

USE AND ASSESSMENT OF LIBRARY RESOURCES IN MIZORAM UNIVERSITY AND NORTH EAST HILL UNIVERSITY: A STUDY

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Abstract *Globalization of information due to Internet, increasing competitions in service quality in ICT arena and multiplex information need of the users due to multidisciplinary research happen to be the major challenges among the academic libraries and these are the critical components and ambitious assignments of the library professionals and information managers to broaden qualitative services. To improve the quality services in libraries and information centers, management attitudes are effectively focused and this approach calls for an assessment process that requires being highly customer-focused, engaging, enriching and multidimensional. Increasing demands and high expectations of the consumers in the libraries and information centres compelled the service organisations to provide qualitative services. The quality service determination through e-resources irrespective of types also has become an indispensable parameter in library and information centers. Collection development with regard to both print and electronic sources and its dissemination to the users both in-house and in network environment determine the standard and efficiency of the library. The paper primarily discusses on the collection developments and use of library resources including quality assessment of electronic information services of central libraries of both Mizoram University and North Eastern Hill University of North East, India*

Keyword: *Collection Development, Use of Library Resources, Quality Assessment, E-resources, Databases*

INTRODUCTION

Collection development happens to be a process of strengthening the library with resource building and its management to facilitate the users with required information. This, however, needs a consistent policy and principles in the library for a sound collection development. Walter E. Helmke has stressed upon the adoption of principle with regard to selection, acquisition, evaluation, and maintenance of information resources in electronic, print and non-print formats. The collection policy reflects the philosophies stated in the IPFW mission and the Walter E. Helmke Library mission and communicates the guiding principles for the collection to faculty, students, staff, and other interested persons while providing guidance to those responsible for developing the collection (http://library.ipfw.edu/about/policies/collection_development_policy.html.)

Further, collection evaluation, a fundamental aspects library operations needs to be a continuous process for adhering to in the library for maintaining quality and need based collection development. Collection assessment, maintenance and weeding out are some of the integral parts of the process of collection evaluation. It is a process of assessing the effectiveness to a heave of collection to meet the identified information needs of the school community. A continuous

process reflects changes in teaching/learning programs and user needs.

Significance and Scope of the Study

The significance of the study lies with the fact that, the collection developments adequately support to the quality services to the library users of both Mizoram University and North-East Hill University, which, however depends upon the sound collection development policy. Further, unprejudiced collection developments of both the university libraries under study signify to the mapping the documents to the present curricular which could be possible due to participatory system.

Out of the 10 different central university libraries in North-East, India, the scope of the present study is limited to two central university libraries i.e, North Eastern Hill University (NEHU), Shillong and Mizoram University (MZU), Aizawl. Further, out of two campuses of NEHU available at Tura and Shillong, the Shillong campus has been included under the purview to make the study more transparent.

The aim of the study is to find out the number of significant documents built in the collection development physically which includes books, journals, patents, reference books

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and others in Library and Information Science. However, as there is a vast age gap with regard to establishment between the two universities, the study is further limited to the collection development and usage of the same for five years covering 2007 to 2011. The circulation statistics of both the universities could not be undertaken due to inadequate information. However, the filled in questionnaires obtained from both the universities under study have been analyzed and inferences were drawn. In addition to this, interview, observation methods were also adopted to confirm the data of the both the universities under study.

REVIEW OF LITERATURE

There are a very good number of research publications on the use of library resources all across the world. The author, however, focus on some pertinent studies as presented below:

Evans, G. Edward. (2005) in his study entitled, "Developing Library and Information Center Collections" stated the challenges of electronic publishing, and highlighted some of the critical issues collection development into perspective. In the similar vein, Jim Agee (2005) in the paper, "collection evaluation: a foundation for collection development" candidly remarked that librarians need to be more informed about the value of collection evaluations. Moreover, he added that evaluation allows librarians a more thorough knowledge of what already exists, what may be needed, and whether collection development goals are being achieved. Jennifer et al(2006) in the paper entitled, "use of circulation statistics and interlibrary loan data in Collection management" presented the holdings, circulations, and interlibrary loan (ILL) borrowing requests of the English-language monograph collection at the University of Colorado at Boulder.

Korobil, et al(2006) in the paper entitled, "Factors that influence the use of library resources by faculty members" remarked that majority of the faculty of Technical Educational Institution, Thessalonika, Greece use less electronic resources than printed medium for accessing their informational needs. Osagie Oseghale (2008) in the paper entitle, "Faculty Opinion as Collection Evaluation Method: a Case Study of Redeemer's University Library" revealed that a balanced and usable collection is the key aspect of library services. Geoffrey Little (2011) in his paper entitled, "collection development in library and information science at ARL libraries" revealed the results of a 2010 survey of LIS selectors at ARL institutions/libraries that do not support an ALA-accredited program to learn how and why LIS materials are collected at these institutions.

STATEMENT OF THE PROBLEM

Library is the heart of learning/teaching institution to support and promote teaching, research and extension education by providing the required information to the user's community. All the teaching faculties, research scholars and the students rely on their library to find their curriculum information needs. It is, therefore, mandatory for the institution library to provide update and authentic and user-centric collection of information resources in shape of print and electronic to their users. The collection development acts as the nerve centre of library where the users are facilitated with reading materials and information resources. It is more pertinent to make an evaluation of the collections to ascertain whether the library is equipped with relevant collection development.

Both the libraries of Mizoram University and North Eastern Hill University under study apart from providing reading materials in print form do support the users with e-resources obtained primarily through UGC-Infonet Digital Library Consortium. The problems associated with the present study are that,

- The libraries are lacking of adequate finance and consistency in management principles/ techniques leading thereby, inadequate user-centric collections especially in electronic form and subscription to national and international databases etc.
- Constraints in accessing the e-resources due to failure of internet for the strategic location of the university libraries; and
- Lacking of new horizon of services like content management, web-based services due to insufficient professional hands

OBJECTIVES OF STUDY

The objectives of the present research topic are to,

- Examine the availability of LIS collections and rate of resources added of both the universities under study;
- Determine the extent to which the library collection is reflective of the curricular objectives of LIS department;
- Identify areas of weakness and strength in the collection development.

Research Methodology

Faculties of the respective academic department of both the universities are conversant with the curriculum and framework of the university and they are the adjudicator of the collections of their respective departments. Further, the students of Department of Library and Information Science

Table 1. Category of Respondents

Respondents	MZU	Total Respondents	%	NEHU	Total Respondents	%
Students	36	34	94	50	50	100
Research Scholars (RS)	17	17	100	3	3	100
Faculty	8	6	75	6	5	83
Total	61	57	93	59	58	98

of both the universities under study are the focused group for the present study that constitutes all the 14 faculties, 20 research scholars and 86 students out of which, 8 faculties, 17 research scholars and 36 students belong to DLIS, Mizoram University, Aizawl while, 6 faculties, 3 research scholars and 50 students are from DLIS, NEHU, Shillong. The total population of the study thus, constitute to 120 of both the universities. Two sets of structured questionnaire were prepared out of which, one set of structured questionnaire identify the relevant variables associated with academic staff opinion of the existing collection in relation to the curriculum in teaching areas while other set concerns with the variables meant for the users. Both the questionnaires were distributed among the faculties and students to elicit the required information. Out of 120, 115 (96%) questionnaires were received and analyses were drawn.

ANALYSIS & FINDINGS

Analysis by Category of Respondents

Analysis by category of respondents placed in Table-1 shows that, the scholar distributed 61 questionnaires to all the categories of DLIS, MZU and 59 in NEHU thus, coming to 120 in total out of which, 115 filled in questionnaires were received from all the respondents which constitute 96% in total. Out of three categories, the total respondents of Mizoram University were 57 while the total respondents of North Eastern Hill University are 58 which constitute 93% and 98% respectively. Again, while analyzing, the research scholars of both the universities have responded 100%, followed by the students of NEHU who responded again 100%. The students of MZU have responded 34 in total out of 36 which constitute 94%. The response rate of the

faculties are 5 out of 6 i.e., 83% in NEHU while 6 out of 8 in MZU which formed 75%. It is observed that as a whole, the response rates of both the universities are good.

ANALYSIS BY GENDER

Table-2 after due analysis by gender reflects that female constitute higher number i.e, 64 (53%) while male constitute 56 (47%) of both the universities under study. Out of the total population under study, the student's community constitute the highest i.e, 86 (72%) followed by the research scholars 20 (16%) and faculties 14 (12%) of MZU & NEHU. It is interesting to note that, out of a total population i.e, 120, the students' response is 50 (42%) in NEHU followed by 36 (30%) in MZU followed by 17 (14%) research scholars in MZU and 3 (3%) in NEHU. Analysis further reveals that, the female contribute immensely to submit their feelings through the questionnaire and this shows their enthusiasm and punctuality.

ANALYSIS BY FREQUENCY OF VISITING THE LIBRARY

It is found from the analysis by frequency of library visit placed in Table-3 that out of 115 respondents, 30 respondents (26%) constitute the highest who visits the library thrice in a week followed by 28 (24%) who visit occasionally and 24 (21%) twice in a week and thus formed first, second and third respectively. It is further noted that both the universities under study, 15 each who visit the library thrice in a week followed by 12 each who visit twice in a week. It is surprising to note that 17 user's visit occasionally in NEHU while 11 visits in Mizoram University. Therefore it is deduced that the users hardly visit the library regularly due to various academic assignments and they visits the library

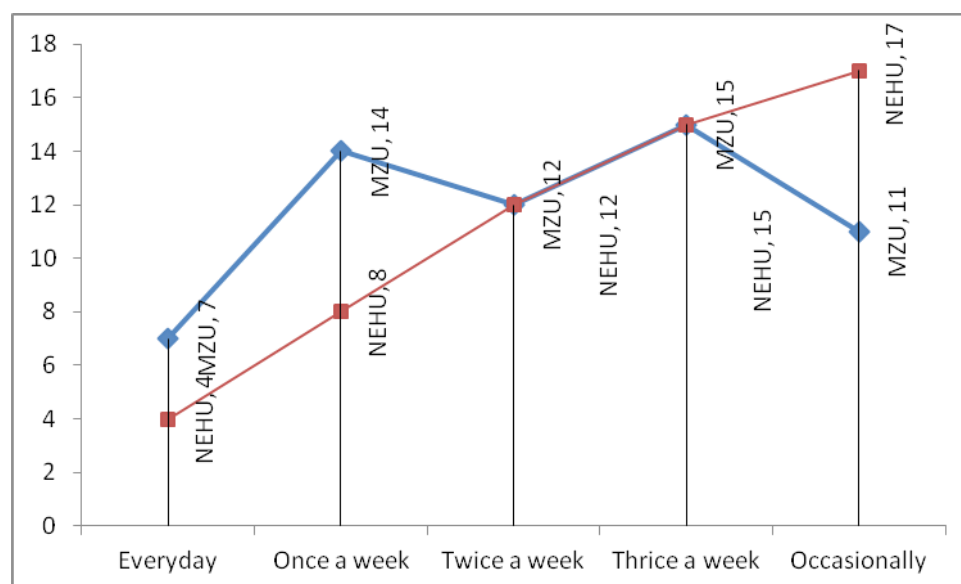
Table 2. Analysis by Gender

Gender	MZU			NEHU			Total
	Students A	Faculties B	RSs C	Students D	Faculties E	RSs F	
Male	16	7	8	20	4	1	56 (47%)
Female	20	1	9	30	2	2	64 (53%)
Total	36	8	17	50	6	3	120 (100%)

Total - Students (A+D) = 86, Faculties (B+E)= 14, RS (C+F)= 20

Table 3. Frequency of Library visit

Frequency of visiting the library	MZU		NEHU		Total No. of respondent	%
	No. of respondents	%	No. of respondents	%		
Everyday	7	12	4	7	11	10
Once a week	14	24	8	14	22	19
Twice a week	12	20	12	22	24	21
Thrice a week	15	25	15	27	30	26
Occasionally	11	19	17	30	28	24
Total	59	100	56	100	115	100

**Figure 1. Frequency of Library Visit**

according to their convenience and free time. Figure 1 shown above clearly depicts a comparative statement of the above table.

ANALYSIS BY PREFERENCES OF SOURCES OF INFORMATION

Analysis by preferences of sources of information placed in Table-4 reflects that, out of the five components, majority of respondents are from students i.e, 81 (70%) who prefer

to use the print sources followed by 18 (16%) who take the option of web and 16 (14%) on-line. None of the categories have taken the option to make their sources of information for CD-ROM and Audio/ Video. This shows the awareness of the academic community constituting all three categories that are used to various techniques of information literacy. Mention may be made that invariably, e-books are being available in CD-ROM and Audio/Video which are in prevalent before computer technology are now being used in presentations. This is an encouraging step of the libraries of both the university under study who promote to use the

Table 4. Preferences of Sources of Information

Description	MZU		NEHU		Total	
	No. of respondents	%	No. of respondents	%	Total respondents	%
Printed	39	66	42	75	81	70
Online	8	14	8	14	16	14
Web	12	20	6	11	18	16
CD-ROM	0	0	0	0	0	0
Audio/Video	0	0	0	0	0	0
Total	59	100	56	100	115	100

Table 5. Purpose of accessing the Internet

Purpose	MZU		NEHU		Total	
	No. of respondents	%	No. of respondents	%	Total respondents	%
e-book	23	39	21	37	44	38
e-journals	36	61	35	63	71	62
e-patents	0	0	0	0	0	0
e-reports	0	0	0	0	0	0
e-proceedings	0	0	0	0	0	0
Databases	0	0	0	0	0	0
Total	59	100	56	100	115	100

Table 6. User satisfaction with the present LIS Collections

Level of Satisfaction	MZU		NEHU		Total	
	No. of respondents	%	No. of respondent	%	Total Respondents	%
Excellent	0	0	0	0	0	0
Good	19	32	24	42	43	37
Moderate	16	27	18	33	34	30
No comment	24	41	14	25	38	33
Total	59	100	56	100	115	100

various technologies in providing the useful services to their users.

ANALYSIS BY PURPOSE OF ACCESSING THE INTERNET

While analyzing the purpose of accessing the Internet placed in Table- 5 it could be deduced that, the e-journals are the most preferred source compared to e-books of the users of the universities under study. It is found from the table that 36 respondents (61%) and 35 (63%) out of 59 and 56 respondents of MZU and NEHU respectively opted the e-journal followed by 23 (39%), 21 (37%) of MZU and NEHU respectively. As a whole 71 respondents (62%) and 44 (38%) respondents of both the universities under study preferred to use the e-journals and e-books respectively. This is a very encouraging step for the users who are competent enough to find their information for various purposes from e-journals. Again, the e-book is also gaining momentum in both the universities library under survey. The users access the internet primarily for e-journals and e-books.

ANALYSIS BY USER SATISFACTION

The analysis of user satisfaction with LIS collections of both the universities under survey placed in Table-6 shows that out of 59 respondents from MZU, 19 (32%) users rate the library services as good followed by 16 (27%) users who rated as moderate and 24 (41%) respondents placed no comment. In

NEHU, 24 users (42%) out of the total population 56 rated the services of NEHU as good while, 18 (33%) users viewed moderate and the remaining 14 (25%) users offered no comment. It is deduced that, the services provided by both MZU and NEHU are at present found to be satisfactory.

ANALYSIS BY LIBRARY COLLECTION

In order to render the best possible library and information service to the users' community, the librarians and its staff as well as the library committee have to make every possible effort to strengthen and update the library collections in terms of its quality and quantity so as to maintain the sustainable effectiveness of the library use. To measure the collection strength of the libraries under study, data relating to the total collection of the libraries till 2012 under study is reflected in Table-7 for analysis.

Table 7. Analysis by Library Total Collections

Collection Type	MZUCL	NEHUCL	Differences
Books	86517	267467	180950
Bound Volumes	8026	0	0
Current Journals	238	471	233
Theses/Dissertation	322	1227	905

Source: Questionnaire

The above table reflects the print collections in shape of

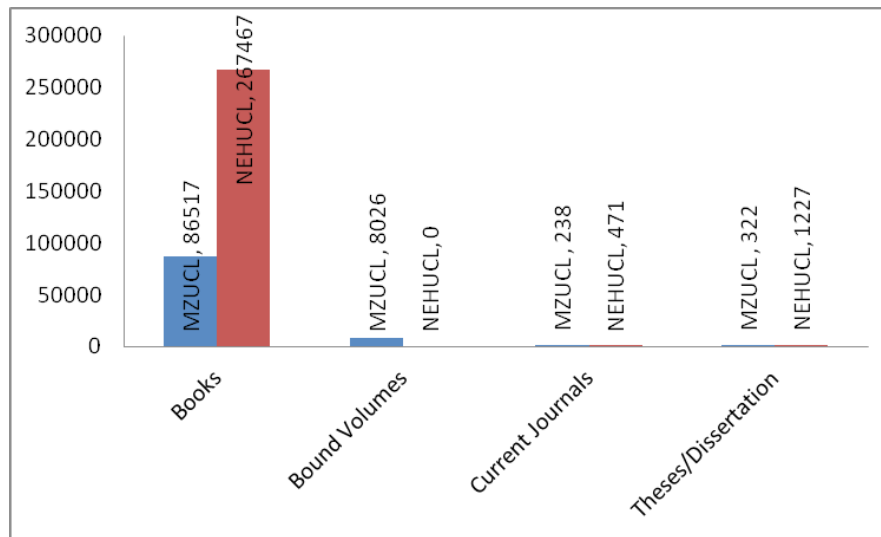


Figure 2. Total Library Collections

books, bound volumes etc of both the universities under study. While, NEHUCL is having a total collections of 267467, MZUCL is having 86517 thus having a difference of more than 1.8 lakhs. It is due to the fact that, NEHUCL was established earlier than MZUCL. Likewise, in other collections, NEHUCL stands in a higher position compared to MZUCL reason being that, NEHUCL was established earlier than MZUCL and library budget is also high in NEHUCL than MZUCL which is discussed below.

ANALYSIS BY LIS COLLECTION

Analysis of LIS collections placed in Table-8 shows that initial LIS collection at MZU in 2007 has been enhanced from 860 to 1910 in 2007 and in 2011 it enhanced to 1910 thereby giving a rise of 45%. Mention may be made that as North Eastern Hill University Central Library does not maintain a specific record of LIS collection, it could not be possible to obtain the data in the relevance field. It is surprising to note that both the Universities do not maintain a comprehensive

record regarding bound volumes and theses/ dissertation in LIS. This reflects the inconsistency in maintaining the record which is important for research purpose.

ANALYSIS BY NUMBER OF LIS JOURNALS

Journals whether, scholarly, popular or trade either traditional or electronic enhance the quality of teaching, learning and research as it contains the research oriented information, latest trends and development, products etc. Periodicals, the carrier of primary source of information results to research oriented results irrespective of the types of subjects. An effort was made to elicit information regarding LIS journals from 2007 to 2011 of both the universities and the data relating to the component have been placed in Table-9 supplemented with figure 2 for better understanding. Mention may be made that, the university libraries procure journals for the department.

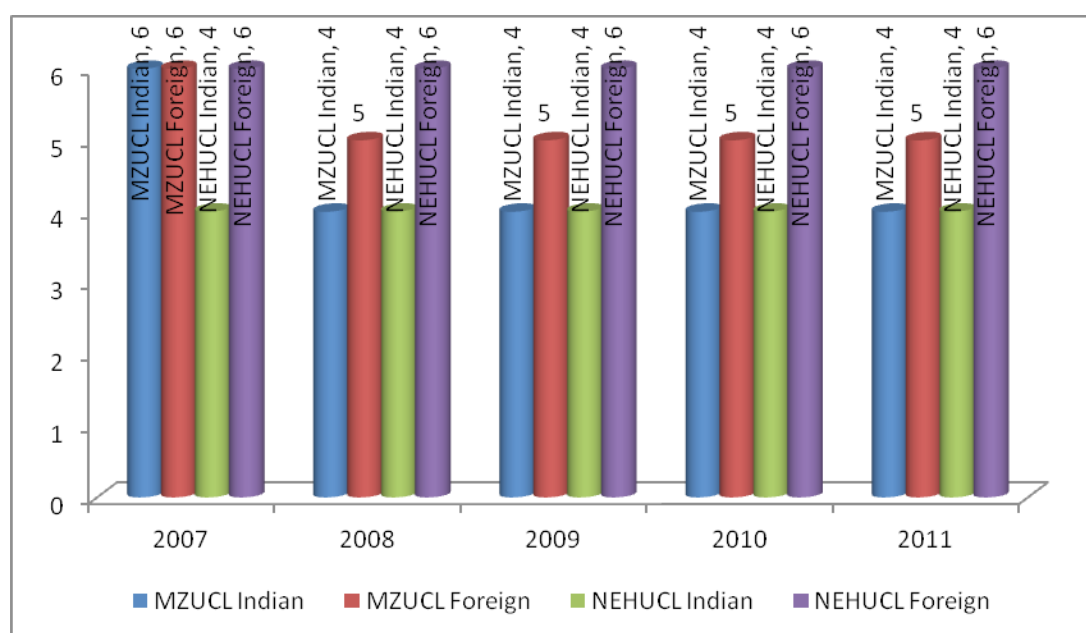
Table 8. Analysis by LIS Collection

Collection Type	2007 (Total collections as on 2007)		2008 (Addition)		2009 (Addition)		2010 (Addition)		2011 (Addition)		Total	
	MZU	NEHU	MZU	NEHU	MZU	NEHU	MZU	NEHU	MZU	NEHU	MZU	NEHU
Books	860	NA*	69	NA	27	NA	462	NA	492	NA	1910	-
Bound Volumes	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	-	-
Current journals	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	-	-
Theses/Dissertations	NA	34	NA	25	NA	NA	NA	2	NA	2	63	-

*NA- Record not available, Source: Questionnaire

Table 9. Analysis by number of LIS Journals

Year	MZUCL		Total	NEHUCL		Total	Difference
	Indian	Foreign		Indian	Foreign		
2007	6	6	12	4	6	10	2
2008	4	5	9	4	6	10	1
2009	4	5	9	4	6	10	1
2010	4	5	9	4	6	10	1
2011	4	5	9	4	6	10	1

**Figure 3. Analysis by number of LIS Journals**

Analysis of Table-9 shows that subscription to LIS journals by both Mizoram University and North Eastern Hill University are almost on equal footing with each other. During the year 2007, while MZUCL subscribed a total number 12 LIS journals, NEHUCL subscribed 10 journals. Further both the universities under report from 2008 to 2011 while, MZUCL subscribed to 4 LIS Indian journals and 5 foreign LIS journals without adding or discontinuing subscription, NEHUCL subscribed 4 LIS Indian journals and another 6 foreign journals, thus having consistence difference. The reasons are due to rising cost of the print journals and even if these journals are insufficient to meet various academic interests of the users of the discipline, e-resources supplement the information requirements of the users of both the universities under study.

ANALYSIS BY ALLOCATION OF LIBRARY BUDGET

Analysis by library budget placed in Table-10 reveals that,

records of MZUCL under study for 2007-2008 was not found. However, in 2008-09 compared to MZUCL, there is an enhancement of 29.5% in budget at NEHUCL and in subsequent years also i.e, 2009-10, 2010-11 and 2011-12, there is an increase of budget which comes to 19.73%, 33.3%, 10.1% respectively in NEHUCL than MZUCL. It can be deduced from the above comparison that, the library of North Eastern Hill University has a better chance of developing their library collections than the library of Mizoram University due to good financial strength.

Table 10. Allocation of Library Budget

S.No	Financial year	MZU	NEHU	Remarks
		Amount in `	Amount in `	
1	2007-08	No record	436105000	
2	2008-09	87,64,770	161,00,000	29.5%
3	2009-10	2,12,17,666	31650000	19.73%

4	2010-11	1,58,36,331	3,16,50,000	33.3%
5	2011-12	1,72,88,003	2,11,97,000	10.1%
	Total	6,31,06,770	6,89,47,000	

Source: Questionnaire, www.nehu.ac.in/iqac/nehu-aqar/AQAR2009-2010.pdf

Analysis by Budget Allocation for LIS Collection

Both the Central Libraries under study i.e. Mizoram University and North Eastern Hill University allocate separate budget for every department for the development of their collections. Budget allocated for the Library and Information Science (LIS) of both MZUCL and NEHUCL for the period 2007 to 2012 has been reflected in Table- 9 supplemented with figure 3 for clear understanding.

Table 9. Budget Allocation for LIS Collection

Year	Allocation of Budget in `		Difference in `
	MZUCL	NEHUCL	
2007-08	1,80,000	84429	95571
2008-09	1,55,000	378000	-223000
2009-10	4,50,000	150000	300000
2010-11	4,32,368	387500	44868
2011-12	3,52,547	180000	172547
Total	15,69,915	11,79,929	389986
Average	3,13,983	235985.8	
Median	274984.4		

While analyzing the data placed in Table-9 it revealed that, the budget allocation for the MZUCL is higher than NEHUCL and this is a healthy sign for the development of LIS collections. However, NEHUCL is higher in allocation of the budget in the year 2008-09 compared to MZUCL. The

average allocation of MZUCL and NEHUCL is 3,13,983 and 2,35,985.8 respectively and the median value for the same of both the universities comes to 274984.4. It could be observed from the analysis that, more emphasis has been given for the development of newly inducted library i.e. MZUCL as, NEHU was established in 1973 while, Mizoram University was established in 2001.

The findings are summed up as below.

- Table-1 shows that, the response rate of the questionnaire is 96% of the users of both the universities under study and as a whole, the response rates of both the universities are good.
- Table-2 after due analysis by gender reflects that female constitute higher number i.e, 64 (53%) while male constitute 56 (47%) of both the universities under study. Analysis further reveals that, the female contribute immensely to submit their feelings through the questionnaire and this shows their enthusiasm and punctuality.
- It is found from the analysis by frequency of library visit placed in Table-3 that out of 115 respondents, 30 respondents (26%) constitute the highest who visits the library thrice in a week followed by 28 (24%) who visit occasionally and 24 (21%) twice in a week and thus formed first, second and third respectively.
- Analysis by preferences of sources of information placed in Table-4 reflects that, there is an awareness of the academic community constituting all three categories that are used to various techniques of information literacy. Mention may be made that invariably, e-books are being available in CD-ROM and Audio/Video which are in prevalent before computer technology are now being used in presentations. This is an encouraging step of the libraries of both the university under study who promote to use the

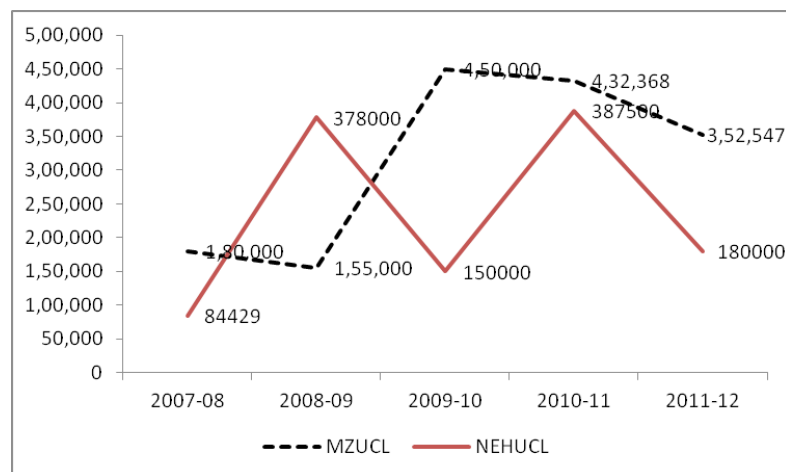


Figure 3. Budget Allocation for LIS Collection

various technologies in providing the useful services to their users.

- While analyzing the purpose of accessing the Internet placed in Table- 5 it could be deduced that, the e-journals are the most preferred source compared to e-books of the users of the universities under study and this is a very encouraging step for the users who are competent enough to find their information for various purposes from e-journals. Again, the e-book is also gaining momentum in both the universities library under survey. The users access the internet primarily for e-journals and e-books.
- The analysis of user satisfaction with LIS collections of both the universities under survey placed in Table-6 shows that the services provided by both MZU and NEHU are at present found to be satisfactory.
- Table-7 on analysis revealed that, the print collections in shape of books, bound volumes etc of both the universities under study are satisfactory based on their establishment.
- Analysis of LIS collections placed in Table-8 shows that MZUCL maintains a record while NEHUCL does not maintain a comprehensive record. Further, it is surprising to note that both the Universities do not maintain a comprehensive record regarding bound volumes and theses/ dissertation in LIS. This reflects the inconsistency in maintaining the record which is important for research purpose.
- Analysis of Table- 9 shows that subscription to print version of LIS journals by both MZUCL and NEHUCL are almost on equal footing with each other and both the universities supplement the information requirements of the users through e-resources which an encouraging step.

CONCLUSION

In fairness, it is deduced that, the e-journals are the most preferred source compared to e-books of the users of MZU and NEHU respectively and the majority of users have expressed their preference on the use the e-journals and e-books respectively which is a healthy sign. This is a very encouraging step for the users who are competent enough to find their information for various purposes from e-journals. Again, the e-book is also gaining momentum in both the universities library under survey. The users access the internet primarily for e-journals and e-books. Moreover, it is evident that subscription to LIS journals by both Mizoram University and North Eastern Hill University are almost on equal footing with each other. During the year 2007, while

MZUCL subscribed a total number 12 LIS journals, NEHUCL subscribed 10 journals. Further both the universities under report from 2008 to 2011 while, MZUCL subscribed to 4 LIS Indian journals and 5 foreign LIS journals without adding or discontinuing subscription, NEHUCL subscribed 4 LIS Indian journals and another 6 foreign journals, thus having consistence difference. The reasons are due to rising cost of the print journals and even if these journals are insufficient to meet various academic interests of the users of the discipline, e-resources supplement the information requirements of the users of both the universities under study. However, it is apparent that the usage of library resources in both the universities has witnessed a progressive trend.

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