

Institutional Library and Readers' Satisfaction of Extended Kokrajhar Town in BTAD– An Analytical Study

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Introduction:

Academic Library does not exist for itself. Rather, it operates as part of the Academia to fulfill the goals set forward by an educational or academic institution. As such, the syllabi, curriculum and plans of the institution exert a direct influence in its function. An Academic Library should become a teaching instrument in itself. It must give priority on library services for student's satisfaction. Text books for students are to be given here primary importance along with other reference materials. Again, there is a greater need of collecting books and other documents as per suggestions made by the teachers. Moreover, the students need to be guided so as to enable them to identify and locate books for themselves. Open access facility for all students regardless of their race, ethnicity, linguistic backdrop, religious faith, socio-economic status, gender and physical disabilities is another important aspect of Academic Library.

It has been observed that the number of educational institutions providing scope of higher education is very limited in Kokrajhar. To satisfy the needs of students of Kokrajhar there are only eleven (11) numbers of Higher Educational Institutions, seven (7) of which are in the heart of the town while other four (4) are at its surrounding. Among these institutions five (5) are conventional colleges, five (5) others are of professional nature and the excluding one (1) is a university. The professional colleges include one (1) institutions for teachers' training, one (1) for students of music and fine arts, one (1) offering courses on Law, and two (2) others are for promoting science and technology among the students.



Besides, it has also been observed that the libraries of these institutions are not sufficiently resourceful and up to date with regard to the facility and services they provide.

Methodology:

To accomplish the aims of the study undertaken and to arrive at a desirable goal, the method of survey and observation has been adopted. Besides, a pre-designed questionnaire has been supplied to the students for collection, sampling and analysis of data.

Analysis:

It has been observed that there are eleven (11) numbers of higher educational institutions in extended Kokrajhar town. Among these institutions five are conventional colleges and others are of professional nature. The following table provides some general information about the surveyed libraries:

1. General information of surveyed libraries:

Sl. No	Name of the Library	Name of the Parent Institution	Year of Estd.	Scheme of classification/ Cataloguing	Total No. of seats in reading room	Access system	Library Hours
1	Kokrajhar Govt. College Library	Kokrajhar Govt. College	1959	DDC/ AACRII	60	Open	10AM-4.30PM
2	Govt. College of Teacher Education Library	Govt. College of Teacher Education	1971	No	10	Open	10AM-3PM
3	Commerce College Library	Commerce College	1985	DDC/ No	12	Open	10AM-4PM
4	Kokrajhar Law College Library	Kokrajhar Law College	1985	No	12	Open	3PM-6.30PM
5	Girls' College Library	Girls' College	1990	DDC/ AACRII	25	Open	10AM-4PM
6	Science College Library	Science College	1995	DDC/ No	52	Open	10AM - 4PM
7	Music & Fine Arts College	Music & Fine Arts College	1997	No/No	Nil	Open	10AM-4PM

ONLINE ISSN 2278-5264



প্রতিধ্বনি the ECHO
Pratidhwani – A Journal of Humanities and Social Science
www.thecho.in

Volume-I, Issue-II, October-2012

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Karimganj College, Karimganj, Assam, India

	Library						
8	St. Anna's College Library	St. Anna's College	2005	No/No	10	Open	10AM-4PM
9	Central Institute of Technology (CIT) Library	Central Institute of Technology (CIT)	2006	DDC/AACRII	50	Open	9AM-6PM
10	Bodoland University Library	Bodoland University	2009	No/No	20	Open	10AM-4PM
11	Bineswar Brahma Engineering College Library	Bineswar Brahma Engineering College	2010	DDC/No	Nil	Open	10AM-4PM

Table 1: General information of surveyed libraries

2. Library collection of surveyed libraries:

In an Academic Library, students primarily approach to take his or her prescribed texts in the course syllabus. The next concern of the students, especially in case of higher educational institutions, comprises chiefly of reference books and relevant periodicals. So, academic library must give importance to its collection of text books, reference books and periodicals. The following table provides a general idea about collection on text books, reference books and periodicals in the surveyed libraries:

Sl.No.	Name of the Library	Text books/ reference books	Periodicals
1	Kokrajhar Govt. College Library	26000	29
2	Govt. College of Teacher Education Library	5592	Nil
3	Commerce College Library	5500	8
4	Kokrajhar Law College Library	5850	3
5	Girls' College Library	8000	16
6	Science College Library	3632	8
7	Music & Fine Arts College Library	3000	Nil
8	St. Anna's College Library	3000	Nil
9	Central Institute of Technology (CIT) Library	20000	59
10	Bodoland University Library	10000	3
11	Bineswar Brahma Engineering College Library	3000	Nil

Table 2: Library collection of surveyed libraries



3. Collection of text and references books:

Total Collection	No. of Libraries	%
25001-30000	1	9%
20001-25000		00%
15001-20000	1	9%
10001-15000		00%
5001-10000	5	45%
1001-5000	4	36%

Table 2: Collection of text and references books

The table shows that 9% of the surveyed libraries have more than 25000 collections. 9% of the surveyed libraries have 15001-20000 collection. 45% of the surveyed libraries have 5001-10000 collection. 36% of the surveyed libraries have 1001-5000 collection. The following pi-diagram reflects the average collection of text and references books:

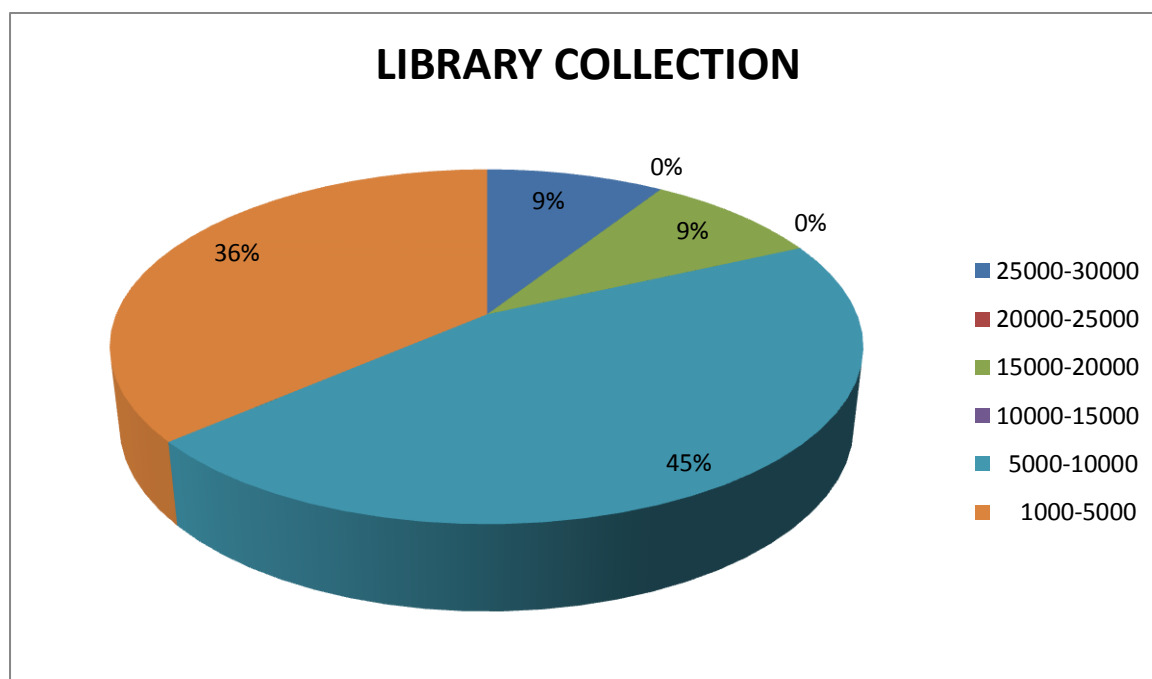


Diagram-1



4. Service provided by the surveyed libraries:

Sl. No.	Name of the Library	Referr-al Service	Reprogr-aphic Service	Bibliogr-aphic Service	Intern-et	User Educati-on	Inter Library Loan	Career Guida-nce
1	Kokrajhar Govt. College Library	YES	YES		YES	YES	YES	YES
2	Govt. College of Teacher Education Library	YES						
3	Commerce College Library	YES	YES		YES	YES		YES
4	Kokrajhar Law College Library	YES						
5	Girls' College Library	YES			YES	YES		YES
6	Science College Library	YES	YES			YES		YES
7	Music & Fine Arts College Library	YES						
8	St. Anna's College Library	YES						
9	Central Institute of Technology (CIT) Library	YES	YES		YES	YES	YES	YES
10	Bodoland University Library							
11	Bineswar Brahma Engineering College Library	YES				YES		

Table3: Service provided by the surveyed libraries

4. Library services of the surveyed libraries:

Services	No. of respondent	No. of respondent say yes	Percentage
Referral Service	11	10	91%
Reprographic Service		4	36%
Bibliographic Service		0	00%
Internet Service		4	36%
User Education		6	55%
Inter Library Loan		2	18%
Career Guidance		5	45%

Table 4: library services of the surveyed libraries

The table shows that referral service is provided in most of the libraries which have been surveyed. 36% of surveyed library provides reprography service and internet Service. 55% of surveyed library provides User Education. 18% of surveyed library provides inter library loan service. 45% of surveyed



library provides career guidance service. The following pi-diagram reflects average services provided by the surveyed libraries:

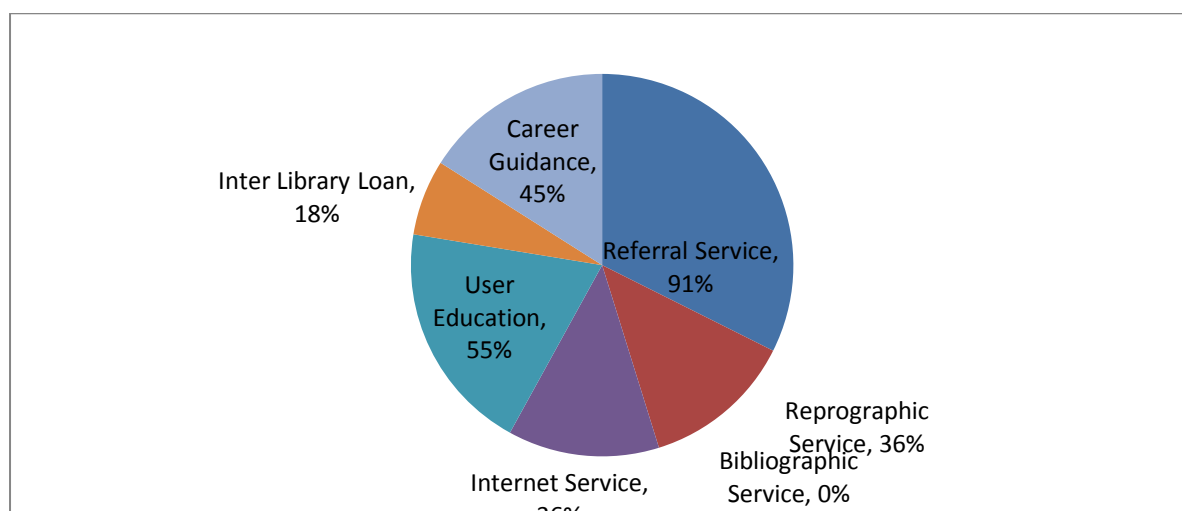


Diagram-2

5. Whether library documents is up to date and relevant:

The documents of a library also need to be up to date and relevant so as to satisfy its users. In case of an higher educational institutional library, the liability of keeping up to date and relevant documents arises the more as students, scholars as well as teachers have to cope up with constant syllabus changes made by the Universities/Academic bodies. The following table shows users' response about the issue:

TNR	Always		Mostly		Sometimes		Never	
	Response	%	Response	%	Response	%	Response	%
200	24	12	52	26	90	45	34	17

Table 5: library documents is up to date and relevant

The table shows that among 200 library users 12% are always, 26% are mostly, 45% are sometimes and 17% are never satisfied with library documents



as up to date and relevant. To understand it diagrammatically, we can take help of the following pie-diagram:

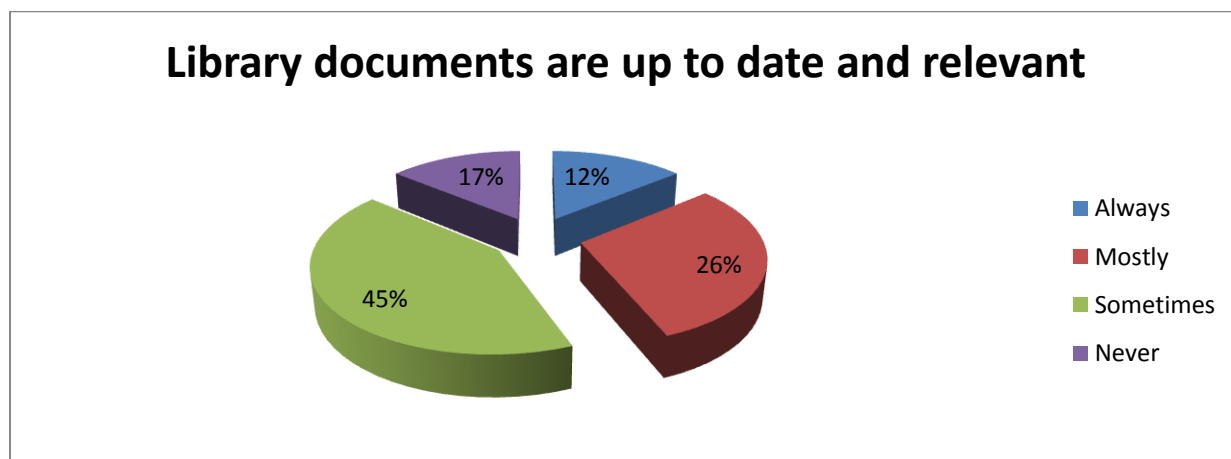


Diagram-3

Conclusions:

The survey shows that the libraries have a limited collection of books and study materials. In respect of subscription of journals the situation is further worse so much so that a large numbers of libraries do not subscribe to any periodical at all (**Table 2**).

The libraries, of course, facilitate open access system to advantage of the users. However, classification of materials is not done proportionally to aid users in finding the desired material. The maintenance of cataloging system reveals yet another deplorable aspect of the surveyed libraries. Majority of the libraries, do not maintain catalogues of library materials (**Table 1**). The users, as a result, have to face a great difficulty in selecting and finding reading materials. The documents, again, are not always up to date and relevant (**Table 5**).



The study gives some positive signs as regards some of the services provided by the libraries like Referral service (91%) and User Education (55%). However, the libraries are found to be poor (**Table 4**) in providing reprographic service (36%), internet service (36%), Career Guidance (45%) and Inter Library Loan (18%).



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