

**COLLECTION MANAGEMENT AND SERVICES OF CENTRAL  
UNIVERSITY LIBRARIES IN NORTH EAST INDIA:  
AN EVALUATIVE STUDY**

A THESIS SUBMITTED IN PARTIAL FULFILLMENT OF THE  
REQUIREMENTS FOR THE DEGREE OF  
DOCTOR OF PHILOSOPHY

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INFORMATION SCIENCE**

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AN EVALUATIVE STUDY**

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Submitted in partial fulfillment of the requirement of the Degree of  
Doctor of Philosophy in Library and Information Science of  
Mizoram University, Aizawl

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**Month: June**

**Year: 2022**

**DECLARATION**

I, **R. Lalengmawia**, hereby declare that the subject matter of this thesis is the record of work done by me, that the contents of this thesis did not form basis of the award of any previous degree to me or to the best of my knowledge to anybody else, and that the thesis has not been submitted by me for any research degree in any other University/Institute.

This is being submitted to the Mizoram University for the degree of Doctor of Philosophy in Library & Information Science.

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**CERTIFICATE**

This is to certify that the thesis entitled “**COLLECTION MANAGEMENT AND SERVICES OF CENTRAL UNIVERSITY LIBRARIES IN NORTH EAST INDIA: AN EVALUATIVE STUDY**” submitted by **R. LALENGMAWIA** for the award of the Degree of Doctor of Philosophy in Library and Information Science is carried out under my supervision and incorporates the students bona-fide research and this has not been submitted for award of any degree in this or any other university or institute of learning.

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## ABBREVIATIONS

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<b>Term</b>	<b>Description</b>
ACM	Association for Computing Machinery
AITS	Arunachal Institute of Tribal Studies
AMU	Aligarh Muslim University
ASCE	American Society of Civil Engineers
ASME	American society of Mechanical Engineers
ASLIB	Association for Information Management
ASPP	All-Society Periodicals Package
ASTM	American Society for Testing Materials
AU	Assam University
BJIS	Bazillion journal of Information Science
BSI	British Standards Institutes
BSNL	Bharat Sanchar Nigam Limited
CALIBER	Convention on Automation of Libraries in Education and Research
CAS	Current Awareness Services
CAU	Central Agricultural University
CC	Colon Classification
CCTV	Closed Circuit Television
CD	Collection Development
CDs	Compact Discs
CDPs	Collection Development Policies
CD-ROM	Compact-Disc Read Only Memory
CeRA	Consortium for e-resources in Agriculture
CM	Collection Management
CMIE	Centre for Monitoring Indian Economy
CMS	Content Management System
CSIR	Council of Scientific & Industrial Research
CUPGC	University Post Graduate Centre
DARE	Department of Agricultural Research and Education

DDC	Dewey Decimal Classification
DelCON	DBT e-Library Consortium
DELCON	DBT-Electronic Library Consortium
DESIDOC	Defence Scientific Information & Documentation Centre
DVD	Digital Video Discs
ECD	Electronic Collection Development
EM	Electro Magnetic
ERNET	Education and Research Network
ETD	Electronic Thesis and Dissertations
EWS	Economically Weaker Sections
FAX	Facsimile Transmission
FIIB	Fortune Institute of International Business
HOD	Head of Department
IBM	International Business Machines
ICAL	International Conference on Automation and Logistics
ICAR	Indian Council of Agricultural Research
ICFRE	Indian Council of Forestry Research and Education
ICT	Information and Communication Technology
IDR	International Depository Receipt
IEEE	Institute of Electrical and Electronics Engineers
IJRTEM	Invention Journal of Research Technology in Engineering & Management
ILL	Inter Library Loan
INDEST	Indian National Digital Library in Engineering Sciences and Technology
INFLIBNET	Information and Library Network
IOSR	International Organization of Scientific Research
IRINS	Indian Research Information Network System
ISID	Institute for Studies in Industrial Development
ISO	International Organization for Standardization
IT	Information Technology
JCCC	Journal of Content, Community & Communication
JHSS	Journal of Humanities and Social Science

JLICT	Journal of Library & Information Communication Technology
KOHA	Kalamazoo Optimist Hockey Association
KW	Kilowatt
LAN	Local area network
LIS	Library and Information Science
LRCN	Librarians' Registration Council of Federal Republic of Nigeria
MARC	Machine Readable Catalogue
MHRD	Ministry of Human Resource Development
MIT	Manipur Institute of Technology
MGU	Mahatma Gandhi University
MODEM	Modulator-Demodulator
M.Phil	Master of Philosophy
MU	Manipur University
MZU	Mizoram University
NAAC	National Assessment and Accreditation Council
NDLI	National Digital Library of India
NE	North-East
NEHU	North-Eastern Hill University
NET	National Eligibility Test
NH	National Highway
NKN	National Knowledge Network
NU	Nagaland University
OPAC	Online Public Access Catalogue
PDA	Patron Driven Acquisitions
PDS	Plagiarism Detection Software
PG	Post-Graduate
PhD	Doctor of Philosophy
PV	Photovoltaic
QR Code	Quick Response Code
RFID	Radio Frequency Identification
RGU	Rajiv Gandhi University
RIM	Information Management

RLG	Research Libraries Group
SASRD	School of Agricultural Sciences and Rural Development
SDI	Selective Dissemination of Information
SE	School of Education
SET	State Eligibility Test
SEMIS	School of Economics, Management, and Information Sciences
SH	School of Humanities
SHES	School of Human and Environmental Sciences
SLS	School of Life Sciences
SMS	Short Message Service
SOT	School of Technology
SOUL	Software for University Libraries
SPS	School of Physical Sciences
SPSS	Statistical Package for Social Science
SRELS	Sarada Ranganathan Endowment for Library Science
SSS	School of Social Sciences
SU	Sikkim University
TEZU	Tezpur University
TLSS	Total Library Software System
TU	Tripura University
UBL	University of Botswana Library
UGC	University Grants Commission
UK	United Kingdom
UP	Uttar Pradesh
UPS	Uninterruptible Power Supply
URL	Uniform Resource Locator
US	United States
USA	United States of America
VSAT	Very Small Aperture Terminal
WIFI	Wireless Fidelity



## **1.1 Introduction**

Libraries are information processing centers that store, process and disseminate information to a group of users. Libraries have played a pivotal role in research activities for national development and its advancement. It provides information in printed and non-printed documents. These documents are made readily available and accessible for its clients and users. Library is commonly thought of as organs that disseminate knowledge. (Harande, 2013). “Libraries are means of access to information, ideas and works of imagination. Libraries take several physical forms, ranging from large purpose-built buildings to rooms in parent institutions, and small provisional structures”. Many libraries are now “hybrid”, combining together physical space and collections with a virtual library of electronic materials and services. There is enormous variety of kinds of libraries, satisfying different purposes and servicing different client groups. They exist in every country of the world, as well as the least developed countries.

Most countries have a national library, which, in addition to gathering and making materials accessible, also coordinates a network of other types of libraries across the world. State or regional libraries play a position similar to national libraries in federally structured countries. Some countries also have a large network of public libraries. Libraries that promote teaching, learning, research, and societal development can broadly be grouped into three types which are, (i) Academic Libraries, (ii) Special/Research Libraries and (iii) Public Libraries.

To give focus on the prevailing situation of the academic library, the academic library is the nerve centre or the hub around which scholarship revolves. It is an indispensable instrument for intellectual development. A very much supplied scholastic library is a storage facility of data or a record of human experience to which clients may turn for information or data. Jubb & Green (2007) observed to “Academic libraries have for centuries played importantly significant roles in sustaining research in all subjects and disciplines inside their host universities or colleges”.

Research is an important part of students' and faculty's academic work at colleges and universities. As a result, college and university libraries, also known as academic libraries, are often regarded as an institution's most valuable resource. As

students and faculty at these institutions may wish to research within any conceivable academic discipline, the collections of academic libraries usually reflect a vast range of interests and formats. Academic libraries range in size from the modest collections found in small liberal arts colleges to the immense collections found at research universities. Most college libraries are associated with different libraries in agreeable organizations, empowering them to share scant and little-utilized materials needed for cutting edge research. Many academic libraries open their collections to the public, although borrowing privileges are often limited for users not affiliated with the college or university.

### **1.2 Collection Management**

Collection Management involves the oversight of current materials as well as planning for the growth of the collection in the library while book selection is the heart of a good library collection. The primary objective of library acquisitions is to satisfy the knowledge needs of its users. It responds to user needs and thus requires diligence in its management and implementation. In general, university library book acquisition policies are guided by the information needs of the university fraternity as recommended by the faculty as well as by other university stakeholders. Nixon and Saunders (2010), “Patron Driven Acquisitions model (PDA) has gained popularity due to the inherent advantages it brings into the book acquisition process which include: user satisfaction combined with higher circulation and cost-effective collection development as it not only leads to the acquisition of relevant titles but also inconvenient formats and numbers”.

Collection management is a process of information gathering, communication, coordination, policy formation, evaluation, and planning. These processes, in turn, have an impact on decisions about the acquisition, retention, and provision of access to information sources in support of a library community's intellectual demands. Collection development is the area of collection management that is largely concerned with material acquisition decisions.

### **1.3 Role of Collection Management**

It is essential to understand the responsibility of collection management in an evolving digital environment. Collection management (as opposed to collection development) should be understood as the activity of adding value to or deleting the

value from objects of information after their selection. Although digital resources will sooner or later come to dominate scholarly communication, the successful management of traditional materials will continue to be essential. It is recognized that the act of selection and acquisition add to the selected object all four goal values space-transferability, analyticity, integrity, longevity to a limited degree.

1) Transferability- the capacity to move an object from one location to another.

2) Analyticity- the ability to be analyzed, in the sense of breaking down an object into smaller parts for more effective access. Indexing is the main service manifestation of analyticity.

3) Integrity - i.e., ensuring that the content of the object remains stable and uncorrupted as the author intended.

4) Longevity- ensuring the object's long-term survival.

If the object is considered to be especially important, collection management can then boost access to the object by increasing one or some combination of those values. This can be done by increasing further those values to which the object by its format is already conducive: digital objects can be made more transferable or analyzable, or the integrity and longevity of traditional objects can be further improved. Alternatively, or in addition, collection management can move to compensate for values that are less prevalent because of format: the integrity or longevity of digital objects can be boosted by, for example, creating offline backup copies, or the transferability and analyticity of traditional objects can be increased through digitization. If the object is determined to be of less importance, the collection management decision may be simply to do nothing, i.e., to leave in place the values added by the selection, but not to boost those values in any way. On the other hand, if an object is determined to be of less potential utility to local users than at the time of its selection, then collection management can move in the opposite direction, reducing access to increase or maintain economic resources. In those cases, for example, digital objects might be moved offline, or traditional objects could be digitized, and their originals discarded. In many (but certainly not all) cases, such adding or subtracting of values—the primary work of collection management—will be increasingly accomplished by moving objects online and offline.

### **1.4 Collection Management Policy**

Library provides collections of data resources relevant to research, learning and teaching within the University. It aims to manage the collections dynamically in response to contemporary user need. Policy for managing the collections is informed by the Library's strategic planning in support of the University's academic objectives. Some of the collections management policies of a university library are:

- Selection Policy
- Acquisition Policy
  - ❖ Research material
  - ❖ Material to support taught courses
  - ❖ Journals
  - ❖ Inter-lending and Document Supply
  - ❖ Donations
- Collection Management
  - ❖ Stock editing
  - ❖ High-density shelving
  - ❖ Preservation
  - ❖ Cause materials
  - ❖ Theses and Dissertations

### **1.5 Library Services**

A library is a service provider institution and therefore the university library is not any exception to that. A university library is a spring of knowledge and the information provided will always be valued at a premium. In the modern significantly and socially vigilant society, especially when the grains of right to information are gaining much currency, the university libraries are optimistically expected to be more responsive and interactive with their users. The library service which brings the staff in contact with users to provide right information to the right user at the right time and to help in finding out resources and providing required information should be emphasized. Some important kinds of services offered by libraries are:

### **1.5.1 Circulation Service:**

One of the prime functions of a university library is the circulation of documents or the lending of library materials. Every library executes it and intends to satisfy its users. Geer, (1955), has advocated that while embarking on a circulation system for a library, it should be evaluated on the parameter of the cost involved in its organization and administration's improvement in readers' service and reduction in costly records. From the beginning onwards the world of librarianship has brought out the following systems:

- Ledger system
- Permanent slip or card system
- Browne charging system
- Newark charging system
- Detroit charging system
- Token charging system
- Photographic charging system
- The audio- charging system
- The visual record charging system
- Tape charging system
- Double call slip charging system and
- Computer-based charging system
- Barcode based system

### **1.5.2 Reference Service**

According to Ranganathan, (1961), right contact means contact between the right reader and the right books at the right time and in the right personal way. He is of the view that the establishment of such a contact is “the only available and effective method” of discharging the function of converting the users into habitual users. He has named that method as a reference service. Thus, he adds that “Reference service is the establishing of contact between reader and book by personal service”. Here, emphasis is laid on personal service to each user to help him to find documents. According to Hutchins, “Reference work includes the direct personal aid within a library to persons in search of information for whatever purpose and also various library activities especially aimed at making information as easily available as possible. (Hutchins 1944). A university Library is supposed to perform the following

functions: Teaching, research, publication, conservation of knowledge and ideas, extension and service and interpretation, (Ranganathan, 1961), a university library is a subset of a university establishment. Thus it exists to provide the objectives of its parent organization. In other words, a university library should intend to spur up the function. The clientele mainly consists of students, teachers and research scholars. The requirement of the users is diverse oriented. The services to be provided are listed below: (Kumar 1996).

- Instruction in the use of the library,
- providing general and specific information,
- Assistance in the location (or searching) of documents or use of library catalogue understanding of reference books,
- Literature search,
- Readers advisory service,
- Compilation of bibliographies, preparation of indexing and abstracting services,
- Reservation of documents- In case a document has not been loaned, then a user who needs it can get it reserved so that when the document is returned then the user can be informed and he can get it issued,
- Interlibrary loan – ILL refers to the request for a document not available in the library. Whatever might be the nature of the library, but it should take advantage of borrowing books from other libraries,
- Holding of library exhibitions including a display of new additions to the library,
- Maintenance of clippings; and
- Maintenance of vertical files containing pamphlets like prospectuses, reports, etc.

The kinds and nature of reference services to be facilitated would hinge upon curriculum research programmes, methodology of teaching and objective of university education.

### **1.5.3 Information Service:**

The term information service has a wide ambit and is not restricted to specific items of information provided on demand but also the provision of information in advance. There are many modes to forecast and predict the actual demand. Users approach seeking information may cover bulletins, bibliographies, documentation lists, document delivery, annual reports, literature survey, CAS, SDI, Online searching, reports, etc. (Pal, 2004), Information service is a prime activity in any kind of library. In the university library, it is indispensable for the use of researchers as well as faculty members, staff and students.

### **1.5.4 Bibliographic Service:**

Bibliography today indicates a gamut of documents but mainly material arranged in a logical way to fulfil the needs or the demand of users. The Oxford English Dictionary defines Bibliography as the systematic description and history of books, their authorship, printing, publishing, editions etc. The bibliography was the art of recording books and the science of making books and their extent record. (Esdaile1969). The usual attribute of these descriptions is that bibliographies systematically list books to reveal the source of knowledge. The scope of marshalling bibliographic records has been widened with the application of information technology. A bibliography is reduced by numerous limitations, to restrict its size to a handy book form. There are no such constraints for the electronic storage of bibliographic records.

A bibliography may cover only a few thousand citations of books but a database provides for unlimited scope. These are known to cover millions of such records and are updated at regular intervals; computers have assisted in the compilation of bibliographic data through its transfer to electronic storage. (Pal, 2004), the bibliographies are distinguished in the character and are in function. There are various types of bibliographies available to fulfil the needs of their users.

- Subject Bibliography
- Historical Bibliography
- Descriptive Bibliography
- Comprehensive Bibliography
- Universal Bibliography, etc.

### **1.5.5 Abstracting Service**

The modern era is christened as an era of the information age. There is no branch of knowledge where a large quantum of information has not been generated. Therefore, huge sources are documented but it creates the problem of not only organizing knowledge but also in the selection of quality and important information products. An abstracting service intends to facilitate the summarization of new documents and inform the users about the topical areas of interest to them, (Ashworth 1979), the various kinds of abstracts are reorganized by their scope on coverage. The commonly known abstracts are indicative and informative. Other kinds of abstracts are author abstract, locative abstract, telegraphic abstract, auto abstract, etc.

### **1.5.6 Indexing Services**

With the escalation in quantity and complexity of published literature, and with the awakening that information is of paramount significance for research, socio-economic development and decision making, the utility of an index has garnered wide acceptance and sizeable improvement in the quality and design of an index have been made to match the varied requirements of the users and in the tandem act as a forceful communication link between the source (Prasher, 2003) of information and the user of information. An index is an organized tool to the text of any reading matter or the contents of other collected document materials, covering a series of entries, with headings shaped in alphabetical or other chosen order, and with references to reveal where each item indexed are located. Thus, it is cogently perceived that an index is a list systematically arranged providing enough details about each item so that it can be figured and brought out (British Standards Institutes, 1964). There are various types of indexes.

- Book indexes
- Indexes of collections
- Periodical indexes
- Newspapers indexes
- Citation indexes



### **1.5.7 Current Awareness Services (CAS)**

The researchers, students and faculty members are required to be abreast of the latest development in their respective areas to remain updated and to sustain the challenges of the fast-growing competitive environment. Pertinent current information is available in newsletters, newspapers, journals and other micro documents (Pal, 2004). Vickery defines CAS as “more frequently and more adequately met by circulation than by retrieving current journals, newly received books and reports, abstract bulletin and the like being fed and scanned by users. (Vickery, 1965), The librarians' glossary defines CAS as “a system and often a publication for notifying current documents to users of libraries and information services, e.g. selective dissemination services, bulletin, indexing services, current literature.

### **1.5.8 Selective Dissemination of Information (SDI)**

The term SDI was coined by Hans Peter Luhn for the first time in 1959. A service that is personal rather than common; it has evolved out of the development of key term indexes, viewed as personalized CAS/SDI services high-interest areas. Luhn defines “SDI as the service concerned with the channelling of new ideas of information for whatever source to those points within the organization where the probability of usefulness, in connection with current work of interest, is high”. (Luhn, 1961), The SDI encapsulate a strategy to prepare users services manual and computerized methods are in operation mainly depending upon the level of automation of library services.

### **1.5.9 Reprographic Services**

The term reprography was used for the primary time in 1954 as a generic term for all types of facsimile reproduction of documents, covering in its scope, processes and techniques related to photocopying, micro copying, blueprinting, electronic copying, thermo copying, dyeline reproduction, etc. In earlier times all these processes and techniques were called copying which without a doubt was wider in its ambit and did encompass copy typing and duplicating in the offices, photocopying in the libraries and blueprinting in the drawing office. (Prashar, 2003). According to Bose, (1972), a reprographic service is a group of mechanical devices whereby one or multiple copies of a document can be made through the copying and duplicating process. Reprography covers not only

devices but processes and techniques and also includes mechanical alongside photographic, thermal and electronic processes too. According to Hawken, (1966), reprography is a term applied to draw attention to the copying processes and methods applied for both copying and duplicating documents. The role of reprography is instrumental in communication. In the modern era, there is the aggrandizement of information, reprography facilities and information scientists who bring home a researcher, right at his desk, the literature pertinent to his area of subject for numerous sources.

#### **1.5.10 Translation Service**

The development of a nation in modern times hinges on the maximum usage of information within the length and breadth of the country and outside. Numerous languages have documented the pace of progress and achievement in various areas of knowledge where then western countries have made significant and scientific advances in the 20th century mainly in languages like English, German and French. In recent years, Japan has been acknowledged as a big player in the areas of economics and information. It is calculated that quite half the worldwide scientific and technical literature consists of 1.5 million items in languages apart from English. A scientist prefers to use a document in his language which assists in applying it conveniently. The answer to the matter is to develop adequate infrastructure for getting the intended document to become a language familiar to the user. In the university library milieu, this service is pertinent for researchers mainly for scientific research. (Pal, 2004).

#### **1.5.11 CD-ROM (Compact-Disc Read Only Memory) Services**

CD-ROM is one of the storage media developed due to information explosion as well as the urgency for quicker processing and accessing of information. CD-ROM is known for the revolution in information media. CD-ROM technology has proven itself as a blessing for libraries in facilitating library service to the users. CD-ROM is more accessible for searching the information and as it occupies less space and has a large storing capacity, it is more suited for university libraries. (Khan, 1997).

### **1.5.12 Online Services**

An online system is also a revolution, in which the user is provided with a seat at a terminal connected to a database and can interact with the computer. Shaping search strategies based on the response, the searcher has quick access to the database. The user can interrogate the computer directly. The output can be printed out or displayed on the screen. The computer acts as a storage place for the accumulation of information. Online services indicate that users have access to information through the usage of video displayed keyboards. The user can operate the keyboard, give the command and the outcome can be revealed on a video display or cathode ray tube. If the users want a printed record then he has to push a button and the record will be printed out. If the user has numerous indexes and abstracts available to search at a computer terminal.

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

The library contributes to the achievement of the university's aspirations in many ways. The library not only complements the classroom study but also aids the research. It conserves knowledge as well as supports learning, teaching and research including the generation of innovative ideas, patents etc. to the faculties, research scholars, and students by providing resources and access to scholarly journals and other services. It aims to ensure that collections are discoverable and accessible, regardless of format or location. Supply of information to the academicians, researchers, faculties and students with authenticity and reliability by the library is important and hence, libraries need to strengthen the resources and apply proper management technique to provide available resources to the users.

The library also builds its collection depending on the information needs of the university's teachers, students, and researchers. It supplies its users with resources for intellectual development, which is the ability to acquire knowledge via one's own efforts. It allows for the extension of knowledge by putting knowledge to use for research, and it allows for the transmission of knowledge by offering the most up-to-date knowledge to teachers in their profession for successful teaching.

The present study is confined to Collection Management and Services of all the 10 Central University Libraries in North East India which is placed in the following Table-1 which is arranged in alphabetical order. The study will focus

mainly on the collection development policy, selection criteria of documents, collection evaluation methods, user's assessment method adopted by libraries, organization of the collection and different types of services rendered by the libraries.

**Table1.1: List of Central University Libraries in North East India**

S/N	Name of the Central University	Year of Establishment	Name of the Library	Website of the Institution
1	North-Eastern Hill University, Shillong	1973	NEHU Central Library	<a href="http://www.nehu.ac.in">http://www.nehu.ac.in</a>
2	Manipur University, Imphal	1980	Manipur University Library	<a href="http://en.manipuruniv.ac.in">http://en.manipuruniv.ac.in</a>
3	Rajiv Gandhi University, Itanagar	1984	Central Library	<a href="http://www.rgu.ac.in">http://www.rgu.ac.in</a>
4	Tripura University, Agartala	1987	Central Library	<a href="http://tripurauniv.in">http://tripurauniv.in</a>
5	Central Agricultural University, Imphal	1993	Central Agricultural University Library	<a href="http://www.cau.ac.in">http://www.cau.ac.in</a>
6	Assam University, Silchar	1994	Rabindra Library	<a href="http://www.aus.ac.in">http://www.aus.ac.in</a>
7	Nagaland University, Kohima	1994	Central Library	<a href="http://nagalanduniversity.ac.in/English/">http://nagalanduniversity.ac.in/English/</a>
8	Tezpur University, Tezpur	1994	Central Library	<a href="http://www.tezu.ernet.in">http://www.tezu.ernet.in</a>
9	Mizoram University, Aizawl	2001	Central Library	<a href="http://www.mzu.edu.in">http://www.mzu.edu.in</a>
10	Sikkim University, Gangtok	2007	Central Library	<a href="http://www.cus.ac.in/index.php/en/">http://www.cus.ac.in/index.php/en/</a>

Source MHRD: <http://mhrd.gov.in>

## 1.7 Review of Literature

The review of literature serves as a link between the proposed research and previous investigations. It informs readers on aspects that have already been proven or investigated by other authors. It allows readers to comprehend evidence that has already been gathered by past researchers and streamlines current study work in the correct perspective.

A literature review is also necessary to clarify discrepancies in viewpoints, contradictory results or data, and the various reasons offered for their conclusions. An examination of these aspects may aid in the comprehension of facts about an important and difficult topic, or it may lead to a possibility that can be investigated further in the current project. As a result, in research, a thorough assessment of the literature is critical.

In a nutshell, a literature review is the first stage in conducting research. It helps to avoid any kind of duplicity in the study and broadens the scope of the problem. The review of related literature covers all studies undertaken on the topic, both in India and overseas. Only those papers that are relevant to the current topic have been reviewed.

A comprehensive literature survey is a foundation for any good research work and a literature review helps in the clear understanding of the research problem. The review of the literature reveals the findings of several studies on various aspects of a study undertaken. The present exercise finds numerous academic studies relating to collection management and services in different libraries. This presents a brief discussion of the most relevant studies identified. The review of related literature maybe Collection development and management classified into two groups:

- Collection Development & Management and,
- Library services.

### **1.7.1 Collection Development & Management**

Anthony (2018) mentioned gathering development as a cure for promoting the effective use of library resources in tutorial libraries. Numerous factors got to be taken into thought whereas developing a qualitative assortment for the advantage of the users. These factors embody community analysis, policies, selection, acquisition, stock analysis and removal of inapplicable resources. It's necessary to judge the gathering to understand however well the materials are presently meeting desires and the way doubtless the gathering is to continue meeting the requirements of current and future users. Library professionals got to take utmost care in developing a balanced assortment, which can enhance the standard of the educational libraries and promote effective use of the resources by its shopper.

Reddy (2017) discussed that academic libraries are considered the nerve centre of teaching, learning, and research activities, with the primary goal of satisfying the information demands of its target users, which can only be accomplished by an acceptable collection. The process of developing a library collection to meet the teaching, learning, and research needs of its intended users is known as collection development. It entails the acquisition, selection, appraisal, and preservation of resources following the needs of the users. The goal of collection development is to grow the collection rather than to build it. This notion emphasises the need for planning, which necessitates an intellectual skill expressed in the form of "policy." Collection development policies are formal written statements that provide detailed criteria that differ from library to library. Selection, acquisition, relegation and abandonment, and collection appraisal are the elements of this evolution. It is a decision-making activity that ensures continuity and consistency by indicating how much weight should be placed on specific aspects and their relationships. The development of the Dravidian University library's collection from 2011 to 2016 is highlighted in this study. This article goes into great detail about the university's collecting progress by subject, school, and department. This study discovered that a university library in Kuppam, Andhra Pradesh, urgently needs additional funding to acquire more e-books and e-journals for use by professional and non-professional students.

Kumar (2017) examined that data resources are the main part of a library. Within the gift state of affairs, document data resources are commutation electronic data resources thanks to applying knowledge and technology in our society. The study reveals that the central university library collections are increasing in terms of electronic resources like e-journal, e-books, and online databases. The readers of the library are glad about the resources of the library also because of the services of the library that is being rendered by the library employees. Findings of the study a lot of I.T. sure-handed LIS skilled needed to produce higher and effective services to the readers of the chosen central university libraries.

Patel (2016) emphasized the significance of library collection development. When creating a qualitative collection for the benefit of consumers, some aspects must be taken into account. Policies, principles, strategies, and procedures, as well as challenges related to collection creation and weeding out, are among these elements. It's also crucial to examine the collections to determine their use and the value of collective creation in an electronic environment. He stated that library workers must exercise extreme caution in building a well-balanced collection that will improve the library's overall quality. His research is based on personal experience.

Khan (2016) explained that the goal of the study is to learn more about the factors that influence collection creation and management in academic libraries. Collection development is viewed as an important part of the information life cycle in libraries and information centres. Activities like collection development and administration don't happen by themselves. The development and management of collections in academic libraries are influenced by several factors. These elements serve as both a bridge and a barrier to the establishment and maintenance of a successful collection. The investigation was carried out after a thorough examination of the existing literature. The study found that many factors have an instantaneous referring to however collections square measure developed and managed in educational libraries. These factors embody goals of assortment development and management policies and procedures, user needs, assortment development policies (CDPs), assortment development budgets, assortment analysis to see the strength and weaknesses of assorted subjects within the collections, choice of reading materials, formats within which materials square measure selected, the problems of access versus possession,

cooperative assortment development, resource-sharing programs and legal problems in assortment development and management. This research gives a broad review of the numerous elements that drive collection development in academic libraries. It gives library resource selectors insight into how to consider these criteria when establishing effective collections in Pakistani and international academic libraries.

Das (2015) mentioned that the term "collection development" refers to the process of planning for the systematic and structured construction of a general collection. He also discussed the centralized and decentralized strategies for collection growth in university libraries. In a centralized system, the central library has full responsibility for the library, but in a decentralized system, the responsibilities of library systems are divided among departmental academic libraries. His goal was to show the current state of e-Resources in university libraries and to make recommendations for better collection development strategies. His study focused on the establishment of e-resource collections at the Jadavpur University Central Library and the Burdwan University Central Library. He discovered that while both university libraries rely on the decentralized library system, the e-resource collections of the two central libraries are robust and self-sufficient. He suggested that collection development be selected based on existing financial availability and timely information from users and that it be attempted to implement.

Deepa (2015) analyzed and investigated the Mahatma Gandhi University Library's current acquisition policies and procedures for print book materials. In recent years, the MGU library has been working hard to develop a high-quality academic and general collection. Despite the growing need for electronic resources, the library's acquisition of print book collections remains critical. The acquisition team was interviewed to learn more about the procurement methods, and the data presented was from the previous fiscal year. The data show that the university library acquires print book resources through the quote method. The purchase process is transparent, yet it has advantages and disadvantages. The purpose of this page is to provide an overview of current acquisition methods, including selection, financial provisions, faculty interactions, and so on. The essay also offers a few tips for improving library acquisition methods.



Giri (2015) stated that collection development in academic libraries faces numerous obstacles, one of which is estimating the number of copies of certain publications that are required in multiple copies throughout the library. Five large academic libraries in New Delhi were polled to learn about the rules and processes in place for deciding how many copies of a book are required in multiple copies. The approach to determining the number of copies in the libraries surveyed was discovered to be inconsistent. Furthermore, it was stated that all of the libraries decided on the number of copies to be acquired at their discretion. The report also provides a method for determining the number of copies that have evolved. The strategy has been used in one of the academic libraries under investigation, and it has proven to be more effective in determining the number of copies required when paired with other factors.

Nwosu (2015) mentioned the investigation to x-ray the performance of the gathering development perform in 5 academic libraries in the United Nations agency State, Nigeria, to see attainable operational flaws and proffer solutions. Information was collected from all the 100 and 9 skilled and para-professional workers of the libraries employing a self-developed form. Findings of the study embrace associate degree absence of a comprehensive assortment development policy, lack of a coordinating unit for assortment development activities, low participation of the school in book choice, inadequate book votes and irregular weeding of stock. Measures addressing the failings were steered as some way forward within the discharge of the necessary performance of assortment development within the studied libraries.

Obidike (2015) examined the state of automated collection progress (Nigerian university libraries). He used a descriptive survey design, and the research was conducted at three Nigerian university libraries. An overall of 208 library respondents (professionals & paraprofessionals) were utilized during this study. The instruments utilized to gather data for this study were a questionnaire and an interview schedule. The study's findings revealed that ECD is still ineffective in Nigerian university libraries. In this study, the key issues working against ECD were insufficient financing for automation, which is still in its early stages, a lack of technical know-how, a lack of higher-speed Internet connectivity, and a lack of effective administrative regulations and procedures. Better finance, continuing

assessment of automation services, adequate and regular system upgrades, provision of trained people, and periodic and regular training of librarians and paraprofessionals within the utilization of current ICT facilities are among the primary strategic strategies for increasing ECD.

Adeniran (2014) studied the challenges of the prospering implementation of virtual libraries within the educational surroundings in the Federal Republic of Nigeria. The shortcoming of the Nigerian government to stock libraries within the educational establishments with relevant info resources has nice implications for learning, teaching, analysis and development. This is often evident in libraries having few current books, journals, and alternative info resources; inadequate staffing; deterioration of facilities; inadequate instrumentation and even library buildings in some cases. Such things don't give causative surroundings for learning. The virtual library if enforced has the potential of finding this drawback. During this amount of data explosion, there's the requirement for university libraries in the Federal Republic of Nigeria to use acceptable technology to access world info to modify Universities to hold out their ancient functions of teaching, analysis and public service and with efficiency.

Kiilu (2014) investigated why consumers were dissatisfied with the library's collection, as shown through library user surveys. The study's goals were to assess the collection's usefulness, investigate the instruments used by faculty in book selection, determine whether the entire faculty is active in book selection, and give recommendations for future book selection. Borrower statistics were compared to books purchased two and a half years ago. According to the report, 43 per cent of the books chosen during this period were unread. The meticulous evaluation of books before purchase is one of the recommendations for increased circulation.

Lorenz (2014) mentioned that various factors had a bearing on journal management within the last years. The thoroughgoing discussions regarding new license models and therefore the ought to offer all types of information can cause additional changes within the future. One among the particular challenges is that the open access movement. It's been developed for slightly quite 10 years, partially to spread educational funds and to cut back libraries' license prices. However, it's not

nonetheless been examined if and the way open access has influenced journal management processes and the way journal management would possibly influence the distribution of open access. This study aims to analyse however journal management in educational libraries (selection, value organization and allocation) changes through the influence of open access and in what kind the open access movement might be supported by established structures and processes of journal management. Within the empirical half, the hypotheses are going to be verified through a global survey (Germany, Europe (mainly nice Britain), North America (mainly the US)) of libraries' journal management workers in March and April 2014. The precise legal, political and economic laws associated with open access in each country are providing the likelihood to spot major factors of handling open access in libraries. The form includes questions on these processes of journal assortment management and open access likewise as plans and expected changes. during this article, the primary results of the survey are going to be conferred and open access and journal assortment management will be in an exceedingly stable relationship and what challenges harmonic processes.

Montano (2014) studied agreement concerning the evolution of assortment management as a gradual method wherever internal and external factors move to rework the gathering and its management activities. During this progress, cooperation is employed as a necessary strategy for forwarding its roles and to suit the new goals, mission and context of the library. Libraries reside organisms in continuous modification to adapt to the context wherever they exist and that is that the explanation for their progress. It's shaped by important components like the gathering – that is its basic part and therefore the nucleus of its activity. This disputatious paper establishes logical reasoning of the evolution method of the gathering management, with the appliance of Kuhn's structure of scientific revolutions. The library assortment has had nice changes, like its origin, composition, ownership, volume and variety, totally different life cycle from paper to digital formats and analysis processes. These changes have affected the principles and practices of assortment management in 3 key areas: enlargement and alter of ancient activities in assortment management; enlargement and modification of agents involved; and elementary mission of giving access to any or all data resources

required by actual or potential remote users. Cooperation becomes an important part and therefore the main engine of the good a part of the gathering management.

Sambo et al. (2014) mentioned that the librarian's area unit revolutionizing the library profession by collaborating with peers and colleagues of all ages to create things happen. His paper investigates certified librarians perception of the gathering development policy of e-resources in Nigerian libraries. The look of the study could be a cross-sectional survey and also the population consists of 364, first Conference of Certified Librarians by Librarians' Registration Council of Federal Republic of Nigeria (LRCN) command in 2014. The instrument accustomed generate information is that the form and also the information generated was analyzed victimization frequency, bar charts, tables, percentages and mean. The end result of the study reveals that several libraries don't have a written e-collection development policy; a committee for coming up with and analysis of e-collection management; and no e-assortment choice criteria. This example will be copied to the poor information and ability of librarians on e-resource management. Coaching and grooming of librarians on e-resources assortment management, formulation and development of e-resources policy, the constitution of e-resources management committee among others were counselled.

Sasikala (2014) mentioned educational libraries that square measure thought-about to be the nerve centers of educational and analysis activities and should facilitate reach the educational goals of their parent establishments and this can be attainable solely through developing adequate library assortment and/or providing seamless and wider access to relevant electronic resources. The main indicator of an honest library is that the quality and amount of its collections. University libraries should acquire current and relevant info resources necessary for sustaining the teaching, learning, and analysis activities that universities square measure identified for. She investigates the trends in assortment development activities in university and faculty libraries. Further, the modern changes in erudite publication and advances in info and Communication technologies square measure movement challenge to library professionals in developing and creating them accessible to the end-users. This text describes, in short, the impact of electronic publication on assortment development in libraries. It additionally examines the standing and management of electronic

resources in educational libraries surveyed and enlists the challenges before library professionals within the modified context. It additionally explores the type of cooperative initiatives haunted by these libraries and also the perceptions of the library professionals on cooperative assortment development.

Kathryn (2013) mentioned that academic libraries exist to promote their parent institution's educational purposes, one of which is to assist the academic community by organising important scholarly works and other information sources for access, usage, and upkeep. Limitations in these characteristics of information services can be seen in long-standing traditional library procedures, which are frequently lacking in modern information applications. The reasons behind these, as well as other intervening circumstances, are discussed in this work. This has been the condition for some libraries in Nigeria, the University of Uyo being a case in point. Incidentally, the university is the fifth favoured in the country in choice of acceptance.

Lehman (2014) stated the collection development and management literature from 2011 and 2012, which looked at how libraries are facing challenging collection decisions in the face of shrinking budgets, competing for space needs, and an ever-evolving e-market. Digital content isn't new in collection management, but some of the ways it's picked has evolved; collection-building operations now include patron-driven demand acquisitions in a variety of models. Other research in this field looks at how libraries are dealing with their print and electronic collections, covering subjects like open access materials, collaborative collection construction, and weeding collections for repurposed space.

Haliso (2012) studied with a competitive intelligence approach, a high-quality collection of library resources in addressing user needs an overview of existing literature is used to approach the inquiry. Deming's 14-point library management strategy was designed for managers who were devoted to high-quality performance. The study examines how a library or information centre may provide great collection service by providing current, relevant, and appropriate print and electronic information resources. This study also discusses the difficulties of offering a high-quality library collection, as well as alternative solutions.

Onoriode (2012) mentioned the importance of automation to acquisition and assortment development in educational libraries. The descriptive survey style utilizing a form to gather knowledge was utilized. The info retrieved was analyzed exploitation frequency counts and straightforward percentages. It was disclosed within the study that the libraries studied don't have automatic library systems which automation will so facilitate in higher management of the library assortment and acquisition method and a library must possess the resources which will change it to satisfy its goals. However, automation is hampered by lack of funds, interest by directors, poor electricity providers etc. So, librarians should associate in nursing also their wants and set up the choice and implementation of an automation system (Information and Communication Technology) that support the mission and priorities of the establishment for acquisition and assortment development that ends up ineffective library services.

Parmer (2012) mentioned factors moving assortment development, scope and definition, and assortment development method and highlighted the importance of the gathering development policy manual. The study conferred peculiar circumstances and background of document acquisition transactions in university libraries noticed several issues regarding document choice and document procurement processes. The assorted varieties of marketer controlled order plans with their deserves and demerits and different issues involved with technical reports were highlighted. Microforms, vendor-controlled order plans and journal subscriptions were mentioned in his study.

Behera (2011) studied the primitive plan of 'library' instructed a repository of written documents primarily supported clay tablets, palm leaves, waved picket boards, papyrus role, etc. however with the advancement of data within the human civilizations, the library has become the nerve centre of the civilized society. It becomes the sign and image of incentive to become dynamic and regarded the made springs from that data flows bent irrigate the wide fields of education and culture. It becomes a crucial medium of constant education. With the rise in the demand for libraries, there arose the conception of assortment development. The gathering as outlined by the webster wordbook could be a "publication containing a spread of works". However, within the connotations of arts, the term assortment refers to book

choice, library acquisition, building the gathering and developing it (i.e. assortment development). Of these terms square measure accustomed to describe the method of building a group within the library, following bound canons and principles and adding library materials to the prevailing holdings of the library annually or sporadically. There has been a metamorphosis within the word and ‘collection development’ that has replaced the opposite terms normally. Associate in-depth study of the numerous nuances of that means of the conception is, therefore, imperative before the important study soars. Within the earliest times, there was no distinction between a recording space (and archive) and a library, and during this sense, libraries are aforesaid to own existed for nearly as long as records are unbroken. A temple within the Babylonian city of Nippur, chemical analysis the primary 1/2 the third millennium B.C., was found to own several rooms stuffed with clay tablets, suggesting a well-stocked archive or library. Similar collections of Assyrian clay tablets of the 2<sup>nd</sup> millennium B.C. were additionally found in Egypt. Assurbanipal, the last of the good kings of geographic region, maintained an associate archive of some twenty-five, 000 tablets, comprising of transcripts and texts consistently collected from temples throughout his kingdom (Encyclopaedia Britannica, 2004; compact disc, p.2291). On top of this background, the article has got to emphasize the issues and challenges of the gathering development of Indian libraries in a very digital era.

Maidabino (2011) studied the literature on library security and assortment security to identify factors to be thought of to develop a gaggle security management and assessment instrument for university libraries. A “house” model was projected consisting of 5 factors:-collection security governance, operations and processes, individual are problems, physical and technical problems and also the safety culture in libraries. Associate assessment instrument listing things covering the 5 factors were pilot tested on sixty-one samples comprising of chief librarians, deputy librarians, division, sectional heads and skilled workers operate in four university libraries within the Federal Republic of Nigeria. The quantity of security implementation is assessed on a scale of 1=not-implemented, 2=planning stage, 3=partial implementation, 4=close to completion, and 5=full implementation. The instrument was additionally tested for responsibility. Responsibility tests indicate that everybody 5 factors area unit reliable with Cronbach’s alpha values between

zero.7 and 0.9, indicating that the instrument could also be used for wider distribution to explore and assess the quantity of assortment security implementation in university libraries from a holistic perspective.

Jalal (2009) mentioned that the development of collections in a digital library environment is still a hot topic. From the case studies of various types of libraries, many lessons on collection development in a digital environment can be learned. The status of Osmania University Library's digitization is reflected in this article. The purpose of this article is to emphasise certain key components of collection development, such as the purchase of printed and digital materials, to determine current collection development trends. The work is an elaboration of the findings of an M. Phil dissertation on the Osmania University Digital Library in Hyderabad.

Casserly (2008) mentioned the empirical quantitative and qualitative analysis and case studies concerning assortment management observe in educational libraries revealed between 1990 & 2007. The topics lined embrace assortment size and growth, material price, library expenditures, budgets and budgeting, assortment development policies, assortment composition, organization and staffing for assortment management, selection, and also the analysis of (the assortment/the gathering) development method and also the collection itself. The chapter identifies the foremost authoritative and helpful studies and also the most active areas of analysis. The gathering management analysis literature was restricted within the methodologies used (surveys and case studies), applied mathematics analyses applied (basic and descriptive), and also the scope of the issues self-addressed (inputs and processes). A lot of studies that target effectiveness, outcomes, and impact square measure required.

Ameen (2007) looked into some of the significant issues that university libraries in Pakistan confront when it comes to collection management. In Pakistan in 2004, it included a literature study and a survey of university libraries. Handling the hybrid nature of collections, service to users, training of collection management staff, collection evaluation, resource sharing, and preservation are among the problems faced by university libraries in Pakistan. This exemplifies the difficulties faced by



university libraries in developing countries, which must plan and establish a unique library service model that integrates conventional and new services.

Kaushik (2006) in his book, "Management of library and information" write the importance of program coming up with and budgeting system. He feels the necessity that the library directors ought to be able to two-faced with things during which they'll take selections and opt for among alternatives particularly in some call relate to strategic coming up with of the long vary objectives of the library, whether or not and the way they ought to be modified, what policies square measure needed to attain them, and what result they'll have.

Fombad (2003) mentioned that Subject librarians are the primary drivers of collection development policy at the University of Botswana Library. Falling book budgets, the proliferation of electronic materials, issues interacting with faculty, weak book trade infrastructure, delays in the delivery of requested books, and problems with material appraisal were all mentioned as concerns affecting the library's collection growth processes.

Balakrishnan and Paliwal (2001) discuss the importance of library management, stating that for a long time, library and information technology seemed to represent little more than knowing what duties had to be performed in libraries and being able to accomplish them. However, management becomes concerned with abstractions such as planning, organizing, and regulating the library service after that.

Gessesse (2000) pointed out that every library collection should be created for a specific purpose. In an academic library location, the collection may be established mostly for research than instructional support, giving to the author. Traditional information formats, such as books and microfilm, have increasingly been augmented by material that is available electronically through computer technology in recent years. This means that an academic library's current collection development policy must incorporate selection criteria and collection parameters for these new media forms. This article explores some of the concepts and issues that an academic library must consider to match its collection development efforts with the evolving digital librarianship environment in the twenty-first century.

Seetharama (1997) mentioned the impact of knowledge technology on assortment development and assortment management. Assortment development policy, resource sharing and networking, associate degree assortment analysis in an IT-based surrounding are explained intimately.

Elder et al. (1990) discussed agricultural information materials collection development, selection, and acquisition for libraries. The challenges of collection planning and evaluation are first highlighted. Collection development policies, agricultural subject areas, the RLG Conspectus, cooperative collection creation, resource sharing, and preservation are all covered. Following that, there is a discussion of agricultural material selection and procurement, with several sources cited. An appendix contains a list of general suppliers and approved merchants. This article is designed to serve as a resource for librarians involved in the development, selection, and acquisition of agricultural literature.

### **1.7.2 Library Services**

Rahman (2019) investigated the management of assortment in university libraries of state, in an ICT atmosphere. The study coated the most criteria like library structure structures, assortment development policy, document choice, provider choice, book order, resource assortment, licensing policy, technical process, organization of resources, access to the gathering, library services, assortment maintenance, user strength etc. knowledge collected from the library skilled. The study investigates and elaborates the first thanks to studying assortment management, assortment development below today's data exploitation age of ICT. Findings and suggestions are given to form the service a lot of helpful within the university libraries of the state. although the e-resources are thought of because the very important elements of a university library assortment, until currently a number of the acknowledged university libraries aren't in a position to get the e-resources and although a number of the university libraries have their e-collection until currently that's not organized, it's thanks to varied factors like short funds, inadequately trained employees in handling computers and package packages, and body considerations etc. Automation has been initiated altogether university libraries of state and that they are enjoying the ICT in the majority of aspects like user, resources and employees management

and services. It's necessary to judge whether or not the progress in ICT has had any impact on the library profession in these highest academic establishments or not. The study was administrated through a forming methodology for the gathering (of data/of knowledge/of data) and supplemented by interviews of librarians to collect further information needed.

Sanallah (2019) provides an outline of the university libraries and explains well their various organizations, management, collections, functions, systems, and services as a whole. It together profiles careers in library work, the education of librarians, and several (other & several other) other hot organizations for librarians. Academic libraries were purposeful most owing to the hearts at intervals the academic activities of the university. The libraries perform their functions properly; a body of knowledge has been developed and incorporated within the scope of the employment programs in library management. That's why information is needed to fulfil up such desires. It's quite uphill to manage the whole library in pen and paper where their square measures a vast amount of books for the skilled. Knowledgeable has to serve not alone one job, but together multiple jobs at a similar time. That's why it's powerful to remain on target with these jobs. Library management is that the theoretical plan of managing such a library with efficiency.

Ugwu (2019) determined the relationship between structural factors and data management applications to user-centred services in federal university libraries in Nigeria. The population of the study consisted of 26 federal university libraries in Nigeria with 450 skilled librarians. The form was the instrument used for information assortment. This analysis instrument was pretested for liableness victimization the Cronbach alpha procedure. A complete of 450 copies of the form was distributed to the respondents. Of these, 350 questionnaires were completed and came back, thereby accounting for a response rate of roughly 78%. Descriptive and inferential analyses of information were achieved victimization the applied math Packages for Social Sciences (SPSS). The findings discovered that data management applications were a lot of targeted on data identification and acquisition than on data creation and dissemination. The findings conjointly discovered that prime management leadership and collaboration were the strongest of the structure factors which they related considerably with data management applications to user-centred services. Alternative

factors like human resources policy and compensation schemes had each low and non-significant correlation with data management applications. Each prime management leadership and collaboration had vital relationships with data management applications. It is, therefore, suggested that a data management strategic action arrangement be developed for the federal university libraries in Nigeria.

Musa (2018) examined that the safety and hindrance of crime during a university library is an extremely predominant duty of the professional. The survival of a library depends to an outsized extent on however secured its collections area unit; security of library resources constitutes an important challenge facing university libraries in Nigeria. The paper, therefore, examines safety and crime management in university libraries in Nigeria that misuse the University of Jos and University of Ilorin libraries. The study adopted a descriptive survey methodology. The population of the study comprised 108 library personnel and sixteen, 012 registered library users in 2 university libraries. Whereas the sample size consisted of all the 108 library personnel, and a couple of the registered users to create a complete of 428 respondents. Form and interviews with the university librarians of the chosen university libraries were the instruments used for information assortment. Information was analyzed exploitation statistical distribution and percentages. Results discovered that security breaches enclosed stealing/theft of library materials, accidental injury of library materials, and non-return of borrowed things. It additionally showed inadequate funding, the stingy interest of the culprits and lack of institutional security policy within the library. Supported the findings, employees security coaching, the electronic security system ought to be introduced and improve funding of university libraries among others. Recommendation orientation of users and employees ought to be done from time to time in university libraries to say however few.

Lallawmawmi (2017) mentioned that additional and additional organizations are concerned in analysis, action analysis and support on varied development problems, notably within the Social Services and Human Development sector. Most of those problems and themes are the knowledge base and are characterised by overlapping subject boundaries. Analysis on such areas, therefore, generates data that's consequently a knowledge base. To manage such data and additionally to form

additional data obtainable, special libraries and thematic, issue-based data centres have to return up. Such libraries are peculiar as so much as their assortment, users, services; queries and data process is involved. This text is additionally supported by the special libraries of Aizawl whereby we have a tendency to cumulate many findings and suggestions from the librarians beneath study. It's going to additionally offer readers insight and in-depth data to form them awake to the current conditions of the special library that exist in Aizawl thus far.

Pradhan (2016) states that a library could be a place during which reading materials, like books, periodicals, newspapers, and thesis and infrequently different materials like music and video recordings, are unbroken to be used or disposition. These documents are created accessible to the users through totally different retrieval mechanisms. assortment development is concerning making certain the expansion of a library's assortment in an exceedingly systematic and planned manner, so long run edges is also reaped within the future. Assortment development in any tutorial library could be a difficult task and one ought to be open-eyed concerning the amount of copies to be procured for the simplest use of its user. At the time of assortment development, there has to be a correct balance between the budgets likewise as documents. Tutorial libraries ought to take a proactive approach by implementing Ranganathan's vision of "library as a growing organism", with creative thinking and creativity. His article presents the continued assortment development activities from the amount 2009-2015 of central library, central university of state, placed at Koraput District within the state of Odisha.

Prakash (2014) examined the utilization of collections, facilities and services at the Central University of Karnataka Library. A well-structured form was distributed among users throughout the educational session 2012-13. Questionnaires were checked and 335 questionnaires were found appropriate analysis. The study demonstrates and elaborates the varied aspects of the utilization of collections, Facilities and services, the aim of visit to the library; adequacy of library hours, infrastructure facilities, use and collections of documents each print and non – print. The author conjointly identifies the degree of use of varied services provided, access to on-line databases services, information search techniques, and users' awareness

regarding differing types of library networks. Satisfactions with the general functions of the library are highlighted. Suggestions are given to create the collections and service a lot of useful for the educational community.

Ivwithreghweta (2013) mentioned the applying of ICT on library's operations and services in hand-picked educational libraries in Nigeria. 5 analysis queries were raised. The descriptive survey style was used for this study. The population for the study was fifty (fifty) librarians willy-nilly hand-picked from the Western Delta University Library, John Harris Library, and also the Delta State University Library, The form was the instrument used for knowledge assortment. The frequency count and also the easy share were went to analyse the form. Major findings emanating from the study disclosed that net facilities and computers were offered within the hand-picked libraries. It had been conjointly disclosed that the main reasons for exploitation the ICT facilities within the hand-picked libraries were that students and researchers use it for net browsing and also the preparation of their lecture notes. It had been conjointly found that the services and operations in an exceedingly library wherever ICT square measure largely been applied square measure within the acquisition of materials, provision of the OPAC services. It had been conjointly found that the main advantages derived from exploitation ICTs within the hand-picked libraries square measure that it will increase work potency. Meanwhile, the results of this study conjointly shows that the bulk of the respondents known poor funding and power offer because the major downside militating against the employment of ICTs within the hand-picked libraries. The paper concludes by advocating that the govt. and also the personal sector ought to assist educational libraries within the provision of ICTs facilities and also the fund to be ready to manage them to be ready to give speedy info to their shopper within the 21st-century era.

Saarti J. and Vattulainen P (2013) stated "about way to support better cooperation and better services in the management of in print documents" in management of and access to print collection in national and repository libraries in Europe, collection for use or protection.

Uma (2013) stressed the need of culling library content. It mentions routine weeding techniques in a few notable libraries. The importance of weeding is emphasised in order to maintain the collection current, allowing users to quickly locate books of interest. Weeding recommendations from the National Knowledge Commission are also mentioned. Finally, some recommendations are made for libraries on how to weed out older and obsolete library materials in order to preserve the collection and minimise space issues while adding new collections.

Hussain, Fatima & Kumar (2010) examined using library assortments and contributions through PG Students of Kedar Nath Modi Institute of Engineering and Technology, Modinagar (U.P). Questionnaires are used for amassing reviews on using library collections and offerings. Eighty questionnaires are dispensed amongst PG college students out of which sixty-seven questionnaires are acquired again from the respondents. This examination established and elaborated the various elements of library collections utilization within the to be had resources, frequency and functions of visit, usage of library offerings, four-four time spent with inside the library, adequacy of library hours, adequacy of analysing space, file locations, file seek via catalogues, library computerization. It additionally assessed the behaviour of library personnel additionally to pleasure with the overall capabilities of the library.

Panigrahi (2010) on 'Library and Information Science Education in East and North-East India: Retrospect and Prospects' dealt with the Library and Information Science education in East and North East India. The paper identified that undergraduates were started in many colleges but are not properly maintained at some colleges. This paper discusses the need for libraries and information centres due to the information explosion and its role in the information society. The paper also revealed that the need for well-trained manpower with systematic and technical education for handling the situation effectively and efficiently. The author viewed that the training of library professionals is very important for the library services to manage the needs of the users.

Yusuf (2010) studied the extent of the employment of library resources in Covenant University, Nigeria. Two separate questionnaires were accustomed gather information. Four hundred registered library users were elect mistreatment the

stratified sampling technique. The findings discovered that half a mile of the scholars sampled visited the library to browse for examination whereas most schools visited the library to browse journals, electronic or print. Also, students used OPAC over the college. It's suggested that the college offer reading assignments that may need students to consult journals and different resources within the library, not only for examination functions. And therefore the library ought to organize a "library week" every semester to showcase the assorted resources obtainable within the library.

Kanamadi, Satish & Kumbar, B D (2006) mentioned the net-primarily based library offerings predicted at control institutes in Mumbai City, Maharashtra State, India. The article explores the provision of the institute website, significance and volume of the library info hosted at the institute website. This survey exhibits that the dearth of a hobby of customers in library websites is due to the insufficient and static statistics being made to be had on them. The researchers located that fifty-two school members (86.67%) and a hundred seventy-five students (92.10%) use the Internet regularly. Only 2(9.09%) libraries have supplied library policies and guidelines at the website. Important info like library team of workers info, Current Awareness Bulletins/Selective Dissemination of Information (CAS/SDI) announcements and OPAC isn't made to be had on any institute website. This case look at additionally exhibits the offerings customers anticipate to get admission to thru the Internet at their convenience. The researchers cautioned that the Introduction of net OPAC, bulletins approximately new library sources and offerings, hyperlinks to the websites of hobby to the commercial enterprise and control research are required for making the library portal greater informative.

White & Cherly (2006) examined the interlibrary community and record delivery carrier of the National Health Service with inside the UK. They have a look at did a relative evaluation of the identical with the carrier fashions in 5 nations as USA, Italy, Australia, Iceland and Canada. They diagnosed the problems associated with interlibrary networks and record delivery. They have a look at suggests exciting findings wherein the researchers referred to that automation of library device have to enhance the person experience, however, does now no longer always update the want for the involvement of the library offerings and the staff. Complementary collections



are important for the widest and best get right of information entry. Access to digital assets does now no longer alleviate far-flung record delivery.

Ramesha, Kumar & Kanamadi (2004) evaluated IT-primarily based offerings primarily based totally on consumer necessities and satisfaction. The examination changed into performed on the university libraries inside the Karnataka state. In this examination, the researcher used the survey studies technique observed with the aid of using unique units of questionnaires one for customers and some other for the providers (facilitators) of service- for the Librarians. In the findings of the examination, researchers mentioned that out of seven universities simplest three have full-time librarians and in addition, the present workforce strength, each expert and others, is relatively insufficient as compared to the value of the work. These libraries have conventional and present-day infrastructure and IT centres and community centres are to be had in a maximum of the college libraries. Most of them have been collaborating with inside the one/some other community gadget for sharing the resources. The researchers additionally traced out the attention stage of the customers concerning the computerization sports of the library. The effects of the examination confirmed that the dearth of manpower is the primary motive of declining with inside the pleasant of library and facts offerings. Further, the examiner indicated that the college libraries are missing inside the applications of customer's cognizance and publicity. The researcher noted the want for library experts to replace new abilities with the aid of using thinking about the converting surroundings inside the respondent libraries.

Srivastava (2004) describes some of the world's leading national and academic libraries, which have carried out projects to use the potential of digital technology to display unique and fragile materials. It found that many institutions prioritize digitizing special collections because of their value, rarity, or uniqueness, and help protect these special materials. Digitization will help create 4,444 learning opportunities for remote users, including 4,444 colleges and universities and distance education students.

Moyo (2003) also found that institutions of higher education such as the Pennsylvania State University World Campus offer virtual academic courses via the Internet and the World Wide Web. The main finding of the author is that students are satisfied with the quality and availability of library services, but are not fully involved in a large number of services and collections.

Daniel Liestman (2001) examined the reference series guidelines for university and undergraduate libraries for small and medium-sized establishments of better getting to know within side the Kanas College and undergraduate libraries. This examination made it clear that maximum instructional libraries do now no longer have formal reference series guidelines. If they possessed it isn't always up to date and present-day to shape the existing virtual environment. Suggestions had been presented in his article to help libraries to broaden any such coverage that could assist librarians and doors stakeholders.

Larson (1983) suggested in his article "Reference and Information Services for Special Libraries" that special libraries can be very different in terms of organizational structure, purpose, function, level of support, and scale. Special libraries may include libraries that specialize in collections of materials on a single topic or groups of related topics (art library, business library, and law and medicine library); others may be described in the form of collected materials (map library and image library). Many can be described by their parent organizations (museum libraries and government libraries). Professional libraries provide services such as reference services, current affairs awareness services, photocopying services, online / Internet information services, translation services, reference services, document delivery services, bibliographic services, document retrieval, indexing services and abstracts.

### **1.8 Research Gap**

On analysis of the above literature review, it has been observed that there are sufficient numbers of research conducted in collection management and services at various levels. But no study has been carried out in the proposed area of the study and hence, this study is an attempt to fill the gap.

### **1.9 Statement of the Problem**

The mission of university libraries is to supply quality resources and innovative services to stimulate creativity, intellectual curiosity, and to facilitate lifelong learning and research within the communities they serve. Collection management, organization and services in the IT environment are an emerging area in the library and information science. As we are living in a knowledge society in which the creation and distribution of information depend solely on Information Technology and its application, university libraries are rapidly changing their functional activities and therefore, several innovative methods of collection management, organization and services are being introduced, with an endeavour to integrate with renowned libraries of the world. However, the collection in most of the Indian university libraries may be inadequate to support higher education and research because the knowledge that was doubling in a span of over 20 years or more has now been doubling at a much more rapid rate. Moreover, a number of latest subjects have emerged.

Thus, there arises the need to study the types of collection available in the library, and the collection management and development policy adopted by the library and the types of innovative services provided to know the satisfaction level of the user community they serve. So, such a study which is the need of the hour is very much required and thus prompted the scholar to take up this problem.

### **1.10 Objectives of the Study**

The objectives of this present study are to:

- 1) Ascertain the type of collections available in the libraries under study.
- 2) Find out the collection management and development policy adopted by the libraries.
- 3) Assess the type of services provided by the libraries under study.
- 4) Know the satisfaction and dissatisfaction among the user communities about the services provided by the central university libraries.
- 5) Ascertain the type of weeding out the policy adopted by the university libraries.

## **1.11 Research Methodology**

For conducting any research, planning of research is the most important aspect. Such planning acts as a guideline to investigate the problem. Many research problems require various strategies to be employed, which are related to the idea known as design or research design. This chapter deals with the methodology utilized in this study wherein questionnaire method is used. The tool & technique for data collection used are questionnaires. Two types of questionnaires have been prepared: One for the librarian or librarian in charge and one for the library user, where both open-ended and close-ended questions have been included. This study is based on primary data which has been collected from the librarians and users of all central university libraries in North East India, through the distribution of questionnaires.

### **1.11.1 Data Collection**

The study was supported by primary and secondary sources. Primary sources include the foundation for the study and Secondary sources consisted of all relevant and available sources like books, journals, newspapers and websites. The structured questionnaire was divided into two parts, viz. Questionnaire for librarian/librarian In-charge and questionnaires for library users. Through this questionnaire the respondents were interrogated about library users and library professionals to ascertain the facts. This data assisted in gathering complex information and provide reliable data and information to understand the collection management and services provided by the respective libraries. For this purpose, the scholar visited the entire 10 university libraries of the North East region to assess the on-site real situation, observe and study the library practices, infrastructure facilities and learning resources available which help the researcher to make the study more scientific.

### **1.11.2 Sampling**

There are 10 Central University Libraries in North East India which formed the total area under study. From the 10 central university libraries under study, 10 librarians/librarian in-charge and 500 users (50 each) from the different university libraries were taken as a sample size which comes to a total of 510. Out of 510 questionnaires circulated, 466 responded to the questionnaires. The scholar during and before the study also made an extensive visit to the different libraries under study to solicit feedback from the library professionals.

The secondary data was collected by consulting research papers from different journals, books and web sites/internet sources.

### **1.11.3 Data Analysis and Interpretation**

The analysis and interpretation was based on the feedback from the users and the librarian/librarian in-charge of the central university libraries of North East India, through two separate structured questionnaires distributed among 500 users and 10 Librarian/Librarian In-charge. The primary data collected were analyzed and interpreted with the help of Microsoft excel software. Simple analysis tools such as mean scores, median scores and mode / standard deviation scores were used so as to derive appropriate statistical measures and findings.

### **1.12 Chapterization**

The present research topic is comprised of the following chapters:

Chapter-1 of the study highlights short description of library, library services, collection management, and role of collection management, collection management policy, and list of central universities libraries in North East India etc. The review of literature where the scholar had an extensive survey of literature available in the concerned field, the research design consisting of statement of the problem, objectives of the study, research methodology to clarify the research work, and finally concluding with the data analysis and interpretation.

Chapter-2 describes the concept of collection management, collection management cycle, tools of collection management, computer based collection management, concept and importance of collection development, collection development process, collection development policy, selection of resources, problems of collection development, evaluation of collection, etc. It also includes university library, objective of university library, functions of university library, library collection of university libraries, special types of materials and collections and so on.

Chapter-3 this chapter deals with an overall introduction about the university profile and concept and importance of central university libraries in North East India under study. It also includes the Impact of ICT on services, trends in services and also highlights the services of a central library, facilities, and new initiatives in central university libraries in North East India.

Chapter-4 highlights the analysis and interpretation of data collected through questionnaire. It is divided into two parts based on the librarians/head of the libraries response and the user's response. Analysis has been based on tables accordingly by total number of staff, type of library, total numbers of collections, mode of acquisition of books, journal subscribed by the library, newspaper subscribed by the library, types of classification scheme used, library budget, library automation, types of services, service hours, circulation timing, weeding, distribution of respondents (university wise), gender of the respondents, age of the respondents, category of the respondents, qualification of the respondents, frequency of visits to the library, purpose of using the library, availability of reading materials in the library, ease of finding library materials, frequency of using Internet facility in the library, opinion on areas for improvement of a library facility, problems of using the library, satisfaction level of the respondents while using the library facility, frequency of assistance sought from library staff. It consists of tables with their comprehensive interpretation supported by the graphical representation of the analysed data. All the aspects of both the librarians and users responses have been analyzed under the purview of the objectives formulated suggestions and from the users, then followed by findings.

Chapter-5 this chapter is the last portion of the thesis which includes the placement of suggestions based on the inputs received from the librarian/librarian in-charge and library users, further followed by a comprehensive conclusion of the overall study, and recommendation for further research. It presents a simple summary of all the findings which will represent the overall output of the thesis based on the objectives of the study and a winding up conclusion depicting the overall core implications of the study.

The appendices and bibliography are given at the end. Bibliography is provided which consists of 50 Books, 52 Journals articles and 22 websites according to American Psychological Association (APA) 6<sup>th</sup> ed. style annual.

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## **2.1 Introduction**

University libraries are academic libraries situated in universities to primarily help the students, staff, and the whole community at large to accomplish their set goals of teaching, learning, and research. They are intellectual powerhouses where pertinent information and all sorts of materials, including books and non-books materials, are collected, organized, preserved for easy retrieval and dissemination. Specifically, the university library aims to provide from within its resources, the literature, and information resources to support undergraduate and postgraduate studies and the research activities of the university. It is the hub of all research activities at the university, and it is where students and staff go for academic nourishment. Based on this background, Ogunsola (2004), describes “University libraries because the heart of the university, because it houses and maintains standard books, journals, audio visual collections and services that are needed for all the teaching and learning processes of the university community. Emphasis is placed on the choice and acquisition of broad-based research materials of multidisciplinary interest, including official publications, standards, and statistics”.

## **2.2 University Library**

A library attached or associated with a college and used by teachers, students and staff of the college are known as a college library. All library facilities provide service for the success of all formal programs of an institute and the wide world of books that encourage reading, self-discovery, personal growth and the sharpening of the intellect. To fulfil these, libraries need to perform several functions and one of the very important functions of the college library, on which all other functions are dependent, is collection development. “It is well said that library is the heart of education and heart of the library is its collection”. In the modern world, the library uses all types of print and non-print material to impart study material to its users. Electronic resources are like other library materials. They are selected, acquired, catalogued, managed, withdraw and promoted to the users.

## **2.3 Objectives of University Library**

The objectives of a university library are as follows:

- 1) It helps in all educational and instructional programs with the growing needs and requirements of today and tomorrow.



2) It develops a habit in users for deep and advanced studies of subjects beyond the textbooks.

3) To provide necessary resources to the teachers and to students with the latest updates in their respective subject areas.

## **2.4 Functions of University Library**

To achieve its objectives a university library performs the following functions:

1) The university library offers all educational programmes to users, allowing them to expand their knowledge by acquiring various documents such as textbooks, audio visuals, and other materials connected to specific courses.

2) It also acquires a large number of more advanced books on many subjects, in addition to text books, in order to foster a habit of deep and advanced study among college students.

3) It gathers reference materials, such as encyclopaedias, and other books on every aspect of various disciplines, in addition to classroom teaching and text books, to help students comprehend subjects on their own.

4) The library provides self-learning material, competitive test materials, and other resources to prepare students for various professions and occupations as well as to develop their talents.

5) It obtains newspapers, weekly and monthly publications on current events, general knowledge books, and other materials in order to keep its readers informed about their surroundings.

6) It subscribes to relevant publications and research bulletins on many areas based on staff recommendations for research work and to keep teachers up to date.

7) It makes proper classification, cataloguing, shelf layout, presentation of new arrivals, and provides services such as bibliographical, indexing, and abstracting to make the library and its usage more accessible and convenient.

## **2.5 Collection Management**

Collection management is closely linked to collection development. Collection management is a broad term that encompasses all aspects of collection production. The programs and processes by which library materials are selected, therefore, should be termed “Collection development”, while the process of adding value to objects after their selection should be considered “collection management”,

Objects that contain a group of other objects are mentioned as collections. A library's most vital things or tools are its collections. Collections and services are what make libraries unique and without them, the library would not exist in the information society. Management of collections makes the collection safely and simply available to the users as per demand. Now it helps in preserving the document for future generations.

Collection management and services are not a single activity or group of activities; rather it is designed with the specific purpose to provide the library with an information resource that meets the appropriate needs of its user. It comprises planning, goal setting, decision making, budgeting, and acquiring materials, and evaluating them, which is one of the most important and most difficult activities undertaken by libraries. Especially, collection management or development is made up of three basic concepts: planning, implementation, and evaluation. Collection management is a tool that provides a platform to manage resources effectively with the limited funds, staff, and space. Collection production is considered an integral part of the gathering management process. It is well noted in the present era that collection development is now watched as a part of the activity of collection management. It is a nonstop process in the life cycle of library management. It is a well-known fact that it is in charge of the collection's makeup. Baughman in one of his articles define these three basic terms as follow:

- Planning regarding the collection, the term planning is one of the functions of management. It is the graphic for accruing documents that belong together as firm by the needs, goals, objectives, priorities of the library.
- Collection implementation refers to the process of making documents accessible for use.
- Collection evaluation involves examining and judging concerning goals and objectives. Collection evaluation is the most important to collection development (CD) and collection management (CM) because it is difficult to build a balance.

## **2.6 Definitions**

Collection management is defined as a process of knowledge gathering, communication, organization, policy arrangement and evaluation, and planning. Collection development is that part of collection management that deals with decisions about the acquisition of fabric. It is a process whereby value is added to the collection of library material by ensuring the required information resources in the most appropriate format are easily and speedily accessible to those who require them. The work of collection management is not merely limited to the librarian but should be a part of the duties of all staff members. American Library Association see the role in this ways they state that “Librarians with collection development responsibilities are faced with function ranging from selection to de-selection, collection analysis to the preservation, user liaison to marketing, and budget allocation to fundraising. Numerous concepts and terms as we use them in this study require definitions starting some basic general terms, such as library collection, collection management, and ending with specific concepts such as services in the libraries.

According to Vicki L Gregory, “collection management may be best defined as the process of information gathering, communication, coordination, policy formulation, evaluation and planning that result in decisions about the acquisition, retention, provision of access to information sources in support of the intellectual needs of a given library community”.

According to encyclopaedia of library and information science, “Library collection is the sum of library materials, books, manuscripts, serials, government documents, pamphlets, catalogues, reports, recordings, microfilm reels, micro cards, and microfiche, punched cards, computer tapes, etc. that make up the holding of particular library (Kent & Lancour, 1985).”

## **2.7 Collection Management Cycle**

Assessment => Selection => Acquisition => Processing => Circulation (shelving; checkout use; re-shelving) => Continuing => Preservation (repaired, maintenance) => De selection & weeding (replace) => Disposal system.

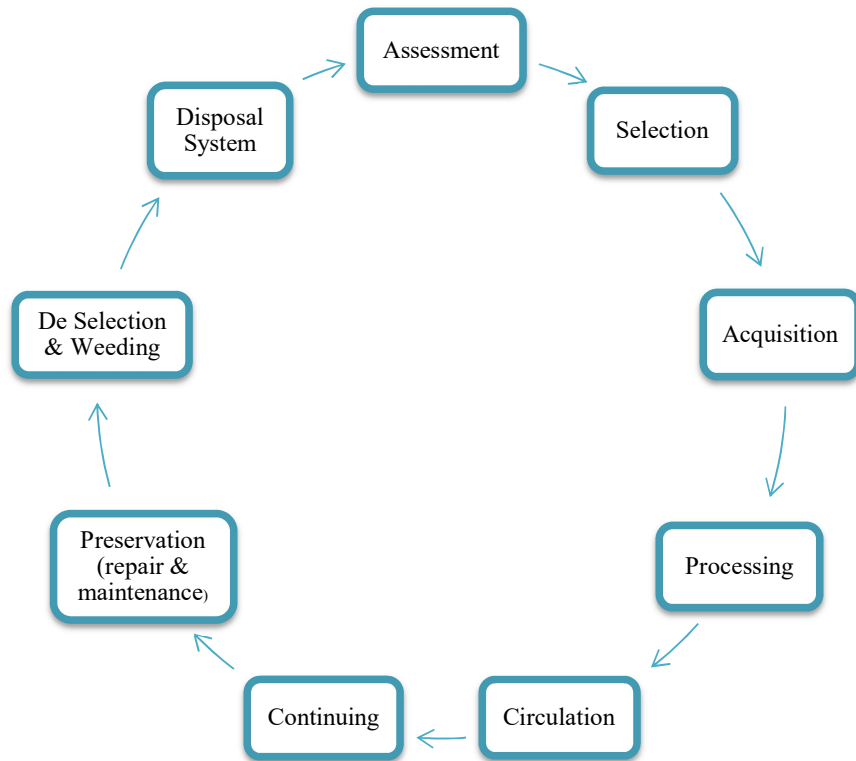


Fig 1: Collection Management Cycle

### 2.7.1 Collection Management in University Library

Collections management is closely related to collections care, which is the physical protection of cultural heritage and consists mainly of administrative duties associated with collection production. Collection management gives status to any library. In other words, it is the process of selecting library resources and evaluating materials for cancellation, withdrawal, and preservation. A balance between the competing demands of the highest feasible level of users accesses to collections against the challenges of long term preservation.

### 2.7.2 Effective collection management is primarily a question of balance

- Between access and preservation
- Between cost and public value
- Between short, medium, and long term

### 2.7.3 Who needs to manage collection?

- Museums
- Archives

- Libraries
- Heritage site
- Historic house
- Private individuals companies
- Government department

#### **2.7.4 Challenges of collection management**

- Time
- Money
- People
- Expertise

#### **2.7.5 Resourcing collection management**

- People
- Premises
- Strategic plan
- Procedure/Process
- Systems (physical)
- Systems (digital)
- Expertise
- Money

#### **2.7.6 A Good Collection Management gives you**

- Sustainability to library
- Accountability to library
- Compliance to library
- The freedom to be creative and innovative and more opportunities to share.
- Confidence to growth

#### **2.7.7 Evaluation of Collection**

Weeding, preservation and conservation, and replacement are all important aspects of collection evaluation. Responsibility and authority for the preceding activities are shared by the director of technical services and technology, the collection development librarian, and library selectors.

### **2.7.8 Weeding**

Weeding is an essential, continuing library practice in which materials are removed permanently from the library's collections. Whenever possible, both teaching faculty and library personnel participate in the process to ensure that publications of historical or research significance are not discarded.

### **2.7.9 Preservation and Conservation**

Preservation is the activity to prevent, eliminate, or retard deterioration of library resources. The library protects the physical integrity of materials in the collection through conservation measures, such as temperature and humidity control. The library acquires replacements in available formats, or by having damaged materials professionally rebound.

### **2.7.10 Replacements**

Missing, destroyed, damaged, or removed materials in different formats are not replaced automatically. Potential replacements are evaluated using the same criteria for selection as regularly acquired and /or licensed items. Heavily used materials will be replaced as funding permits.

### **2.7.11 Activities included in CMS**

- Assessing the users need
- Evaluating the present collections
- Determining selection policy
- Coordinating selection of items
- Re-evaluating
- Preserving
- Planning for resource sharing

### **2.7.12 Collection Management involves**

A wide range of related activity including -

- Collection Development (acquisition, disposal, and transfer)
- Risk Management (conservation, security, environmental, and controlled)
- Stack Management (document, cataloguing, and digitization)
- Access Management (Interpretation, rights management, and knowledge)
- Legal compliance (evidence of ownership, good governance)

### **2.7.13 Collection Management Committee**

The collection management committee is comprised of the librarians, library deans, and university archivists. This committee is responsible for ensuring continuity and equity in the collection management process, reviewing budget allocations, discussing expensive and/or unusual requests, assisting with collection assessment, and periodically reviewing collection policies. The committee also discussed new technologies and products to better serve the information needs of the university. Faculty members and or deans involved in planning new programs or preparing for program reviews or accreditations will be invited to meetings or consulted as needed.

### **2.7.14 Collection Management Librarian**

The collection management librarian coordinates the selection of library materials in all formats. Requests for purchases come from faculty liaisons and library selectors. The collection management librarian assesses whether to add gifts and purchase suggestions to the collection; decides whether to replace damaged, lost, or missing items; evaluates potential new databases for trial; manages continuing resource renewals, and advises faculty and liaisons on collection matters.

### **2.7.15 Collection Management and Technical Services**

The department of collection management and technical services is in charge of ordering, cataloguing, sorting, storage, and providing access to library materials in all formats. It operates as an on whole umbrella to manage resources added and deleted from the library's collection. Areas such as acquisitions, cataloguing, government documents, and periodicals work side by side under this giant umbrella to support the mission to maintain and manage the collection for our patrons. In addition to these functions, the collection management & technical services department develops and implements policies overseeing the library collections and provides analysis breakdowns of resources and services offered within the library. It keeps track of licensing agreements, contracts, and facilities for library materials purchased as well as gifts in kind contributed by generous patrons.

## 2.8 Tools of Collection Management

There are many tools of collection management available for a college library to build a collection and it helps and guides in the development of the collection. The tools of collection management are:-

**1) A policy statement:** The academic and research interests to be supported are included in the collection management policy. The core three aspects of a collection policy should be historical records, existing records, and a design for the collection's future.

**2) Procedures for accession and de-accession of collection materials:** Information on which college resources have been added to or deleted from the collection must be available to library staff since library records are valuable for every institution library and understanding the contents of the collection is important for maintenance. It is easier to minimize confusion by having a common method for these procedures.

**3) Documentation system:** Any institution's library is its foundation. Each book has a classification number assigned by DDC that matches its records. Having library software that aids in the organization of the library system for assigning library resources is beneficial.

**4) Weeding:** It is a critical collection management tool since it enables the weeding out of unused or no longer relevant collections. Unwanted library resources (print or electronic) aid with future collection building space difficulties.

## 2.9 Computer based Collection Management

Computer-based collection management programmes provide convenient and specific access to expanded consolidated information resources and database resources, databases of individual libraries and interconnected libraries in a cooperative collection management. The machine readable formats for collection management require the following considerations which are essential.

- Hardware and operating systems with maintenance facilities;
- Application software, interface software and network connectivity software;
- MODEMs and other peripherals;
- Vendor support and contractual requirements;
- Transferable bibliographic format and record structure;
- Access to communication network;



- Access to internet;
- Ownership and license of databases, information and products;
- Training of personnel and end-user assistance requirements;
- CD-ROM drivers;
- CD-ROM network resources;
- Local area network (LAN) facilities among libraries in the cooperative collection management project.

Collection management through electronic media can help the user community in a great way to have access to have largest body of information and documents in least possible time at relatively low cost. The ill-financed, ill-equipped libraries can be able to get optimal utilization of resources and services not only available in local libraries, but also those available within the country and abroad. The world of knowledge in its totality must be accessible to any particular end-user of any library, whenever required. Constraints of financial resource, human resource and physical resource should not stand in the way for access to information and knowledge, the intellectual resources.

### **2.10 Collection Development: Concept and Importance**

The term "collection" refers to a collection of materials. Collection refers to a variety of documents such as books, periodicals and serials, government publications, academic thesis and dissertations, research reports, annual reviews, conferencing proceedings, pamphlets, standards and specifications, patents, trade literature, maps, atlases, and globes, photographs, illustrations, painting, microfilms, microfiches, rare books, manuscripts, slides, and audio cassettes, as well as photographs, illustrations, painting, microfilms, microfiches, rare books, manuscripts etc.

Collection development is one of the fundamental functions of not only university libraries but for any other library because the ultimate survival of libraries depends on how well they are satisfying their user's information needs which is not possible without effective, qualitative well as an up-to-date collection of information resources. Accordingly, recognizing the immense importance of collection development in the sustenance of the information life cycle, a number of researchers have attempted to define the concept of collection development that has been enumerated in this section. In this regard, **Carrigan (1995)** observes that the

—collection development process in university libraries is that thoroughness that eventually authenticates the benefits associated with the collection and consequently justifies the return on the investment in the library collection." Commenting upon the same **Negi, Nailwal, and Kumar (2009)** offer a more comprehensive overview of the term and states that, —Collection development is a dynamic and continuous activity. Users, library personnel, and topic experts on the selection committee are all involved. It is not an end in itself, but a way to develop a need-based, up-to-date, and balanced collection fit to meet the document and knowledge needs of the users considering users' current needs and future requirements.

Moreover, Kumbar and Hadagali (2005) state that—Collection development is the systematic building of a library collection based on suggestive data rather than just subjective choice. Besides, it is the process of assessing the strength and weaknesses in a collection and subsequently generating a plan to improve the weakness and upholding the strength. It includes a selection of current as well as retrospective material and the evaluation of the existing collection. Similarly, various other authors also attempted to intricate about the concept, characteristics, and importance of collection development, for instance, Khan and Khan (2010); Frieband (2002) who collaboratively shared similar viewpoints on collection development. Although the above definitions elucidate the concept of collection development, however, due to rapid technological advancements, the concept of collection development is continually evolving based on the latest innovation in the collection. Since, —A library, which would have satisfied their patrons yesterday, maybe regarded as quite inadequate tomorrow. The library collection, therefore, must be a dynamic, living organism, fully aware of the change, and always looking to the longer-term (Downs, 1956). Accordingly, the ideas about the nature and contents of a library are constantly evolving and will continue to evolve in the future also.

### **2.11 Collection Development Process**

The process of collection development involves an array of practices of which the fundamental phase begins with understanding the nature of user's current information needs as well as their anticipated demands. Then only follows the other steps, which include the selection and matching of available information resources with the user's information requirements. Since, in contemporary society, users don't

merely require access to those books that are catalogued, preserved, and accessible within an institution rather they demand bibliographic and substitute access to information resources available not only outside the institution rather globally, as well as often outside their particular knowledge. Consequently, collection development has at all times the fundamental apprehension for all types of libraries with approaches in each library reflecting institutional goals, user needs, and the library's role within the institution. In this milieu, collection development within a university library environment demonstrates a wide variety of development patterns **(Fombad & Mutula, 2003)**. To provide a comprehensive view of the collection development process **Evan (1995)** state that collection development is a six-component process, which is as follows:

- a) Needs Assessment: collecting data to determine the information needs of the service community (e.g. users in university)
- b) Policies: writing the collection development policy.
- c) Selection: deciding which library materials to purchase.
- d) Acquisitions: collecting collection materials through purchases, gifts, or exchange programs.
- e) Evaluation: examining how well collection is satisfying information needs of users.
- f) Weeding (De-selection): periodic or continual evaluation of resources so that items that are no longer useful are removed.

In the same vein, **Khan and Khan (2010)** states that requirements of collection development comprise of :-

- a) A policy well done;
- b) Analysis of users' needs;
- c) Development of a libraries communication policy;
- d) Budget and resource allocation;
- e) Contracts negotiations;
- f) Macro-evaluation of collections;
- g) Micro-evaluation of collections for the preservation/conservation or thinning/weeding of collections;
- h) The selection of electronic resources tends to be a group activity rather than an individual activity;
- i) Evaluation System.

Because of that, more recently, **Johnson (2014)** defines collection development as a collective process, which includes selecting materials, CDP, collection maintenance, budget, user's needs assessment, and collection evaluation along with cooperation and resource sharing. To sum up, from the above-discussed facts, it becomes evident that collection development practice includes a thorough understanding of user community (which may require a community analysis), policies related to selection and de-selection of materials, acceptance of gifts, and related topics, procedures for the regular selection of materials based on your library's mission, goals, and policies, a process for actually acquiring the materials selected and getting them processed for use, procedures for regular weeding (de-selection) of materials that are no longer useful, and evaluation or analysis to determine the quality of the collection.

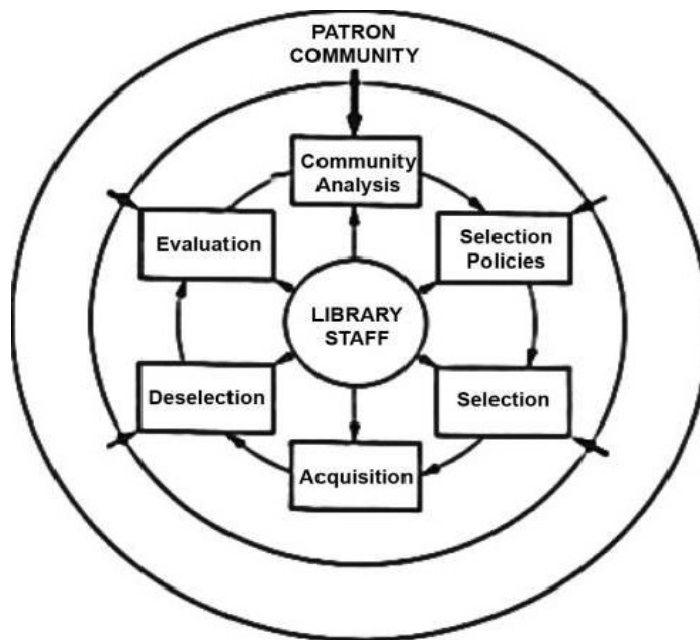


Fig 2: Collection Development Process

### 2.12 Collection Development Policy

A collection development policy statement is a document that represents a plan of action and information that is used to guide the staff's thinking and decision-making. Especially, the staffs consults the collection development policy when considering which subject areas to augment and determine how much emphasis is to be given to each area. The policy should be such that it seems as a means of communication with the library's service population and the people who provide its funding (**Evans, 2004**).

### **2.12.1 Elements of Collection Development Policy**

As Collection Development is a continuous and never-ending activity, a well thought out long term policy is needed, which should provide to answers the following. (Wilson & Tauber, 1956):

- Who is responsible for ensuring that a policy is established and followed regularly?
- Who should be in charge of coordinating and supervising the distribution of book funds in the end?
- What material should be acquired?
- Who should participate in the selection?

According to Evans (1987), a policy document has to contain:

- A brief overview of the community that will be served;
- Identifying the precise clientele that will be served;
- A broad declaration about the collection's parameters, such as the topic field and the types of formats that the library will acquire;
- The description of general constraints and priorities that will guide the collection's development;
- With the library's role in collaborative collection growth and networking in mind, the policy should specify whether the core philosophy is self-sufficient or cooperative.

Perkins (1979) “completes certain recommendations of clients and knowledge of their information needs which are the key elements in deciding what to buy”.

### **2.12.2 Details of Subject Areas and Formats Collected**

In these sections of the policy, the policy writers classify the collections into constituent subject areas, identify types of material collected, and specify the primary user group with each quite tedious subject. Collection development officers have to collect, analyze and evaluate data relating to consumers’ needs. Collection of data is followed by assigning priorities to each area, perhaps by format within each area. All of this work is done to achieve a proper balance of subjects and supply the information needs of the service community. “The policy’s following section is crucial, and it entails determining who is responsible for collection development. The duty is performed by the librarian in a small library, whereas it is delegated to other personnel in a large library. The head librarian, on the other hand, would be

ultimately responsible. The policy should also state what criteria the selectors should use to make their decisions. It's also a good idea to have a review policy for evaluating selection performance". (Evans, 2004)

### **2.12.3 Elements of Miscellaneous Issues**

Gifts, de-selection, discards, evaluation, complaints, and censorship are covered in this section of the collection development policy statement. Even while each topic is substantial and important in its own right, each might have its policy statement. In actuality, this is rarely the case. Instead, the collection policy authors put together a gist or overview of these themes.

### **2.12.4 Electronic Resources**

A section that clarifies words and explains the policy's background is believed to be necessary. What exactly is covered under the policy? Is it for one-time CD-ROM purchases, continuous subscription services, or a combination of the two? Is it applicable to the library's web links?

### **2.12.5 Getting the Policy Approved**

After the policy has been established with great work by the staff, the next step is to have it authorized by the governing board so that everyone agrees to serve the users' community in principle.

### **2.12.6 Policy Review and Revision**

The policy should be renewed and revised regularly to keep up with changes in user needs and to ensure that it matches current library policies and procedures.

## **2.13 Resource Sharing**

As academic libraries find it increasingly difficult to include all relevant published and digitally available material required to meet the needs of their users, so partnerships are being formed between libraries and other providers of information. Consortia are the order of the day amongst South African academic libraries, and a vital part of all consortia agreements is setting in place mechanisms whereby resources may be shared as efficiently and swiftly as possible. Kennedy (1996) states that resource sharing could be geographically based, peer-based, consortia-driven, selective, open, formal or informal. All are valid means of sharing information resources.

## **2.14 Selection of Resources**

The word "library material" refers to a wide range of materials, including printed books, microforms, and non-print formats such as sound recordings and motion films. In terms of their utility as information sources, non-print materials and books are similar. Selection is at the heart of the collection development process, with the goal of tailoring the library's collection to a certain user group. Selecting appropriate library books that fit the requirements of the community necessitates skill, knowledge, and the necessary instruments. Building resources and formats for a balanced collection that satisfies the needs of the user community is difficult.

### **2.14.1 Book Selection**

The book selection, hence should comply with certain principles. Some of these principles are Mc Colvin's "Demand Theory", Dewey's "Best book to the largest number of the readers at the least cost", and Drury's "Right book to the Right reader at the Right time". For book selection, knowledge of the subject is one requirement (Katz, William A, 1980). Magrill and Hickey (1984), feel that book selection has to be done by bibliographers, reference librarians, departmental librarians, faculty and combination of various groups. No single librarian or faculty should be made responsible for the selection. Interaction with readers, handling the Information requirements and subject background provides an opportunity to library staff in proper selection. Documentary needs of students and researchers should be known to the faculty.

Nazir Ahmed (1984) "stated that materials are selected by the library with the aid and advice of academic staff. In practice, the staffs take little interest in advancing their suggestions for addition to the stack".

### **2.14.2 Drury's Principles**

Drury (1930) clearly stated the basic principles that govern the selection of reusing material for a library. It states, "To provide the right book to the right reader at the right time". The reader is the central theme and the veracity of a document is in relation to the reader and the material/document should be available to the reader.

### **2.14.3 Mc Colvin's Demand Theory**

L.R. Mc Colvin advanced his demand and supply theory of book selection in 1925. He states, "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.

### **2.14.4 Dewey's Principle**

Melvil Dewey's (1933) principle states, "The best reading for the largest number at the least cost". According to this principle a library should select the best available documents that satisfy the users within the limited financial resources. The term 'best' is relative. It means a document 'which "may be the best in its own field, the best that will be read, the best of which good use will be made, the best that will answer a certain demand". The best documents which satisfy the just demands of the users for recreation, knowledge and study; social and cultural needs of the users are regarded as best: A classic or a master-piece may not be in demand for the time being, but it is the best book to be selected for its literary worth and future purposes.

### **2.14.5 Ranganathan's Laws and Document Selection**

Ranganathan's first three laws of Library Science are helpful in formulating the principles of document selection.

The first law- only those documents should be selected that satisfy the clients. While selecting the documents, the present and potential requirements of the users must be kept in view.

The second law of library science- Every reader his/her documents directs the selector to cater for the informational needs of all the users of the library.

The third law of library science- Every book its reader suggests that all efforts should be made to put to use those documents of value which have been selected in anticipation of the needs of the user.

### **2.14.6. Importance of Selection Policy:**

Selection Policy enables a library to achieve quality, objectivity and consistency in the process of selection and ensures that resources satisfy the information needs of the customers. Some libraries have separate selection and acquisition policies, while



others put selection policy as a part of acquisition policy. Selection policy may include the following: (Schammel, 2001).

- **Core Collection:** It includes resources that are critical for fulfilling the objectives of the parent body and thus receive the highest priority,
- **Supporting Collection:** Includes items that supplement the core collection, providing additional information and adding value to the functioning of the organization,
- **Peripheral Collection:** Selection of core and supporting collections receive first and second priority respectively and peripheral collection is selected on basis of budget availability. They consist of costly online services that are rarely used, fringe publications that do not form part of basic needs of the users, and the items that can be obtained from other libraries on inter-library loan,
- **Kinds of Resources:** Library's policy must include specific guidelines for selecting different kinds of resources, such as general books, reference sources (such as dictionaries, encyclopaedias, directories), serials, reports (both internal and external), online services, electronic resources, grey literature,
- **Formats:** All formats should be considered,
- **Online Sources:** Access to online databases should be provided,
- Inter-library loan and document delivery,
- **Project-based Products and Services:** There may be a need for the purchase of information resources beyond the scope of resources covered under the laid down selection policy to support the on-going projects within the parent organization.

According to Drury (1930), “A necessary part of selection process is the choosing titles from many valuable aids”. Selection of books is done through various tools like catalogues, leaflets (both print and electronic formats), journals, magazines, web sites, online services, CD ROMs. Many publishers bring out catalogues, covering resources prior to their publication, current reviews, national bibliographies, trade

bibliographies. Subject bibliographies, best book recommended lists and core collections. Selection policies have been replaced by material selection policies due to the increasing production of non-print materials (which cannot be ignored). With the new emphasis on non-traditional sources of information, librarians must content themselves with formats other than books. These ranges from other print media such as newspapers, periodicals and pamphlets or ephemeral collections to non-print format like tapes, motion pictures and the like. The librarian needs to be aware of the multitude of communication forms available and also to be more knowledgeable and skilled to be able to make intelligent decisions regarding their unique contribution to the library goal of providing appropriate information forms to its patrons. (Hicks & Alma 1970).

### **2.15 Problems of Collection Development**

The collection development policies, collection development programmes, evaluation of collection development, the procedures and techniques of collection development, the allocation of fund for collection development and such other considerations are the basic principles of collection development in the ideal condition. Unfortunately, such ideal condition does not prevail in the libraries for many reasons. Every library faces the problems of collection development are created mainly for three reasons, inadequate financial resource, non-availability of the right materials in the market and shortage of accommodation or space for keeping the library holdings or ever-increasing collection of the library. Another problem is created by the changes in user's needs and requirements from time to time.

C.A. Gardner states the following problems usually encountered in developing a qualitative collection. These are,

- 1) "Increasing volumes of books and journals that come out from the ever-growing number of publishers.
- 2) Relentless rise in price of books and journals year after year outstrip the rather fixed library budget.
- 3) Fluctuations in the exchange rates of foreign currencies.
- 4) Widening and changing scope of activities of the user-groups.
- 5) The restrictions on imports, especially of non-book materials.
- 6) Unfair trade practices that are followed by some of the books sellers, distributors and publishers agents. "

## **2.16 Evaluation of Collection**

Collection analysis is the basis for evaluation. According to Katz, the purpose of analysis and evaluation of the collection is to determine the quality of the collection. Evaluating such large collections is a difficult task. Evaluating can be done either by analyzing how well each individual item is or how good the item suits the particular needs of the users. To evaluate in these two terms utilization of the user's knowledge is essential. Katz (1980) gave the possible ways of evaluation. They are:

- Statistics on holdings, use and expenditures;
- Checking lists, catalogues, bibliographies, etc.;
- Obtaining opinions from regular users;
- Examining the collection directly and applying standards; and
- Testing document delivery capability.

Katz (1980), states that the library can cut 80% of book collection and 40% to 60% of periodicals, but still can serve 99% of the users. Good collection may not necessarily guarantee utilization of documents. Modification of the existing acquisition policy through evaluation would improve the quality of the collection.

## **2.17 Library Collection of University Libraries**

The library collection is the backbone of any institution or university, and it includes all manuscripts, books, journals, and newspapers, research papers, dissertations, thesis, reference books, electronic resources, media, microform, maps, musical resources, and special collections such as forestry, agro-forestry, biological, medical, technological, and agriculture, among others.

### **2.17.1 Books**

The library buys books in both print and electronic versions. Books are the most important component of every library. As a result, university libraries in India have a wide range of book types.

### **2.17.2 Electronic Resources**

Electronic journals, online databases, electronic reference materials, electronic books, and streaming media collections are among the e-resources obtained and/or leased. Because of the unique nature of e-resources, the library selects those using special criteria.

### **2.17.3 Journals and Newspapers**

Journals and newspapers prefer to publish in electronic format. New print subscriptions to these materials are uncommonly acquired by the library.

### **2.17.4 Media**

Sound and video recordings on digital video discs (DVD), compact discs (CDs), and streaming audio are acquired by the library.

### **2.17.5 Microforms**

The library acquires microform resources selectively.

### **2.17.6 Maps**

The library buys maps, atlases, globes, and charts on a case-by-case basis. As part of the depository program, the Indian Government printing office sends maps to the government records collection every month.

### **2.17.7 Images**

Image is a part of the library's collection as well. It conveys information using many types of visuals.

## **2.18 Special Types of Materials and Collections**

### **2.18.1 Theses, Dissertations**

University students must electronically submit their dissertations and theses to proquest and send a print copy to the library, as required by the university. Dissertations and theses written at other institutes and universities are not usually acquired by the library.

### **2.18.2 Textbooks**

The university library does not purchase current course textbooks regularly. Textbooks that are deemed definitive sources in a subject area may be acquired and/or license by the library.

### **2.18.3 Gift Materials**

When it comes to being included in the collection, gift things must meet the same criteria as purchased materials. The library reserves the right to accept or reject gifts, as well as dispose of any undesired gift material.

### **2.18.4 Government Publications**

The library is a selective repository for papers from the federal government and the European Union. The majority of the documents are special documents relating to forestry government publications.

### **2.18.5 Reference Collection**

The head of the reference department is in charge of coordinating the selection of all types and formats of reference materials. This is a condensed list of print subject encyclopaedias, dictionaries, handbooks, and other authoritative reference materials that can be used to define the scope of research on a certain topic and generate ideas for a thesis statement or research question. Reference materials are increasingly being purchased in an online manner.

### **2.18.6 Special Collections**

In some specialist fields, the special collection has amassed a one-of-a-kind collection of manuscripts, books, film, pictures, sound recordings, maps, and other formats. The library's special collections house objects of historical significance to the university and its institutions, as well as rare and or delicate research resources. All of the university's institutes have such a distinctive collection, for example, forestry science collections.

### **2.18.7 RFID (Radio Frequency Identification) Technology in Library**

RFID is the most recent technology to be utilized in libraries for book identification, self-checkout, sorting and transferring library volumes, and theft detection. The primary goal of RFID technology is to improve productivity, eliminate data input errors, and free up employees to undertake more value-added tasks.

### **2.18.8 Components of RFID System**

- RFID Tags- Integrated chip, Antenna, Plastic Inlay)
- RFID Reader- Antenna and Transceiver (Reader)
- Host Computer
- Major player- IBM, Texas, Instrument

### **2.18.9 Effects on a different level of management**

- General effects
- Middle management
- Higher/Executive management

The key benefits of RFID Technology Implementation in libraries are:

- Quick & efficient circulation operations
- Improved security for library items
- Seamless inventory management
- Emerging technology experience for library staff & patrons

### **2.18.10 RFID's Advantages**

- Passive-wireless
- Store data on a tag
- Can be hidden
- Work in harsh environment
- Low cost

### **2.18.11 RFID's Disadvantages**

- Lack of standards
- Short range
- Cost

## **2.19 Conclusion**

The collection management policy ensures that the authorities, users, and library staff are all actively involved in the collection creation process. It establishes the library's collection goals and identifies who is responsible for the selection, as well as the selection criteria and acquisition procedures, including the process for handling electronic resources. As a result, collection development policies should be based on the library's goals and objectives. The selection strategy should be sound and thorough to develop a sufficient collection of resources. It should also ensure that

money is used wisely to build resources that fulfil the information demands of users and bring consistency to the process of resource selection. Because of the exponential growth of resources, the multitude of formats, distribution methods, and charges, the task of a selection librarian is getting increasingly complex. The situation is exacerbated by the loss of purchasing power.

The success of the method of the acquisition of documents needs information of publishers and book trade and envisages understanding of the ordering procedures, practices and policies and additionally the policies relating to gifts and exchanges. The acquisition professional person ought to have a bibliographic aptitude to be able to notice cases of duplication either at the indent stage or at the stage of putting orders. Causing orders could be a work of nice responsibility and therefore the professional person ought to scrutinize the orders rigorously to notice errors if any. Within the gift day setting, the professional person must be dynamic in discharging his responsibilities. Besides, the normal role of shopping for books, periodicals publications and alternative materials, he has added to hold out the task of shelf preparation, distribution of e-books and e-journals, document delivery, etc. With the introduction of the web, it's become potential to produce electronic resources to users directly on their desktops. The communication between librarians and vendors, and therefore the method of seeking answers to queries, or causing orders has become quicker. This has accelerated the method of acquisition and services to the users of the library have considerably improved because of these developments.

The discipline of collection management is critical for the evolution of information organisation. The quality of any information institute's or university's collection, as well as the services it provides, is dependent on the right selection and acquisition of information sources. The pursuit of collection development requires the creation of policies that govern its pivotal moments, as well as the gathering of procedures and necessary processing that aid the duty of the collection development professional and aid in the decision-making process. The information policies must be changed to align with the needs of the organisation and to make information more accessible to all of its members. In the event of a local area, it must be physically connected to the computer through a connection. The terminals will link through a telephone line or communication satellite if they are in a remote location.

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### **3.1 Introduction**

North Eastern Region (N.E Region) of India comprises of seven states which are popularly known as seven sisters, and recently, in 2001 the eighth state “*Sikkim*” has been included in the North Eastern Region. These states are viz. Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim and Tripura. Out of 14 Universities in North Eastern Region, 10 are Central Universities (Assam University, Silchar; Tezpur Universities, Tezpur; NEHU, Shillong; Nagaland University, Kohima; Mizoram University, Aizawl; Manipur University, Imphal and Rajiv Gandhi University, Arunachal Pradesh; Sikkim University, Sikkim; Central Agricultural University, Iroisenba, Manipur and Tripura University, Agartala, Tripura). These universities of national importance located in this region have been catering to the needs of the people of North Eastern Region and contributing to the human resource development of the region.

The university library is the heart of the university. It is the hub from which the knowledge required by every community of the university or mother organization is being fulfilled. In the present context, the university library means the libraries of universities in the region. The university libraries act as a strong podium for supporting and enhancing academic and research activities of its parent institution through the availability of requisite current and updated information to its patrons, in a way that they have been acknowledged as the gateway to information and knowledge. In this milieu, they have emerged as an enormously important area to explore and investigate within the research community. Because of that as a background of the study, this chapter offers a brief and comprehensive account of the genesis and development of university libraries in India in general while as in NE region in particular. Besides, it discusses diverse facets related to university libraries.

### **3.2 University Library: Concept and Importance**

The library is the heart of a university that enthusiastically performs the activities related to learning and teaching, research and generation of new knowledge, dissemination of research results and conservation of knowledge and ideas along with the extension of services (Vishala and Bhandi, 2009). They achieve this by facilitating access to diverse information resources through the provision of effective library services to ensure competitive advantages of its parent institution i.e. universities (Ameen, 2006; Hsieh, Chin & Wu, 2006; Webb, 2007). In tune with

same, Kothari Commission (1964-1966) while enumerating the function of a university library said, that, —It should bring books, students and scholars together under conditions which encourage reading for pleasure, self-discovery, personal growth and the sharpening of intellectual curiosity (Joshi, 2005). In this milieu, a university library is defined as - a collection of sources, services and the building in which it is housed which provides access to various resources to support teaching, learning and research activities (Vishala & Bhandi, 2009). Accordingly,

The key functions of university libraries may be enumerated as follows:

- i)* It builds up a need-based, balanced and up-to-date collection of reading material in print as well as the electronic form to serve as a reservoir of scholarly literature and information.
- ii)* It organizes the collection and creates a control system so that it can use quickly and conveniently.
- iii)* It circulates reading material and provides access to electronic sources among the readers for use outside the library.
- iv)* It provides personal help to the users so that they can make optimum use of the resources of the library without any difficulty.
- v)* It provides the users with bibliographic, translation and reprographic services and thus helps them in their research activities.
- vi)* As a part of the university set-up, it supports the teaching research and extension programmes of the university in various ways (Arora, 2008).

In the above milieu the late President of India, Dr. Shankar Dayal Sharma stressing the immense importance of university libraries to their parent institutions remarked in the year 1988 that, library's more important than a university because a library can function without a university whereas a university cannot function without a library (Bhatt, 1995). Given this fact, Malhan (2006) elaborates on the obligations with particular reference to Indian university libraries in an epoch of immense technological advancement. The author strongly emphasizes that maintaining unique and high-quality collections, creation, and marketing of databases of regional information and indigenous knowledge, constantly adding value and improving quality of services will be critical for Indian university libraries for their very survival within the internet era. Accordingly, university libraries have to strive hard to ascertain their existence in the dynamically transforming era.

### **3.3 Library Services: Concept and Importance**

Library services acts as an essential link between the information resources and information users. Moreover, at present the key problem in managing the proper information delivery to the patrons is the information overload that makes it mandatory to develop the user based library services to make certain the utmost utilization of the information resources available to the users (Dahibhate, Patil, Dhawle & Mugde, 2009). In this regard, university libraries are fundamentally the service institutions meant to accomplish the real goals and purpose of library i.e. pure satisfaction of users. To achieve the goals, libraries are intended to provide a range of services (Dhiman & Sinha, 2002). These services include:- lending services; library orientation and bibliographic instructions; provision of general and specific information; assistance in location (searching) of documents or use of library catalogue; or understanding of reference books etc.; literature search; current awareness services (CAS); compilation of bibliographies; indexing and abstracting services; manual reservation of documents; Inter library loan; maintenance of clippings; reprographic services and translation services (Kumar, 1982).

### **3.4 Central University Libraries of North East India: An overview**

Central university is established in India by an Act of Parliament under the control of the department of higher education which is under the ministry of Human Resources Development. The University Grants Commission (UGC), which is empowered by the University Grants Commission Act, 1956, recognises universities in India. The Central Universities Act of 2009, which governs their function, powers, and governance, is also applicable to central universities. The list of central universities published by the UGC lists 54 central universities as of 31<sup>st</sup> march 2021, nine of which are directly funded by the Government of India and are not under the purview of the UGC. At present, there are 10 central universities in the North East India which are explained below according to their year of establishment. The central universities in North-East at present, the university network in North East, India comprises of 10 (Ten) central universities as stated below which however, has been reflected in detail about their establishment, place etc. in detail in Table-1.

- 1) North-Eastern Hill University, Meghalaya,
- 2) Manipur University, Manipur,
- 3) Rajiv Gandhi University, Arunachal Pradesh

- 4) Tripura University, Tripura
- 5) Central Agricultural University, Manipur
- 6) Assam University, Silchar, Assam
- 7) Nagaland University, Nagaland
- 8) Tezpur University, Tezpur, Assam
- 9) Mizoram University, Mizoram
- 10) Sikkim University, Sikkim

All the above mentioned universities are attached with a central library to impart library services to the users' communities to promote teaching, learning, research and development in their respective field of interest of the concerned universities.

The central university libraries education is extremely important for the development of a nation and is entirely unimaginable, inconceivable in the contemporary world to think of a society or a nation without the education. It is the education which contributed immensely for the growth and development in every sphere of life. Higher education equally is considered to be one of the key factors in promoting and accelerating the process of national development. Higher educational institutions, therefore, play a significant role in providing knowledge through their teaching and research programs. The onus of framing of policies concerning to the higher education lies with the Central Government which also takes the responsibility of instituting central universities in different states through the acts of legislation passed by the parliament. The central universities have always reflected a national diverse character in the composition of students, teaching and non-teaching staffs. Further, it not only facilitates these universities in attracting students from across the country but also prompt to retain the talents of the faculties, researchers. As discussed, each of the nine central university of North-East is attached with a central library to equip the students, teachers, research scholars with intellectual wealth, resources comprising both print and electronic to build the nation.

#### **3.4.1 North-Eastern Hill University (NEHU)**

North Eastern Hill University (NEHU) was set up as a central university by an Act of Parliament and notified on 26th May 1973 and formally inaugurated on 19th July, 1973. The North Eastern Hill University is the first central university to be established in the North Eastern region of India. 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. The jurisdiction of the university extended to the states of Meghalaya, Nagaland and the erstwhile Union Territories of Arunachal Pradesh and Mizoram with the headquarters of the university located at Shillong as per the Act of Parliament. With the establishment of Nagaland University on 6th September 1994 the jurisdiction of NEHU over Nagaland ceased. Similarly, the jurisdiction of NEHU over Mizoram ended with the establishment of Mizoram University at Aizawl on July 02, 2001. The university's jurisdiction now extends to the state of Meghalaya with the headquarters campus at Shillong and the Tura Campus at Tura, West Garo Hills District, Meghalaya. The NEHU Tura campus was inaugurated by the then Prime Minister (Late) Shri P.V. Narasimha Rao in February 1996 with two academic departments – Department of Garo and Department of English.

The university campus, located amidst rolling hills covered by pine forests, is one of the most beautiful in the country and, perhaps, in the whole world. The university is still in the process of completing the infrastructural basis for all its core activities. Most of the faculty members now reside within the NEHU campus and a large number of students have residential facilities on the campus itself. There is a distinct possibility that national level institutions like the Indira Gandhi National Open University, Indian Council of Social Science Research, Central Institute of English and Foreign Languages, and the Sports Authority of India will set up their regional centres within the NEHU campus. With this, NEHU will have a suitably diverse academic community for a vibrant interactive scholarly life. The university is divided into eight schools, i.e. School of Social Sciences (SSS), School of Human and Environmental Sciences (SHES), School of Technology (SOT), School of Education (SE), School of Economics, Management, and Information Sciences (SEMIS), School of Humanities (SH), School of Life Sciences (SLS), and School of Physical Sciences (SPS). The University has 44 academic Departments and one centre of studies, while 35 Departments and 01 centre of studies are located in the Shillong campus; nine academic departments are located on the Tura campus.

## **Library Services**

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 over 2.9 lakh volumes of books and bound periodicals supplemented by the enormous information resources now available through the e-ShodhSindhu consortium for higher education resources and the links to global information resources and services provided on its webpage.

To provide seamless in-house and online facilities, the NEHU central library now has high-end computers and other electronic and audio-visual equipment's. The central library is an active partner of the e-ShodhSindhu consortium and currently provides access to almost all online journals and other resources available through the e-SondhSindhu and DelCON programmes. The central library has a stock of over 300000 books and back volumes, 277 journals and 10000 e-resources, including a strong collection of works on North East India and has emerged as a major regional resource centre for scholars who are engaged in teaching and research. Following the University Grants Commission's selection of North-Eastern Hill University as a "University with Potential for Excellence", the Internal reorganisation, resource optimization, the introduction of new services, and taking the initiative to reach out to the user community through different programmes have all been implemented as part of NEHU library's big effort to provide the best services possible. The university's students, research scholars, faculty, administrators, and staff are served by the NEHU central library in Shillong and the NEHU campus library in Tura.

The central library of the university uses Koha software for automation and as of now, it is fully automated which along with other services also provides e-content service. The library along with the campus is connected with LAN support, thereby facilitating all academic departments including the library with internet and intranet connectivity. Further, the campus network and library network are connected with BSNL Broadband Internet connections with a bandwidth of library network > 8Mbps. The library has also taken all out measures to provide e-resource service to the academic community, students and research scholars through consortia through UGC-Infonet from INFLIBNET. The library not only gets connected to UGC-Infonet consortium but also INDEST, CSIR consortium to facilitate e-resources to the science stream academicians. Full text and bibliographical databases available in



NEHU central library are science direct, ACM digital library, IEEE online, Springer link, Proquest, ASME, ASCE, Nature, ASTM journals and Standards, J-Gate, and JCCC. Further, bibliographical databases available for the users in the central library include Chemical Abstracts, Biological Abstracts and MathSciNet. The central library, NEHU provides the following networked services such as,

- Automated cataloguing, circulation,
- E- Current awareness service,
- Online databases,
- CD-ROM/DVD,
- Electronic thesis and dissertations (ETD),
- Multimedia databases like, audio and video etc.,
- Standards (CD-ROM or intranet version),
- Internet,
- E-mail,
- Video and teleconferencing,
- Facsimile transmission (FAX),
- And web-based document delivery services.

For a wider benefit of the users, the library is not lacking behind in providing OPAC and Web OPAC services. The library is more exposed and transparent to the users in providing the optimum services inside the library which include check-in, check-out, renewal, reservation and Inter-library loan, current contents, new arrivals, alert and newspaper clipping etc.

### **3.4.2 Manipur University**

Manipur University was established on 5<sup>th</sup> June, 1980 as a teaching-cum-affiliating university at Imphal under the Manipur University Act 1980 (Manipur Act 8 of 1980), with territorial jurisdiction over the entire state of Manipur. It was transformed into a central university on 13<sup>th</sup> October, 2005. At present, the university has 48 affiliated colleges inclusive of 2 medical colleges. The University of Manipur's constituent college is the Manipur Institute of Technology (MIT). The key goals of the university are to disseminate and advance information by offering educational and research opportunities; to make provisions for integrated courses in humanities, natural and physical sciences, social sciences, forestry and other allied

disciplines in the educational programmes; to take appropriate measures for promoting innovations in teaching-learning process, interdisciplinary studies and research; to educate and train manpower for the development of the country in general and the North Eastern Region in particular, with a focus on improving the people's social and economic conditions in the state; and also to enhance their intellectual, academic and cultural development. Located at Canchipur, Imphal, and the capital city of Manipur, the university campus is spread over an area of 287.53 acres in the historic Canchipur which is the site of the old palace of Manipur "The Langthabal Konung" (Palace), which was established by Maharaja Ghambhir Singh in 1827 AD, shortly after Manipur was liberated from Burmese occupation. Maharaja Gambhir Singh took his last breath at Canchipur. Canchipur is also the birth place of Dr. Lamabam Kamal, a renowned poet of Manipur.

Manipur University is a part of this uniqueness and shall contribute uniquely to the higher education of the people of the State in particular and the North-eastern region in general. The centre for post-graduate studies of Jawaharlal Nehru University, established in 1972 at Imphal, became a full-fledged state university in 1980. Manipur University was converted into a central university in 2005. Since its inception, the university has witnessed a tremendous growth and development. Today, it is one of the well-known centres of higher education in the Northeast India potentially providing skilled human capital in sports, culture, performing and fine arts, social sciences, humanities, and in almost all branches of science, engineering and technology and medical sciences.

The university is fully aware that it has a key-role to play in providing quality education to the people. As a knowledge generating organisation, it has more differentiated roles to play. The core effort of the university has been to raise student achievement and improve opportunities to demonstrate competence and guarantee the right to education. With the changing economic scenario, the university has to diversify its activities and set up such departments that would cater to 79 gainful employments for our youth. The university has introduced one-year PG Diploma courses in advanced materials and Geo-Informatics systems in the Departments of Physics and Earth Sciences respectively. The Department of Biochemistry is recognized as the state Biotechnology hub by the Department of Biotechnology, Government of India. The Departments of Manipuri, Chemistry, Economics, and

Physics are receiving grants under the special assistance programme of the UGC. The Department of Life Sciences has been recognized by the University Grants Commission as a centre of advanced studies in Life Sciences.

### **Library Services**

The Manipur University library opens from 09:00 am to 08:00 pm on all working days and on Sunday it opens from 10:00 am to 03:30 pm. The library has a collection of 1,90,488 print books, 1700+ awarded PhD Theses, 23 (14 local + 9 national) Newspapers, 30+ Maps, subscription of 220 (207 National + 13 International) print current periodicals; 4 databases (ISID, JCCC, MathSciNet & Web of Science), 6161+ core and peer reviewed e-journals from e-ShodhSindhu consortium and 995 e-journals from DeLCON accessible at the university campus only, 2800+ e-books (2700+ digitized and 123 subscribed) & 1400+ e-Theses as on 24th December 2020. Online Public Access Catalogue (OPAC) terminals are available at the ground floor of the library and also it is web-enabled only via intranet [<http://10.117.10.253/webopac>]. There are two reading halls on the first and second floors which can accommodate 200 users. All print books are kept at the ground floor and first floor only and print journals are available at the second floor. The library has internet searching facilities at the top floor and reprography facilities at the ground floor. The awarded Ph. D theses (full-text) may be searchable at Shodhganga. Plagiarism Detection Software (PDS) – URKUND provided by the INFLIBNET centre is accessible in the university. The Assistant Librarian is the administrator of the software (URKUND) of Manipur University. Faculty members, scholars & staffs of the varsity can register and use the said software facilities. All the user communities can register themselves at National Digital Library of India [<https://ndl.iitkgp.ac.in/>] and access 10 millions of resources in 70+ different languages at free of cost.

The Manipur University library is located at the centre of the university campus. It has a four storey building with a floor area of 3200 sq.km. It is the heart of self-education for the students, teachers and staff of the university. It is also a referral library of the state. It is used as information centre by more than 3000 registered members consisting of 2170 P.G. Students, 702 Research Scholars, 191 Teachers and 483 Non-Teaching staff. Many outsiders also come to the library in search of information. Since the inception of the library in 1972, it has been playing a

vital role in preservation and conservation of the documents pertinent with the university community. The library provides almost all the services which are commonly given by a university library. Some additional services/facilities given by the library are: To enable the readers to select their desired books direct from shelf the library follows open access system.

- There is a well-furnished reading room
- Online public access catalogue (OPAC) is available for checking books available in the library
- Photo copy facilities are available in the library at nominal charge
- The library has more than 50 computers with internet facilities
- The library has sufficient number of UPS and Generator to supplement the power shortage.

Manipur University library is the forefront of library automation and networking in the North East India. The library became a node of INFLIBNET since 1993.

### **3.4.3 Rajiv Gandhi University**

Rajiv Gandhi University (formerly Arunachal University) is the premier institution of higher education in the state of Arunachal Pradesh completing thirty-two years of its existence. Subsequently, it started its postgraduate teaching from the academic session 1988-89 at Rono Hills, where the present campus is located. The university was converted into a central university by the Act of Parliament of India which came into force from 9th April 2007 as per the notification of the Ministry of Human Resource Development (MHRD), Government of India. The campus at Rono Hills is nestled on a picturesque tableland in the outskirts of Itanagar, the capital of Arunachal Pradesh. It is at a distance of 7 km from the National Highway 52A which leads to Itanagar.

In the university itself, Post-Graduate/Graduate programmes are offered in 24 Departments; Anthropology, Botany, Chemistry, Commerce, Computer Science & Engineering, Economics, Education, English, Electronics and Communication Engineering, Fine Arts & Music, Geography, Geology, Hindi, History, Management, Mathematics, Mass Communication, Physics, Physical Education, Political Science,

Psychology, Sociology, Social Welfare and Zoology. The Arunachal Institute of Tribal Studies (AITS) offers an inter-disciplinary M. Phil course. In addition to this, almost all the departments in the university offer Ph. D programmes. The university runs P.G. Diploma Courses in Hospitality Management and Tourism, Mass Communication, Geo-informatics, banking and Insurance, Functional Hindi and an advanced PG Diploma in Disaster Management and Biodiversity, besides Diploma in DPPTTE and certificate courses in communicative English, Tribal languages, Yoga therapy and graphics and animations, etc.

The university has been striving to maintain high standards both in teaching and research to achieve excellence. Years of concerted efforts of the university have shown the signs of qualitative as well as quantitative progress. The research activities of the university are being strengthened by increasing the number of registered Ph. D scholars and also by taking up many research projects funded by external agencies. The total numbers of published books and research articles have shown a significant rise. Two research Journals, one each in English and Hindi, are published regularly. The Rajiv Gandhi University newsletter named the Rono Post is published half-yearly. The university has been organizing conferences, seminars, symposia and workshops to generate disseminate and upgrade knowledge on various key issues.

The university currently has internet access through the services provided by VSAT Facility. Internet is provided through a 2 Mbps leased line link and 1 Mbps DAMA VSAT link from ERNET India, New Delhi. In addition, 1Gbps National Knowledge Network (NKN) link has also been commissioned to the university through which the university receives 10-20 Mbps internet bandwidth.

### **Library services**

The central library was established with a short number of books in the year of the foundation of the university. The central library is the hub of all academic activities providing access to knowledge and information to the university community. Its two storage building has spacious reading halls and a compact stack area. Presently the library holds 68000 numbers of books and subscribes to various national and international journals. The library also provides access to the different online journals under various consortiums from which more than 10,000 e-journals and the full-text article can be browsed and downloaded. The library is using open

source library management software KOHA and implemented RFID technology for its smooth functioning of circulation operations and theft detection.

The central library of the university is functioning in a separate building since 1998. The total number of books as of today is 68,000 out of which approx. 3000 books are reference nature and around 2000 gifted books. The university library subscribes 40 local, regional and national dailies & 20 numbers of magazines and the university library also subscribes 97 Journals. There is a separate cell to facilitate internet browsing for the student, research scholars and faculty. They can browse and access more than 5587 plus E- journal on line under UGC INFONET DIGITAL library consortium. OPAC (Online Public Access Catalogue) facility is extended to all the readers. There is a separate section for Text-Books, current Periodicals, dissertations (195 nos.) and Theses (244 nos.) on display, as well as on database. The central library of the university also organizes workshops, training and 117 orientation programmes on library related fields such as Automation, user education, etc. The central library serves its users from 9.00A.M. to 7.00 P.M. on all working days.

#### **3.4.4 Tripura University**

The Calcutta University Post Graduate Centre (CUPGC) Agartala, Tripura was converted into the Tripura University (state) on October 7, 1987, and was awarded the status of central university on 2<sup>nd</sup> July 2007. The Tripura University has traversed a long way in its pursuit of excellence as a Higher Education Institution in the tiny landlocked state of Tripura. The university is dedicated to the cause of developing and empowering the people of the state and the region by imparting quality education and technological innovations in the field of academic and research activities. As a conventional university, Tripura University has taken upon itself the responsibility to preserve and promote the enviable heritage of the state's indigenous art forms, folk, oral and multi-dimensional cultural traditions. At present, there are two faculties, forty-four Departments and four Centres of Study in the university along with four departments under the Directorate of Distance Education. The Directorate of Distance Education extends educational support to the employed and socio-economically deprived sections located in the far-flung hilly areas of this state. The plans of the university include expansion of the campus and immediate installation of

ICT enabled classrooms in all the departments, more hostels for men and women including research scholar's hostels, improved canteen, guest houses and accommodation for the faculty and non-teaching staff, employment of modern technological tools and facilitating multimedia mode of interactive teaching-learning. To adapt to the demands of the changing times, the university is gradually changing over to e-governance for efficient, accurate and eco-friendly administration.

To meet the needs of its students, academics, and research scholars of all disciplines the university houses one of the best library systems in Tripura. The central library is committed to facilitating quality services, resources and facilities to its users to fulfil the goals of the university. The central library is situated on three floors with a total space size of 5415 Sqm. At present, it is utilizing 2715 Sqm for its regular operations. The total seating capacity of the library is 250. The library offers wireless internet access to all users. The library is well equipped with an e-library lab on the first floor where faculty, students and research scholars can access the internet and subscribe to online resources. The library is open on all days except National and other university holidays. On the weekdays, it remains open from 9:30 AM to 8:00 PM, and on Saturday and Sunday, the working period is from 11:00 AM to 4:00 PM. The staffs are well qualified and trained in the field of library and information profession.

The library building has a well-equipped conference and exhibition hall. The basic facilities like Air-conditioner, silent study area, restrooms and drinking water facility are provided on each floor. The library has a wide range of collections which includes:

- print books,
- print journals,
- thesis and dissertation,
- bound volumes,
- reports, newspapers, CD/DVDs, etc. into it.

The users of the library are having access to more than 30000 e-books, 14 online databases accessed through e-ShodSindu and 10 e-databases subscribed by Tripura University covering financial statistics, Government reports, company profiles, abstracts and metadata of more than one lakh e-books. The library has special

collections on Tripura and North-East culture. It also has good collections on few eminent personalities like Swami Vivekananda, Rabindranath Tagore, Subhas Chandra Bose and Sardar Vallabhbhai Patel. The library also offers unique services such as,

- Plagiarism check Service
- Reference Service
- Lending Service
- Document Delivery Service
- Citation Management Service
- Digitalisation Service
- Digital Lab
- Reprographic Service
- Newspaper clipping Service, and
- New Arrival Alert Service to its users. The library strictly follows the copyright policies.

The central library has a collection of 140000 books and documents presently, besides a rich collection of reports and subscribes 64 journals in the area of subjects taught and online e-UGC INFONET program. The library has also developed a lot and claims to be one of the resourceful academic libraries in the state. The central library acts as a crucial resource and learning centre of the university to meet the information needs of its clientele for the growth and development of the university. Ever since its inception, the central library has been relentlessly striving to be learner-friendly. It has registered huge success in the realm of collection, organisation, information dissemination, and sharing of knowledge. The Tripura university library is striving hard to meet the pressing demands of the users by rendering various services both through manual and IT-based systems with the combined efforts of all the staff members. The library is progressing steadily towards full automation.

### **3.4.5 Central Agricultural University**

The Central Agricultural University has been established by an act of Parliament, the Central Agricultural University Act, 1992 (No.40 of 1992). The Act came into effect on 26th January, 1993 with the issue of notification by the Department of Agricultural Research and Education (DARE), Govt. of India. The university became



functional with the joining of first Vice Chancellor on 13th September, 1993. The jurisdiction of the university extends to six North Eastern Hill States viz., Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Sikkim and Tripura, with headquarters at Imphal in Manipur. Like other Agricultural Universities, Central Agricultural University, Imphal has integrated programmes of teaching, research and extension education. As per the mandate, the university has established different constituent colleges, namely: College of Agriculture (Imphal, Manipur), College of Fisheries (Agartala, Tripura), 86 College of Home science (Tura, Meghalaya), College of horticulture & Forestry (Passighat, Arunachal Pradesh), College of Veterinary sciences & Animal Husbandry (Aizawl, Mizoram), College of Agricultural Engineering and Post-Harvest Technology (Gangtok, Sikkim), and College of Post Graduate Studies (Umiam, Meghalaya). Except for the College of Agriculture (erstwhile Manipur Agricultural College, Imphal), other constituent colleges of university came into existence after the establishment of university.

### **Library services**

The Central Agricultural College library has a total collection of 18125 volumes of books including Handbooks & Encyclopaedias apart from non-book materials such as CDs, CD-ROMS, Maps, etc. The library also has a good collection of reports. It subscribes to 230 Journals and 21 popular Magazines, three National Dailies and two local dailies. The library has access to e-journals through CeRA (Consortium for e-resources in Agriculture, ICAR). The library is accessible to above 4000 e-journals and 200 e-books through deLCON and CeRA. The college library has plagiarism detecting tools and is under digitization process. All in house operations in the library are fully computerised using a networked version of LibSys-4 software with OPAC facilities. The entire library holding is available in Machine Readable Catalogue (MARC) and the computerized bibliographic information is made available to users through LAN using OPAC.

The library also provides photocopying facility to its users on nominal charges. It has a collection of 1450 bound volumes and 1254 M.Sc. and Ph. D theses for reference. It has seating capacity of 40 users at one time. A good collection of more than 4000 volumes of non-priced text books, reference book, annual reports, manuals, booklets etc. are kept for reference.

### **3.4.6 Assam University**

Assam University, Silchar, is a central university established by an Act of the Indian Parliament (Act XXIII of 1989) and came into existence in 1994. Situated in the Barak Valley of southern Assam, the university is nestled in a sprawling 600-acre campus at Dargakona, about 23 km from Silchar town. In 2007, Assam University opened a 90-acre satellite campus at Diphu in the Karbi Anglong Hills District of Assam, thereby making quality higher education accessible to a wider section of society. With students' strength of about 4089 on the Silchar campus and 824 on the Diphu campus, the university is a veritable melting pot of diverse communities, ideas and creativity. Apart from the two campuses of the university, there are 73 affiliated and permitted colleges in the five districts of south Assam, which together constitute the jurisdiction of Assam University and there are more than 36,000 students enrolled in the affiliated colleges. Since 1994, Assam University has expanded both in size and reputation. Today, there are 39 Postgraduate Departments under 16 Schools of Studies in the Silchar campus and 10 Departments in Diphu campus, offering a wide range of programmes geared towards equipping students and research scholars with knowledge, skills, experience and confidence, the benefits of which they can reap well into the future. The university is situated in South Assam bordering Bangladesh, Mizoram, Manipur, Meghalaya, and Nagaland. The Barak River flows across this region known as Barak valley. The valley has a rich tradition of art, literature, culture and education. It has contributed a large number of eminent personalities to the nation in the fields of science, education, arts and many others. This historical heritage has given the place a strong foundation for the development of a centre of excellence in higher education.

#### **Library services**

Assam University library (Rabindra Library) was started with the establishment of the university in the year 1994 as a central agency for meeting the requirements of the academic community of the university. The central library of Assam University has been shifted to its new permanent central library cum computer centre building in January 2006 and was renamed as Rabindra Library. The new building has a total plinth area of 38,700 sq. ft. The main function of the library includes the collection development of knowledge resources, technical proceedings, organization, retrieval and dissemination of information to the users including the academic community of

Barak Valley in particular as well as the entire North Eastern Region in general. Rabindra Library is well-equipped with modern facilities as well as WIFI enabled, spread across 2 floors and one basement contains various types of resources such as:

- printed books and journals,
- CD- ROMs,
- online databases,
- e-journals,
- patents,
- e-standards,
- theses,
- reports,
- full-text and bibliographical databases.

The library is divided into different sections– Acquisition, Help Desk, E-library, Periodical and Reference Section, General Stacks, Reading Halls.

The library has subscriptions to most renowned research journals including e-subscriptions and one can avail access to e-books/journals within and outside the campus. The library has an online renewal system and also allows members to send requests for books they need. It also houses the Digital Knowledge Centre, which contains computers with broadband Internet connection. The testimony of the fact is that the Rabindra Library is one of the first university libraries in North Eastern India which got an ISO-9001:2015 certification of excellence in the year 2021 for the quality infrastructure and services such as KOHA based integrated library management system and services, along with RFID and Wi-Fi equipped offering the latest state-of-the art technological applications including e-books, audio-books, e-journals, kindles to maximize the use and ease of library resources. Single Window Search solution offers researchers paradise by making all library resources available at a single click. 24×7 availability of library resources beyond campus through remote access provides unhindered access to resources. The collection offers a range of text books, reference books and general reading material for enrichment and development.

The library remains open 9:30 A.M. - 5:30 P.M. Monday to Friday and 9:30 A.M. - 4:30 P.M. on Saturday to cater to academic and research. Membership of the library is open to teachers, students, research scholar and officers, non-teaching staff of the university. Consultation facility has also been provided to the faculty of affiliated colleges, ex-students who want to prepare for NET or other competitive examinations. The scholars from the locality or outside state are given special permission to use library facilities on the recommendation of HOD/Faculty members of the university. Visiting fellows and part time faculties are also given lending and other library facilities as per the library rules. The library provides different types of knowledge resource services to its users. They are;

- Loan/Lending Service;
- Reference Service;
- Current Awareness Service;
- Reprint Service; Literature Search;
- Photocopying Service;
- OPAC and Internet Service;
- Online Search of Knowledge Resources available on Internet and INFLIBNET Database search service through Internet.

### **3.4.7 Nagaland University**

Nagaland University is the 13th central university, established on September 6, 1994, by an Act of Parliament, Government of India vide No. 35 of 1989. Its headquarters is at Lumami, Zunheboto and other campuses are spread across the state, namely at Meriema (Kohima), Medziphema and Dimapur (temporary). Before the creation of Nagaland University, it was a part of North Eastern Hill University (NEHU), with Kohima as one of the designated campuses of NEHU along with the School of Agricultural Sciences and Rural Development (SASRD) at Medziphema. With the establishment of Nagaland University, the two erstwhile campuses, inherited from NEHU as well as the affiliated colleges, came within the jurisdiction of Nagaland University. The nascent university had to go through many teething problems. The headquarters of the university, i.e. Lumami, as per the Act could not be made functional immediately then. Hence, for nearly a decade and a half, Nagaland University functioned from Kohima as the interim headquarters of the university.

Meanwhile, the establishment of the academic departments was sanctioned by the Government of India in the year 1997. Construction activities started earnestly for academic pursuits at the headquarters. Upon the completion of new constructions to a reasonable stage, the shifting of headquarters from the interim headquarters at Kohima to Lumami took place in the middle of 2010. 41 departments are offering Undergraduate, Postgraduate, M. Phil, Ph. D and Diploma as well as Certificate programmes in different disciplines of Arts, Commerce, Sciences, and Agricultural Sciences, Engineering & Technology and Management studies. There are 66 colleges currently affiliated with Nagaland University.

### **Library Services (Lumami Campus)**

The central library at Lumami campus was established in the year 1997. The library building covers a floor area of 1662 square meters. It is spacious, reader-friendly and adequately furnished. It serves the students, teachers and research scholars in the 13 departments and 4 centres located at Lumami campus. The library is automated using Software for university libraries (SOUL 2.0) developed by INFLIBNET centre. Radio Frequency Identification (RFID) technology has been introduced for enhanced security and to increase the efficiency of the library. The library is monitored through CCTV cameras installed at various locations. Users can search for books, check transaction status etc. through OPAC which is accessible within the university campus LAN.

The central library supports the university in its mission and objectives and aims to serve the academic community in the best possible way. The library stocks printed books, journals, magazines, newspapers and provides access to electronic journals and databases. It is even equipped with special collection such as Ph. D Thesis, Braille, North-East Section, medical and sports collection, etc., to meet the information needs of its users. The library building at Lumami covers a floor area of 1662 Square meters. The library also advanced its web activity with the subscription of high impact e-journals, e-books, etc., and, via the E-ShodhSindhu consortium & the DELCON DBT-electronic library consortium through which thousands of e-resources are available for access. Access to the e-resources is made available through both the campus area network and via the remote access facility.

The library provided reprography services to the users for a nominal charge. Computers with high-speed internet connectivity are provided. Wi-Fi network has been made available. The library also has a collection of books for competitive examinations such as UGC-CSIR/NET/SET, civil services etc. The library building has ramps and special toilets for persons with disabilities. A collection of Braille books are also provided for visually impaired library users. Soft copies of Ph. D thesis is hosted using D-space software and is available for download in the university LAN. The documents are also hosted using the IDR infrastructure provided by NDLI for increased visibility, usage and access over the internet. The university also contributes its digitized thesis and dissertations to Shodhganga maintained by INFLIBNET Centre.

The library is fully automated using Software for University Libraries (SOUL 2.0) developed by INFLIBNET centre, Gandhinagar. Radio Frequency Identification (RFID) technology has been successfully integrated with SOUL software to enhance security and library efficiency. Inventory control, automated check-in/check-out using the kiosk, anti-theft detection system at the entry, exit, stock reporting, and access control etc. are fully automated. The central library also promotes open access to e-resources. Our success lies in its use by the academic community of Nagaland University. The library regularly conducted orientation programme and make efforts in generating tutorials to equip users with the proficiency to use resources and the web. The library also aims to meet the information needs of its users at the right time by facilitating the use of library OPAC (Online Public Access Catalogue). For additional safety, the library is monitored through CCTV cameras installed at strategic locations.

The library also provided the following services:

- Circulation Service
- Access to E-Resources
- Remote Access to E-Resources
- Reference Service
- Computers Labs
- Open Access Directory
- User Education
- Plagiarism Service

- E-Thesis in IR/NDL/Shodhganga
- Special collection
- Reading Room
- Digitization Service
- NU\_IRINS (It is a web-based Research Information Management (RIM) service developed by the Information and Library Network (INFLIBNET) centre in collaboration with the central university of Punjab).
- The central library provides users with virtual reference services via a web form. This web form is placed on the library's official website to save time and resources by answering queries related to the library system and services.

#### **3.4.8 Tezpur University:**

Tezpur University was established by an Act of Parliament in 1994. The objects of this central university as envisaged in the statutes are that it shall strive to offer employment oriented and inter-disciplinary courses to meet the regional to national aspirations and the development of the state of Assam and also offer courses and promote research in areas which are of special and direct relevance to the region and in the emerging areas in science and technology.

The central library, Tezpur University was established in 1994 along with the establishment of the university. The library holds its goal to achieve the height as an ideal university library in the region as well as in the country. The central library has a diverse collection of more than one lakh books and journals etc. The library is fully computerized with the KOHA Open source software, which is an integrated multi-user library management system that supports all its in-house operations. The collection of the library covers the latest information resources on all areas of Engineering, Science, Management, Social Science, Humanities. The library is providing access to e-resources & databases through the e-ShodhSindhu consortia of INFLIBNET Centre and Del-Con consortium. The library is also a member of DELNET and utilising its services.

## **Library Services**

The library has a collection of 105000 volumes of books; 11 online databases, 620 Thesis, 1388 Dissertation, The library also has a collection of more than 2622 CDs covering different subjects. The central library digitizes all the thesis and dissertations and stored in its ETD Repository. The central library also subscribes 214 Journals. Users can access book databases, theses, journal databases, e-journals and other e-resources from any computer within the University campus. The central library is an invaluable resource for students, researchers and faculties of the university. The library delivers innovative information products, services and programmes of the highest quality that are integrated with teaching, learning and research activities. The library occupies a unique place in the academic and research activities of the university. The mission of the library is to support and supplement learning, teaching and research programmes. The library is offering the following services:

- 365 days reading facility.
- Book lending facility.
- Book bank facility for EWS.
- Reference Services.
- OPAC/Web OPAC/CD Lib. catalogue
- User Orientation and Information Literacy Programmes for Research Scholars, faculty members and students.
- Current Awareness Service (Monday Morning, Info J, Info Granth)
- New arrival of books.
- Training cum demo on electronic resources
- Online renewal and reservation of books
- Photocopy Services
- Children Section
- Library & Information services to outsiders on request
- Research support services
- Plagiarisms check (Urkund).
- Document Delivery Services (DELNET, JCCC
- Implementation of KOHA open source Software for Library Automation.



- New reading hall has been setup with 64 seating capacity in the extension part of library building.
- The central library has developed QR Code for access of resources through mobile
- The library is open from 9.00 am–1.00am midnight of next day on all working days; from 10 am to 9.00 pm on Saturdays and Sundays

### **3.4.9 Mizoram University**

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 “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, 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 manpower 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 has embarked on various programmes/schemes in terms of academic and administrative development.

Central Library, Mizoram University is housed in an area of 4,496.62 sq. m and started functioning on 2<sup>nd</sup> July 2001 with the establishment of Mizoram University. The library has a collection of 1, 07,199 books, besides other reading materials; these are supplemented by e-resources received from INFLIBNET. The library building surrounded by trees is disabled-friendly, barrier free with ramps. It has a power back-up of 100 KW stand-alone Solar PV Power Plant to ensure uninterrupted power supply. The central library earned the appreciation of NAAC Peer Team as ‘having good facilities, good maintenance and a beautiful library’ as well as ‘one of the best libraries not only in North-East India, but Eastern India’.

### **Library services**

The central library has a total of 1,07,199 books at present. There are 13,188 bounded journals, 426 Ph. D. theses, 363 M. Phil. Dissertations and 360 Master Degree Dissertations. The library at present subscribes to 219 journals, 41 general periodicals and 20 daily papers. The total library membership is 3,945 i.e. UG-634; PG Students-1,951; M. Phil.-158; Ph. D. scholars-645; Teachers-236; Guest Lecturers-116; Departmental Libraries-3; and Non-teaching staff-202. During year of report 47,281 books were borrowed by the users and had 24,783 visitors. e-resources have been provided by INFLIBNET through e-ShodhSindhu, Consortia for Higher Education E-Resources, where resources from 2 publishers are available - 4,603 and our own subscription of 2 Publishers of 1,987 (1. Wiley: 908 2. Taylor & Francis 1079) number of e-journals. The library has also been subscribing to IEEE All-Society Periodicals Package (ASPP), providing access to the IEEE core collection of engineering, electronics, and computer science periodicals since 2015-16.

The entire library holdings have been made available in a 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 PAC. Automated circulation system using barcode technology has been used since 1st December 2008 which provides easy and prompt service to the users. The library has been providing lending and reprographic services. The library upgraded its existing Library Management Software by integrating with an SMS & E-mail alert system. The new system will send SMS & Email alert for every transaction to the users i.e. issue; return renewal, etc. of books with necessary information. For overdue books, the reminder will be sent to the user along with the fine amount. The system has been operating since 14th January 2016. The central library also introduced Best Library User Award (Student & Teacher Categories) from the academic session 2014-2015.

Services provided by library:

- Lending– Automated Circulation system using dual technologies of RFID and Electro Magnetic (EM).
- Reprographic, Printing, Lamination, Spiral binding & Passport size photograph.
- Computerized Braille system for blind students.

- Library orientation programme for fresh students every year.
- Computerized bibliographic catalogue search facility is provided throughout the campus using Web OPAC.
- RFID Patron self-check facility (Self service).
- Access and download facility is provided for CD/DVD contents from Web OPAC.
- Access to e-resources.
- Access to Institutional Repository of electronic theses.
- SMS & e-mail alert system for every transaction to the user's i.e. Issue, return, renewal, etc. of books with necessary information. For overdue books, reminder will be send to the user along with the fine amount.
- Provision of Utility basket for carrying *small personal items* and a *couple of books* inside library.

#### **3.4.10 Sikkim University**

Sikkim University was established by an Act of the Parliament of India and came into being on 2<sup>nd</sup> July 2007, when the President of India appointed Professor Ashesh Prosad Mitra of National Physical Laboratory of CSIR and Professor Mahendra P. Lama of Jawaharlal Nehru University as the first Chancellor and the first Vice-Chancellor for a term of five years w.e.f 2<sup>nd</sup> July 2007, respectively. Sikkim University presently located at Gangtok, the capital town of Sikkim operates from several hired buildings located along NH-10. The main administrative office of the University is located at Samdur, 6th Mile, Tadong. The permanent campus of the University is coming up at Yangang in South Sikkim. The nearest airport and railway stations are Bagdogra and New Jalpaiguri respectively.

The Sikkim University library came into existence on February 2008, and is just completing its first decade of growth. Today, the library offers modern services comparable to any good academic library anywhere in the country. After introducing RFID-enabled technology as early as in 2012, the library offers ISO certified self-check-out and check-in facilities in order to facilitate independent lending and return of books by students. Book issue is made through the RFID-enabled system for an initial period of one month, with one-time facility for online re-issue and renewal. Facilities for the online reservation of books are also provided.

## **Library Services**

Central Library named Teesta-Indus Central Library of Sikkim University was started on February 2008 on a rented premise. The library now has a collection of 47942 books, 3000 e-journals, and subscribes 61 print journals. The library also subscribes to 20 newspapers and 9 Electronic Databases, 94 Electronic Theses, and 103 Print Theses. The Library also subscribes to some databases like India Stat, Economic Outlook (CMIE) and Psyc ARTICLES to supplement these resources. The concept of a modern library implies the adoption of new technologies to multiply and simplify the services to the utmost satisfaction of the users which the library has successfully achieved. The library provides web-enabled accessibility to its resources within the campus as well as outside. Up-to-date Online Public Catalogue is web-enabled with the facilities of self-checkout and check-in, online reservation, renewal of issued books, recommendations for purchase of books and daily notification of new arrival of books. The library premises are Wi-Fi enabled with good speed Internet connectivity. For security purposes, all the floors of the library are equipped with CCTV with an electronic exit gate which prevents any unauthorized document to be taken from the library.

The library is fully automated, modernized with latest IT Infrastructure such as Integrated Library Automation System (KOHA), Radio Frequency Identification (RFID) for material management and movement, Institutional Repository for management of in-house publication, theses and dissertations, Faculty Publication Profile (IRINS) for showcasing the research strength, Remote Access for accessing resources off campus, and Plagiarism Detection System. Library is comparable to any other old university library of the country so far as modernization and infrastructure facilities are concerned. And is quite active in extending research support services through adopting web based services and system.

The library has also introduced Social Media through mobile & WhatsApp to contact the library users. E-mail services have also been introduced for notification and to send reminders for overdue books. Newly added books and journals are notified through the portal and website to keep library users informed about the services. Library under the platform of KNIMBUS provides access to multiple

information resources from a single window. All-important publishers' products have been integrated for simultaneous search. This also provides remote access to authorized registered users.

### **3.5 Conclusion**

In view of the higher than discussion, it's obvious that university libraries play a useful role in shoring the analysis and tutorial info desires of their patrons. It's obvious from the literature that the expansion and development of university libraries has gained a possible pace in India over the decades. A similar truth is determined in central university libraries in North East India wherever progressive growth and development of university libraries is markedly apparent attributable to their huge importance. However, at present, changes square measure occurring thus speedily that nobody will predict the correct artistic movement transformations. Specially, within the context of libraries, modification is nothing innovative, however the new mania is that the shrunken continuance of changes and transitions that have affected the useful aspects of university libraries. During this environment, the thought of the gathering within the gift era isn't just confined to print resources obtainable at intervals a selected institution; instead, it includes a good type of formats, that square measure the mix of each print and electronic media that don't seem to be restricted to a selected establishment. Not solely has it marvellously transformed the practices related to assortment development, Moreover, services in university libraries have evolved from the times of closed stacks, through shelf browsing and card catalogues, punch cards, and OPACS, to the thought of open access and institutional repositories that resulted in various inventive and helpful services at intervals university libraries to ease access and interaction with the desired info. Consequently, changes square measure witnessed altogether useful areas of libraries. However, for conserving and advancing libraries, the necessity to assess and appraise them consistently is gaining vital importance.

From this perspective, only LIS professionals with acceptable ability, skills, and a proactive perspective will stand out within their new roles as data navigators and facilitators within the knowledge-based society to confirm the sustainment of university libraries in the dynamically dynamic era. Therefore, it's powerfully suggested that within the gift dynamic surroundings, it's much imperative for

university libraries to develop an exact set of measures with the assistance of well-skilled professionals to combat effectively dynamic trends thanks to the emergence of ICT. Besides, developing ways that may assign assessment across each collections and services to support long-range coming up with and decision-making, intrinsically analysis can unearth the utilization barriers faced by users which will be consequently tackled with acceptable measures.

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#### **4.1 Introduction**

The analysis of data involves critical examination of the data with the objectives in mind for determining the pattern of relationship among the variables. The term analysis refers to the computation of certain measures along with searching for patterns of relationship that exists among data groups. The type of study and the complexity of the hypotheses determine the method and depth of analysis. Data analysis and findings are crucial for a scientific study and for that, the scholar has taken relevant data obtained through the filled-in questionnaire for making an exhaustive analysis and draws the inferences. The scholar has taken due efforts as its validity depends more upon common sense, experience, background knowledge and intellectual honesty of the interpreter than upon conformity to any set rules that might be formulated.

#### **4.2 Analysis of Data**

The analysis and interpretation of data involve the objective material in the possession of the researcher and his subjective reaction and desires to derive from the data, the inherent meaning in their relation to the problem. Analysis of data is the most skilled task of all the stages of research. It is a task calling for the researcher's judgment and skill. Proper analysis requires a familiarity with the background of the study. Keeping in view the objectives of the study in mind, a structured questionnaire was prepared and distributed among 500 library users taking 50 each from all 10 central universities which constituted students; research scholars and faculty and 10 Librarians/Library in-charge of the university library to obtain relevant data. The collected data were analyzed, tabulated and interpreted to draw inferences.

#### **4.3 Questionnaire Respondents**

It is very important to know about the respondents and the responses received from them which form the basis of the research. A total of 510 questionnaires were distributed among the library users and librarians/library in-charges of 10 central university libraries of North East India under study. The responses to the questionnaire are shown in Table 4.3.

**Table 4.3: Questionnaire respondents**

S/N	Category	Questionnaire distributed	Questionnaire received	% of responses
1	Library users	500	456	91.20%
2	Librarians	10	10	100%
<b>Total</b>		<b>510</b>	<b>466</b>	<b>91.38%</b>

(Source: Research Questionnaire)

Table 4.1 shows the category-wise distribution of the questionnaire which shows that 500 questionnaires were distributed to the 10 central university library users, out of which 456(91.20%) questionnaires were received. The table further shows that 10 questionnaires each was distributed among the 10 central university librarians. Out of the 10 questionnaires distributed, 10 questionnaires were received. So, the total responses from the library users and librarians/library in-charge are 466 which constitute 91.38% of the total population.

#### **4.4 Analysis**

Data collected from the respondents are analyzed and interpreted in order to present the factual findings stated below.

**The different components included in the questionnaire for the librarian are:**

1. Total number of staff
2. Type of library
3. Total number of collections
4. Mode of acquisition of books
5. Journal subscribed by the library
6. Newspaper subscribed by the library
7. Types of classification schemes used
8. Library budget
9. Library Automation
10. Library Management Software
11. Types of services
12. Service hours
13. Circulation timing
14. Weeding Out

**The different components included in the questionnaires for users are:**

1. Distribution of respondents (University-wise)
2. Gender of the respondents
3. Age of the respondents
4. Category of the respondents
5. Qualification of the respondents
6. Frequency of visit to the library
7. Purpose of using the library
8. Availability of reading materials in the library
9. Ease of finding library materials
10. Frequency of using internet facility in the library
11. Opinion on areas for Improvement of a library facility
12. Problems of using the library
13. Satisfaction level of the respondents while using the library facility
14. Frequency of assistance sought from library staff

**4.4.1 Total number of staff**

The strength of the staff plays an important role in management of the collection as well as providing services to the users in the library. The following Table 4.4.1 shows the strength of the staff of the central universities under study.

**4.4.1: Total number of staff**

S/N	Name of University	Number of staff				Total
		Professional	Semi-Professional	Non-Professional	Others	
1	AU	4	5	8	2	19(7.73%)
2	CAU	6	1	3	0	10(4.07%)
3	MU	4	4	5	16	29(11.79%)
4	MZU	11	10	8	4	33(13.42%)
5	NU	3	5	6	3	17(6.91%)
6	NEHU	15	17	22	6	60(24.39%)
7	RGU	4	4	4	3	15(6.10%)
8	SU	8	0	4	0	12(4.88%)
9	TEZU	13	8	2	2	25(10.17%)
10	TU	14	4	3	5	26(10.57%)
<b>Total</b>		<b>82(33.34%)</b>	<b>58(23.58%)</b>	<b>65(26.43%)</b>	<b>41(16.67%)</b>	<b>246(100%)</b>

(Source: Research Questionnaire)

Data collected through questionnaires were tabulated and analysed for further interpretation of results. Table 1.1 shows that there are a total of 246 staffs in the ten libraries. Out of the total staffs, 82(33.34%) are professional staffs with a degree in Library and Information Science, 58(23.58%) are semi-professional staffs and 65(26.43%) are non-professional staffs. The table further shows that 41(16.67%) staffs are unqualified without a degree in Library and Information Science. Some staffs are promoted through a Departmental exam or promotion conducted by the university.

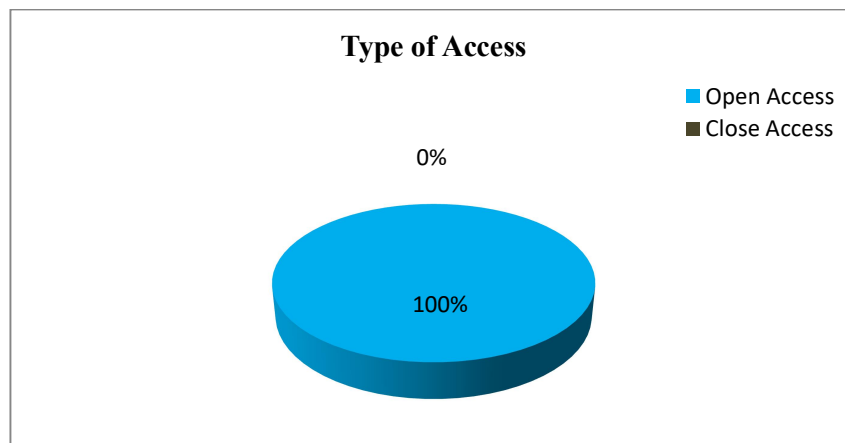
#### 4.4.2 Type of Access

A question was asked whether the library is open access and closed access. Table 4.4.2 supported by Graph-1 represent the nature of the library.

**Table 4.4.2: Type of Access**

S/N	Name of University	Type of Access	
		Open Access	Close Access
1	Assam University	1	0
2	Central Agricultural University	1	0
3	Manipur University	1	0
4	Mizoram University	1	0
5	Nagaland University	1	0
6	North Eastern Hill University	1	0
7	Rajiv Gandhi University	1	0
8	Sikkim University	1	0
9	Tezpur University	1	0
10	Tripura University	1	0
<b>Total</b>		<b>10(100%)</b>	<b>0</b>

(Source: Research Questionnaire)



**Graph-1: Type of Access**

It can be inferred from the table and graph that out of the 10 central university libraries of northeast India, all the university libraries i.e. 10(100%) university libraries were adopting open access.

#### 4.4.3 Total numbers of collections

The library collection is a key area for the existence of any library. The collection is developed, maintained and managed as per the respective library policy. Acquired documents are a part of the collection to support and benefit the current needs of the user community in a university library. The total collection includes books, journals, magazines, conference proceedings, e-resources, patents, maps and other types of material in these 10 central university libraries in North East India which is given in the following Table 4.4.3.

**Table 4.4.3: Total number of collections**

S/ N	Name of Universi ty	Total number of Collections							
		Books	Journals	Magazi nes	C. Procee dings	E- Resou rces	Patents	Maps	Others
1	AU	130724	67	12	0	0	0	0	0
2	CAU	18125	230	21	0	3	0	0	0
3	MU	190488	220	25	10	10246	9	30	850
4	MZU	107199	219	41	86	7000	0	3	1563
5	NU	21073	87	15	0	8897	0	0	0
6	NEHU	300000	279	11	0	10000	0	0	0
7	RGU	68000	97	20	3000	10000	0	20	5000
8	SU	47942	61	0	0	10	0	0	0
9	TEZU	105000	214	0	0	0	0	0	0
10	TU	140000	61	7	0	21	0	0	10
<b>Total</b>		<b>1128551</b>	<b>1535</b>	<b>152</b>	<b>3096</b>	<b>46177</b>	<b>9</b>	<b>53</b>	<b>7423</b>

(Source: Research Questionnaire)

The table indicates the total number of collections in the 10 central university libraries of North East India with regard to book collections. It was found that NEHU library has the maximum collection i.e. 300000 which is followed by MU which has a collection of 190488. TU has a collection of 140000, while, AU has a collection of 130724. MZU has a collection of 107199 which is followed by RGU which has a collection of 68000. CAU library has a minimum collection of books i.e. 18125. With regard to journal collection, the NEHU library subscribes to 279 journals, which is followed by CAU 230 journals. MU subscribes 220 journals and MZU subscribes 219 journals. SU and TU subscribe to a minimum of journals i.e. 61

journals each. Regarding magazine subscriptions, the MZU library subscribes to 41 magazines. MU library subscribes to 25 magazines followed by CAU who subscribes 21 magazines. TU library subscribes the minimum i.e. 7 magazines. With regard to the conference proceedings collection, only three (3) university libraries under study had a collection, RGU library has a collection of 3000 which is followed by MZU library has 86, while MU library has 10. Regarding the collection of e-resources, the MU library has the maximum collection i.e. 10246 which is followed by NEHU library & the RGU library has a collection of 10000. NU library has a collection of 8897, while MZU has a collection of 7000 e-resources. It may also be mentioned that TU has a collection of 21 e-resources while SU library has 10 e-resources, and AU library having the minimum collection i.e. 3. With regard to Patents collection, only MU library has a collection i.e. a Patent in its collection. Regarding the collection of Maps, the MU library has 30 maps in its collection; while the RGU library has 20 maps followed by the MZU library having 3 maps in its collection.

#### 4.4.4 Mode of acquisition of books

Acquisition plays the most important part in building the collection of the library. There are several modes of acquiring books and materials in the library. Some of these methods include purchasing, exchange methods, by gift etc. Each library was inquired on how books and materials are obtained. Table 4.4.4 given below shows the different mode of acquisition adopted by the library.

**Table 4.4.4: Mode of acquisition of books**

S/N	Name of University	Mode of acquisition of books			
		By Purchase	By exchange	By gift/ Donation	Any other
1	Assam University	✓	-	✓	-
2	Central Agricultural University	✓	-	-	-
3	Manipur University	✓	-	✓	-
4	Mizoram University	✓	-	✓	-
5	Nagaland University	✓	-	✓	-
6	North Eastern Hill University	✓	-	✓	-
7	Rajiv Gandhi University	✓	✓	✓	-
8	Sikkim University	✓	-	✓	-
9	Tezpur University	✓	-	✓	-
10	Tripura University	✓	-	✓	-
<b>Total</b>		<b>10</b>	<b>1</b>	<b>9</b>	<b>0</b>

(Source: Research Questionnaire)

Data presented in the table supported by graph indicates the mode of acquisition of books adopted by the ten central university libraries of North East India. It could be noted that out of the 10 central university libraries, all the 10(100%) university libraries acquired their books through purchase from their fund. There is one university library i.e. RGU library who acquired books through exchange method. On the other hand, the majority of the university libraries i.e. 9(90%) acquired books through gift/donations, while CAU library do not receive gift/donations.

#### 4.4.5 Journal subscribed by the library

A table is drawn using data collected from the questionnaire and these are presented in Table 4.4.5 below. The journal subscribed by the 10 central university libraries are categorized into three languages such as English, Hindi and others.

**Table 4.4.5: Journal subscribed by the library**

S/N	Name of University	Journal subscribed by the library			Total
		English	Hindi	Others	
1	Assam University	67	0	0	67
2	Central Agricultural University	230	0	0	230
3	Manipur University	220	0	0	220
4	Mizoram University	216	3	0	219
5	Nagaland University	87	0	0	87
6	North Eastern Hill University	255	22	2	279
7	Rajiv Gandhi University	90	7	0	97
8	Sikkim University	59	2	0	61
9	Tezpur University	204	10	0	214
10	Tripura University	59	2	0	61
<b>Total</b>		<b>1487(96.88%)</b>	<b>46(3.0%)</b>	<b>2(0.13%)</b>	<b>1535(100%)</b>

(Source: Research Questionnaire)

The 10 central university libraries under study subscribed to various journals which may be in different languages. It was found from the above table that a total of 1487(96.88%) journals written in English had been subscribed by 10 central university libraries, while 46(3.0%) journals written in Hindi had been subscribed by 6 central university libraries 2(0.13%) journals written in other languages had been subscribed by NEHU library.

#### 4.4.6 Newspaper subscribed by the library

Besides book collections, newspapers are also essential information resources in university libraries. The central university understudy subscribe to various local newspapers as well as national newspapers. The type of newspaper and quantity subscribed by 10 central university libraries is shown in Table 4.4.6.

**Table 4.4.6: Newspaper subscribed by the library**

S/N	Name of University	Newspaper subscribed by the library			Total
		English	Hindi	Others	
1	Assam University	14	1	0	15
2	Central Agricultural University	0	0	0	0
3	Manipur University	13	1	9	23
4	Mizoram University	5	1	14	20
5	Nagaland University	5	0	0	5
6	North Eastern Hill University	12	1	3	16
7	Rajiv Gandhi University	20	5	15	40
8	Sikkim University	9	5	6	20
9	Tezpur University	3	1	1	5
10	Tripura University	5	2	10	17
<b>Total</b>		<b>74(51.04%)</b>	<b>16(11.04%)</b>	<b>55(37.94%)</b>	<b>145(100%)</b>

(Source: Research Questionnaire)

The analysis of table 4.4.6 shows that a total of 74(51.04%) English newspapers had been subscribed in the 10 central university libraries of North East India, while 55(37.94%) other newspapers which may be in the local vernacular language had been subscribed which is followed by 16(11.04%) Hindi newspapers. Data is not available for Central Agricultural University in particular.

#### 4.4.7 Types of classification scheme used

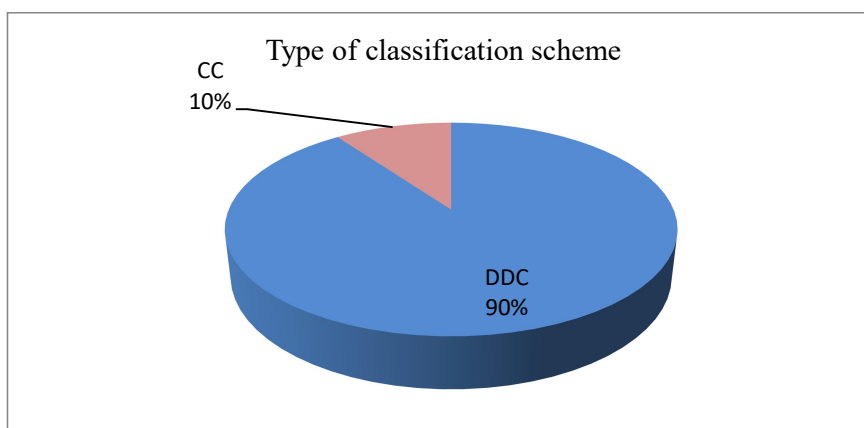
Classification aims at bringing order out of chaos and arranging documents in a helpful sequence. It is a system developed for identifying the universe of knowledge. Classification is needed to bring the like materials together. It is done through a predetermined schedule of class numbers based on notations. Table 4.4.7 below supported with Graph-2 mentioned the types of classification practice in each university library understudy for clear understanding.



**Table 4.4.7: Type of classification scheme**

S/N	Name of University	Types of classification	
		DDC	CC
1	Assam University	✓	-
2	Central Agricultural University	✓	-
3	Manipur University	-	✓
4	Mizoram University	✓	-
5	Nagaland University	✓	-
6	North Eastern Hill University	✓	-
7	Rajiv Gandhi University	✓	-
8	Sikkim University	✓	-
9	Tezpur University	✓	-
10	Tripura University	✓	-
<b>Total</b>		<b>9(90%)</b>	<b>1(10%)</b>

(Source: Research Questionnaire)



**Graph-2: Type of classification scheme**

It can be seen from the table and graph that 9(90%) central university libraries of North East India used Dewey Decimal Classification (DDC) while 1(10%) library are using Colon Classification (CC). So, the study reveals that DDC forms the majority in terms of classification among the central university libraries under study.

#### **4.4.8 Library Budget**

Finance is the most vital factor that determines the effectiveness of a library. Adequate funds are necessary to build library collections, provide services to their users and purchase and maintain various equipment's. The studies attempted to know about the budget of the central university libraries under study. Their responses have been tabulated in Table 4.4.8 which is given below.

**Table 4.4.8: Amount of library budget**

S/N	Name of University	Amount of library budget (Annual)	Source of fund/ Funding agency
1	Assam University	0	UGC
2	Central Agricultural University	0	CAU
3	Manipur University	50 lakh	UGC
4	Mizoram University	114 lakh	UGC
5	Nagaland University	150 lakh	ICAR
6	North Eastern Hill University	400 lakh	UGC
7	Rajiv Gandhi University	153 lakh	MHRD
8	Sikkim University	100 lakh	UGC
9	Tezpur University	200 lakh	UGC
10	Tripura University	0	MHRD

(Source: Research Questionnaire)

Analysis of the table reveals that out of the 10 central university libraries, 7(70%) libraries have a proper budget for the library while the other 3 university libraries do not respond to this particular question. With regard to sources of funds, 6(60%) university libraries received their fund from UGC, while 2(20%) university libraries received their fund from MHRD. On the other hand, it may also be mentioned that funds had also been received by 2(20%) university libraries from CAU and ICAR respectively.

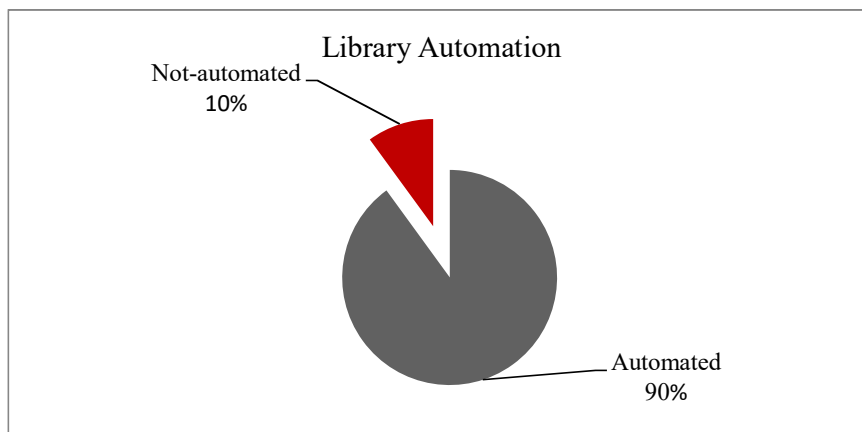
#### 4.4.9 Library Automation

The question of whether a library is automated or not was asked among the central university libraries under study. Library automation services mean the use of a computer to computerise technical work like cataloguing, classification for easy retrieval and saving manpower. The questionnaire circulated among the librarian is presented in table 4.4.9 supported with Graph-3 for better clarity.

**Table 4.4.9: Library Automation**

S/N	Name of University	Library Automation	
		Yes	No
1	Assam University	✓	-
2	Central Agricultural University	-	✓
3	Manipur University	✓	-
4	Mizoram University	✓	-
5	Nagaland University	✓	-
6	North Eastern Hill University	✓	-
7	Rajiv Gandhi University	✓	-
8	Sikkim University	✓	-
9	Tezpur University	✓	-
10	Tripura University	✓	-
<b>Total</b>		<b>9(90%)</b>	<b>1(10%)</b>

(Source: Research Questionnaire)



**Graph-3: Library Automation**

The above table 4.4.9 and Graph-3 shows the status of library automation by the 10 central university libraries of North East India. It can be seen from the table and graph that 9(90%) central university libraries have automated their library holdings while only 1(10%) library amongst the ten central university libraries have not yet undertaken the automation process.

#### **4.4.10 Library Management Software**

The library management software provided by the ten central university libraries of North East India is presented in Table 4.4.10.

**Table 4.4.10: Library Management Software**

S/N	Name of University	Type of LMS used
1	Assam University	KOHA
2	Central Agricultural University	KOHA
3	Manipur University	SOUL 2.0
4	Mizoram University	TLSS
5	Nagaland University	SOUL 2.0
6	North Eastern Hill University	KOHA
7	Rajiv Gandhi University	KOHA
8	Sikkim University	KOHA
9	Tezpur University	KOHA
10	Tripura University	KOHA

(Source: Research Questionnaire)

According to an analysis of the table 4.4.10, out of the 10 central university libraries, 7(70%) of them, namely AU, CAU, NEHU, RGU, TEZU, and TU use KOHA library management software, while the remaining 2(20%), namely MU and NU, use SOUL 2.0. While TLSS software is used only by Mizoram University library.

#### 4.4.11 Types of Services

The services given to the readers by the library staff are of supreme importance. In a library, the time of users is valuable and must be saved. The present study has been successful to the extent of presenting the birds' eye view of the services provided by the libraries. An intensive study needs to be undertaken to obtain a comparative and cumulative picture so that a national policy should be formulated and implemented for future development. Table 4.4.11 mentioned the types of services in each university library understudy for a clear understanding.

**Table 4.4.11: Types of services**

S/ N	Name of University	Types of Services											
		Circulation	Reference	Information	Bibliographic	Abstracting	Indexing	CAS	SDI	Reprographic	Translation	CD-ROM	Online
1	AU	✓	✓	✓	-	-	-	✓	✓	✓	-	-	✓
2	CAU	✓	✓	✓	-	-	-	-	-	✓	-	-	✓
3	MU	✓	✓	✓	✓	-	-	-	-	✓	-	-	✓
4	MZU	✓	✓	✓	-	-	-	✓	-	✓	-	✓	✓
5	NU	✓	✓	✓	-	-	-	-	-	✓	-	-	✓
6	NEHU	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
7	RGU	✓	✓	✓	✓	-	-	✓	-	✓	-	✓	✓
8	SU	✓	✓	✓	-	-	-	✓	-	✓	-	✓	✓
9	TEZU	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
10	TU	✓	✓	✓	✓	✓	✓	✓	✓	✓	-	✓	✓

(Source: Research Questionnaire)

The above table shows the services provided by the ten central university libraries of North East India.

- Circulation services, reference services, Information services, reprographic services, and online services had been provided by all the 10 university libraries.
- Bibliographic service had been provided by MU, NEHU, RGU, TEZU and TU.
- Abstracting service had been provided by NEHU, TEZU and TU.
- Indexing service had been provided by NEHU, TEZU, and TU.

- CAS had been provided by AU, MZU, NEHU, RGU, SU, TEZU and TU.
- SDI had been provided by AU, NEHU, TEZU and TU.
- Translation service had been provided by NEHU and TEZU.
- CD-ROM service had been provided by MZU, NEHU, RGU, SU, TEZU and TU.

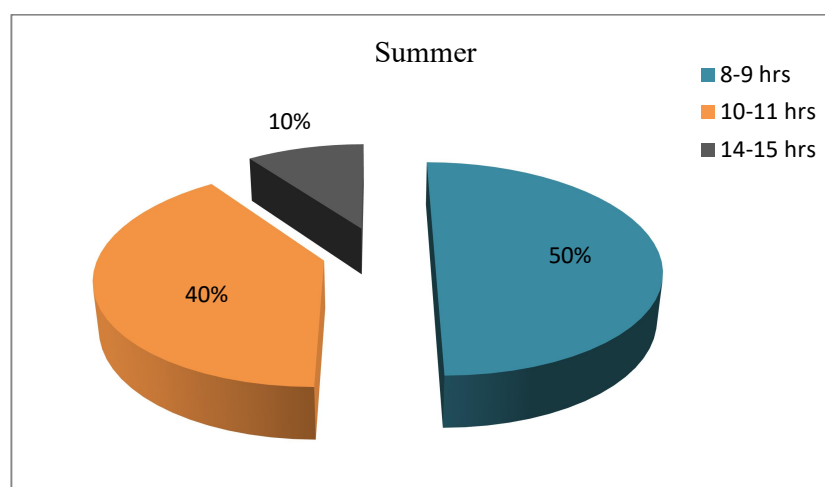
#### 4.4.12 Service hours

The service hours for summer and winter is presented in Table 4.4.12 supported by Graphs-4 and 5.

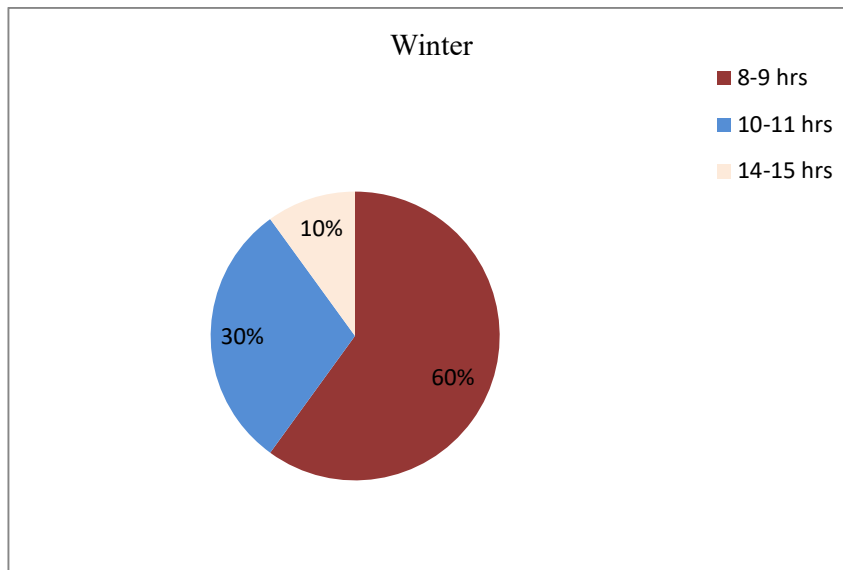
**Table 4.4.12: Service hours**

S/N	Name of University	Service hours in summer			Service hours in winter		
		8-9 hrs	10-11 hrs	14-15 hrs	8-9 hrs	10-11 hrs	14-15 hrs
1	Assam University	✓	-	-	✓	-	-
2	Central Agricultural University	✓	-	-	✓	-	-
3	Manipur University	-	✓	-	✓	-	-
4	Mizoram University	✓	-	-	✓	-	-
5	Nagaland University	✓	-	-	✓	-	-
6	North Eastern Hill University	-	✓	-	-	✓	-
7	Rajiv Gandhi University	-	✓	-	-	✓	-
8	Sikkim University	✓	-	-	✓	-	-
9	Tezpur University	-	-	✓	-	-	✓
10	Tripura University	-	✓	-	-	✓	-

(Source: Research Questionnaire)



**Graph-4: Service hours in summer**



**Graph-5: Service hours in winter**

The above table and graph show the summer and winter service hours of the 10 central university libraries under study. The interpretation for this may be divided into two parts i.e. summer and winter hours.

Service hours in summer:

- AU, CAU, MZU, NU and SU had provided 8-9 hours.
- MU, NEHU, RGU, TU had provided 10-11 hours.
- TEZU had provided 14-15 hours.

Service hours in winter:

- AU, CAU, MU, MZU, NU and SU had provided 8-9 hours.
- NEHU, RGU and TU had provided 10-11 hours.
- TEZU had provided 14-15 hours.

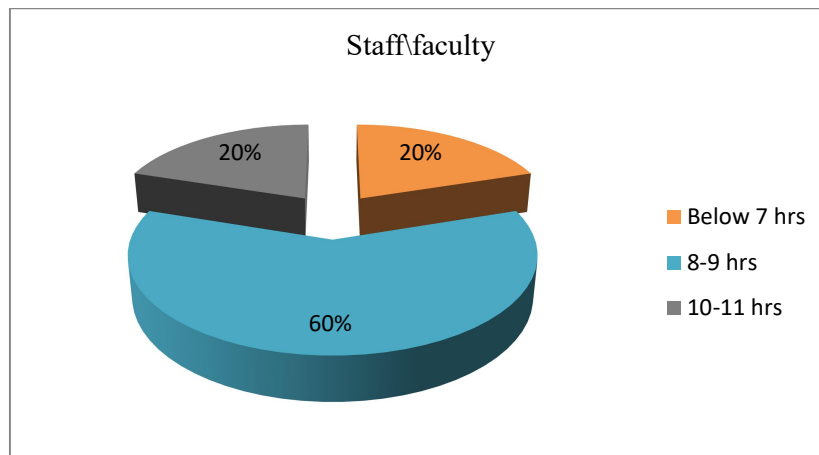
#### **4.4.13 Circulation timing**

The service provided for the circulation of books by the ten central university libraries of North East India is presented in Table 4.4.13 supplemented by Graphs-6 and 7 for clarity.

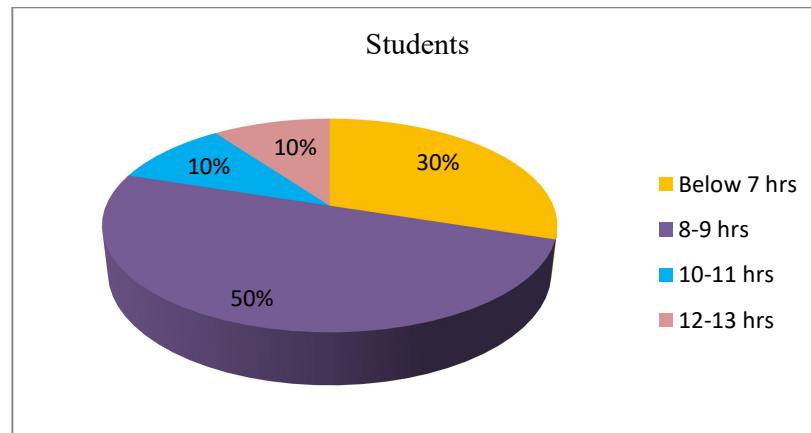
**Table 4.4.13: Circulation timing**

S/N	Name of University	Circulation timing for staff/faculty			Circulation timing for Students			
		Below 7 hrs	8-9 hrs	10-11 hrs	Below 7 hrs	8-9 hrs	10-11 hrs	12-13 hrs
1	Assam University	-	✓	-	-	✓	-	-
2	Central Agricultural University	✓	-	-	✓	-	-	-
3	Manipur University	✓	-	-	✓	-	-	-
4	Mizoram University	-	✓	-	-	✓	-	-
5	Nagaland University	-	✓	-	✓	-	-	-
6	North Eastern Hill University	-	✓	-	-	✓	-	-
7	Rajiv Gandhi University	-	-	✓	-	-	-	✓
8	Sikkim University	-	✓	-	-	✓	-	-
9	Tezpur University	-	-	✓	-	-	✓	-
10	Tripura University	-	✓	-	-	✓	-	-

(Source: Research Questionnaire)



**Graph-6: Circulation timing for staff/faculty**



**Graph-7: Circulation timing for students**

The table shows the circulation timings for faculty/staff and students separately. The interpretation for this may be divided into circulation timing for faculty/staff and students.

Circulation timing for faculty/staff:

- CAU and MU had provided below 7 hours for circulation.
- AU, MZU, NU, NEHU, SU and TU had provided 8-9 hours for circulation.
- RGU and TEZU had provided 10-11 hours for circulation.

Circulation timing for students:

- CAU, MU and NU had provided below 7 hours for circulation.
- AU, MZU, NEHU, SU and TU had provided 8-9 hours for circulation.
- TEZU had provided 10-11 hours for circulation.
- RGU had provided 12-13 hours for circulation.

#### 4.4.14 Weeding Out

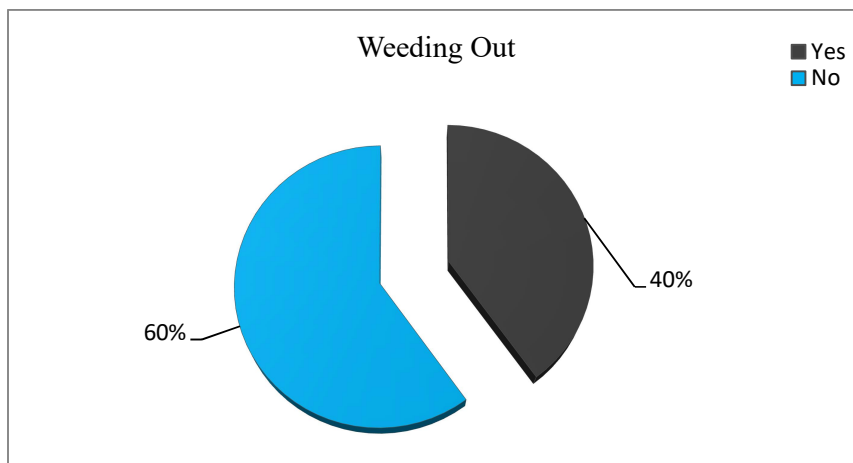
Weeding is a very important part of the library. In this process, outdated materials will be weeded out from the library with the permission of the library committee and librarian. Weeded out books may solve the problem of space in the library. All university libraries weeded out their library materials according to their requirement and for this process they follow a weeding out policy. A question was asked whether the university libraries adopted a weeding out policy in their respective libraries. The responses of the 10 central university libraries are presented in Table 4.4.14 supported by Graph-8.

**Table 4.4.14: Weeding Out**

S/N	Name of University	Whether weeding out materials	
		Yes	No
1	Assam University	0	1
2	Central Agricultural University	0	1
3	Manipur University	0	1
4	Mizoram University	0	1
5	Nagaland University	0	1
6	North Eastern Hill University	1	0
7	Rajiv Gandhi University	1	0
8	Sikkim University	0	1
9	Tezpur University	1	0
10	Tripura University	1	0
<b>Total</b>		<b>4(40%)</b>	<b>6(60%)</b>

(Source: Research Questionnaire)





**Graph-8: Weeding Out**

The above Table 4.4.14 supported by Graph-8 shows whether the 10 central university libraries under study weeded out library materials or not. From the responses, it was found that NEHU, RGU, TEZU and TU libraries has weeded out library materials, while AU, CAU, MU, MZU, NU and SU libraries does not follow the policy of weeding out their library materials.

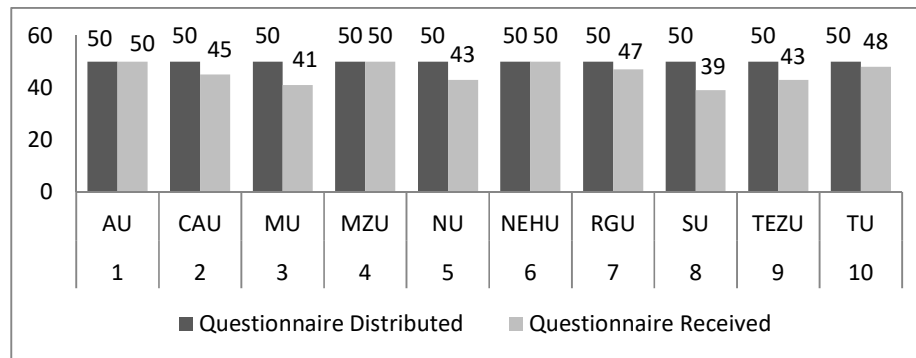
#### **4.4.15 Distribution of Respondents (University wise)**

500 questionnaires were randomly circulated to the students and scholars of 10 central universities of North East India i.e., Assam University, Central Agricultural University, Manipur University, Mizoram University, Nagaland University, North Eastern Hill University, Rajiv Gandhi University, Sikkim University, Tezpur University, Tripura University. Their break up is given in Table 4.4.15 supplemented with Graph-9 for clear understanding.

**Table 4.4.15: Distribution of respondents**

S/N	Name of University	Questionnaire Distributed	Questionnaire Received	% of responses
1	Assam University	50	50	100%
2	Central Agricultural University	50	45	90%
3	Manipur University	50	41	82%
4	Mizoram University	50	50	100%
5	Nagaland University	50	43	86%
6	North Eastern Hill University	50	50	100%
7	Rajiv Gandhi University	50	47	94%
8	Sikkim University	50	39	78%
9	Tezpur University	50	43	86%
10	Tripura University	50	48	96%
<b>TOTAL</b>		<b>500</b>	<b>456</b>	<b>91.20%</b>

(Source: Research Questionnaire)



**Graph-9: Distribution of respondents**

Table 4.4.15 shows the university-wise distribution of the respondents representing the 10 university library users under study. It is observed from the table that Assam University, Mizoram University and NEHU have the highest response rate which constitutes 100%. Tripura University have the second-highest response rate with 96%, Rajiv Gandhi University had the third-highest response rate with 94%, Central Agricultural University had the fourth highest response rate which constitute 90% followed by Nagaland University and Tezpur University with 86% responses each. Manipur University have become sixth-highest response rate with 82% followed by Sikkim University which have the lowest response rate with only 78%.

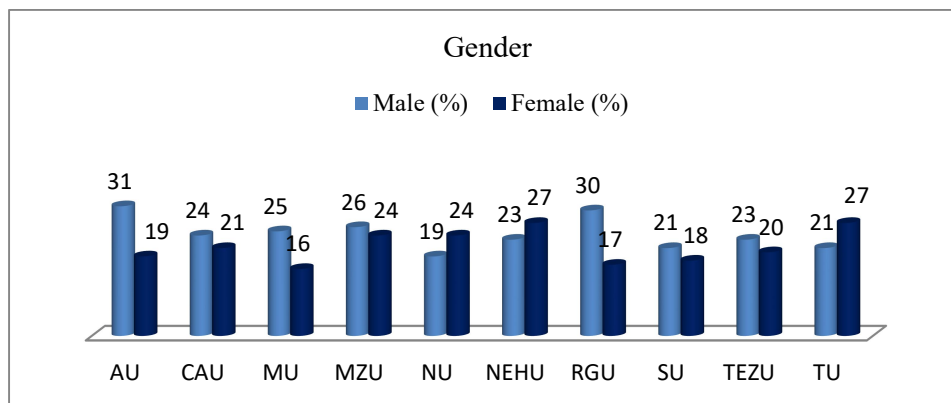
#### 4.4.16 Gender of the respondents

Gender representation is one of the important components among the respondents which visualise the interest to submit their thought and expression through the questionnaire. The data relating to the component obtained through the questionnaire for the present study is placed below in Table 4.4.16 for analysis and the same is supplemented with Graph-10 for clarity.

**Table 4.4.16: Gender of the respondents**

S/N	Name of University	Gender		Total respondents
		Male	Female	
1	Assam University	31	19	50
2	Central Agricultural University	24	21	45
3	Manipur University	25	16	41
4	Mizoram University	26	24	50
5	Nagaland University	19	24	43
6	North Eastern Hill University	23	27	50
7	Rajiv Gandhi University	30	17	47
8	Sikkim University	21	18	39
9	Tezpur University	23	20	43
10	Tripura University	21	27	48
<b>Total</b>		<b>243</b>	<b>213</b>	<b>456</b>

(Source: Research Questionnaire)



**Graph-10: Gender of the respondents**

Table 4.4.16 is drawn to give the number of male and female library users who responded to the questionnaire. The table shows that out of the total 456 library users from the 10 university libraries under study, 243 are males and 213 are females. The male users are slightly higher compared to the female with a difference of only 6.58%.

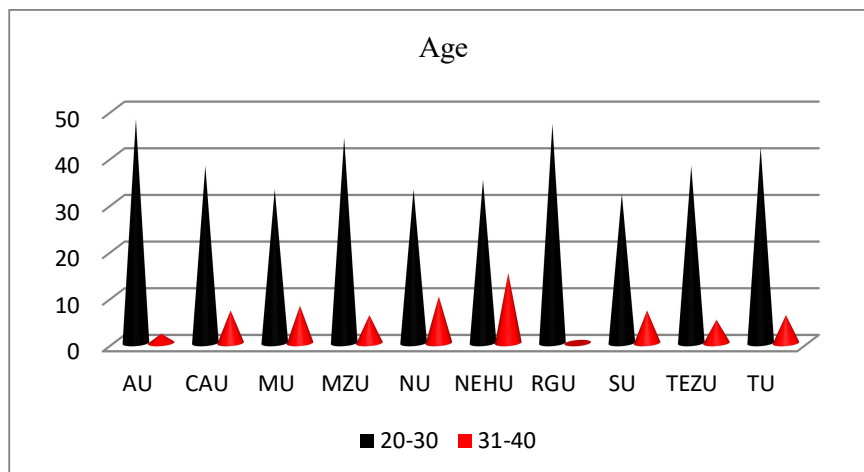
#### 4.4.17 Age of the respondents

Analysis of age is important in order to find out the majority age group among the library users. The age ratio is based on two different age groups. Group 1 consist of users between 20-30 years of age and group 2 between 31-40 years of age. Users were asked to mark against their age groups. A study of age group among the library users that responded to the questionnaire was given below in Table 4.4.17 supported with Graph-11.

**Table 4.4.17: Age of the respondents**

S/N	Name of University	Age		% of respondents
		20-30	31-40	
1	Assam University	48(10.53%)	2(0.44%)	50(10.97%)
2	Central Agricultural University	38(8.34%)	7(1.54%)	45(9.87%)
3	Manipur University	33(7.24%)	8(1.76%)	41(9%)
4	Mizoram University	44(9.65%)	6(1.32%)	50(10.97%)
5	Nagaland University	33(7.24%)	10(2.20%)	43(9.43%)
6	North Eastern Hill University	35(7.68%)	15(3.29%)	50(10.97%)
7	Rajiv Gandhi University	47(10.31%)	0	47(10.31%)
8	Sikkim University	32(7.02%)	7(1.54%)	39(8.56%)
9	Tezpur University	38(8.34%)	5(1.10%)	43(9.43%)
10	Tripura University	42(9.21%)	6(1.32%)	48(10.53)
<b>Total</b>		<b>390(85.53%)</b>	<b>66(14.48%)</b>	<b>456(100%)</b>

(Source: Research Questionnaire)



**Graph-11: Age of the respondents**

Based on the data collected from the questionnaires, the highest numbers of the users are between the age group of 20-30(85.53%) and 14.48% of users are between 31-40 years. This reveals that the majority of the users are the youngest group. The study also shows that majority of the users in all the 10 central university library users under study are between the ages of 20-30. These groups constitute mostly students and most of their activities include the use of the library mainly for assignments.

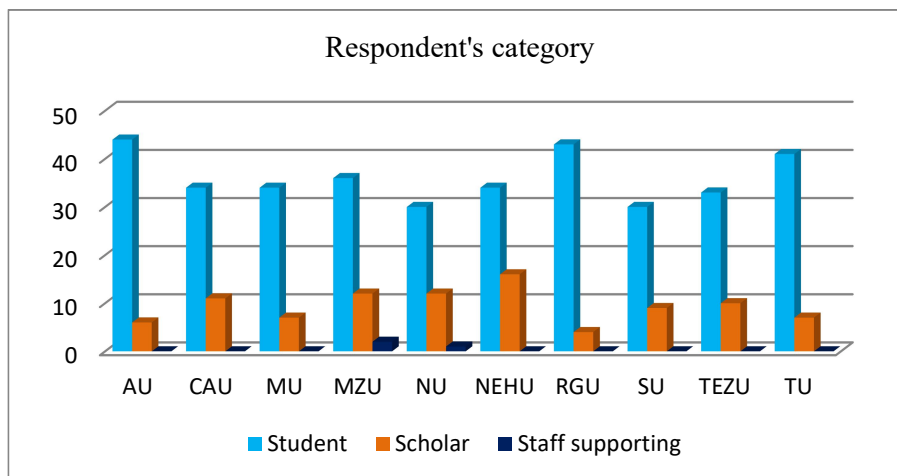
#### 4.4.18 Category of the respondents

Respondents are the users of the university which include students and scholars. Table 4.4.18 supplemented with Graph-12 shows the category of users from the 10 central university libraries of North East India.

**Table 4.4.18: Respondents Category**

S/N	Name of University	Respondent's category		% of respondents
		Student	Scholar	
1	Assam University	44(9.65%)	6(1.32%)	50(10.97%)
2	Central Agricultural University	34(7.46%)	11(2.42%)	45(9.87%)
3	Manipur University	34(7.46%)	7(1.54%)	41(9%)
4	Mizoram University	38(8.33%)	12(2.64%)	50(10.97%)
5	Nagaland University	31(6.79%)	12(2.64%)	43(9.43%)
6	North Eastern Hill University	34(7.46%)	16(3.51%)	50(10.97%)
7	Rajiv Gandhi University	43(9.43%)	4(0.88%)	47(10.31%)
8	Sikkim University	30(6.58%)	9(1.98%)	39(8.56%)
9	Tezpur University	33(7.24%)	10(2.20%)	43(9.43%)
10	Tripura University	41(9.00)	7(1.54%)	48(10.53%)
<b>Total</b>		<b>362(79.38%)</b>	<b>94(20.62%)</b>	<b>456(100%)</b>

(Source: Research Questionnaire)



**Graph-12: Respondents Category**

Table 4.4.17 shows the category of respondents of the 10 university library users under study. The table revealed that, out of the three (3) categories of the respondents, the total respondents of students were 362(79.38%) while the total respondents of scholars are 94(20.62%). Assam University 44(9.65%) students made up the highest respondents, and NEHU 16(3.51%) made up the highest number of respondents respectively.

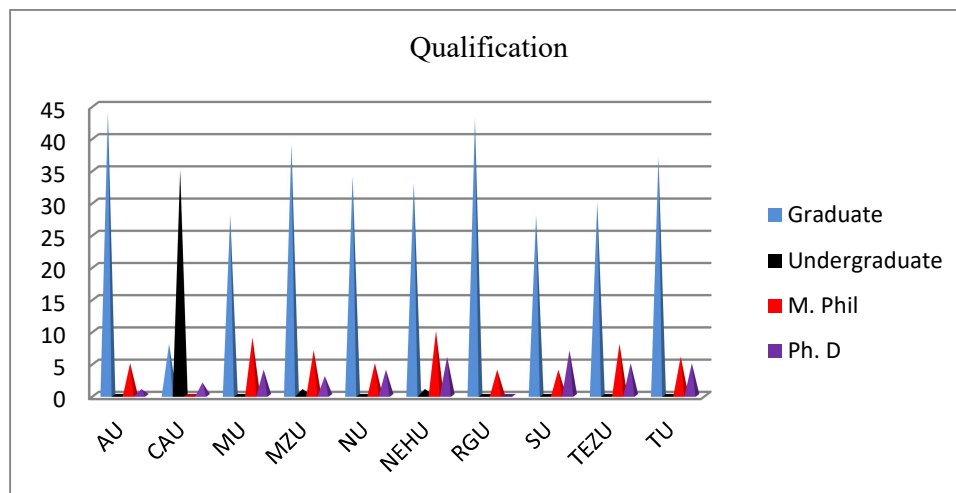
#### 4.4.19 Qualification of the respondents

The qualification ratio was based on four different categories e.g. Undergraduate, Graduate, M.Phil., Ph.D. Table 4.4.19 supplemented with Graph-13 represented the user's qualifications of the university libraries.

**Table 4.4.19: Qualification of the respondents**

S/N	Name of University	Qualification				% of respondents
		Graduate	Undergraduate	M. Phil	Ph. D	
1	AU	44(9.65%)	0	5(1.10%)	1(0.22%)	50(10.97%)
2	CAU	8(1.76%)	35(7.68%)	0	2(0.44%)	45(9.87%)
3	MU	28(6.14%)	0	9(1.98%)	4(0.88%)	41(9%)
4	MZU	40(8.77%)	0	7(1.54%)	3(0.66%)	50(10.97%)
5	NU	34(7.46%)	0	5(1.10%)	4(0.88%)	43(9.43%)
6	NEHU	34(7.46%)	0	10(2.20%)	6(1.32%)	50(10.97%)
7	RGU	43(9.43%)	0	4(0.88%)	0	47(10.31%)
8	SU	28(6.14%)	0	4(0.88%)	7(1.54%)	39(8.56%)
9	TEZU	30(6.58%)	0	8(1.76%)	5(1.10%)	43(9.43%)
10	TU	37(8.12%)	0	6(1.32%)	5(1.10%)	48(10.53%)
	<b>Total</b>	<b>326(71.50%)</b>	<b>35(7.68%)</b>	<b>58(12.72%)</b>	<b>37(8.12%)</b>	<b>456(100%)</b>

(Source: Research Questionnaire)



**Graph-13: Qualification of the Respondents**

While analyzing the above Table 4.4.19 from the data collected, it was found that the majority of the users are Graduate 324 (71.06%) and M. Phil 58 (12.72%). Followed by Ph. D with 37 (8.12%) and undergraduate has the lowest response rate with only 35 (7.68%).

#### 4.4.20 Frequency of visit to the library

Before observing the purpose of a visit to the library, it is also very necessary to know the frequency of visits to the library by the P.G. students and research scholars of the central universities during the study period. The rate of the visit made to the library was asked based on whether the users visit the library on a daily basis, weekly basis or monthly basis. With the information collected from the questionnaires, a table and a graph were drawn to represent the result that was tabulated and analyzed in Table 4.4.20 followed by Graph-14 below.

**Table 4.4.20: Frequency of library visit**

S/N	Name of University	Frequency of library visit				% of respondents
		Daily	Weekly	Monthly	Other	
1	AU	5(1.10%)	24(5.27%)	21(4.61%)	0	50(10.97%)
2	CAU	2(0.44%)	26(5.71%)	14(3.07%)	3(0.66%)	45(9.87%)
3	MU	4(0.88%)	14(3.07%)	22(4.83%)	1(0.22%)	41(9%)
4	MZU	7(1.54%)	30(6.58%)	11(2.42%)	2(0.44%)	50(10.97%)
5	NU	5(1.10%)	25(5.49%)	13(2.85%)	0	43(9.43%)
6	NEHU	1(0.22%)	25(5.49%)	23(5.05%)	1(0.22%)	50(10.97%)
7	RGU	6(1.32%)	27(5.93%)	14(3.07%)	0	47(10.31%)
8	SU	6(1.32%)	11(2.42%)	22(4.83%)	0	39(8.56%)
9	TEZU	8(1.76%)	16(3.51%)	18(3.95%)	1(0.22%)	43(9.43%)
10	TU	8(1.76%)	19(4.17%)	21(4.61%)	0	48(10.53%)
<b>Total</b>		<b>52(11.41%)</b>	<b>217(47.59%)</b>	<b>179(39.26%)</b>	<b>8(1.76%)</b>	<b>456(100%)</b>

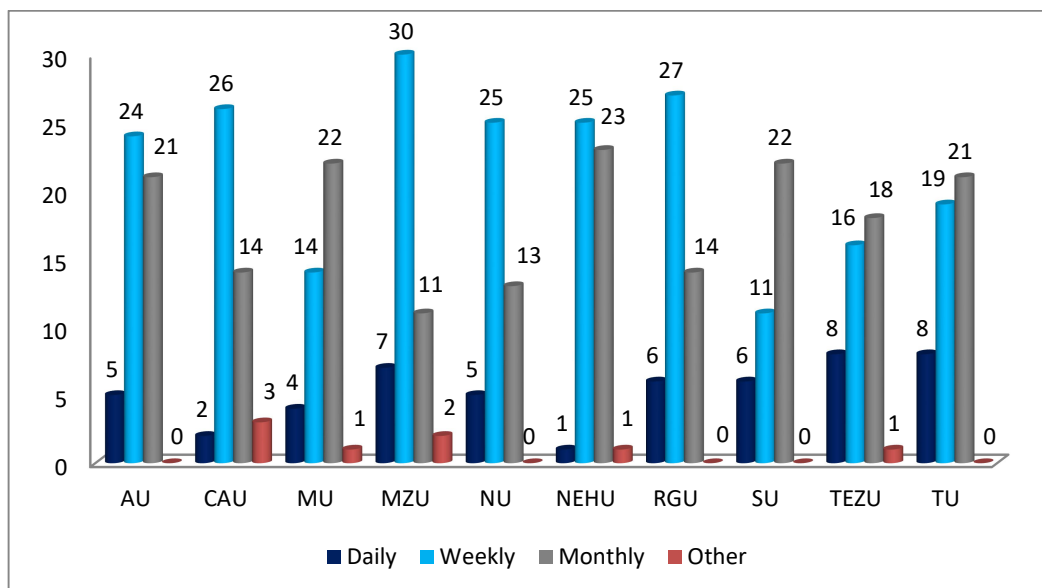
(Source: Research Questionnaire)

**Table 4.4.20(A): Values of respondents**

S/N	Category	Mean value	Median value	Standard Deviation
1	Daily	5.2	5.5	2.347
2	Weekly	21.7	24.5	6.29
3	Monthly	17.9	19.5	4.483
4	Other	0.8	0.5	1.032

**Table 4.4.20(B): Frequency values of respondents**

S/N	Frequency	Mean value by Frequency	Median value by Frequency
1	Assam University	12.5	13
2	Central Agricultural University	11.25	8.5
3	Manipur University	10.25	9
4	Mizoram University	12.5	9
5	Nagaland University	10.75	9
6	North Eastern Hill University	12.5	12
7	Rajiv Gandhi University	11.75	10
8	Sikkim University	9.75	8.5
9	Tezpur University	10.75	12
10	Tripura University	12	13.5



**Graph-14: Frequency of visit to the library**

The above table 4.4.20 and Graph-14 represent the frequency of library visits. A total number of 52(11.41%) respondents visited the library daily, 217(47.59%) responded that they visited the library weekly, 179(39.26%) responded that they visited the

library monthly whereas 8(1.76%) responded to others which means that their visit to the library cannot be recorded. Comparisons among the categories show that access to the library weekly ranked the highest 217(47.59%) followed by monthly 179(39.26%), third by daily 52(11.41%) and last by others i.e., 8(1.76%). Tezpur and Tripura university library users made up the highest daily respondents, MZU made up the highest weekly responses, and NEHU made up the highest monthly respondents respectively. The scholar in the study took up the liberty to calculate the mean value and median value where the daily rate comes to 5.2 and 5.5 followed by the ratings for weekly which comes to 21.7 and 24.5 which is again followed monthly ratings of 17.9 and 19.5, while 0.8 and 0.5 is rated for others. Likewise, while calculating the mean value by frequency and median value by frequency of library visit, highest rate comes to 12.5 and 13 on AU, followed by the ratings for NEHU that comes to 12.5 and 12, while the lowest rate 9.75 and 8.5 for SU users of library visit respectively.

#### 4.4.21 Purpose of using the library

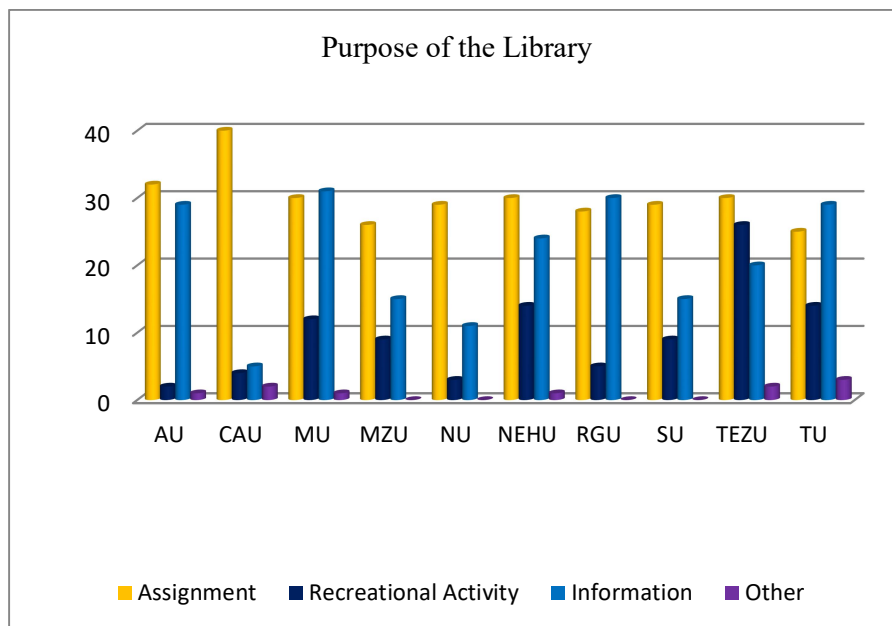
The purpose of a visit to any library is crucial for understanding the use of various types of documents in a library. The following Table 4.4.21 supported with Graph-15 provide information about the purpose of using the library. Questions were asked among the library users on their purpose of using the library which was split into four to choose from, namely– assignment, recreational activity, information and others.

**Table 4.4.21: Purpose of using the library**

S/N	Name of University	Purpose of using the library				% of respondents
		Assignment	Recreational Activity	Information	Other	
1	AU	32(7.02%)	2(0.44%)	29(6.36%)	1(0.22%)	64(14.04%)
2	CAU	40(8.78%)	4(0.88%)	5(1.10%)	2(0.44%)	51(11.19%)
3	MU	30(6.58%)	12(2.64%)	31(6.80%)	1(0.22%)	74(16.23%)
4	MZU	26(5.71%)	9(1.98%)	15(3.29%)	0	50(10.97%)
5	NU	29(6.36%)	3(0.66%)	11(2.42%)	0	43(9.43%)
6	NEHU	30(6.58%)	14(3.07%)	24(5.27%)	1(0.22%)	69(15.14%)
7	RGU	28(6.14%)	5(1.10%)	30(6.58%)	0	63(13.82%)
8	SU	29(6.36%)	9(1.98%)	15(3.29%)	0	53(11.63%)
9	TEZU	30(6.58%)	26(5.71%)	20(4.39%)	2(0.44%)	78(17.11%)
10	TU	25(5.49%)	14(3.07%)	29(6.36%)	3(0.66%)	71(15.57%)
	<b>TOTAL</b>	<b>299(65.57%)</b>	<b>98(21.49%)</b>	<b>209(45.83%)</b>	<b>10(2.19%)</b>	<b>616(135.08%)</b>

Note: Percentage exceeds 100% because respondents were allowed multiple answers; n=456, (Source: Research Questionnaire)





**Graph-15: Purpose of using the library**

The above table 4.4.21 represented the purpose of the visit to the library. Analysis shows that a total number 299(65.57%) visited library for assignment purposes, 98(21.49%) for recreational activity, 209(45.83%) for information purposes and 10(2.19%) for others which means that their purpose is not specified. In terms of University-wise response, CAU library users form the highest in Assignment as 40(8.78%) of them stated that they are using the library for Assignment. As students have to access the library for assignments and information more often. TEZU 26(5.71%) highest in a recreational activity, MU 31(6.80%) highest in information and TU 3(0.66%) made up the highest for other purposes.

#### **4.4.22 Availability of reading materials in the library**

Questions were asked among the library users whether they get their required material from the library or not. Questions were split into four namely- always, rarely, sometimes and never. Table 4.4.22 supplemented with Graph-16 below shows the availability of reading materials in the library.

**Table 4.4.22 Availability of reading materials in the library**

S/N	Name of University	Availability of reading materials in the library			% of respondents
		Always	Rarely	Sometimes	
1	Assam University	26(5.71%)	14(3.07%)	10(2.20%)	50(10.97%)
2	Central Agricultural University	21(4.61%)	18(3.95%)	6(1.32%)	45(9.87%)
3	Manipur University	15(3.29%)	17(3.73%)	9(1.98%)	41(9%)
4	Mizoram University	23(5.05%)	8(1.76%)	19(4.17%)	50(10.97%)
5	Nagaland University	20(4.39%)	15(3.29%)	8(1.76%)	43(9.43%)
6	North Eastern Hill University	22(4.83%)	15(3.29%)	13(2.85%)	50(10.97%)
7	Rajiv Gandhi University	36(7.90%)	8(1.76%)	3(0.66%)	47(10.31%)
8	Sikkim University	27(5.93%)	8(1.76%)	4(0.88%)	39(8.56%)
9	Tezpur University	29(6.36%)	10(2.20%)	4(0.88%)	43(9.43%)
10	Tripura University	23(5.05%)	16(3.51%)	9(1.98%)	48(10.53%)
<b>Total</b>		<b>242(53.07%)</b>	<b>129(28.29%)</b>	<b>85(18.64%)</b>	<b>456(100%)</b>

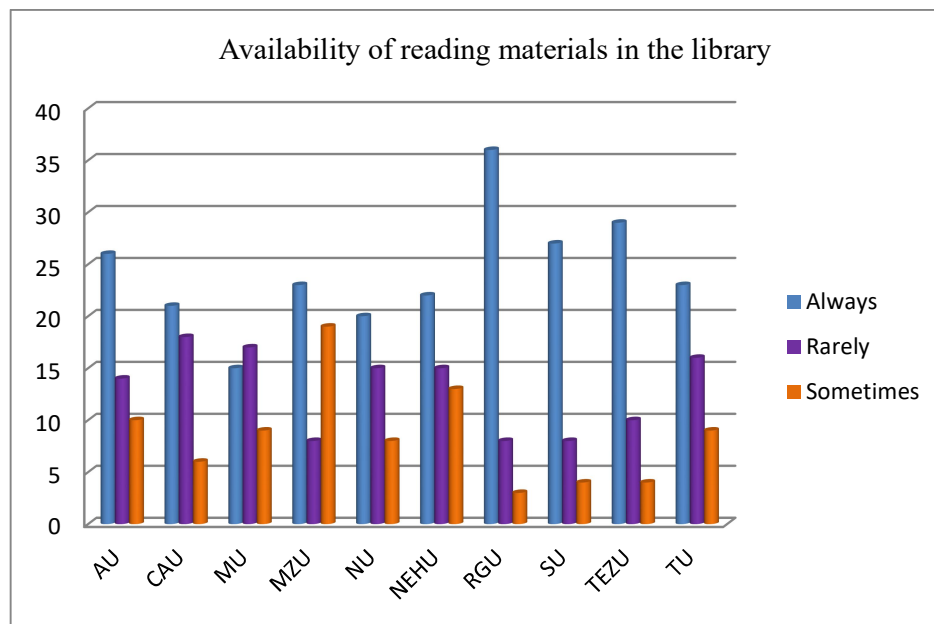
(Source: Research Questionnaire)

**Table 4.4.22(A): Values of respondents**

S/N	Category	Mean Value	Median Value	Standard Deviation
1	Always	24.2	23	32.622
2	Rarely	12.9	14.5	15.8777
3	Sometimes	8.5	8.5	23.388

**Table 4.4.22(B): Frequency values of respondents**

S/N	Frequency	Mean Value by Frequency	Median Value by Frequency
1	Assam University	16.66666	14
2	Central Agricultural University	15	18
3	Manipur University	13.66666	15
4	Mizoram University	16.66666	19
5	Nagaland University	14.33333	15
6	North Eastern Hill University	16.66666	15
7	Rajiv Gandhi University	15.66666	8
8	Sikkim University	13	8
9	Tezpur University	14.33333	10
10	Tripura University	16	16



**Graph-16: Availability of reading materials in the library**

The opinion of the 10 university library users regarding the availability of reading materials presented in Table 4.4.22 shows that 242(53.07%) of the library users stated that library books and materials are always available, while there are 129(28.29%) users who opined that library books and materials are ‘rarely’ available. The table further revealed that 85(18.64%) library users are of the opinion that books and materials are ‘Sometimes’ available. Thus, the table shows that library books and materials are sufficient enough for the end-users. The scholars in the study has found out to calculate the mean value and median value where the always rate comes to 24.2 and 23 followed by the ratings for rarely which comes to 12.9 and 14.5 which is followed by sometimes ratings of 8.5. While calculating the mean value by frequency visit, highest rate comes to 16.66666 and 19, while the lowest rate 13 and 8 for SU users of library visit respectively.

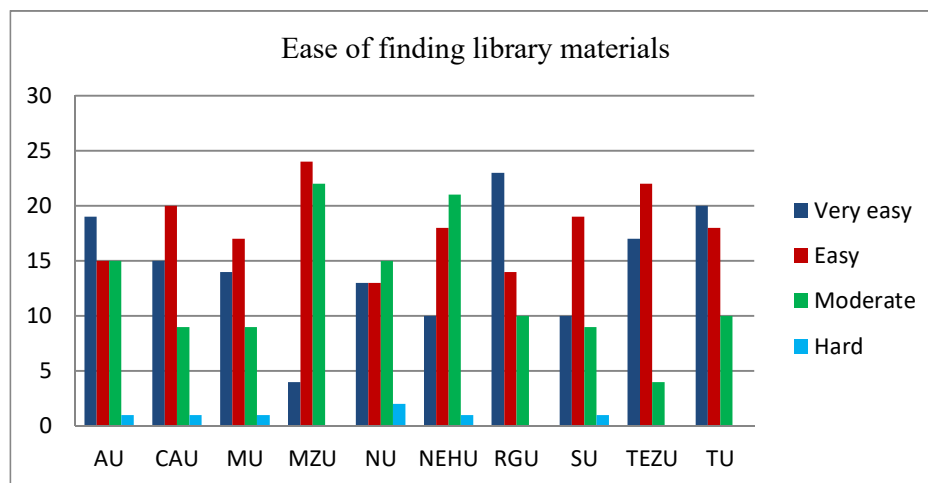
#### **4.4.23 Ease of finding library materials**

The Table 4.4.23 below supplemented with Graph-17 shows how users of 10 university libraries under study opined about their ease of finding library materials. A question was asked in different categories namely: very easy, easy, moderate and hard for clear understanding.

**Table 4.4.23: Ease of finding library materials**

S/N	Name of University	Ease of finding library materials				% of respondents
		Very easy	Easy	Moderate	Hard	
1	AU	19(4.17%)	15(3.29%)	15(3.29%)	1(0.22%)	50(10.97%)
2	CAU	15(3.29%)	20(4.39%)	9(1.98%)	1(0.22%)	45(9.87%)
3	MU	14(3.07%)	17(3.73%)	9(1.98%)	1(0.22%)	41(9%)
4	MZU	4(0.88%)	24(5.27%)	22(4.83%)	0	50(10.97%)
5	NU	13(2.85%)	13(2.85%)	15(3.29%)	2(0.44%)	43(9.43%)
6	NEHU	10(2.20%)	18(3.95%)	21(4.61%)	1(0.22%)	50(10.97%)
7	RGU	23(5.05%)	14(3.07%)	10(2.20%)	0	47(10.31%)
8	SU	10(2.20%)	19(4.17%)	9(1.98%)	1(0.22%)	39(8.56%)
9	TEZU	17(3.73%)	22(4.83%)	4(0.88%)	0	43(9.43%)
10	TU	20(4.39%)	18(3.95%)	10(2.20%)	0	48(10.53%)
	<b>Total</b>	<b>145(31.80%)</b>	<b>180(39.48%)</b>	<b>124(27.20%)</b>	<b>7(1.54%)</b>	<b>456(100%)</b>

(Source: Research Questionnaire)



**Graph-17: Ease of finding library materials**

Analysis of Table 4.4.23 and Graph-17 shows the ease of finding library materials by the 10 university library users. The table and graph show that 145(31.80%) of the library users opined that finding materials is ‘very easy’ while 180(39.48%) stated that finding materials is ‘easy’. The table further shows that 124(27.20%) of the library users representing 10 central universities of North East India felt that finding materials in the library is ‘Moderate’ while there are 7(1.54%) users who stated that finding materials is hard.

#### 4.4.24 Frequency of using Internet facility in the library

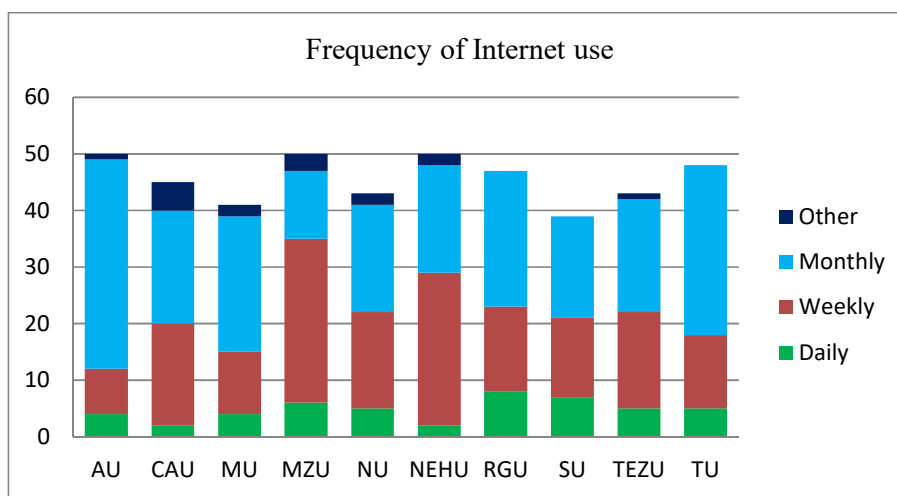
An issue relating to the use of internet facilities provided in the library by using computers to access internet services such as email, the world wide web and

electronic journals and different library software is also maintained by the university libraries. Questions were asked among the library users. Results have been placed below in Table 4.4.24 and bar Graph-18 for clear understanding.

**Table 4.4.24: Frequency of using internet facility in the library**

S/N	Name of University	Frequency of Internet use				% of respondents
		Daily	Weekly	Monthly	Other	
1	AU	4(0.88%)	8(1.76%)	37(8.12%)	1(0.22%)	50(10.97%)
2	CAU	2(0.44%)	18(3.95%)	20(4.39%)	5(1.10%)	45(9.87%)
3	MU	4(0.88%)	11(2.42%)	24(5.27%)	2(0.44%)	41(9%)
4	MZU	6(1.32%)	29(6.36%)	12(2.64%)	3(0.66%)	50(10.97%)
5	NU	5(1.10%)	17(3.73%)	19(4.17%)	2(0.44%)	43(9.43%)
6	NEHU	2(0.44%)	27(5.93%)	19(4.17%)	2(0.44%)	50(10.97%)
7	RGU	8(1.76%)	15(3.29%)	24(5.27%)	0	47(10.31%)
8	SU	7(1.54%)	14(3.07%)	18(3.95%)	0	39(8.56%)
9	TEZU	5(1.10%)	17(3.73%)	20(4.39%)	1(0.22%)	43(9.43%)
10	TU	5(1.10%)	13(2.85%)	30(6.58%)	0	48(10.53%)
<b>Total</b>		<b>48(10.53%)</b>	<b>169(37.07%)</b>	<b>223(48.91%)</b>	<b>16(3.51%)</b>	<b>456(100%)</b>

(Source: Research Questionnaire)



**Graph-18: Frequency of using internet facility in the library**

Table 4.4.24 shows that out of the 450 total respondents representing the 10 central university library users, 48(10.53%) are using the Internet on a ‘daily basis which 169(37.07%) are using the Internet ‘weekly’ to search for information that they require to help them in their educational pursuits. The table further revealed that there are 223(48.91%) library users in the 10 university library users who are using the Internet ‘monthly’ for accessing the resources. While there are 16(3.51%) library users who because the Internet occasionally.

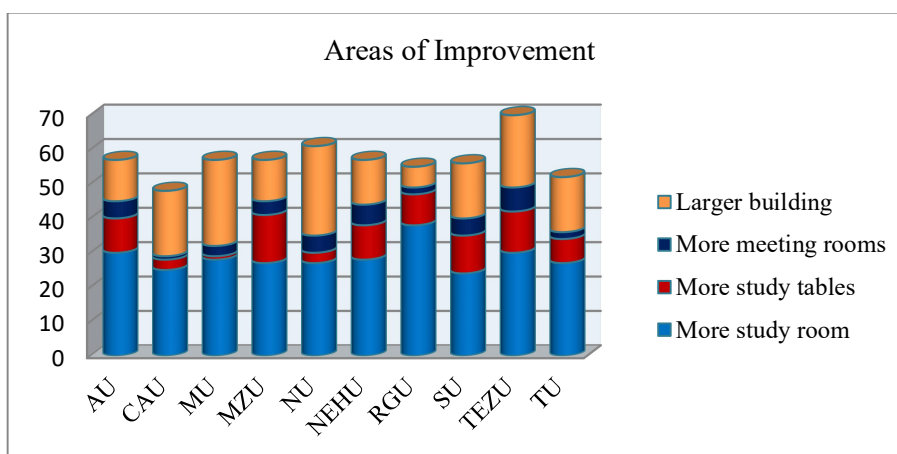
#### 4.4.25 Opinion on areas for Improvement of a library facility

Users were asked where they felt the need for improvement in their respective libraries. Table 4.4.25 supplemented by Graph-19 deals with an issue on the topic of areas for improvement answered by the university library users in North East India.

**Table 4.4.25: Opinion on areas for improvement of a library facility**

S/N	Name of University	Areas for Improvement				% of respondents
		More study room	More study tables	More meeting rooms	Larger building	
1	AU	30(6.58%)	10(2.20%)	5(1.10%)	12(2.64%)	57(12.50%)
2	CAU	25(5.49%)	3(0.66%)	1(0.22%)	19(4.17%)	48(10.53%)
3	MU	28(6.14%)	1(0.22%)	3(0.66%)	25(5.49%)	57(12.50%)
4	MZU	27(5.93%)	14(3.07%)	4(0.88%)	12(2.64%)	57(12.50%)
5	NU	27(5.93%)	3(0.66%)	5(1.10%)	26(5.71)	61(13.38%)
6	NEHU	28(6.14%)	10(2.20%)	6(1.32%)	13(2.85%)	57(12.50%)
7	RGU	38(8.34%)	9(1.98%)	2(0.44%)	6(1.32%)	55(12.07%)
8	SU	24(5.27%)	11(2.42%)	5(1.10%)	16(3.51%)	56(12.28%)
9	TEZU	30(6.58%)	12(2.64%)	7(1.54%)	21(4.61%)	70(15.35%)
10	TU	27(5.93%)	7(1.54%)	2(0.44%)	16(3.51%)	52(11.41%)
	<b>TOTAL</b>	<b>284(62.28%)</b>	<b>80(17.55%)</b>	<b>40(8.78%)</b>	<b>166(36.41%)</b>	<b>570(125%)</b>

Note: Percentage exceeds 100% because respondents were allowed multiple answers; n=456, (Source: Research Questionnaire)



**Graph-19: Opinion on areas for improvement of a library facility**

Each user was requested to suggest improvement on pre-designed questions. Based on the analysis of the above Table 4.4.25 supplemented with Graph-19, it was observed that 284(62.28%) of library users wanted more study rooms, and 80(17.55%) library users wanted more study tables. The table also shows that 40(8.78%) library users wanted more meetings rooms and 166(36.41%) library users wanted the larger building.

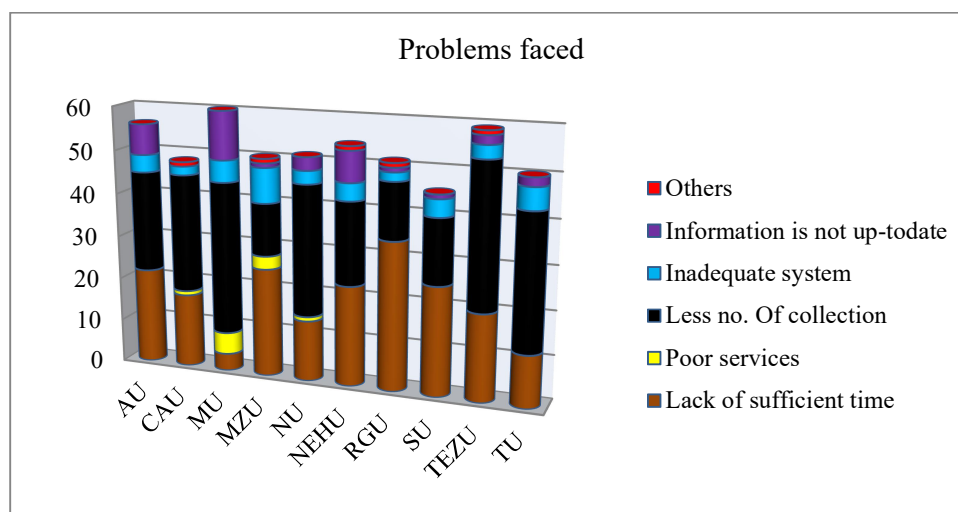
#### 4.4.26 Problems of using the library

There can be multiple problems while using the libraries. To determine the problems encountered by the users while using the library facility the scholar mentioned this as a component under five variables in the questionnaire and the users were asked to opine their view. Data relating to this component is placed under Table 4.4.26 supplemented with Graph-20 to have a clear understanding of the problem faced by the user.

**Table 4.4.26: Problems of using the library**

S/ N	Name of University	Problems faced						% of respondents
		Lack of sufficient time	Poor services	Less no. Of collection	Inadequat e system	Informati on is not up-to-date	Others	
1	AU	22(4.83%)	0	23(5.05%)	4(0.88%)	7(1.54%)	0	56(12.28%)
2	CAU	17(3.73%)	1(0.22%)	27(5.93%)	2(0.44%)	0	1(0.22%)	48(10.53%)
3	MU	4(0.88%)	5(1.10%)	35(7.68%)	5(1.10%)	11(2.42%)	0	60(13.16%)
4	MZU	25(5.49%)	3(0.66%)	12(2.64%)	8(1.76%)	1(0.22%)	1(0.22%)	50(10.97%)
5	NU	14(3.07%)	1(0.22%)	30(6.58%)	3(0.66%)	3(0.66%)	0	51(11.19%)
6	NEHU	23(5.05%)	0	19(4.17%)	4(0.88%)	7(1.54%)	1(0.22%)	54(11.85%)
7	RGU	34(7.46%)	0	13(2.85%)	2(0.44%)	1(0.22%)	1(0.22%)	51(11.19%)
8	SU	25(5.49%)	0	15(3.29%)	4(0.88%)	1(0.22%)	0	45(9.87%)
9	TEZU	20(4.39%)	0	33(7.24%)	3(0.66%)	2(0.44%)	1(0.22%)	59(12.94%)
10	TU	12(2.64%)	0	31(6.80%)	5(1.10%)	2(0.44%)	0	50(10.97%)
	<b>TOTAL</b>	<b>196(42.99%)</b>	<b>10(2.20%)</b>	<b>238(52.20%)</b>	<b>40(8.78%)</b>	<b>35(7.68%)</b>	<b>5(1.10%)</b>	<b>524(114.92%)</b>

Note: Percentage exceeds 100% because respondents were allowed multiple answers; n=456, (Source: Research Questionnaire)



**Graph-20: Problems of using the library**

A study of data in the table and graph shown above indicates the problems faced by users while using the libraries. A total number of 238(52.20%) library users

expressed the main problem is less number of the collection which is followed by 196(42.99%) library users who stated that there is lack of insufficient time. The analysis further reveals that 40(8.78%) library users expressed that there is inadequate system in the library which can hamper the use of the library, while 35(7.68%) library users faced problems as information is not up-to-date which is followed by 10(2.20%) users who feels that there is poor services and 5(1.10%) faced problems due to the other reasons.

#### 4.4.27 Satisfaction level of the respondents while using the library facility

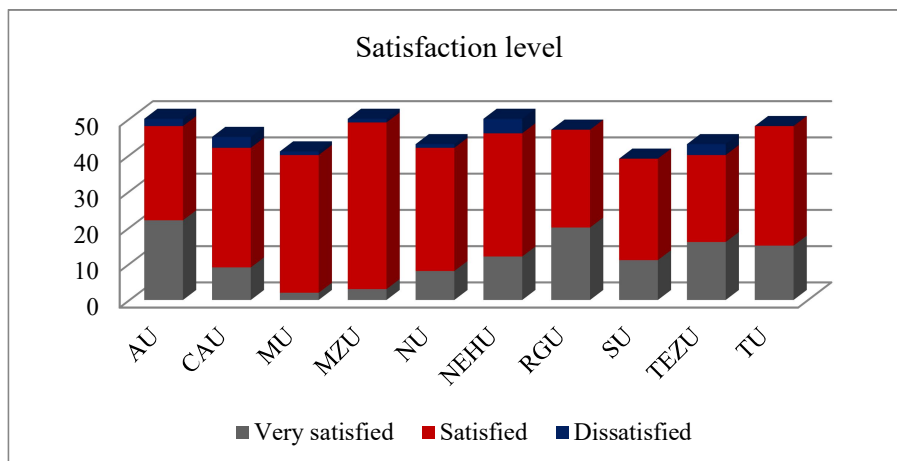
This section deals with the level of satisfaction regarding the use of the library. The aim is to analyse the view point of the students, research scholars and staff of university libraries on various levels of satisfaction related to the use of library facilities as shown in Table 4.4.26. The Table 4.4.27 corroborated with Graph-21 deals with the overall satisfaction and dissatisfaction level among the library users. Questions were grouped into four choices, namely: very satisfied, satisfied and dissatisfied for clear understanding.

**Table 4.2.27: Satisfaction level of the respondents while using the library facility**

S/N	Name of University	Satisfaction level			% of respondents
		Very satisfied	Satisfied	Dissatisfied	
1	AU	22(4.83%)	26(5.71%)	2(0.44%)	50(10.97%)
2	CAU	9(1.98%)	33(7.24%)	3(0.66%)	45(9.87%)
3	MU	2(0.44%)	38(8.34%)	1(0.22%)	41(9%)
4	MZU	3(0.66%)	46(10.09%)	1(0.22%)	50(10.97%)
5	NU	8(1.76%)	34(7.46%)	1(0.22%)	43(9.43%)
6	NEHU	12(2.64%)	34(7.46%)	4(0.88%)	50(10.97%)
7	RGU	20(4.39%)	27(5.93%)	0	47(10.31%)
8	SU	11(2.42%)	28(6.14%)	0	39(8.56%)
9	TEZU	16(3.51%)	24(5.27%)	3(0.66%)	43(9.43%)
10	TU	15(3.29%)	33(7.24%)	0	48(10.53%)
<b>Total</b>		<b>118(25.88%)</b>	<b>323(70.84%)</b>	<b>15(3.29%)</b>	<b>456(100%)</b>

(Source: Research Questionnaire)





**Graph-21: Satisfaction level of the respondents while using the library facility**

Satisfaction of the user is the main goal of the library. The satisfaction of each user was necessary to understand the service of the library. Each user was asked to reply to a predesigned answer stating their satisfaction level. They were asked if they were very satisfied, satisfied and dissatisfied. The above Table 4.4.27 shows that 118(25.88%) library users of 10 central university libraries are very satisfied, while 323(70.84%) users are satisfied and 15(3.29%) library users are dissatisfied.

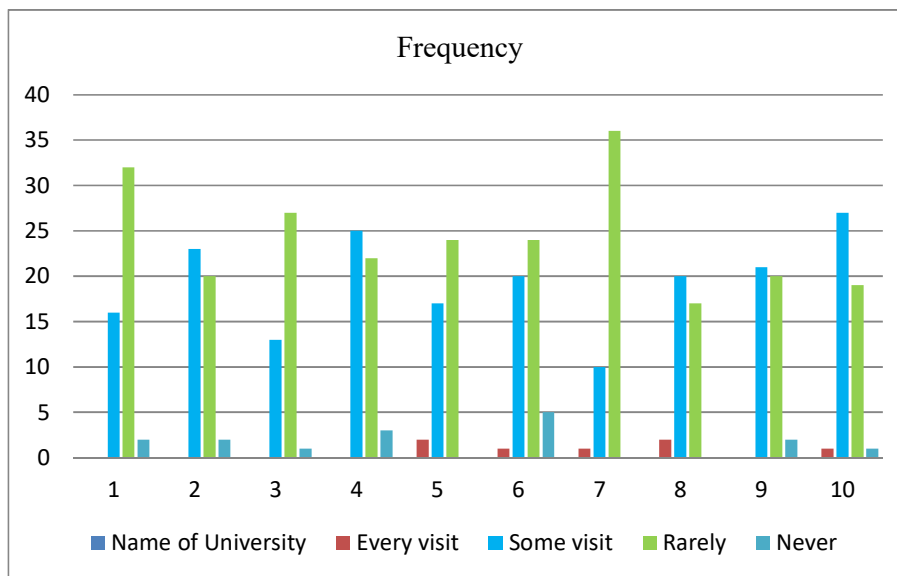
#### 4.4.28 Frequency of assistance sought from library staff

The internal services of the library rendered by the staff to the user's plays an important role in saving the time of the users. The different choice was given to choose such as every visit, some visit, rarely and never. The responses of the library users are shown in Table 4.4.28 supported by Graph-22.

**Table 4.4.28: Frequency of assistance sought from library staff**

S/N	Name of University	Frequency				% of respondents
		Every visit	Some visit	Rarely	Never	
1	AU	0	16(3.51%)	32(7.02%)	2(0.44%)	50(10.97%)
2	CAU	0	23(5.05%)	20(4.39%)	2(0.44%)	45(9.87%)
3	MU	0	13(2.85%)	27(5.93%)	1(0.22%)	41(9%)
4	MZU	0	25(5.49%)	22(4.83%)	3(0.66%)	50(10.97%)
5	NU	2(0.44%)	17(3.73%)	24(5.27%)	0	43(9.43%)
6	NEHU	1(0.22%)	20(4.39%)	24(5.27%)	5(1.10%)	50(10.97%)
7	RGU	1(0.22%)	10(2.20%)	36(7.90%)	0	47(10.31%)
8	SU	2(0.44%)	20(4.39%)	17(3.73%)	0	39(8.56%)
9	TEZU	0	21(4.61%)	20(4.39%)	2(0.44%)	43(9.43%)
10	TU	1(0.22%)	27(5.93%)	19(4.17%)	1(0.22%)	48(10.53%)
<b>Total</b>		<b>7(1.54%)</b>	<b>192(42.11%)</b>	<b>241(52.85%)</b>	<b>16(3.51%)</b>	<b>456(100%)</b>

(Source: Research Questionnaire)



**Graph-22 Frequency of assistance sought from the library staff**

Table 4.4.28 and Graph-22 shows the frequency of assistance sought from the library staff by the users of the 10 central university libraries of North East India. The table and graph show that only 7 (1.54%) library users seek assistance from library staff on ‘every visit’. There are 192 (42.11%) users who stated that they sought assistance on ‘some visit’ which 241 (52.85%) library users seek assistance ‘rarely’ and there are 16 (3.51%) users who never sought assistance. This shows that the library users of the 10 central university libraries of North East India prefer to seek information by themselves instead of asking the library professionals.

#### 4.5 FINDINGS

The following findings for the present study were drawn after due analysis of all the tables.

- Out of the total 456 library users from the 10 central university libraries under study, 243 (53.29%) are males and 213 (46.71%) are females.
- Out of the three (3) categories of the respondent, the total respondent of students was 362 (79.38%) while the total respondents of scholars are 94 (20.62%) and faculty response is zero.

- It was found that the majority of the users are Graduate 324(71.06%) which is followed by M. Phil 58(12.72%), Ph. D with 37(8.12%) and Undergraduate has the lowest response rate with only 35(7.68%).
- It was found that the majority of the users consisting of 299(65.57%) users visited the library for assignment purpose, 209(45.83%) users visited the library to gather information, 98(21.49%) users visited the library for recreational activity which is followed by 10(2.19%) who visited the library for other purpose.
- 223(48.91%) library users under study are using the Internet monthly for accessing the resources, 169(37.07%) users used the internet facility weekly while the remaining 48(10.53%) users used the internet facility on a daily basis.
- Regarding problems faced while using the library, majority of the users consisting of 238(52.20%) are of the view that there is less number of collections which is followed by 196 (42.99%)users stating that there is lack of sufficient time. 40(8.78%) users are not satisfied by the system that they are using in the library while 35(7.68%) library users faced problems as information is not up-to-date which is followed by 10(2.20%) users who feels that there is poor services and 5(1.10%) faced problems due to the other reasons.
- From the user's statement, it is found that the library infrastructures like, study table, reading room and the library building as a whole are also not fully to the satisfaction level.
- All the university libraries under study were adopting open access.
- It was found that the NEHU library has the maximum collection of books and journals i.e. 300000 books and 279 journals respectively.
- The libraries modes of acquisition are mostly from purchase.

- 9(90%) of the central university library of North East India used Dewey Decimal Classification (DDC) and 1(10%) namely Manipur University, Imphal used Colon Classification (CC) for classifying their collection.
- Out of the 10 central university libraries, 7(70%) libraries have a proper budget for the library while the other 3 university libraries do not respond to this particular question.
- 9(90%) of the central university libraries have automated their library holdings while only 1(10%) namely Central Agricultural University library have not yet undertaken the automation process.
- Out of the 10 central university libraries, 7(70%) of them, namely Assam University, Central Agricultural University, North Eastern Hill University, Rajiv Gandhi University, Tezpur University and Tripura University use KOHA library management software, while the remaining 2(20%), namely Manipur University and Nagaland University, use SOUL 2.0. While TLSS (Total Library Solution Software) is used only by Mizoram University library.
- Circulation services, reference services, information services, reprographic services, and online services had been provided by all the 10 central university libraries.
- The central university library timing (summer and winter) are mostly between 8-9 hours. The circulation timing for staff/faculty and students is also mostly between 8-9 hours.
- It was found that NEHU, RGU, TEZU and TU libraries had weeded out library materials, while AU, CAU, MU, MZU, NU and SU libraries did not weed out their library materials.

## 5.1 Conclusion

The present study sought to examine collection management and services of the central university libraries in North East India: An evaluative study. This chapter contains the conclusion, suggestions and recommendations for further study, based on survey as well as literature review and also on the basis of data collected through the questionnaire method which analyses and interpreted in tabular form.

In a university, education's primary objective is to cater to the needs of students interested in higher education. A university mainly stands for higher learning and research where scholars and faculty members are head, students are the body and the library is the heart of the institution. A library is a centre where collection of documents is done to promote their use and also facilitate information dissemination. The fundamental role of the library is to impart education and also to support and promote the teaching needs of the faculty, research, extension and publication programmes.

The Radhakrishnan Commission (1948) concentrated on both philosophical and practical aspect of higher education and endorsed the view and vehemently supported university library. The Kothari Commission (1964-66) analyzed the Indian Education system and spelt functions of higher learning and stipulating the functions of a university library. The significance of a library in a modern university was also upheld by Salder's University Commission (1917-19). UGC Library Committee (1957) headed by Dr. S. R. Ranaganathan advised on matters relating to proper functioning and management of college and university libraries. The UGC accepted most of the recommendations of this committee.

The National Knowledge Commission which came into being in 2006 made recommendations for institutions National Mission on Library and Information Services (NMLIS) for creating, disseminating, optimally utilizing and preserving knowledge. The knowledge commission also laid stress upon modernizing library management, efficient and effective staffing of libraries and private and personal collections. The collection development policy ensures active participation of the authorities, the users and the library staff in the activity of collection to procure, how to procure. It also lays down collection goals of the library, and determines who has

selection responsibility, and also the selection criteria, acquisition procedures including the process to handle the electronic resources. Thus collection development policy should be based on the aims and objectives of the library.

The present study deals with the analysis with regard to assessment of libraries efficiency and effectiveness in terms of collection management and services by the librarians, acquisition librarians and the users. The collections of academic libraries usually reflect a vast range of interest and formats. As library is a service provider institution, providing right information to the right user at the right time is a must for the development of the libraries as well as for the satisfaction of the users. Hence, the collections were done particularly with the recommendations of faculty members, research scholars, and P.G students of the ten central universities of North East India.

## **5.2 Suggestions:**

On the basis of this data and responses received from the librarians as well as from the users of various libraries, the analysis of the data has been done to get the following suggestions:

- Physical resources not only include building, furniture and equipment, more important is library infrastructure. A well-equipped information processing laboratory with computing network infrastructure including internet connectivity facilitate practical to be undertaken by the students. Adequate library infrastructure need to be developed in each university to supplement teaching and learning. Besides, the libraries should function in an independent building with all the necessary infrastructures.
- Seminars, Workshop, Conferences, and Training Programme etc. at regular intervals may be conducted for the library staff. This will provide a platform to library staff to expose themselves to the latest trend and development.
- Effective and interactive communication skills of the library staff add value to the library to cater to the potential users. Good communication skills make users to understand library services and collection.

- As e-resources plays a very important role in library collection nowadays, the numbers of computers to search online study materials should be increased in the libraries under study and should be at par with the number of users in the library.
- Curriculum and syllabus change with the changing of time. It is suggested to improve the collection of the library based on the updated syllabus & curriculum of each department. Often time's collection in the library mismatches the topic of the book with its content which intensifies the need for closer investigation on the content of the book before purchasing.
- It would greatly benefit the students if the library can provide 24-hours service to the users.
- To subscribe more journals, books and magazines with updated current affairs; and to subscribe to all leading national newspapers.
- To improve the facilities of the library by providing lockers/ locker rooms, increasing reading tables and spaces, providing drinking water and better Wi-Fi, and also by providing better security services so that the users of the library can feel at ease.

### **5.3 Scope for further research**

From the present research, the following are the suggestions for further research which are as follows:-

- Collection development, organization and services in ICT environment in central university libraries.
- Use of Electronic Information Resources in central university libraries in North East India.
- Impact of library services of central university libraries to supplement higher education and nation building.
- Evaluative study of central university libraries to understand the strength of collection and services needed for the research scholars.

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**QUESTIONNAIRE FOR LIBRARIAN**

Sir/ Madam

In connection with my Ph. D work on the topic **COLLECTION MANAGEMENT AND SERVICES OF CENTRAL UNIVERSITY LIBRARIES IN NORTH EAST INDIA : AN EVALUATIVE STUDY** under the guidance of Dr. Lalngaizuali, Asst. Professor I am collecting information on various aspects of the topic through questionnaire. I kindly request you to spare a few minutes to fill in the enclosed questionnaire. The information supplied by you will be used for my research work only and will be kept confidential.

I shall be grateful to you for your early response.

Forwarded by

Dr. Lalngaizuali  
Supervisor

Sincerely Yours,

R. LALENGMAWIA  
Research Scholar  
Department of Library and Information Science,  
Mizoram University

1. Name of the University : \_\_\_\_\_
2. Name of the Library : \_\_\_\_\_
3. Year of establishment : \_\_\_\_\_
4. Address: \_\_\_\_\_
5. Total number of Staff : \_\_\_\_\_
  - a) No. of Professional Staff : \_\_\_\_\_
  - b) No. of semi-professional staff : \_\_\_\_\_
  - c) No. of non-Professional staff : \_\_\_\_\_
  - d) Others : \_\_\_\_\_
6. Type of library : Open Access \_\_\_\_\_ Close Access \_\_\_\_\_
7. Total numbers of collections:
  - a) Books \_\_\_\_\_
  - b) Journals \_\_\_\_\_
  - c) Magazines \_\_\_\_\_
  - d) Conference Proceedings \_\_\_\_\_
  - e) E-resources \_\_\_\_\_
  - f) Patents \_\_\_\_\_
  - g) Maps \_\_\_\_\_
  - h) Others \_\_\_\_\_
8. Mode of Acquisition of Books (Methods of collecting materials):
  - a) By purchase
  - b) By exchange
  - c) By gift/ Donation
  - d) Any other
9. Number of newspapers subscribed by the library
  - a) English \_\_\_\_\_
  - b) Hindi \_\_\_\_\_
  - c) Others \_\_\_\_\_
10. Number of journals subscribed by the library
  - a) English \_\_\_\_\_
  - b) Hindi \_\_\_\_\_
  - c) Other \_\_\_\_\_

11. Types of classification scheme used in your library \_\_\_\_\_

12. Amount of Library budget (Annual) : \_\_\_\_\_

13. Source of Fund/ Funding Agency : \_\_\_\_\_

14. Whether the library is automated or not:

- a) Yes
- b) No

15. Please mention the software used in your library \_\_\_\_\_

16. Do you have internet facilities in your library:

- a) Yes
- b) No

17. Types of services offered by the library (tick wherever applicable):

- a) Circulation Service
- b) Reference Service
- c) Information Service
- d) Bibliographic Service
- e) Abstracting Service
- f) Indexing Services
- g) Current Awareness Services (CAS)
- h) Selective Dissemination of Information (SDI)
- i) Reprographic Services
- j) Translation Service
- k) CD-ROM Services
- l) Online Services.

18. Do you have any subscriptions to E-resources : \_\_\_\_\_

If yes, how many: \_\_\_\_\_

19. Service hours:

- a) Summer \_\_\_\_\_
- b) Winter \_\_\_\_\_

20. Circulation timing:

- a) Staff / faculty \_\_\_\_\_
- b) Students \_\_\_\_\_

21. Are there any laid down criteria for weeding out the reading-materials of the library?

- a) Yes
- b) No

If yes, mention \_\_\_\_\_

22. Mention the type of collection management and development policy adopted by the library :

- a) \_\_\_\_\_
- b) \_\_\_\_\_
- c) \_\_\_\_\_

23. Remarks, if any:

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**QUESTIONNAIRE FOR USERS**

Sir/ Madam

In connection with my Ph. D work on the topic **COLLECTION MANAGEMENT AND SERVICES OF CENTRAL UNIVERSITY LIBRARIES IN NORTH EAST INDIA : AN EVALUATIVE STUDY** under the guidance of Dr. Lalngaizuali, Asst. Professor, I am collecting information on various aspects of the topic through questionnaire. I kindly request you to spare a few minutes to fill in the enclosed questionnaire. The information supplied by you will be used for my research work only and will be kept confidential.

An early response is kindly solicited.

Sincerely Yours,

R. LALENGMAWIA  
Research Scholar  
Department of Library and Information Science,  
Mizoram University

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

2. Address : \_\_\_\_\_

3. Gender

- Male
- Female

4. Age

- 20-30
- 31-40
- 41-50
- 51 above

5. Which of the following category best describe you?

- Student
- Scholar (M. Phil or Ph. D)

6. Qualification

- Graduate
- Undergraduate
- M. Phil
- Ph. D

7. How frequently do you come to the library?

- Daily
- Weekly
- Monthly
- Other (please specify): \_\_\_\_\_

8. For what purpose do you use the library?

- Assignment
- Recreational Activity
- Information
- Other (please specify): \_\_\_\_\_

9. Availability of reading materials in the library.

- Always
- Rarely
- Sometimes
- Never

10. How easy is it to find what you need in the library?

- Very easy
- Easy
- Moderate
- Hard


11. Do you have internet facility in your library? If yes, how frequently do you use the library internet?

- Daily
- Weekly
- Monthly
- Other (please specify): \_\_\_\_\_


12. Mark all the areas in which you think the library can improve.

- More study room
- More study tables
- More meeting rooms
- Larger Building


13. Problems in using the library?

- Lack of sufficient time
- Poor services
- Less number of Collection
- Inadequate system
- Information is not up-to date
- Others (please specify) \_\_\_\_\_


14. How do you rate your satisfaction level with the Library services?

- Very satisfied
- Satisfied
- Dissatisfied


15. How often do you ask a librarian for help?

- Every visit
- Some visits
- Rarely
- Never


16. Please list any additions you feel the library could make to improve its collection of materials and services.

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17. Suggestions :

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## BIO-DATA OF THE CANDIDATE

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**Mr. R. Lalengmawia**

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### EDUCATIONAL QUALIFICATIONS

Master of Philosophy, 2016 : Mizoram University, Mizoram

Master in Library and Information Science, 2014 : Mizoram University, Mizoram

B.A, 2012 : Government Hrangbana  
College, Mizoram

HSSLC, 2006 : Mizoram Board of School  
Education, Mizoram

HSLC, 2004 : Mizoram Board of School  
Education, Mizoram

**(R. Lalengmawia)**

## LISTS OF PUBLICATIONS

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### Journal Publications

1. Collection Management & Services of Rajiv Gandhi University and Tripura University libraries of North east India: A comparative study: *Library Philosophy and Practice (e-journal)*, 6215.
2. A study on Collection Management and Services of North-eastern Hill University Central Library and Tezpur University Central library: *International Journal of Library Information Network*, 7(1),67-80.

### Conference/ Seminar Paper

1. Attended and presented a paper entitled “**Integration of Social Media for Collection Management and Services in Central Library, Mizoram University**” at National Seminar on “Social Media and Librarianship: Connecting the Communities” organized by Department of Library and Information Science, Mizoram University from 26th -28th February, 2020.
2. Attended and presented a paper entitled “**Academic use of smart phones by the Post Graduate Students: A study of Mizoram University**” at National Seminar on “Social Media and Librarianship: Connecting the Communities” organized by Department of Library and Information Science, Mizoram University from 26th -28th February, 2020.

## PARTICULARS OF THE CANDIDATE

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NAME OF THE CANDIDATE : R. LALENGMAWIA  
DEGREE : Ph.D.  
DEPARTMENT : LIBRARY AND INFORMATION  
SCIENCE  
TITLE OF THE THESIS : COLLECTION MANAGEMENT AND  
SERVICES OF CENTRAL  
UNIVERSITY LIBRARIES IN  
NORTH EAST INDIA: AN  
EVALUATIVE STUDY  
DATE OF ADMISSION : 09.08.2017

### APPROVAL OF THE RESEARCH PROPOSAL

1. DRC : 01.11.2017  
2. BOS : 03.11.2017  
3. SCHOOL BOARD : 07.11.2017  
MZU REGISTRATION NO. : 1608 OF 2007-08  
Ph.D REGISTRATION NO & DATE : MZU/Ph.D./1059 of 07.11.2017  
EXTENSION (IF ANY) : NIL

(HEAD)  
DEPARTMENT OF LIBRARY AND  
INFORMATION SCIENCE  
MIZORAM UNIVERSITY, AIZAWL

**ABSTRACT**

**COLLECTION MANAGEMENT AND SERVICES OF CENTRAL  
UNIVERSITY LIBRARIES IN NORTH EAST INDIA:  
AN EVALUATIVE STUDY**

**R. LALENGMAWIA**

**DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE  
MIZORAM UNIVERSITY, AIZAWL**



## **1. Introduction**

Libraries are information processing centers that store, process and disseminate information to a group of users. Libraries have played a pivotal role in research activities for national development and its advancement. It provides information in printed and non-printed documents. These documents are made readily available and accessible for its clients and users. Library is commonly thought of as organs that disseminate knowledge. (Harande, 2013). “Libraries are means of access to information, ideas and works of imagination. Libraries take several physical forms, ranging from large purpose-built buildings to rooms in parent institutions, and small provisional structures”. Many libraries are now “hybrid”, combining together physical space and collections with a virtual library of electronic materials and services. There is enormous variety of kinds of libraries, satisfying different purposes and servicing different client groups. They exist in every country of the world, as well as the least developed countries. Most countries have a national library, which, in addition to gathering and making materials accessible, also coordinates a network of other types of libraries across the world. State or regional libraries play a position similar to national libraries in federally structured countries. Some countries also have a large network of public libraries. Libraries that promote teaching, learning, research, and societal development can broadly be grouped into three types which are, (i) Academic Libraries, (ii) Special/Research Libraries and (iii) Public Libraries.

To give focus on the prevailing situation of the academic library, the academic library is the nerve centre or the hub around which scholarship revolves. It is an indispensable instrument for intellectual development. A very much supplied scholastic library is a storage facility of data or a record of human experience to which clients may turn for information or data. Jubb & Green (2007) observed to “Academic libraries have for centuries played importantly significant roles in sustaining research in all subjects and disciplines inside their host universities or colleges”.

Research is an important part of students' and faculty's academic work at colleges and universities. As a result, college and university libraries, also known as academic libraries, are often regarded as an institution's most valuable resource. As students and faculty at these institutions may wish to research within any conceivable

academic discipline, the collections of academic libraries usually reflect a vast range of interests and formats. Academic libraries range in size from the modest collections found in small liberal arts colleges to the immense collections found at research universities. Most college libraries are associated with different libraries in agreeable organizations, empowering them to share scant and little-utilized materials needed for cutting edge research. Many academic libraries open their collections to the public, although borrowing privileges are often limited for users not affiliated with the college or university.

## **2. Significance and Scope of the Study**

The library contributes to the achievement of the University's aspirations in many ways. The library not only complements the classroom study but also aids the research. It conserves knowledge as well as supports learning, teaching and research including the generation of innovative ideas, patents etc. to the faculties, research scholars, and students by providing resources and access to scholarly journals and other services. It aims to ensure that collections are discoverable and accessible, regardless of format or location. Supply of information to the academicians, researchers, faculties and students with authenticity and reliability by the library is important and hence, libraries need to strengthen the resources and apply proper management technique to provide available resources to the users.

The library also builds its collection depending on the information needs of the university's teachers, students, and researchers. It supplies its users with resources for intellectual development, which is the ability to acquire knowledge via one's own efforts. It allows for the extension of knowledge by putting knowledge to use for research, and it allows for the transmission of knowledge by offering the most up-to-date knowledge to teachers in their profession for successful teaching.

The present study is confined to collection management and services of all the 10 central university libraries in North East India which is placed in the following Table 1 which is arranged in alphabetical order. The study will focus mainly on the collection development policy, selection criteria of documents, collection evaluation methods, user's assessment method adopted by libraries, organization of the collection and different types of services rendered by the libraries.

### List of Central University Libraries in North East India

S/N	Name of the Central University	Year of Establishment	Name of the Library	Website of the Institution
1	North-Eastern Hill University, Shillong	1973	NEHU Central Library	<a href="http://www.nehu.ac.in">http://www.nehu.ac.in</a>
2	Manipur University, Imphal	1980	Manipur University Library	<a href="http://en.manipuruniv.ac.in">http://en.manipuruniv.ac.in</a>
3	Rajiv Gandhi University, Itanagar	1984	Central Library	<a href="http://www.rgu.ac.in">http://www.rgu.ac.in</a>
4	Tripura University, Agartala	1987	Central Library	<a href="http://tripurauniv.in">http://tripurauniv.in</a>
5	Central Agricultural University, Imphal	1993	Central Agricultural University Library	<a href="http://www.cau.ac.in">http://www.cau.ac.in</a>
6	Assam University, Silchar	1994	Rabindra Library	<a href="http://www.aus.ac.in">http://www.aus.ac.in</a>
7	Nagaland University, Kohima	1994	Central Library	<a href="http://nagalanduniversity.ac.in/English/">http://nagalanduniversity.ac.in/English/</a>
8	Tezpur University, Tezpur	1994	Central Library	<a href="http://www.tezu.ernet.in">http://www.tezu.ernet.in</a>
9	Mizoram University, Aizawl	2001	Central Library	<a href="http://www.mzu.edu.in">http://www.mzu.edu.in</a>
10	Sikkim University, Gangtok	2007	Central Library	<a href="http://www.cus.ac.in/index.php/en/">http://www.cus.ac.in/index.php/en/</a>

Source MHRD: <http://mhrd.gov.in>

### **3. Statement of the Problem**

The mission of university libraries is to supply quality resources and innovative services to stimulate creativity, intellectual curiosity, and to facilitate lifelong learning and research within the communities they serve. Collection management, organization and services in the IT environment are an emerging area in the library and information science. As we are living in a knowledge society in which the creation and distribution of information depend solely on Information Technology and its application, University libraries are rapidly changing their functional activities and therefore, several innovative methods of collection management, organization and services are being introduced, with an endeavour to integrate with renowned libraries of the world. However, the collection in most of the Indian University Libraries may be inadequate to support higher education and research because the knowledge that was doubling in a span of over 20 years or more has now been doubling at a much more rapid rate. Moreover, a number of latest subjects have emerged.

Thus, there arises the need to study the types of collection available in the library, and the collection management and development policy adopted by the library and the types of innovative services provided to know the satisfaction level of the user community they serve. So, such a study which is the need of the hour is very much required and thus prompted the scholar to take up this problem.

### **4. Objectives of the Study**

The objectives of this present study are to:

- 1) Ascertain the type of collections available in the libraries under study.
- 2) Find out the collection management and development policy adopted by the libraries.
- 3) Assess the type of services provided by the libraries under study.
- 4) Know the satisfaction and dissatisfaction among the user communities about the Services provided by the central university libraries.
- 5) Ascertain the type of weeding out the policy adopted by the university libraries.

## 5. Research Methodology

For conducting any research, planning of research is the most important aspect. Such planning acts as a guideline to investigate the problem. Many research problems require various strategies to be employed, which are related to the idea known as design or research design. This chapter deals with the methodology utilized in this study wherein questionnaire method is used. The tool & technique for data collection used are questionnaires. Two types of questionnaires have been prepared: One for the librarian or librarian in charge and one for the library user, where both open-ended and close-ended questions have been included. This study is based on primary data which has been collected from the librarians and users of all central university libraries in North East India, through the distribution of questionnaires.

**a) Data Collection:** The study was supported by primary and secondary sources. Primary sources include the foundation for the study and Secondary sources consisted of all relevant and available sources like books, journals, newspapers and websites. The structured questionnaire was divided into two parts, viz. Questionnaire for librarian/librarian In-charge and questionnaires for library users. Through this questionnaire the respondents were interrogated about library users and library professionals to ascertain the facts. This data assisted in gathering complex information and provide reliable data and information to understand the collection management and services provided by the respective libraries. For this purpose, the scholar visited the entire 10 university libraries of the North east region to assess the on-site real situation, observe and study the library practices, infrastructure facilities and learning resources available which help the researcher to make the study more scientific.

**b) Sampling:** There are 10 central university libraries in North East India which formed the total area under study. From the 10 central university libraries under study, 10 librarians/librarian in-charge and 500 users (50 each) from the different university libraries were taken as a sample size which comes to a total of 510. Out of 510 questionnaires circulated, 466 responded to the questionnaires. The scholar during and before the study also made an extensive visit to the different libraries under study to solicit feedback from the library professionals. The secondary data was collected by consulting research papers from different journals, books and web sites/internet sources.

**c) Data Analysis and Interpretation:** The analysis and interpretation was based on the feedback from the users and the librarian/librarian in-charge of the Central University Libraries of North East India, through two separate structured questionnaires distributed among 500 users and 10 Librarian/Librarian In-charge. The primary data collected were analyzed and interpreted with the help of Microsoft Excel Software. Simple analysis tools such as mean scores, median scores and mode / standard deviation scores were used so as to derive appropriate statistical measures and findings.

## **6. Findings**

The following findings for the present study were drawn after due analysis of all the tables.

- Out of the total 456 library users from the 10 central university libraries under study, 243(53.29%) are males and 213(46.71%) are females.
- Out of the three (3) categories of the respondent, the total respondent of students was 362(79.38%) while the total respondents of scholars are 94(20.62%) and faculty response is zero.
- It was found that the majority of the users are Graduate 324(71.06%) which is followed by M. Phil 58(12.72%), Ph. D with 37(8.12%) and Undergraduate has the lowest response rate with only 35(7.68%).
- It was found that the majority of the users consisting of 299(65.57%) users visited the library for assignment purpose, 209(45.83%) users visited the library to gather information, 98(21.49%) users visited the library for recreational activity which is followed by 10(2.19%) who visited the library for other purpose.
- 223(48.91%) library users under study are using the Internet monthly for accessing the resources, 169(37.07%) users used the internet facility weekly while the remaining 48(10.53%) users used the internet facility on a daily basis.

- Regarding problems faced while using the library, majority of the users consisting of 238(52.20%) are of the view that there is less number of collections which is followed by 196(42.99%) users stating that there is lack of sufficient time. 40(8.78%) users are not satisfied by the system that they are using in the library while 35(7.68%) library users faced problems as information is not up-to-date which is followed by 10(2.20%) users who feels that there is poor services and 5(1.10%) faced problems due to the other reasons.
- From the user's statement, it is found that the library infrastructures like, study table, reading room and the library building as a whole are also not fully to the satisfaction level.
- All the university libraries under study were adopting open access.
- It was found that the NEHU library has the maximum collection of books and journals i.e. 300000 books and 279 journals respectively.
- The libraries modes of acquisition are mostly from purchase.
- 9(90%) of the central university library of North East India used Dewey Decimal Classification (DDC) and 1(10%) namely Manipur University, Imphal used Colon Classification (CC) for classifying their collection.
- Out of the 10 central university libraries, 7(70%) libraries have a proper budget for the library while the other 3 university libraries do not respond to this particular question.
- 9(90%) of the central university libraries have automated their library holdings while only 1(10%) namely Central Agricultural University library have not yet undertaken the automation process.
- Out of the 10 central university libraries, 7(70%) of them, namely Assam University, Central Agricultural University, North Eastern Hill University, Rajiv Gandhi University, Tezpur University and Tripura University use

KOHA library management software, while the remaining 2(20%), namely Manipur University and Nagaland University, use SOUL 2.0. While TLSS (Total Library Solution Software) is used only by Mizoram University library.

- Circulation services, reference services, information services, reprographic services, and online services had been provided by all the 10 central university libraries.
- The central university library timing (summer and winter) are mostly between 8-9 hours. The circulation timing for staff/faculty and students is also mostly between 8-9 hours.
- It was found that NEHU, RGU, TEZU and TU libraries had weeded out library materials, while AU, CAU, MU, MZU, NU and SU libraries did not weed out their library materials.

## **7. Suggestions**

On the basis of this data and responses received from the librarians as well as from the users of various libraries, the analysis of the data has been done to get the following suggestions:

- Physical resources not only include building, furniture and equipment, more important is library infrastructure. A well-equipped information processing laboratory with computing network infrastructure including internet connectivity facilitate practical to be undertaken by the students. Adequate library infrastructure need to be developed in each university to supplement teaching and learning. Besides, the libraries should function in an independent building with all the necessary infrastructures.
- Seminars, Workshop, Conferences, and Training Programme etc. at regular intervals may be conducted for the library staff. This will provide a platform to library staff to expose themselves to the latest trend and development.



- Effective and interactive communication skills of the library staff add value to the library to cater to the potential users. Good communication skills make users to understand library services and collection.
- As e-resources plays a very important role in library collection nowadays, the numbers of computers to search online study materials should be increased in the libraries under study and should be at par with the number of users in the library.
- Curriculum and syllabus change with the changing of time. It is suggested to improve the collection of the library based on the updated syllabus & curriculum of each department. Often time's collection in the library mismatches the topic of the book with its content which intensifies the need for closer investigation on the content of the book before purchasing.
- It would greatly benefit the students if the library can provide 24-hours service to the users.
- To subscribe more journals, books and magazines with updated current affairs; and to subscribe to all leading national newspapers.
- To improve the facilities of the library by providing lockers/ locker rooms, increasing reading tables and spaces, providing drinking water and better Wi-Fi, and also by providing better security services so that the users of the library can feel at ease.

### **5.3 Scope for further research**

From the present research, the following are the suggestions for further research which are as follows:-

- Collection development, organization and services in ICT environment in central university libraries.
- Use of Electronic Information Resources in central university libraries in North East India.

- Impact of library services of central university libraries to supplement higher education and nation building.
- Evaluative study of central university libraries to understand the strength of collection and services needed for the research scholars.

## **8. Organization of the study**

Chapter-1 of the study highlights short description of library, library services, collection management, and role of collection management, collection management policy, and list of central universities libraries in North East India etc. The review of literature where the scholar had an extensive survey of literature available in the concerned field, the research design consisting of statement of the problem, objectives of the study, research methodology to clarify the research work, and finally concluding with the data analysis and interpretation.

Chapter-2 describes the concept of collection management, collection management cycle, tools of collection management, computer based collection management, concept and importance of collection development, collection development process, collection development policy, selection of resources, problems of collection development, evaluation of collection, etc. It also includes university library, objective of university library, functions of university library, library collection of university libraries, special types of materials and collections and so on.

Chapter-3 this chapter deals with an overall introduction about the university profile and concept and importance of central university libraries in North East India under study. It also includes the Impact of ICT on services, trends in services and also highlights the services of a central library, facilities, and new initiatives in central university libraries in North East India.

Chapter-4 highlights the analysis and interpretation of data collected through questionnaire. It is divided into two parts based on the Librarians/Head of the libraries response and the user's response. Analysis has been based on tables accordingly by total number of staff, type of library, total numbers of collections, mode of acquisition of books, journal subscribed by the library, newspaper

subscribed by the library, types of classification scheme used, library budget, library automation, types of services, service hours, circulation timing, weeding, distribution of respondents (university wise), gender of the respondents, age of the respondents, category of the respondents, qualification of the respondents, frequency of visits to the library, purpose of using the library, availability of reading materials in the library, ease of finding library materials, frequency of using Internet facility in the library, opinion on areas for improvement of a library facility, problems of using the library, satisfaction level of the respondents while using the library facility, frequency of assistance sought from library staff. It consists of tables with their comprehensive interpretation supported by the graphical representation of the analysed data. All the aspects of both the librarians and users responses have been analyzed under the purview of the objectives formulated suggestions and from the users, then followed by findings.

Chapter-5 this chapter is the last portion of the thesis which includes the placement of suggestions based on the inputs received from the librarian/librarian in-charge and library users, further followed by a comprehensive conclusion of the overall study, and recommendation for further research. It presents a simple summary of all the findings which will represent the overall output of the thesis based on the objectives of the study and a winding up conclusion depicting the overall core implications of the study.

The appendices and bibliography are given at the end. Bibliography is provided which consists of 50 Books, 52 Journals articles and 22 websites according to American Psychological Association (APA) 6<sup>th</sup> ed. style annual.