes and disks.

Report of the Library Committee of the University Grants Commission speaking on the need for weeding out says: "Many works lose their value within one generation, say in twenty-five years. By that time, their thought-content of same may even turn out to be wrong. In a service library no useful purpose is served by retaining such pedestrian books and providing shelf space for them after they have become obsolete. The proper course is to weed out periodically. They should give place to current variations of them."

#### **4.3.1 Criteria for Weeding out**

Gorman gives the following criteria as sample:

- Weeding is an important component of collection management and should receive the same attention as selection.
- Weeding should be regarded as an ongoing process and should be conducted by library staff as part of their selection activities.

- Library materials are to be weeded in accordance with collection requirements as stated in the collection development policy and in keeping with selection guidelines.
- Any library material outside the parameters of the collection development policy should be considered for weeding.
- Obsolete library materials should be deselected and replaced by current materials within collection development and selection guidelines.
- Superseded editions of titles should be weeded and replaced by current editions.
- Materials that are incomplete irreparably damaged or in otherwise poor condition should be weeded and replaced with appropriate titles.

#### **4.4 Problems of Collection Evaluation**

The collection evaluation equally has a tremendous problem for both the libraries and the user in view of the addition of resources in the library. It would able to collect a good amount of literature comprising of both traditional and electronic. The users are used to the charging and discharging with regards to traditional books and when the books are issued, the library maintains the record of the same and can be ascertain the usability of the book with number of times. Generally, this method is applied to know the usefulness of a book. The concept rely on the fact that more the number of issues of a document, more the information value. This is also possible when the library is functioning in an automated environment. The software itself records the number of times a book has been issued to the readers.

In the event of adequate professional men power, the library hardly maintains the record in traditional manners which cause problems to know the number of times of usability of a book. This is more alarming in case of electronic resources. The library cannot maintain the use of a resource by the reader because in an open platform, the library allows the readers to retrieve the document. The readers download the resources directly from the resource lists provided by the library. In the event of the availability of e-resources through consortia, the users get a free hand and download the information without the notice of the library. However, the consortia provider maintains a record of downloading of the resources and the library can ascertain the number of times a resources has been downloaded through the consortia. Likewise, the online resources provides also maintain the data00 to know the number of users visiting their sites and download the resources. This is all practical in an automated

environment and is difficult in a traditional environment. Because of the scarcity of the evaluation experts, inadequate infrastructure in the library and insufficient professional's man power in the library.

Therefore, in an academic environment the teaching departments take the responsibility of recommending a book mostly required by the students. However, the library maintains a record of duplicate checking while ordering for the book. This is a checklist method of the traditional does. The library finds it difficult to maintain such checklists for the electronic documents. It is also difficult for the library while subscribing to the National and International databases. However, in general, the collection evaluation is a process of maintaining healthy collections with information value in the library.

#### **4.5 E-Resources**

Electronic resources represent an increasingly important component of the collection building activities of libraries. "Electronic resources" refer to those materials that require computer access, whether through a personal computer, mainframe, or handheld mobile device. They may either be accessed remotely via the Internet or locally. Some of the most frequently encountered types are:

- E-journals
- E-books
- Full-text (aggregated) databases
- Indexing and abstracting databases
- Reference databases (biographies, dictionaries, directories, encyclopaedias, etc.)
- Numeric and statistical databases
- E-images
- E-audio/visual resources

Electronic resources may be acquired via purchase or license individually or through consortia, free from the web, born digital or multiple format materials (e.g., CD-ROM combined with a book). It presents a number of challenges not encountered with the selection and acquisition of traditional analog materials and it is advisable for the library to develop clear policies and processes for the selection and management of such resources. This will provide clarity to staff and ensure that electronic resources within the library are developed with due consideration of cost, technical feasibility, licensing, access and preservation requirements, and constraints.

#### 4.5.1 Collection policy statement for e-resources

While traditional collection development criteria, such as subject, level and target audience apply to the selection of most electronic titles, the management of this format is more complex and as such, it is good practice to develop a supplementary policy which addresses specific format related issues. Such a policy should be used in conjunction with the more traditional collection development policy and not in isolation. The policy should provide guidance to assist selectors in establishing the library's expectations and preferences in relation to:

- ❖ Technical feasibility - including, but not limited to:
  - Availability, e.g., remote access, stand-alone access.
  - Authentication, e.g., IP (Internet Protocol) filtering or login password.
  - Hardware and software compatibility and capability.
  - Storage and maintenance, e.g., remote hosting v. local hosting.
  - Platforms which facilitate access to e-resources.
- ❖ Functionality and reliability – including but not limited to:
  - Search and retrieval functionality, e.g., truncation, browsing, search history, transliteration.
  - Exporting and downloading, e.g., printing, e-mail, downloading to a machine, and downloading to an electronic device.
  - Sorting and ranking abilities for database results. For example: author, title, date, relevancy, facets, etc.
  - Interface, e.g., system intuitiveness, navigation, help and tutorials.
  - Integration.
  - Reliability and availability, e.g., response times, 24/7 access.
- ❖ Vendor support – including but not limited to:
  - User training and support.
  - Trials and product demonstrations.
  - Technical support and system notification process.
  - Statistical reporting.
  - Customization, e.g., branding.
  - Provision of bibliographic data, e.g., MARC records.
  - Data security and archiving policies.



- ❖ Supply – including but not limited to:
  - Purchase model, e.g., purchase, subscribe, pay per view, rental.
  - Pricing models, e.g., selective v. big deal.
  - Access options, i.e. single user, multiple users.
  - Archiving and post termination rights.
  - Maintenance fees.
  - Cancellation rights.
- ❖ Licensing – including but not limited to:
  - Model/Standard license.
  - Governing laws.
  - Liability for unauthorized use.
  - Definition of authorized users.
  - Definition of authorized sites.
  - Fair use provision.
  - Termination.
  - Refunds.
  - Period of agreement.

The policy should also provide guidance to assist selectors on format preference when faced with the choice of content available in both print and electronic formats. Considerations relating to format preference, including decisions on de-duplication (i.e. where titles are already acquired in multiple formats), may include, but is not limited to, the following:

- Currency – resources with print equivalents should not lag behind their print counterparts.
- Value for money – the electronic resource should provide sufficient added value over the print equivalent of other formats (e.g., increased functionality, increased accessibility).
- Accuracy and completeness – the electronic resource should reflect the same or increased content as compared with the print equivalent.
- Duplication – duplication may be considered if the electronic publication is not archived and retention is expected; if the cost of duplication is minimal and multiple formats best meet the needs of different users in terms of access and convenience.

Finally the policy should also provide clear guidance on cycles of review and de-selection policies for electronic resources where additional criteria related specifically to format, such as obsolescence, platform reliability, etc., may apply. The formulation of an electronic information resources collection development policy should help ensure consistency of approach and ensure that electronic resources acquired are appropriate and that due consideration is given to the full cost (immediate and ongoing). The policy will also help ensure that electronic resources can be fully exploited by reducing exposure to a variety of risks and potential liabilities.

#### **4.5.2 Evaluation of electronic resources**

For traditional library materials, the library committee makes the decision to acquire an item with only limited consultation with other departments following established policies and guidelines. Electronic resources present a number of hurdles not encountered with traditional library materials. In addition to the criteria that apply to analog materials, electronic publications raise complex issues around licensing, access, networking, pricing, ownership, and rapidly changing technology and standards.

##### **❖ Evaluation Process:**

Methods of evaluation include comparisons to similar products, demonstrations, literature reviews, and Librarian/Faculty consultation. The following will be taken into consideration during the evaluation process:

- Authoritativeness of contributors
- Timeliness and accuracy
- Quality and distinctiveness of information
- Target audience
- Depth of coverage
- Technology requirements
- Price
- Advantage over other comparable print resource
- Usage statistics
- Availability of a better product based on evaluation methods and criteria listed in this policy statement
- Life time of a product.

### ❖ **Guidelines on selection of open-access databases**

Selection of free electronic resources should also follow the general guidelines developed for all electronic resources. Besides this, the following should be taken into consideration on selection of open-access databases:

- The quality and content of the electronic resource are considered
- Quality indicators can include peer review of the site, review of the site by other librarians, an authoritative sponsor or producer, and evidence of ongoing support (creation of archives, mirror sites, etc.).
- The amount of content provided should be significant.
- Reliability and stability can also influence selection. Resources known to be frequently unavailable should not be selected.

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## **Chapter – 5**

# **DATA ANALYSIS AND FINDINGS**

## 5.1 Introduction

The process of evaluating data using analytical and logical reasoning to examine each component of the data is known as Data Analysis. This form of analysis is just one of the many steps that must be completed while conducting a research. Data from various sources are gathered, reviewed, and then analyzed to for finding. There are varieties of data analysis methods, which include data mining, text analytics, business intelligence, and data visualizations.

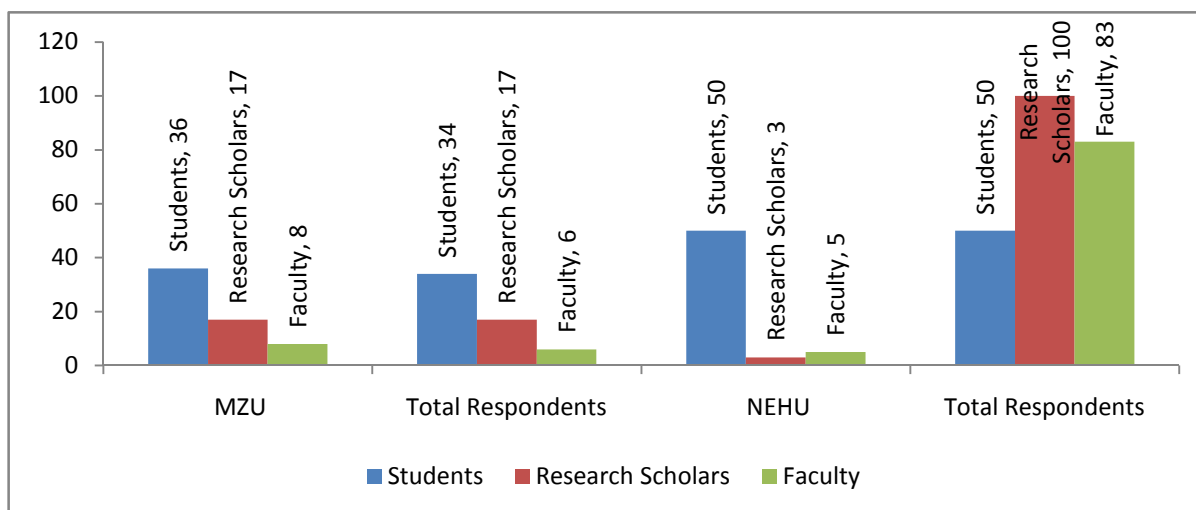
To evaluate the collections and use of the Mizoram University Central Library (MZU) and the North Eastern Hill University Central Library (NEHU), two types of structured questionnaires viz. Questionnaire for Librarian and Questionnaire for DLIS students and Faculty's of both the universities are prepared for collecting the required data. The following analyses are done on the basis of the data obtained through the Questionnaires.

## 5.2 Analysis by Category of Respondent

Respondents are the users of the university which include students, research scholars, faculties and others. However, the scholar took initiatives to serve the questionnaire belonging to three categories such as students, research scholars and faculties. Questionnaires received from these three categories from the Department of Library and Information Science of both the universities such as, Mizoram University (MZU) and North-Eastern Hill University (NEHU) has been placed below in Table-7 for analysis. The Table is supplemented with Graph-1 for clear understanding.

**Table-7:** Category of Respondents

<b>Respondents</b>	<b>MZU</b>	<b>Total Respondents</b>	<b>%</b>	<b>NEHU</b>	<b>Total Respondents</b>	<b>%</b>
Students	36	34	94	50	50	100
Research Scholars	17	17	100	3	3	100
Faculty	8	6	75	6	5	83
<b>Total</b>	<b>61</b>	<b>57</b>	<b>93</b>	<b>59</b>	<b>58</b>	<b>98</b>



Graph-1: Category of Respondents

Analysis of the Table-1 shows that, the scholar distributed 61 questionnaires to all the categories of DLIS, MZU and 59 in NEHU thus, coming to 120 in total out of which, 115 filled in questionnaires were received from all the respondents which constitute 96% in total. Out of three (3) categories of the department of the universities under study, the total respondents of Mizoram University were 57 while the total respondents of North Eastern Hill University are 58 which constitute 93% and 98% respectively. Again, while analyzing, the research scholar of both the universities have responded 100%, followed by the students of NEHU who responded again 100%. The students of MZU have responded 34 in total out of 36 which constitute 94%. The response rate of the faculties are 5 out of 6 i.e., 83% in NEHU while 6 out of 8 in MZU which formed 75%. It is observed that as a whole, the response rates of both the universities are good.

### 5.3 Analysis by Gender

Gender constitutes an important component in the questionnaire as to determine the attraction among the learning communities of the courses and career offers by the Department under study. Data relating to this component obtained from the DLIS of both the universities under study has been placed below in Table-8 for analysis supplemented with Graph-2 for clear vision.

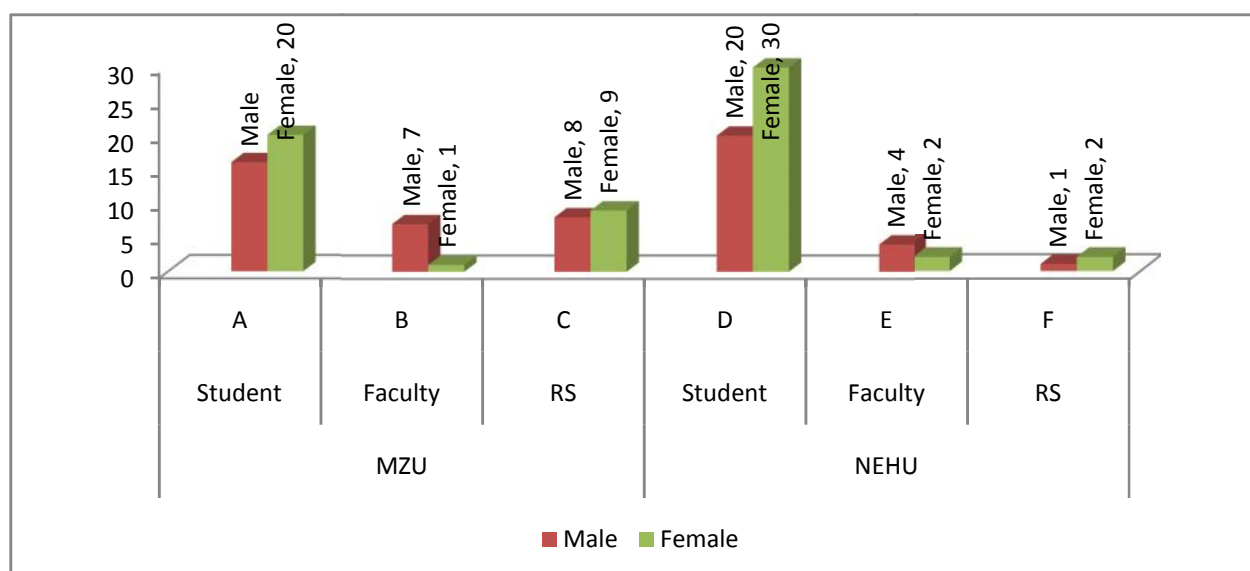
**Table-8: Analysis by Gender**

Gender	MZU			NEHU			Total
	Student	Faculty	RS	Student	Faculty	RS	
	A	B	C	D	E	F	
Male	16	7	8	20	4	1	56 (47%)
Female	20	1	9	30	2	2	64 (53%)
	36	8	17	50	6	3	120 (100%)

Total Students: A+D= 86,

Total Faculties: B+E= 14

Total Research Scholars: C+F= 20



**Graph-2: Analysis by Gender**

Analysis shows that female constitute higher number i.e, 64 (53%) while male constitute 56 (47%). Out of the total population under study, the student's community constitutes the highest i.e, 86 (72%) followed by the research scholars 20 (16%) and faculties 14 (12%) Analysis reveals that, the female contribute immensely to submit their feelings through the questionnaire and this shows their enthusiasm and punctuality.

#### **5.4 Analysis by Frequency of visiting the library**

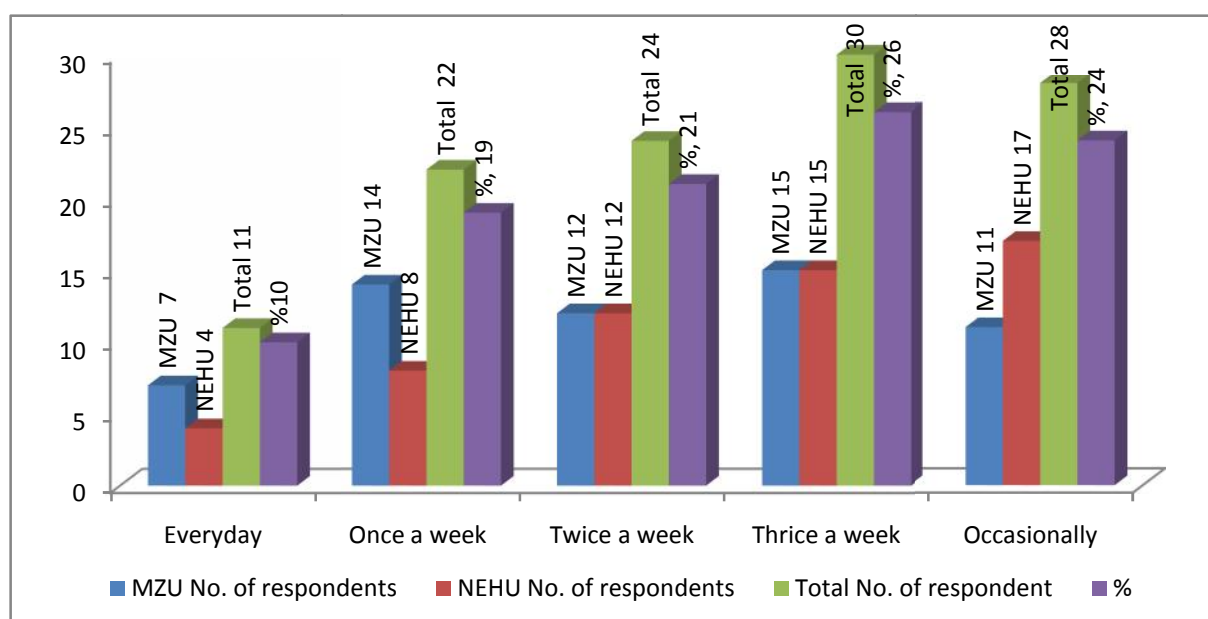
Analysis by frequency of visiting the library constitute an important factor which shows the awareness level of the population under study about the services and the utilization of the resources collected from time to time for curriculum needs as well as



for leisure reading to some extent. Table-9 presented below shows the frequency of visiting the library covered under study by the students, research scholars and faculty.

**Table-9:** Analysis by Frequency of Library visit.

Frequency of visiting the library	MZU		NEHU		Total No. of respondent	%
	No. of respondents	%	No. of respondents	%		
Everyday	7	12	4	7	11	10
Once a week	14	24	8	14	22	19
Twice a week	12	20	12	22	24	21
Thrice a week	15	25	15	27	30	26
Occasionally	11	19	17	30	28	24
<b>Total</b>	<b>59</b>	<b>100</b>	<b>56</b>	<b>100</b>	<b>115</b>	<b>100</b>



**Graph-3:** Analysis by Frequency of Library visit.

In the above table, it is found that out of 115 respondents, 30 respondents (26%) constitute the highest who visits the library thrice in a week followed by 28 (24%) who visit occasionally and 24 (21%) twice in a week and thus formed first, second and third respectively. It is further noted that both the universities under study, 15 each who visit the library thrice in a week followed by 12 each who visit twice in a week. It is surprising to note that 17 user's visit occasionally in NEHU while 11 visits

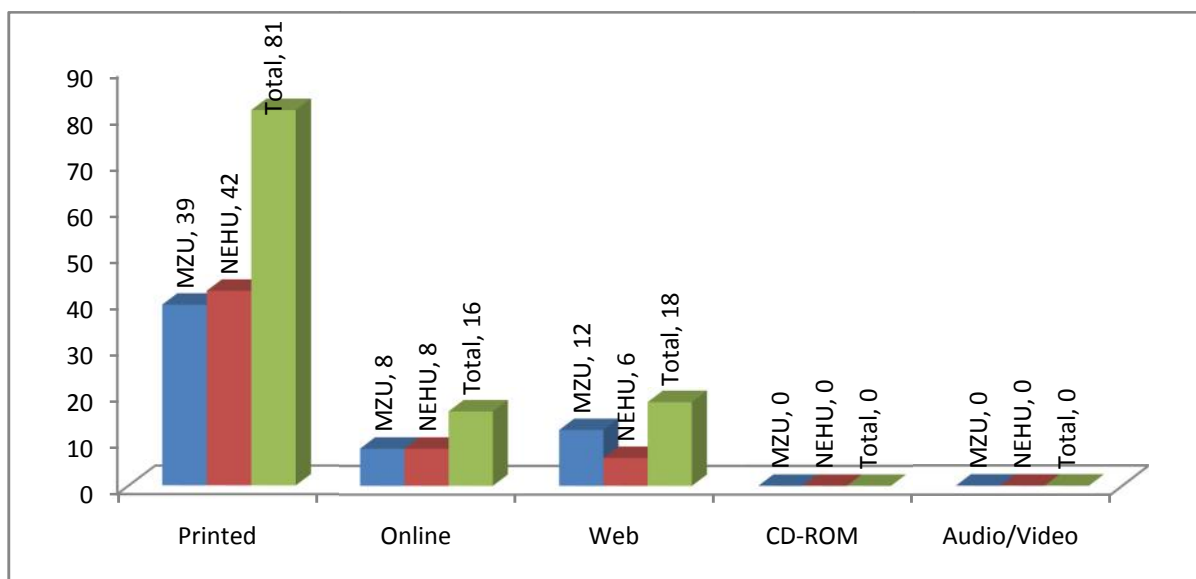
in Mizoram University. Therefore it is deduced that the users hardly visit the library regularly due to various academic assignments and they visits the library according to their convenience and free time.

### 5.5 Analysis by Preferences of Sources of Information

The different types of materials/resources bring a healthy environment in library use. Various collections of sources in the library promote the users in using the library resources which meet their various academic, teaching and research need. The users' community visits the library to search information pertaining to their academic needs as well as to quench their hunger for information. In order to meet the varied information needs of its users, the library collect resources in various forms and formats. The respondents through questionnaire were presented with various questions to reveal information regarding their preference of sources of information required by them and the data so obtained are placed in the Table-10 for analysis which is also supported with Graph- 4 for understanding.

Table-10: Analysis by Preferences of Sources of Information

Description	MZU		NEHU		Total	
	No. of response	%	No. of response	%	Total response	%
Printed	39	66	42	75	81	70
Online	8	14	8	14	16	14
Web	12	20	6	11	18	16
CD-ROM	-	-	-	-	-	-
Audio/Video	-	-	-	-	-	-
<b>Total</b>	59	100	56	100	115	100



Graph-4: Analysis by Preferences of Sources of Information

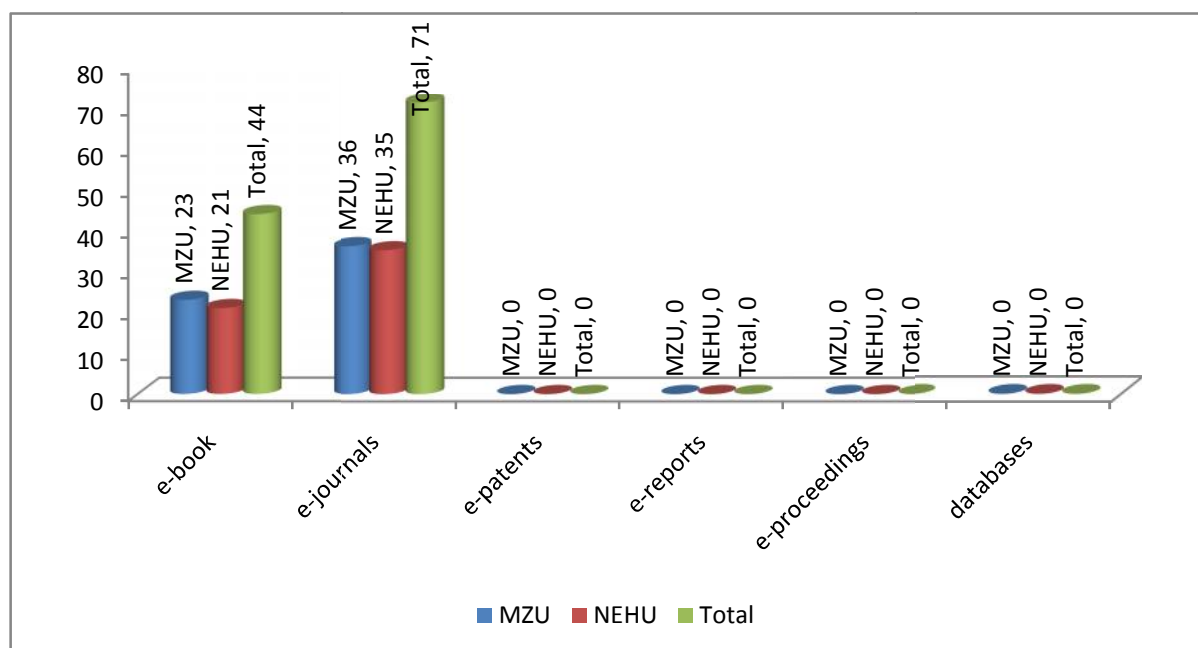
Five types of options of information sources were given to the users of MZU and NEHU to give their choice of accessing the information. Out of the five components, majority of respondents are from students i.e, 81 (70%) who prefer to use the print sources followed by 18 (16%) who take the option of web and 16 (14%) on-line. None of the categories have taken the option to make their sources of information for CD-ROM and Audio/Video. This shows the awareness of the academic community constituting all three categories that are used to various techniques of information literacy. Mention may be made that invariably, e-books are being available in CD-ROM and Audio/Video which are in prevalent before computer technology are now being used in presentations. This is an encouraging step of the libraries of both the university under study who promote to use the various technologies in providing the useful services to their users.

## 5.6 Analysis by Purpose of Accessing the Internet

Internet or the World Wide Web is now-a-day becoming an indispensable way of accessing millions of information. The World is becoming a global village due to this networking technology. Information searching and retrieval is very fast and many people are now relying on this internet to get their information. The respondents were asked to state the reason of accessing the internet out of the five options for their information sources. Data relating to this component obtained through the questionnaire are placed in Table-11 for analysis supplemented with Graph-5 for clear understanding.

Table-11: Analysis by Purpose of accessing the internet

Purpose	MZU		NEHU		Total	
	No. of respondents	%	No. of respondents	%	Total respondents	%
e-book	23	39	21	37	44	38
e-journals	36	61	35	63	71	62
e-patents	0	0	0	0	0	
e-reports	0	0	0	0	0	
e-proceedings	0	0	0	0	0	
Databases	0	0	0	0	0	
<b>Total</b>	<b>59</b>	<b>100</b>	<b>56</b>	<b>100</b>	<b>115</b>	<b>100</b>



Graph-5: Analysis by Purpose of accessing the internet

Analysis of the above Table shows that, the scholar gave 6 types of options regarding the use of sources in electronic form out of which, the respondents restricted their options to only two types as reflected above. It is further noticed that, the e-journals are the most preferred source compared to e-books of the users of the universities under study. It is found from the table that 36 respondents (61%) and 35 (63%) out of 59 and 56 respondents of MZU and NEHU respectively opted the e-journal followed by 23 (39%), 21 (37%) of MZU and NEHU respectively. As a whole 71 respondents

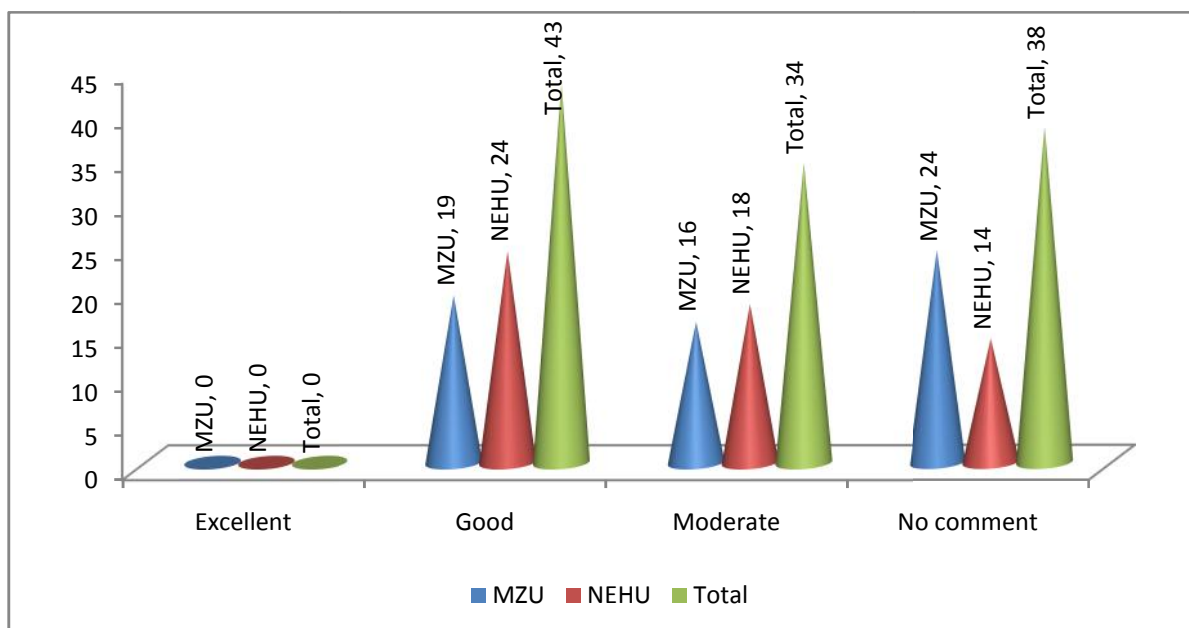
(62%) and 44 (38%) respondents of both the universities under study preferred to use the e-journals and e-books respectively. This is a very encouraging step for the user who is competent enough to find their information for various purposes from e-journals. Again, the e-book is also gaining momentum in both the universities library. The users access the internet primarily for e-journals and e-books.

### 5.7 Analysis by Users Satisfaction

Achieving maximum user satisfaction by catering to their information needs is the objective of any library. An academic library has to serve the need of different users such as students, research scholars, faculty's and other members of the institution by making a collection regarding the syllabuses, references, general reading materials and so on. If a library fails to meet the potential and future demand of the user's community, the very purpose of the library would be defeated. Table-12 shows the satisfaction level of the population under study, supplemented by Graph-6 for clear understanding.

Table-12: Analysis of User satisfaction with the present LIS Collections

Level of Satisfaction	MZU		NEHU		Total	
	No. of respondents	%	No. of respondent	%	Total Respondents	%
Excellent	0	0	0	0	0	0
Good	19	32	24	42	43	37
Moderate	16	27	18	33	34	30
No comment	24	41	14	25	38	33
<b>Total</b>	<b>59</b>	<b>100</b>	<b>56</b>	<b>100</b>	<b>115</b>	<b>100</b>



Graph-6: Analysis of User satisfaction with the present LIS Collections

The analysis shows that out of 59 respondents from MZUCL, 19 (32%) users rate the library services level as Good, 16 (27%) users rate as moderate and 24 respondents which is 41% gives no comment. From the analysis, we can say that the services provided by MZUCL are at present found to be satisfactory. As for the users of NEHUCL, 24 users which is 42% from the total population rate the services of NEHUCL as Good, 18 (33%) users rate the level as Moderate and the remaining 14 (25%) users gives no comment. We can also assume the inference that the services of NEHUCL are satisfactory at present.

### 5.8 Analysis by Library Collection

In order to render the best possible library and information service to the users community, the librarians and its staff as well as the library committee have to make every possible effort to strengthen and update the library collections in terms of its quality and quantity so that the effectiveness of the library use is maintained in all times to come. To measure the collection strength of the libraries under study, the scholar obtained the information which is presented below in Table-13.

Table-13: Analysis by Library Total Collections

Total library collection			
Collection Type	MZU Upto 2012	NEHU Upto 2012	Differences
Books	86,517	2,67,467	1,80,950
Bound Volumes	8,026	-	-

Current Journals	238	471	233
Theses/Dissertation	322	1227	905

The above table shows that the total books collection of the Mizoram University Central Library (MZUCL) and the North Eastern Hill University Central Library (NEHUCL) are 86,517 and 2,67,467 respectively, having a difference of more than 1.8 lakhs. Likewise, in all the remaining library collections describe above, it can be clearly said that, the collections development of North Eastern Hill University Central Library are far more better than the collection development of Mizoram University Central Library.

### 5.9 Analysis by LIS Collections

Data regarding the LIS Collections of the libraries, Mizoram University and North Eastern Hill University, commencing from 2007-2011 is place in table 14 for analysis.

Table-14: LIS Collections

Collection Type	2007 (Total collections as on 2007)		2008 (Addition)		2009 (Addition)		2010 (Addition)		2011 (Addition)	
	MZU	NEHU	MZU	NEHU	MZU	NEHU	MZU	NEHU	MZU	NEHU
Books	860	NA	69	NA	27	NA	462	NA	492	NA
Bound Volumes	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Current journals	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Theses/Dissertations	NA	34	NA	25	NA	NA	NA	2	NA	2

Abbreviation: NA – Record Not Available.

Analysis shows that Mizoram University was having an initial LIS Collection of 860 in 2007 and as on 2011 it has come to 1910 thereby giving a rise of 45%. Mention may be made that North Eastern Hill University does not maintain a specific record of LIS collection. Therefore in spite of all efforts the scholar failed to obtain the relevant information and hence could not be incorporated. It is surprising to note that both the Universities do not maintained a comprehensive record regarding bound volumes and

theses/ dissertation in LIS. This reflects the inconsistency in maintaining the record which is important for research purpose.

### 5.10 Analysis by Allocation of Library Budget

It is a well known fact that university library or any academic library is not a revenue fetching department. It is a spending institution. It depends entirely on the funds allotted by its parent body. Its financial demands are recurring and keep increasing every year in order to cope up with the present and potential demand of the user community whom it serve and is going to serve. The immergence of electronic form of information like e-journals makes the situation worst as the subscription/accessing cost is usually high. It is therefore the duty of the librarian to maximize the minimum funds allotted for the collection development. Budget allotted to both the universities for the period between 2007 to 2012 have been presented below in Table-15 for analysis.

Table-15: Analysis by Allocation of Library Budget

Budget	Mizoram University Central Library					North Eastern Hill University Central Library				
	Period					Period				
	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012
	-	87,64,770	2,12,17,666	1,58,36,331	1,72,88,003	161 lakhs	-	3,16,50,000	-	2,11,97,000
Total	6,31,06,770					6,89,47,000				

Analysis show that, in *Mizoram University Central Library* (MZU) budget record for the period of 2007-08 is not found, while the budget record for 2008-2009 and 2010-2011 of the North Eastern Hill University Central Library also were not found. However, for the year 2009-2010, Mizoram University Central Library was allotted a sum of Rs. 2,12,17,666/- (Two crores, twelve lakhs, seventeen thousand and six hundred sixty six) while North Eastern Hill University Central Library got a sum of



Rs. 3,16,50,000/- (Three crores, sixteen lakhs and fifty thousand) in their budget. The budget allotted for NEHU Central Library during the financial year 2009-2010 is greater than that of MZU Central Library by Rs. 1,04,32,334/- (Ten million, four lakhs, thirty two thousand and three hundred thirty four). Again, in the year 2011-2012, MZU Central Library has a budget of Rs. 1,72,88,003/- (One crore,seventy two lakhs, eighty eight thousand and three) whereas NEHU Central Library has got a budget of Rs. 2,11,97,000/- (Two crores, eleven lakhs, and ninety seven thousand) respectively. During this year also, the library budget for NEHU Central Library is greater than MZU Central Library by Rs. 39,08,997/- (Thirty nine lakhs and eight thousand, nine hundred ninety seven). It can be deduced from the above comparison that, the library of North Eastern Hill University has a better chance of developing their library collections than the library of Mizoram University.

### 5.11 Analysis by Budget Allocation for LIS Collection

Both the Central Library under study i.e. Mizoram University and North Eastern Hill University used to allocate a separate budget for each and every department for the development of their collections. A separate budget for books and periodicals are prepared and accordingly, used the same. Table-16, supplemented by Graph-7 indicates the budget allocation for LIS Collection Developments for the year 2007-2012.

**Table-16:** Analysis by Budget Allocation for LIS Collection

Year	Allocation of Budget	
	MZUCL	NEHUCL
2007-08	1,80,000	84429
2008-09	1,55,000	378000
2009-10	4,50,000	150000
2010-11	4,32,368	387500
2011-12	3,52,547	180000
<b>Total</b>	<b>15,69,915</b>	<b>11,79,929</b>
<b>Difference</b>	<b>389986 (Three lakh, eighty nine thousand and nine hundred eighty six)</b>	

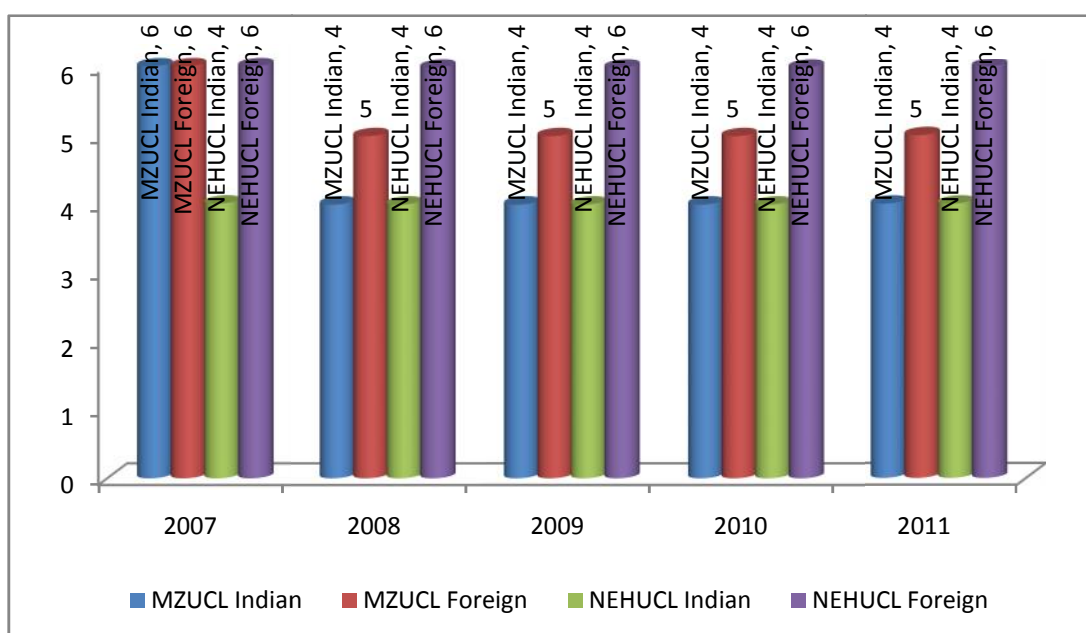
Analysis shows that, the budget allocated by Central Library, Mizoram University for the period 2007 to 2012 to LIS department add up to Rs. 15,69,915/- while the Central Library of NEHU add up to Rs. 11,79,929/- respectively. The difference is as high as Rs. 389986/- (Three lakh, eighty nine thousand and nine hundred eighty six). It is evident from the analysis that, Mizoram University Central Library is allotting more budgets for the collection development of LIS department.

### 5.12 Analysis by No. of Journals procured for LIS Discipline

Periodicals in the form of journals are an important source of information and thus formed indispensable library collection. Table-17 shows the journals in subscription for LIS discipline for the year 2007-2009, supplemented with Graph-8 for better understanding.

**Table-17:** Analysis by No. of Journals procured for LIS Discipline

Year	MZUCL		Total	NEHUCL		Total	Difference
	Indian	Foreign		Indian	Foreign		
2007	6	6	12	4	6	10	2
2008	4	5	9	4	6	10	1
2009	4	5	9	4	6	10	1
2010	4	5	9	4	6	10	1
2011	4	5	9	4	6	10	1



**Graph-7:** Analysis by No. of Journals procured for LIS Discipline

Analysis show that the journals in subscription for LIS department of Mizoram University and North Eastern Hill University are almost on equal footing with each other. During the year 2007, MZU Central Library subscribed 12 journals in LIS discipline whereas NEHU Central Library subscribe to 10 journals. In the remaining year i.e. 2008 to 2009, Mizoram University Central Library has subscribed to 4 LIS Indian journals and 5 LIS journals published in foreign countries without adding or stopping a subscription. North Eastern Hill University Central Library also subscribes 4 LIS journals published in India and another 6 journals published outside the country for the year 2008 to 2011. The analysis reveals the steadiness of LIS journals subscriptions from the two universities.

### 5.13 Analysis by Journals Procured for Different Departments.

Academic Library without a collection of journals (Scholarly, Popular or Trade Journals) cannot be called a good library whether the journal is printed or in the electronic form. Because they are published frequently, in a regular interval and are the best sources for current information. It often contains information on the latest trends, products, research, theories and ephemeral or very specialized information. It exists for every field and every interest, providing access to a variety of hard-to find information. Due to the shorter length of periodical articles, more topics may be covered within one volume of a periodical than in one book. It therefore finds a very special place among library materials. Table-18 show the number of journals in subscription by the two universities under study both published in India and Foreign countries. It should be noted that, only the department existed on the two universities together are taken for analysis.

**Table-18: Analysis by Journals procured by the two universities under survey.**

Name of department	Indian		Foreign		Difference
	MZU	NEHU	MZU	NEHU	
Botany	-	13	2	18	29
Zoology	1	8	4	16	19
Biotechnology	1	2	2	1	0
Political Science	5	4	5	6	0
History & Ethnography	6	4	8	5	5
Physics	2	4	4	14	12

Chemistry	-	5	1	7	11
Mathematics & Computer Science	1	-	3	25	21
English	-	1	14	5	8
Education	3	10	5	3	5
Hindi	10	56	-	-	46
Electronics Engineering	3	}	7		2000- e- journals
Information Technology	-		4		
Computer Engineering	-		4		
Electrical Engineering	-		3		
Commerce	21	7	10	6	18
Economics	6	6	8	7	1
Library & Information Science	4	8	5	4	3
Environmental Science	5	10	1	1	5
Geography & Resource Management	2	4	6	5	1
<b>Total</b>	<b>70</b>	<b>142</b>	<b>96</b>	<b>123</b>	<b>99</b>

Under Mizoram University, 30 disciplines of studies were functioning and 48 disciplines are also taught in North Eastern Hill University at present. However, only 20 departments have taught the same discipline in the two universities under study.

The data from the 20 disciplines subscription of journals reveals that, MZU has subscribed 70 journals of Indian origin and 96 titles of foreign journals. NEHU also subscribed 142 journals published in India and 123 journals of foreign publications. The difference between the journals subscribed by NEHU and MZU is 99 which reveal that NEHU Central Library is procuring more journals for their users with regard to the 20 common disciplines in the table. Mention must be made that, beside print publications, NEHU also provide access to as much as 2000 e-journals for the engineering department.

## 5.14 Findings

After due analysis of the above tables from the questionnaires, interacting with the users and library top management as well as going through the other sources of related information for the study, the scholar has deduced the following findings.

- Analyses by respondents show that the total respondents of Mizoram University were 57 while the total respondents of North Eastern Hill University are 58 which constitute 93% and 98% respectively. A total of 120 questionnaires were distributed among both the users and 115 filled in questionnaires were received which constitute 96%. This shows that, both the users are very responsive and are ready to reflect their enthusiasm through the questionnaire.
- Analysis by Gender reveals that, the female are more attracted towards the career and courses offered by the LIS discipline and contribute immensely to submit their feelings through the questionnaire and this shows their enthusiasm and punctuality.
- It is deduced from the frequency of visiting the library that the users hardly visit the library regularly due to various academic assignments and they visit the library according to their convenience and free time. Out of 115 respondents, 30 respondents (26%) visits the library thrice in a week followed by 28 (24%) who visit occasionally and 24 (21%) twice in a week.
- Majority of respondents i.e, 81 (70%) prefer to use the print sources followed by 18 (16%) who take the option of web and 16 (14%) on-line. This shows the awareness of the academic community towards the used of various techniques of information literacy. This is an encouraging step of the libraries of both the university under study who promote to use the various technologies in providing the useful services to their users.
- Majority of respondents of both the universities under study preferred to use the e-journals and e-books respectively. This is a very encouraging step, for the user is competent enough to find their information for various purposes from e-journals. Again, the e-book is also gaining momentum in both the universities library.
- From the analysis of user's satisfaction, it has been found out that the services provided by MZUCL and NEHUCL are at present found to be satisfactory.

- The collections development of North Eastern Hill University Central Library is far better than the collection development of Mizoram University Central Library.
- Both the University does not maintain a specific record of LIS collection except LIS book records by MZU. In spite of all efforts the scholar failed to obtain the relevant information and hence could not be incorporated. It is surprising to note that both the Universities do not maintained a comprehensive record regarding bound volumes and theses/ dissertation in LIS. This reflects the inconsistency in maintaining the record which is important for research purpose.
- Regarding the total budget allocation, the library of North Eastern Hill University has a better chance of developing their library collections than the library of Mizoram University as the budget allocation is greater.
- However, Mizoram University Central Library is allocating more budgets for the development o LIS collection than North Eastern Hill University Central Library during 2007-2011.
- The number of journals subscription for LIS department of the two universities are almost equal for 5 years (2007-2011).

## **Chapter – 6**

# **SUGGESTIONS AND CONCLUSION**

## 6.1 SUGGESTIONS

In the given chapter the researcher is making a suggestion after due analysis of the data obtained through the questionnaire, interacting with the users and the top management as well as observing the services of the two university libraries.

- Cooperative conservation and preservation initiative need to be started for both the university libraries to create a restoration centers. As the resources to do such work are costly in terms of materials and staff management, it would really benefit both the university libraries under study and not only that, it would be a blessing for all academic institution libraries for the North East India.
- For effective Collection building, efforts should be taken by the Central Libraries of Mizoram University and North Eastern Hill University by organizing feedback or suggestion annually from their potential users. This would really benefit them in filling the gap of the collection.
- Both the university libraries needed to evolve a sound policy on collection development, acquisition and book selection as well as criteria for evaluating a collection. They are doing a great job in collection development without having a written policies and it would still be for their advantage if they could have a written policies on that.
- An annual review of the works and progress made by the university library by the library committee and the university authority is highly suggested to ensure user's satisfaction and to see that the financial aids provided by UGC for the development of library are put into good use.
- Initiative on user's awareness regarding the use of copyrighted materials on print as well as non-print materials like e-journals should be undertaken to promote the rights of the copyright holder and measure needs to be taken to prevent plagiarism and duplication of research works.
- Libraries are established to serve the information needs of the potential and future user. It is more a business centre and should learn from the corporate world about customer care and satisfaction.
- It is suggested that being a customer centric institution, the top management staff should be well conversant about human resource management and



organization of management to create a hospitable working environment and customer care services.

## **6.2 CONCLUSION**

Universities are mandated to extend the frontiers of knowledge through research, dissemination of knowledge, teaching, and public service. The university library has an important role to play in these mandates. The library is a gateway to information resources, and can enhance learning, teaching and research in a prompt, cost-effective, and straightforward manner. This can be achieved only if the library collection is not at conflict with the curriculum of the institutions. One of the ways to ensure that the collection is in harmony with the curriculum is to seek the views of faculty about the collection, through regular assessment of faculty opinion about library collections and services. Much talk about collection development, especially in developing countries, focuses on input rather than output, which is why libraries have achieved little even with so much input. Libraries are more committed to meticulous observance of the rules than appreciation of their services by the people served. Usable library collections are known by the outcomes. Moreover, studies have shown that collection efficiency and effectiveness depend on the extent to which it can facilitate research, and by how much students can rely on it for projects and assignments. Effectiveness requires responsiveness to clients, for which collection and staff should be committed and motivated.

The importance of collection and use of library resources evaluation is to ensure that users' needs are met. This study sought the opinions of the target users of Mizoram University Central Library and North Eastern Hill University Central Library. It has shown that the opinions of academic staff are needed in identifying and meeting their expectations. Collection development librarians in both the universities should consider, in consultation with academic colleagues, what the library can and should provide, and how this balance will relate to teaching, learning, and research needs of users. Efforts should be made to involve library users, especially academic staff, in collection analysis and evaluation.

The Clientele of library judge a collection by the extent to which it can meet their teaching, learning, leisure and research requirements. This judgment might be more critical in an environment where they have no means of expressing their opinions. A

high rate of failure to find relevant information in the collection should be an indication of the mismatch in the process of satisfying curricular objectives. This mismatch can be identified by seeking the opinions of users. If both the academic libraries are to be seen as relevant to their communities, they must ensure that their collections are not at variance with the curriculum. One of the ways to accomplish this is to seek the opinions of academic staff users in developing and evaluating the collections.

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[www.mzu.edu.in](http://www.mzu.edu.in)

[www.nehu.ac.in](http://www.nehu.ac.in)

# **APPENDICES**



**Appendix I**  
**QUESTIONNAIRE**

Dear Sir/Madam,

I am pursuing my M.Phil Degree course in Library and Information Science in Mizoram University and carrying out my dissertation work on the topic '**Collection Development and use of Library Resources with regard to LIS Collections in Mizoram University, Aizawl and North Eastern Hill University, Shillong: A Comparative Study**' under the guidance of **Dr. R.N. Mishra, Associate Professor**, Department of Library of Information Science, Mizoram University, Aizawl. You are kindly requested to fill-up the questionnaire for the purpose of dissertation work only. The information given by you will be kept strictly confidential.

Thanking you,

Sincerely Yours,

**(Zirsangliana Sailo)**

M.Phil Scholar

**Note:**

The respondent is requested to put (√) mark in the space provided in each question and can leave questions unattended which are not relevant to them.

1. Name of the Respondent: \_\_\_\_\_  
with address, e-mail etc.: \_\_\_\_\_  
\_\_\_\_\_
2. Name of the Department \_\_\_\_\_
3. Category to which you belong:  
(a) Student  (b) Faculty Member   
(c) Research Scholar  (d) Other (Please specify)
4. Area of Specialization/Interest: \_\_\_\_\_
5. Sex Male  Female

6. Do you visit the Library? Yes  No
- If yes, how often? Once a week  twice a week   
 thrice a week  Everyday   
 Occasionally
7. Does the library display new arrival of documents?  
 Yes  No
8. Mention the type of access system you prefer to use in the library.  
 Open system  Close system  Internet  Intranet
9. Purpose of visiting the Library:  
 Writing an article paper  Writing a book  Preparing a lecture note   
 Update knowledge  Starting a project  Browse internet   
 Others (please specify)  \_\_\_\_\_
10. Type of information you need: Current  Retrospective   
 Others (Please specify)  \_\_\_\_\_
11. Do you have a Department Library? Yes  No
12. Do you access the Central Library from the Department?  
 Yes  No
13. Type of document you prefer to search:  
 Textbook  Periodicals  Conference-Seminar proceeding   
 Reference  Patents  Standards   
 Reviews  Newsletters  Index   
 Abstracts  Bibliographies  Micrographics   
 Res. Reports  Theses/Dissertation   
 Any other  (Please Specify) \_\_\_\_\_
14. Which information sources do you prefer to use?  
 Printed  Online  Web   
 CD-ROM  Audio-Video Tapes  Others   
 (Please specify) \_\_\_\_\_
15. Do you have access to internet? Yes  No

If yes, state the purpose of accessing the internet:

e-Book  e-Journals  e-Patents  e-Reports   
e-Proceedings  Databases  any other

(Please specify) \_\_\_\_\_

16. Are you satisfied with the library services? Yes  No

If no, please specify the reason \_\_\_\_\_

17. Which e-resources you like most to use?

CD-ROM  DVDs  Floppy Diskettes   
E-Journals  Bulletin Boards  E-Books

Others (Please specify) \_\_\_\_\_

18. Are you using the UGC Infonet Digital Library Consortium and INDEST Consortium?

Yes  No

19. Which place you used or prefer to use to access e-resources?

Library  Computer Centre  Department Laboratory

On Campus Location  Off Campus Location

20. Does the Library provide the required e-resources? Yes  No

21. Do you take part in the LIS collection building? Yes  No

If yes, please specify how you took part

\_\_\_\_\_  
\_\_\_\_\_

22. Are you satisfied with the present LIS collection?

Yes  No

If yes, please rate your satisfaction.

Excellent  Good  Moderate  No comment

23. Do you feel that the present LIS collections satisfy the curriculum needs?

Yes  No

If yes, please rate your satisfaction.

Excellent  Good  Moderate  No comment

24. Do you find any difficulty in locating your required information/documents?

Yes  No

If yes, please state the reason. \_\_\_\_\_

25. Is the library automated?

Yes  No

If yes, the level of library automation:

Fully  Partially  On the process

26. Do you find any difficulty in using the library software?

Yes  No

If yes, please state the reason:

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27. Do you use to seek the help of any library staff in locating your required information or using a particular service?

Yes  No

28. Does your library provide access to electronic form of information?

Yes  No

If yes, please tick mark what type of e-resources are available in the library from the following:

• e-journal  e-book  e-content

• e-report  e-thesis/dissertation  others

29. Any other information you would like to contribute:

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30. Any suggestion you would like to share for LIS collection development of the library:

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Signature & Date

**Appendix II**  
**QUESTIONNAIRE**

Dear Sir/Madam,

I am pursuing my M.Phil course in Library and Information Science in Mizoram University and carrying out my dissertation work on the topic “**Collection Development and use of Library Resources with regard to LIS Collections in Mizoram University, Aizawl and North Eastern Hill University, Shillong: A Comparative Study**” under the guidance of **Dr. R.N. Mishra, Associate Professor**, Department of Library of Information Science, Mizoram University, Aizawl. You are kindly requested to fill-up the questionnaire for the purpose of dissertation work only. The information given by you will be kept strictly.

Thanking you,

Sincerely Yours

**(Zirsangliana Sailo)**

M.Phil Scholar

The Respondent is requested to use separate sheet of papers wherever necessary corresponding to the question number and put (√) mark in the space provided.

**A. GENERAL**

1. Name of the Library: \_\_\_\_\_

2. Year of Establishment: \_\_\_\_\_

3. Name of the Librarian: \_\_\_\_\_

Or Library in-charge

4. Web Address of the library (If any): \_\_\_\_\_

5. Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_ E-mail: \_\_\_\_\_

6. Institute Web site: \_\_\_\_\_

**7. LIBRARY STAFF**

7.1 Professional \_\_\_\_\_ Semi Professional \_\_\_\_\_

Non Professional \_\_\_\_\_ Temporary \_\_\_\_\_ Contractual \_\_\_\_\_

Others (If any) \_\_\_\_\_

## B. LIBRARY COLLECTIONS

8. Total Collections/resources in the Library:

Collection Type	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012
	Total No.	Addition	Addition	Addition	Addition
Books					
Bound Volumes					
Current journals					
Theses/Dissertations					
Reference tools					
Microform					
CD-ROM					
Audio/Video					
E-Books					
Databases					
Others such as Rare, Gift, Grey Lit.					
<b>Total</b>					

9. No. of Journals procured for different Departments.

Name of department	Indian	Foreign	Total
Botany			
Zoology			
Biotechnology			
Psychology			
Social Work			
Political Science			
Public Administration			
History & Ethnography			
Physics			
Chemistry			
Mathematics & Computer Science			
Mizo			
English			
Education			
Hindi			
Electronics Engineering			
Information Technology			
Computer Engineering			
Electrical Engineering			
Commerce			
Economics			
Management			
Library & Information Science			
Journalism & Mass Communication			
Environmental Science			

Forestry			
Geology			
Geography & Resource Management			
Horticulture			
Extension Education & Rural Development			

**10. LIS COLLECTIONS DEVELOPMENT DURING 2007 – 2011**

Collection Type	2007	2008	2009	2010	2011
	Total collections as on 2007	Addition	Addition	Addition	Addition
Books					
Bound Volumes					
Current journals					
Theses/Dissertations					
Reference tools					
Microform					
CD-ROM					
Audio/Video					
E-Books					
Databases					
Any others					

**11. No. of Journals procured for LIS discipline during 2007 - 2011**

Year	Indian	Foreign	Total
2007			
2008			
2009			
2010			
2011			
		<b>Total</b>	

**C. LIBRARY BUILDING**

12. Does the Library function in its own building? Yes  No

13. Does the Library provide adequate space for various types of services to the clientele? Yes  No

14. Does the Library provide enough number of seats for the faculties/researchers/students? Yes  No

15. Do you provide Research Cubical/Research Carrels?



Yes  No

**D. READER'S SERVICE**

16. Is your library computerized? Yes  No   
If yes, whether Partial  Fully

17. What are the total working hours of the library?  
a. Week days \_\_\_\_\_ Hours (Time from \_\_\_\_\_ to \_\_\_\_\_)  
b. Sundays \_\_\_\_\_ Hours (Time from \_\_\_\_\_ to \_\_\_\_\_)

18. Does the library remain open during holidays and vacation?  
Yes  No   
If no, please state the reason \_\_\_\_\_

19. Which charging system do you follow?  
• Browne   
• Newark   
• Two card system of Ranganathan   
• Any other system (Please Specify)  \_\_\_\_\_

20. What type of issue system do you provide?  
• Electronic method   
• Traditional method

21. Do you provide awareness programme about use of e-resources from UGC-Infonet?  
Yes  No

22. Do you provide information literacy training to the different sections of users?  
Yes  No

If yes, kindly tick below the literacy service provided by you.

- Media Literacy
- Network Literacy
- Web Literacy
- Digital Literacy
- Scientific Literacy
- Visual Literacy
- Critical Literacy

23. Do you have any institutional repositories? Yes  No

If yes, please mention the form of documents.

Sl.No.	Forms of Documents	Total Number
1	Research Articles	
2	Theses/ Dissertations	
3	Government Reports	
4	Institutional Records	
5	Databases	
6	Any other (pl. mention)	

24. Which software do you use for Institutional Repository? (Please tick)  
 E-print  D-Space  GSDL  Any other \_\_\_\_\_

25. Do you provide campus area network services?  
 Yes  No   
 If yes, whether wifi  cable

26. Do you provide database services? Yes  No   
 If yes, please tick on the database.

- Bibliographic Database
- Compendia
- International Database
- National Database

27. Do you provide Web 2.0, Library 2.0?  
 Web 2.0  Lib 2.0  Both

**E. NETWORKING OF LIBRARIES**

28. Do you adopt any electronic mode of dissemination of information to the user?  
 Yes  No   
 If yes, please mention the methods adopted for dissemination of information.

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29. Do you provide any CD ROM service?  
 Yes  No

30. Which library software did you use in the Library?

- LibSys
- CDS/ISIS?WINISIS
- SLIM++
- SOUL/SOUL 2.0
- Any other (Please specify) \_\_\_\_\_

31. Is your library computerized? Yes  No

Partial                  Total

If partial, which section in the library is/are computerized?

- Acquisition
- Cataloguing
- Circulation
- Serials control
- Back volume
- Text Book

32. On which server the library software has been installed?

Local (Library)           Central (Institute's)

If central, who is managing your library software?

LIS Professional           Computer Professional   
Information Scientists           Any other  \_\_\_\_\_

33. If the library has a website, who is hosting your website? \_\_\_\_\_

34. How frequently do you up-date the website?

Monthly     Half Yearly     Yearly     Any other

35. Has your Library got an independent LAN or is a part of campus network?

Independent LAN           Part of Campus Network

36. How do you spread out your institute's campus LAN?

- To all Departments
- Within Central Library
- To all Laboratories/Centers/Units
- To the entire campus including hostels, quarters
- To all faculties and office rooms

Any other \_\_\_\_\_

37. Is your campus network and library network connected to the internet?

Yes           No

If yes, please specify your Internet Service Provider (ISP)

- BSNL
- VSNL
- ERNET (ex: ac.in, edu.in, res.in)
- NICNET
- Any other \_\_\_\_\_

38. Bandwidth of internet connection
- $\leq 1.0$  Mbps
  - $> 1.0$  to  $\leq 2.0$  Mbps
  - $> 2.0$  to  $\leq 6.0$  Mbps
  - $> 6.0$  Mbps and above
39. Is your library a member of any library networks and a part of any consortium in India?
- Yes  No
- If yes, please specify \_\_\_\_\_
40. Does the library provide online information access/retrieval? If yes, please tick.
- E – Books
  - E – Journals
  - Abstracting database
  - Open access journals (free)
  - Any other \_\_\_\_\_
41. If your Institute/library provides communication network services within the university campus, please tick mark the type of service(s) available.
- E-mail
  - Telephone
  - Facsimile
  - Voice mail
  - Videotext
  - Teletext
  - Any other service(s) other than the above \_\_\_\_\_
42. Has your library initiated digitization? Yes  No
- If yes, please specify the type of documents and format for digitizing the documents.
- 42.1 Types of documents:
- Books (rare, out of print, public domain)
  - Journals
  - Thesis and dissertations
  - Question papers

- Any other \_\_\_\_\_

42.2 Type of format being used:

- PDF
- TIFF
- HTML
- DOC
- Any other \_\_\_\_\_

43. Please provide the infrastructure facilities available in the library

No. of computers	<input type="checkbox"/>	No. of photocopies	<input type="checkbox"/>
No. of Fax machine	<input type="checkbox"/>	No. of Scanners	<input type="checkbox"/>
No. of telephones	<input type="checkbox"/>	No. of Barcode readers	<input type="checkbox"/>
No. of Audio-Visuals	<input type="checkbox"/>	No. of VCP/VC	<input type="checkbox"/>
No. of Printers	<input type="checkbox"/>	No. of Projectors	<input type="checkbox"/>

44. Do you provide security to protect the library resources? Yes  No

If yes, mention what type of security

\_\_\_\_\_

\_\_\_\_\_

**F. FINANCE**

45. Please state budgetary provision and expenditure of the library (use separate sheet of paper if necessary).

Description	2007-2008		2008-2009		2009-2010		2010-2011		2011-2012	
	Bud.	Expend.	Bud.	Expend.	Bud.	Expend.	Bud.	Expend.	Bud.	Expend.
Institution Budget										
Library Budget										
Books										
Current Periodicals										
Electronic resources										
Hardware										

Software										
Maintenance										

46. Budget Distributions for LIS Collections:

Year	Books	Periodicals	E-resources	References
2007-08				
2008-09				
2009-10				
2010-11				
2011-12				

47. What are the problems that you are facing in developing library collections?

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48. Does the library have a standing collection development policy? If yes, could you please mention some of the important points?

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Signature