

## Library and Information Services Provided by the Library of Patna College, Patna and the Library of Science College, Patna: A Comparative Study

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### ABSTRACT

The basic function of the academic library is to assist and support the study and teaching that goes on in the academic institution. The developing countries need to provide various services in the college libraries in order to sustain the development. The major aim of comparative research is to identify similarities and differences between social entities. Comparative research seeks to compare and contrast nations, cultures, societies, and institutions. The data was collected from Patna College, Patna and Science College, Patna. Both the libraries have shortage of professional manpower, physical space & amenities. Even though Patna College, Patna has its own library building, space is not sufficient for the users. There is no provision of separate library building in Science College, Patna. Both the libraries should provide ergonomic reading area for their users. The budget of both the libraries is not adequate. From the above survey it also found that, with the limited resources available, both the libraries are providing traditional service to the good extent, but lacking in use of information and communication technologies, only circulation and catalogue are automated. There are no e-resources like e-books, e-journals, online databases available to the users of these libraries.

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### 1. Introduction

The proposed study is based on an extensive comparative study of the library and information services provided by two different college libraries: The Library of Patna College, Patna and The Library of Science College, Patna. The main interest of this research is to identify the problems area and suggest the possible solutions to improve the services provided by these selected libraries.

Patna College is the oldest institution of Bihar for providing higher education in the state. It has left a deep impact on the life of the people here. Most of the important Colleges of Patna namely, Law College, Engineering College, Science College and Vanijya Mahavidyalaya were initially part and parcel of Patna College till January 1952. Later it became a constituent of Patna University. From henceforth it remained an Under-Graduate institution only as the university took the responsibility of PG teaching upon itself. Today it remains the most popular co-educational College for teaching Arts. Academic Library plays a very critical role in supporting the academic programmes of the institute. It identifies, evaluates, procures, processes and then makes these learning resources available to the faculties and students for their teaching, learning and research assignments. For these purpose Patna College has a rich library with own building namely Gyan Mandir. This library is situated inside Patna College Campus on the bank of holy river the Ganga.

Science College, Patna is a constituent unit of Patna University, Patna run by Government of Bihar. Science College has a very rich Library. This library plays a very critical role in supporting the academic programmes of the college.

It identifies, evaluates, procures, processes, organises and then makes these learning resources available to the faculties and students for their teaching, learning and research assignments. This library is functioning in administrative building of this college.

### 2. Statement of the Problem

Patna College, Patna and Science College, Patna are the oldest college of Bihar. The study of social Science in Patna College, Patna and study of science in Science College, Patna played a very important role in modern Bihar. Library is very important for any educational institutions. In modern era information and communication technologies have made great impact on the library services. But the services provided by these selected libraries are not satisfactory. The analysis of problem and its solutions are very important.

### 3. Significance of the Study

Library being a growing organism aims to provide different types of services to its users. Under this study efforts have been made to find whether these libraries have achieved their aims or not. This report is prepared on the services provided by two college libraries. This study will help to find the similarities and dissimilarities, problem and potential for growth of these selected libraries. This study should lead to the clarification of how the two college libraries are being managed. This study will also help in developing the standard of services to the users and encourage the library personal to improve their skills of services in modern way. It will also promote the stocks, facilities and use of modern equipment in these selected libraries.

Therefore this study is very useful for students as well as faculties of Patna College, Patna and Science College, Patna.

#### 4. Objective of the Study

Followings are the objective of the study:

1. To find out the Services provide by these selected libraries.
2. To find out the use of modern information technologies in these selected libraries.
3. To find out the use of reference tools in these selected libraries.
4. To find out the number of periodicals subscribed and discontinued in selected libraries and its impact on students as well as faculties of these colleges.
5. To identify the actual and potential users of these selected libraries and their frequency of visit.
6. To know the adequacy of library collection for the need of users.
7. To know the view of users for improvement of library services.
8. To know the general professional and special qualification of the library personnel.
9. To know the promotional prospects and job satisfaction among the library personnel.
10. To find out some solution for improvement of library and information services in these selected libraries.

#### 5. Scope of the Study

The scope of the proposed study is Patna College, Patna and Science College, Patna. These colleges have great importance in higher education in Bihar. Many students of these colleges have got international fame. Proposed study is aimed to know the methods, means and step taken by the libraries of Patna College, Patna and Science College, Patna for improving library and information services to its users. The proposed study, though small in sample, is unique. It will show the status of library and information services provided by these libraries.

#### 6. Sampling

Since the population constituted a heterogeneous population of students of Patna College, Patna and Science College, Patna are relatively large, the researcher decided to take a sample and to this end a probability sampling technique was used. 100 Users (50 from Patna College Patna & 50 from Science College Patna) and 16 Library staffs (9 from Patna College Patna & 7 from science College Patna) were drawn as sample. So total sample size was 116.

**Table 1. Sample Size from both the colleges under study**

College	Staffs	Students
Patna College, Patna	9	50
Science College, Patna	7	50
Total	16	100

#### 7. Hypothesis

Hypothesis is an assumption, presumption, or in simple words guess towards some situation or condition. It is an assumption of relationship between the dependent and independent variables. Hypotheses provide the researcher a line of action along which he/she moves to find out answers to the problems he/she is working on. Followings are the hypotheses of this study:

- The library of Patna College, Patna and the library of Science College, Patna deliver useful information in a convenient way.
- User's services provided by these libraries are not satisfactory.
- User's services provided by these libraries are almost satisfactory.
- Well-equipped libraries with modern information and communication technologies fulfill the need of information smoothly and more precisely. But the libraries of Patna

College, Patna and Science College, Patna are not using computers for library and information services. These libraries are providing library and information services manually.

#### 8. Research Methodology

According to Terre Blanche and Durrheim (1999:29) "research design is a strategic framework for action that serves as a bridge between research questions and the execution or implementation of the research. The designs are plans that guide the arrangement of conditions for collection and analysis of data in a manner that aims to combine relevance to the research purpose with economy in procedure".

I selected survey method of data collection for my project work entitled "Comparative study of Library and Information services provided by the Library of Patna College, Patna and the library Science College, Patna". The survey method is the best method to know the present situation of the topic of the study. Hence the survey has been undertaken.

In questionnaire, questions were asked about collection and services provided by the library i.e.,

- Library Collection
- Circulation
- Inter Library loan
- OPAC
- Reference services
- CAS
- SDI
- Internet ,e.t.c.

During this project direct observation method has been used for collecting information and forming an idea about following:

- Working condition of the selected libraries
- General environment of the selected libraries
- Physical facilities available in the selected libraries
- No. of Library and information services provided by the selected libraries

#### 9. Data Collection

This Library has rich collection of documents. The library collections include Books, Periodicals, Reference Books, Newspapers and C.D ROM's. Following table shows the actual distribution of the collections

**Table 2. Collection distribution of the Library of Patna College, Patna**

	S.NO.	Quantity
01	General Books	70,000
02	Text Books	45,000
03	Reference Books	4,800
04	Periodicals	120
05	News Paper	10
06	C.D ROM's	1700

This library provides following library and information services to its users:

- Lending Service
- Reading Room Service
- Display of Current addition
- Reprographic Service
- Assistance in the use of Library
- Inter library Loan Service
- Book Bank Service
- Reference Services

**Table 3. Borrowing of books by users of the Library of Patna College, Patna**

S.No	Category	No. of Book issued	Period of Loan
01	Teachers	10	1 Month
02	Students	4	15 Days
03	Staffs	2	15 days

**Table 4. Staff strength of the Library of Patna College**

S.NO.	Staff	Strength
01	Professional	01
02	Semi-Professional	04
03	Non- Professional	04

**Table 5. Collection distribution of the Library of Science College, Patna**

S.NO.	Type of Documents	Quantity
01	General Books	35,000
02	Text Books	21,000
03	Reference Books	2,200
04	Periodicals	175
05	News Paper	08
06	C.D ROM's	850

This library provides following services to their users:

- Lending Service
- Reading Room Service
- Display of Current addition
- Reprographic Service
- Assistance in the use of Library
- Inter library Loan Service
- Current Awareness Services
- Reference Services
- Audio-visual services
- Indexing and abstracting services
- Book Bank service
- Open Access

**Table 6. Borrowing of books by users of the library of Science College, Patna**

S.No.	Category	No. of Book issued	Period of Loan
01	Teachers	6	1 Month
02	Students	4	15 Days
03	Staffs	1	15 days

**Table 7. Staff strength of the Library of Science College, Patna**

S.NO.	Staff	Strength
01	Professional	01
02	Semi-Professional	03
03	Non- Professional	03

**Table 8. Collection developments during last five years in the Library of Patna College, Patna**

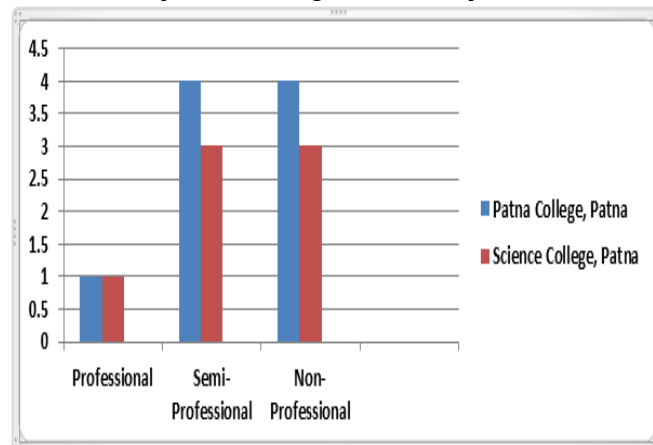
S.NO.	Year	General Books	Text Books	Reference Books	Periodicals	CD ROM's
01	2014-15	4000	2500	350	90	150
02	2015-16	4500	2200	400	100	200
03	2016-17	3000	2000	300	110	250
04	2017-18	3200	2500	370	120	200
05	2018-19	3500	2000	350	120	250

**Table 9. Collection developments during last five years in the Library of Science College, Patna**

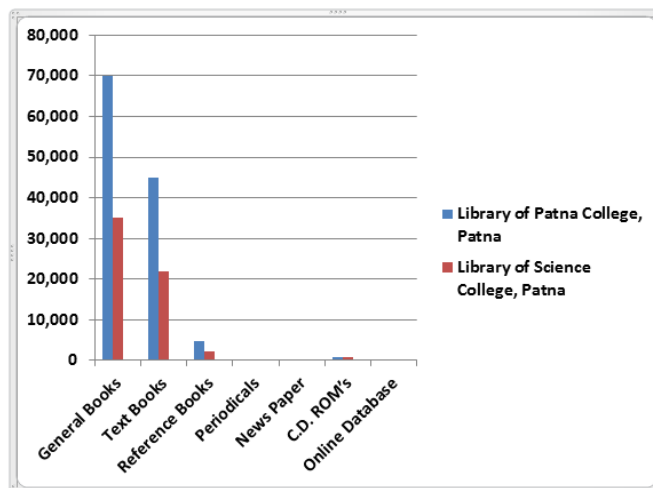
S.NO.	Year	General Books	Text Books	Reference Books	Periodicals	CD ROM's
01	2014-15	1200	900	65	125	70
02	2015-16	1000	950	72	130	75
03	2016-17	1200	1110	85	140	105
04	2017-18	1200	1075	105	155	125
05	2018-19	1500	1065	75	170	130

**Table 10. Comparative staff strength**

S.NO.	Staff	Patna College, Patna	Science College, Patna
01	Professional	01	01
02	Semi-Professional	04	03
03	Non- Professional	04	03

**10. Data Analysis and Comparative Study****Chart 1. Comparative Staff Strength****Table 11. Comparison of Collection of libraries under study**

S.NO.	Type of Collection	Library of Patna College, Patna	Library of Science College, Patna
01	General Books	70,000	35,000
02	Text Books	45,000	22,000
03	Reference Books	4,800	2,200
04	Periodicals	125	145
05	News Paper	10	08
06	C.D. ROM's	700	850
07	Online Database	0	0

**Chart 2. Comparison of Collection of libraries under study.**

**Table 12. Comparison of Library and Information Services provided by Selected Libraries**

S.No.	Services	Patna College, Patna	Science College, Patna
01	Lending Services	Yes	Yes
02	Reading Room Services	Yes	Yes
03	Display of Current addition	Yes	Yes
04	Xeroxing Services	Yes	Yes
05	Assistance in the use of Library	Yes	Yes
06	Audio-Visual Services such as Film Show	No	Yes
07	Inter-Library Loan Services	Yes	No
08	Book Bank Services	No	Yes
09	Reference Services	Yes	Yes
10	Current Awareness Services	No	Yes
11	Selective Dissemination of Information	No	No
12	Literature Search Services	No	No
13	Document Delivery Services	No	No
14	Referrals Services	No	No
15	Indexing and Abstracting Services	No	No
16	Online Database Services	No	No
17	OPAC	No	No
18	Reprographic Services	No	No
19	Open Access	No	Yes

**Table 13. Comparison of tools used in technical processing and circulation in the libraries under study**

S.No	Tools/Processing	Patna College, Patna	Science College, Patna
01	Classification Scheme	DDC 19 <sup>th</sup> Ed.	DDC 19 <sup>th</sup> Ed.
02	Cataloguing Rules	AACR II R Ed.	AACR II R Ed.
03	Circulation Systems	Brown Charging Discharging Systems	Brown Charging Discharging Systems

**Table 14. Comparative study of physical facilities provided by libraries under study**

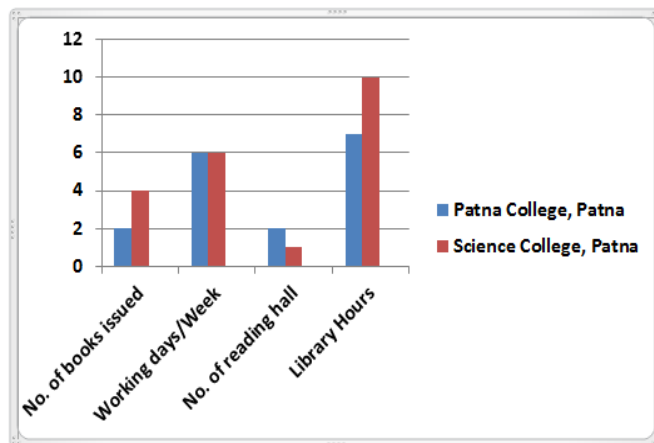
S.No	Facilities	Patna College, Patna	Science College, Patna
01	No. of books issued	2	4
02	Working days/Week	6	6
03	No. of reading hall	2	1
04	Library Hours	9.00 AM to 5.00PM (8 Hours)	8.00AM to 6.00PM (10Hours)
05	Canteen Facilities	Yes	Yes

**Table 15. Comparisons of frequency of library visits**

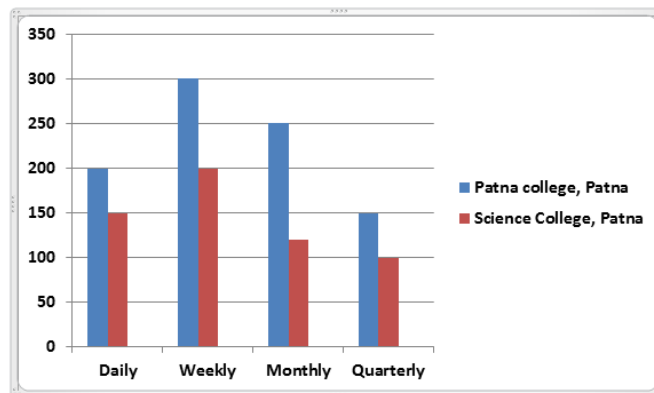
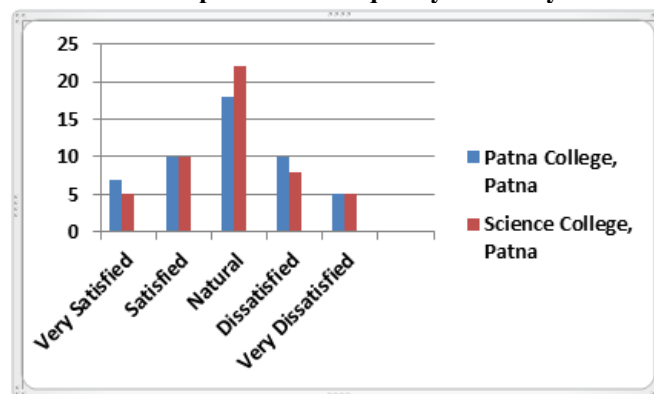
S.No.	Frequency	No. of average students visits	
		Patna college, Patna	Science College, Patna
1	Daily	200	150
2	Weekly	300	200
3	Monthly	250	120
4	Quarterly	150	100

**Table 16. Comparisons of user satisfaction with library and information services provided by selected libraries**

S. No.	Library	Very Satisfied	Satisfied	Natural	Dissatisfied	Very Dissatisfied
01	Patna College, Patna	7	10	18	10	5
02	Science College, Patna	5	10	22	8	5

**Chart 3. Comparison of physical facilities provided by libraries under study.****Table 15. Comparisons of frequency of library visits.**

S.No.	Frequency	No. of average students visits	
		Patna college, Patna	Science College, Patna
1	Daily	200	150
2	Weekly	300	200
3	Monthly	250	120
4	Quarterly	150	100

**Chart 4. Comparisons of frequency of library visits.****Chart 5. Comparisons of user satisfaction with library information services provided by selected libraries.**

## 11. Findings

Based on information collected through questionnaire, observation and interview, an analysis was done and on the basis of analysis some of the finding are given below which may help in justifying the study.

I. Both libraries (the library of Patna College, Patna & the library of Science College, Patna) are government college library. Both libraries cater information need of Under Graduate Students.

II. The library of Patna College, Patna caters information need of Social Science students whether the library of Science College, Patna caters the information need of science students.

III. The library of Patna College, Patna has adequate collection of books but the library of Science College, Patna does not have adequate collection of books.

IV. Both libraries do not have adequate collection of periodicals. Science College, Patna subscribes more periodicals than the library of Science College, Patna.

V. Online Database is not available in both selected libraries.

VI. The number of staff in these libraries is not adequate and as such the work in the libraries is hampered and they are not capable to providing efficient and quick service to its users.

VII. Traditional services like text book services, lending services, reading room services and reference services are being provided in proper way in both selected libraries.

VIII. The library of Science College, Patna provides current awareness services and Indexing & Abstracting Services but the library of Patna College, Patna does not provide these services.

IX. Other Information services like Selective Dissemination of Information Services (SDI), Document Delivery Services, Referral Services, Reprography Services, Online Database Services and OPAC (Online Public Access Catalogue) Services are not being provided by these selected libraries.

X. The library of Patna College, Patna provides Inter-Library Loan service but the library of Science College, Patna does not provide this Service.

XI. The library of Science College, Patna provides Book Bank services but library of Patna College, Patna does not provide this services.

XII. The library of Science College, Patna provides Open Access but the Library of Patna College, Patna does not provide Open Access.

XIII. Both selected libraries are following the same standard and code in the technical processing of the documents and circulation i.e. DDC for classification, AACR 2R, for cataloguing and Brown Charging Discharging System for circulation purpose which are also used in the libraries all over the world. In this regard these libraries are functioning well.

XIV. The library of Science College, Patna issues more books than the library of Patna College, Patna. Working days are same but the library of Science College, Patna provides more working hour than the library of Patna College, Patna.

XV. The library of Patna College, Patna has own library building but the library of Science College, Patna does not have separate building for library.

XVI. The frequency of library visits of users of Patna College, Patna is more than Science College, Patna.

XVII. The user satisfaction level with services provided by these selected libraries seems equal.

XVIII. The new technology/information & communication technology is not being used in both selected libraries. The libraries are not automated and little use of computer is seen in these libraries.

## 12. Conclusion and Suggestions

Above survey shows, both the libraries have shortage of professional manpower, physical space & amenities. Even though Patna College, Patna has its own library building, space is not sufficient for the users. There is no provision of separate library building in Science College, Patna. Both the

libraries should provide ergonomic reading area for their users. The budget of both the libraries is not adequate. From the above survey it also found that, with the limited resources available, both the libraries are providing traditional service to the good extent, but lacking in use of information and communication technologies, even circulation and catalogue are automated. There are no e-resources like e-books, e-journals, online databases available to the users of these libraries.

Patna College & Science College being a premier institute of Bihar in the area of Arts/Social Science and Science respectively, its libraries must be automated and e-resources must be made available to its user. Infrastructure of these libraries must be straightened. They can communicate with Information and Library Network (INFLIBNET) Centre, Gandhinagar, an inter university-centre of UGC to automate the library using SOUL 2.0 (Software for University Library) and to get access of e-resources through consortia like INFONET, N-LIST at nominal cost. To meet the varying information need of the users both the libraries must be provided with adequate budget & professional manpower. Proper training may also be given to the staff of both the libraries to automate the libraries & for handling e-resources.

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