



## **A study on Collection Management and Services of North-eastern Hill University Central library and Tezpur University Central library**

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### **Abstract**

The importance of library collection and its management is one of the most important and crucial task in the management of any library. Furthermore, services provided by the library to its patrons are a vital task and the value and capacity of a library is often measured through this. This paper focuses on the collection management of North Eastern Hill University (NEHU) Library and Tezpur University Library to their users to support teaching, learning and research. The study further identifies the types of services provided by the University Libraries. The paper also identifies the challenges faced by the users regarding the library collections and the services provided by the two University Libraries.

**Keywords:** University Libraries, NEHU Central Library, Tezpur University Library, Collections, Management, Services



## **1. Introduction**

The two most crucial components of any library are collection management and services. The quality of the collection that a library provides for its patrons, as well as the services that are provided inside the library to fulfill the needs of the end users, determine a library's strength and weakness. Inside the library, a robust collection and excellent services provide opportunities for users to learn and gain more knowledge. The success of any library depends on the richness of its collection and services it provides. Especially in the university, library perform a variety of functions, including curriculum assistance and research support for university students, faculty and research scholars. The university library's collection management and services are critical as it established, administered and meet the information, research, and curriculum needs of its students, faculty and research scholars.

### **1.1 Collection management**

The most popular word in the field of librarianship which deals with collections is collection management. The various functions involved in selecting, procuring, processing, and maintaining collections in a cost-effective manner are referred to as collection management. It can also be described as a collection of data, communication, coordination, policy formulation, assessment, and planning process. These processes, in turn, have an impact on decisions about the acquisition, retention, and provision of information access to support the library community's intellectual demands.

A library collection may include books, journals, abstracts, indexes, technical/specialized reports and series, research papers, proceedings, standard, chart, graph, archives, images, records, output statistics, bulletin, pamphlet, government publications, directory, and other materials on a particular topic that are available in print, digital resources, and non-print formats. A library collection offers specialist information resources on a specific subject, caters to a small and exclusive target groups and provides specialized services to that group.

### **1.2 Services**

According to the lawinsider.com dictionary, “Library service refers to a service that provides reading materials for easy access; circulation of reading materials; service to assist users in obtaining library materials, educational and recreational audiovisual materials; or a combination of



these services”. The basic goal of every library, regardless of its size or type, is to encourage people to use its resources. Through the personal efforts of library staff, library services bring document or information sources and their users together. The information a user need is determined by the reason for his or her search. Users' information needs are met by library services, which disseminate information resources.

Acquisitions, technical services, circulation, periodical services, binding services, computer services (depending on the condition of the library), documentation services, periodicals routing, Current Awareness Service (CAS), Selective Dissemination of Information (SDI), referral services, translation services, security services are all included in most libraries' services.

### **1.3 North Eastern Hill University Central Library**

North-Eastern Hill University was founded by an Act of the Indian Parliament on July 19, 1973. The university has two campuses in Meghalaya: Shillong and Tura. The NEHU Central Library, which began with a collection of 600 books in 1973, has grown to become the premier university library in North-East India, with a collection of over 2.9 lakh volumes of books and bound periodicals, supplemented by the vast information resources now available through the e-ShodhSindhu Consortium and the links to global information resources and services provided on its webpage. High-end computers, as well as other electronic and audio-visual equipment, have been installed in the NEHU Central Library to enable seamless in-house and online services. The university's students, research scholars, instructors, administrators, and staff are served by the NEHU Central Library. (Annual Report, NEHU 2021)

### **1.4 Tezpur University Central Library**

Tezpur University, which was established by an Act of the Indian Parliament on January 21, 1994, celebrated its 26th anniversary on January 21, 2020. By recruiting academics and students, the University, which began with only 57 students in three departments, has grown into a prestigious Higher Educational Institution and is quickly becoming as one of the most sought after Universities in India's eastern region. Students were admitted to 68 different programmes of study in 22 Departments during the stated year (2019-20). Tezpur University's Central Library was found in 1994, along with the university itself. The library aspires to be the best university library in the region as well as the country. The Central Library offers a large collection of



books, journals, and other materials. The library has been fully computerized using KOHA Open Source Software, which is an integrated multi-user library management system that supports all of the Library's in-house operations. The Library's collection includes the most up-to-date information resources in the fields of engineering, science, management, social science, and humanities. Through e-ShodhSindhu Consortium of INFLIBNET Centre and DelCon Consortium, the library provides access to e-resources and databases. The library is a member of DELNET and makes use of its services. The University's Central Library is a great resource for students, researchers, and faculty. The Library's aim is to augment and support learning, teaching, and research programmes. (Annual Report, Tezpur University 2020)

## **2. Review of literature**

Kharwar, Singh & Mahawar (2021) stated that academic libraries are regarded as the hub of education, studying, and educational activities. The author researched at the complete study material available at BBAU's Gautam Buddha Central Library in his report. According to him, there are 62000 books and 79 journals open to its users and the library subscribes to electronic magazines and provide its users with abstracting and indexing services to meet their academic needs.

Khan, Ali & Kumar (2019) in his study evaluated the user's satisfaction on library and information resources and services in Vidyavardhaka First Grade College library in Mysore in Karnataka. 200 questionnaires were distributed to the users, out of which 171(85.5%) questionnaires were received back. The findings of the study shows that users visited libraries 1-2 times a week for borrowing library books and to read materials in their specific subjects and opined that 'arrangement of text books' is impressive. In terms of overall library services majority of respondents are satisfied. The study suggested that library should play prominent role in providing information related to literacy programme and more user studies at regular intervals in their colleges to provide optimum library and information services.

Verma & Lalitlanmawii (2016) in their study about the use pattern of library collections and services by faculties and research scholars of school of physical sciences, Assam University, Silchar stated that the library is a prerequisite for sustainable development of higher education as education and library are two inseparable indivisibles, both being fundamentally and



synchronously related and co-existent with each other. He also stated that information is the basic requirement of teaching and research in the present knowledge society and academic libraries have been given the responsibility to provide information services to support teaching, learning and research activities in the university system. He, therefore, concludes that library has to organize their collections and services to satisfy the information needs of users.

Sneha (2014) in “Exploring the shifting paradigms of librarian-client relationship” strongly urge the expectation that a library staff is supposed to know their library users, their collection and that they should be active in finding required information because the services of a library are taken as successful only when they meet the demands of their clients.

Kaushik (2006) discusses the need of programme planning and budgeting in his book, “Management of Library and Information.” He stressed that library administrators should be prepared to make decisions and choose among alternatives in a variety of situations, particularly when it comes to strategic planning of the library's long-term objectives, whether and how they should be changed, what policies are required to achieve them, and what effect they will have.

Srinivas (2001) in “Modern Trends in Libraries” stated that libraries must change to keep up with the changing environment. He also stated that if libraries are to improve, new ways of looking at libraries and the broader environment of which they are a part are need to be invented and tested to meet the ever changing needs of the users.

### **3. Objectives of the study**

1. To identify the types of library users in North Eastern Hill University and Tezpur University
2. To conduct an in depth study on the collection management and services of the two university libraries under study.
3. To find out the challenges faced by the university libraries towards their library collection and services and plan for further improvement.



#### 4. Scope and Methodology of the study

The scope of the study is confined to the library users of the two central university libraries of the Northeast, namely: North Eastern University (NEHU) and Tezpur University. The primary data was collected through a structured questionnaire in order to obtain data relevant to the study. A total of 100 questionnaires (50 each among NEHU library users and Tezpur University library users) were distributed. Out of 100 questionnaires distributed, 93 questionnaires were received, which makes the response rate as 93%.

#### 5. Data analysis and interpretation

The data were tallied, evaluated, and interpreted based on the responses. Structured questionnaires were distributed to the 100 library users under study for data gathering. The survey was completed by 93 members of the library users (93%).

##### 5.1 Respondents Status

Table 5.1 : Respondents status

S/N	Name of University	Questionnaire Distributed	Questionnaire Received	% of responses
1	NEHU	50	50	100
2	TEZU	50	43	86
TOTAL		100	93	93%

Source : Questionnaire method

Table 5.1 shows the total number of respondents. It can be seen that out of the 100 questionnaires distributed, 93(93%) were received. 50 questionnaires were distributed to NEHU central library users in which 100 is received back and also another 50 questionnaires were distributed to Tezpur University Central library users out of which 43 responded to the questionnaires.

##### 5.2 Gender analysis

Table 5.2: Gender analysis

Gender	NEHU	TEZPUR	Total No. of respondents
Male	23 (24.74%)	23 (24.74%)	46 (49.47%)
Female	27 (29.04%)	20 (21.51%)	47(50.54%)

Source : Questionnaire method



It is essential to be aware of the gender status of the library users under study. Table 5.2 reveals that out of the total 93 respondents, there are 46(49.47%) male respondents and 47(50.54%) female respondents respectively.

### 5.3 Age of the respondents

Table 5.3: Age of the respondents

S/N	Name of University	Age		Total
		20-30	31-40	
1	NEHU	35(37.64%)	15(16.13%)	50(53.77%)
2	TEZU	38(40.86%)	5(5.38%)	43(46.24%)
Total		73(78.50%)	20(21.51%)	93(100%)

Source : Questionnaire method

Table 5.3 above, shows the age of the respondents. The table shows that there were 35(37.64%) respondents aged between 20-30 and 15(16.13%) between 31-40 among NEHU library users. Whereas, there were library users 38(40.86%) who were aged between 20-30 and 5(5.38%) between 31-40 among TEZPUR university library users.

### 5.4 Qualifications of the respondents

Table 5.4: Qualifications of the respondents

Name of the University	P.G Students	Research Scholars
NEHU	34 (36.56%)	16 (17.21%)
TEZPUR	33 (35.49%)	10 (10.76%)
Total	67 (72.05%)	26(27.86%)

Source: Questionnaire method

Table 5.4 shows the qualifications of the library users in the two university libraries. Among the respondents, there are 34(36.56%) Post Graduate students and 16(17.21%) Research Scholars from NEHU central Library whereas Tezpur University library has 33(35.49%) Post Graduate students and 26(27.86%) research scholars who responded to the questionnaires.



## 5.5 Frequency of library visit

Table 5.5: Frequency of library visit

Name of the University	Daily	Weekly	Monthly	Others
NEHU	1 (1.08%)	25 (26.89%)	23 (24.74%)	1 (1.08%)
TEZPUR	8 (8.61%)	16 (17.21%)	18 (19.36%)	1(1.08%)
TOTAL	9 (9.68%)	41 (44.09%)	41 (44.09%)	2 (2.15%)

Source : Questionnaire method

Library goals are only achieved when they have maximum users and meet the need of the end users. Regarding this, a question was asked among the library users of the two universities under study. Table 5.5 above shows that among NEHU library users, there are 1(1.08%) library users who visit the library daily, 25(26.74%) who visited weekly, 1(1.08%) others who hardly visit the university library. Whereas, among Tezpur University library users, there are 8(8.61%) who visit library daily, 16(17.21%) weekly, 18(19.36%) monthly and 1(1.08%) others who they hardly visit the library.

## 5.6 Purpose of library visit

Table 5.6  
Purpose of library visit

Name of the University	Assignment	Recreation	Information	Others
NEHU	30(32.26%)	14(15.06%)	24(25.81%)	1(1.08%)
TEZU	30(32.26%)	26(27.96%)	20(21.51%)	2(2.15%)
<b>Total</b>	60(64.52%)	40(43.01%)	44(47.32%)	3(3.23%)

Note: Percentage exceeds 100% because respondents were allowed multiple answers; n=93

There are certain reasons among the users with regard to their purpose of library visit. From table5.6, it was found that among NEHU central library users, there are 30(32.26%) users who visit the library for assignment purpose, 14(15.06%) who visit the library for recreation and 24(25.81%) who visit the library to gain information and 1(1.08%) who visit the library without any known purpose. On the other hand, among Tezpur University library users, there are 30(32.26%) users who visit the library for assignment which is followed by 26(27.96%) who





visit the library for recreation, while there are 20(21.51%) who visit the library to gain information and 2(2.15%) who visited the library for other purpose as well.

### 5.7 Availability of reading material

Table 5.7: Availability of reading material

Name of the University	Always	Sometimes	Never
NEHU	22 (23.66%)	13 (13.98%)	15 (16.13%)
TEZPUR	29 (31.19%)	4 (4.31%)	10 (10.76%)
Total	51 (54.84%)	17 (18.28%)	25 (26.89%)

Source : Questionnaire method

Availability of reading materials is very important in the library because it is a resource to help the library users to achieve their goals. Regarding this, a question was asked among the two university library users. Table 5.17 shows that 22(23.66%) NEHU users who always found reading materials in the library to meet their needs, while there are 13(13.98%) who sometimes journal reading materials and 15(16.13%) who never get their required reading materials. Whereas among the Tezpur library users, 29(31.19%) states that they always found reading materials in the library, while there are 4(4.31%) users who sometimes received their needs and there are 10(10.76%) users who never get their required reading materials in their library.

### 5.8 Electronic resources facility

Table 5.8: Electronic resources facility

Name of the University	Satisfied	Dissatisfied	Undecided
NEHU	29 (31.18%)	5 (5.37%)	16 (17.20%)
TEZPUR	25 (26.88%)	5 (5.37%)	13 (13.97%)
Total	54 (58.06%)	10 (10.75%)	29 (31.18%)

Source : Questionnaire method

Electronic resources have a prominent role to play in higher education especially for University library users due to their easiness and variety of information supply. Regarding this, a question was asked among the two university library users whether their library suffices their needs towards provision of resources. Among NEHU library users, there are 29(31.18%) who are satisfied while there are 5(5.37%) who are dissatisfied and 16(17.20%) who are undecided about the e-resources facility. Whereas among Tezpur library users, there are 25(26.88%) who are



satisfied while 5(5.37%) are dissatisfied and 13(13.97%) who are undecided about the e-resources facility.

### 5.9. Problem face regarding the library collection and services

Table 5.9: Problem faced

Name of the university	Better infrastructure	More up to date Collection	Better internet facilities
NEHU	28 (30.11%)	10 (10.76%)	19 (20.43%)
TEZPUR	30 (32.26%)	12 (12.91%)	28 (30.10%)
Total	58 (62.36%)	22 (23.65%)	47 (50.53%)

Note : Percentage exceeds 100% because respondents were allowed multiple answers; n=93

Library collection and services are the basic requirement of every library in order to meet the end users satisfaction. From table 5.9 it is found that 28(30.11%) NEHU library users are of the opinion that better infrastructure is required while 10(10.76%) wanted to have a more up to date collections and 19(20.43%) wanted to have better provision on Internet facilities. On the other hand, 30(32.26%) of Tezpur library users opined that better infrastructure is needed while 12(12.91%) wanted to have a more up to date collection and there are 28(30.10%) who feel the need to have better Internet facilities.

### 5.10 Overall satisfaction level

Table 5.10: Satisfaction level

Name of University	Satisfaction level		
	Very satisfied	Satisfied	Dissatisfied
NEHU	12(12.91%)	34(36.56%)	4(4.31%)
TEZU	16(17.21%)	24(25.81%)	3(3.23%)
<b>Total</b>	28(30.11%)	58(62.37%)	7(7.53%)

Source : Questionnaire method

Table 5.10 highlighted the overall satisfaction level of the two university library users under study. In NEHU, 12(12.91%) are very satisfied, 34(36.56%) are satisfied and also 4(4.31%) are dissatisfied towards their library collection management and services. Whereas, TEZPUR university library users of 16(17.21%) are very satisfied, 24(25.81%) are satisfied and also 3 (3.23%) are dissatisfied on the collection, management and services.



## 6. Suggestions and Conclusion

Based on the study done between two central universities i.e. North Eastern Hill University and Tezpur University, recommendations were given based on the opinions of library users.

- Since there are new emerging disciplines and a growth in the number of users every year, the library should refresh their collection from time to time.
- The library should have larger reading areas and improved infrastructure so that users can enjoy themselves and return to the library frequently.
- The number of e-resources should be sufficient, and they should be simple to use.
- Readers' time should be saved by having good Internet facilities.
- Security and hospitality in the library are expected to be excellent to avoid future problem.

Every library's success is largely determined by its collection and services it offers. A strong collection management and services in university library allows a person to work more efficiently with variety of resources, personnel, and space. Furthermore, good library services dispel the doubts of library consumers. When users' information needs are met, they are compelled to like the library and become more comfortable visiting it, which is beneficial to the library in the long run. As a result, collection management and services is an important matter for all library employees. The role of every library employee is equally important in the management of the library, and they are expected to perform their jobs honestly and diligently so that end users can get what they need.

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## APPENDIX

### Questionnaire for PG Students and Research Scholars on the topic “A study on Collection Management and Services of North-eastern Hill University Central library and Tezpur University Central library”

Name : \_\_\_\_\_

Name of the University library : \_\_\_\_\_

Address : \_\_\_\_\_

1. Gender

Male

Female

2. Age

20-30

31-40

41-50

51 above

3. Qualification

Post-Graduate

Research Scholars

4. How frequently do you come to the library?

Daily

Weekly

Monthly

Other (please specify): \_\_\_\_\_

5. For what purpose do you use the library?

Assignment

Recreation

Information

Other (please specify): \_\_\_\_\_

6. Do you usually find the books and other materials that you are looking for in the library?

Always

Sometimes

Never

7. Do you have electronic resources facility in your library? If yes, how frequently do you use the electronic resources facility?

Satisfied

Dissatisfied

Undecided



8. Problem face regarding the library collection and services.

- Better infrastructure
- More up to date Collection
- Better internet facilities

9. How do you rate your satisfaction level with the following Library services?

- Very satisfied
- Satisfied
- Dissatisfied

10. Please list any additions you feel the library could make to its collection of materials and services.

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11. Suggestions :

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