COMPONENTS OF LIBRARY EFFECTIVENESS (An Article)

V. N. Tripathi, Ph. D.

Associate Professor (Library), Narain Collage, Shikohabad, Firozabad, U.P

Abstract

The study has explicitly explored the status of the college libraries of district FIROZABAD 9((that it is neither most satisfactory nor unsatisfactory. The evaluation of college libraries are carried out based on two different criteria i.e. 1) delineating the available facilities and services in the libraries which are later compared the norms and standards. 2) Conducting a user's satisfaction survey. Organization of library services is based upon four strong pillars; like enough library space to organize library resources and services; enough library collection to fulfill the needs of the users; enough library staff to serve the users as per their requirements, and enough library fund to acquire all the above three as mentioned earlier. A library suffers tremendously at any shortage of any one of these four primary requirements.

Keywords: *Library resources, Effectiveness, Facilities, Automation*

Discussion and Results

Library effectiveness

The term "effectiveness" is used in many disciplines in different senses. The dictionary meaning of the term is 'the quality of being effective'. According to business dictionary.com "The degrees to which objectives are achieved and the extent to which targeted problems are solved". In management, effectiveness relates to getting the right things done. Peter Drucker reminds us that effectiveness is an important discipline which can be learned and must be learned. The word effective is sometimes used in a quantitative way, i.e. being very or not much effective. However, it does not inform the direction to which positive or negative and the comparison to a standard of the given effect. Fraser (1994) defines effectiveness as a measure of the match between stated goals and their achievement. It is always possible to achieve 'easy', low-standard goals. In general effectiveness is the power to make an effect or produce a desired result.

The concept of "library effectiveness" is derived from the concept of organizational effectiveness. It is not an isolated concept from other areas. Organizational effectiveness is one of the central themes in management and management research. Organizational

effectiveness can be called as the goodness of an organization. The library being an organization is under the same conceptual dogma. Childers (1989) and others view and analyze organizational goodness or effectiveness to answer three basic questions i.e. –

- "What is an effective organization?
- How do we know effectiveness when we see it?
- What makes an organization effective?"

Analyzing the questions he derives these into research terms as follows-

- "The definition of the concept of organizational effectiveness
- The development of measures of organizational effectiveness
- The identification of the determinants/factors of library effectiveness"

Similarly, effectiveness can be viewed in case of different libraries as organization.

The effectiveness can be measured on the basis of the degree of satisfaction by analyzing the gap between users' expected and perceived services. In other words, it is the evaluation of the performance of the library, to say how well is the library services in question. Libraries are service organizations charged with the responsibility of providing various information and documentation services using various tangible resources and intangible services. So, effectiveness is quality concern of the library. It implies that, the quality of a library can be evaluated by measuring its effectiveness on its users.

Objectives of the study

The aims and objectives of this study are as follows-

- To attempt an evaluative study college libraries in district FIROZABAD (U.P.) regarding their collection, staff, library budget, availability of infrastructure facility, library automation and services based upon the norms set and standards.
- To attempt a user satisfaction survey to evaluate the performance of the libraries from user's point of view.
- To study the issues and challenges associated with library effectiveness.

Hypothesis

The hypotheses is -

H1: The services, provided by the college libraries of FIROZABAD Districts are less than the minimum expectations of the users' in achieving the goals of higher education.

Scope of the study

The present study is an attempt to evaluate the status and functioning of libraries at colleges of FIROZABAD district. As the researcher unable to find out any report of evaluation regarding college libraries, it is felt to evaluate the status of the college libraries of the region. The variables of the study are- Resources (Collection), Library services, Infrastructure (Physical Facility), Finance (Budget), Staff (Human Recourse), Library automation and User satisfaction etc.

The sample for the study has been drawn, accredited colleges by NAAC of FIROZABAD districts. These libraries are expected to fulfill minimum standard of library services for their ratings by NAAC. How well are the provisions of library facilities and services to satisfying the educational objectives is the scope of the present study.

Research Methodology

To fulfill the targets of the objective, a survey questionnaire is designed through which the primary data regarding collection, staff, library budget, physical facility, library automation and available services is collected. The questionnaires are distributed to the librarian/library-in-charge of 19 numbers of colleges and collected back for analysis. To compare different components of the libraries in question, UGC norms and Bureau of Indian Standards (BIS) are taken into consideration.

Role of libraries in college education

The institutions that serve as the vital agency for higher learning which supports education beyond higher secondary education and within the university education system represent the college education. In other words it is gateway or entrance to the higher learning and it is a communication channel of information where the learners get opportunity to build up their individual mind, moral, and social values. Apart from the normal support and supplementation of classroom teaching libraries have many roles to play in imparting higher education. Therefore, it is found imperative to discuss the libraries role to play in academic pursuit in the colleges.

Das and Gupta (2005) suggested that the actual functioning of library is not only based upon rich collection of resources and library facilities to satisfy the users need but setting up a valuable and modern information system is also necessary in the changing context of librarianship.

Mozenter, et. al. (2000) studied how liaising program can strengthen the relationship between library and the teaching faculty to optimize the libraries role in academic pursuit.

The role of college libraries in higher education has discussed about various services and desired functions to be performed to improve upon the present education system in the light of these literatures.

Loudon and Loudon (2000) had stated that, "higher education is all about the creation transformation and transmission of knowledge where the libraries are the reservoir of knowledge, organising and managing systematically is a need for its effective use."

Amimini (1998) discussed not only the importance of libraries in education but stressed to make it well organised and maintained by skillful and trained staff who have up-to-date knowledge to provide effective and efficient services.

Reddy (1994) discussing on the National Education policy 1986 has expressed about the new orientation and role of libraries in higher education, high lighting the indispensable nature of libraries in Indian context where the people are least capable to procure their own books and journals. Libraries need to serve as nodal agency to facilitate the members of the present day knowledge society with all electronic gadgets and documents. Apart from the normal services, it has become indispensable to provide many related services like documentation service, reprography service, interlibrary loan referral service, internet browsing and many more. A modern library should act as the place for intellectual workshop and play a vibrant role for cross fertilization of ideas and serve as an agency for perpetuation and extension of knowledge horizons. Skeith (1966) emphasized that, apart from the fulfilling the objectives of a college library in order to support the academic curriculum, the librarians should also be active partner for the development of higher education.

Stueart (1981) stated that today education should be viewed as process of acquisition of knowledge skills, attitudes, and values by a learner based on the library information centers.

Shore (1973, p.464) made famous statement that "'when a college is a library and a library is a college, it is a Library-College"; and he stress that classroom-centered teaching should be shifted to library-centered independent study.

The principles of these standards are given below.

1. **Institutional effectiveness: -**Library should take such measures which can contribute for the institutional effectiveness through continuous improvement of services based on its outcomes. There are 7 performance indicators towards this principle.

2. **Professional Value:-** In advancing the professional values libraries should take care of the value of intellectual freedom, IPR values, user privacy and confidentiality, collaboration and user centered service. There are 6 principles for these performance indicators.

3. **Educational Role:-** Library should partner the institution for success of it educational mission by supporting information literate learners in effective use of information for their academic success, research and lifelong learning. 6 performance indicators are suggested from this principle.

4. **Discovery:-** Library should organize and manage all information resources in such a way that user can discover it easily with the help of technological innovations. Suggested 6 performance indicators.

5. **Collections:-** To support the teaching and research mission of the institution library should develop such a collection which is rich in quality, quantity, diversity, in different formats and current. For this principle also there are 6 performance indicators.

6. **Space:-** Users interact with the ideas in the physical and virtual environment of the library in expanding and facilitating their knowledge horizons for creation of new knowledge. Here 8 performance indicators are suggested.

7. **Management/Administration:-** Resource management and allocation, planning for future are the common management practice for the success of the libraries mission effectively. Suggested **9** performance indicators for this principle.

8. **Personal:-** Excellence of library services is dependent on the supply of efficient and qualified library staff in sufficient numbers in a continuously changing environment. For this principle 6 performance indicators are suggested.

9. **External Relation:-** In order to promote the value of the library it is necessary to use multiple strategy engaging the people from the institution itself or from outside to advocate and educate the users. There are only 3 performance indicators.

Performance indicators are internationally recognized as library centric, but outcomes are user centric, enunciates what users have achieved as outcome of the performance indicators.

Standards recommended at UGC workshop 1979

Further UGC had organized a workshop for formulating standards for college libraries in1979 at Khandala which was later approved by the UGC Library Committee. The recommendations are basically on –1. Service to user, 2. Finance, 3. Organizational Set up/Governance, 4. Technical Processing, 5. Physical facilities and 6. Library staffing (UGC India , 1980)

1. Service to user:- All the teaching, non-teaching and students of a college are recognized as the primary users and library should ensure services to this primary users. It is necessary to maintain a well-equipped library with facilities like reading cum text book section, circulation section, reference and bibliographic services. Further it was recommended that library should ensure to promote inter-library loan, documentation and reprographic services as well.

2. Finance:- Finance is a most important aspect for a college library. The recommendations for financing are the allocation of fund with sufficient capital budget provision. The expenditure for staff salary, furniture and fittings, stationary etc. should be included in the college budget not in the library budget. From the allocated amount 20% should be spent on periodicals and 80% on other reading materials, for maintenance and binding of books and journals.

3. Governance:- Committee recommended that, librarian is the chief administrative officer of the library and responsible to the principal. The status and the qualification of a librarian should be at par with the faculty members. However, there should be a library advisory committee to advice the librarian for smooth functioning of the library taking principal as the chairperson, librarian as the member secretary, four faculty members be appointed as member by the principal on recommendation of the librarian including a student member selected on merit basis.

The major functions of the committee are to act as an advisory body to the librarian, to perform as a link between the library and the other faculty member as well as students. This committee will assist the librarian in formulating general library polices and development plans, and in taking decision on weeding out of unwanted materials. It is suggested to meet the committee at least quarterly.

4. Technical Processing:- Technical processing in the library includes classification and cataloging in priority basis followed by, stock verification and identification of missing books, weeding out of unwanted materials etc.

5. Physical facilities:- It is necessary to provide a well-equipped modern functional building to every college. The specification for different section are as follows-

a. Reading room:- 25 sq. ft. per student for 15-20% of total student

b. Reading room:- 40 sq.ft. per teacher for 15-20% of total teacher

c. Stack area :- 7 book per sq. ft. e.g. 300 sq. ft. for 20,000 books

d. Circulation section:- 300-500 sq. ft.

e. Librarian's office: - 150 sq. ft.

f. Processing section:- 250 sq. ft.

g. Reference section:- 300 sq. ft.

h. For non-book material:- 100 sq. ft.

Moreover, building should be designed in such a modular way that, it can accommodate every function in the library smoothly and have provision for future extension.

6. Library staffing:- Staff is the most vital ingredient which give life to the library without which things are useless. UGC has given a basic staff pattern based on 500 student strength and 5000 volumes of collections.

NAAC and Library standards

NAAC as an assessment and accrediting agency for higher education institutions of India could have produced some standards for the college libraries of the country but, it has published some guidelines of quality indicators for library and information services covering 4 broad areas for evaluation instead of producing standards. These 4 areas are – i) Management of library and information services, ii) Collections and services provided to users, iii) The extent of the use of services and iv) The best practices (NAAC,2015). So, in nutshell we can say there is no up-to date College Library Standards in India with which we can compare our college libraries for evaluation. But, we can consider the recommendations of UGC workshop 1979 or UGC standing committee 1980 and ISI/BIS standards for this present study as per our convenience.

Library services are organized based upon four strong pillars, these are –

1) Enough library space to organize library resources and services,

2) Enough library collection to fulfill the needs of the users,

3) Enough library staff to serve the users as per their requirements, and

4) Enough library funds to acquire all the above three.

A library suffers tremendously at any shortage of any one of these four primary requirements. It may be wise to unfold the current status of these four factors of the libraries in question.

Next comes the organization of services, if all the above primary requirements are fulfilled then it is easy to achieve this, since libraries are the service organization, it plays a great important rule. In organizing the services in the library, there are three factors work together, 1) the expertise of the library staff in organizing services, 2) the positive intention of the library staff to organize services with utmost care and, 3) lack of hindrance or independent working environment.

The librarian is the key person to have the expertise in organizing the services of the library. To explore the expertise of the librarian the factors like space, document collection, other support staff, and required fund for the library should be sufficiently enough. On the other hand, positive intention of librarians to well-organized services is a psychological characteristic which is highly influenced by all other factors. Librarian may or may not have an independent working environment, any hindrance from the top management may demoralize in developing positive organizational culture. Now-a-days, use of computer in the library activities has extensive impact not only in organization of services but also in achieving higher library effectiveness. Information regarding library automation activities and procurement of electronic resources reveals the up-to-datedness of the library in rendering services.

Conclusion

The study has explicitly explored the status of the college libraries of district Firozabad (U.P.) that it is neither most satisfactory nor unsatisfactory. The evaluation of college libraries are carried out based on two different criteria i.e.

1) delineating the available facilities and services in the libraries which are later compared the norms and standards.

2) Conducting a user's satisfaction survey. Organization of library services is based upon four strong pillars; like enough library space to organize library resources and services; enough library collection to fulfill the needs of the users; enough library staff to serve the users as per their requirements, and enough library fund to acquire all the above three as mentioned earlier. library suffers tremendously at any shortage of any one of these four primary requirements. The study has unfolded the current status of these four factors of the libraries in question.

The organization of services is the responsibility of the library staff if all the above primary requirements are fulfilled then it is easy to achieve these. The factors like expertise and positive intention of the library staff play an important role in organizing services. Similarly, librarian should be supported for all developmental activity of the library. It is revealed from the study that librarians do not get any independent working environment since their works are regulated by the space, document collection, support staff, and required fund. On the other hand, positive intention of librarians to well-organized services is a psychological characteristic which is highly influenced by all the factors mentioned above. Any hindrance from the top management demoralize in developing positive organizational

culture. As a result the users become victim of the situations. In this situation neither the professional staff nor the users are getting satisfied even it reduces job satisfaction of the library professionals.

Now-a-days, use of computer in the library activities has extensive impact not only in organization of services but also in achieving higher library effectiveness. Information regarding library automation activities and procurement of electronic resources, development of network infrastructure, and access to N-LIST resources are encouraging in some of the colleges; whereas some colleges are still lagging behind. It is imperative to take necessary steps towards enhancement of the college libraries from this current state.

References

Chandel, A. S. (2007). *Library quality Measures. PLANNER 2007 (pp. 209-216)..*

Childers, T., & Van House, N. A. (2009). *The Public Library Effectiveness Study: Final repot. Pa. Graduate School of. Philadelphia,: Drexel University,.*

Das& Gupta (2013). *Libraries and Librarians in India on the Threshold of the 3rd Millennium: Challenges and Risks, 2013,*

Indian Education Commission. (1970). *Report of the Education Commission 1964-65. New Delhi: NCERT.*

ISI. (1989). *Indian standard recomendations relating to primary elements in the design of library building. Delhi: Bureau of Indian Standard.*

Singh S. D. (2007). *Reference service policy and evaluation: Introduction to reference work (7 ed., Vol. II). New Delhi. Axis Pub. Ltd.*

Lakshmi, R. S. (2013). *Measurement of College Library Performance: An Evaluative Study with Standards. (G. Pitkin, Ed.) International Information & Library Review, 35(1), 19-37.*

UGC India . (1980). *Report of workshop on formulating standards for college libraries. ILA Bulletin, 16(3&4), 108-111.*

UGC,India. (1965). *Report of the library committee on University and College Libraries. Proceedings of the Seminar held on March 4-7,1965 (pp. 102-232). New Delhi: UGC.*