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## Status of Library Resources and Services of Selected College Libraries of Barak Valley Districts of Assam, India

SUFIA KHANOM MOZUMDER Mrs

*University of Science and Technology, Meghalaya, INDIA, [sufia.mazumder@gmail.com](mailto:sufia.mazumder@gmail.com)*

P K. Barooah

*University of Science and Technology, Meghalaya, INDIA, [pkbarooah@gmail.com](mailto:pkbarooah@gmail.com)*

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# **Status of Library Resources and Services of Selected College Libraries of Barak Valley Districts of Assam, India**

**Sufia Khanom Mozumder**

Research Scholar, Department of Library and Information Sciences,  
University of Science & Technology, Baridua, Meghalaya 793101, India,  
E-mail: [sufia.mazumder@gmail.com](mailto:sufia.mazumder@gmail.com)

**P. K. Barooah**

Department of Library and Information Sciences,  
University of Science & Technology, Baridua, Meghalaya 793101, India,  
E-mail: [pkbarooah@gmail.com](mailto:pkbarooah@gmail.com)

## **ABSTRACT**

Present study is intended to cover situation of college libraries in the Barak Valley, Assam in terms of status of collection, services offered, staff position, automation status, e-resources availability and user's satisfaction. The position of services of college libraries during the pandemic situation is also highlighted. The findings revealed that the selected college libraries of Barak Valley have very limited print and electronic resources. In addition, the library services provided by the selected colleges are deplorable. Particularly, during the physical closer of libraries only one library provided online searching facility of subscribed electronic resources through log-in ID and password from remote sites.

**Keywords:** College Library, Library Resources, Digital Collection, E-resources, Library Automation, Library Services.

## 1. INTRODUCTION

College libraries are critical to the advancement of higher education. It is an essential component of the academic teaching and learning process. A library must have adequate resources, staff, space, and so on in order to successfully play its role in the college system. College libraries make an effort to better serve their users by providing the most service possible with the resources they have. In light of this, the library can only effectively serve its users if it is aware of their specific needs.

The unprecedented growth of information and communication technology (ICT) and network technology has had a significant impact on various areas of libraries and information centre's. Nowadays, traditional library services such as circulation, reference, acquisition, serial control, indexing, and so on are being shifted to an electronic/automatic format. With the implementation of computerization, libraries are able to fulfill their primary goal of creating, storing, processing, and disseminating information at the local, regional, national, and international levels. In this changing environment, college libraries must also priorities ICT infrastructure development and redesign their day-to-day activities and services.

In a country like India, with specific challenges to meet at the current situations, the “one-size fits-all” concept may not work. Therefore, before putting certain online/blended activities into practice, one must take into consideration the many variables, including the target learners, their social, cultural and economic backgrounds, their age range, their access to technological infrastructure, the technology readiness on the part of the educational institutions and so on.

The developed countries may be having the advantage to initiate emergency online and remote teaching during a crisis phase. But, the same may not be applicable to all countries of the world. For example, in India, problems like digital divide between the rich and the poor, the haves and

have-nots are to be seriously addressed because the poorest and the most vulnerable sections of learners are the hardest hit both by the pandemic and by the kind of response emanating from the educational institutions. Sadly, therefore, while many countries have been suffering from the disruptions in education, in a country like India, the digital divide can still be perceived as one of the greatest threats to the implementation of successful online/blended mode, as many still suffer from scarce educational opportunities. Besides, the systematic integration of technology in teaching and learning in higher education institutions through policy implementation, capacity building and the use of appropriate low-cost technologies can actually become the harbinger of change ( Bordoloi et al, 2021).

Institutions of higher education in Assam have to meet the core needs of their regular users and provide traditional services to their regular patrons. (Ali & Gatiti, 2020). But specially during the present pandemic situation as the colleges and universities were closed they were not in a position to serve the users mostly due to not being equipped with modern infrastructural facilities in these libraries.

The current study is a sincere attempt to analyze and report on the current status of collection development, staff positions, library automation, availability of e-resources, usage of library and information resources, and services of various undergraduate college libraries in Barak Valley, Southern Assam. It is expected that the work described in this paper will supplement the existing work on Library Resources and Services in Barak Valley college libraries.

## **2. REVIEW OF LITERATURE**

A number of studies on Library Resources and Services college libraries have been conducted in India and other parts of the world. Every ongoing research work must be linked to previous work

in order to have overall relevance and purpose. In any field of study, the existing literature serves as a foundation upon which all subsequent research is built. A literature review entails scanning the pages of any published paper in journals, books, newspapers, websites, and any other media where one may be able to find any topic related to his own research topic. As a result, the researcher conducted a thorough review of the research material relevant to the current study.

According to a study conducted by Sanjay Kumar Gupta and Sanjeev Sharma (2015) on the use of Digital Information Resources and Services at IIT Mumbai, 59.7 % of respondents prefer to use both print and digital resources. In the central library digital information resources and services were widely used by the majority of respondents (64.7 %), 51 % users were satisfied with the available digital information resources and services, and 74.5 % students agreed that more training/orientation programmes should be organised to maximise the use of digital information resources and services. Suku and Pillai (2005) describe the current state of automation in university libraries in Kerala. The findings summary covers various aspects of library automation such as IT, infrastructure, in-house activities, and so on.

Tari Hira and Waseem Zia Muhammad (2014) conducted a survey on the use of electronic information resources by students and faculty at the University of Karachi; the main issues observed during this study were reported to be slow network connections, power failures and subscription issues; in addition, they need to be trained to use these resources effectively.

Sinha & Chakaraborty (2007) reported that the status of automation of college Libraries of Barak Valley is in the infant stage. Only few best colleges of Barak Valley have started implementing automation and computer networking of their college libraries. Anna Kaushik (2015) attempt to evaluate and analyse the services, facilities, and information available on the websites of 28 National Institutes of Technology (NITs). It has been observed that the contents and information on NIT library websites varies, and almost every NIT library website is a member of the INDEST consortium, subscribing to e-resources from this consortium as well as from other e-publishers. Indian Institutes of Technology(IIT), Indian Institutes of

Management(IIM), and other institutions to maintain the quality of the library website. Gireesh and Rajashekara (2009) provided an example of how IT professionals in India use e-resources. M. Madhusudahan and V. Nagabhusanam (2012) conducted a study on the use of web-based library services in selected university libraries in India. The paper highlighted the current state of web-based library services against which university librarians in India can benchmark their own web-based library services.

Omirin & Olayinka (2007) presented the status of application of computers in libraries and information centre. Most of the public libraries in Nigeria perform their operation manually and have no requisite technologies to easily access information resource and services. In 2008, Sangeeta & Sarika (2008) discussed the present status of academic libraries of Manipur particularly of college libraries of valley areas on varied aspects like-ICT based services, automation status and others including problem in ICT application. It also advanced some suggestions to improve the service conditions of the college libraries. Begum (2010) attempted to provide a bird's-eye view of the current state of library automation at East West University, as well as the level of satisfaction of its users following recent automation / ICT implementation.

Wodeyar and Hadagali (2011) investigated the state of ICT infrastructure in engineering college libraries in the Hyderabad-Karnataka region in 2011. The authors made some recommendations for improving existing ICT-based resources and services. Rehman, etal (2011) conducted a survey on user perception and satisfaction with reference services in University libraries in Punjab, where the majority of users do not have a clear understanding of the complications of library systems. In order to implement customer-based changes, library administration must accept users' perceptions as valid statements about how to patron.

### **3. OBJECTIVES OF THE STUDY**

The main objectives of the present study are as follows:

1. To assess the state of resources such as collection, staff, facilities, and services in selected college libraries in Barak Valley, Assam.
2. To investigate the strength of both print and electronic information sources available in selected Barak Valley College libraries.
3. To determine the status of online resources in selected Barak Valley College libraries.
4. To ascertain the frequency with which users of the College library visit the library
5. To learn what users think about the Library's services, resources, and facilities

#### 4. SCOPE OF THE STUDY

It was decided to study only the libraries of general degree colleges in all three districts of the Barak Valley that were provincialised by the Government of Assam before 2013. As a result, the current study's scope is limited to the libraries of only 18 (eighteen) degree colleges from all three districts of Barak Valley:

**Table No-1. Description of colleges**

SL. No	Name of the District	Name of College	Abbreviations	Year of Establishment	NAAC Accredited Grade	Location status
1	<b>Cacher</b>	Gurucharan College, Silchar	GCCS	1935	A	Urban
2		Cachar College, , Silchar	CCS	1960	B+	Urban
3		Women's College, Silchar	WCS	1963	B	Urban
4		Janata College, , Kabuganj	JCK	1964	C+	Rural
5		Nehru College, Pailapur	NCP	1965	C+	Rural
6		Radhamadhab College, Silchar	RMCS	1971	B	Urban
7		M.C.D. College, Sonai	MCDCS	1972	B	Rural
8		West Silchar College, Barjatrapur	WSCB	1985	-	Rural
9		Karimganj College, Karimganj	KCK	1946	B	Urban

10	<b>Karimganj</b>	Rabindra Sadan Girls College, Karimganj	RSGCK	1962	B	Urban
11		Ramkrishna Nagar College, Ramkrishna Nagar	RKNCRKN	1964	B	Rural
12		Nabin Chandra College, Badarpur	NCCB	1969	<b>B</b>	Rural
13		Patharkandi College	PKCP	1990	-	Rural
14	<b>Hailakandi</b>	S. S. College, Hailakandi	SSCH	1950	A	Urban
15		Lala Rural College, Lala	LRCL	1964	C+	Rural
16		A. L. C. College, Algapur	ALCCA	1997	-	Rural
17		M.H.C.M.Sc.College, Algapur	MHCMSCA	1997	-	Rural
18		S.C. Dey College (Katakhal)	SCDCK	1992	-	Rural

Each college's year of establishment, as well as its location status, is shown in Table -1. GC College, Silchar and Karimganj College, Karimganj are two oldest colleges both of which were established in pre-independence India. Eleven colleges were established between 1950 and 1972, with three colleges, one in each district, established in 1964 and the remaining five colleges established prior to 1997.

## 5. STUDY AREA:



Fig. 1 showing Barak valley region of Assam



Barak Valley is located in the state of Assam's southernmost region, covering a geographical area of 22,244 square kilometres and consisting of three districts: Cachar, Karimganj, and Hailakandi (Fig. 1 ). The valley gets its name from the main river that runs through it, the Barak. According to the 2011 national census, the valley's total population is 47, 91,390, with a literacy rate of 56.60 %.

## **6. METHODOLOGY**

The study's goal was to learn about the current status and usage of library and information sources, as well as the services provided by selected degree college libraries in all three districts of Barak Valley, Assam. The survey method was used to collect primary data for this study. A structured questionnaire was created and distributed to all Librarians or library in-charges of 18 selected degree college libraries, and another set of questionnaires was created and distributed to the 420 library users (Students, Faculty Members, and Staff) of 18 selected degree college libraries. The investigator personally visited the degree college libraries under investigation and observed the current collection development, staff position, library automation, availability of e resources, usage of library and information resources, and services of various undergraduate college libraries in Barak valley. In addition, the researcher conducted informal interviews with library professionals working in these colleges to learn about the various aspects of library services provided by these college libraries. The investigator receives 100% responses from librarians and 77.86% from library users. The raw data collected from the research area was tabulated and statistically analysed using a frequency distribution with percentage.

## **7. DATA ANALYSIS AND INTERPRETATION**

### **7.1 Distribution and receipt of questionnaire (librarians)**

Questionnaires were distributed to all college librarians (18 respondents) and librarian (library in-charge) of all 18 libraries responded.

**Table 2 Distribution of the respondents by gender**

N=18

Category of Users	Frequency	Percentage	Cumulative Percent
Male	11	61.12	61.12
Female	7	38.88	100.00
Total	18	100.0	

(Source: Computed from returned questionnaires)

Table-2 shows the gender wise no of respondents.

**Table 3 Distribution of respondents / colleges based on their status location.**

Category of College	Frequency	Percentage	Cumulative Percentage
Urban	7	38.89	38.89
Rural	11	61.11	100
Total	18	100	

## 7.2 Distribution and received of questionnaire (users community)

A total of 420 questionnaires were distributed among the different user group of 18 colleges of Barak Valley, South Assam which consists of students, staff and faculty members and 327 duly filled questionnaires were received back.

**Table 4 Number of response received from users (N=420)**

Questionnaires Distributed	Received	Missing	Percentage
420	327 (77.86 %)	93 (22.14 %)	100%

(Source: Computed from returned questionnaires)

Table-4 shows that 77.86 % of the total questionnaires have returned back, which indicates a very good response from the respondents.

**Table 5 Number of response received gender wise (N=420)**

Category	Distributed	Received	Percentage within gender
Male	229	178	77.73
Female	191	149	78.01
Total	420	327	77.86

(Source: Computed from returned questionnaires)

Table-5 shows that out of 229 numbers of questionnaires distributed to male respondents, responses received from the male was 178 (77.73 %) and out of 191 numbers of questionnaires distributed to female respondents, responses received was 149 (78.01 %). It indicates that the percentage of female respondents is slight higher than male respondents.

**Table 6 Distribution of the respondents by gender (N=327)**

Category of Users	Frequency	Percentage	Valid Percent	Cumulative Percent
Male	178	54.43	54.43	54.43
Female	149	45.57	45.57	100.0
Total	327	100.0	100.0	

(Source: Computed from returned questionnaires)

Table– 6 shows number of male respondents of the survey has been higher than the females.

**Category wise questionnaire received from user community:**

The study consists of three distinct categories of library users; which comprises of students, staff and faculty members. As per sample design, it was decided to distribute 420 questionnaires to all the colleges under study which comprises 292 (69.52%) numbers of “Student”, 45 (10.71%) numbers of “Staff” and 83 (19.77%) numbers of “Faculty Member” respectively.

**Table 7 Number of questionnaires distributed and response received category wise (N=420)**

Category of Users	Distributed	Percentage of questionnaires distributed	Received	Percentage within Category (Received)
Students	<b>292</b>	69.52	231	79.11
Staff	<b>45</b>	10.71	35	77.78
Teachers	<b>83</b>	19.77	61	73.50
<b>Total</b>	<b>420</b>	100	327	77.86

(Source: Computed from returned questionnaires)

**Table 8 Distribution of the respondents by category of users (N=327)**

Category of Users	Frequency	Percentage	Valid Percent	Cumulative Percent
Students	231	70.64	70.64	70.64
Staff	35	10.70	10.70	81.34
Teachers	61	18.66	18.66	100
Total	327	100	100	

(Source: Computed from returned questionnaires)

The survey result as shown in Table-8 reveals the category wise responses received from the respondents of colleges. The category wise responses have shown that the majority of respondents belong to “Student” category (231; 70.64%) which is followed by “Faculty Member” (61; 18.66%) category whereas (35; 10.70%) numbers of respondents belong to “Staff” category.

**Table9 Purpose of visit**

Purpose of the Visit	Frequency	Percentage	Valid Percent	Cumulative Percent
Individual study	96	21.57	21.57	21.57
Reference work	40	8.99	8.99	30.56
Internet use/ E book download	77	17.30	17.30	47.86
Preparing assignment /seminar	90	20.22	20.22	68.08
Borrowing books/ Question papers	80	17.98	17.98	86.06
Reading News papers	62	13.93	13.93	100.00
Total	445	100.00	100.00	

**Note: Multiple answers were permitted**

College library users have different aims and objectives and its varies from users to users depends on the user’s categories and expectation. The Table 9 indicates that 21.57 % users visit library for individual study and it is the largest group among the respondents. 20.22 % users visit library for preparing assignment /seminar and it is the second largest group among the respondents. Borrowing books/ question papers and

Internet use/ e-book download placed third and fourth largest group, i.e., 17.98 % and 17.30 % respectively. 13.93 % users visit library for reading newspapers while 8.99 % users visit for reference work.

**Table 10 Frequency of visit**

Interval of the Visit	Frequency	Percentage	Valid Percent	Cumulative Percent
Once in a month	8	2.45	2.45	2.56
Once in a week	57	17.43	17.43	19.99
2 to 3 times in a week	122	37.31	37.31	57.3
4 to 5 times in a week	119	36.39	36.39	93.69
More than 5 times in a week	21	6.42	6.42	100.11
Total	327	100		

Table-10 shows the frequency of visit of the users. 6.42 % of the total respondents said that they visit their college library more than 5 times in a week and they have a good contract with the library. They require better services from the library. 36.39 % users visit library 4 to 5 times in a week while 37.31 % users visit library 2 to 3 times and they are the majority group, 17.43 % users visit library once in a week and 2.45 % users visit once in a month and they are the minority group.

### 7.3 Information on library personnel in the surveyed college libraries

**Table -11 Professional staff in the surveyed college libraries**

SL. No	Name of College	Librarian	Assistant Librarian	Library Assistant	Library Attendant	Others Supporting Staff(Grade -IV)	IT Specialist/ system administrator	Others (please specify):	Total staffs
1	GCS	1	1	1	2	2	2	2	11
2	CCS	1	-	1	1	-	-	-	03
3	WCS	1	-	1	-	1	-	-	03
4	JCK	1	-	1	1	1	-	-	04
5	NCP	1	-	-	-	1	-	-	02
6	RMCS	1	-	1	1	-	-	-	03

7	MCDCS	1	1	-	-	1	-	-	03
8	WSCB	1	1	1	-	1	-	-	04
9	KCK	vacant	-	-	-	2	-	-	03
10	RSGCK	1	-	1	1	-	-	-	03
11	RKNCRKN	1	-	-	-	1	-	-	02
12	NCCB	1	-	1	1	1	-	-	04
13	PKCP	vacant	-	1	1	-	-	-	02
14	SSCH	1	-	1	1	1	-	-	04
15	LRCL	vacant	2	1	2	1	-	-	06
16	ALCCA	1	-	1	-	1	-	-	03
17	MHCMSA	1	-	1	-	-	-	-	02
18	SCDCK	vacant	1	1	-	1	-	-	03

Table-11 shows that in the College library of GCS has maximum number of supporting library staff, i.e., 10, than other college libraries. College libraries of NCP, RKNCRKN, MHCMSc and PKCP there are less number (one in each) supporting library staff. Four colleges the posts of librarians are vacant.

#### 7.4 Information on Library resources of surveyed college libraries

Library resources from surveyed college libraries are listed following Table-12.

**Table 12 Library resources of surveyed college libraries**

SL. No	Name of College	Printing Material (Book Type)			Printing Materials (Periodical Collections)			Digital and Electronic Collection		
		Book	Thesis	Projects/ Reports	Journal	Magazine	Newspaper	CD/DVDs	E-Book (no of sites/ Vendor)	E-Journal (no of sites/ Vendor)
1	GCS	39391	Nil	Nil	36	16	7	30	N-List	N-List
2	CCS	27500	Nil	Nil	12	5	7	20	N-List	N-List
3	WCS	19000	Nil	Nil	10	5	6	Nil	N-List	N-List
4	JCK	17745	03	01	16	08	04	25	N-List	N-List
5	NCP	20700	Nil	Nil	02	16	7	Nil	Nil	Nil
6	RMCS	17950		25	25	05	08	50	N-List /British Council Library	N-List
7	MCDCS	12287	10	05	10	05	06	Nil	01 sites (97000+)	01 sites (10311+)
8	WSCB	4600	Nil	Nil	10	05	03	Nil	Nil	Nil

9	KCK	33438	Nil	180	12	05	06	01	Nil	Nil
10	RSGCK	19931	Nil	Nil	13	-	4	-	N-List	N-List
11	RKNCRKN	7845	Nil	06	Nil	16	07	23	N-List	N-List
12	NCCB	16034	Nil	07	06	02	05	22	N-List	N-List
13	PKCP	4500	Nil	Nil	Nil	01	01	Nil	Nil	Nil
14	SSCH	23400	02	10	18	17	06	20	N-List	N-List
15	LRCL	14720	05	02	02	05	04	Nil	Nil	Nil
16	ALCCA	3377	Nil	Nil	Nil	Nil	02	Nil	Nil	Nil
17	MHCMSCA	2425	Nil	Nil	01	01	01	Nil	Nil	Nil
18	SCDCK	2462	-	02	01	03	02	Nil	Nil	Nil

Table No. 12 depicts a collection of various types of library resources available in the college libraries under investigation. GCS has the most book collections (39391), while MHCMSCA has the fewest (2425). Only MDCS has the most thesis collections (ten). KCK has the most Project reports, 180 in total, which is far more than any other library. The number of journal collections is greatest in GCS, while the number of magazine collections is greatest in SSCH. ALCA, on the other hand, does not have any journals or magazines. RMCS subscribed to the most news papers, eight, while MHCMSCA only subscribed to one. RMCS has the largest collection of CDs/DVDs; most colleges have no CDs/DVDs.

N-LIST Programme offers the best possible discounted prices negotiated between N-LIST and Publishers. It will enable access to scholarly information in e-format at highly discounted rate. It will facilitate desktop access to high-quality e-resources to the library users 24 hours a day, 7 days a week and 365 days a year.

The N-LIST covers all the disciplines viz. Pure Sciences, Social Sciences and Humanities including Linguistic and Languages. However e-resources in engineering, agriculture and medicine are not covered under the N-LIST programme.

The Consortium subscribes to the following resources for the colleges. All electronic resources subscribed under N-LIST Programme are available from the publisher's website.

**Table 13 Publisher wise number of E Books available under N-LIST**

SI No		No of Titles
1	Cambridge Books Online	1800 titles

2	E-brary	185000+ titles
3	EBSCOHost-Net Library	936 titles
4	Hindustan Book Agency	65+ titles
5	Institute of South East Asian Studies(ISEAS) Books	382+ titles
6	Oxford Scholarship	1402+ titles
7	Springer eBooks	2300 titles
8	Sage Publication eBooks	1000 titles
9	Taylor Francis eBooks	1800 titles
10	Mylibrary-McGraw Hill	1124 titles
11	South Asia Archive	through NDL
12	World e-Books Library	Now Available through NDL only

**Table 14 Publisher wise number of e-journals available through N-LIST**

Sl No		No of Titles
1	American Institute of Physics	18
2	Annual Review	33
3	Economic and Political Weekly (EPW)	1
4	H. W. Wilson	3000+
5	Indian Journals	180+
6	Institute of Physics	46
7	JSTOR	2500+
8	Oxford University Press	262
9	Royal Society of Chemistry	29
10	Cambridge University Press	224

For e-books and e-journals, nine colleges use the UGC's INFLIBNET's 'N-List,' and one college, MCDCS, did not mention any special site or consortium. Eight colleges did not have access to E-books or E-journals.

## **7.5 Status of library automation and internet connection**

Table-15 and Figure-2 show the responses received from selected college libraries under study on the subject of library automation and internet connection.

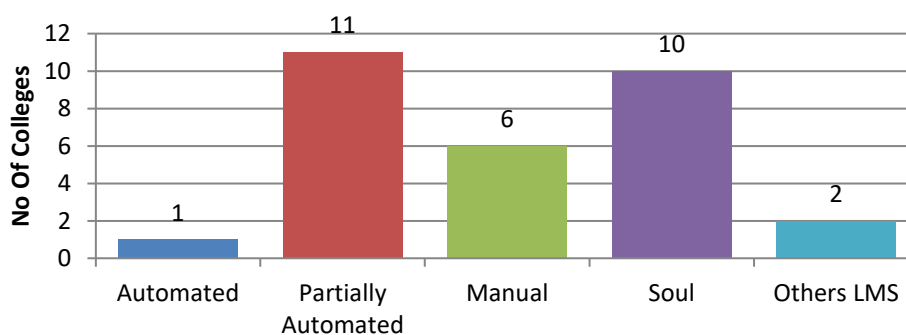
**Table 15 status of library automation of surveyed college libraries**



SL. No	College Library	Status of Automation	Automation Software	Internet Connectivity types	Band width/ Speed
1	GCS	Partially automated	Soul 1.0	Broadband	1mbps
2	CCS	Partially automated	Soul 1.0	Broadband	1mbps
3	WCS	Partially automated	Soul 2.0	Broadband	256 kbps
4	JCK	Partially automated	Soul 2.0	Broadband	1mbps
5	NCP	Manual	-	Broadband	1mbps
6	RMCS	Completely automated	Soul 2.0	Broadband	1mbps
7	MCDCS	Initial stage	Soul 1.0	Broadband	1mbps
8	WSCB	Manual	-	Mobile data	256 kbps
9	KCK	Initial stage	Soul 1.0	Broadband	1mbps
10	RSGCK	Partially automated	SHELF software	Broadband	1mbps
11	RKNCRK N	Initial stage	Soul 2.0	Broadband	1mbps
12	NCCB	Partially automated	Soul 2.0	Broadband	1mbps
13	PKCP	Manual	-	Broadband	256kbps
14	SSCH	Partially automated	Exolib	Broadband	1mbps
15	LRCL	Manual	-	Broadband	1mbps
16	ALCCA	Manual	-	Broadband	1mbps
17	MHCMS CA	Manual	-	Broadband	1mbps
18	SCDCK	Partially automated	Soul 2.0	Broadband	256kbps

N=18	Automated	Partially Automated	Manual	Soul	Others LMS
Numbers	01	11	6	10	2
Percentage	5.56	61.11	33.33	55.56	11.11

**Figure 2 status of library automation of surveyed college libraries**



It shows that only 5.56% of them are fully automated on the date of survey. A total of eleven college libraries (61.11%) is partially automated and 6 college libraries (33.33 %) are running their routines manually. About 55.56% libraries use Soul for automation of libraries whereas 11.11% of them other software for this purpose.

**Table-16 status of library automation of surveyed college libraries based on urban and rural**

	Urban				Total	Rural				Grand Total
	Automated	Partially Automated	Manual	Total		Automated	Partially Automated	Manual	Total	
<b>Numbers</b>	1	6	0	<b>7</b>	0	5	6	<b>11</b>	18	
<b>Percentage</b>	5.56	33.33	0	<b>38.89</b>	0	27.78	33.33	<b>61.11</b>	100	

Table -16 shows that all urban colleges began automation, but only 5 of the 11 rural colleges began automation.

### 7.6 Library services are available in the surveyed college libraries

The following table-17 lists the various library services available in the surveyed college libraries.

**Table No-17. Library services used by users**

SL. No	Name of College	Current Awareness Type			Traditional / Manual service				
		Current Awareness Services (CAS)	Selective Dissemination of Information (SDI)	News paper clipping services	Lending service	Book bank service	Reading room facility	Cataloguing	Literature search service
1	GCS	√	-	√	√	√	√	√	√
2	CCS	√	-	√	√	√	√	-	-
3	WCS	√	-	√	√	√	√	√	-
4	JCK	√	-	-	√	√	√	-	-
5	NCP	√	-	√	√	√	√		
6	RMCS	√	√	√	√	√	√	-	√
7	MCDCS	-	-	√	√	√	√	-	-
8	WSCB	-	-	√	√	√	√	√	-
9	KCK	-	-	√	√	√	√	-	-
10	RSGCK	-	-	√	√	√	√	-	-
11	RKNCRKN	√	-	√	√	√	√	-	√

12	NCCB	√	-	√	√	√	√	-	√
13	PKCP	-	-	-	√	-	√	-	-
14	SSCH	√	√	√	√	√	√	√	√
15	LRCL	-	-	√	√	√	√	√	-
16	ALCCA	√	-	√	√	-	√	√	-
17	MHCMSCA	√	-	√	√	√	√	√	-
18	SCDCK	-	-	√	√	-	√	√	-

N	Current Awareness Services (CAS)	Selective Dissemination of Information (SDI)	News paper clipping services	Lending service	Book bank service	Reading room facility	Cataloguing	Literature search service
18	11	2	16	18	15	18	8	5
%	61.11	11.11	88.88	100	83.34	100	44.44	27.77

**Fig-3 Various Library Services used by library users**

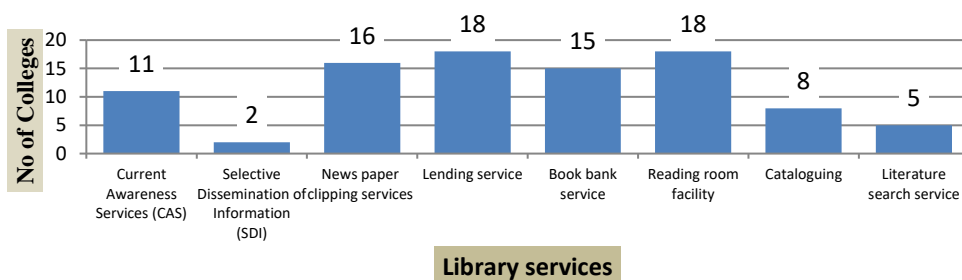


Table-17 and Fig-3 shows that Current Awareness Services (CAS) are available in 11 libraries, Selective Dissemination of Information (SDI) is available in 02 libraries, and In 16 libraries, news paper clipping services are available. Lending services and reading rooms are available in all libraries. There are 15 libraries that offer a book bank service. Cataloguing is available in all eight libraries. A service for searching for literature is available in 5 libraries. Furthermore, all services are available in a single library, SSCH.

## **7.7 Perceptions and opinions of library users regarding the availability of library resources and services at selected college libraries**

Tables 18 to 21 below, show library users' perceptions and opinions about the availability of library resources and services at selected college libraries.

**Table 18 Users' perception regarding availability of library resources**

Item	Ranking	N	Minimum	Maximum	Mean	Std. Deviation
Newspaper	1	327	1	5	3.1040	1.13568
Text Book/Guide Book	2	327	1	5	2.8838	1.23545
Overall collection	3	327	1	4	2.6728	1.0152
Reference Book	4	327	1	5	2.5627	1.02793
Print Journal /Magazines /Periodicals	5	327	1	5	2.4312	1.29913
Online Journals	6	327	1	5	2.107	1.27416
CD/DVD	7	327	1	5	1.9541	1.27302
Digital Collection	8	327	1	5	1.896	1.1807
Online Resources /E-resources (E-book, E-paper, E-thesis etc.)	9	327	1	4	1.7034	1.08281
Thesis/ Dissertation/Report/Monographs	10	327	1	3	1.3761	0.6709
Audio Visual	11	327	1	4	1.2171	0.63047
Valid N (list wise)		327				

Scale: 5=Excellent; 4=Good; 3=Fair; 2=Poor; 1=Very poor

Users of the college library were asked to assess the condition of the library's collections and resources. Eleven different types of library resources, such as books and non-books, were identified, and a **five-point Likert Scale** was used to determine the maximum availability of resources that meet the user's needs. Table–20 reveals that three items, Newspaper, Text Book/Guide Book, and Overall collection are classified as 'Fair' collections, ranking first, second, and third with mean scores of 3.1040, 2.8838, and 2.6728 (mean scores range from **2.61 to 3.40**), respectively, and satisfies users to a large extent. Reference Book, Print Journal /Magazines /Periodicals, Online Journals, CD/DVD and Digital Collection as a 'Poor' collection and ranked 4th, 5th, 6th, 7th, and 8th with mean scores of 2.562, 2.4312, 2.107, 1.9541, and 1.896 (mean scores range from **1.81 to 2.60** ) and respective standard deviations of 1.02793,

1.29913, 1.27416, Online Resources / E-resources (E-book, E-paper, E-thesis, etc.), Thesis/ Dissertation/Report/Monographs, and Audio Visual collection are ranked 9th, 10th, and 11th (mean scores range from 1 to 1.8) and are classified as 'Very Poor' collections.

**Table19 Availability of library catalogue, software's and databases**

Indicators	N	Yes	%	No	%	Missing	%	Total %
The library has a card catalogue	327	290	88.69	35	10.7	2	0.61	100
The library has a computer catalogue	327	186	56.88	141	43.12		0	100
Library Database	327	223	68.20	104	31.8		0	100
Digital Archives	327	54	16.51	270	82.57	3	0.92	100
Access to other library resources through networking and resource sharing	327	79	24.16	248	75.84		0	100
Digital/ electronic library items	327	24	7.34	303	92.66		0	100
Availability of Library management Software's	327	186	56.88	141	43.12		0	100
Database software	327	184	56.27	143	43.73		0	100
Availability of on line catalogue searching	327	147	44.95	180	55.05		0	100
Valid N (list-wise)	313							

Three hundred and twenty-seven users from various categories were surveyed about the availability of library catalogues, software, and databases in their respective Barak Valley college libraries. According to Table 19, 88.69 % of libraries have card catalogues, 56.88 % have computer catalogues, 68.20 % have library databases, 82.57 % and 92.66 % do not have digital archives and digital/ electronic library items, respectively, and 24.16 % have access to other library resources through networking and resource sharing. Table 19 shows that the availability of Library Management Software (56.88 %), Database software (56.27 %), and online catalogue searching is (44.95 %).

**Table 20 Availability of Library Equipment, Services and IT Facilities**

Indicators	N	Yes	%	No	%	Missing	%	Total %
Sufficient computer in the library	327	74	22.63	253	77.37	-	0	100
Availability of computer(s) for users	327	222	67.89	102	31.19	3	0.92	100
Availability library entrance and exist system	327	149	45.57	178	54.43	-	0	100

Library provide internet access facilities for all users	327	57	17.43	268	81.96	2	0.61	100
Availability Audio Visual equipment	327	99	30.28	222	67.89	6	1.83	100
Library materials borrowing facility	327	269	82.26	58	17.74	-	0	100
Availability photocopying facilities	327	200	61.16	127	38.84	-	0	100
Scanning facilities	327	185	56.57	142	43.43	-	0	100
CD/DVD writing facilities	327	202	61.77	125	38.23	-	0	100
Spiral binding facilities	327	22	6.73	305	93.27	-	0	100
Availability printing facilities	327	212	64.83	113	34.56	2	0.61	100
Current Awareness Services (CAS) [services on recent materials, news, etc]	327	201	61.47	123	37.61	3	0.92	100
Selective Dissemination of Information (SDI) [ based on specific request]	327	55	16.82	272	83.18	-	0	100
Newspaper clipping service	327	297	90.83	30	9.17	-	0	100
Valid N (listwise)	327							

Three hundred twenty-seven users from various categories were polled on the availability of Library Equipment, Services, and IT Facilities in their respective college libraries. Table 18 shows that when asked if there is a sufficient computer in the library, 22.63 % said ‘Yes,’ indicating that the availability of Sufficient computers in college libraries is not satisfactory. According to 54.43 % of respondents, there is no library entrance and no system. The non-availability of internet access facilities for all users was confirmed by 81.96 % of respondents, while audio visual equipment was confirmed by 30.28 %. 67.89% of respondents saw the availability of computer(s) for users. It is widely acknowledged that libraries provide some basic services and facilities to their patrons. Users were asked about the types of services they receive in the library when identifying the major information services and facilities. Table 20 shows the most popular service categories. According to Table 20, 82.26 % of respondents indicated the availability of library materials borrowing facilities, while 61.16 % and 56.57 % indicated the

availability of photocopying and scanning facilities in college libraries, respectively. Only 6.73 % said spiral binding facilities were available, 64.83 % said printing facilities, 61.47 % said current awareness services (CAS), 16.82 % said selective dissemination of information (SDI), 90.83 % said newspaper clipping services, and so on.

**Table 21 Users opinion/ impression about Library information resources, service, working hours and facilities**

Item	Ranking	N	Minimum	Maximum	Mean	Std. Deviation
Like to search resources in the open shelves	1	327	2	5	3.6544	1.21083
The present staff size of the library is sufficient	2	327	1	5	3.6514	1.06859
The library does not possess recent books in the collection	3	327	1	5	3.0428	1.33316
Whenever visit the library like to see among recent books on display board	4	327	1	5	2.7645	1.34172
Overall our library operation and activities is satisfactory	5	327	2	4	2.7339	0.83235
Considering all the facilities (mentioned above), provided by the library satisfaction level is very high	6	327	1	5	2.6186	1.07666
library is operating with modern technology	7	327	1	4	2.3394	0.88844
Valid N (list wise)		327				

Scale: Strongly Agree=5, Agree=4, Undecided=3, Disagree=2, Disagree strongly=1

Users were questioned on various indicators related to library use and services to determine their overall impression of the library. The user's perceptions of the college library were assessed using a **five-point Likert Scale**. According to Table-21, “Like to search for resources on open shelves” (rank=1, mean scores=3.6544), and “The current staff size of the library is sufficient” (rank=2, mean scores=3.6514). Because the means of the above two statements range from 3.41 to 4.20, respondents **agree** with these two statements. The four Statements “The library does not possess recent books in the collection”, “Whenever visit the library like to see among recent books on display board”, “Overall, our library operation and activities is satisfactory”, Considering all the facilities (mentioned above), provided by the library satisfaction level is very

high” whose mean scores range from 2.61 to 3.40. As a result, respondents were undecided on these four statements. The statement “library is operating with modern technology” has a score of =2.3394, indicating that respondents disagree with the statement. As a result, overall impressions of user's on libraries are not good.

During the present and prolong closer of college libraries the user community are suffering a lot in most part of the globe. A recent study was made by a researcher among library users of colleges and universities of Assam, the findings of the report proves that directly and indirectly students are solely dependent on libraries for preparing notes, self-study, reading newspapers and magazines and most importantly for accessing the campus Wi-Fi for subscribed journals. Although as a replacement of library students are using internet for their studies which is not equivalent to library.

Thousands of sites are accessible in web which gives one's posed inquiries at fingertip still students and researchers are referencing about the library books. It unmistakably shows the significance of library and pretty much unwavering quality of genuine information in web. The government along with college and university library's authority should discuss and create a platform over web for the students so that they can access the library materials from their home itself (Bora 2020).

College libraries of Assam, specially, in the Barak Valley region are still lagging behind in terms of automation due to which the library users were suffering badly. A survey through the web sites of the eighteen colleges to see the status of online information services provided by them during the closer of the libraries on account of COVID 19 pandemic till date.

From the web site of GCCS it is clearly mentioned that apart from collections of books, periodicals and archival material it has access to 31,35,000+ E-books from NLIST and it provides internet facility to both teachers and student within the campus. [[www.gurucharacollege.ac.in/central](http://www.gurucharacollege.ac.in/central)].

In the website of CCS library also it is clearly mentioned that it has also subscribed to NLIST database for accessing e-resources and is trying to improve the digital library facilities. [[www.cacharcollege.ac.in/central-library](http://www.cacharcollege.ac.in/central-library) ].



There is no mention about college library and its facilities in the website of Women's College, Silchar (WCS). [[www.womenscollege-silchar.org.in](http://www.womenscollege-silchar.org.in) ] , West Silchar College, Barjatrapur (WSCB) [ [www.westsilcharcollege.ac.in](http://www.westsilcharcollege.ac.in) ] , Rabindrasadan Girls College, Silchar [[www.rabindrasadangirlscollege.in](http://www.rabindrasadangirlscollege.in) ], S S College, Hilakandi [ [www.sscollegehkd.ac.in](http://www.sscollegehkd.ac.in) ], Lala Rural College, Lala [ [www.lrcollege.org/Central-Library](http://www.lrcollege.org/Central-Library) ], A L C College, Algapur { [www.alccollegealgapur.ac.in](http://www.alccollegealgapur.ac.in) }, M S C M Science College, Hilakandi [[www.mhcmssc.in/facilities](http://www.mhcmssc.in/facilities) ], Sarada Charan Dey College [[www.scdeycollege.org](http://www.scdeycollege.org) ].

JCK library has also subscription to NLIST and the facility of access to this site is made available in the library premises through internet / computer facilities provided by the library.

In the NCP College library, Karimganj College Library, RKNCRKN library websites there is no mention about E-resources and facilities to the readers [[www.nehrucollege.org/library.htm](http://www.nehrucollege.org/library.htm) ], [ [www.karimganjcollege.ac.in/library/library.htm](http://www.karimganjcollege.ac.in/library/library.htm) ], [[www.rknagarcollege.org/library.htm](http://www.rknagarcollege.org/library.htm) ]

RMCS library website has done a good work by providing link to useful site of e-resources (free and subscribed ) content for their users benefit. [[www.rmcollege.org/library.htm](http://www.rmcollege.org/library.htm) ]

MCDCS library website it is clearly mentioned that they have subscription to NLIST and access to this online source is provided to its users through log-in ID and password provided by the library. [[www.mcdcollege.org.in/library.htm](http://www.mcdcollege.org.in/library.htm) ]

NCCB library website it is mentioned that internet facility is provided to student in the library premises for accessing e-resources free of cost but the college library has no mention of having its subscribed e-resources. [[www.nccollege.ac.in/facilities.html](http://www.nccollege.ac.in/facilities.html) ]

Only eight colleges are currently registered on the N-LIST, out of the 18 colleges under study. Furthermore, only 5 of the 8 colleges registered with N-LIST have access enabled. The three colleges, SSCH, RKNCRKN, and NCCB, have N-LIST access that expires on July 31, 2021. Two Colleges viz. KCK and RMCS was registered under N-LIST earlier i.e., at the time of survey.

So from the above it is clear that only one college (MCDCS) library out of eighteen is providing e-resources to its users through log-in ID and password.

## 8. Conclusion:

The survey focused on the availability and use of library collection, development of resources and services at the selected colleges and libraries in Barak Valley, Assam. The majority of library users in this study were dissatisfied with collection development policy adopted. The newspaper and text book/guide book collection is 'Fair.' Collections such as Reference Books, Print Journals/Magazines/Periodicals, Online Journals, CD/DVD, and Digital Collection, on the other hand, are rated as 'Poor.' According to the survey results, computer availability in Barak Valley college libraries is very poor. The majority of users disagree with the statement "the library uses modern technology." As a result, the overall impression of the library is unfavorable.

According to the findings of the current study, the majority of college libraries in the Barak Valley are still in the early stages of ICT infrastructure development and implementation. Although some of the surveyed college libraries have begun library automation, the software version is outdated. Further, they should make every effort to use the most up-to-date automation software as soon as possible. The state government and UGC should take appropriate steps to provide regular funds to college libraries for ICT implementation. A good number of colleges have e-resources but the same is made available to users only in the library premises. This needed to be improved because situation like present COVID19 pandemic has taught us a lesson.

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