Winter 11-8-2021

A Case Study of Information Resources and Services at Central Library of University of Peshawar, Khyber Pakhtunkhwa

Tahir Jan
University of Peshawar, Pakistan, tahirjan@uop.edu.pk

Mir Bahader
Army Burn Hall College for Boys Abbottabad, Pakistan, mirbahaderktk@yahoo.com

Habib Ur Rahman
University of Peshawar

A Case Study of Information Resources and Services at Central Library of University of Peshawar, Khyber Pakhtunkhwa

By

Tahir Jan[1]
Mir Bahader[2]
Habib Ur Rahman[3]
[1,3]*University of Peshawar, Pakistan. tahirjan@uop.edu.pk*
Army Burn Hall College for Boys Abbottabad, Pakistan,
Corresponding Email: mirbahaderktk@yahoo.com

Abstract

This paper intends to outline the historical background, infrastructure, information resources and services of central library at University of Peshawar, Khyber Pakhtunkhwa. The data were collected through review of related literature, communications with retired and present seniors, peers, university administrations and the writer's have more than 20 years' working experience, observation and research in this library as well as in librarianship. It was found that central library university of Peshawar is the oldest academic library in Khyber Pakhtunkhwa. This library is well equipped with different sections, variety of old and updated rich collection & resources, series of user services, richest collection of manuscripts on oriental languages and literatures. To meet the current challenges faced to librarianship in Pakistan, this library arranged different training and workshop individually and with collaboration of others organization as well. Central library university of Peshawar encounters numerous challenges. As a result, users' requirements are not being met efficiently. The Higher Education Commission (HEC) is actively working to develop university libraries in Pakistan.Currently, the HEC has created programs to fund central library university of Peshawar. As a result, the condition at Peshawar's university central library has improved to some extent.

Keywords: Academic Library, University of Peshawar, Manuscripts, Training and Workshops, Library Resources and Services, Pakistan.

1. Background of the Study

University of Peshawar was founded in the year October 1950 by Sir Sahibzada Abdul Qayyum Khan. Itremains focal point of educational activities of the Pakistan and especially in Khyber Pakhtunkhwa. While sowing its first seed, it's aimed with the mission of stimulating educational activities and formulating a well civilized community of the globe and Khyber Pakhtunkhwa, Peshawar. The university has begun serving the community by borrowing the building of the Government Training School Peshawar previously known as Agricultural Training Institute in the year 1950, has now its own attractive units with exceptionally talented faculty as well as remarkable infrastructure for knowledge explorers.

Passing through the transition periods, the institution is now advancing societies in disciplines of pure sciences, social sciences, history, law, medicine, philosophy, economics, management, education and fine arts in 47 different departments and six centers of excellence two constituted schools and two colleges. The units of the institution have their own unique tales but it's to worth mentioning that departments of Mathematics, Economics, and Law College were established 1950. In addition to this, these were followed by department of Arabic in March 1952, College of Home

economics in February 1954 (which is one of the four colleges of Pakistan devoted to the study of family economics), and Pashto Academy in March 1955 respectively. The institution has also gone forth as a scientific centre by establishing the institute of chemical sciences, departments of Physics, and Botany in 1955 and 1958 correspondingly.

The department of Pashto established in 1961 in Pashto academy producing outstanding scholars who led a lot towards Pashto language and literature. For the advancement of National Language Urdu, department of Urdu was created in November 1956 which publishes a research Journal 'khayaban'. Urdu department has the services and contribution of eminent scholars, poets, and writers on its acknowledgment.

Some other worth mentioning achievements of University of Peshawar is a body of Quaid-e-Azam College of commerce founded in 1962. Mohatirma Fatima Jinnah laid the grounding stone of the college on 25th October 1962. For the purpose of interpreting the past, explaining the present and to depict the image of the future, the department of Political Science was set up in October 1962. Department of psychology was made under the leadership of Professor Dr. Shahabuddin Muhammad Mughani in June, 1964. In order, to produce legally qualified and professionally competent pharmacists who offer their services as drug inspector, hospital pharmacists, drug controller etc. the department of Pharmacy was added to the umbrella of university of Peshawar in august 1982. Hence up to 2018, forty seven departments are working recognizing as units of University of Peshawar. The immense expansion of sections reflects its value in guiding the minds of the upcoming generation towards everlasting value. Knowledge seekers not only equip themselves with modern education, but also obtain higher education from the different departments of the University of Peshawar enlightening the society as flames of knowledge.

2. Central Library, University of Peshawar

Central library, University of Peshawar was established with an aim to fulfill the educational need of the university students/scholars and teaching faculty in February 1951. It located in an administration block. Total covering an area 16000 sq. ft. In the beginning, it was set in a small building of the Central Training College and then moved from there to university science block. Again, it was shifted to administration block in 1957 and since it is functioning at the same point.

Despite of relocating and reorganizing its structure, the library never stopped serving its patrons. Just like every library aims to contribute its part in the nourishment of society, Central Library provide right information to the right user at the right time along the mission of making sure the access of clients to the resources in all formats.

Central library not only offer user friendly systems and services in a friendly environment but also points to strengthen research culture. Having started off with the least resources, the central library is now-a-days equipped with extensive amount collections. Initially, the library was traditionally based, but now it is shaping new look and turning an automated library phase wise.

Furthermore, with the digital revolution Central library acts as a convergence among users and their needs where not only every demand is available with its counterpart but also deals with future demands. Integrated sections, rich collection and corporate faculty are the worth mentioning features that certainly take in a first-choice library of the locality. The fort of knowledge bears the

precious manuscripts', subscribed periodicals, and continuous acquisitions are the qualities of information center. The following are the prominent librarians who served as librarian:

Table 01
List of Librarian, University of Peshawar

S. No	Name of the Librarian	From	To
01	Dr. MalaunaAbdusSaboorQasmi	1951	1972
02	Mr. QamarMirza	1972	1974
03	Dr. AmanatUllah Khan (A. U Khan)	1975	1981
04	Mr. Kazim Shah	06.02.1982	26.03.1982
04	Mr. Riaz Ahmad	24.01.1983	10.11.1998
07	Syed Tahir Anwar.ul.Ghani	16.12.1998	05.12.2000
08	Mr. Ibrar Muhammad	23.10. 2000	03.03. 2015
09	Mr. Habib.u.Rehman	07.03. 2015	To Date

3. Studied Conducted on Central Library University of Peshawar

A study carried out by Khan (2004) on theappraisal of users approach to library services and facilities: a case study of the central library of university of Peshawar. The findings of this study reveal that most users are conscious about the services of reference, reprographic, circulation, internet and newspaper clipping. In addition to this, the teachers (34%) and the students (23%) are unconscious about the service called current awareness service (CAS). Besides this, the researchers (82%) use the resource of the central library. On the other hand, the teaching faculty (36%) uses the collection. As for as the satisfaction of the users are concerned, so the researchers (78.5%), the students (76.5%) and the teachers (26%) show their sophistication regarding the circulation helps. Not only had this, but also 18.5 %, the researchers, 4% of the teachers and 2% of the students admired the internet facilities. Most of the research scholars, teaching staff and the students show their dissatisfaction regarding to interlibrary loan service. Recommendations are provided by the research scholar about the updated collection development so that these resourcescan be used effectively.

A study conducted by khan et al. (2014) entitled "the role of academic libraries in facilitating undergraduate and postgraduate studies: a case study of the university of Peshawar, Pakistan". They concluded that the central LibraryUniversity of Peshawar is promoting research and related educational activities. They further describe their findings by submitting that the users acknowledge both the resources and the services offered by the central library. Besides this, the suggestion is passed to the central library to improve its electronic resources.

4. Library Infrastructure

University of Peshawar central library divided in different sections for smooth running and functioning of daily routine work. A detail is mention below:

4.1 Administrative Section

Being leading institution of the province, the administering body headed by deputy librarian ingeniously working behind the scene to ensure high quality utilization of its personnel for the purpose of serving the population efficiently and effectively. The post of Chief Librarian is lying vacant since 2014.

Whenever new trends in pedagogy and research cross their administrative sense, they come up with new ideas, adjusting them while formulating new policies to the quench the recent thirst of

new scholars, students, and faculty. The administration not only prepares Annual reports, but also supervises the technical affairs library personnel. To handle the pressing needs of the locality members, special calling facility is provided so that access to resource is made 24/7 availability.

4.2 Reference Section

In order to encourage knowledge seeker, special reference department is provided with plenty of relative collection where they can meet their demand. Along with reader advisory service and maintenance Govt. Documents, Geography facility is also provided for the users who now can go home with a piece of information in hand from a reference segment. Dictionaries, encyclopedias, almanacs, atlases, maps and bibliographies are the main properties of reference section which is organized on the first floor of the institution.

4.3 Technical Section

Technical section located in ground floor that is supervised by an assistant librarian deals with making ready the property of the institution for the use who not only perform the duty of assigning classification numbers to the stuffs but also providing a proper platform for the circulation department. Order of books on the shelf is maintained courtesy to the technical unit.

4.4 Theses and Dissertation Section

To preserve the work of research scholars, an attractive portion is dedicated to holding the thesis (BS, MS/Master, Phil and PhD) of its creators. Due to its ever-increasing research interested clients, a major part is specially handed over to its caretakers who are indeed running out of space.

4.5 Acquisition Section

The central library is known for its latest collection, and this is indeed due to efforts of the acquisition department who not only invites special committee of all branches of knowledge, but also encourages suggestions from the students before they proceed to acquire the collection. The collection is developed by purchasing selected items from both the home and international venders. Acquisition department works under the supervision of Audit section that makes sure the proper usage of finance during purchasing books and non-book materials.

4.6 Circulation Section

Circulation department deals with the linking the users with the library as well as with its property just by filling their registration form from the user available at counter desk. This unit plays an important role in implementing the policies which are made to enable the user to assure its safe return. This section holds the daily check in and check out records in statistical order. One of the heart-warmingachievements of the circulation department is the installment of OPAC that can be accessed by the users hailing from different fellowships.

4.7 Oriental Section

Like all other subdivisions, the oriental department catches the attention of its visitor by having its rich amount of collection in oriental languages. Now the users are getting their require information in their own terminologies. Besides this book of Urdu, Arabic Persian Pashto etc. are maintained in this section.

5. Library Resources

Since the Central library is blessed with rich, evergreen, and latest collection that surely lives up to the reputation. Due to regular acquainting, accessible services and the frequently organized workshops and seminars have pulled the attentions of every knowledge seeker. No doubt, no library is self-reliant in the information explosion era, but the central library contains nearly all the needed resources to keep every user interested. The following statistics will better illustrate the success of central library. The following statistics will better illustrate the success of central library.

Table 02

Library Resources

S. No	Print Resources:	Total No of Collection
01	Books	1,92,548 Volumes
02	Subscribe Journals	30
03	Subscribe Newspapers	21
04	Journal received through exchange	633
05	Research publication (thesis & Dissertation)	22656
	i. Master Theses	16759
	ii. MPhil Theses	3929
	iii. PhD Theses	2968

5.1 Category of Printed Resources

The library collection divided into various categories as shown in the table 03.

Table 03

Category of the Library Resources

S. No	Printed Resources Category	Collection
01	General Books	23,602
02	Religion & Philosophy	15,398
03	Social Sciences	27,540
04	Arts & Humanities	30,844
05	Language & Linguistics	20,040
06	Pure Sciences & Applied Sciences	33,667
07	History & Geography	16,737
08	Reference Sources	24,756

6. Digital Resources

Higher Education Commission (HEC) Start National Digital Library Program in 2004 with aim to build the research culture and provide access to international scholarly resources. Keeping in view these objectives the HEC launched access to online resources with the collaboration of international network for the availability of scientific publications (INASP) known as Digital Library program. This program provides access to international and national scholarly publications based on electronic format, providing access to high quality peer-reviewed journals, databases, articles, and eBooks across a spacious range of disciplines.

In addition to the above resource, the central library also provides the facility to access the Publications of United Nation, International Monitory Fund (IMF) both in printed and in soft format. Digital Library Resources are categorized into twocategories: Basic Resources and Premium Resources.HEC taken token charges of the basic resources as mentioned in table 5and the charges of premium resources are given in table 04.

Table 04
Basic Resources

S. No	Name of Resource	Type of Resource	Subscription Fee
1	ProQuest Thesis &Dissertation	Basic Resource	
2	Wiley Database	Basic Resource	
3	ASTM Database	Basic Resource	PKR 100,000
4	Springer-Link	Basic Resource	
5	Taylor & Francis	Basic Resource	

Table 05

Premium Resources

S. No	Name of Resource	Per license cost in $	25% cost per license@168
1	Science-Direct Database	99,097.00	24,774.25
2	IEEE @ Explore Digital Library	50,611.13	12,652.78
3	Emerald Insight Database	5,313.34	1,328.34
4	Institute of Physics (IOP)	11,731.93	2,932.98
5	American Institute of Physics (AIP)	2,322.32	580.58
6	American Chemical Society (ACS)	13,426.00	3,356.50
7	American Computing Machinery	3,597.76	899.44
8	JSTOR Achieve Database	2,000.00	500.00
	Total in $	**$ 47,024.87**	
	Total in PKR.		**Rs 7,900,178**

7. Manuscripts

The library of Peshawar University is known for its excellent regional collections, accessibility, and, most importantly, the professionalism of its workers. A card catalogue is used to search the Oriental Collection's printed volumes (including rare books). Manuscripts are catalogued in both the Oriental Collection librarian's handwritten register and the card catalogue system. The library is putting out a digital catalogue for manuscripts that will be available in-house. Work on the digitization of manuscripts is in progress and 10% of the manuscript collection has been digitized.

The Manuscript Section in the Central Library, University of Peshawar was established on1965. Total collection of this section is estimated to contain more than 696 titles. The languages of manuscripts are Arabic, Persian, Urdu, Pashto, Sanskritand other local languages. This is the largest collection of manuscripts in Khyber Pakhtunkhwa, Pakistan.

Table06
Manuscripts available in Central Library

S. No	Subjects of the Manuscript	Language	Quantity	Script
01	Tafsir, Ḥadīth, Holy Quran	Arabic	300	Naskh Nastaleeq
02	Literature, Tafsir, Poetry	Persian	280	Nastaleeq
03	Literature	Sanskrit	02	Sanskrit
04	Poetry, Literature, Tafsir	Urdu	82	Nastaleeq
05	Fiqa, Poetry, Literature	Pushto	32	Nastaleeq

8. Information Services

Central library university of Peshawar is facilitating students, researchers, and teaching community by providing variety of services in good manner. The following are the most remarkable services provided to the users of university and local community.

8.1 Circulation Services

Circulation Service is carried out by circulation section staff who not only assists its dealer with locating the items, but also give stress on to provide speedier access to the holdings of the library. Computer based circulation service is adopted in the central library to ensure neat management of check in & check out.

8.2 Reference Services

One of the last functions of library and information centers are to disseminate the information across the globe. This function heavily depends on the existence of Reference Services. The central library not only provides this service by directing the research scholars towards its Reference collection but also assists them in finding relevant information from other External resources. Moreover, the faculty of the central library provides this help through email, calling and via the Chat Service.

8.3 Computing services

The overwhelming service overshadow rest of the services is the availability of computing service. Fast computers systems are provided with superfast DSL internet and Wi-Fi connectivity which enable a wide variety of users to access the databases across the globe.

8.4 Information services

The objectives of every Information Centre are the exporting of knowledge for which each institution has got its own way of informing the people. Surely, the central library has also adopted the unique methods of informing, educating and entertaining its clients. Before organizing any bigger event, the faculty members make sure each and every one is informed about that. Central library not only invites departments' heads and students on different occasions, but also aware them about what is preserved for them in the library. After putting new collection on the shelf, emailing, and calling services are brought to use. For frequently asked questions, an exclusive portal is created on its website so that users are easily informed.

8.5 Reprographic Services

The central library has gotten precious collections that hold great significance to the institution. And then that sort of resources is not provided through circulation service. Then why should the patron bother about this because they are provided with reprographic services. Now even if any patron doesn't want to put out an item, he can have his piece of information physically via reprographic services. The central library satisfies the need of the user in the different ways on no profit and no loss basis.

- Photocopying
- Printing
- Scanning

8.6 Reading Areas

No doubt library is only one comfortable place to be set in for studying. The central library provides its users not only an airy environment but also luxurious furniture which pulls everyone attention.

Every library section has its own elegant reading places where faculty members make sure the tranquil environment.

9. National Training Workshops/Seminars Organized by Central Library

Central Library, University of Peshawar has the tradition to organized national training workshops/Seminars for the capacity building of librarians of Khyber Pakhtunkhwa, Pakistan. For this purpose, library organized six national 3-days workshops at Baragali summer Campus-II of the University up-till now.

9.1 Training on Information Handling Using Open-Source Library Technologies (August 02- 05, 2016), details are given in Table 07.

Table 07
Information Handling Using Open-Source Library Technologies

S. No	Topics Covered in Workshop	Target Audience
1	Library Automation Conceptual Framework, Background and Applications	• University Librarians
2	Digitization of Library Material Using DSpaceOpen-Source Software	• College Librarians • LIS Students
3	Integrated Library System: Koha	• Fresh Graduates
4	Development of Library information System: From Manual to automated system	• Archivists • Knowledge Managers
5	Library Automation/ Information Storage & Retrieval	

9.2 Training on Information Management in Digital Era (August 03- 06, 2017), details are given in table 08.

Table 08
Information Management in Digital Era

S. No	Topics Covered in Workshop	Target Audience
1	Information Literacy & Instructional Skills for Librarians in Modern libraries	• University Librarians
2	Knowledge Management in Libraries Perspective: Special Reference to Adam Model	• College Librarians • LIS Students
3	Preservation of Library Material using Free and Open-Source Software	• Fresh Graduates • Law Graduates
4	Intellectual Property Rights: Pakistani libraries Perspective	• Information Officer
5	Time Management in Modern Organizations	• Knowledge Managers
6	Knowledge sharing through web 2.0 technologies	
7	Plagiarism detection service in libraries using @Turnitin	

9.3 Capacity Building of Librarians Using Research Tools (July 19-22, 2018), details are given in table 09.

Table 09
Using Research Tools for Librarians Capacity Building

S. No	Topics Covered in Workshop	Target Audience
1	Role of Library in Research	• Librarians
2	Plagiarism;Plagiarism Detection Software Special reference to @ Turnitin Software	• LIS Students • Fresh Graduates
3	Statistics: theory and Practice	• Information Officer
4	Research Data Analysis using SPSS Tool	• Researchers
5	Total Quality Leadership- Higher Education Perspectives	• MPhil Scholars
6	Citation Management • Citation Styles	• PhD Scholars

• APA and MLA Styles	• Computer Scientists
• Citation Movement Tools	
• Endnote: Citation Management Tools	

9.4 Essential Hard and Soft Skill for Library Managers (July 05-07, 2019), details are given in table 10.

Table 10

Hard and Soft Skill for Library Managers

S. No	Topics Covered in Workshop	Target Audience
1	Digital Collection Management Using Dspace Software	• Librarians
2	Leadership Styles	• PhD/MPhil Scholars
3	Communication Skill	• LIS Students
4	Statistical Package for Social Scientists (SPSS) for Data Analysis and Interpretation	• Information Officer
5	Endnote	• Archivists

9.5 Capacity Building of Librarians Using Research Tools (August 06-08, 2021), details are given in table 11.

Table 11

Using Research Tools for Librarians Capacity Building

S. No	Topics Covered in Workshop	Target Audience
1	Endnote Citation Management Tool	• University Librarians
2	Mendeley Reference Management Tool	• College Librarians
3	Use of Descriptive Statistics in Research	• Researchers
4	Use of Inferential Statistics in Quantitative Research	• MPhil Scholars
5	Scale Development and Validation	• PhD Scholars
6	Statistical Package for Social ScientistsStatistical Analysis Tool	• LIS Students
7	Availability of Literature (Books, Research Article) on E-Commerce in Pakistan with Special focus on KP	• Fresh Graduates
		• Information Officer
8	E-Commerce and its Scope in Pakistan with Special Focus on KP	• Knowledge Managers
		• Computer Scientists
		• System Engineers

10. National Training Workshops Organized with Collaboration of Department of LIS & Peshawar University Campus Librarians Association (PUCLA)

Central Library, University of Peshawar has also organized various national training workshops/Seminars with the collaboration of department of library and information science, University of Peshawar for the capacity building of fresh students of BS and Master. Details are given in table 12.

Table 12

Training Workshops with Collaboration of Department of LIS & (PUCLA)

S. No	Title of the Workshop	Collaboration	Date
1	New trends and concepts in Library Resources and Services	(PUCLA)	June 9-12, 2013
2	Statistical Methods in LIS research	Dept. of LIS	June 26-27, 2015
3	Reshaping Libraries of the 21st Century with Information Communication Technologies (ICTs).	Dept. of LIS	July 15-17, 2017

11. ICT Training Workshops/Hands-on-Practice

The Central Library, University of Peshawar, also provides an opportunity to its users to facilitate and trained them on "how to access the required information". For this purpose, library arranged outdoor activities to enhance the searching techniques of its users. The following are the ICT training workshop.

Table 13

ICT Training Workshops/Hands-on-Practice

S. No	Title of the Workshop	Venue	Collaboration	Date
1	Training on Digital Library	Central Library	HECIslamabad	09.02.2006
2	Use of Electronic Resources	Central Library	NIL	02.01.2009
3	Citation Management Tools	Central Library	PASTIC Pesh	12.09.2010
4	Training on IEEE Quiz	Computer Science	Aj&DefCont	09.12.2013
5	Use of Digital Library & Electronic Resources	Central Library	NIL	09.08.2013
6	US Exchange Program	Central Library	US Consulate	16.01.2014
7	Implementation of Koha in Departmental Libraries of UoP	QCCCUoP	NIL	22.04.2014
8	Searching Techniques	Central Library	NIL	12.10.2015
9	SPSS Data Analysis Tool	Central Library	NIL	11.03.2015
10	Use of Digital Library by faculty member	Central Library	HECIslamabad	29.11.2016
11	Access to Online Scholarly Databases	Central Library	HECIslamabad	15.11.2017
12	IEEE Explore Quiz	Central Library	Aj&DefCont	09.02.2018
13	Library Automation Using Koha	Central Library	NIL	27.12.2018
14	IEEE Explore Remote Access	Computer Science	Aj&DefCont	10.04.2019
15	IEEE Explore Remote Access	Dept of Electronic	Aj&DefCont	11.04.2019
16	IEEE Explore Challenge for Researchers in Pakistan	Computer Science	Aj&DefCont	20.11.2019

12. Year wise Collection Development

This activity of library and information Centre clearly reflects last of the five laws devise by SR Ranganathan "Library is a growing organism' which relates the excessive growth in the collection of libraries. Since the Central Library deals with varied nature of needs, the Collection development policy always frames according to the new trends and the demands received by acquisition department from the users. Having started off with countable collection, presently this institution has thousands of physical collections of all the knowledge on sphere. In order to meet the best item, the central library never compromises on the quality of the collection and hence receives the materials after proper evaluation. Though central library welcomes gifts and donations as well but the central library lays stress on developing the collection via purchasing from national and international book

selling agencies. Since the Central library is created, its collection developing history can be divided into 7 decades.

Table 14

Year wise Collection of the Library

S. No	Classes in Period	Year wise Purchase Collection	Commutative Collection
1	1950-1960	27,925	27,925
2	1961-1970	25,825	53,750
3	1971-1980	9,021	62,771
4	1981-1990	8,167	70,938
5	1991-2000	1,831	72,769
6	2001-2010	4,456	77,225
7	2011-2018	5,485	82,712
8	2019-2021	3,542	86,254

13. Problems

The library is currently facing the following problems related to infrastructure and administrative.

- The present central library, university of Peshawar, is not built as a library building, so there areinfrastructural problems.
- Lack of adequate computers and internet facility
- Scarcity of modern technologies like barcode, RFID or Hybrid
- Low speed of internet and insufficient bandwidth of internet
- Absence of Study carrel facility and congenial atmosphere
- Shortage of Cubical facility
- Lack of Online Public Access Catalogueand union catalogue
- Less numbers of computers available to the library users for surfacing and searching electronic information resources and digital library
- Library timing
- Library is not holistically automated to provide an opportunity to the users to access and retrieved their relevant information in minimum possible time.
- Seating capacity is one of the most important problems the central library is facing so it should be increase up-to 300 students and research at a time.
- Power failures and inadequate UPS facility
- Outdated printersand photocopies

14. Conclusions

The study analysis and covered the historical as well as the present status of central library, University of Peshawar from different angles. During the study it was analyzed that this institution has served not only the students and scholars of the campus but remained the haunted place for many educated generations.

Highly professional faculty not only ensures the fulfillment of every need of the users but also continuously promoting the new trends in research by organizing the workshops and seminars on different matters. In addition, the library has made the highest loving status among the users who keep its staff engaged by their frequent visits. No doubt this organization has played a phenomenal role in making one of the most civilized, educated, and peace-loving society of Pakistan.

Central library university of Peshawar encounters numerous challenges. As a result, users' requirements are not being met efficiently. The Higher Education Commission (HEC) is actively working to develop university libraries in Pakistan.Currently, the HEC has created programs to fund central library university of Peshawar. As a result, the condition at Peshawar's university central library has improved to some extent.

15. Recommendation

Here some suggestions are given which can certainly help to the cause of the central library, university of Peshawar.

1. More than 40 departmental, libraries are presently serving different departments in the University of Peshawar so the Central Library must link them with itself through LAN so that their users may also attached to the holdings of Central Library.

2. Being the biggest institution of the province, it should initiate virtual facilities so that all the affiliated colleges of University of Peshawar become linked directly to collection of this library.

3. Some items like thesis and dissertations cannot be issued to students which may create a negative image of the library therefore it had better to adopt the services like electronic thesis and Dissertation's facilities for its clients.

4. The area of electronic resources should be facilitated enough, and more computer systems should be installed in the computer lab so that other users may not wait for their turn if they are already engaged.

5. The Digital Library access is extended to home for maximum utilization of the electronic resources through Virtual Private Network (VPN).

6. The library must be automated and online public access catalogue is created that the users can get maximum benefit from the library resources.

7. The library provides orientation program to aware the students that what are available to them in library.

8. The library provides continuing education to the professional librarians of the community.

9. The library adopted marketing strategies and outreach activities to market the resources and services.

10. Campus librarians should go for training both in-house and outside.

11. Online Public Access Catalogue (OPAC) should be implemented for easy access to library materials.

References

Agboola, I. O., &Bamigboye, O. B. (2011). Students' level of study and user of library resources in Nigerian universities: A comparative study. *Library Philosophy and practice*, 1.(e-journal). Paper 528. http://digitalcommons.unl.edu/libphilprac/528

Arif, M., &Mahmood, K. (2010). Allama Iqbal Open University Library Services to Teachers: A Survey. *Pakistan Library & Information Science Journal*, 41(4), p10-18.

Ajayi, K. (1993). Library and information services for educational development in

Nigeria. Lecture delivered at the Annual Nigerian Library Association, Ogun State Chapter, UNAAB, Abeokuta.

Bhatti, R., Batool, F., & Malik, S. (2013). Pervasiveness and purposes of Library usage by LIS students at the Islamia University of Bahawalpur. Library Philosophy and Practice, 1.(e-journal). 940. https://digitalcommons.unl.edu/libphilprac/940

Bhatti, R. (2013). Impact of ICT on Social Science faculty members' information usage pattern at BahauddinZakariya University, Multan. *Library Philosophy and Practice.* https://www.proquest.com/intermediateredirectforezproxy?accountid=135034, 1-13.

Gunasekera, C. (2010). Students Usage of an academic Library: a user survey conducted at the Main Library University of Peradeniya. *Journal of the University Librarians Association of Sri Lanka*, 14(1), 1-8

Khan, A. (2004). Appraisal of Users approach to library services and facilities: A Case study of theCentral Library of University of Peshawar. *Peshawar University Teachers' Association Journal*, 11, 25-30.

Khan, A., & Bhatti, R. (2012). Departmental libraries at the University of Peshawar: Current status, services, issues, challenges, and prospects. *Library philosophy and practice*, 1.(e-journal). Paper 860. http://digitalcommons.unl.edu/libphilprac/860

Khan, A., Bhatti, R., Khan, G., & Ismail, M. (2014). The role of academic libraries in facilitating undergraduate and post-graduate studies: A case study of the University of Peshawar, Pakistan. *Chinese Librarianship: an International Electronic Journal*, 38, 36-49.

Lance, K. C. (1994). The Impact of School Library Media Centers on Academic Achievement. *School Library Media Annual (SLMA)*, 12, 188-97.

Padmavathi, N., Ningaiah, A., &Biradar, K. (2017). Use and User satisfaction of Library Resources and Services by PG Students and Research Scholars in Bangalore University Library, Bangalore. International Research: *Journal of Library and Information Science*, 7(1).

Rubasinghe, S.&Bodhinayaka, D. (2018). Postgraduate Students' Satisfaction with Library Resources and Services in Sri Lankan Universities (With Reference to Universities of Kelaniya, Ruhuna and Sri Jayawardenepura). 4. 5-8.

Min, S., & Yi, Y. (2010). E-resources, services, and user surveys in Tsinghua University Library. Program. 44(4). https://doi.org/10.1108/00330331011083211

Majid, S., &Kassim, G. M. (2000). Information-seeking behavior of international Islamic University Malaysia law faculty members. Malaysian Journal of Library & information science, 5(2), 1-17.

Shukla, Akhandanand. (2018). Library resources and its utilization: a study of Mizoram University Central Library. 10.13140/RG.2.2.36496.25605.

RehmanMarwat, H. A., Ahmed, S., &Sabzwari, M. N. (2016). Users' Perceptions about

Central Library Services at the Islamia University of Bahawalpur. *Pakistan Library & Information Science Journal*, 47(4), 45-55

Lazarus, G. N., Ijanikin, L., Adesoji, N. A. A., &Jinadu, I. (2019). Leadership and

management practices in the 21st century academic libraries. *Journal of Library Services and Technologies*, 1(2), 51-61.