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## **Users' Category, Collection & Services of Bankura District Library: A Survey**

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### **Abstract**

*This study entitled "Users' category, Collection & services of Bankura district library: a survey" is the result of the study carried out in this public library. Entire library situation was surveyed with the help of structured questionnaire. Observation and record analysis techniques are also used for gathering some type of data. The result of the study find out what the actual situation of the library is and what is the need of the library. Findings from the data analysis, shows the main problems of the library are adequate technical staff and resources.*

***Key Word: Library collection, Resources, users, Library services, District library.***

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**1. Introduction:** Library is a social Institution. We have to know what the ideal Public library is, its organization, management, collection, finance, planning, service and its users etc. Within the context of scientific research, the survey constitutes a method of data collection that utilizes interview or questionnaire techniques for recording the information of respondents.

Evaluation study by survey is the process where we can find the total situation of library & its services. The Bankura District Library was established in 9<sup>th</sup> February, 1956 at Bankura City. It is a Government sponsored District Library. In a society of lifelong learning, whether formal or informal public libraries play an important role. Public libraries must therefore be allowed to play a role of fundamental importance in the development of future systems of lifelong learning. Users are also an important part of the library. In public library users are mainly student, children, housewives, researchers, teachers, retired persons, business person, service men etc.

### **2. Objective of the Study:**

Main objectives of the library survey are given:-

1. To make a careful and comprehensive study of the library situation.
2. To know who are the users.
3. To give recommendation for a long range plan of development.
4. To survey the quality and quantity of the library resources.
5. To survey the present situation and existing services.

**3. Literature review:** Sharma (1974) conducted a survey of users to know their views about library collection, timings, rules and regulations and services of a public library under title "User's Survey of Delhi Public Library Karol Bagh Branch". Questionnaire was used as a data gathering instrument. She concluded that majority of users were satisfied with opening hours, rules, staff, facilities and services of library, and to some extent with its collection also. It was found that maximum use of

library was made by students, therefore special emphasis were needed to meet their information needs.

Haider (1996) in his paper “Acquisition and Collection Development in Pakistan” analyzed the constraints faced by Pakistani libraries in the procurement of books from abroad. Lack of proper management, absence of competent personnel, non-existence of acquisition policy statements, non-existence of selection aids, ever shrinking library budgets, fluctuating rate of the rupee, inflation, import policy, trade embargoes against some countries, fiscal policy etc. were the major hurdles found.

However Madhusudhan and Aggarwal (2011) wrote an article named “Web-based online public access catalogues of IIT libraries in india: An evaluative study”. The purpose of the paper is to examine the various features and components of web-based online public access catalogues (OPACs) of IIT libraries in India with the help of a specially designed evaluation checklist.

However Adebayo (2007) conducted a study to examine the implementation of library service standards in the colleges of education in Nigeria under name “Library Services Standards Implemented in Colleges of Education in Nigeria”. Results of the study revealed that libraries were rendering basic services as recommended by National Commissions for Colleges of Education. These were not providing indexing and abstracting services. Similar type of work done by Singh (1997) at punjab university library. He discusses various method of survey.

Such type of survey was carried out by Rearden, P., & Lasky, L. J. (1980) at the Eastern Illinois University library to determine the extent to which services to the continuing education and extension programme could be improved.

Law (1980) examined the Acquisitions and their processing in edinburgh university library From the beginning of Dec 78-mid Feb 80, 4,129 pre-printed survey cards were inserted into all books received or recatalogued in all sections of the Library. The resulting information was tabulated using the Statistical Package for the Social Sciences. Discusses results in terms of country of origin and language, publication date, date of order to date of receipt, processing, binding policy, availability of cataloguing records and currency of British National Bibliography records. The survey revealed an uneven level of service and should help with policy-making

Jasmer Singh (1990) carried out research for doctorate degree on the topic “College Libraries in Punjab: A Statistical Analysis of the Problems” He conducted a survey to find the problems being faced by college libraries of Punjab and Chandigarh and also attempted to study the use of libraries. He covered 210 colleges under study, including five colleges of education also. Questionnaire-I was used to know about the prevalent position of libraries and problems being faced by librarians in managing these. Two separate questionnaires were used to know the opinions of students and teachers about their respective libraries

Shivalingappa and Tadasad (2009) carried out a study to evaluate the use of gram panchayat libraries in Gulbarga district. It was titled “Use of Gram Panchayat Libraries in Gulbarga District: A Study”. In addition to building up the functional and sound libraries, the findings also emphasized on the user education programs for their optimum utilization.

**4. Methodology of the Study:** In this study work, the questionnaire cum interview method followed with the help of a predetermined questionnaire. Apart from the above, data were also collected from different documentary sources as well. To acquire information for this purpose survey method followed.

These are: - a. Questionnaire & interview technique, b. Observation, c. Record analysis

## **5. Analysis and Findings:**

**5.1 Member of the Library:** There are mainly three type of member, namely children member, general member, life member. Children member includes children and teenagers.

1. Children member: A person not exceeding the age of 5 – 18 years may become the child member in the library. Generally the members are children & class XI – XII students.
2. General member: a person exceeding the age 18 years may become the general member in the library. Generally the members are students, servicemen, businessmen, housewives, and senior citizens.
3. There are 111 life members.

**Table 1: The Strength of the Members up to 31<sup>st</sup> March 2013**

Categories	Financial year 2012 - 13	Percentage
General member (Male)	12516	65.19 %
General member (Female)	3736	19.46 %
Children member(child + teenagers)	2948	15.35 %
Total	19200	100 %

Above table shows that 12516 members (65.19 percent) belongs to general member (male), 3736 member (19.46 percent) belongs to general member (female). And there are 2948 (15.35 percent) child member (child member+ teenager member). Total no of the member in this financial year is 19200. It is seen that most of the users are general male members. General female members are very low. In this library children member percentage is low.

**Table 2: Membership Category According to Caste (31<sup>st</sup> March 2013)**

Categories	Financial year 2012 - 13	Percentage (%)
GEN	12129	63.17
SC	2456	12.79
ST	818	4.26
OBC	3276	17.06
MINORITIES	521	2.71
Total	19200	100

Above table shows that 12129 (63.17 percent) members belongs to General categories. Then 3276 (17.06 percent) members are OBC, 2456 (12.79 percent) members are SC category. Category ST & Minorities members are low in number. There are 818 (4.26 percent) members are ST & 521 (2.71 percent) members are in the Minorities Category.

**Table 3: Last Five Years Growth of Membership Patterns**

Categories	Financial Year 2008 -09	Financial Year 2009 - 10	Financial Year 2010 - 11	Financial Year 2011 - 12	Financial Year 2012 - 13
General Member (Male)	10427	10734	11050	11783	12516
General Member (Female)	3033	3227	3330	3535	3736

Children Member(Child + Teenagers)	2355	2596	2694	2837	2948
Total	15815	16557	17084	18155	19200

From above table it is evident that the growth of member has been increased. The total numbers of member in the financial year 2008 – 09 was 15815, and now (financial year 2012 - 13) it touches 19200. The number of general member (male) is very high in respect to general members (Female) & children member.

Percentage of increment of the growth of general member (Male) =

$$\{(12516 - 10427) * 100\} / 10427$$

$$= 20.03 \%$$

$$= 20 \%$$

Percentage of increment of the growth of general member (Female) =

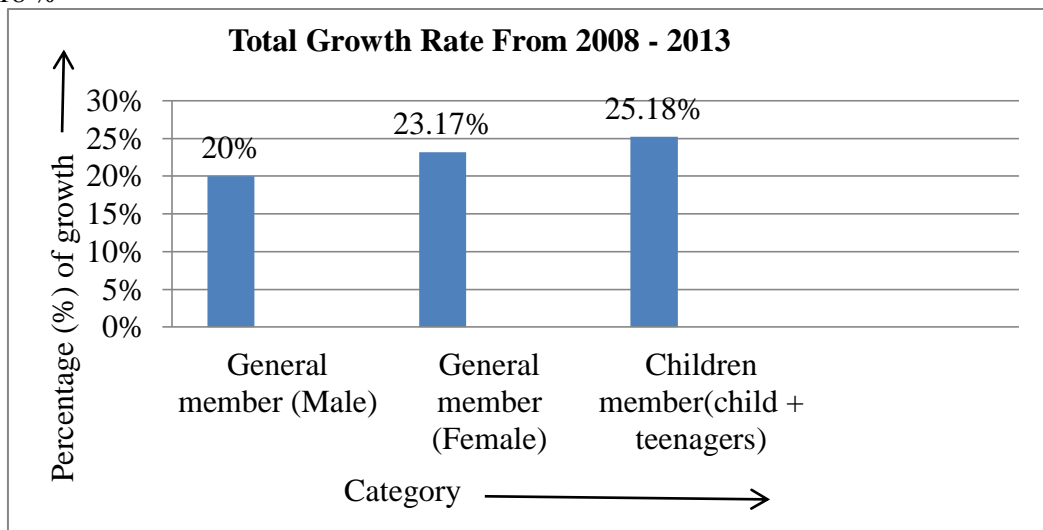
$$\{(3736 - 3033) * 100\} / 3033$$

$$= 23.17 \%$$

Percentage of increment of the growth of Children member =

$$\{(2948 - 2355) * 100\} / 2355$$

$$= 25.18 \%$$



**Figure 1. Percentage of Growth rate of membership category wise**

Category Children's percentage of growth rate (i.e. 25.18 percent) is higher than the general member female (i.e. 23.17 percent) and general member male (i.e. 20 percent). But total general member (male + female) show greater growth rate of percentage than children member. Growth rate of general female member is greater than general male member though total number of member is lower than male member.

**5.2 Library Collection:****A. Collection of Book and Non-Book Materials (excluding periodicals).****Table 4: Year Wise Collection from 2008 – 2013 Financial Year**

Document Type	2008 - 09	2009 - 10	2010 - 11	2011 - 12	2012 - 13
Book	65352	67764	69525	71515	72431
Map / Chart	27	28	28	28	28
Audio Cassette	6	6	6	6	6
DVD / CD	47	47	47	47	47
Manuscript	5	5	5	5	5
Total	65437		69611	71601	72517

The table shows that the book collections are increasing from time to time but other documents type remain constant. Collection of books is very high than non-book documents. In 2013 there are 72431 numbers of books. The collection of non-book material does not increase time to time from 2008 to 2013.

**Books:** Main sources of book collection development are purchase, RRRLF and gift. Books are in Bengali, English, Urdu and Santali languages.

**Maps / Charts:** There are only 28 maps & charts.

**Audio Cassettes:** There are only six audio cassettes deals with songs.

**DVD / CD:** There are 47 DVD / CD cassettes. Most of them are for children use.

**Manuscripts:** There are 5 manuscripts deals with Ayurveda written in pre- Bengali language.

**Table 5: New Collection Added In The Financial Year 2012 – 2013**

Source	Number of Volumes
Purchased Books	244
Books From RRRLF	506
Books From Other	111
Total	861

In this financial year total 861 number of new book added. Out of 861 new book, 244 number of book from purchase, 506 number of books from RRRLF and 111 number of books from other source.

**B. Collection Of Periodicals Including Newspapers****Table 6: Distribution of News Papers**

Sl. No.	Name of the News Paper	Language
1	The Times of India	English
2	Ekdin	Bengali
3	Sangbad Pratidin	Bengali
4	Statesman	Bengali
5	Aajkaal	Bengali
6	Aajker Kalam	Bengali
7	Khobor 365 din	Bengali

There are six (6) Bengali daily newspaper and one (1) English daily Newspaper. The ratio between bengali and english newspaper is 6:1.

**Table 7: Distribution of Periodicals**

Particulars	Weekly	Fortnightly	Monthly	Total
Subscribed by library	8	7	27	42
Local (Bankura) periodicals	7	14	3	24
Other gifted		1	2	3
Total	15	22	32	69

The above table shows that library subscribe 8 weekly, 7 fortnightly, 27 monthly and total 42 periodical. There are 7 weekly, 14 fortnightly, 3 monthly and total 24 local (Bankura) periodical. Other gifted periodicals are 1 fortnightly, 2 monthly and total 3 periodicals are there. Library has total 69 periodicals excluding daily newspaper.

### 5.3 Library Services:

Types of services provided by the Library are:

#### 5.3.1 Lending Service:

**Table 8: Lending Service Provided By the Library in The Year 2012 – 13**

Issued to	No. of Members	No. of Book Issued for Lending	Average No. of Book Issued for Lending per Day	Average No. of Members Take Lending Service per Day
General Member	13933	13933	54	54
Children Member	4309	4309	17	17
Total	18242	18242	71	71

*Note: Daily Average of Book Issued = Total No. of Book Issued / Library' Working Days (258 days in the year 2012 - 13). Daily Average of Member take Lending Service = Total No. of Book Issued / Library' Working Days (258 days in the year 2012 - 13) One member is issued more than one time (Here no of Member = Sum of the total day to day issued member of the year)*

It is seen that 13933 general members are taken 13933 books for lending and 4309 children members are taken 4309 books in this year per day. Average 54 books are issued by average 54 general members and 17 books are issued by average 17 children members per day. Total average 71 books are issued per day in this library.

#### 5.3.2 Reading room service

**Table 9: Number of Readers & Documents used in the Reading Room in the Year 2012 – 13**

No. of Readers (Used Reading Room)	No. of Book (Used in the Reading Room)	Daily Average Number of Book Used	Daily Average Number of Readers
General Member 7936 + Children Member 6140 = 14076	33111	128	55

*Note: Daily Average no of Book = Total No. of Book used / Library' Working Days (258 days in the year 2012 - 13). Daily Average No. of Reader = Total No of Reader / Library' Working Days (258 days in the year 2012 - 13)*

Average number of readers in the reading room is 55. One person can take one book at time in the reading section. There are some non-member readers who use only general reading room for periodicals reading. In the year 2012 – 13 the number of non-member reader used reading room was 2818.

### 5.3.3 Reference service:

**Table 10: Number of Documents Used and Number of Users in the Reference Section**

No. of Users	No. of Documents Used	Daily Average Number of Documents Used	Daily Average Number of Users	Average Number of Document Used by one Person
1548	7740	30	6	5

The table shows that the total number of users in the reference section in this year is 1548 and total 7740 documents (not separate documents) are used in this section. The average number of users in the reference section is six and one user generally uses five reference books. Data shows that the reference service section is not so strong. There are very limited reference tools, and lack of adequate facility.

**5.3.4 Separate Children Service:** There is separate children section. The library gives reading room facilities, lending facilities & also provides some DVD/CD to its users. Class XI, XII students generally take reference books and text books. Children section's member can take only children section's documents.

**5.3.5 Service for old man:** Senior citizen's section of the library has just started. There service has not started like other sections.

**5.3.6 Career guidance service:** Career guidance service is very strong in this library. Library has essential collections for this purpose. Classes are arranged and teachers are invited from respective field. Most of the teachers are from local colleges and senior school. The average number of user is 45 in this year (2012 - 13).

**Table 11: Year wise Average No. of Users per Day in the Career Guidance Section**

Year	Average Number of Users
2008 – 09	34
2009 – 10	32
2010– 11	35
2011 – 12	39
2012 - 13	45

Average number of users in the year 2008-09 is 34; in 2009-10 the average number is 32; in 2010-11 the average number of users is 35; in 2011-12 average number of users is 39 and in 2012-13 the average number of users is 45 per day in this library. It shows that average no of users increasing from 2009 to 2013

**5.3.7 Inter-library loan service:** Inter library loan service is not so good. They provide very limited inter library loan service with nearest two to three college library.

**5.3.8 Reprography service:** Free Xerox service to the user is provided. For this purpose prior permission from librarian is essential.

**5.3.9 Extension services:** The library provides numbers of extension services. List of extension services in the year 2012 – 13 are given below.

- i). Antarjatik Matribhasa Dibosh, 21 Feb 2012
- ii). Programs on 15 th August
- iii). Programs On 23 January
- iv). Saraswati Puja
- v). programs on 22 e Srabon.
- vii). TET coaching Class.
- viii). Quiz competition.

**6.1 Conclusion:** At very beginning the library devoted to give service to its users. Total library users are near about two thousands. Among the users there are maximum users are General and OBC. Category ST & Minorities members are low in number. There are 818 (4.26 percent) members are ST & 521 (2.71 percent) members are in the Minorities Category. During the last five years the membership of the library is increasing day by day. Among the total collection of 71601 most of the collection is book (i.e. 99.88 percent). Library provided lending service, reading room service, reference service, and separate children service, service for old person, career guidance service, inter-library loan service and free reprography service. Children Section and Career guidance section is comparatively better. Library needs more collection to give satisfactory service to its users. Another drawback of the library is up dated catalogue. Library automation process does not in progress.

## 6.2 Suggestions:

- Sufficient grant should be allocated by Government for the development and improvement of the collection development.
- Library should give attention on the weak area of collection. Periodical section and reference section should be enriched by adequate collection as early as possible.
- Library should take initiative for library publication.
- The Library should co-operate and communicate with the local society, for example different educational institutions, local trade and industry and health and environmental authorities.
- The library should investigate to find out strong and weak area of the collection. Library must take a clear policy to select document. Weak collection area should be filled up with appropriate documents.
- Some popular newspaper and English newspaper availability should be increased according to users need.
- Library should organize orientation program, users' education program. It will be helpful to users.
- Immediately internet facility to users should be introduced.
- Reference book, magazine, text book, career guidance documents should be increased from time to time.

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