Mapping the Information Services of NAAC Accredited Government Aided General Degree College Libraries in Bankura: An Investigation.

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ABSTRACT

The library assumes an extremely indispensable part in the advanced education framework by giving pertinent data and information to the academic local area and is treated as the core of the scholarly framework. The changing in the data climate, and the use of the ICT framework in libraries have made both library experts and users befuddled to find suitable data as and when required. The investigation of the utilization of library services and users' fulfillment extraordinarily affects future library administrations by updating the library assortment advancement strategy and administrations in view of users' perspectives and requests and for this assessment of user fulfillment with library assets and administration is important to give information sources and services to meet user's data prerequisites however no review is being done work today to know the utilization of library assets and client fulfillment on libraries' resources and services in NAAC Accredited, Government Aided General Degree College Libraries in Bankura.

Introduction

A library is one of the main working parts of a college. In the academic system, college libraries are a vital and focal piece of the learning system. In this digital age, college libraries execute the thinking plan about any individual who can be independent in different social statuses. In this perspective, college libraries gather the most dependable information (Print and Non-Print) for their users. It gives every one of the colleges to its users that they can use for their instructive turn of events college libraries fill in as enhancements of educational plan exercises. There is no question whether the written word is enough for them or whether present-day data sources are likewise just about as important as the past one. Academic libraries are confronting two significant dangers: a worldwide advanced climate and expanding contest. Academic libraries are by and by confronted with difficulties because of the presentation of information innovation which has prompted an increment in rivalry among information suppliers. Libraries should work on the nature of their administrations to empower them to confront the difficulties of information blasts in the 21st century. The changing data climate and the use of the ICT framework in libraries have made both library experts and users befuddled to find suitable information as and when required.

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Objectives of the study

➤ To identify the information resources in the libraries;

➤ To find out the ICT enable device use by the users;

➤ To identify the type of services/facilities provided by the libraries;

➤ To identify the strength and weaknesses of the libraries for their betterment;

Literature Review

Vinoda, Pitla, and Naick (2021) examined the usage of information sources and services of engineering college libraries. For this study, the researchers distributed a questionnaire to collect information about information-seeking behaviour and know whether the engineering faculty get the services offered by the library staff and the way of obtaining relevant information, discover the problems faced when seeking information, and determine the suggestions while they are seeking the information at engineering college Libraries.

Murgod and Bankapur (2019) explained the role of libraries in providing widespread access to sources of information and facilities and services by the students. The self-administrated questionnaire was used to collect data for this study.

Srinivasulu (2018) described the offering of the Information Sources and Services to the faculty members of Central Library, Vardhaman College of Engineering (Autonomous), Hyderabad. The researcher also investigated how faculty members access different types of information sources, services, and facilities and their academic purposes.

Varadaraju (2018) discussed the role of engineering colleges in improving the quality of education of UG and PG level students as well as researchers. Researchers find out the range of the library usage, the scope to extend the utilization of library resources and services by the users, and their satisfaction level and challenges faced while using the library resources and services.

Vijayakumar, Saravanaraj, and Mohanadevi (2017) examine the information sources and services of the government Siddha medical college library. The aim of this study is to know the access, usage, purpose, frequency of using the information sources and services, and the practical difficulties faced by the users.

Kahn and Khan (2016) discussed the importance of Information in today's life. Due to the development of ICT Information is every time and everywhere changing the mode of information e.g. print resources to e-resources. The researchers also said that information is necessary to progress and develop a nation and humanity.

Gurikar and Gurikar (2015) investigated how a university library is to support the academic system of its parent institution. The study also states that the use of the libraries' resources is changing from print to e-resources and more users are anxious to utilize electronic resources.

Reddy (2015) intended to know the awareness of the students and use of library information resources and services at Osmania University. Researchers revealed the adequacy of library resources, opinion on e-resources vs. print sources, reasons for using e-resources, and satisfaction with sources of information provisions.

Ives (2021) examined the actual reality and theory of information access in the 21st century and also finds out the electronic superhighway model of information access in terms of our daily encountered forces, variables, and factors.

Angadi (2017) focuses on the awareness and use of the UGC-Infonet consortium by the research scholars of Science and Technology (S&T) discipline of "University with Potential for Excellence" (UPE) awarded Universities of Karnataka state and also briefly discussed advanced developments in ICT how changed the library scenario.

Rajanbabu and Murugesapandian (2017) discuss information access patterns in the digital environment among faculty members in different types of universities in Chennai. The purpose of the study is to throw light on those resources and services provided by the selected universities and the information-seeking behaviour of faculty members.

Solanki (2016) investigated to know the scenario of the usage pattern of e-resources available under N-LIST program by the user of colleges affiliated with Saurashtra University. The study aims at ascertaining the frequency of access, place of access, access mechanism, and also search strategy used by users.

Baskaran (2014) found out the observations of the university library users with a high response to utilize the facility is available and this study shows the standard of the collection with respect to library resources.

Kumbar, Kotabagi, and Lamani (2014) acknowledged the various kinds of e-resources used by science research scholars of Karnatak University with the purpose and frequency of using e-resources and which types of problems faced by the users while they accessed the e-resources in the library. The researchers find out that e-resources have become an.

Belwal and Batcha (2012) highlighted the information-

seeking behaviour of users of G.B. Pant University of Agriculture and Technology, Pantnagar, Uttarakhand, India, and also focused on the ICT-based services provided by the libraries and the satisfaction level of users, the quantum of time spent in libraries and the habit of visiting other libraries by the respondents.

Methodology

Scope and Coverage of this Study

NAAC Accredited, Government Aided General Degree College Libraries under Bankura Sub-Division are used as a sample for this study. There are a total of six colleges accredited by NAAC; those are Bankura Christian College, Bankura Sammilani College, Bankura Zilla Sardamoni Mahila Mahavidyapith, Jamini Roy College, Barjora College, and Gobinda Prasad Mahavidyalaya.

Methodology of the study

In this study, the survey method has been applied to determine the library resources & services of the above mentioned library. The study was based on the structured questionnaire method through Google form due to pandemic situations users are not physically visiting the library for collecting the data.

Data analysis

General Information about NAAC Accredited, Government Aided General Degree College Libraries under Bankura Sub-Division

Table 1: General Information about NAAC Accredited, Government Aided General Degree College Libraries under Bankura Sub-Division

Name of the College	Year of Est.	Address	Affiliating University	NAAC Grade	Website
Bankura Christian College (BCC)	1903	College Road, Bankura, West Bengal, 722101	Bankura University	A	www.bankurachristiancollege.in
Bankura Sammilani College (BSC)	1948	Kenduadihi, Bankura, 722101	Bankura University	B+	bankurasammilanicollege.net
Bankura Zilla Saradamoni Mahila Mahabidyapith (BZSMM)	1973	Natunchati (Opposite of AXIS Bank), Bankura, 722101	Bankura University	C	www.bzsmmahavidyapith.org
Gobinda Prasad Mahavidyalaya (GPM)	1985	Amarkanan, Bnakura	Bankura University	A	https://www.gpmac.in/
Barjora College (BC)	1985	P.O. & P.S.- Barjora, Dist: Bankura, 722202	Bankura University	B+	http://barjoracollege.org/
Jamini Roy College (JRC)	1986	Beliatore, Bankura, 722203	Bankura University	B+	https://jaminiroycollege.org/jrc/

The table 1 despite general information on NAAC accredited government aided general degree colleges in the Bankura sub-division. It is clear that only six colleges are NAAC accredited and Bankura Christian College and Gobinda Prasad Mahavidyalaya are the highest ranking e.g. A and Bankura Sammilani College, Barjora College, and Jamini Roy College is B+. Lastly, Bankura Zilla Saradamoni Mahila Mahavidyapith is C, in the case of the age of the college, it is seen that the oldest one is Bankura Christian College, followed by Bankura Sammilani College, Bankura Zilla Saradamoni Mahila Mahavidyapith, Gobinda Prasad Mahavidyalaya, Barjora College, and Jamini Roy College.

Space/Area of different libraries

Table 2: Space/ Area in different college libraries

Name of the College	Total Space/Area
BCC	2200 sq. ft
BSC	2200 sq.ft
BZSMM	2000 sq. ft
GPM	946 sq.ft.
BC	1350 sq. ft
JRC	2000 sq. ft

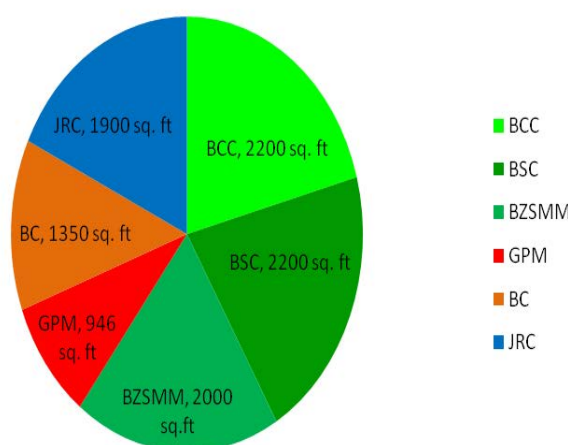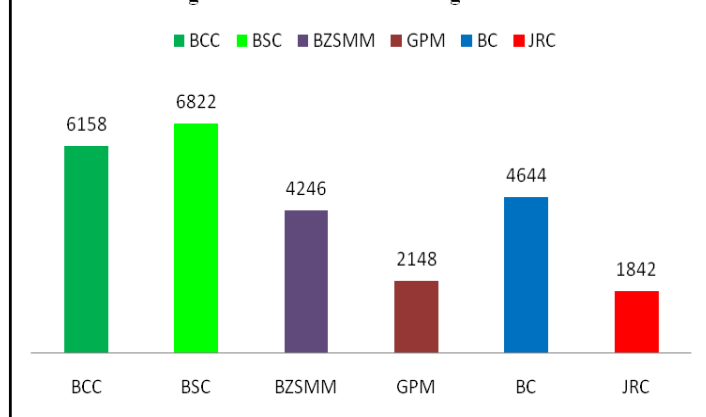Fig 2.1: Total space of different library

Table 2 and Fig. 2.1 revealed that maximum library space is BCC and BSC followed by BZSMM, JRC, BC, and GPM

Users in different libraries:

Table 3: Status of various categories of users in different college libraries

Category of Users	Name of the colleges'					
	BCC	BSC	BZSMM	GPM	BC	JRC
Faculty	91	82	71	28	36	32
Staff	41	60	35	05	08	10
UG Students	5961	6600	4140	2115	4600	1800
PG Students	65	80	00	0	0	0
Total	6158	6822	4246	2148	4644	1842

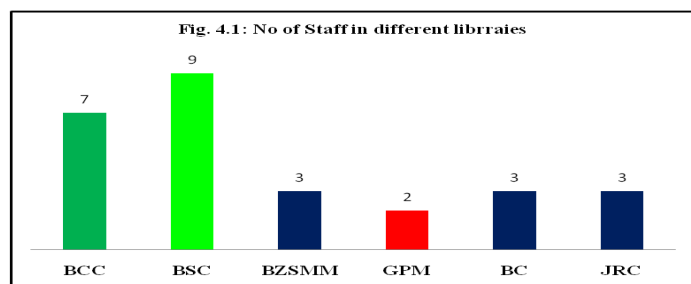Fig 3.1: Users in different college libraries

From table 3 and fig. 3.1, it is seen that the users' strength of Bankura Sammilani College is in the highest position, Bankura Christian College is in the second position, Barjora College is in the third position, Bankura Zilla Saradamoni Mahila Mahavidyapith is in the fourth position, Gobinda Prasad Mahavidyapith is in 5th position and in last is Jamini Roy College.

Status of various categories of staff in different libraries

Table 4: Status of various categories of staff in different libraries

Name of the college	Various categories of staff						
	Librarian/ Library In Charge	Asst. Librarian	Library Asst.	Library Clerk	Library Attendant	Others	Total
BCC	01	00	00	02	03	01	07
BSC	02	02	03	00	02	00	09
BZSMM	01	00	01	00	01	00	03
GPM	01	00	01	00	00	00	02
BC	01	00	01	00	01	00	03
JRC	01	00	00	00	02	00	03

Fig. 4.1: No of Staff in different librraies

From table 4 and fig. 4.1, it is seen that the users' strength of BSC is in the highest position, BCC is in the second position, followed by BZSMM, BC, and JRC, and lastly GPM.

Various Types of Information Sources in different libraries (Printed):

Total no. of textbooks in different libraries

Table 5: Total no. of textbooks in different libraries

Name of the college	No. of textbooks
BCC	41174
BSC	32205
BZSMM	16426
GPM	6420
BC	9105
JRC	9600

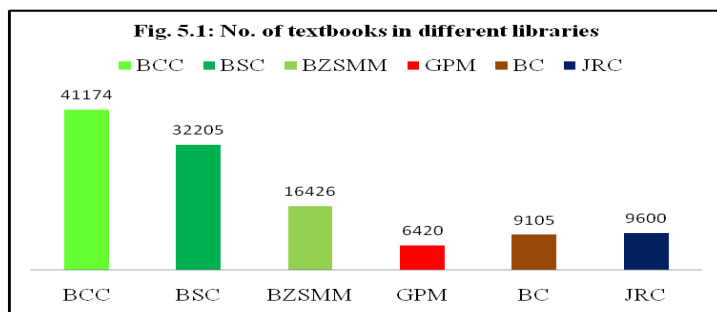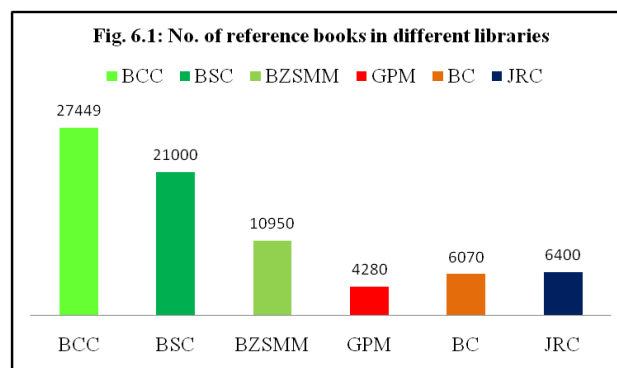Fig. 5.1: No. of textbooks in different libraries

Table 5 and fig. 5.1 highlighted the number of textbooks in different libraries and the highest collection of textbooks in Bankura Christian College followed by Bankura Sammilani College, Bankura Zilla Saradamani Mahila Mahavidyapith, Jamini Roy College, Barjora College, and lastly Gobinda Prasad Mahavidyalaya.

Total no. of reference books in different libraries

Table 6: Total no. of reference books in different libraries

Name of the college	No. of reference books
BCC	27449
BSC	21000
BZSMM	10950
GPM	4280
BC	6070
JRC	6400

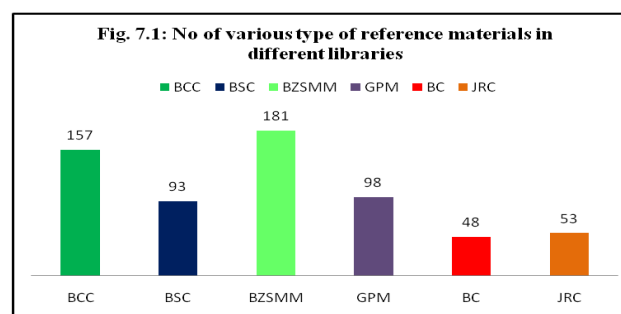Fig. 6.1: No. of reference books in different libraries

From table 6 and fig. 6.1, it is despite that in the collection of reference books highest one is Bankura Christian College followed by Bankura Sammilani College, Bankura Zilla Saradamani Mahila Mahavidyapith, Jamini Roy College, Barjora College, and lastly Gobinda Prasad Mahavidyalaya.

No. of reference materials in different libraries:

Table 7: No. of various types of reference materials in different libraries

Categories of reference materials	Name of the college					
	BCC	BSC	BZSMM	GPM	BC	JRC
No. of Dictionary	12	35	25	06	18	10
No. of Daily Newspaper	08	04	07	03	03	05
No. of Encyclopedia	12	05	05	04	04	02
No of Yearbooks	44	25	20	07	0	01
No of Handbooks	10	05	5	0	0	00
No of Journals	42	06	100	54	02	06
No of Almanac	04	02	0	01	0	00
No of Magazines	09	08	5	10	06	05
No. of Directories	00	06	0	0	10	00
Others	16	12	14	13	05	24
Total	157	93	181	98	48	53

Fig. 7.1: No of various type of reference materials in different libraries

From table 7 and fig. 7.1 it is found that collection of various types of reference materials, the highest one is Bankura Zilla Saradamani

Mahila Mahavidyapith, the second one is Bankura Christian College, the third one is Gobinda Prasada Mahavidyalaya, the fourth one is Bankura Sammilani College, the fifth one is Jamini Roy College and the last one is Barjora College.

Status of e-resources in different libraries

Table 8: Status of e-resources in different libraries

Category of E-Resources	Name of the college					
	BCC	BSC	BZSMM	GPM	BC	JRC
E-Journals	NLIST & SHODHSINDHU	NLIST	NLIST	NLIST	NA	NLIST
E-Books	379 & NLIST	NLIST	NLIST	NLIST	NA	NLIST
Digitized books/materials	207	NA	NA	NA	NA	NA
Online Database/Consortia	NLIST & Various open source database	NLIST & Various open source database	NLIST & Various open source database	NLIST & Various open source database	Various open source database	NLIST & Various open source database
CD	150	120	105	35	40	70
Audio Visual Materials	NA	NA	NA	NA	NA	NA
Others	NA	NA	NA	NA	NA	NA

From table 8 it is seen that most of the libraries are a member of NLIST, and they are access their e-resources from NLIST and one college e.g. BC has no e-resources access facility and at the same time, Bankura Christian College subscribed 379 e-books and 207 rare books digitized.

Availabilities of various types of traditional services in libraries:

Table 9: Availabilities of various types of traditional services in libraries

Categories of Traditional Library Services	Name of the college					
	BCC	BSC	BZSMM	GPM	BC	JRC
Lending service	Yes	Yes	Yes	Yes	Yes	Yes
Reference Service	Yes	Yes	Yes	Yes	Yes	Yes
Reading room facility	Yes	Yes	Yes	Yes	Yes	Yes
Current Awareness Service	Yes	Yes	Yes	No	No	Yes
Selective Dissemination of Information	No	No	No	No	No	No
Newspaper clipping	Yes	Yes	Yes	No	No	Yes
Bibliographic Service	Yes	Yes	Yes	Yes	Yes	Yes
Reprographic service	Yes	Yes	Yes	Yes	No	Yes
New Arrival showing facility	Yes	Yes	Yes	No	No	Yes
Reservation of books	Yes	Yes	No	No	No	Yes
Document delivery service	Yes	Yes	Yes	Yes	Yes	Yes
Library Orientation	Yes	Yes	No	No	No	Yes
InterLibrary Loan	No	No	No	No	No	No
Others	NA	NA	NA	NA	NA	NA

From table 9 it is found that all libraries are provides lending services, reference services, reading room facilities, bibliographic services, and document delivery services but no one libraries are providing inter library loan and SDI; maximum libraries provide Current Awareness Service, Newspaper clipping and New Arrival showing facility but two libraries can't able to provide this services; most of the libraries are provides reprographic service only BC can't provide this service, reservation of books facility and library orientation programme are provides by BCC, BSC, JRC and BZSMM, GPM and Barjora college are not able to provide these services.

Availabilities of various types of modern services in libraries:

Table 10: Availabilities of various types of modern services in libraries

Categories of Traditional Library Services	Name of the college					
	BCC	BSC	BZSMM	GPM	BC	JRC
Computer Access Facility	Yes	Yes	Yes	Yes	No	Yes
Internet Access Facility	Yes	Yes	Yes	Yes	No	Yes
OPAC/WEBOPAC	Yes	Yes	Yes	Yes	Yes	Yes
Wi-Fi Facility	Yes	Yes	Yes	No	No	Yes
Email alert	No	No	No	No	No	No
SMS alert	No	No	No	No	No	No
Library Website	Yes	Yes	No	No	No	No
Online library access facility	No	No	No	No	No	No
Online Database search facility	Yes	Yes	Yes	No	No	Yes

The table 10 highlighted that maximum libraries provide computers with internet access facilities to their users but only BC library can't able to provide this facility, all libraries are provides OPAC/WEBOPAC service of these area, maximum libraries provides wi-fi facility and online database search facility, only two libraries can't provide this services e.g. GPM and BC; no one libraries are provides email, SMS alert and Online library access facility to their users; only two libraries have library's website e.g. BCC and BSC.

Table 11 highlighted about automation status of different libraries and it is seen that most of the libraries of this area are using SOUL3.0 as Library Management Software and one college e.g. Bankura Sammilani College is using Koha (ILMS) and one college e.g Jamini Roy College is doing their library automation work through ERP (Enterprise Resource Planning) system.

Automation status of different libraries:

Table 11: Automation status of different libraries

Name of the college	Name of the ILMS(Integrated Library Management Software)	Automation Status
B.C.C	SOUL 3.0	Fully
B.S.C	Koha 21.11.05	Fully
B.Z.S.M.M	SOUL 3.0	Fully
G.P.M	SOUL 3.0	Pertial
B.C	SOUL 3.0	Partial
J.R.C	ERP	Full

Status of ICT infrastructure in different libraries:

Table 12: Status of ICT infrastructure in different libraries

Name of the ICT Infrastructure	Name of the college					
	BCC	BSC	BZSMM	GPM	BC	JRC
Computer	35	15	10	07	02	05
Scanner	02	01	01	01	01	01
Printer	04	03	02	01	01	01
Barcode reader	04	05	01	01	01	02
Modem	0	00	02	00	00	02
Projector	01	01	00	00	00	01
Xerox	02	01	01	01	00	01
CC Camera	14	02	02	00	00	03
Others	06	05	02	04	00	00
Total	68	33	21	15	05	16

Fig. 12.1:No of various kind of ICT infrastructure in different libraries
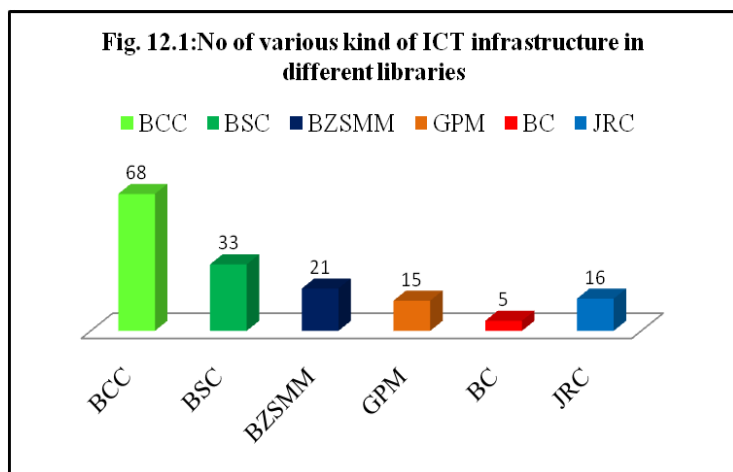
Table 12 and fig. 12.1 despite about ICT infrastructures of different libraries and it is found that the number of ICT devices highest position is Bankura Christian College followed by Bankura Sammilani College, Bankura Zilla Saradamani Mahila Mahavidyapith, Jamini Roy College, Gobinda Prasad Mahavidyalaya, and Barjora College.

Findings

1. It is seen that the oldest college and library is BCC, and the newest is JRC.

2. Some colleges have separate library buildings. It is a good aspect for better library service. However, all colleges have no this type of facility.

3. It is found that the maximum no of users in BSC and the minimum number of users are in JRC.

4. All College libraries face insufficient and skilled personnel so, all college libraries face problems with their day-to-day work.

5. In the case of the collection of textbooks and reference books, the maximum number of textbooks has BCC and the minimum number of textbooks has GPM.

6. These college libraries mainly use traditional information sources.

7. It is found that reference materials e.g. journals, magazines, yearbooks, encyclopedias, etc in poor quantity.

8. It is seen that maximum college libraries subscribed

to N-LIST for e-resources and they have no other database or own collection of e-resources, only one library has digitized books and other e-books.

9. Some libraries are giving Internet access facilities to their users and others can't provide this facility for some issues.

10. Maximum libraries provided WEB OPAC/OPAC facilities for their users to get advanced searches.

11. It is seen that all college libraries have no separate Websites.

12. Lack of awareness about the modern library system.

13. Some libraries use SOUL 3.0 (ILMS) for their better implementation, only one college has Koha (ILMS), and another college uses ERP as a library management software.

14. Limited ICT base infrastructure was found.

Conclusion and Recommendations

College libraries play an active role in the academic system. Already, Govt. and UGC have introduced some initiatives for developing and adapting ICT to provide better library services. After studying this paper, it is seen that college libraries of the Bankura Subdivision are partially ready to accept the digital environment. For their all-over development:

i. The collection of printed materials e.g. textbooks, reference books, journals, books according to CBCS Syllabus, magazines, periodicals, etc. covering various Disciplines must be increased.

ii. The collection of books/magazines/periodicals for competitive examinations suitable for the students must be increased.

iii. Libraries should subscribe to more e-resources in various subject domains to fulfill the users' needs.

iv. Libraries should increase the number of computers with high-speed internet for

Users.

v. Librarians should arrange user awareness programmes to maximize the use of library resources and services among users.

vi. College libraries should recruit skilled personnel for their libraries so the best services are given to the users.

vii. The accommodation and infrastructural facilities should be enhanced;

viii. Need to introduce all modern techniques for proper service (Barcode, OPAC, WEB

OPAC, RFID, etc.)

ix. Libraries should introduce interlibrary loan services for the benefit of their users;

x. Need to prepare a library action plan for these college libraries.

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