

## Study of Library Services in the College Libraries of Goalpara District, Assam

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### Abstract

A Library may upgrade themselves easily with the help of ICT application and adequate collection development of the resources both printed as well as electronic. Innovative library services like OPAC, remote access to the electronic library resources may help the academic community in a better way. This study explores the trends of library services in the study area Goalpara District of Assam. At present library is characterized by automation, digitization, institutional repository with an integrated library software system connected via internet. Libraries need to transform as per the expectations and demands of the users from offline to online library services. As the libraries are increasingly being redefined from static store house to dynamic remote access to the different resources at round the clock. Libraries may extend their services beyond the physical walls of the library. The study highlights the present status of the libraries in different aspects. The library services and facilities extended by the college libraries of Goalpara district may motivate other libraries in the region to adopt such possible upgradation of the services.

**Keywords:** Library Service, Automation, Library Collection, ICT infrastructure, Goalpara.

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## **1. Introduction**

The library has been defined as the heart of any academic institution. Libraries provide all important academic support and services to the parent Institute for uplifting the academic environment. Library services are the backbone of any library for measuring their quality. Library plays an important supportive role in teaching, learning and research activities. Primary objective of a library is to satisfy the information needs of its users and this can be possibly achieved only through providing varied library services to them. Thus, effective library services is closely related to the available and adequate library collection. The LIS professionals tries to provide numerous services to their users, addressing their diverse information needs and academic interests. A Library with its modern collections and innovative information services supports a complementary role for students, faculty, and the surrounding academic community in their intellectual pursuits.

## **2. Need and Importance of Library Services**

At present library is uses ICT to offer information services to its users on a 24X7 basis beyond the traditional library services as and when required. Modern library services included the responsibility of collecting, integrating, processing information for the user purpose. These types of services are supporting the faculty, assisting the students and offering library services round the clock and with the facility of remote access. Library users are unique in nature, unlike any other shopping center or restaurant patrons as library users need is a wide range of specific information requirement. Current library services have been profoundly affected by the emergence of ICT and exponential growth of information which are available in different avenues. The advancement of ICT and internet has set challenges as well as opportunities before the libraries and LIS professionals to upgrade the library.

Earlier the libraries were static service institutions and users need to visit the library physically for their information needs. But now a day's application of ICT and internet in the different areas of libraries like data processing, management information system, information retrieval systems, etc., are continuously upgrading the library services from traditional to online library services. Libraries are no longer static or place- based library services as library services may be extended beyond the four walls of the physical library. With the rapid advancement of online technologies, the library and LIS professionals are also extending services online than ever with more time saving and easily different services to the library users.

### 3. Objectives of the study

The present work covers the colleges of Goalpara district, Assam. The district has a number of colleges and almost all these colleges are affiliated to Gauhati University. The main objectives of the study are as follows.

- a. To examine the various types of services extended by the libraries.
- b. To know the various ICT infrastructure available in the college libraries.
- c. To study the status of automation in the college libraries.

### 4. Research Methodology

In order to meet the depth understanding of the study the primary and secondary sources of information are used in the form of books, journals and e-resources. Structured questionnaire is used to collect primary data from the libraries of the respected colleges.

### 5. Analysis

As stated, the data found from the survey questionnaire is analyzed to draw some observation.

The survey which is mainly responded by the Librarian or the Library in-charge of the particular college has been analyzed in the following way.

#### 5.1 General Information

The present study covers fourteen (14) colleges of Goalpara district. Out of these fourteen (14) colleges, eight (8) colleges are provincialised and rest of them 6 colleges are non-provincialised. The complete list of colleges are given in the Table 5.1.

**Table 5.1 List of Colleges in Goalpara district**

Sl. No.	Name of College, Established	Website/URL	Abbreviation used
1	Agia College, Agia, 1996	Not Available	AC
2	Bikali College, Dhupdhara, 1982	www.bikalicollege.org	BC
3	Dolgoma Anchalik College, Dalgoma, 1993	www.dolgomaanchalikcollege.net	DAC
4	Dudhnoi College,	http://dudhnoicollege.ac.in	DC

	Dudhnoi, 1972		
5	District Institute of Education and Training, Dudhnoi, 1994	<a href="http://www.goalpara.nic.in/diet">www.goalpara.nic.in/diet</a>	<b>DD</b>
6	Goalpara College, Goalpara, 1955	<a href="http://www.goalparacollege.in">www.goalparacollege.in</a>	<b>GC</b>
7	Goalpara Girls College, Goalpara, 1994	Not Available	<b>GGC</b>
8	Goalpara Law College, Goalpara, 1987	Not Available	<b>GLC</b>
9	Govt. B.T. College, Goalpara, 1974	<a href="http://www.ctegoalpara.in">www.ctegoalpara.in</a>	<b>GBTC</b>
10	Habraghat Mahavidyalaya, Krishnai, 1979	<a href="http://www.habraghatcollege.in">www.habraghatcollege.in</a>	<b>HM</b>
11	Jaleswar College, Jaleswar, 1981	<a href="http://www.jaleswarcollege.com">www.jaleswarcollege.com</a>	<b>JC</b>
12	Lakhipur College, Lakipur. 1981	<a href="http://www.lakhipurcollege.in">www.lakhipurcollege.in</a>	<b>LC</b>
13	Pandit Deendayal Upadhyaya Adarsha Mahavidyalaya., Amjonga, 2017	<a href="http://www.pduamamjonga.ac.in">www.pduamamjonga.ac.in</a>	<b>PDUAM</b>
14	West Goalpara College, Ambari, 1981	<a href="http://www.westgoalparacollege.org">www.westgoalparacollege.org</a>	<b>WGC</b>

Note: From here onwards, the names of the studied colleges will be used as abbreviated form for better presentation in the table as given in the above-mentioned table.

## 2. Library Collection

The success of the library is heavily dependent on the resources available in a particular library. The collective responses provided by the respective college libraries are depicted in the Table 5.2 for more statistical interpretations.

**Table 5.2 Library Collections**

Name of College	Text Book	Reference	Total	Newspaper	Magazine	Manuscripts	Current Journal	NLIST membership	NDLI membership
AC	1250	810	<b>2060</b>	2	4	0	1	No	No
BC	11236	9942	<b>21178</b>	6	12	35	24	Yes	No
DAC	4475	865	<b>5340</b>	3	7	0	5	No	No
DC	18840	1506	<b>20346</b>	3	3	0	3	Yes	No
DD	3251	1719	<b>4970</b>	2	3	0	2	Yes	No
GC	23067	12280	<b>35347</b>	8	11	0	22	Yes	No
GGC	1770	1057	<b>2827</b>	2	3	0	1	No	No
GLC	1826	3414	<b>5240</b>	2	5	0	4	No	No
GBTC	1178	970	<b>2148</b>	2	4	0	0	No	No
HM	13475	2325	<b>15800</b>	4	10	48	3	Yes	No
JC	6032	2160	<b>8192</b>	2	4	0	2	No	No
LC	8706	3642	<b>12348</b>	3	7	0	4	Yes	No
PDU AM	774	1982	<b>2756</b>	2	4	0	0	No	No
WGC	11854	5474	<b>17328</b>	3	4	0	1	Yes	No

From the Table 5.2 it is found that Goalpara College Library is having highest 21.41% (23067) textbook among the fourteen (14) college libraries. On the other hand, PDUAM, Amjonga is having lowest 0.71% (774). In case of Reference books, it is again Goalpara College Library is having highest 25.50% (12280) and at the same time Agia College is having lowest 1.68% (810). From the above table it is found that Goalpara College Library has highest 18.18% (8) followed by Bikali College has 13.63% (6), Habraghat Mahavidyalaya has 9.09% (4). Rest of the colleges having a minimum of 2 to 3 newspapers in their library. Regarding the Magazine it is found that Bikali College Library has 14.81%

(12) which is the highest followed by Goalpara College Library 13.58% (11), Habraghat Mahavidyalaya has 12.34% (10). Rest of the college libraries 3 to 7 magazines in their library. From the table it is clear from the table that Habraghat Mahavidyalaya has 57.83% (48) is highest manuscripts and Bikali College Library contains 42.17% (35). Rest of the twelve (12) colleges do not contains rare books or manuscripts. It is found that Bikali College Library has highest 33.33% (24) of Journals folloed by Goalpara College Library 30.56% (22) of current journal in their library. It is also found that Govt. B.T. College, Goalpara and PDUAM, Amjonga which doesn't have a journal available in their college libraries. From the table it is found that 50% (7) of college libraries in Goalprara district has the membership of NLIST whereas rest of 50% (7) of college libraries in Goalprara district does not have the membership of NLIST. It is found that none of the studied college libraries in Goalpara district is registered with NDLI membership. The colleges which can afford the membership fee for NDLI may take this opportunity to enhance their level of providing library services in their library.

**5.3. ICT Infrastructure and Facilities**

The collective responses of other ICT infrastructure available in the college libraries of respective studied colleges are depicted in the Table 5.6 for more statistical interpretations.

**Table 5.3 Analysis of other available ICT facilities**

<b>Name of College</b>	<b>Computer</b>	<b>Scanner</b>	<b>Printer</b>	<b>Photocopy</b>	<b>Internet Services</b>	<b>OPAC</b>
<b>AC</b>	1	0	0	No	No	No
<b>BC</b>	12	0	3	Yes	Yes	Yes
<b>DAC</b>	1	0	0	No	No	No
<b>DC</b>	6	2	1	Yes	Yes	Yes
<b>DD</b>	1	0	0	No	No	No
<b>GC</b>	10	1	1	Yes	Yes	Yes
<b>GGC</b>	1	0	0	No	No	No
<b>GLC</b>	9	0	0	Yes	Yes	No
<b>GBTC</b>	1	0	1	No	No	No
<b>HM</b>	2	1	1	Yes	Yes	Yes

<b>JC</b>	2	0	1	No	No	No
<b>LC</b>	6	1	1	Yes	Yes	No
<b>PDUAM</b>	1	0	0	No	No	No
<b>WGC</b>	8	1	1	Yes	Yes	No

From the **Table 5.3**, it is found that Bikali College Library has 19.67% (12) of total computers which is the highest followed by Goalpara College Library is having 16.39% (10), Goalpara Law College Library has 14.76% (9) of total computers available library. **Table 5.3** shows that the libraries of Dalgoma Anchalik College, DIET-Dudhnoi, Goalpara Girls College, Govt. B.T. College and PDUAM have one computer each in their libraries which is lowest of all other libraries. From the **Table 5.3**, it is found that there are a total of six (6) numbers of Scanners available in all the studied college libraries. It is also found that Dudhnoi College Library has highest 33.33% (2) of scanners. It is also found that libraries of Goalpara College, Habraghat Mahavidyalaya, Laxhipur College, and West Goalpara College libraries are having one scanner each in their libraries. Rest of the 64.29% (9) college libraries does not have scanner in their libraries. It is found from the **Table 5.3** that Bikali College Library itself has 30% (3) of the total numbers of printers. It is also found that rest 53.84% (7) of colleges has one printer each in their library and other 46.16% (6) colleges does not have printers available in their libraries. From the above Table 5.3 it shows that 50% (7) of the total college libraries provide the photocopy services for their user. Rest of the 50% (7) college libraries does not have the photocopy services. From the Table 5.3 it is found that 50% (7) of the total college libraries provide the Internet facility for their user. Rest of the 50% (7) college libraries does not have the Internet facility for their user. From the Table 5.3 it is found that 28.57% (4) of the college libraries have the OPAC facility for their user. Rest of the college libraries can initiate in providing OPAC facility to their user

#### 5.4 Status of Library Automation

The collective responses for the questions on the library Automations received from different college libraries of respective studied colleges are depicted in the Table 5.4 for more statistical interpretations.

**Table 5.4 Analysis of Library Automation**

Name of the College	Fully Automated	Partially Automated	Not Automated	Library Software Used	Total No. of Books in database
AC	-	-	√	-	-
BC	-	√	-	SOUL 2.0	21178
DAC	-	-	√	-	-
DC	-	√	-	KOHA	13550
DD	-	-	√	-	-
GC	√	-	-	SOUL 2.0	<b>35092</b>
GGC	-	-	√	-	-
GLC	-	-	√	-	-
GBTC	-	-	√	-	-
HM	-	√	-	SOUL 2.0	6285
JC	-	-	√	-	-
LC	-	√	-	SOUL 2.0	10852
PDUAM	-	-	√	-	-
WGC	-	√	-	KOHA	5732
Total No.	<b>1</b>	<b>5</b>	<b>8</b>	<b>6</b>	<b>92689</b>

From the **Table 5.4** it is clear that only one college is fully automated, and that is Goalpara College Library. It is also found from the table that 5 college libraries are partially automated i.e. Bikali College, Dudhnoi College, Habraghat Mahavidyalaya, Lakhipur College and West Goalpara College. Rest of the 8 of college libraries are not automated at all.

### **5.5 Library Services extended by the libraries**

The collective responses for the questions on Library Services were received from different college libraries of respective studied colleges are depicted in the **Table 5.5** for more statistical interpretations



Table 5.5 Analysis of Library Services

Name of College	Library Services								
	Current Awareness Service	Reference Service	Inter-Library-Loan Service	News Paper Clipping	Library Orientation	Book Bank	Question Bank	Separate Website for Library	Promotion of Library Recourses
AC	√	√	-	-	-	-	√	-	-
BC	√	√	√	√	√	√	√	√	√
DAC	-	-	-	-	√	-	√	-	-
DC	√	√	-	√	√	-	√	-	√
DD	-	-	-	√	√	-	√	-	-
GC	√	√	√	√	√	√	√	-	√
GGC	√	√	-	-	-	-	√	-	-
GLC	√	√	-	√	√	-	√	-	-
GBTC	-	-	-	-	√	-	√	-	-
HM	√	√	-	√	√	-	√	-	√
JC	-	-	-	√	√	-	√	-	-
LC	√	-	-	√	√	-	√	-	√
PDUAM	-	-	-	-	-	-	√	-	-
WGC	√	-	-	√	√	-	√	-	-

From the above Table 5.5, it is found that 64.29% (9) of the total studied college libraries has current awareness service for their users. Rests of the 35.71% (5) college libraries of Goalpara district are yet to implement this CAS in their libraries. It is found that 50% (7) of the total studied college libraries provide reference service for their users. Rests of the 50% (7) college libraries do not provide reference service. It is found from the Table 5.9, that only 14.29% (2) college libraries are having Inter-Library Loan service. It is clear from the Table

that Bikali College Library and Goalpara College Library provide ILL service to their users. Rests 85.71% (12) college libraries may coordinate among them to provide ILL service for their user. It is found from the above table 64.29% (9) of the studied college libraries has News Paper Clippings service in their library. From the Table 5.9, it is found that 78.57% (11) of the studied college libraries of the district provide orientation to their users when necessary. Library orientation is very important for new comers and when new application is introduced in libraries. Rests 21.43% (3) of college libraries must necessarily opt for this service especially for their user. Book Bank service available only 14.29% (2) college libraries are having book bank service in their libraries. Rests of the 85.71% (12) college libraries lack this facility in their libraries. Question Bank service is 100% (14) of all the college libraries have this service in their libraries. Separate Website is found only 1 college library have separate website of their library. Rests 92.86% (13) of the libraries lack this facility. Promotion of Library Resources has been done in 35.71% (5) of the studied college libraries. Rests of the 64.29% (9) of the libraries do not promote themselves in their libraries.

## **6. Conclusion**

The main functions of an academic library are to disseminate information and to satisfy the needs of students, academicians, and researchers in the right form and at the right time. The impact of ICT on all spheres of life have created challenges and pressures on the other hand opportunities to apply ICT to suit the needs of modern society. ICT application and upgradation in the library is a continuous process. With the help of ICT, one can not only relax LIS professionals from burden, but also to introduce new services. This study has

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