



# INFORMATION SEEKING BEHAVIOUR OF USERS IN DHUBRI DISTRICT ACADEMIC LIBRARY OF ASSAM

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## ABSTRACT

This paper is concerned with the “Information Seeking Behaviour (ISB) of Users in Dhubri District Academic Library of Assam” This analysis is based on the data collected through questionnaires from Users of the Academic College Special Reference to Dhubri District of Assam. This research deals with the analysis and interpretation of collected data by employing appropriate statistical tools and techniques wherever necessary. Data were collected by using a questionnaire from 500 Respondents in Academic Colleges in Dhubri District of Assam.

**Keywords:** Information Seeking Behaviour, Academic Library, Dhubri District of Assam

## INTRODUCTION

The user of the academic library covers the student community, teacher community, library staff, and non-teaching staff of its parent Institution. The library staff emphasizes the need and purpose of the student community. If a library remains the failure to serve the right reader with the right information at the right time in the right way, it is a total failure of the library. Hence authority should be conscious enough to improve the library with its servicing weapons to serve properly, pin-pointedly and exhaustively expediting all its processes and exploiting all its services. A library should be well equipped with modern technologies along with the latest one as soon as it becomes available in the market. No effective source of information, no effective processing results in no effective service, and subsequently there is no use of the library. The library is a very much functional unit of the library.

## INFORMATION SEEKING BEHAVIOUR

Information Seeking Behaviour is a Broad Term, Which involves a set of actions that an individual takes to express information needs, seek information, evaluate and select information, and finally use this information to satisfy his/her information needs. In the course of seeking new information, the individual may interact with different people, analog tools, and computer-based information systems.<sup>1</sup> Various factors may determine the information-seeking behaviour of an individual or a group of individuals. Information-seeking behaviour involves personal reasons for seeking information, the kinds of information which are being sought, and the ways and sources with which needed information is being sought (Leckie, Pettigrew & Sylvain, 1996).<sup>2</sup> Information-seeking behavior is expressed in various forms, from reading printed material to research and experimentation. Scholars, students, and faculties actively seek current and more currently, electronic media. Abels (2004)<sup>3</sup> mentioned that the frequency of use of the Internet in 1998-2000 had greatly increased. At the same time, expenditures on monographs showed a steady increase.

Information-seeking behaviour is different from the actual information need. The information need is subjective. The relative concept in the mind of the experiencing individual and is defined as the recognition of the existence of uncertainty.<sup>4</sup>

### CONCEPT AND DEFINITION

Information seeking behaviour is an area of active interest among librarians, information scientists, communication scientists, sociologists and psychologists. “Information-seeking behaviour results from the recognition of some need, perceived by the user, who as a consequence makes demands upon formal systems such as libraries, information centres, online services or some other person to satisfy the perceived need. Information-seeking behaviour refers to any activity of an individual that is undertaken to identify a message that satisfies a perceived need.”<sup>5</sup>

**Ching-Chih Chen**<sup>6</sup> has defined information seeking as follows, “Information seeking patterns are the paths pursued by the individual in the attempt to resolve a need.”

**According to Girja Kumar**<sup>7</sup> “Information seeking behaviour is mainly concerned with who needs what kind of information for what reasons; how information is found, evaluated and used.”

**T.D. Wilson**<sup>8</sup> defines what he calls ‘information behaviour’ as, “those activities a person may engage in when identifying his or her own needs for information, searching for such information in any way, and using or transferring that information.”

The Library, therefore, is the most widely used source of information available to literate societies. The librarian should be aware of what kind of information is being sought, and how it can be obtained, Due to the rapidly escalating cost of purchasing and archiving printed scholarly journals and electronic media, the library must provide and maintain efficient services.

## OBJECTIVES:

The objectives of this study are as follows:

1. To examine information-seeking behaviour of users in Academic college in Dhubri District of Assam.
2. To determine the kind of information are used by users for seeking information.
3. To study the purpose of information seeking by users.
4. To study the problems faced by users of Academic College of Dhubri District of Assam seeking and using information.

## RESEARCH METHODOLOGY

The present study requires the data collected from different academic libraries of Dhubri District and to find out their prevailing situation for solving the present research problem the survey method has been adopted. The academic library is a phenomenon spreading all over the country, so the survey method of the present work should have been nationwide but due to operational problems and the nature of the present study covers Dhubri District only, so the survey method has been kept limited to the area of the district. As the study covers to some extent history of Information Seeking Behaviour of the library, hence the historical method has been applied, and also as the study covers the description of collection development of different libraries, so the descriptor method also has been applied.

The questionnaires, literature search method along observations are selected as appropriate tools for collecting data. To collect necessary information under the respective heading, two types of questionnaires have been prepared based on the guidance of a guide that is distributed to different librarians and the users of the library. The first type of questionnaire is about the libraries and the second type of questionnaire is about the users. Collection of data through questionnaire is supplemented by Interview and discussion method. In the literature search method different types of documents of various authors are studied to draw the idea and principles of different aspects involved in carrying out the study:

In this study, the survey method is used to study the collection development problems and services in selected academic Libraries in Dhubri District of Assam.

To achieve the objectives of the study, two sets of questionnaires were prepared, one for Library Professionals and others for the users of libraries under study.

The first set of questionnaires was administered to the following categories of respondents.

- Librarian/ Head of the Library/ In-charge in Acquisition Section.  
The second set of questionnaires was administered to the following categories of users  
Student (UG)/ Student (PG)/ Research Scholar/ Faculty Member

The first questionnaires were designed to study collection development (Library Collection) Provision of collection development policy, modes of Acquisition of Library Materials/ Book Selection, Library Budget, Conservation and Preservation of the Library Collection, Technical work in academic Library, Circulation, Resource sharing, Library Automation & Networking and awareness and satisfaction about the Library Services provided by the libraries, etc.

The second questionnaire was designed to study Library Users General Information, Library Usage & Services, Purpose to visit the Library, Infrastructures, Reference Services, and overall assessment of users.

## SAMPLE OF THE STUDY

The sample is drawn from Academic libraries of different Institutions from the minimum degree level established so far in the Dhubri District of Assam from pre-independent till date including newly provincialized colleges and also non provincialized colleges which are already listed to be provincialized. There are in total 14 nos. degree colleges, 1 Law college, 1 B.Ed. i.e., PGTT. College and 1 DIET college are available in the district. These 17 nos. Academic Libraries are taken under this study.

## DISTRIBUTION OF QUESTIONNAIRES

The research methodology used herein under this study has adopted the questionnaire as a tool for collecting data specially designed for both categories such as for library as well as for users of the library. In the surveyed libraries both categories of questionnaires were served to the responses separately for collecting data. A single questionnaire of the first category was served to every library whereas the second category of the questionnaire was served to the users of the library @40 per Library excluding one library who is provided with 30 questionnaires and accordingly good responses are found. The primary data collected so, have been analyzed and interpreted as below.

## CATEGORIES OF USERS

Broad classification of users i.e., male and female belong to different positions such as students, researchers, teachers, non-teaching staff.

## FINDINGS:

According to Collected Data. The Total number of our Sample is 500 Users related to Academic College Library Users in Dhubri District in Assam.

## SECTION-1: GENERAL INFORMATION

### TABLE NO. 1 GENDER-WISE USER (STATISTICAL ANALYSIS)

S.No.	Gender	Library Users	Percentage
1.	Male	319	63.8
2.	Female	181	36.2
	Total	500	100

As depicted in Table No.1, reflects that male users are 63.8% and female users are 36.2%. Male users are more than Female users.

**TABLE NO.2 POSITIONS OF USERS (RESPONDENTS)**

S.NO	POSITION	NO. OF USERS	PERCENTAGE
1.	Student (UG)	355	71
2.	Student (PG)	91	18.2
3.	Research Scholar	--	--
4.	Faculty Member	34	6.8
5.	Non-Teaching Staff	20	4
6.	Others	--	--
	Total	500	100

As depicted in Table No.2, it can be seen that the student (UG) users are 71%, the student (PG) users are 18.2%, faculty members are 6.8% and non-teaching staff is 4%. It is seen that student category users are highest in numbers among all others as bonafide users of the library.

## SECTION-II

### LIBRARY USAGE AND SERVICES

**TABLE NO.3 FREQUENCY OF USE OF THE LIBRARY**

S.NO	Academic Library	Daily	Twice a week	Weekly	Fortnightly	Monthly	Occasionally
1.	ARCA	05	08	17	--	--	--
2.	BNCD	10	05	02	09	04	--
3.	BCB	-	-	18	12	--	--
4.	CCG	-	-	20	10	--	--
5.	DCD	17	03	10	--	--	--
6.	DDCD	07	04	09	--	--	--
7.	DGCD	23	03	04	--	--	--
8.	DLCD	12	18	-	--	--	--
9.	DPCD	12	05	13	--	--	--
10.	HKCH	10	06	14	--	--	--
11.	HCH	07	05	18	--	--	--
12.	HDCH	09	07	14	--	--	--
13.	JCTJ	05	08	17	--	--	--
14.	PCA	13	04	13	--	--	--
15.	PBCG	21	04	05	--	--	--
16.	RCC	18	07	05	--	--	--
17.	SCS	15	04	11	--	--	--
	Total	184	91	190	31	04	--

From Table No.3, it is seen that the number of daily users is 184, the number of twice-weekly users is 91 and the number of weekly users is 190, the fortnightly user is 31 and the monthly user is 04. So daily users are highest among others where weekly users are more than twice a week user. All the users of the library are regular students of the college. So, they prefer their visits daily, weekly, and twice a week but not fortnightly, monthly, and occasionally.

**TABLE NO.3.1 USE OF LIBRARY FROM USERS (STATISTICAL ANALYSIS)**

S.NO	OPTION	NO. OF USERS	PERCENTAGE
1.	Daily	184	36.8
2.	Twice a week	91	18.2
3.	Weekly	190	38
4.	Fortnightly	31	6.2
5.	Monthly	4	0.8
6.	Occasionally	--	--
	Total	500	100

As depicted in Table No.3.1, it reflects that daily user is 36.8%, the weekly user is 38%, twice a week user is 18.2%, the fortnightly user is 6.2% and the monthly user is 0.8%.

**TABLE NO. 4 PURPOSE OF VISIT TO THE LIBRARY**

S.No.	Academic Library	Study Purpose	updating Knowledge	Research work	Teaching	Issue /Return Documents
1	ARCA	30	--	--	3	30
2	BNCD	30	15	--	2	30
3	BCB	30	--	--	1	30
4	CCG	30	--	--	2	30
5	DCD	30	--	--	2	30
6	DDCD	20	--	--	2	20
7	DGCD	30	--	--	3	30
8	DLCD	30	--	--	3	30
9	DPCD	30	--	--	3	30
10	HKCH	30	--	--	3	30
11	HCH	30	--	--	3	30
12	HDCH	30	--	--	3	30
13	JCTJ	30	--	--	2	30
14	PCA	30	--	--	2	30
15	PBCG	30	05	--	2	30
16	RCC	30	--	--	2	30
17	SCS	30	--	--	2	30
	Total	500	20	--	40	500

From Table No.4., it is found that the study purpose user is 500 i.e.,100%, updating knowledge user is 20 (4%), research work the user is 0 (0%), Teaching user is 40 (8%) and issue/return user is 500 (100%). so, 80% of the user is not having the nature of updating knowledge, and 100% of the user is not having any research work, even from faculty members no research work user is found.

**TABLE NO.4.1 PURPOSE OF VISIT TO THE LIBRARY (STATISTICAL ANALYSIS)**

S.NO	OPTION	NO. OF USERS	PERCENTAGE
1.	Study Purpose	500	100
2.	updating Knowledge	20	04
3.	Research work	00	00
4.	Teaching	40	08
5.	Issue /Return Documents	500	100
6.	Other	00	00

As depicted in Table No.4.1, it is found that study purpose the user is 100%, updating knowledge user is 4%, research work the user is 0 %, Teaching user is 8% and issue/return user is 100%.

**TABLE NO.5 USE OF FOLLOWING TYPES OF PERIODICALS (STATISTICAL ANALYSIS)**

S.NO	OPTION	NO. OF USERS	PERCENTAGE
1.	Current Periodicals	500	100
2.	Back Volumes of Periodicals	20	04
3.	Indexing/Abstracting Periodicals	212	42.4

As depicted in Table No.5, it is found that the Current Periodicals user is 100%, the Back volume periodicals user is 04%, and Indexing/Abstracting Periodicals user is 42.4%.

TABLE NO.6 MOST PROMINENT INFORMATION FOR STUDY/RESEARCH

S.No.	Academic Library	Library	Personal Discussions/Colleagues	Internet/Mobile/social media	Other Org. /Library	Other
1	ARCA	30	21	17	-	-
2	BNCD	30	28	26	-	-
3	BCB	30	28	14	-	-
4	CCG	30	23	12	-	-
5	DCD	30	15	11	-	-
6	DDCD	20	12	14	-	-
7	DGCD	30	13	16	-	-
8	DLCD	30	14	18	-	-
9	DPCD	30	16	19	-	-
10	HKCH	30	18	17	-	-
11	HCH	30	11	16	-	-
12	HDCH	30	10	15	-	-
13	JCTJ	30	12	12	-	-
14	PCA	30	13	14	-	-
15	PBCG	30	15	13	-	-
16	RCC	30	13	12	-	-
17	SCS	30	12	11	-	-
	Total	500	274	257	--	--

From Table No.6, it is found that 500 users (100%) have opted for the library as the place where the most prominent information can be accessed to. In the use of Personal Discussions/Colleagues, the number of users is 274, and the number of users on the internet/mobile/social media is 257.

**TABLE NO.6.1 MOST PROMINENT INFORMATION FOR STUDY/RESEARCH (STATISTICAL ANALYSIS)**

S.No.	OPTION	NO. OF USERS	PERCENTAGE
1.	Library	500	100
2.	Personal Discussions/Colleagues	274	54.8
3.	Internet/Mobile/social media	257	51.4
4.	Other Org. /Library	00	00
5.	Other	00	00

As Depicted in Table No.6.1, it is found that the Library user is 100%, the Personal Discussions/Colleagues user is 54.8%, Internet/Mobile/Social Media user is 51.4%, and another Org. user is 00%.

**TABLE NO.7 USE OF LIBRARY RESOURCES**

S.No.	Academic Library	1.	2.	3.	4.	5.	6.	7.	8.	9.	10.	11.	12.
1	ARCA	30	30	15	-	-	-	-	08	-	06	-	-
2	BNCD	30	30	17	-	-	-	-	19	17	17	17	-
3	BCB	30	30	13	-	-	-	-	09	-	05	-	-
4	CCG	30	30	14	-	-	-	-	10	-	11	-	-
5	DCD	30	30	11	-	-	-	-	06	-	14	-	-
6	DDCD	20	20	10	-	-	-	-	05	-	12	-	-
7	DGCD	30	30	09	-	-	-	-	11	-	13	-	-
8	DLCD	30	30	08	-	-	-	-	13	-	14	-	-
9	DPCD	30	30	07	-	-	-	-	12	-	11	-	-
10	HKCH	30	30	15	-	-	-	-	12	-	13	-	-
11	HCH	30	30	12	-	-	-	-	08	-	12	-	-
12	HDCH	30	30	14	-	-	-	-	09	-	13	-	-
13	JCTJ	30	30	17	-	-	-	-	06	-	14	-	-
14	PCA	30	30	13	-	-	-	-	14	-	12	-	-
15	PBCG	30	30	12	-	-	-	-	13	11	19	11	-
16	RCC	30	30	13	-	-	-	-	12	-	11	-	-
17	SCS	30	30	12	-	-	-	-	14	-	13	-	-
	Total	500	500	212	-	-	-	-	181	28	210	28	

From Table No.7, it is found that Books user is 500, current journal user is 500, Online Journals and E-Books/E-Journals users are 28 each respectively. Indexing/ Abstracting Journal users are 212 (42.4%), CD-ROM Database users are 181 (36.2%), and internet resources users are 210 (42%), Government Reports, Conference Proceedings, Manuals & Handbooks and Thesis/ Dissertations users are not found. It is seen that only two college libraries namely B.N. College library and P.B. College library cover the use of more library resources as compared with other college libraries.

**TABLE NO.7.1 USE OF LIBRARY RESOURCES (STATISTICAL ANALYSIS)**

S.NO.	OPTION	NO. OF USERS	PERCENTAGE
1.	Books	500	100
2.	Current Journals	500	100
3.	Indexing/ Abstracting Journal	212	42.4
4.	Government Reports	-	-
5.	Conference Proceedings	-	-
6.	Manuals & Handbooks	-	-
7.	Thesis/ Dissertations	-	-
8.	CD-ROM Database	181	36.2
9.	Online Journals	28	05.6
10.	Internet Resources	210	42
11.	E-Books/E-Journals	28	05.6
12.	Any Other	-	-

From Table No.7.1, it is found that Books user is 100%, current journal user is 100%, Online Journals and E-Books/E-Journals users are 05.6% each respectively. Indexing/ Abstracting Journal users are 42.4%, CD-ROM Database users are 36.2% and internet resources users are 42%, Government Reports, Conference Proceedings, Manuals & Handbooks and Thesis/ Dissertations users are not found.

TABLE NO.8 SATISFIED WITH THE USE OF LIBRARY RESOURCES

S.No.	Academic Library	1.	2.	3.	4.	5.	6.	7.	8.	9.	10.	11.
1	ARCA	30	12	04	-	-	-	-	04	-	03	-
2	BNCD	30	26	19	-	-	-	-	15	17	17	17
3	BCB	30	09	12	-	-	-	-	05	-	02	-
4	CCG	30	10	08	-	-	-	-	06	-	08	-
5	DCD	30	08	06	-	-	-	-	03	-	07	-
6	DDCD	20	06	08	-	-	-	-	03	-	06	-
7	DGCD	30	07	09	-	-	-	-	06	-	05	-
8	DLCD	30	09	04	-	-	-	-	07	-	07	-
9	DPCD	30	11	06	-	-	-	-	06	-	08	-
10	HKCH	30	13	07	-	-	-	-	04	-	06	-
11	HCH	30	09	02	-	-	-	-	03	-	04	-
12	HDCH	30	11	01	-	-	-	-	05	-	08	-
13	JCTJ	30	05	03	-	-	-	-	02	-	09	-
14	PCA	30	07	06	-	-	-	-	05	-	05	-
15	PBCG	30	26	19	-	-	-	-	12	11	11	11
16	RCC	30	19	05	-	-	-	-	08	-	06	-
17	SCS	30	20	10	-	-	-	-	09	-	06	-
	Total	500	208	129	-	-	-	-	103	28	118	28

From Table No.8, it is found that the Books satisfied user is 500, current journal satisfied user is 208, Indexing/Abstracting Journal user is 129 and CD-ROM Database user is 103, Internet Resources user is 118 in numbers. Online Journals and E-Books/E-Journals users are 28 each respectively., Government Reports, Conference Proceedings, Manuals & Handbooks, Thesis/ Dissertation users are not found.

TABLE NO.81 SATISFIED WITH THE USE OF LIBRARY RESOURCES

S.NO.	OPTION	NO. OF USERS	PERCENTAGE
1.	Books	500	100
2.	Current Journals	208	41.6
3.	Indexing/ Abstracting Journal	129	25.8
4.	Government Reports	-	-
5.	Conference Proceedings	-	-
6.	Manuals & Handbooks	-	-
7.	Thesis/ Dissertations	-	-
8.	CD-ROM Database	103	20.6
9.	Online Journals	28	05.6
10.	Internet Resources	118	23.6
11.	E-Books/E-Journals	28	05.6

As depicted in the Table No.8.1, it provides that Books satisfied user is 100%, current journal satisfied user is 41.6%, and the dissatisfied user is 58.4%, Indexing/ Abstracting Journal satisfied user is 25.8% and the dissatisfied user is 74.2%, CD-ROM Database satisfied user is 20.6% and the dissatisfied user is 79.4%, Internet Resources user is 23.6% and the dissatisfied user is 76.4%, Online Journals, and E-Books/E-Journals users are 05.6% each respectively. Here it is found that dissatisfied users are more in numbers in more resources.

## SECTION-III

## INFRASTRUCTURES

TABLE NO. 9 SATISFACTIONS WITH LIBRARY INFRASTRUCTURE AND READING ROOM FACILITIES

S.No.	Academic Library	Pro. Of Separate RR		Pro. Of Reading Tables		Adequacy of Lights		Overall Serenity of Atmosphere		Opening of RR		Availability of books for on-the-Spot Reading	
		Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
1	ARCA	22	08	16	14	30	-	30	-	30	-	-	30
2	BNCD	30	-	30	-	30	-	30	-	30	-	30	-
3	BCB	28	02	14	16	30	-	30	-	30	-	-	30
4	CCG	12	18	12	18	30	-	30	-	30	-	-	30
5	DCD	11	19	13	17	30	-	30	-	30	-	-	30
6	DDCD	20	-	15	05	20	-	20	-	20	-	-	20
7	DGCD	04	26	14	16	30	-	30	-	30	-	-	30
8	DLCD	16	14	30	-	30	-	30	-	30	-	-	30
9	DPCD	12	18	16	14	30	-	30	-	30	-	-	30
10	HKCH	13	17	11	19	30	-	30	-	30	-	-	30
11	HCH	08	22	13	17	30	-	30	-	30	-	-	30
12	HDCH	19	11	17	13	30	-	30	-	30	-	-	30
13	JCTJ	17	13	14	16	30	-	30	-	30	-	-	30
14	PCA	18	12	16	14	30	-	30	-	30	-	-	30
15	PBCG	29	01	30	-	30	-	30	-	30	-	30	-
16	RCC	21	09	13	17	30	-	30	-	30	-	-	30
17	SCS	25	05	24	06	30	-	30	-	30	-	-	30
	Total	305	195	298	202	500	-	500	-	500	-	60	440

Table No.9, focuses on the satisfaction of users that, in separate reading room provision, 305 users (61 %) are satisfied while 195 users (39%) are dissatisfied. Improvisation of reading tables, 298 users (59.6%) is satisfied whereas 202 users (40.4%) are dissatisfied. In Adequacy of light, overall healthy atmosphere and opening of the reading room, 500 users (100%) are satisfactory. In the case of the Availability of books for spot reading, 60 users (12%) are satisfied whereas 440 users (88%) are dissatisfied.

TABLE NO.10 SATISFACTION WITH GENERAL FACILITIES AVAILABLE IN THE LIBRARY

S.No .	Academi c Library	Library Environmen t		Reading Space		Cleanlines s		Lightin g		Ventilatio n		Equipmen t		Drinking -Water	
		Yes	No	Ye s	No	Yes	No	Ye s	No	Yes	No	Yes	No	Yes	No
1	ARCA	30	-		30	30	-	30		30	-		30	30	
2	BNCD	30	-	30		30	-	30		30	-	30		30	
3	BCB	30	-	30		30	-	30		30	-	-	30	30	
4	CCG	30	-	-	30	30	-	30		30	-	-	30	30	
5	DCD	30	-	-	30	30	-	30		30	-	-	30	30	
6	DDCD	20	-	-	20	20	-	20		20	-	-	20	20	
7	DGCD	30	-	-	30	30	-	30		30	-	-	30	30	
8	DLCD	30	-	-	30	30	-	30		30	-	-	30	30	
9	DPCD	30	--	-	30	30	-	30		30	-	-	30	30	
10	HKCH	30	-	-	30	30	-	30		30	-	-	30	30	
11	HCH	30	-	-	30	30	-	30		30	-	-	30	30	
12	HDCH	30	-	-	30	30	-	30		30	-	-	30	30	
13	JCTJ	30	-	-	30	30	-	30		30	-	-	30	30	
4	PCA	30	-	--	30	30	-	30		30	-	-	30	30	
15	PBCG	30	-	30		30	-	30		30	-	-		30	
16	RCC	30	-	-	30	30	-	30		30	-	-	30	30	
17	SCS	30	-	-	-	30	-	30		30	-	-	30	30	
	Total	500	-	90	41	500	-	50	0	500	-	60	500	500	

The Table No.10, provides the user's assessment that the library environment is good as viewed by yes by 500 users (100%), reading space satisfies 90 users but is not satisfactory viewed as yes by 410 users (82%), cleanliness certified to be satisfactory by all 500 users (100%), similarly "lighting" and "ventilation" as to be satisfactorily assessed by all 100% users, but in case of equipment, 60 users find satisfactory and 440 users are dissatisfied.

**TABLE NO. 11 USE THE FOLLOWING REFERENCE SERVICE (STATISTICAL ANALYSIS)**

S.NO	OPTION	NO. OF USERS	PERCENTAGE
1.	Bibliographical Services	440	88
2.	Xeroxing	500	100
3.	Microfilm	-	-
4.	SDI	306	61.2
5.	Internet	244	48.8
6.	Online Databases /Journals	120	24
7.	CAS	222	44.4
8.	CD/DVD	60	12

As depicted in the Table No.11, provides that 88% of users use bibliographical services, 100% take the service of xerox, only 61.2% of users use SDI service, 48.8% of users use internet service, 24% of users take online database/journals service, 44.4% users use CAS service and 12% users use CD/DVD services.

**TABLE NO.12 OVERALL ASSESSMENT OF USERS (PHYSICAL FACILITY)**

S.No.	Academic Library	Physical Facility	Very Good	Good	Poor	Very Poor
1	ARCA	-	-	09	21	-
2	BNCD	-	22	08	-	-
3	BCB	-	05	19	06	-
4	CCG	-	-	18	12	-
5	DCD	-	-	11	19	-
6	DDCD	-	-	05	15	-
7	DGCD	-	-	-	05	25
8	DLCD	-	-	11	19	-
9	DPCD	-	-	12	18	-
10	HKCH	-	-	13	17	-
11	HCH	-	-	12	18	-
12	HDCH	-	-	10	05	15
13	JCTJ	-	-	05	07	18
14	PCA	-	-	10	04	16
15	PBCG	-	17	13	-	-
16	RCC	-	13	17	-	-
17	SCS	-	21	09	-	-
	Total	-	78	182	166	74

Table No.12, reflects that “Very Good” is viewed by 78 users, “Good” is viewed by 182 users, “poor” is viewed by 166 users, and “very poor” is viewed by 74 users. “Very good” views given as overall assessment in the physical facility of B.N. College and P.B. College library by more users as compared with other college libraries.

**TABLE NO.13 OVERALL ASSESSMENT OF USERS (LIBRARY COLLECTION)**

S.No.	Academic Library	Library Collection	Very Good	Good	Poor	Very Poor
1	ARCA	-	25	05	-	-
2	BNCD	-	25	05	-	-
3	BCB	-	05	25	-	-
4	CCG	-	12	10	08	-
5	DCD	-	13	17	-	-
6	DDCD	-	04	20	06	-
7	DGCD	-	08	12	10	-
8	DLCD	-	08	20	02	-
9	DPCD	-	11	10	09	-
10	HKCH	-	08	18	04	-
11	HCH	-	06	24	-	-
12	HDCH	-	06	30	-	-
13	JCTJ	-	09	30	-	-
14	PCA	-	14	30	-	-
15	PBCG	-	20	10	-	-
16	RCC	-	12	30	-	-
17	SCS	-	10	30	-	-
		Total	196	326	39	

Table No.13, reflects that “Very Good” is viewed by 196 users (39.2%), Good is viewed by 326 users(65.2%), and poor is viewed by 39 users (7.8%) as an overall assessment of the library collections.

TABLE NO.14 OVERALL ASSESSMENT OF USERS (ORGANIZATION OF COLLECTION)

S.No.	Academic Library	Organization of Collection	Very Good	Good	Poor	Very Poor
1	ARCA	-	25	05	-	-
2	BNCD	-	30	-	-	-
3	BCB	-	05	25	-	-
4	CCG	-	12	18	-	-
5	DCD	-	13	17	-	-
6	DDCD	-	04	16	-	-
7	DGCD	-	08	12	-	-
8	DLCD	-	08	22	-	-
9	DPCD	-	11	19	-	-
10	HKCH	-	08	22	-	-
11	HCH	-	06	24	-	-
12	HDCH	-	06	24	-	-
13	JCTJ	-	09	21	-	-
14	PCA	-	14	16	-	-
15	PBCG	-	26	04	-	-
16	RCC	-	12	18	-	-
17	SCS	-	10	10	-	-
		<b>total</b>	207	293		

Table No.14, reflects that Very Good is viewed by 207 users whereas Good is viewed by 293 users regarding the organization of the collection. Finally found that “very good” views in the organization of the collection of B.N. College and P.B. College libraries are found as viewed by more users as compared with other college libraries.

TABLE NO.15 OVERALL ASSESSMENT OF USERS (ATTITUDE OF LIBRARY STAFF)

S.No.	Academic Library	Attitude of Library Staff	Very Good	Good	Poor	Very Poor
1	ARCA	-	14	12	04	-
2	BNCD	-	30	-	-	-
3	BCB	-	30	-	-	-
4	CCG	-	15	15	-	-
5	DCD	-	22	08	-	-
6	DDCD	-		18	02	-
7	DGCD	-	20	10	-	-
8	DLCD	-	13	17	-	-
9	DPCD	-	16	14	-	-
10	HKCH	-	05	25	-	-
11	HCH	-	21	09	-	-
12	HDCH	-	08	22	-	-
13	JCTJ	-	19	11	-	-
14	PCA	-	27	03	-	-
15	PBCG	-	18	12	-	-
16	RCC	-	17	13	-	-
17	SCS	-	16	14	-	-
		Total	291	203	06	-

Table No.15, reveals that 291 is the number of users who view the attitude of library staff as very good as the assessment of the users whereas 203 and 06 are the number of users who view the attitude of library staff as good and poor respectively.

TABLE NO.16 OVERALL ASSESSMENT OF USERS (LIBRARY SERVICES)

S.No.	Academic Library	Library Services	Very Good	Good	Poor	Very Poor
1	ARCA	-	-	25	05	-
2	BNCD	-	21	09	-	-
3	BCB	-	05	25	-	-
4	CCG	-	-	26	04	-
5	DCD	-	-	12	18	-
6	DDCD	-	-	20	-	-
7	DGCD	-	-	11	19	-
8	DLCD	-	-	18	12	-
9	DPCD	-	-	11	19	-
10	HKCH	-	-	13	17	-
11	HCH	-	-	21	09	-
12	HDCH	-	-	19	11	-
13	JCTJ	-	-	18	12	-
14	PCA	-	-	21	09	-
15	PBCG	-	18	12	-	-
16	RCC	-	05	09	16	-
17	SCS	-	06	14	10	-
	Total	-	55	284	161	-

Table No.16, reflects that “Very Good” is viewed by 55 users whereas “Good” is viewed by 284 users and “poor” is viewed by 161 users in case of the user’s overall assessment in library services. “Very good” view as an overall assessment of more users in library service is found in B.N. College and P.B. College as compared with other college libraries.

TABLE NO.17 OVERALL ASSESSMENT OF USERS (IT-Based SERVICES)

S.No.	Academic Library	IT-Based Services	Very Good	Good	Poor	Very Poor
1	ARCA	-	-	02	11	17
2	BNCD	-	25	05	-	-
3	BCB	-	-	05	10	15
4	CCG	-	-	03	07	20
5	DCD	-	-	04	11	15
6	DDCD	-	-	-	10	10
7	DGCD	-	-	03	07	20
8	DLCD	-	-	06	11	13
9	DPCD	-	-	-	12	18
10	HKCH	-	-	-	11	19
11	HCH	-	-	-	12	18
12	HDCH	-	-	-	14	16
13	JCTJ	-	-	-	13	17
14	PCA	-	-	05	13	12
15	PBCG	-	18	12	-	-
16	RCC	-	-	02	12	16
17	SCS	-	-	12	08	10
		-	43	59	162	236

Table No 17, reflects that “Very Good” is viewed by 43 users whereas “Good” is viewed by 59 users and “poor” is viewed by 162 users, “very poor” is viewed by 236 users in case of user’s overall assessment in IT-based services. Only B.N. College and P.B. College could get a “Very good” view as overall assessment in IT-based service from more users as compared with other college libraries. But the majority of users are seen to assess IT-based services as very poor service in the majority of libraries.

## SUGGESTION

1. To attract the attention of library users, and the aesthetic building is essential. The inside of the building should be attractive and conducive to reading. The library being a growing organism, the construction of the building should be in such a way that it can be extended in the future and adequate space should be made available for all sections of the library.
2. To fulfil the five laws of library science and also the primary objective of librarianship, an open access system is essential. So, all the college libraries should adopt open access system with proper infrastructure facilities and staff.
3. Adequate professionally qualified staff should be appointed and in-service training is given to the working staff so that they may be able to give maximum services to their library users by using the latest technologies. Every library staff should know the ethics of librarianship and he/she should serve the user to his/her best satisfaction.
4. Librarians and other professionals should be permitted to visit other advanced libraries for motivation. Attempts should be made to convince the library authorities and the funding agencies for getting more funds.
5. Library authorities should understand the important roles played by librarians in the dissemination of information. The librarian should be given some financial power to handle the library account on urgent needs.
6. The college library should update the collection on regular basis. The latest titles should be collected instead of duplicating existing titles. Proper physical arrangement in the shelves is suggested for the collection.
7. To keep the collection within a manageable size, The concerned authorities should permit the college libraries to weed out unused and useless books from the collection. Reading materials should be kept clean. The college authorities may insist on regular cleaning.
8. Every college library should have a well-equipped internet section with the best internet service and a good number of internet terminals. The provision of LAN, Wi-Fi should be made in the college and library for access to the internet.
9. Efforts should be done for achieving e-resources and developing own institutional repositories.
10. Every academic library should be at least a member of the N-LIST program of INFLIBNET, UGC-INFONET, and DELNET to acquire a lot of electronic resources, e-books, e-journals, etc.
11. Training for using e-resources should be provided to the user from time to time and the library staff should also guide the users who face problems in using e-resources. Awareness also should be done among users about the availability of e-resource services and about the use of the N-LIST Program of INFLIBNET.

## CONCLUSION

The need for college libraries is growing gradually. In the present era, College Libraries should be facilitated with all the possible modern devices such as computers and telecommunication. The roles of college Libraries are well recognized as tools and integral parts of higher education. The college Library as an effective instrument for the improvement of educational standards will be able to make its presence felt and exert its whole influence on the academic community only if the library facility is scientifically organized. The collection of books should be regarded as a precious treasure of a library. College libraries should have their stock built-in range and variety by the field and standard of specialization. A well-selected and representative collection of library materials will attract more and more readers. Comfortable reading rooms and other facilities will make it the hub of the users. The collection should be reviewed and revised periodically to make the same up-to-date. A written development policy statement is well guidance tool, which should be followed by all types of college libraries for rational and systematic development collection. And to develop a well-balanced collection in a library, there is a need for a book selection policy.

Every day it is found that the explosion of information and publication of documents in multiple copies and multiple formats has created many problems for libraries. Millions of documents and other sources of information are available through the Internet and users can easily access them. Libraries cannot dream of acquiring the entire literature published worldwide individually. Thus, libraries have to Co-operate in sharing their resources so that the demand for documents is not fulfilled from the libraries of their collection but can be fulfilled from the collections of other libraries of different states, if possible, from different countries.

Therefore, the networking of libraries and information centers is an urgent need of the modern era. the present libraries in the district should try to cooperate and join hands in giving maximum services to their clientele so that every user may get his desired information from any library of the district. Then only there will be tremendous growth and development of collection in the libraries of the district.

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