

**ROLE OF COLLEGE LIBRARIES IN EDUCATION
AND RESEARCH: A STUDY WITH SPECIAL
REFERENCE TO THE HILLY AREAS OF
DARJEELING DISTRICT, WEST BENGAL**

*Thesis submitted to Jadavpur University in partial fulfillment of the requirements for
the award of degree of*

DOCTOR OF PHILOSOPHY

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2016**

Certified that the Thesis entitled

“Role of College Libraries in Education and Research: A study with special reference to the hilly areas of Darjeeling District, West Bengal” submitted by me for the award of the Degree of Doctor of Philosophy in Arts at Jadavpur University is based upon my work carried out under the Supervision of Prof. Krishnapada Majumder, Department of Library and Information Science, Jadavpur University. And that neither this thesis nor any part of it has been submitted before for any degree or diploma anywhere/elsewhere.

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ACKNOWLEDGEMENT

At the very outset, let me pay my heartiest obeisance to my guiding star, supervisor and mentor Prof. Dr. Krishnapada Majumder for his constant guidance, shore up and confidence on my abilities, from the very inception to completion of this research work. I owe a lot to him for fueling the passion of mine to inspire and advance my work.

I wish to express my indebtedness to all my teachers of the Dept. of Lib. & Inf. Sc, Jadavpur University, Dr. Chaitali Dutta, Dr. Sunil Kumar Chatterjee, Dr. Udayan Bhattacharya, Dr. Subarna Kumar Das, Dr. Tarun Kumar Mandal, Dr. Gautam Maity, Mr. Nural Alam for their valuable help and suggestions in my each and every step. This work would not have been in this form without their support. I would also like to thank Pratik Kaku, Swapan Kaku, Dinesh Da, Tarak Da, Rita Rani Di and my friend cum librarian Deepankar who extended their hands in completing my work.

My heartfelt gratitude also goes to teachers of the Dept. of Lib. & Inf. Sc., University of Calcutta Prof. Biplab Chakraborty, Prof. Arjun Dasgupta, Prof. P.K. Panigrahi, Prof. Ratna Bandopphayay, Prof. Swapna Banerjee, Prof. late Subir Sen for their valuable support.

I owe my deepest gratitude to teachers of the Dept. of Lib. & Inf. Sc., University of North Bengal, Dr. Saptarshi Ghosh, Mr. Brindaban Karmakar, Mr. Manoj Kumar Roy, Mr. Ranjit Kumar Mitra, Mr. Jyotirmoy Majumder, Dr. Ziaur Rahaman, Dr. Nilima Paul, Mr. Bijoy Subedi uncle, Mr. Rajiv Roy for being a stepping stone and for carving a dream within me. Also my heartfelt thanks go to Mr. Shankar Shah and Mr. Deep Kumar Dutta.

I do acknowledge and express a word of gratitude to Rev. Sisters and all the staff members of St. Michael's H.S. School, Darjeeling for tendering constant inspiration and encouragement while working on this venture.

My thanks are due to College authorities, Librarian, Library-in-charges and other staff members, selected users and non-users of all the fifteen Colleges for providing all the vital data without which this work would not have been in this form. I am very much indebted to them all.

I am thankful to Srijana, Prativa, Nauseen and Sarbadha as well, for being there with me as friends and supporters.

I fail in my duty if I do not thankfully acknowledge the helps got from Madhukar, Rudra Kaka, Om Kaka, Suraj Pradhan (Gorubathan), Nirmal Sharma (S.U.), Bishal Chettri (Southfield College), Dr. Milan Tamang (Ghoom Jorbunglow College), Dr. Meghnath Chettri (Sonada College), Bimal Sharma (Kurseong College), Rabin Tamang (Bijanbari College), Gyanendra Daju & Pramana (Mirik College), Rasik Chhetri (Salesian College), and Suman Mothey and Shiva Sharma (S.U.M.I., Kalimpong).

I express my sincere thanks to my Aama, Baba, my husband Prawin, son Pranaw, Bari, Samar dada, Sheila, Uma, Buwa (Father in law), Aama (Mother in law), Didi, Bheni, Sumita Di, Pravesh, Thulay Mama, Kusal, Arun who have encouraged, inspired and supported throughout my pursuit. I am blessed to have them in my life.

Sudha Sinha

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List of Abbreviations

1. AACR Anglo American Cataloguing Rules
2. AICTE All India Council for Technical Education
3. ALA American Library Association
4. APA American Psychological Association
5. CALIBER Convention on Automation of Libraries in Education and
Research Institutions
6. CAS Current Awareness Service
7. CAS Career Advancement Scheme
8. CARL Canadian Association of Research Librarians
9. CBSC Central Board of Secondary Education
10. CC Colon Classification
11. CCC Classified Catalogue Code
12. CCC Cluny Community College
13. CSC College Service Commission
14. CSIR Council of Scientific and Industrial Research
15. DCE Diploma in Civil Engineering
16. DCST Diploma in Computer Science & Technology
17. DDC Dewey Decimal Classification
18. DEE Diploma in Electrical Engineering
19. D. El. Ed. Diploma in Elementary Education
20. DELNET Developing Library Network
21. DGHC Darjeeling Gorkha Hill Council
22. DST-FIST Department of Science & Technology - Fund for
Improvement of S&T Infrastructure
23. ETD Electronic Thesis and Dissertation
24. FOSEP Federation of societies for Environmental Protection
25. GTA Gorkhaland Territorial Administration
26. IASLIC Indian Association of Special Libraries & Information Center

27. ICT	Information and Communication Technology
28. IGNOU	Indira Gandhi national Open University
29. ILA	Indian Library Association
30. ILL	Inter Library Loan
31. INFLIBNET	Information and Library Network
32. ITI	Industrial Training Institute
33. LCE	Life Cycle Engineering
34. LIS	Library and Information Science
35. MARC	Machine Readable Catalogue
36. NAAC	National Assessment & Accreditation Council
37. NBU	North Bengal University
38. NCC	National Cadet Corps
39. NCTE	National Council for Teacher Education
40. NET	National Eligibility Test
41. NGOs	Non Government Organizations
42. NKC	National Knowledge Commission
43. N-LIST	National Library & Information Service Infrastructure for Scholarly Contents
44. NSS	National Social Service
45. OPAC	Online Public Access Catalogue
46. PLANNER	Promotion of Library Automation and Networking in North Eastern Region
47. PTTI	Primary Teacher's Training Institute
48. SDI	Selective Dissemination Service
49. SET	State Eligibility Test
50. SOUL	Software for University Libraries
51. SRKBT	Shree Ramkrishna Basic Training college
52. SUMI	Scottish Universities Mission Institution
53. TV	Television
54. UDC	Universal Decimal Classification

55. UGC University Grants Commission
56. UNESCO United Nation Educational, Scientific and Cultural Organization

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1.1 Background

The history of human civilization is the history of human knowledge acquired, developed and preserved down through the ages. As the mankind learned to put down the inherited knowledge adding up the knowledge earned by observation and experiences of their own too, in writing, this process of accumulation, preservation and conservation is what we call now a library.

Books are man's best friends. They give him company equally in times of happiness as well as in times of distress. They are one of the main sources of knowledge. The best place for easy access to books is a library. For a modern educational institution, the library is an important source of teaching, learning and research. A well-equipped and well-managed Library is the foundation of modern educational structure. The library is a boon to any organization. A library is a treasure-house of knowledge. A well-stocked library is an asset to the school, college, university or any other educational institution. It is a treasure-house of knowledge. It helps the spread of education. A reader can either read in the library or borrow the book of his choice and take it home. The library is a popular place in the academic curriculum. A student or a reader can increase his knowledge of various subjects by reading in the library during his spare time. One can update one's knowledge by reading regularly in a library. Realising the significant role of libraries in educational institution Dr. R L Mittal says, "A well equipped and well managed library is, indeed, the foundation stone of modern educational structure. The importance of library in education can be appreciated properly and precisely only if we try to understand the changing concept of education of today. Education bereft of library service is like a body without soul, a vehicle without an engine and an edifice, merely a collection of bricks without cement. Education and library are twin sisters, rather true lovers and cannot live apart from each other." (Mittal, 1964).

The word 'library' has been derived from a Latin word, 'libre', that means a 'book'. As such, the primary meaning of a library is a collection of sources, resources and services and the structure in which it is housed. But in this technological age a library is an electronic media also and its functions has been augmented from preservation to dissemination. Today the term library has acquired a secondary meaning also: a collection of useful materials for common use. Or, it may be used for: a collection of things of common series, like, a library of world classics or a library of wine bottles. But here we mean only the collection of books and other informational materials made available to people as an access to knowledge.

A library is organized, maintained and managed by a public body, by an institution or by an individual person. A library has manifold aids to study and to education. They are primarily of four types, such as, (a) Public library, (b) Academic library (c) Special library, (d) Personal library, etc.

1.1.1 Public library

Public library may be taken as general library or an open library that provides knowledge and information to one and all irrespective to their class and creed, occupation and religion, age and sex. It is rightly called 'the People's University'. It offers all the opportunities and facilities of informal self-education. A public library inculcates reading habits to all types of readers providing news papers, magazines, fictions and non-fictions, social and religious books and the reading materials in both printed and non-printed formats of every need and interest.

1.1.2 Academic library

An academic library is a library that is attached to a higher educational institution. A school library may also be taken under this term, since it creates an urge for reading books amongst the children. In school libraries the students get a firsthand knowledge to use the library books which will prove highly helpful for their future career. The most important resource of academic library is college library and university library which are meant for both intensive and extensive studies.

A school library is primarily concerned to pro-create an urge for reading habits amongst the children who in school get a firsthand knowledge to use the library books most effectively in their future career. School library build up a tendency towards reading.

The most important resource of an institution of higher education is college libraries and university libraries where research works play a central role in the academic pursuance of the students and the teachers as well. Hence the college and university libraries are called academic libraries. Since the students' faculty in the colleges and universities generally tend towards intensive studies, the academic libraries reflect on extensive range of collections in both print and digital formats in every discipline.

Academic libraries may range in size from the modest collections found in small art colleges to vast collections found in research centers and universities. Most academic libraries may have links to other libraries also in co-operative networks in order to share rare and scarce materials required for advance studies.

1.1.3 Personal library

Some voracious readers or some men of letters or some serious professionals may have a good depository of books. Their collection of books may or may not be accessible to others during their lifetimes but later on the collections may be donated or sold to any public or institutional libraries.

1.1.4 Special library

It is concerned with the literature of private business firms, government offices, religious institutions, political parties and other organizations. It is for the specific need of their busy personnel's as ready reference. It provides information as they require. The library is characterized with special kind of collections and limited number of users.

A library is not just a repository, it is not just a place for study, and it's both. It can be also a partner in research and in teaching. It should have twin purposes: one to

support the textual curriculum of the faculty members and the next to support the study works of the research fellows. To the researchers and the inquisitors it provides various resources in form of physical and digital information. An academic library undertakes and contributes directly to the college and university's educational mission and equips student with the skills and knowledge they need to achieve academically. Through this it highly enhances employability in every sphere. A library is considered as the strength of any educational institutions and any form of educational and research work without libraries becomes undreamt of.

1.2 Review of Literature:

Literature review is crucial to any scientific investigation. It provides a basis for theoretical framework and an insight into the methods and procedures involve in the research process. It gives an idea about the work done in the particular field and helps to increase the researchers' breath of knowledge of the particular subject in hand. It also provides significant methods for the basic interpretation and findings. Therefore the review of literature is vital for the researcher to identify already available literature and to understand the knowledge in the area of study.

A large amount of literature on academic library are available in the form of library and information science journal articles, in edited volumes and in completed research works reported in the library literature are scanned. For the present study only the literature, particularly related to the college libraries are favourably considered.

College libraries have played an important role in imparting education and assisting research works. The colleges in Darjeeling hilly areas are not in exception. Numbers of works have been undertaken with regard to the college libraries at national and international level. However, there are hardly any documentary sources on academic library, particularly on college libraries of Darjeeling district of West Bengal. In this section a review of the selective studies related to the different aspects of college libraries which are useful to the present research problem has been attempted.

Some of these studies that may deserve mention here are;

To unfold the overall picture of degree college libraries in Kashmir, Raina (1980) conducted a study named “Degree college libraries in Kashmir: A survey”. The analysis of the responses received from 10 libraries revealed that the collection was outdated and mainly comprised of textbooks. The study also disclosed the library services; except circulation service in library other services was found missing and majority of libraries were following close access system. Funds were inadequate and the acquisition rate was not up to the mark.

Naidu (1981) in his research paper, “College Libraries in Andhra Pradesh: With Special Reference to Andhra University” attempted to find the causes leading to unhappy situation of libraries. Author disclosed the gloomy picture of college libraries and suggested to lay down some norms and standards for college libraries by inspection commission of each university. He further suggested that at least 6% of the college budget should be spent on library. Author emphasized the need to give initiation to users in the beginning of each academic year.

In an article titled “A Survey of College Libraries in West Godavari District”, Raju (1984) explored the prevailing position of libraries of 18 colleges affiliated to Andhra University, Waltair. Various facets of libraries i.e. library staff, building, collection, book banks, budget and technical services, etc have been reflected. Financial sources were found inadequate. Survey revealed the immediate need to improve the services to meet information needs of students, teachers and research scholars.

Kumbar (1986) took up a study named “College Libraries under Gulbarga University Area: A Survey.” He explored the prevailing situation and status of 54 college libraries. Besides using questionnaires, interviews were also conducted to collect data. Only one librarian possessed master’s degree in Library and Information Science. The survey represented a disappointing picture of libraries as only 12 libraries had their own buildings. Author found that libraries were spending more

funds on books and comparatively less on periodicals. Library services were not up to the mark.

In an article “College libraries in Uttar Pradesh”, D D Chaturvedi (1993) assessed the existing status of college libraries in the state of Uttar Pradesh. The study also highlights various factors responsible for the low performance of these libraries. Survey revealed that the method of teaching in colleges, status given to college librarians, salary structures, pay scales etc. were some of the reasons for the slow development of college libraries in Uttar Pradesh. Author emphasized mainly the personal aspects of college libraries and has concluded with some suggestions to improve the status of college libraries in Uttar Pradesh.

Bajpai (1995) in his research paper, “Evaluation of College Library Services in Delhi” assessed the services of college libraries in Delhi and identified their problems. Author brought forward that librarians often found it difficult to deal with teaching and non-teaching staff members regarding return of books. For this, library rules existed only on paper and were not being implemented properly.

V R Chinnamma (1998) conducted a study titled, “Present status of college libraries and librarians in Kerala” and assessed in detail the present status of college libraries and librarians in the state of Kerala. Mainly the areas covered in the study are administration problems, physical facilities (buildings, furniture and fittings) available, library funds, staff, and services provided by the college libraries etc. The study concluded with author's suggestions that national and state level library associations should come forward and initiate action to improve the prevailing conditions of college libraries in the region.

G Narasimha Murthy (1999) presented a paper in All India Library Conference of Indian Library Association (ILA) under the title “Upgradation and modernisation of libraries in collegiate education”. The paper stressed that the existing system of education and the kind of emphasis laid on library development are not conducive to the integration of library into academic process. A library in a collegiate system is reduced to a mere decorative piece and not properly maintained and given appropriate academic role. Author emphasized the need to upgrade the library and modernise its

functions. He further believe that in the changing contexts of higher education appropriate system modelling, development of functional policies, reorientation of library services, equipping the library with IT gadgets in upgradation and modernisation are the need of the time.

In an article titled “College libraries in Shimoga district: A survey”, M S Lohar and Mallinath Kumbar (2003) explored the prevailing position of college libraries in Shimoga district of Karnataka. Questionnaire was used as data collection tools. The study covers the aspects like organisational setup of the libraries, library facilities, library resources and services, physical facilities etc. The study concludes that the present situations of the college libraries in Shimoga district were not found satisfactory.

Tapasi Das (2003) in her “Standardisation and development of services of college libraries of West Bengal: Report of the Seminar” (in Bengali) conducted jointly by the Bengal Library Association, West Bengal College Librarians’ Association and State Medical Library Association, presents a detail report dealing with various aspects of college libraries like improvement of library services, problems faced by college libraries and the solution suggested with discussions at the seminar are reported. She prepared a report consisting of eleven papers presented in the seminar.

Another study was conducted by Pijushkanti Panigrahi and Lakshmi Kanta Jana (2004) under title “Problems and prospects of college libraries: An empirical study” (in Bengali). The study was based on survey of 35 college libraries affiliated to the Vidyasagar University, Midnapore. Various facets of college libraries i.e. library buildings and space, library staff, collection, circulation figures, number of reading room users, library funds and technical services etc. have been examined. Authors also discussed the problems of college libraries of West Bengal and made some suggestions for improvements.

Jacqueline Jeane Thabah and Firstborn Roy Sumer (2006) in their paper title “A Consortium for College Libraries in Meghalaya: A proposal” present scenario of affiliated College Libraries in Meghalaya and found that some of the libraries have

computerized their collection. They found that all the libraries have similar resources as they follow the same syllabi and also subscribe to some important journals. Due to financial constraints most of the libraries' procurement is limited. The proposal they prepared may be considered as a pilot project which could be extended to a greater dimension. It could be a role model which may be implemented initially in the libraries situated in the Shillong and extended to other libraries of the State and North-East region as a whole. The proposal follows the same concept as the UGCINFONET e-journals consortium, but intended for affiliated college libraries in the North Eastern region.

Th Madhuri Devi, N Vidyavati Devi and Ch Ibohal Singh (2006) conducted a survey of two universities, seven colleges, two teacher's training colleges, and ten R & D Organizations of Manipur and assess the availability of E-resources and their access facility. The paper also tries to ascertain different types of such resources available and approximate numbers of e-journals subscribed to these institutions. The study focus on understanding the users community of these Institutions comprise of mostly students, research scholars, working staff, teaching community, scientists, a media persons, etc. and their level of satisfaction from the use of such resources. The paper strongly suggests for the optimal use of e-resources for these institutions.

Partap (2007) conducted a survey of the libraries of 18 colleges of education in 3 districts of Punjab. He found that collection size of the libraries varied considerably as the older colleges had comparatively large collections. Majority of the libraries were being kept open for 6 to 7 hours a day. He suggested for the introduction of user education programme and stressed on the need to increase the range and depth of collection and services.

Manoj K Sinha, Shankar Kumar Chakraborty and Jayanta Bhattacharjee (2007) in their paper title "Application of information communication technology in college libraries of Barak valley (Southern Assam)" conducted the survey of 13 colleges affiliated to Assam University, Silchar. Barak Valley is located in southern part of Assam which is geographically very remote and far. It comprises of four District of South Assam viz. Silchar, Hailakandi, Karimgunj and N.C. Hills. The paper

discuss in brief about the college library, objectives and functions of college library, library automation, need of library automation, impact of ICT on libraries, role of INFLIBNET in modernising the college libraries etc. They found that the status of computerisation of library housekeeping operations and computer based library services of college libraries of Southern Assam is in nascent stage. The study calls for the active involvement of Government of Assam and UGC to provide adequate financial and infrastructural facilities colleges located in the remote area of South Assam, which is popularly known as Barak Valley to start modernizing their college libraries and services to bring these colleges at par with the college libraries located in the other parts of India.

S Kannan (2007) conducted a study of one important college for arts and science stream in Bhutan under the title “Skill enhancement of library professionals and users of Sherubtse College, Kanglung, Bhutan”. The paper discuss about the pattern of educational system of small hilly country Bhutan. The study covers the survey of staff and the users of college library. It is reported that there is no Library Science programme in the country. However to be abreast with the latest development in the library environment the staffs use to attend many training programmes at various countries at regular intervals. The performance review and evaluation system is being in practice to evaluate the staff performance. The study mainly focused on the skill enhancement of the staff and the patrons of Sherubtse College Library.

Sadanand Y Bansode and Shamin Periera (2008) in their study, titled “A survey of library automation in college libraries in Goa State, India” explored the status of college library automation in Goa. Questions regarding different areas of automation, availability of sufficient staff for automation process, and barriers to automation of the libraries have been discussed. The study stressed on the issues that the library, librarian and college authorities must initiate automation process in their libraries in order to provide effective and efficient services to users.

Jiarlimon Khongtim and Ridalak Marbaniang (2008) take up a study on Information Needs and Search Strategies of the Co-Ed College Students in Shillong: A Case Study discusses the information needs and search strategies of the co-ed

college students in Shillong, Meghalaya. The study reveals the different sources of information used by the college students and the problems face during the searching of information. In this study the researcher also tried to find out whether the students are using the library as one of the main sources of information or not, if not then what are the barriers that discourage them to use the library.

Similarly Nirmal Singh (2009) undertaken a survey title “Use of the Libraries of Colleges of Education in Punjab” to ascertain the use of the libraries by about 144 students of 15 colleges. The paper discussed on various facets like, users’ frequency of visit to libraries, purpose of visit, awareness about library services, use of documents and services, awareness about use of computers, satisfaction with resources and services etc. The study revealed that most of the users were visiting libraries frequently for research work. Majority of the users were not familiar with referral, inter-library loan and reservation services. On the basis of this study various suggestions have been made to improve library services of these colleges.

Shyamalamba Rani (2009) conducted a survey with the title “Library use pattern of undergraduate students in minority degree colleges in Andhra Pradesh”. Minority college libraries are libraries attached to minority institutions where graduate and postgraduate programmes are offered in applied sciences and humanities and differ from minority professional colleges. The study took the 1705 students from 17 degree colleges. The criteria for selection of the samples and the distribution of the questionnaires have been followed as per the Stratified Simple and Systematic Sampling method. The study evaluates in detail the type of material, sources and the services used by the students. It also assesses the extent of student’s satisfaction regarding collection, timings and library staff cooperation in finding the information. The study has also recommended some suggestion based on the findings for improvement of college libraries in the state.

Gurdev Singh and Taruna Arora (2010) describe the use of electronic resources by the students and teachers of various college libraries of Delhi in the title “Use of E-Resources in College Libraries of Delhi”. The study was conducted to know the use of e-resources and awareness of electronic resources in various college

libraries of Delhi. The findings covers various types of e-resources, purpose of use of e-resources, problems faced by the users in using the e-resources, satisfaction level of users and finally it highlights the suggestions made by the users for further improvement of use of e-resources in various college libraries of Delhi. This study has also shown the preferences and importance given to e-resources by the students and teachers of various college libraries in Delhi.

Dhrubajit das and Dipika Baruah (2010) carried out a study titled “Challenges and Issues of College Library Services in Dibrugarh district of Assam: A case study” and found that the college libraries of Dibrugarh district are facing many problems due to lack of adequate finance, collection, sufficient manpower, and lack of infrastructure. As a result they cannot provide expected services to the users. In this paper a study was conducted on the management and services of college libraries in Dibrugarh district of Assam. The study intends to find out the various services rendered by the college libraries in Dibrugarh district as well as users satisfaction from the existing services; status of library automation and problems faced by the college libraries. Authors recommend some vital suggestions to improve the existing situation.

In an article titled “Towards Digitization of College Libraries in Meghalaya: Problems and Prospects” Medalda Challam (2010) discuss about types of colleges found in Meghalaya state. It is found that four types of college libraries in the state of Meghalaya viz. Government Colleges, Deficit Colleges, Ad Hoc Colleges, and Private Colleges, functioning under different administrative set up, that is, according to the nature governed by different administrative authorities. The total number of general colleges in the state is 55. Out of these 55 general colleges, there are only 2 Government Colleges, 14 Deficit Colleges, 10 Ad Hoc colleges, and 29 Private Colleges. The study explored the prevailing problems faced by the college libraries in Meghalaya towards digitization and suggests prospect towards digitization of the college libraries to enhance the quality education in the state.

In her article title “A Three Steps Strategy for Acquiring and Promoting E-resources at College Libraries in Purulia District (West Bengal): A Case Study” Sarama Das (2010) carried an exhaustive survey of college libraries in Purulia

District, West Bengal. It was found that a majority of college libraries do not subscribe to e-resources. A three step strategy is put forward to introduce e-resources at all college libraries in Purulia District, West Bengal. The paper also lists a few openly available e-resources and benefits of joining library consortia. In the end, the paper lists best possible draft policy for e-resource acquisition. A few suggestions are also put forward for its implementation in the near future.

Khagen Kalita, Nirmal Ranjan Majumder and Dipen Deka (2010) undertaken a study titled “Re-engineering of Library: A Study of Present Scenario of Library Computerization of Academic Libraries in Sikkim”. The study reflects the present scenario of Library Computerization of Academic Libraries of Sikkim, which includes three Universities and six College libraries of the State. The survey used questionnaire and interview method for collecting relevant data. The study reported that all three Universities library are fully computerized and out of six college libraries only one college library is computerized. The paper stressed for the computerization of college libraries and for that the authorities of the academic libraries of Sikkim should come forward to give proper importance in library computerization as well as the recruitment and training of professional staff for their libraries. In the end the paper suggest that the Universities in Sikkim should start the full time post graduate courses on Library and information science, so that the problem of lack of qualified library professional in the academic libraries of Sikkim can be resolved.

Chetan Sharma and Meher Singh (2011) conducted the study title “Status of College Libraries in Karnal (Haryana): A Comparative Study”. The study estimates the performance of college libraries in Karnal (Haryana) and find out the collection and services provided by these libraries. A survey was conducted through a questionnaire circulated among the librarians of various colleges in Karnal. The present survey include the condition of college libraries in the context of physical structure, library collection, membership, library finance, library services, networking, automated system and internet services. Study also presents an analytical comparison of different aspects of these libraries.

RN Mishra (2011) conducted a user study relates to an analytical study on the theme of the users' attitude of the Government Hrangbana College library in Mizoram including the discussions on the collection development, information need, library finance, library resources and services provided to its users and other aspects. The study calls for need based, authentic, reliable, pinpointed information are the demand of the hour and the role played by the college library to provide such information for growth and development of teaching and research in the region.

Madhuri Tikam and Beena Kamalavijayan (2011) states in their paper title "Status of Digital Resources and Services: A Study of College Libraries in Mumbai City" that College libraries in India are facing resource crunches in terms of policies, funds, expertise and manpower. They described that the college libraries have to play a crucial role in identifying and facilitating access to authentic and relevant electronic information resources and also educating library users about how to access them and when to use them. This paper tries to evaluate the trend of Mumbai city college libraries in developing digital collection and services. It tries to gauge the challenges faced by these colleges and strategies adopted during the process. The paper also tries to illustrate guidelines for developing digital collection and services within the limited resources

Jaspal Kaur Bhatia (2011) had undertaken a study with the title "Use of electronic resources in Degree College Libraries in Chandigarh". The study covers 11 degree colleges in Chandigarh. The selected population sample was 770 which included 60 students and 10 teachers from each college. The objectives of the study was to know the usage of e-resources and the services by the users of the Degree College libraries in Chandigarh; find out the problems encountered by the users while accessing and using the e-resources. The study also suggests measures to take full advantages of ICT to make degree college libraries more digitally resourceful and for providing information services effectively.

Manjunath Lohar and Kumbar Mallinatha (2012) carried out a study titled "Faculty opinion towards information resources and services: A survey of undergraduate college libraries in Chitradurga and Challakere towns" throws light on

the information resources and services etc. available in undergraduate college libraries of Chitradurga and Challakere towns. The study covers 10 different types of undergraduate colleges. The survey collected the data from 69 faculties of different disciplines from various colleges regarding library resources, services, physical facilities and Internet and computerization of library services etc. The findings reveals that no library surveyed is found developed as per the stated UGC norms especially with regard to automation/digitization of library services.

Gauri Shankar Karmakar, Prasanta Kumar Deka, Sanjay Kumar Singh and Shankar Sarkar (2012) took up a study named “E-Resources in College Libraries of Guwahati with Reference to NLIST: A Study”. Authors highlights that the INFLIBNET Centre Ahmedabad is providing NLIST subscriptions free of cost to all the college libraries of N E India which are under 2F/12B section of UGC. Even though only 73 colleges of Assam has registered for this service and the numbers are also not encouraging for other college libraries of the region. So it the need of the hour that all college libraries of the region must avail these facilities put forwarded by INFLIBNET. The paper mainly discusses on the use and application of e-resources in the college libraries of Guwahati, Assam. It depicts the present scenario of NLIST program in colleges including access facility, user awareness and also discusses the security threats of digital environment.

Merina Ahmed and Birender Pal (2012) conducted a survey titled “Best Practices with NAAC in College Libraries of Nalbari District, Assam”. The paper discusses about the NAAC and the set of best practices recommended by the NAAC to the college libraries. The objective of the study is to address the questions that arise after NAAC’s assessment and accreditation to the college libraries like whether the infrastructure, services, facilities, learning resources etc. are being compatible with changing learning environment. This paper shows a clear picture about the developments of college libraries of Nalbari district (Assam) after NAAC’s evaluation. It gives the status of best practices followed by the surveyed libraries.

The study undertaken by Bhanu Pratap and Manoj Kumar Joshi (2013) in the title “Libraries of Colleges of Education in Dehradun” describes a questionnaire based

survey of libraries of colleges of education in Dehradun district of Uttarakhand. They find that two third of these colleges were established only in the year 2005. The study revealed that there are acute shortages of staff in colleges as it report 74.07% libraries had one professional while 51.85% had one support staff also. 66.67% libraries had less than 4000 books and only one library was subscribing to electronic journals. 62.96% libraries had closed access. The ICT infrastructures in the colleges are very poor as only 12 libraries had mostly one computer, only five libraries are using specific library software, and four had Internet facility. The study concludes that most of the libraries are of recent origin and still in their initial stage of development.

Gurdev Singh and Taruna Arora (2013) undertaken the study title “Information Seeking Needs of Political Science Teachers of Colleges of University of Delhi: A Case Study” highlights the information needs of faculty members of colleges of Delhi University and their usage patterns. The survey was restricted to one discipline only that is political science and conducted by using questionnaire and interview method to collect the data from the faculty members. In this article the information need, usefulness of library resources, problems encountered by faculty members of colleges of Delhi University to access information, suggestions given by them about improvement of library resources and services are discussed.

Devendra Kumar and Shiva Kanaujia Shukla (2013) take up a study titled “Human Resource Management in Degree College Libraries of Meerut District (UP): A Survey” to identify the present status of human resource management pattern along with services provided by college libraries of Meerut district of Uttar Pradesh. The study also provides some suggestions as recommendation regarding the development of the library's human resource structure. The study is based on primary as well as secondary information. The tools used for data collection were questionnaire and interview method. The finding of the study shows that the prevalent college library personnel are insufficient to maintain a modern library system smoothly.

Jaydev Kadli, Vidya Hanchinal and Veeresh B Hanchinal (2013) presented a paper in a national seminar in the title “Changing Patterns of Information Seeking Behaviour: A Case Study of Commerce College Faculty in Mumbai” describes the

preferences of various information sources of faculty members of commerce colleges in Mumbai. Information seeking behavior characteristics like time invested, preference for information source formats, environment that significantly affects the information seeking behavior are explained. The paper also tries to unravel how the Internet and e-resources have made positive impact on their teaching and learning activities to a great extent.

Tawfeeq Nazir and Mufazil Ali (2014) conducted the study title “College Libraries of Srinagar: A study to evaluate collection, facilities and services”. The study is an attempt to evaluate collections, facilities and services of six Degree Colleges of Srinagar, Kashmir. A survey of users was conducted using questionnaire. Findings revealed that the majority of users were not satisfied with the collections, facilities and services provided by the college libraries. The study stressed that the findings would be helpful to respective authorities for improving the college libraries in the region.

Ratan Singh and Ratan Borman (2014) in the paper titled “Development of Library and Information Product and Service in Academic Institutions: A Study on Selected Colleges in Assam with Special Reference to Jorhat District” conducted survey of provincial college libraries of Jorhat district of Assam. The study was an empirical research with the objectives to contribute in understanding present scenario and means to suggest for development of Library and Information Product and Service in a better way to fulfil the mission of the College Library and Information Centres.

Banasree Roy (2014) in her study title “College librarianship in West Bengal: A Librarian’s perspective” expressed librarian’s attitude towards the job of college librarianship and that in the light of college libraries of West Bengal. The study reveals some professional issues like recruitment, qualifications, pay structure, nature of job, status, Career Advancement Scheme (CAS) etc. and their challenges indicating the probable solutions. The study also highlights in brief the views of University Grant Commission and National Knowledge Commission towards college librarianship. The paper also calls for the participation of college librarians in the professional

associations for strengthening the library movement for overall development of the profession.

Nikhil Hazarika, Anjan Gohain and Mukesh Saikia (2014) had undertaken a user survey of 14 college libraries under Dibrugarh University, Assam. The study intends to investigate the attitude of college students towards college libraries and the problems faced by them while seeking and using information sources. The findings revealed that 40.38% respondents have the habit of visiting library every day and borrowing books was the main purpose of library visit. The attitude of the users towards their library was very much positive. The users were highly satisfied with the library collections and services offered to them and found that lack of awareness about the available library resources, services and facilities, lack of adequate number of books and other reference and information sources, and lack of knowledge to locate and lack of knowledge to use catalogue card or OPAC to locate their required documents in the library were the main problems faced by the users while seeking and using library facilities.

To propose e-resources consortium among the college libraries of Cachar District in Assam, Jayanti Chakraborty (2014) took up a case study under the title “E-Resources Consortium: An urgent need for college libraries in Cachar district: A case study”. A Case Study was conducted to evaluate the prevailing Library System in the undergraduate degree colleges, affiliated to Assam University and situated in the District of Cachar. The study shows that most of the libraries, under survey, suffer from inadequacy of library collections. The colleges are facing problem of budgetary crunch, non availability of ICT Tools and poor infrastructure. To overcome this situation and to make the library services meaningful to the institutional goals, it is necessary that the college libraries become well-equipped and more responsive to users’ need, and in doing so, formation of E-Resource Consortia is probably the most viable solution.

Hima Jyoti Deka and Gayatree Boruah (2014) conducted a study under the title “N-LIST an Institutional Repositories: A Case Study in Golaghat District College Libraries of Assam”. Objectives were to find out the present position of institutional

repositories in Golaghat District provincialised college libraries of Assam, and the problems and prospects of N-LIST in the application of Golaghat district college libraries of Assam. It was found that Institutional repositories are available in all college libraries. Five college libraries provide the services of N-LIST programme to faculty, administration, researchers and students. Study calls for the improvement of infrastructural facilities for better utilization of N-LIST resources and the users should be trained to handle these services and their utility.

Chavez et al. (2005) carried out a survey of the students, faculty and staff to measure their satisfaction with the Paradise Valley Community College Library under title "Library User Survey: Resources, Facilities and Circulation Service". Findings revealed that generally users were satisfied with the resources, facilities and circulation service. It was recommended to repeat survey in two years to compare satisfaction level of students.

Awolola (1998) undertook a survey to examine the prevailing position of libraries of two colleges of education in Nigeria under title "College of Education Libraries in Kwara State (Nigeria): A Comparative Study". Author discussed the various problems of libraries related to finance, space, staff, collection and services. The study revealed that libraries have failed to perform their role mainly because of inadequate finance, whereas adequate funding can solve a major part of the problems. Author suggested the formulation of standards and guidelines particularly for college of education libraries.

Adebayo (2007) conducted a study to examine the implementation of library service standards in the colleges of education in Nigeria, entitled, "Library Services Standards Implemented in Colleges of Education in Nigeria". Structured questionnaire were used to collect necessary data. Results of the study revealed that libraries were rendering basic services as recommended by National Commissions for Colleges of Education.

The literature above dealt with various aspects of college libraries as an agent for the development of education and research in various places. Some of them have suggested vital improvement measures for the strengthening of its services to the

users. These literatures neither study the effectiveness of college libraries in education and research nor that particularly in the hilly areas. Till now, there is no such comprehensive study is carried out as I have intended to. Therefore, this study is taken up to assess the effectiveness of college libraries in education and research in the hilly areas of Darjeeling district of West Bengal.

1.3 Statement of the Problem

Libraries are said to be the heart of educational institutions. It is true when education of an academy goes well to cultivate knowledge rather than only awarding certificates. No higher educational institute can run without any resourceful library. A library is an essential pre-requisite for education, research and development in accumulating and disseminating information. So, higher educational institutes must have facilities for a good library. Faculty members, students, scientists and researchers are very eager to know about the library for better use of resources. College libraries in Darjeeling hill areas are providing various services to meet the educational requirements of its clients. While catering such activities, these college libraries are facing various problems in terms of organizations, governance, finances, infrastructures and other. The study also elaborates how far the college library services and activities have been instrumental for all-round educational development of the region for the last many years.

Darjeeling hill has experienced a developed educational system for over a long period, but so far, no study has been undertaken to explore and assess the impact of college libraries on educational development of the region. Therefore, in order to assess the role of these college libraries in the region, this research work is taken up under the topic of **“Role of College Libraries in Education and Research: A study with special reference to the hilly areas of Darjeeling District, West Bengal”**.

1.4 Research Questions

The following research questions arising out of the research problem stated above warrant to be resolved in course of the research work;

1. Are the colleges libraries in Darjeeling properly organized and managed?
2. How the college libraries in the region provide effective services in imparting education and research process?
3. What are the users' experiences with the services of the college libraries?
4. Are overall performance of college libraries are in pace with the need of the time?

1.5 Scope of the Study

The scope of the present study primarily confines to the college libraries in the Darjeeling hill areas of West Bengal. However, efforts will also be made to gather some facts about present status of college libraries in other hilly areas of the country, so that the findings will be helpful to determine future developmental plan.

The present study mainly covers the geographical locations of college libraries, their buildings, space and physical facilities, user's information needs, collection development, manpower, finance, governance, membership pattern, automation, technical scenario and other. This study includes in its ambit the fifteen college libraries in the Darjeeling hill areas.

The colleges under the survey are;

- Darjeeling Government College, Darjeeling
- St. Joseph's College, North Point, Darjeeling
- Southfield College, Darjeeling
- Sri Ramkrishna B T College, Darjeeling
- Ghoom Jorbunglow College, Jorbunglow
- Sonada Degree College, Sonada
- Salesian College, Gorabari, Sonada
- Kurseong College, Kurseong

- Bijanbari College, Bijanbari
- Mirik College, Mirik
- Kalimpong College, Kalimpong
- Clunny Women's College, Kalimpong
- Darjeeling Polytechnic, Kurseong
- Primary Teacher's Training Institute, Darjeeling
- Primary Teacher's Training Institute, Kalimpong

Further, the information needs, opinion and attitudes of the user community as well as the non-user community and the dispositions of the staff of these college libraries has also been covered in the present study.

1.6 Aims and Objectives

One of the primary objectives of the present study is to investigate the present status and functioning of the college library services. This study, however, would aim to meet the following objectives;

1. To ascertain the genesis and growth of college libraries in the region.
2. To find out the present scenario of college library services in terms of their organizations, resources, user's information needs, manpower, finance, governance, space and physical facilities, automation, services and such other relevant factors and evaluation of their effectiveness which is vital for formulation of viable developmental plans for future development.
3. To ascertain the opinion of the faculties, students and non-teaching members regarding adequacy of information resources and services available in the library.
4. To investigate the different kind of information needed by the user and how far they are supported by the college libraries in the region.
5. To know the effectiveness of college libraries towards educational development and research work in the region.

6. To suggest and recommend measures for the improvement of college libraries in the region.

1.7 Methodology:

Research method provides guidelines and channelizes the available information of the given subject in a structured manner. In order to achieve the objective of the study, survey method has been used. For the survey of libraries census method has been adopted. The population for survey of users is large and heterogeneous, and thus a representative sample has been selected following simple random sampling technique.

Tools and techniques for collecting data for this purpose has been a combination of questionnaire, interview and observation.

1.7.1 Questionnaire

Three types of questionnaires are designed to collect data and circulated to the selected respondents as:

- 1) to collect data and other necessary information relating to the research topic, a structured questionnaire was designed and circulated to the Librarian/in charge of each and every College Libraries in the region. (*Appendix -2*)
- 2) to collect data and other information relating to the research topic another questionnaire was designed and circulated to the selected user of all the College libraries. (*Appendix -3*).
- 3) to make the study more effective another structured questionnaire was designed and circulated to the selected non-user of all the College libraries to collect valuable information. (*Appendix -4*).

1.7.2 Interview Method

To obtain the best result on the establishment, services, organization, administration and functioning of college libraries in the region, semi Structured Method of Interview was conducted to the selected library users, non-users, library personals, and college authority personals of all the colleges in the hilly areas of Darjeeling District of West Bengal.

1.7.3 Observation Method

The researcher carried out observation method in order to assess the present status of the functioning of the College Libraries in the region. Photographs, pictures and illustrations have been included to supplement the study.

In addition to the above methodologies, the researcher explored and made use of some documentary/primary sources of information such as various library records, University notifications, government circulars and statistics, and other college documents related to the library to gather valuable information for the purpose.

1.7.4 Data Analysis

Data collected in the above manner have been duly tabulated, analyzed to give the ground reality of the work with the help of tables, charts when necessary with appropriate interpretation to derive the findings from the study. Problems have been sorted out. Some suggestion for recommendation has been provided for effective developmental plan in future.

References has been made according to American Psychological Association style manual 6th Edition.

1.8 Significance of the Study

The role of the academic library is necessarily dependent upon the educational objectives of the institution. The basic aim of this study is to highlight the effectiveness of College Libraries in education and research in the hilly areas of Darjeeling district. One of the major limitations of this study is that it takes only the hilly areas of a particular district as a case study to represent the hill region. More

studies of other hill areas college libraries is required to explore various issues related to the development of the college libraries. Through the present study lots of significant output has been depicted which have direct impact on the formulation of viable developmental plan for College Library services especially in the hilly areas across the country.

1.9 Scheme of the Work

The present work has been divided into the following chapters;

Chapter 1 of the present study is an introductory deals with the introduction of library, types of library, literature reviewed, statement of the problem undertaken, research questions, scope, aims and objectives, methodology adopted, significance of the present study, scheme of the study to clarify the research work.

Chapter 2 of the present study is allocated for depicting the place of college library in education and research. The chapter throw lights on purpose of education, school and college education, libraries in education, place of library in college education, college libraries in research activities, college librarians' competencies for education and research support and influence of ICT and the college library.

Chapter 3 of this study provides an insight of Darjeeling district of West Bengal especially the hilly areas of the district. It covers in brief the historical background, physical location of the district, geology, topography, rivers, climate and weather, temperature, demographic profile, religion, languages, cultural background, industries like tea, timber, tourism, and economy like agriculture, horticulture, sericulture, floriculture, flora and fauna to provide various information of the district.

Chapter 4 of this study depicts the overview of education, especially the collegiate education in the hilly areas of Darjeeling district of West Bengal. The chapter

provides detail information about government and government sponsored colleges serving across the hilly region.

Chapter 5 provides an insight into the existing status of college libraries in Darjeeling hilly areas in terms of their location, buildings, space and physical facilities, collection development, organizations and preservation of documents, management, governance, activities and services, manpower, finance, membership statement, automation, technical scenario etc.

Chapter 6 of this study analyses the details about users, their demographic profile, information needs, and their attitude towards the use of college libraries.

Chapter 7 throws light on the library awareness among the non-users of the college library across the region.

Chapter 8 of this study consists of the findings of the study.

Chapter 9 of this study deals with various problems encountered by the college libraries.

Chapter 10 reflect a concluding view of the whole gamut of the study and also offers some suggestion for improvement of college library services across the region.

Each chapter is followed by references at the end and arranged in alphabetical order to authenticate the research work under study and scientific communication. The references are based on the APA, 6th Ed. format.

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Chapter 2

Place of College Library in Education and Research

2.1 Purpose of education

Human being is endowed with intellect. But the intellect is dormant. Until and unless it is stirred it does not work well. It has got to be tapped, developed and channelized with the help of education. Education stirs the intellect and revives the latent talents of human being. This act of humanization is performed by schools and colleges in this modern age and educational institutes are regarded as an explorer that brings out the best of man. While referring to the aims of education, Dr. D. S. Kothari, the then Chairman of University Grants Commission (UGC), said: “The basic task of education is to promote powers of the mind, acquisition of special skills and advancement of knowledge, but, above all to generate in the young generation a sense

of purposefulness and maximum dedication, confidence in themselves and faith in the country's future.” (Kothari, 1965).

The impact of education in individual, social and national life is very vital. The modern age is the age of education. To improve the pattern of education and to make it wholesome, educationists are doing their best and to make it wholesome. In the first hand, they came to a point that the class-room teaching should be supplemented by the libraries. In the field of education if there is any strong hand to help it, it is the library. The library plays a significant role in carrying forward the ideas of education. Libraries and academic institutions are inter-related and walk together in the absence of one, the other is tame. Education cannot exist alone in the absence of library, and library has no meaning if it cannot impart education. If the education is an abstract idea their co-relationship library is a concrete thing.

The library rooms supplements the instructional work of class rooms. For these reason, a library has ensued recognition for its academic services and so reserves an important place in the educational programme all over the world. The next reason is that the college libraries have become equal partners in the field of educating students and scholars. Where the educational institutions impart formal education, the college libraries provide informal education.

Of course, the class-room teaching may help the students to pass their examination but they cannot claim to achieve all round development of their intellect. As such, for widening the frontiers of knowledge and to attain intellectual heights, students need to open the door of a library which is the store house of knowledge and information. A student should not have the text books knowledge only. As the library supports college, the library books support text books. A library helps one to develop his or her intellectual, mental, spiritual and moral faculties.

2.2 School and College Education

School education and college education is different in many ways. Students in the school are highly dependent on their teachers and the teachers are also in the close contact of their students. School syllabus are limited and based on the text books

which are officially prescribed ones. But in the colleges the teachers are, in many cases, just guides. The syllabi are fast and the only the topics are given that may be called from different books. In colleges the teachers help the students to select the books that deal with the topics and the number of the books may be more or may be costly. In such cases it is the only the libraries that help the students to equip themselves with essential books unlike schools education the student s of the college get much less individual attention from the teachers and this shortage is also fulfilled by the libraries.

In addition to it the college has several objects and functions of which following deserve special mention (Jose, 2012):

- Giving young men and women a wider and deeper understanding of the various displaces;
- Preparing the more precocious students for advanced students in various disciplines;
- Preparing the young men and women for shouldering the higher responsibilities for managing schools, government departments, civic organizations, commercial establishments, business and industry, etc.
- Training young persons for various professions like law, medicine, engineering and technology etc.;
- Training a body of more enlightened knowledgeable and responsible citizen.

Most of the colleges have intra-curriculum activities like group discussions, preparation of seminar papers, writing dissertations, book reviews etc. these activities are neither text-books nor class teachings. Students are supposed to prepare themselves. In this situation the students are but to depend on the libraries solely. The libraries help them to develop the skill of writing and materials for discussion for the given topics. Thus, the college libraries substitute the teachers when then students are off the class rooms.

The students whether they are academic or technical when they enter the university or college, find a new way of learning. In schools they are taught the texts, but in colleges they are told the area of the subjects. Teachers are the guides and the students have to follow them and the education which was teacher and text centered at schools becomes the books and libraries become an automatic choice to supplement the class lectures.

2.3 Libraries in education

When we take up the general notion of the word 'library', it means just the collection of books and only books, and the education, on the other hand cannot be conceived without books. Education is an abstract thing where the library is concrete. We can deduce it in the light of eastern philosophy that the education is the spirit or soul (atma) and the library is body (deha). So long the atma and deha live together, there is life. In the absence of one we cannot think of life. Life is the aggregate of body and soul. So the education and library is the aggregate of knowledge. Education is the accumulation of knowledge acquired from observations and experiences, from past to present and the library is the store-house of these all.

As such, education and library are the two complementary and supplementary concepts. They are inseparable and indivisible. They are fundamentally one. If one is underestimated, the other is meaningless. Due to their co-existence, interrelationship and interdependency library and education are parallely going together from their inception to posterity. Education is the sum total of all processes by means of which a person develops his or her abilities, attitudes, behavior and sociability. It is the education that makes a man human. Where, the educations rise, the civilization dawn.

A library can be seen as an extension of education almost in every respect. It involves the total machinery used for the development of the individual. It enables the individual to obtain knowledge and information, vision and inspiration from spirituality to sports. If anybody looks at these two institutions in duality there is hazard.

Libraries carrying out this role of education can provide necessary educational materials related to the curriculum of the institution. In this way libraries attempt to meet a wide variety of readers' need providing varied informational resources. A library is not merely an accumulation of books, a depository of printed and non-printed materials but it is a source of information that expands the orbit of interest and increases the thirst of more and more knowledge.

2.4 Place of library in College education

Since library is a must for higher education, every college, as per UGC regulation, should have a library with sufficient number of books on all subjects. The library's service, organization and administration are also equally imperative. But it is shocking to observe that in the hills and in the plains as well, the college libraries are not up to the mark, they are in depressing and deplorable conditions. It is sorry to note that even today the condition of college libraries are in the same state as Dr. S. R. Ranganathan had observed in his days. He had said, "college libraries consisted of closed cupboards. Most of them were concentrated in one or two rooms called general library. Hardly any student cared to go to the general library. A student could at best reach up to the barrier, select all by him-self a little from a tattered volume of printed catalogue, and drop an application form for it into a tray one morning each week. By the evening, the available books would all stand piled up on the desk. A lucky student might find his book in the pile, but he will often feel disappointed by the book not suiting his standard or by its being different from what he thought it to be." (Ranganathan, 1988)

College libraries would have been better if the revenue rose from the students as library fees and the library grant received from the government side is utilized properly in purchasing essential books, as seen in many cases the book suppliers try to thrust out dated and unwanted books in the libraries. This may increase the quality of books but decreases the quality of the library.

A College library is not a public library where all sorts of printed materials are stored. The users are mainly faculty members, students, non-teaching members of the

college and the some scholars. It is a library for the students seeking advance knowledge, for the teachers to impart education to inquisitive students. So the colleges libraries are the academic libraries of their own profession, a store house of up-to date knowledge for the teachers and the taught.

To cope up the courses that are introduced in the college, the library should be well equipped with the text books, reference books, self help books, guide books and other related books stream-wise sections with essential materials would highly be beneficial to the users at the time of their requirements. For this purpose modern day library catalogue in place of traditional one is quite desirable in these days.

A standard universal cataloguing and classification system in all colleges brings uniformity in servicing and it will not be a mess whoever handles it. The librarian job in government and government undertaking institutions is transferable job. If the way of operation is in uniform, it will be easier to anyone who comes to serve in the new place.

But it is marked that some colleges which has nonprofessional hands to run the libraries, maneuver differently.

Despite of some drawbacks and advantages, a college library should aim to:

- Acquire, process, organize and disseminate the materials for helping the teachers and the students in befitting manner.
- Catalogue, classify and processes the documents in such a way that it may provide ease in information retrieval and extend the horizons of knowledge.
- Relate the documents to curriculum and to spiritual, intellectual and moral requirements since the library resources are against shallow syllables and traditional teaching.
- Instruct the students to exploit library resources effectively and efficiently that is encourage the students to develop the habit of self learning as independently as they can.
- Draw the satisfaction and pleasure of the users as a lifelong joy and to make this benefit flow from the library services.

A college library for the students is a place of sanctity where they can be contemplative, brooding, browsing and deep in their study. In a way, a library is a shrine, books are the objects of oblation, librarians are the priest and teachers are the preachers. In college campus a library is a sanctum sanctorum.

2.5 College libraries in research activities

Research has been defined as “creative work undertaken on a systematic basis in order to increase the stock of knowledge, including knowledge of man, culture and society, and the use of this stock of knowledge to devise new applications” (*Frascati Manual* 2002: 30).

The habit of reading and using of library transform a student into a scholar by developing, cultivating and stimulating the use of imagination. The library provides a conducive atmosphere within a student where he or she can contemplate and introspect to satiate his/her thirst of knowing more and more.

The studies undertaken by Genevieve Hart and Lynn Kleinveldt, 2011, provide a fairly consistent picture of what researchers require of their libraries, for example:

- access to up-to-date and generous collections of both print and electronic resources;
- access to archives and special collections – facilitated in recent years by libraries’ digitisation projects ;
- efficient ICTs;
- quick document delivery services; and
- specialist help and advice in tracing resources.

Of course, a college library is preliminary meant for helping the students to update their courses. Unlike a university library, college library has less room for researchers. Still it serves the teachers to keep them abreast of developments in the field of education. Teachers are always students. They have to learn so that they can teach. Many teachers, in their off times engage themselves in their research works or

they have to make notes to prepare papers to present in seminars or to contribute in journals the college library, in these cases becomes a research centre.

Even for students who have an itch of writing, in addition to their educational quarries, college libraries serve a centre of information. Many a times, ex-students, ex-teachers and even outsiders visit the college library in search of particular book, they have used earlier. In this manner the college library helps the researchers in their endeavour form writing notes and write-ups to books and thesis, including literature survey, notes and access to information sources and guiding teachers and students on the right track.

Thus the college library provides essential opportunities for gaining knowledge and sharpening their acumen. The college library contributes a lot to the intellectual growth of students and teachers as well.

No research, whether sublime or shallow, weather doctoral or instructional, can be achieved without consulting libraries. A library is an ocean of information; the more one delves into the deep, the more he gets the materials. All the great works all the great findings.

2.6 College Librarians' competencies for education and research support

A person with high academic and professional qualifications and experience must head a college library. It is necessary to give the college librarian academic status in addition to the salary scale of teachers. The other staff should be recruited on the basis of the size of the library, its current acquisitions and the different services it offers. The success of the library entirely depends on the professional services offered by the library staff.

The Canadian Association of Research Librarians (CARL) provides a useful analysis of the competencies of academic Librarians

- foundational knowledge: of librarianship, the higher education environment, scholarly communications, and legal issues like copyright and licensing models;

- collections development: print and non-print, including digital curation, preservation of collections and archives, managing records;
- information literacy: including knowledge of learning models and strategies, reference services, engaging with and educating patrons;
- professional development and research: undertaking research, knowledge of the research process and the fundamentals of research methods;
- information technology skills: for example in emerging web technology, institutional repositories, database management;
- interpersonal skills: advocacy skills, enabling the required collaborations with diverse groups, writing and speaking skills; and
- leadership: including strategising to develop collaborations and partnerships with relevant communities.

In brief, a college librarian should be highly qualified and must be prepared to exploit resources in all formats by providing information at the right time to the right person at right possible time and by helping the teachers and the taught to acquire knowledge and skills which make education and research fruitful.

2.7 ICT and College Library

A college library has double role to play. One of usual, catering information and the next, imparting education like a college itself. That is one for the scholars and other for the students. To some a library is a place to read books, be furnished with the current news from up to date newspaper or to do research, accessing and sharing information for a particular need. In this way, a library plays the roles of providing access to information, organising it and helping users to find the informative materials they need.

But the things are changing now. With the passing of time and the rapid development in Information and Communication Technology (ICT), the new way of communication have taken place and the ways in which information was previously handled, stored and disseminated have been changed. The changes going on today

create an opportunity and a transformation in the education system. New technologies bring many opportunities, changes and challenges to the academic libraries and the librarians.

In this era of internet, libraries have the same job but to discharge differently. Now a days information appears in various electronic formats like CDs, DVDs, microfilms, videotapes, online databases etc are replacing the physical form of paper documents. Substituting the books and journals by e-books and e-journals are prime today and the libraries slowly heading towards to disseminate its information in electronic forms. All these transformations demand the academic libraries to be equipped with adequate ICT infrastructure with shift from traditional library system to automated and digital library system.

Academic libraries are not in exception. Continually high inflation in the price of scholarly materials, the proliferation of new content in multiple formats, increasing demands for new services, and stable or decreasing budgets put unrelenting demands on their part. The challenge is to think differently about new roles within the academy and to develop new models to carry them out.

Academic library professionals need to acquire requisite knowledge and skills, since the library and information science has become a highly IT supported profession. Digital library has changed the way in which information is acquired, processed, stored and access.

It is not the library that is imposing digits to its users but it the demand of the users as they are living in this digital era. The library has to sustain in this changing environment. The aim of the library and information science profession has always been to provide the users to access to the required information at right possible time. This makes the users pleased and the saying of the father of LIS in India Dr. S. R. Ranganathan then will be fulfilled as he has said, "Librarianship is a noble profession. A Librarian derives his joy by seeing the dawn of joy in the face of readers, helped by him to find the right book at the right time." To make the readers happy, Report of the Education Commission (1964-66) has further suggested:

- We should completely break away from the traditional view that a library is a conventional but more or less a useless accessory.
- No new university, college or department should be set up without taking into account its library needs in terms of staff, books, journals, space, etc. The library should be an important centre for attraction on college campus.
- The object of the library planning should be to relate book selection, organization of the books. Conditions of access and all the library activities to the daily needs and activities of the teaching community.

The digital era has brought about many changes to the academic libraries. In every area, activity in the academic library changes and the change has made aware of the changing roles of librarians, making their job more demanding, more exciting and more interesting. The adoption of the e-resources has made great advantage over the library services. In fact, most of the users are satisfied with such facilities, since they can easily get their required information within a short period of time.

Of course, establishing an automated and digital library is a modern venture and befitting to the ages, we are living in. But as much heartening it is in theory, so much challenging is in practice. Without technologically skilled academic library personals it is quite difficult task. Lacking of technical expertise, shortage of funds, passive attitude of library professionals, fear of adopting new technology, faith of old model of working and providing services, lack of management, lack of training and education, noncooperation of authorities, lack of adequate infrastructures etc. are some of the major challenges facing in providing library services using ICT. Establishing and running an automated and digital library in colleges is a team work. Besides the cooperation of the authority, the teaching staffs and the library committee members we need a body of departmental experts, technical hands and helpers to run and provide effective service in this sphere. There should be also user friendly environment in the institution.

Realising the significant role of libraries in University or college education, Dr. D. S. Kothari had to warn educationists in these words: “No new university, college or department should be set up without taking into account its library needs in

terms of staff, books, journals, spaces etc. nothing could be more damaging to a growing department than to neglect its library or to give it a low priority. On the contrary, the library should be an important center of Attraction on the College or University campus.” (Kothari, 1965).

It is noteworthy to mention that realising fully well the new and intimate role of libraries in education and research , the University Grants Commission (UGC) of India gave liberal grants for all library purposes, reading materials, building and library personals. It has done a remarkable job in giving the college librarians equivalent status as per teachers and improving salary structure. To monitor the quality of education in Universities and Colleges, National Assessment and Accreditation Council (NAAC) was established in 1994 under UGC. It advocates for enhancing the role of Library and Information Services in improving academic environment. NAAC has developed a set of best practices for college libraries:

- Computerization of library with standard software.
- Inclusion of sufficient information about the library in the college prospectus.
- Compiling student / teacher statistics
- Displaying newspaper clippings and a clipping file maintained periodically.
- Career/ employment information services
- Internet facility to different user groups
- Information literacy programmes
- Suggestion Box
- Displaying New Arrivals
- Conduct book exhibition on different occasions
- Organizing book talks
- Instituting Annual Best Use Award for students
- Organizing competitions annually
- Conduct user survey periodically

Similarly the National Knowledge Commission (NKC) was set up by the Government of India on 13th June 2005 as a high-level advisory body to the Prime

Minister of India. The National Knowledge Commission was given a mandate to guide policy and direct reforms, focusing on certain key areas such as education, science and technology, agriculture, industry, e-governance etc. Easy access to knowledge, creation and preservation of knowledge systems, dissemination of knowledge and better knowledge services are core concerns of the Commission. The Commission envisaged the future road map for the growth and development of academic libraries by imbibing core issues such as, set up a national commission on libraries, prepare a national census of all libraries, revamp LIS education, training and research facilities, re-assess staffing of libraries, set up a central library fund, modernize library management, encourage greater community participation in library management, promote information communication technology applications in all libraries, facilitate donation and maintenance of private collections, and encourage public private partnerships in LIS development, etc.

Taking into account the importance of ICT in library and information science fields UGC in collaboration with Information and Library Network (INFLIBNET) an autonomous Inter-University Center of UGC has given much emphasis on the modernization of college libraries across the country. In the year 2010 the center has started an innovative project called NLIST (National Library and Information Services Infrastructure for Scholarly Content) to facilitate scholarly e-resources to College Libraries across the country. It is extending selected e-resources to the college libraries of India which is under 2F / 12B section of UGC Act. It is on the part of each and every college should take the full advantage of such initiatives of UGC. It would be an exaggeration to say that despite of such effort from the Central and State Governments the library condition and services in most of the colleges have not been improved.

What was learnt from the above discussion is that college libraries irrespective of their collection and size become equal partner and have an important role in the educational development and research support. It is felt that authorities at all level should come forward in promoting effective college library services by providing adequate infrastructural and financial support so that the mission of education to

sharpen the intellect, unfold the mysterious faculties of mind, explore and develop the latent talents and train an individual to live well in the civilized society is accomplished.

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Chapter 3

Darjeeling Hill: A profile of the area under study

The hilly regions of Darjeeling district of West Bengal is the proposed area of study. The hill region comprises of the three sub-divisions of Darjeeling district i. e., Darjeeling, Kurseong and Kalimpong. Darjeeling is the Sadar Subdivision having an area of 935.5 sq. km (361.2 sq. miles). Kalimpong is the largest Sub-division with 1056.5 sq km (407.9 sq. miles) in area and the Kurseong Sub-division is the smallest one with area of 425.3 sq. km (164.2 sq. miles).

The literacy of Darjeeling district according to the provisional census of 2011 are 1,315,585 people and the average literacy rate is 79.56% in which male literates are 717,673 and the rate is 85.61% where as female literate are 597,912 and the rate is 73.33%.

Darjeeling got its appellation from a Tibetan word ‘Dorje’ meaning thunderbolt and ling meaning place i. e., the place of thunderbolt. Their sanskritized view is Durjaya, ‘Invincible Shiva’s Linga, Phallus’. But this view is not tenable; however the anglicized word Darjeeling is commonly accepted.

3.1 A brief history of Darjeeling

There is little known about the early history of Darjeeling, of course the modern history of Darjeeling the southern part of Sikkim begins from the second half of the 17th century. In 1706 AD the neighboring country Bhutan attacked Sikkim and annexed the eastern flank of the Teesta i. e., Kalimpong and its foothill Doors to Bhutan. In 1780 the Gorkhas marched into Sikkim and seized the western flank i. e.,

Darjeeling and Kalimpong to Nepal. A war broke between the East India Company and Nepal in the year 1814 in which Nepal was bound to sign a treaty, popularly known as the Treaty of Sugauli. Under the treaty Nepal had to quit the tract seized from Sikkim and after a couple of years i. e., in the year a treaty the East India Company and Sikkim was signed known as Titaliya Treaty and the Sikkimese territory overrun by Nepal was given back to the King of Sikkim. After a decade a conflict arose between Nepal and Sikkim and in the Treaty East India Company had reserved the right to mediate the dispute. In 1828, two officers Capt. Lloyd and Mr. Grant were deputed to deal with the dispute. On the way too Sikkim they found the Darjeeling region a very suitable place as a sanatorium for the British Troops. General Lloyd spent six days in February, 1829 in "the old Gurkha Station of Darjeeling" and was attracted by its advantages as a site for a Sanitarium.

Mr. Grant accordingly reported to the Governor General Lord William Bentick and also recommended its occupation for Military purposes as the key of a pass into Nepal. General Lloyd was directed to start negotiations with Raja of Sikkim and he succeeded in obtaining the execution of a deed grant by the Raja of Sikkim on 1st February, 1835. This was an unconditional cession of what was then an uninhabited mountain. As a revenue the Company paid 3,000/- per year doubling the amount in 1846. (L S S O'Malley, 1907).

This deed of grant, which is commendably short, runs as follows:-

"The Governor-General having expressed his desire for the possession of the hills of Darjeeling on account of its cool climate, for the purpose of enabling the servants of his Government, suffering from sickness, to avail themselves of its advantages, I the Sikkimputtee Rajah out of friendship for the said Governor-General, hereby present Darjeeling to the East India, that is, all the land south of the Great Runjeet river, east of the Balasur, Kahail and Little Runjeet rivers, and west of the Rungpo and Mahanadi rivers."

Dr. Campbell and Lt. Napier were entrusted to build the place a suitable hill station. By 1840 a road from Siliguri to Darjeeling via Pankhabari was constructed

with dak bungalows in places and a hotel at Kurseong. The road ran upto Lebung where later a race course was made.

In 1839 Dr. Campbell was made the superintendent of Darjeeling. He was given the charges of political, civil, criminal and fiscal administration. In 1841 Campbell laid the foundation of the now multimillion dollar tea industry. In 1839 Darjeeling Police was founded and Jail was set up. The Darjeeling Municipality was established in 1850.

In the year 1849 Campbell and Hooker left for Sikkim. On the ground of trespassing they were arrested brutally and imprisoned in a pig pan by the Diwan of Sikkim. A small contingent of British armed force proceeded to Sikkim and both captives were set free. To get revenge this disgrace the East India Company grabbed the terai region of Sikkim stretching from the Mechi in the west to the Teesta in the east and annexed to Kurseong, a tract already owned. The incursion of the Bhutanese into Darjeeling was on the rise. British officers were sent to the Bhutan king to sue for the peace but an untoward behaviour of the Bhutan government with the emissary sparked a war in the winter of 1864. It was concluded in a treaty, the Treaty of Sinchula, 1865. The Treaty forced the Bhutanese to pull out of the territories that was captured from the rajah of Sikkim. As a result east of the Teesta and West of the Jaldhaka i. e. Kalimpong and Doors was to yield to the British. Kurseong was made a subdivision in 1891. Kurseong and Siliguri remaining together for fifteen years as one subdivision, in 1907 Siliguri was separated and was made subdivision. Kalimpong subdivision was created in 1916 and Darjeeling came to be known as Darjeeling District with four subdivisions- Darjeeling Sadar, Kalimpong, Kurseong and Siliguri.

The district was placed under the Rajshahi Division now in Bangladesh. At the time of the partition of Bengal 1905 – 1912 it went to the Bhagalpur Division, now in Bihar. Darjeeling was a Non-regulated district, i. e., no acts and regulations came into force unless they were specially extended to it. Darjeeling had none to represent legislative council under the India Act of 1919. It was an excluded area. Its administration was vested in the Governor in Council and the expenditure of the internal administration was not a subject of the legislature. Under the India Act of

1935 the district was made a partially excluded area but the regulation remained as it was i. e., no Act of the provincial or central legislature would apply to Darjeeling unless the Governor thought it proper or the Governor modified it. After the independence of India the British rule in Darjeeling automatically ceased and came under the State of West Bengal as a regular district.

3.2 Location of Darjeeling District

Darjeeling district located between 26.31' and 27.13' North Latitude and between 87.59' and 88.53' east Longitude. Its total area is 1200 square miles. It is like an irregular triangle with two hilly angles on the top and one plain angle at the bottom. The district is located in the northern most part of West Bengal and is surrounded by Sikkim in the North and Bangladesh in the south. There are Bhutan in the East and Nepal in the West and also the districts of Jalpaiguri and Purnea (Bihar) in South. The district consists of a portion of outlying hills of the lower Himalayas and a stretch of territory lying along the base of the hills known as Terai. The altitude ranges from 300 feet (Terai) to 12,000 feet (Phalut) in the hills.

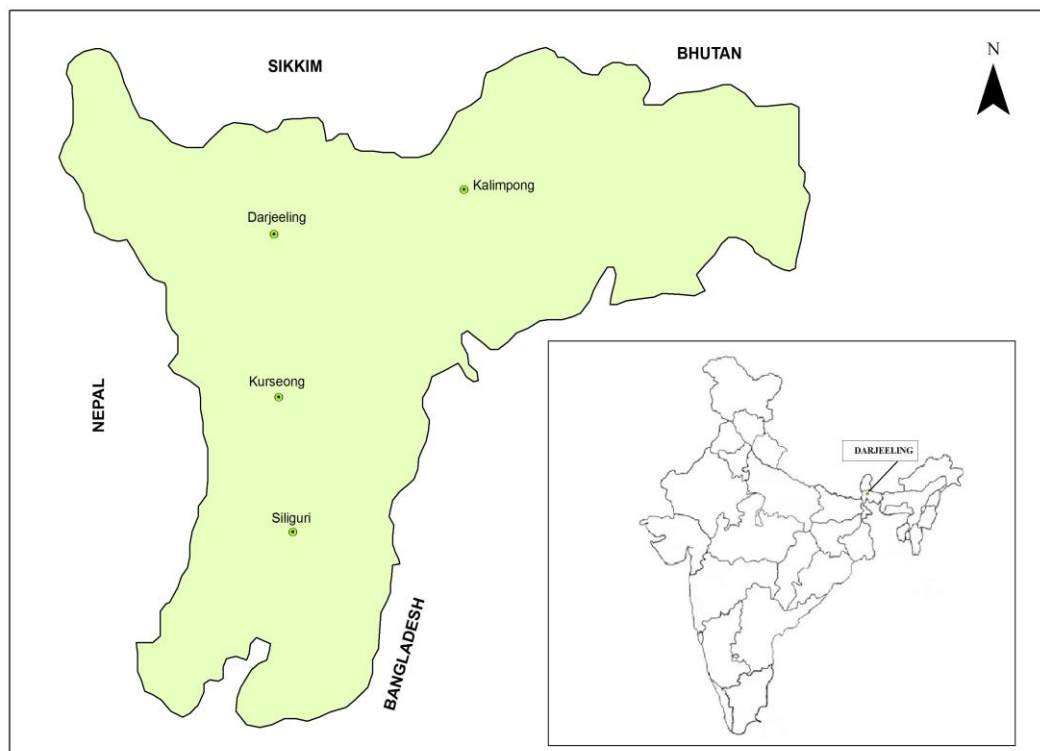


Fig.1. Location of Darjeeling District within India (Source: Author)

3.3 Geology

The geological formation of the Darjeeling District consists of unaltered sedimentary rocks, confined to the hills on the south and different grades of metamorphic rocks over the rest of the area. The outcrops of the various rocks form a series of bands more or less parallel to the general line of the Himalaya and dipping one beneath the other into the hills. The mountains are made of folded rocks piled one over another by a series of North-South horizontal compression movements and tangential thrusts which folded the strata on the sea floor and caused their upheaval by stages. (LSS O'Malley, 1907).

The foothills, north of the Terai, are made of well cemented and more compact alluvial detritus consisting of soft, grey, massive sandstones, mottled clays, mudstones, shales, conglomerates and subordinate bands of earthy limestone and lignite. (LSS O'Malley, 1907).

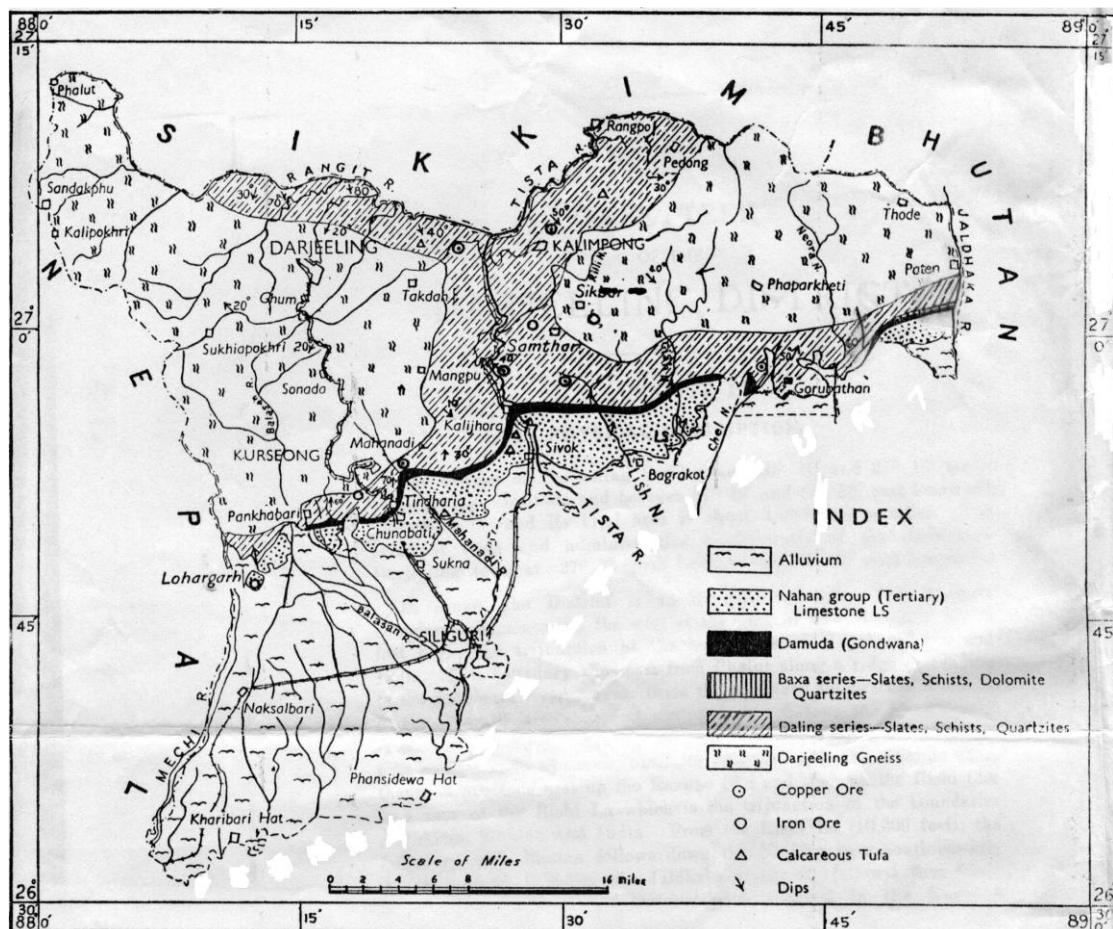


Fig.2. Geology of Darjeeling District (Source: Dash 1947, p. front of volume)

3.4 Topography

Darjeeling is situated in the lap of lower Himalayas which comprise a series of parallel ranges and converging spurs. Most of the Darjeeling district lies in the Shiwalik range that rises steeply from the north Indian plains and descends gently to flat floored basins of the Sub-Himalayas. The hill region of the district is a labyrinth of ridges, spurs, deep valleys carved out by Jhoras (waterways) and Kholas (streams). The terai portion of Darjeeling district lies between the Singhalila hills and the Bengal plains. The topography of this region is almost flat and open to the rest of the country.

3.5 Rivers

The main rivers of the district flow ultimately to the south. River Tista which rises in a glacier in North Sikkim (21, 000 feet) above sea-level is the major river of the district. It forms the boundary of the district with Sikkim from Rangpoo to the point where it joins with the Great Rangit flowing in from Western Sikkim. From that point it lies entirely in the Darjeeling District until it leaves it at Sevok, ultimately entering the Brahmaputra in Rangpur District. Other rivers are Rammam, Little Rangit, Relli, Rambhi, Chel, Rangnu, Mahanadi, Balasan, Mechi, Jaldhaka etc.

3.6 Temperature

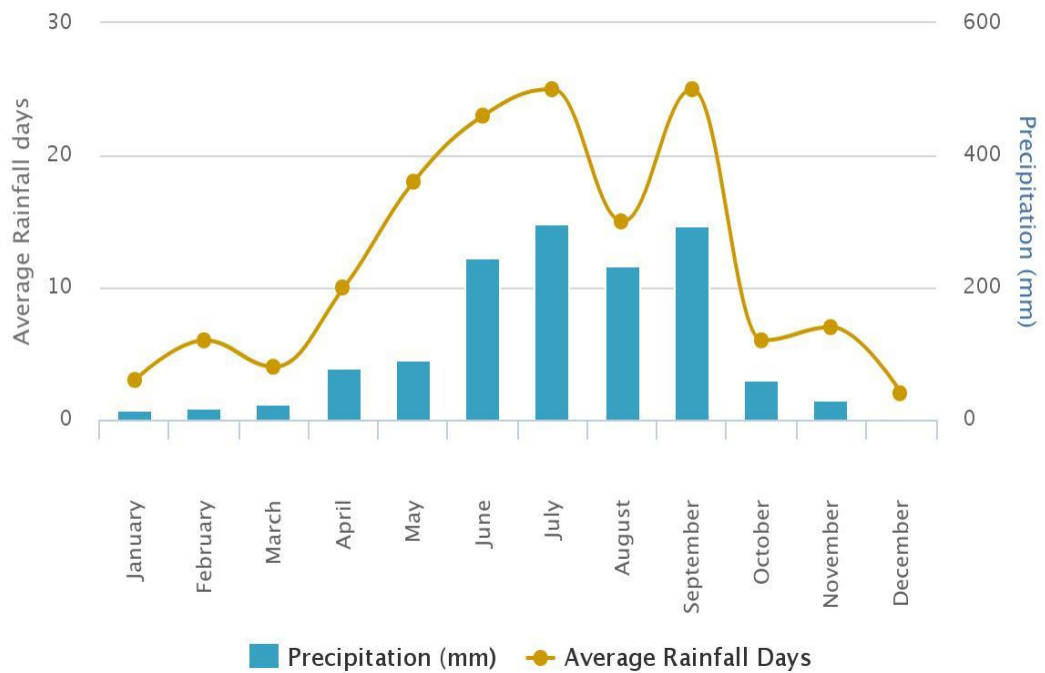
The temperature also varies from hills to plain. The maximum temperature of the hills barely crosses 25 degree centigrade while the plain experiences above 35 degree centigrade during summer. In winter the hills bear generally 5 to 7 degree centigrade but occasionally the temperature may droop below freezing point and causes snowfall while the plain enjoys a mild temperature of 20 to 25 degree centigrade.

3.7 Climate and Weather

The rainfall in the hills is higher than that of plains. The average annual rainfall in the hills is about 3000 mm while the plain gets 100 inches to 200 inches.

During the cold weather months very little rain falls in the Darjeeling hills. The hills above 6,000 feet receive snowfall in winter during the period December to March. Two of the seasons - spring and autumn – are congenial seasons. Heavy rainfall and mist occur in monsoon period. Winter is very cold. The southern parts of the District (Terai areas) are at low altitude and are directly affected by conditions which regulate weather in the plains.

Average Rainfall (mm Graph for Darjeeling)



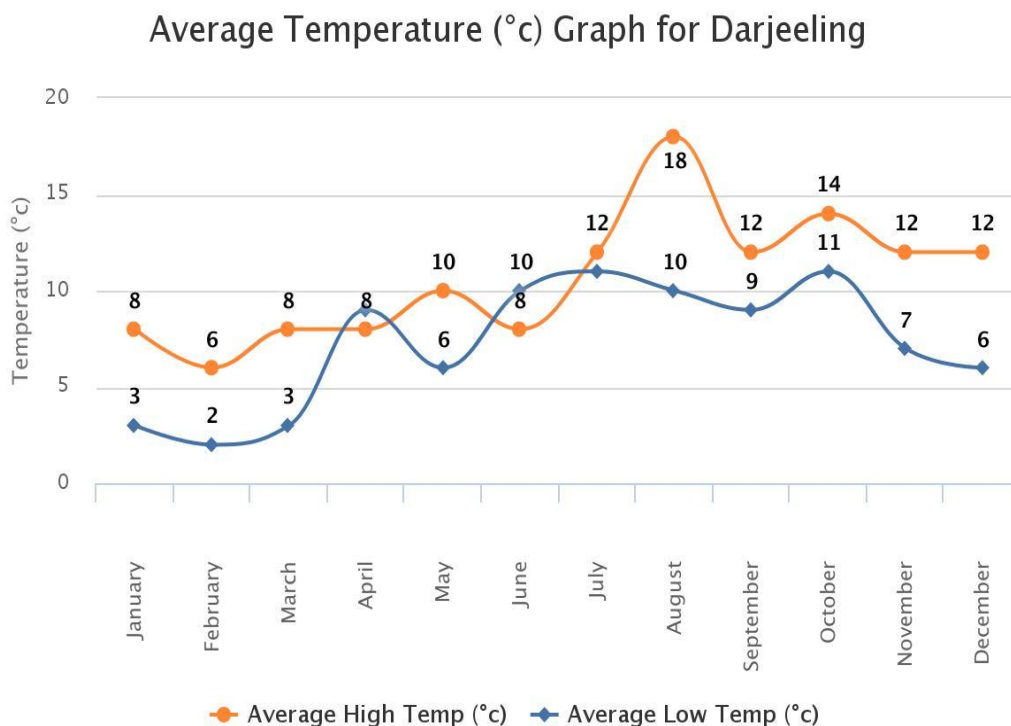


Fig. 3. Climate Graph of Darjeeling (Source:<http://www.worldweatheronline.com/darjeeling-weather-verages/westbengal/in.aspx>)

3.8 Demographic Profile

The district of Darjeeling is a cosmopolitan place. It has a mixed population of Nepalese, Lepchas and Bhutias and in the plain Rajbanshis, Mundas, Oraons Santhals and Bengalese other than Marwaris and Biharis in the hills and the plains alike. The Nepalese are in great majority in the Hills. Nepalese form the majority consist of several tribes, viz. Brahmins, Chettris, Newars, Tamangs, Rais, Mangars, Limbus, Gurungs, Bhujels, Kamis, Damais, Sherpas, Sarkis, Sunwars, etc.

Census data on population in Darjeeling district and its percentage increase in decade cited in Amiya K. Samanta, Gorkhaland Movement.

Table 1: Population total of Darjeeling District

Year	Total population in the district of Darjeeling	Percentage increase in decade
1881	1,55,179	----
1891	2,23,314	43.91%

1901	249117	11.55%
1911	265550	6.60%
1921	282748	6.48%
1931	319635	13.05%
1941	376369	17.75%
1951	445260	18.30%
1961	6,24,640	40.29%
1971	7,81,777	25.16%
1981	10,24,269	31.09%
1991	13,35,618	30.40%
2001	16,09,172	20.48%
2011	18,42,034	14.77%

It shows in the above table that the population has increased more rapidly in the year 1891 with 43.91% and in 1961 with 40.29%.

The provisional total population of the district according to 2011 census is 18,42,034, of which 9,34,796 are males and 9,07,238 are females. The total literacy of the district as per 2011 census is 72%.

The block-wise distribution of population in hilly areas according to 2011 census (provisional) is as follows;

Table 2: Block-wise distribution of population

Sl No.	Name of the Block	No. of Gram Panchayats	Population		
			Male	Female	Total
1	Darjeeling-Pulbazar	23	63,766	62,981	1,26,747
2	Rangli-Rangliot, Takdah	11	35,065	35,044	70,109
3	Jorebunglow-Sukhiapokhari	16	56,139	57,362	1,13,501
4	Kurseong	14	47,047	47,289	94,337
5	Mirik	06	23,082	22,706	45,788

6	Kalimpong-I	18	37,690	36,974	74,664
7	Kalimpong-II	13	34,285	32,129	66,414
8	Gorubathan	11	31,029	29,554	60,583

The population in Municipal towns in hilly areas according to 2011 census (provisional) is as follows;

Table 3: Municipality-wise distribution of population

Sl No.	Name of the Municipality	No. of Wards	Population		
			Male	Female	Total
1	Darjeeling Municipality	32	60,113	60,300	1,20,414
2	Kalimpong Municipality	23	22,844	23,605	46,449
3	Kurseong Municipality	20	21,642	20,704	42,346
4	Mirik Municipality	9	5,675	5,812	11,487

3.91 Language

Nepali belonging to the Indo Aryan language family is the major language in the hills and a lingua franca in the plains. Apart from Nepali Tibetan and Lepcha are also spoken in their respective communities. In the official affairs Nepali and Bengali are in use and in business sphere Hindi is used. As minor languages Khambu, Limbu, Tamang, Magar, Gurung etc are found struggling for their existence, as in the hills Oraon, Munda, Sadri, Rajbanshi etc do in the plain.

3.92 Religion

The history tells us that the Nepalese as a whole are animists, having a strong faith in Shamanism. The dominant religion of the district is Hinduism. In the hills Christianity and Buddhism and are also found in sizable number. Many tribes like Khambu, Khas, Dewan, Gurung, Magar, Newar, Bhujel, Thami, etc., targeting tribal status are giving up the Hinduism and practicing animism. Different sects in

Hinduism, Christianity and Buddhism are also found across the region. Islam is scarce and Sikhism is for name sake.

3.93 Cultural Background

Historically, the Nepalese can broadly be divided into two different races – the Aryans and the non-Aryans or Mongoloid, locally distinguished as Tagadhari (sacred thread wearer) and Matawali (who drink wine). Generally Brahmins and Chhetris fall in the first category and the rest in the second.

Festivals are more or less based on religion. Most of the festivals are celebrated with ritualistic gaiety, either as per the Hindu tradition or in their animistic way. Even the festivals, which are based on and related to Hinduism and Buddhism, are also celebrated according to their traditional way.

Most of the Hindus and Buddhist festivals follow the lunar calendar. The ceremonies though originated from their religious beliefs, they tag it with social and cultural traits of their own. In keeping with the change in time and place some of them have met with the extinction while other on the contrary go on adding and or receiving the old ones. Though each and every month of the year witnesses some festivals or other, special mention may be made of the some are **Dasain or Durga Puja** is the most important festival of the Nepalese. It falls on Ashoj (Sept-Oct). It is a fortnight long celebration. The seventh day is called Phulpati on this day a colourful cultural procession led by a band of Naumati Baja takes place, the eighth day, the astami and the ninth day, the Navami are meant for sacrifices. From the tenth day called Dasami the Tika starts. The elders put acheta (the rice-grain mixed with curd), plain or coloured on the foreheads of juniors in age or relation and showers blessings. People and relatives from far and near get together on this occasion and it lasts upto full moon. **Tihar** or Diwali or Aunsi (Amavasya) comes right after fifteen days of past full moon. It is shorter than dasain lasts for five days only. First comes Kag (crow) tihar, then Kukur (dog) tihar and comes gai (cow) tihar, the day of worshipping cows and night of burning lamps all around the houses. The women folk sing Bhailo roaming door to door throughout the night. The next day is Guru Tihar. The bulls are

worshipped in the morning. The male members start playing Deosi that goes for two days. The fifth day is Bhai tihar or Bhatri Dutiya. Sisters with ceremonial rites put tika of colourful powders on the foreheads of their brothers and offer merrygold garlands. Selroti is the cultural bread of tihar. **Pailo Baisakh** is the first day or the New Year's Day. The Samvat calendar is celebrated in mid April by the Nepalese as common festival irrespective of caste, category and religion. They observe it with feasting, singing and dancing. **Lhosar** is celebrated by the Indian Tibetans as per the Tibetan calendar the Buddhist New Year sometimes in March with the same jest. The Tamangs observe the same as Sonam Lochhar in earlier February. The Sherpas, the Dukpas also observe Lhosar in their ownways in different months. The Lepchas' New Year is called Namboon and newars' Maha-Puja.

Buddha Jayanti, the birthday of Buddha falls on the fulmoon day of Baisakh (April-May). Buddhist and Hindus also celebrated it with much enthusiasm. Buddhists also make a rally with Holy Scriptures on their heads and later offer prayers in the Goompas. **Asarko Pandhra** the 15th day of Asar month is observed as festival. By this day, it is supposed to finish the planting of paddy; if no paddyfield one should be smeared with muds at least. On this day all use to take dahi-chiura i.e. curd and beaten rice to get salvation. It is generally observed by the villagers. **Sawanie Sankranti** is the first day of Shravan month. It is also the feast day of common villagers. In the evening, people burnt off the burning firewood shouting 'go away scabies'. The next day they won't enter the field. **Sawane Purney** is one of the sacred ceremonies of Nepalese. The Tagadharies get the sacred thread worshipped by the Brahmins. It is also known as Janai Purney, Risi Purney or Raksha Bandan. Nepali tradition the thread is got tied by the Brahmins unlike the plains Hindus who get it tied by sisters. **Teej** is also an important festivals of Nepalese especially that of tagadharies. It falls on the third day of bright fortnight of Bhadra (Aug-Sept). Generally the women folk keep fast on this day for the good health and longevity of their husbands.

Guru Purnima falls on the fullmoon day of the Bhadau (Bhadra) month is a special day for Nepali Shamanism. This day is dedicated to Gurus (Religious Teachers). The community priests like dhami, jhakri, mata, bijuwa, phedangma in

their traditional attires offer prayers with drums and cymbals through out the night. In some places they lead a procession invoking the deities, playing with musical instruments. **Maghay Sakrati** also called Makar Sankranti is the first day of Magh month. People take bath early in the morning going to river or near by springs. The day is celebrated taking boiled roots of various edible creeper plants. **Chaitay Dasain** is supposed to be the original dasain and, or the celebration of Rama's birth day as Ramnavami, the precious day, Nepalese offer prayers and worship Rama in their respective homes or in the mandirs. This day, they observe fast and the next day, the dashami or dasain is celebrated with feast. **Sansari Puja** is a community festival irrespective to caste and creed. It is a residual of shamanistic belief. It is a kind of worship of nature or the earth or world (sansar) which is observed in the jungle by erecting stone as idols, planting bamboos and fastening the dhajas (dhuajas) of different colours. Fowls and animals are also sacrificed. It has no particular date. It is done sometimes in chait and baisakh generally on the fifth day of lunar month.

Besides these there are various festivals like Kuse Aunsi, Nag-panchami, Janmasthanami, Shivaratri, Saraswati Puja, Saga Dawa, Christmas (Bada Din), Basanta Panchami (Holi). Some of them are observed with great delights and some for just traditional sake. (Karkee, 2013).

3.94 Industries

3.941 Tea

Economy of the Darjeeling hills depends mainly on three Ts, i.e., tea, timber and tourism. Besides these a small amount of revenue can be collected from agriculture, sericulture, floriculture and hydro-power. Cultivation of rice and pulses in the lower slopes, growing, cardamoms, ginger, oranges and brooms are taken as cash crops, though in small scale. Sericulture and floriculture is carried on mainly in Kalimpong subdivision. Orchids are grown in Kalimpong and Takdha. Tapping hill streams minor hydro-electricity plants are installed at Sidrabong, below Darjeeling town and at Phaji, near Kurseong and a bigger project has been set up at Rambhang valley.

Large industries in the hills are virtually nil. Even cottage industries like paper making, juice making, tanning and weaving have been wound up on various grounds. The hill depends mainly on tea industry. Darjeeling tea is a world famous beverage. It is renowned for its peculiarly fine flavor and taste. Tea plantations in the hill was begun in 1850 by Dr. Campbell, the then Superintendent (present District Magistrate) of Darjeeling. Later it was extended up to the plains also. The hill has China variety bushes and the plains Assamese variety. A good hybrid from these two varieties had proved most suitable all rounds. In some tea gardens Manipur varieties were also tried but the tea produced was almost coarse and low rank in flavor. However these three varieties, i. e., Chinese, Assamese and Manipuri are the principal varieties of tea at present cultivated. The tea industry fetches a good foreign exchange and offers a huge employment to the local people.

Under plantation comes Cinchona plantation also. In this district it was started in 1860 by Dr Anderson. First it was started at Lebong in a small nursery. Then it was shifted to the Ranju valley at Rambhi, in the south-eastern slope of Senchel and later extended upto Reshep and Mangpu in further south-east and Labdah and Sitong of Reyang valley. A factory was established at Mangpu. The success in the project prompted the planters to cultivate it in Kalimpong as well. The first attempt was made at Nimbong but later it was abandoned and commenced at Monsong. At present the cinchona plantation at Mangpu and Mansong in the hills and at Rongo in the plains of Darjeeling have been carried on with great success. The object of Government in maintaining these plantations was to supply quinine to the hospitals and the people with a cheap remedy for malarial fever.

3.942 Timber

In 1835 when the Darjeeling tract was acquired by the East India Company, it was fully covered with a dense forest of virgin woods. The most remarkable feature of the forest of Darjeeling, as observed by the earliest British Botanists, is the wonderful variety of species that are hardly found in the world within so small an area. But as the settlements went on increasing, it was natural that the acreages of the forest land

diminished. So the first step of the Government was to introduce 'reservation of forest', under which the users were allowed to fell trees on payment of a fixed price per tree. It was the initial stage of collecting revenue from the forest resources. In 1870-71, Govt. of West Bengal established Forest Department and lay down that no tree should be felled except by the direct agency of the department. During the last quarter of the 19th century, the demand for firewood from the tea gardens and of sleepers from the railways increased considerably. By the time the First World War ended, great stride had been taken in the reorganization and advancement of forestry and the role of the forests in the national income of the country came to be recognized.

In the early stages, forests were considered as timber producing agencies. Experiments were done with plantation of indigenous and exotic trees. At the highest altitude, from the elevation of 8000 ft to 12000 ft forests of silver fir are grown extensively. Lower down are thickets of bamboos. At the altitude of 5000 to 6000 ft the forest of chestnut, maple, oak, birch, alder and piplee grow luxuriantly. At the level of 4000 ft tuny and other mixed forest of little value except for fuel and charcoal are found. In the foothills more valuable timbers like sal and teak are planted along with local varieties of aule champ, lampate, panisaj, plalant, buk, katus etc.

Timber of this region fetches a good amount to revenues. The subordinate source of income in Darjeeling is timber next to tea. The yearly revenue is estimated to the tune of fifty lakhs (from the hill region only) per annum against a meager annual expenditure of nearly seventy thousand.

The exploitation of forests in Darjeeling is mainly for industrial end-uses or as in following purposes; Constructional, Furniture, Ply-wood, Match-wood, Pulp-wood, Box-wood, Planks & beams, Mats & cane works etc.

3.943 Tourism

It is a universal admission that Darjeeling is one of the most haunted places in the world for the scenic beauty lovers and for the inner peace seekers. The quest of spirit for ever remains the supreme effort of mankind, the inborn aspiration to something beyond the apparent emptiness of everyday life.

Nestling in grandeur and beauty of majestic Kanchanjunga, towns and villages of Darjeeling offer an eternal concept of being over the cloud. Therefore the hill of Darjeeling is a paradise for the poets and painters, saints and hikers.

Gurudev Rabindranath Tagore often visited the hills, twice at Darjeeling and thrice at Kalimpong. The hill to Tagore was an open book of verse and enjoyed a lot. In a letter from Kalimpong he could not but referred the hills in following words;

“...Sharada has ascended on the top of the hills; a mass of cloud is stagnant under the feet. A golden beam is shining on the diadems. For the whole day I am sitting on the arm chair. Frequently the muses’ lyre makes the entire region of my heart humming.....”

The letter avers the maxim of Goethe who writes ‘over all the mountain top is peace’. And above all, as a traveller Mark Twain sums up the tourist’s view: “the one land that all men desire to see, and having seen once, by even a glimpse, would not give that glimpse for the shows of the rest of the world combined.”

It is Darjeeling that offers the viewers what they look for. Men visit this place for merry making, for spiritual serenity, for nature studies, for enjoying gorgeous view of great Himalayas, puffing Toy Trains, verdant tea gardens and for many more. The modern age is less meant for pilgrimage but for the travelling. Tours and Tourism has become a catch word today and people perform it with quest and zest.

Darjeeling is the choicest spot for many Indian and foreign tourists. The more visitors come, the more earns the hills. Tourism is therefore a fine source of income for the local people. Good revenue is also gained by the government. What attracts the tourists to come over the hill is its congenial climate for the plains men especially during the summer and for the Europeans the climate suits them throughout the year.

As such the tourists who come to Darjeeling enjoy the weather of London. It is the choicest place of British. The colonial residues can be tasted in Darjeeling Himalayan Toy Train, terraced tea gardens, Ropeways, highways, structures and architectures.

A number of viewpoints all over the hills allure everyone who has been long in city pant. Train, taxis, hotels, warm clothing, Nepalese and Tibetan curious are the major things that fetch good returns. Phalut and Sandakpu, Tiger Hill and observatory hills, Batasia Loop, Delo and Mirik are the major points of attraction and the main source of income through tourism. So along with tea and timber, tourism is also an important economic factor of Darjeeling Hills. (Karkee, 2013).

3.95 Economy

3.951 Agriculture

In the hills of Darjeeling, there was an actual decrease in the area under country crops as there was an extension area under tea. In the hills, however, there had been extension of crop cultivation especially in the Kalimpong tract, as there being no extension of tea plantation excluding one or two gardens in the sub-division of Kalimpong.

Agricultural produce of the hills is very meager. Besides tea and cinchona, the main items are orange, cardamom, seed potatoes, broom, ginger and vegetables. And for rice, wheat, sugar, pulses, oils, spices are other food able items the entire hill has to depend on the plains.

The Darjeeling hill is topographically non-favorable for growing stable foods. The river valleys and some areas of Kalimpong are the places where paddy, maize, millet are cultivated in small scale. Terracing is still a distinctive and important feature of hilly cultivation. Jhum cultivation is in the state of desertion from this region.



Fig. 4: Terrace cultivation in Kalimpong (Source: Author, 2014)

3.952 Horticulture

Horticulture is the branch of agriculture which includes the cultivation of fruits, vegetables, medicinal plants, nuts, seeds, herbs, mushrooms, flowers, and non-food crops such as grass and ornamental trees and plants. It also includes plant conservation, landscape restoration, landscape and garden design, construction, and maintenance, and arboriculture.

The cultivation of fruits and flowers is prospective in the hills. Oranges of Darjeeling are famous outside the district. Pear, peach, plum, guava, pineapple and jackfruit could be grown amply in this region if cultivation could be done extensively. Unlike plains, hilly region experience variation of temperature within one slope and also differ from one slope to other which provides better opportunity to go along with varieties of horticultural products from Mediterranean fruits and flowers to tundra vegetation.

3.953 Sericulture

Sericulture is an important agro-based cottage industry. It involves rearing of silkworms for the production of raw silk, which is the yarn obtained out of cocoons

spun by certain species of insects. The major activities of sericulture comprises of food-plant cultivation to feed the silkworms which spin silk cocoons and reeling the cocoons for unwinding the silk filament for value added benefits such as processing and weaving.

The credit of first introducing sericulture in the hills goes to Mr. Sutherland, the then Principal, SUMI, Kalimpong who introduced it as a subject in the institution in the year 1879. It was only in the year 1917 the Govt. takes a positive step opening a silk-worm breeding center in Kurseong. Mulberry nursery and seed multiplication station was also set up in Kalimpong vis-à-vis; training centers in Kalimpong, Kurseong and Darjeeling were established by the Directorate of Cottage and Small Scale Industries. Besides, a Sericulture Sub-research Station, Govt. of India located at Kalimpong is doing research in sericulture.

3.954 Floriculture

Floriculture, or flower farming, is concerned with the cultivation of flowering and ornamental plants for gardens and for floristry, comprising the floral industry. Floriculture crops include bedding plants, houseplants, flowering garden and pot plants, cut cultivated greens, and cut flowers etc. The development, via plant breeding, of new varieties is a major occupation of floriculturists. The floriculture production has shown a remarkable progress and help in earning good amount of monetary position.

Darjeeling hills where the temperature is moderate floriculture flourishes. Kalimpong, Kurseong and Takdah are ideal and promising places for orchids and gladiolis. Other lucrative flora in the hills may be cited as rose, marigold and chrysanthemum though they are seasonal ones. Many seasonal flowers are available here to they have a merge market. Magnolias, rhododendrum and champakas are the flowering trees that grown in high altitudes but they are wild and do not come under acculturation.

3.96 Flora and Fauna

Darjeeling hill has very rich biodiversity. A premier Himalayan Botanist named Joseph Dalton Hooker, in his Flora Indica divides the district into two zones. The lower stretching from the plains to 5000ft above the sea level which he called the tropical zone and the higher, upto the snowline, the temperate zone. He found that botanical and zoological features of the district presented a sudden change.

Lt. Gen. Lloyed once recognized that the hill sides of this station were clothed from summit to base with virgin forest, which disappeared shortly after the British came into possession of this area. When the hill territory was first acquired; the early settlers and even the Govt. Officers wanted to be benefitted from this great extent of the forest. Their primary objective was to convert it into settlement of cantonment cultivation of crops and the plantation of tea. They did it for a substantial time. But the beginning of Forest Conservancy it was bring to an end.

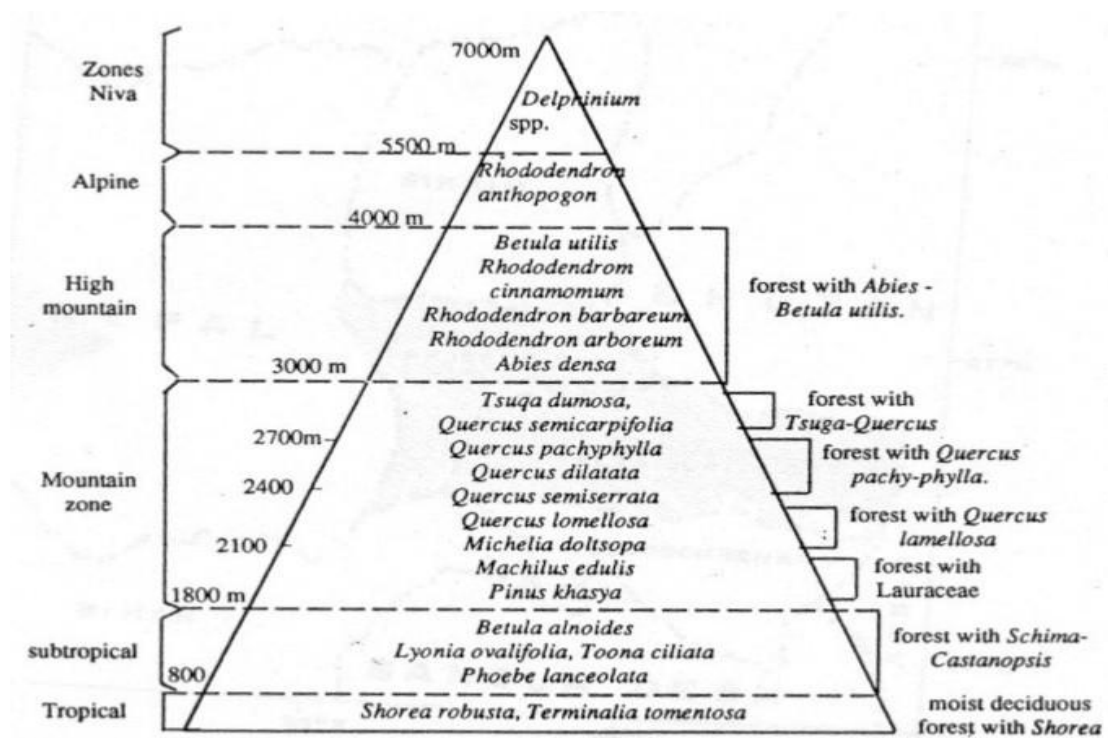


Fig. 5: Altitudinal distribution of vegetation in Eastern Himalaya (Source: Chaudhuri 1992, p. 32)

The forest tract of Darjeeling district was divided into three divisions – Darjeeling, Kurseong and Kalimpong. The Darjeeling division is covered by birch chestnut, oak, magnolia, maples, laurels, rhododendrons, pines and firs at an altitude

of six thousand feet and up. Down below, in the Kurseong division are maples, dogwood, alder, pipili and tuny at four thousand feet and below at three thousand feet there are forest of saal, auley, ohang, seto, chanp, mithey etc, further down saal and bamboos abound. The Kalimpong division has also experienced hill type and plain type of vegetations.

The flora comprises of around 4000 species. Some important floras of this district are cryptomania, katus, lampate, panisaj, pakhasaj, simal, sisau, Accacia, aconite, chilaune, conifers, etc. In addition, there are forty types of flowering plants, out of which dozen varieties of orchids, twenty six kinds of rhododendrons, lilies and wild roses of multiple colours and sizes. The hill is proud of its rhododendrons, magnolia, chanp, chimal and orchids. The lotus tree belonging to the magnolia genus that bears large white lotus shaped flowers is really the Queen of the forest.

The district is very rich in Medicinal Plants also. Aconite which is largely exported for medicinal purposes grows at an elevation of 10000 feet. Magito yields colour of commerce. The Chiraito grows wild around every homestead. It is very bitter in taste and used in fever by the natives. It makes a base of various medicines too. Myrobolam (soap-nut), locally known as 'ritha' has detergent property. It is not only used in cleaning cloth but for medicinal purposes it is shipped by the ton. Lemon grass is grown in marshy places. It is used in many indigenous remedial purposes. The sap extracted from it makes good perfume as well. Their cultivation on a commercial scale is very prospective. Castus spaciosus is used by the local people for cough. Luvunga scandens is used in scorpion sting. Rawalfia serpentine is meant for high blood-pressure, insomnia and certain mental diseases. Arqereia Speriosa root is used as tonic and its leaves for wounds and skin diseases. Croton hylum is used as a purgative. The root of ipecac is a well known specific for amoebic dysentery. Scindaprus Officinalis is applied for rheumatism. Dioscorea prazeri is inevitable for killing lice. Cannabis sativa is famous for its narcotic properties, grows wild as a weed in this area. Besides these, solamum khsiamum, terminalia helerica, tchebula, aegle marmelos, andrographis paniculata, piper longum, argyreia speciosa, crotom hylum, and many other plants that produce in the hills are used for medicinal purposes by the

local people and the firms as well. It is also reported that a Swiss pharmaceutical firm is carrying on an extensive research on the podophyllum species for treatment of serious disease like cancer.

Cinchona which has rich medicinal value and its plantations are found in Mungpoo area of Kurseong Subdivision, Monsong and Rongo area of Kalimpong Subdivision. Ipecac and Cinchona receive attractive amount of rupees from pharmaceutical manufacturers in India and abroad.

Owing to the dense forests over and above and due to the wild life codes different kind of animals are found in the hilly forest. The common creatures are jackles, boars, deers, rabbits, jungle-cats, monkeys, porcupines, bears etc., and the rare are mithun, ghorals, leopards, tigers, wolf, panthers and elephants (in Kurseong subdivisions), etc. It is observed that there are forty-seven varieties of snakes are found in Darjeeling hilly areas, the chief being the python, often measuring twenty eight feet.

The hill of Darjeeling is a bird watcher's paradise. Over five hundred fifty species abound in the area, among them the minivets, great Indian hornbills, blue-birds, doves, cuckoos, crow, eagles, falcons, kalizs, woodpeckers and many more attract all the feather lovers.

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Chapter 4

Overview of Education with special reference to Collegiate Education in Darjeeling Hill

4.1. Elementary Education

Until the East India Company took over the Darjeeling district of Darjeeling from the Raja of Sikkim, popular education was practically not known. In rare Sanskrit Pathshalas and Tibetan Monasteries, the novitiates were taught to chant Buddhist mantras and Sanskrit slokas with an end of priesthood. It was only the advent of the Christian Missionaries that dawned education in the hills. Mainly the Scottish Missionaries may be with an objective to preach Christianity opened informal schools, called Sunday Schools in various villages and attracted young and adults to read and write. The earliest formal schools as Scotts Mission Schools were dotted in the hills though with poor attendance. Later some of the schools were formalized as Scott's Mission Schools of which some are still running the same banner.

The opening of Mission schools in the hills replaced the earlier monastic and pathshalas education continuing them in some respective religious circles only. The mission schools imparted semi formal education at the same time scriptural teaching in Sunday schools. There were neither routine classes nor any test and examination system. Their objective was to make the native people just literate to the scriptures they provided in native tongues. The medium they opted were Tibetan to Bhutias, Rong to Lepchas and the Hindi to Nepalese.

The so called schools of formal education were too negligibly few to reach the mass in the hills. There were no other means and agencies to propagate the values of education to the people living in dark of modern age.

Darjeeling hills had joined the mainstream of national life only in 1835 when the region came under the sway of East India Company. The period 1835-55 may be taken as the initial period of all sorts of modern activities in the hills including education. The efforts of the British Officials and the Missionaries mainly deserve

appreciation in this respect. A few names as pioneers of education in the hills may be cited as Rev. William Start who started Lepcha schools early in 1841; Mr. C G Niebel prepared some Lepcha primers and translated some Biblical books in to Lepcha and Nepali. Lepcha dictionary, Nepali dictionary were also compiled at that time.

It was only 1856 that the Govt. of Bengal took interest in opening schools. The establishment of Darjeeling school was a public school for Nepalese, Bhutias and Lepchas. It was an anglo-vernacular school maintained by the government. Along with the native schools European schools were also opened. Among them Loreto Convent for Girls and St. Paul's school for boys still exist. Schools for the hill tribes and non-hill tribes were the Bhutia Boarding School, meant for Bhutias and Lepchas, Darjeeling Zilla School, meant for all i.e. Nepalese, Bengalis, and Muslims; Bhutias and Lepchas also attended it. Later Bhutia Boarding School a primary school and Zilla School a Middle English School were amalgamated and upgraded as Darjeeling High School in 1891 which still exist as Darjeeling Government High School. Besides these Victoria Boy's School (1879) and Dowhill Girls' School (1898) both Government schools and St. Alphonsus's School (1888) a Missionary School, all in Kurseong are still in service.

In Kalimpong area the Scottis Universities' Mission Institution at Kalimpong popularly known as SUMI, is one of the oldest schools. It was initially a Normal School started as Teacher Training Center in 1886. In 1888 St. Joseph's College in Darjeeling was opened as a Junior Cambridge School. Girls' Boarding School in Darjeeling and Girls' School in Kalimpong were opened in 1890 and 1891 respectively. Loreto Convent for girls and St. Pauls' School for boys both were opened in 1892. All of these schools were Missionary Schools and are running till date.

On the part of social, adult, vocational and technical education also the missionaries have played a vital role in the hills of Darjeeling. As early as in 1886 Scottish Universities' Mission Institution, Kalimpong had started Vernacular Training, better known as Guru Training, i. e., Teacher's Training Center. Some social organizations like Gorkha Dukh Nivarak Sangh (1932), Ramkrishna Vedanta Ashram

(1924) both founded by the local people and the early schools opened by the Scottish Mission invariably included night schools for the adults. Mrs Catherine Graham founded a teaching-cum-training institute for the hill girls in 1897 which later became the Kalimpong Industrial School. Rev. Graham the founder of famous Dr. Graham's Home School, Kalimpong Mission Industrial School around in 1900. Fr. Wary of St. Alphonsus' School opened an Industrial section where knitting, weaving, carpentry, printing, book binding, leather work were done. After Fr. Wary's death the industrial section was taken over by the West Bengal Government and made it Industrial Training Institute (ITI) at Tung. The first school in India itself for physically and mentally retarded children was opened by Ms. De Laplace at Kurseong in 1918. At Kalimpong a school for the blind was opened by Mary H. Scott in 1940. It was meant for defective and destitute children also.

After the independence a number of schools were opened. Primary and middle schools were upgraded too high schools. In 1954 district School Board was constituted and all the primary schools came under its purview.

Until 1946 – 47 there were eleven high schools in the district. In 1950 – 51 numbers rose up to sixteen. Later many of these high schools were made higher secondary schools. High and higher secondary schools have their boards in Kolkata with their sub offices at Siliguri.

Apart from the government and government aided schools the Missionaries Schools are also being run in tune of government syllabi. Besides these we may find ICSC and CBSC schools also in urban areas. The mushrooming nursery schools in the urban and rural areas alike mark the people's interest in educating their children.

The schools mainly missionaries like St. Paul's, Loreto Convent, St. Joseph's School, St. Joseph's Convent, Mount Hermon, Goethals's Memorial, Victoria, Dowhill, Dr. Graham Homes, besides, St. Alphonsus, St. George's, Turnbull, St. Robert's, St. Augustine's have earned national and international reputation in imparting education.

From nursery to higher secondary the number of educational institutions and the students from far and near attending them make the hill region of Darjeeling a

sanctum of learning. Rightly some outsiders add one more 'T' to the three Ts of Darjeeling, Tea, Timber and Tourism.

In the field of vocational education as well, the hill is not lagging behind though in modest form. The successive Government has taken up various steps in introducing vocational training centers like agriculture, floriculture, sericulture, apiculture, industrial schools, cane and bamboo training centers, wool and cotton weaving centers, footwear centers, carpentry, cutlery servicing centers, nursing and midwifery training centers teacher's training institution besides Physical Education, Youth Welfare Activities and Social Education Programmes.

In the field of library itself, a Library Training Center of certificate course was started at Kalimpong Janta College from 1984. The center is enabling the youths of the hills to serve rural libraries in the villages.

4.2. Collegiate Education

One cannot say that in spite of so many prestigious schools there was no college in the hills. To save the ciphers there was one (post Metriculation Madhyamik but pre-Graduation) institution and that was Scottish Universities Mission Institution, Kalimpong.

After fulfilling the need of primary and secondary education in the hills, the missionaries as well as the local elite people felt the need of collegiate education also. How the collegiate education in the hills was conceived and translated them into reality, it is not out of place to ultimately introduce them in the following pages;

4.2.1 Chronological establishment of colleges:

- 1) Scottish Universities Mission Institution (SUMI), Kalimpong
- 2) St. Joseph's College, Darjeeling
- 3) Salesian College, Sonada
- 4) Darjeeling Government College, Darjeeling
- 5) Southfield College, Darjeeling

- 6) Kalimpong College, Kalimpong
- 7) Kurseong College, Kurseong
- 8) Sonada Degree College, Sonada
- 9) Bijanbari Degree College, Bijanbari
- 10) Mirik College, Mirik
- 11) Cluny Women's College, Kalimpong
- 12) Ghoom- Jorebunglow College, Darjeeling
- 13) Shree Ramkrishna B. T. College (SRKBT), Darjeeling
- 14) Shree Ramakrishna Govt. Sponsored Primary Teachers Training Institute,
Darjeeling
- 15) Darjeeling Polytechnic, Kurseong
- 16) Government Primary Teacher's Training Institute, Kalimpong

4.2.2 Scottish Universities Mission Institution (SUMI), Kalimpong



Fig 6: SUMI, Kalimpong

Macfarlane a Scottish Missionary had opened a Normal School at Darjeeling from where he prepared teachers and parateachers for the elementary schools. This Normal school was later transferred to Kalimpong in 1886 in order to expand his educational and missionary activities. This Normal School, later renamed as Scottish Universities Mission Institution was recognized as a fully fledged high school in 1922 by Calcutta University. After a decade it was upgraded to collegiate level and was affiliated to the Calcutta University in 1933.

How this missionary college was initiated, it has an interesting account. In 1927 under the chairmanship of Rev. Dr. Graham, a public meeting was convened in which it was resolved to send a deputation to the Governor for starting a college in the hill. It was further decided to approach the public for donation for its infrastructure. The lion contribution was made by the Maharaja of Nepal, the Choegal of Sikkim and King Wangchuk of Bhutan and the college was started. But it ran only for 26 years. This SUMI Art Inter College ceased to function from 1959. The then government gave no heed to the situation. After 1959 Kalimpong was deprived of any higher education for another twelve years. It was only in 1971 Kalimpong College was opened in an Oon- Godam. From 1960 SUMI Art Inter College was degraded to a High school however it is at present upgraded to Higher Secondary school. At present

SUMI School is the only school that is offering agricultural stream in the district that is providing ample opportunity for the students to choose their carrier in this field.

4.2.3 St. Joseph’s College, Darjeeling

The college began as a part of St. Joseph’s School- motto- “Sursum Corda” (lift up your heart) which started its journey in 1888. In 1927 the college section offering intermediate course was affiliated to the Calcutta University. By 1949 the College was fully accredited to run courses in B.A. and B.Sc. Later, with the establishment of University of North Bengal in 1962 the college was affiliated to it. Earlier the college was housed in St. Josephs School later in the year 1963 it moved out of the school premises into the present site. It stands on the way to Lebong Race Course. It is spread over about three acres of land in an ideal natural environment with the beautiful background of lofty Kunchanjunga range.



Figure 7: St. Joseph’s College, Darjeeling

St. Joseph’s College is a Chatholic Minority co-educational degree and post graduate college managed by the Darjeeling Jesuits of North Bengal through St. Joseph’s North Point College Educational Trust.

The college offers honours and general courses in B.A., B.Sc. and B.Com. The average annual student intake of the college is above 1200 .Under B.A. the college

imparts Honours in Nepali, English, History, Political Science, Sociology and Economics along with Hindi and Bengali. Tibetan is also offered as self-taught course. Recently Geography is also added to general course. It offers B.Sc. both general and honours in Botany, Zoology, Microbiology, Mathematics, Physics and Chemistry and Computer Science. B.B.A. and B.C.A. courses are also offered as three year degree courses. BA in Mass Communication and Journalism (Pass & Honours) and MA in English are offered as self-financed courses.

The College has well-maintained separate building for library known as Father John Whelan Library which has more than 46000 volumes of books and subscribes to a number of scholarly journals both print and electronic format. The College maintains a well-stocked library with digital resources and networking facilities. The library is automated with E-BLIS library management software having OPAC module. The library has been registered with INFLIBNET NLIST programme which facilitates the practice of online searching. Internet, CC camera and photocopying facility are also available in the library. The college brings out a yearly magazine "The North Pointer" where the teachers and students contribute their articles in Nepali, English, Hindi, Tibetan and Bengali.

4.2.4 Salesian College, Sonada



Figure 8; Salesian College, Sonada, Darjeeling

Salesian College with motto – *flama ardens et Incens* (Flames that Burns And Enlivens) – was first established in Shillong in 1933. It was shifted to Sonada in 1938 and in 2009 it opened its new extension college at Siliguri as Salesian College, Siliguri. It is one of the founding colleges of University of North Bengal. In 2010 the Salesian College has been declared as a College of Excellence by University Grant commission (UGC) and National Accreditation Council (NAAC) reaccredited the college with ‘A’ grade in 2012.

Salesian college is a government recognized minority educational institution of the Catholic Church run by Salesians of Don Bosco, Kolkata Province. The yearly intake of student at Salesian Sonada is around 200. Here at Sonada campus; the students do their regular BA Honours in subjects like English, Education and History along with general courses in Geography, Philosophy, Psychology, Nepali and Political Science. In commerce Honours are offered in Accounts and Management, and BCA, B.Com and BBA studies under the North Bengal University. College undertakes researches in the fields of Science and Social Sciences. The Collage also organizes bi-annual Research Scholars’ Workshops and has a Translation Centre; it invites scholars interested in publication of translated works from and into regional language.

The College maintains a well stacked library with digital resources and networking facilities. The library is automated with E-BLIS library management software having OPAC module. The library has been registered with INFLIBNET NLIST programme which facilitates the practice of online searching; other facilities like Xerox, internet access, telephone etc are also available. The college actively participates in organizing seminars, conferences and guest lectures. More than twenty national seminars have so far been organized by the College. The college is enriched with its publication and journals. The college magazines Sparkle and SCSPEAKS are also published every year with due involvement of the students and faculties.

The Siliguri Campus of this college offers B.Com general and Honours in Accountancy, Management, and Finance, BSc general and Honours in Statistics, Maths and Computer, BA general and Honours in English, Geography, Psychology and Political Science. BCA and BBA with carrier oriented programme courses in Travel and Tourism Management, Computer Application, Communicative English and Music. Post Graduate courses like M.Com (IGNOU), MBA & MCA (Assam Don Bosco University) are also offered here.

4.2.5 Darjeeling Government College, Darjeeling



Figure 9: Darjeeling Government College, Darjeeling

Darjeeling Government College motto – Shuddharan Labhate Jnaanam (Devotee attains Knowledge) – was established in the year 1948. It is a fully government college situated at the foothills of Eastern sub-Himalayan region at an altitude of 2134 mtrs. It stands on the way to Lebong Race Course about two km. away from Darjeeling main town, very near to Padmaja Naidu Zoological Park and Himalayan Mountaineering Institute. Below the College there is beautiful Happy Valley Tea garden.

The college was meant for the hill students but now it is opened for all and the students come from the state, country and abroad as well. The student's roll is 3000 at the average. The college runs in three shifts morning, day and evening and has general and honours courses in three streams Arts, Science and Commerce. It offers Honours subjects in Arts subjects like English, Nepali, Geography, History, Philosophy, Political Science, and Economics along with General subjects as Anthropology, Hindi, Urdu, Tibetan, Sanskrit and Bengali. In Life Science it offers Honors in Botany, Zoology, and Microbiology and in Pure Science it offers Honours in Chemistry, Physics and Mathematics. In Commerce honours is offered in accountancy. It is a college university, since it has post graduate classes in Botany, Zoology, Nepali and English. Darjeeling Government College and the Bose Institute in Kolkata have

signed a memorandum of understanding for executing mutual cooperation in scientific research which can be relevant in local context.

The college is running IGNOU center since 1986. It has certificate course in teaching in Primary Schools, diploma course in Tourism Studies, English teaching course, selected doctoral programmes. Further the UGC has sanctioned a coaching center for NET/SET examination for SC/ST/Minority students. The college has an NCC troop of national repute which represented India and foreign countries as well.

The Darjeeling Government College has build up a Central Library with rich collection of nearly 90000 books and good number of journals. It can boost of having many rare volumes of Nepali, Sanskrit and Tibetan works in addition to rich departmental Seminar Libraries in various departments. The central library of the college is also planning to provide internet facility to the interested students. It is being computerized at present.

Recently the college has opened a central computer laboratory to cater to the newly introduced courses in various science subjects in the particular and to provide computer access to the interested teachers in general. A new course on Microbiology at honours level has been introduced and a DST-FIST programme is currently running in the department of botany. The college is trying to have to more post graduate courses in Geography and Physics.

4.2.6 Southfield College, Darjeeling

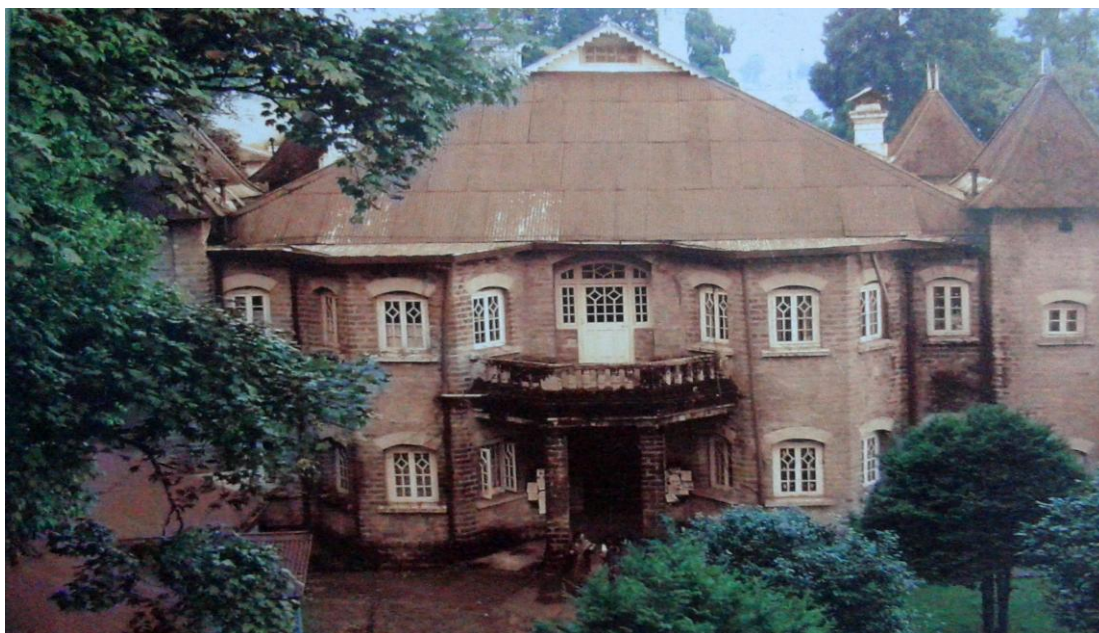


Figure 10: Southfield College, Darjeeling

Southfield College has motto – Enlightenment, Empowerment and Emancipation through education – was founded as Loreto College in Southfield, Darjeeling in 1961 as a women’s college. It is situated near famous Darjeeling Mal Road and above Deshbandhu District Library and below observatory hill. At the request of government of West Bengal the Irish Branch of Institute of The Blessed Virgin Mary, Darjeeling Loreto Educational Society agreed to take care of its management. However, due to the lack of personels the management of Darjeeling Loreto Educational Society was compelled to hand over management of the college back to the government of West Bengal in 2008. There after it is renamed as Southfield College.

Southfield College since its inception is a women’s college affiliated to the University of North Bengal. Yearly average intake of students is about 265 offering honours and general courses in subject like Education, English, Geography, History, Nepali, Political Science, Economics, and Hindi etc. The college is accredited by NAAC with grade B+. The college has introduced National Social Service Unit (NSS) in 2007.

The college has well furnished separated library building. The college has a rich well maintained collection of more than 19000 volumes and had recently started archive section. Internet and photocopying facilities are also provided in the library.

4.2.7 Kalimpong College, Kalimpong



Figure 11: Kalimpong College, Kalimpong

Kalimpong College motto – Seek and Ye Shall Find – was established in the year 1962 with the aim of providing higher education to the people of the backward place of Kalimpong. Earlier the Collge was set up in the Hill Top Area in a rented bungalow and later shifted to the Nanduram Building popularly known as the “Oon Godam” in 1971 at Topkhana area, Kalimpong. The college was without a building of its own for about twenty years. In the year 1982 the college was again shifted in its own premises at Rishi Bankim Chandra Park. It is situated at Ringkingpong Road about 1 km up from Kalimpong town. It has over fifteen hundred students mainly from the far and near villages of Kalimpong sub-division.

The Kalimpong collge is co-educational institution. It was started with a single stream of Arts but now it is offering BA, BSc, BCom, BBA courses both general and honours. The student intake per year is above 800. The college offers honours in Arts in subjects like Nepali, English, History, Political Science, Geography and Economics along with other general subjects like sociology and Philosophy. It also offers honours in Science subject like Botany, Zoology and Mathematics and B.Com. Honours in Accountancy are also offered. Bachler of Business Administration (BBA) is the full

fledged three years regular degree self financing course affiliated to the North Bengal University run by the college. It has additional units like NCC, Eco Club, and NSS etc. The college library has more than 19000 books apart from some regular periodicals and magazines. The college expects to shift its library to the new library building shortly.

4.2.8 Kurseong College, Kurseong



Fig. 12: Kurseong College, Kurseong

Kurseong College – motto – Aakaastira Pakheta Chalaun Prithivi basera (Lets soar to the sky living on the earth) – was established in 1967 as a modest night college with some part time teachers and with a honorary Principal. In the beginning it had no building of its own and the classes were held at the Polytechnic Institution at Kakina House, Kurseong. In 1977 only it got its own building at Dowhill Road with nearly 10 acres of land. So only from 1977 it came to be a formal day college. The college has now more than 1100 students and 51 teaching and non-teaching staff members. It is a co-educational institution offering courses in Arts, Science and Commerce both general and honour courses. It offers honours subjects in Arts like English, History, Nepali, Geography, Political Science and Economics along with general course in sociology, Bengali and Hindi. In B.Sc general courses they impart Botany, Zoology

and Physics and honours in Chemistry and Mathematics are provided. It also offers accountancy honours in B.Com. The college has been a center of North Bengal University Distance education programme from 2002-03. It also offers vocational course in Communicative English since 2003-04. The college has also introduced one year Certificate course in Computer Application for the 1st year students. The college possesses well equipped laboratories in all the Science departments and in Geography department.

The central library of the college is housed in a separate three storied building having collection of around 20000 volumes of books on various disciplines.

4.2.91 Sonada Degree College, Sonada



Fig. 13: Sonada Degree College, Sonada

Sonada Degree College – motto- Ana Bhazdrah Kratavah yantu Vishvatah (let the noble thought come from everywhere), was co-educational Degree College, established in 1985 with alone Arts stream under the University of North Bengal. It is situated nearly one kilometer downwards from the Sonada railway station. It is spread over four acres of land in an ideal natural environment. Cool and quiet atmosphere of the locality is very congenial for the study. It has both general and honours courses. The college imparts honours in Nepali, English, History, and Political Science along with general subjects as Philosophy and Education. Bengali is the self study subject here. The Director of Distance education has set-up its extension centre for enrolling

students for under-graduate and post graduate courses. The college has a library of 2700 books including 300 reference books.

4.2.92 Bijanbari Degree College, Bijanbari



Fig. 14: Bijanbari Degree College, Bijanbari

Bijanbari Degree College was established on 1995 with a view to impart higher education in the remote rural areas also. Bijanbari is about 50 kms away from Darjeeling town. It is in Nepal-India border line. College has Arts stream only without honours. The college has intake of about 250 students per year. The college offers general courses in Nepali, English, History, Political Science and Economics. It has mini library with collection of nearly a thousand books.

4.2.93 Mirik College, Mirik



Fig. 15: Mirik College, Mirik

Mirik College – motto – “Aiming at the Pinnacle of Learning”. The college began as a vision of the Mirik Citizen’s Committee around the year 1972, to have a community college; the vision got its shape ultimately on 2000. It started with 46 students and 3 volunteer teachers with only one stream B.A. general courses. By the year 2002 four and in 2003 one regular teachers from College Service Commission joined the college.

Initially the college was running in classes in the Marketing Cooperative Building, Thana Line, in the year 2004 it was shifted to the ‘Old Dakbanglow’ where in the new building came-up with funds from the Tea Board and other various agencies. Now it is situated at Old Dakbunglow about 1km upward Mirik Zhil. From 2006 the college started honours courses in English, Nepali and Political Science along with B.A. General Courses. In 2007 Geography and in 2010 History honours were introduced. Since 2009 NCC Boys and Girls has also been introduced. Apart from this, the college also hosts IGNOU special study centre.

Mirik college library is housed at part of the college building with a little collection of about 10,000 books. Recently the college has got its new beautifully structured building.

4.2.94 Cluny Women’s College



Fig. 16: Cluny Women's College, Kalimpong

Cluny Women's College – motto – Tamaso ma Jyotir Gamayaha (Lead Kindly Light) - was established in 1998 as a general degree women's college in Kalimpong. It is situated at 7th Mile below Rishi Road, 1.5 km before main town of Kalimpong at the idyllic and delightful location. It offers undergraduate courses in Commerce and Arts. Honours subject offered in Arts stream are Nepali, English, History, Geography and Sociology alongwith Environment Studies, Hindi and Communicative English. It also offer Bachelor of Computer Application (BCA) course. Cluny Community College (CCC) an outreach programme of CWC has been delivering service to the deserving, needy and economically backward students who have discontinued their school studies. CCC imparts training to the students in; Computer (basic), Hotel management (catering), and Life coping skills. The college brings out a yearly magazine "Cymes" where the teachers and students contribute their articles in Nepali, English, Hindi and Bengali.

The Clunny College has build up a Central Library housed in top floor of the main building, with rich collection of nearly 20,000 books and good number of journals. The library has already started on the way to automation with their self customized software.

4.2.95 Ghoom- Jorebunglow College



Fig. 17: Ghoom Jorebunglow College, Darjeeling

Ghoom- Jorebunglow College- motto- 'Equality education Enlightenment'. Ghoom- Jorebunglow College was set-up in the year 2004 by the than Local administration DGHC. It is situated in Sinchel Road on the way to Tiger Hill, the most frequented spot to view sunrise. Presently the college is running honours and General courses in Arts under NBU. It offers honours courses in Arts subject like English, Political Science, Economics, History, Education, Sociology, and General courses in Nepali, Hindi and Bengali etc. It also offer Bachelor of Computer Application (BCA) course along with Information Technology (I.T.) and Management under Sikkim Manipal University. It has a library collection of documents below one thousand books. However three newspapers/ journals are subscribed for the common reading room.

4.2.96 Shree Ramkrishna B. T. College (SRKBT)

Shree Ramakrishna B.T. College (RKBT) SRKBT was established in 1957 which was previously Rama Krishna Vedadanta Ashram. It is Non-Government

Permanent Urban co-educational College. It is situated in the Anklard Road, just one kilometer upwards from Darjeeling Railway station. It is Government sponsored teachers' training School. It offers the training for graduates and deputed teachers who have at least approved service for one year, leading to the Degree of Bachelor of Education of the University of North Bengal. The total intake is 60 teachers yearly. Separate hostel for girls and boys are also provided. The institution has separate library building with stock of 15000 books on different subjects besides 500 books on Fine Arts.



Fig. 18: SRBT College, Darjeeling

4.2.97 Darjeeling Polytechnic



Fig. 19: Darjeeling Polytechnic, Kurseong

Darjeeling Polytechnic – motto – “Experto crede”-(Believe one who has had experience in the matter)(take it from one who know) was established in the year 1964 with only one stream LCE (Life Cycle Engineering). The Institute is located in the western outskirts of Kurseong town. It can be approached via Monteviet Road and the Kurseong Bypass Road. It is also at a walking distance from Kurseong railway station.

In 1978 Government of West Bengal took over the establishment LCE transformed into DCE (Diploma in Civil Engineering). Later DEE (Diploma in Electrical Engineering) and DCST (Diploma in Computer Science & Technology) were introduced to adorn the institution. The various Diploma courses are approved by AICTE and recognized by West Bengal State Council of Technical Education. The Polytechnic College of Kurseong was one of the first and best engineering colleges in the past, however in mid eighties the institution faced a lot of discrepancy. The average intake of the students per year is hundred. This institution offers courses of three year diploma in Civil Engineering, Electrical Engineering and Computer Science & Technology. The institution is affiliated to AICTE. It has a good library of more than seven thousand books with fine collections of papers and journals.

4.2.98 Shree Ramakrishna Govt. Sponsored Primary Teachers Training Institute



Fig. 20: SRGSPTTI, Darjeeling

Shree Ramakrishna Govt. Sponsored Primary Teachers Training Institute, Darjeeling was established in the year 1957. The land of this Institution was owned by D.G.H.C from Vedanta Ashram in the year 1996 which had an area of 4 acres approximately. At that time it used to be known as Senior Basic Training Institute. Afterwards, in the year 1958 after the establishment of SRKBT College, Darjeeling, which now is known as Senior BT College, this institution was re-named Shree Ramakrishna Govt. Sponsored Primary Teachers' Training institute, Darjeeling. It is situated at the beautiful location...km upward from the Darjeeling town. This Institution is recognized by the NCTE, from the year 2012 on the basis of Linguistic Minority (Nepali Medium). Two years D.El.Ed. Course runs with an intake capacity of 50 trainee-students at one time. The institution has a small library housed in a part of building with a collection less than 2000 and maintained by non- teaching staff. It is a non-residential Institute.

3.2.991 Government Primary Teacher's Training Institute, Kalimpong



Fig. 21: PTTI, Kalimpong

The B.T College of Kalimpong was established during the first five year plan period of India 1950-55. The college became Government Primary Teacher's Training Institute in 1992. The institute is housed in a beautiful British structured building. It is recognized by the West Bengal Board of Primary Education and the courses are approved by the National Council of Teachers Education (NCTE). It is located about six kilometres upward from the Kalimpong town. It offers two year Diploma in Elementary Education with 100 intakes. It has one purely government experimental primary school, one and only in the state. It has separate hostel facility for girls and boys. Some notable person who contributed much for the development of the institute was Mr. Khitmat Subba, TB Thakuri, Neelam Pradhan, BR Chhetri, Jok Chamling, etc. Mr. Manindra Bhujel is now the Lecturer-in-charge of the institute.

4.2.992 Two New Colleges:

The successive Government of West Bengal cooperating with the local authorities took much interest to meet the higher educational studies of the hill community by establishing colleges in time to time. Similarly the current Government decided to establish two government colleges in the region- one college at Pedong, and one at Gorubathan in the Kalimpong subdivision. The constructions of these colleges are in full swing.



Fig. 22: Gorubathan College



Fig. 23: Pedong College

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Chapter 5

Status of College Libraries in Darjeeling Hill

There are all total 15 colleges in Darjeeling Hilly areas comprising 1 Government College, 11 Government Sponsored Colleges, 2 Primary Teacher's Training Institutes and 1 Polytechnic College. The general information about the colleges indicated by 'A' in questionnaire was discussed in the preceding chapter.

This chapter is organized into the following sections:

- B. Physical facilities of the libraries
- C. Public Sanitation and Other Facilities
- D. Holdings in the library
- E. Library Services
- F. Book organizations
- G. Staff position of the library
- H. Library Users
- I. Library Automation & Internet Infrastructure

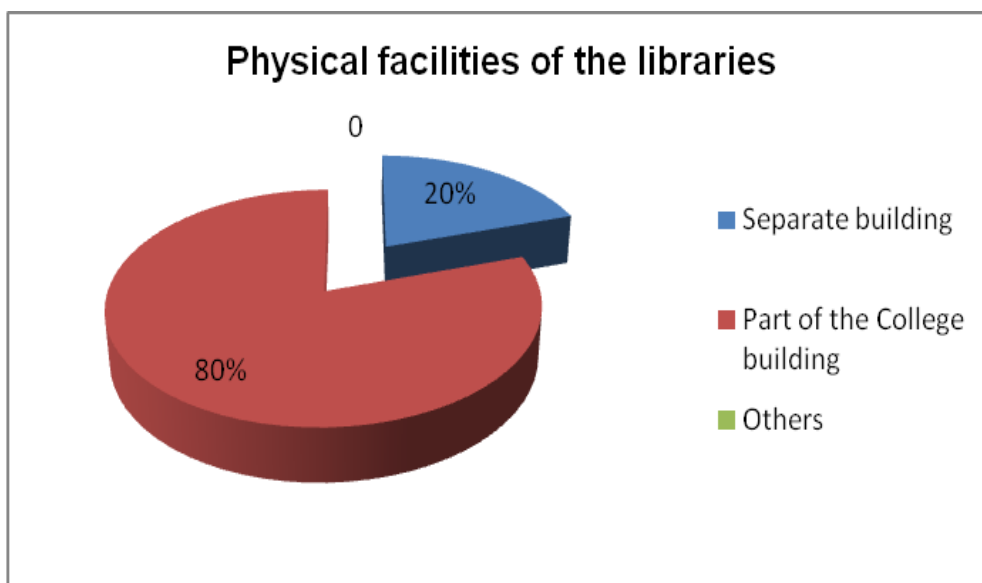
Here the data collected through questionnaire and personal visit were analyzed and interpreted with the help of using simple percentage. The data have been presented and analyzed by using tables and figures.

B. Physical Facilities

Table 4: Physical facilities of the libraries

Question no. 1 Total no. of respondent libraries = 15

Weather library is housed in	No. of Libraries	% of Libraries
Separate building	3	20%
Part of the College building	12	80%
Others	-	-



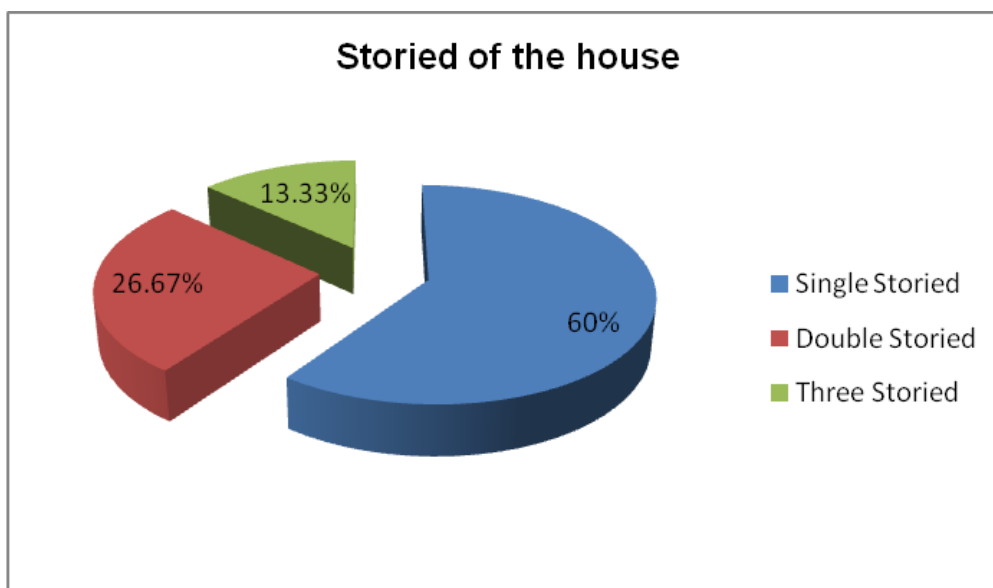
The above table shows the Physical facilities of the libraries. Majority of college libraries 12(80%) are housed in part of the College building, while only 3(20%) libraries are housed in separate building.

Table 5: Nature and storied of the house.

Question no. 2

Total no. of respondent libraries = 15

Items		No. of Libraries	% of Libraries
Type of House	Pucca	15	100%
	Kachha	-	-
Total Storied	Single Storied	9	60%
	Double Storied	4	26.67%
	Three Storied	2	13.33%



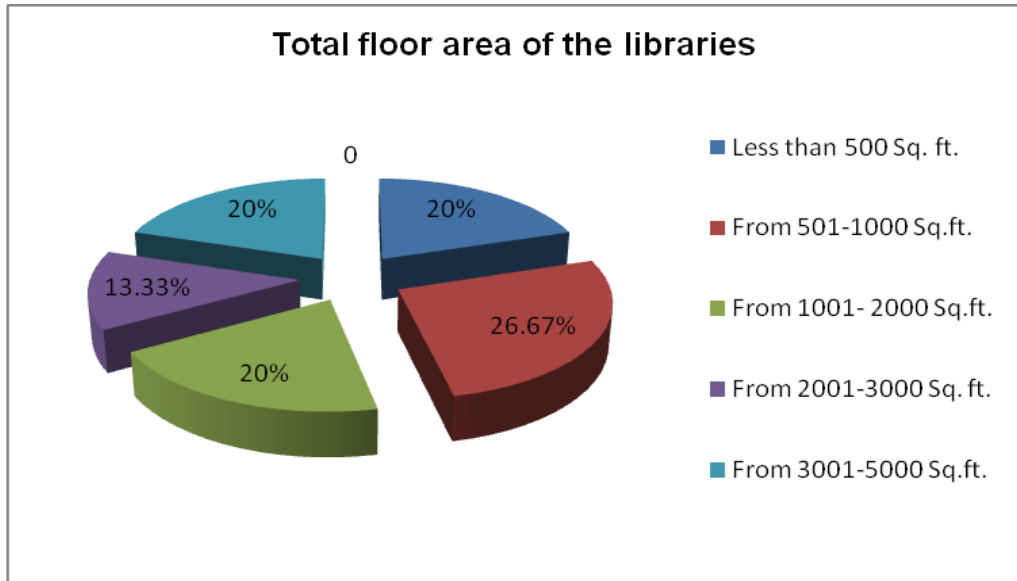
The table: 5 disclose the nature and storied of the library buildings. The data exhibits that all libraries 15(100%) have pucca buildings made up of concrete and with some having roof sheets. It also shows that among these libraries, 9(60%) libraries are single storied, 4(26.67%) libraries are double storied while 2(13.33%) libraries are housed in three storied building.

Table 6: Statement of total floor area of the libraries.

Question no. 2

Total no. of respondent libraries = 15

Floor area covered	No. of Libraries	% of Libraries
Less than 500 Sq. ft.	3	20%
From 501-1000 Sq.ft.	4	26.67%
From 1001- 2000 Sq.ft.	3	20%
From 2001-3000 Sq. ft.	2	13.33%
From 3001-5000 Sq.ft.	3	20%
From 5001 Sq.ft. and above	-	-



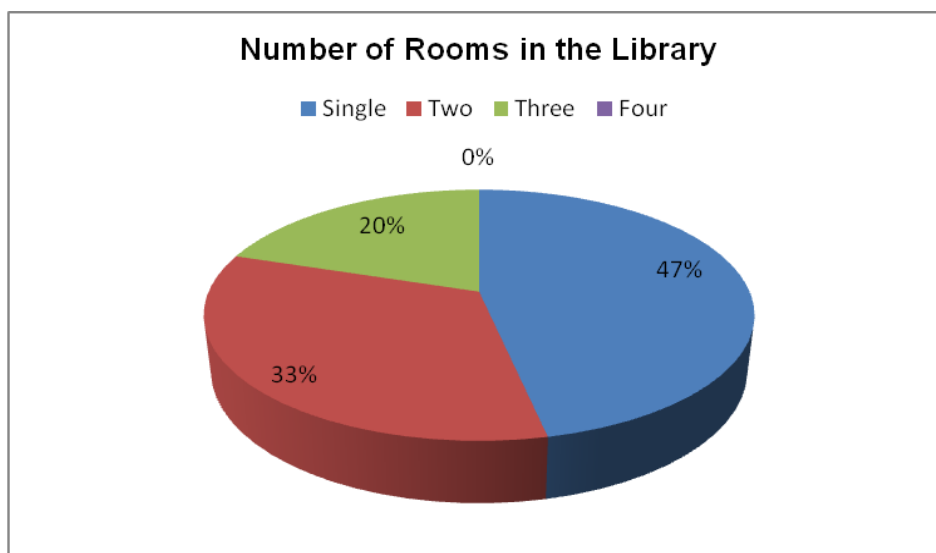
Above table-6 gives idea of total floor area of the libraries. It is observed from the above table that 3(20%) college libraries have total floor area less than 500 sq. ft. 4(26.67%) college libraries reported that they have total floor area between, 501-1000 sq. ft. 3(20%) college libraries have total floor area between 1001-1500 sq. ft. 2(13.33%) libraries have total floor area between 2001-3000 sq. ft. And 3(20%) libraries have total floor area ranges between 3001-5000 sq. ft.

Table 7: Number of Rooms in the Library.

Question no. 2

Total no. of respondent libraries = 15

No. of Rooms	No. of Libraries	% of Libraries
Single	7	46.67%
Two	5	33.33%
Three	3	20%
Four	-	-



The table 7 indicates the Number of Rooms in the Library. It present that, majority of libraries 7(46.67%) are operating in a single room while 5(33.33%) libraries have two rooms and only 3(20%) libraries are housed in three rooms.

Table 8: Various sections maintained by the libraries.

Question no. 3

Total no. of respondent libraries = 15

Various Sections	No. of Libraries	% of Libraries
Text book section	15	100%
Separate Reference Section	14	93.34%
Separate Serial Section	9	60%
Carrier guidance section	6	40%
Internet Computer Section	3	20%
Reprography Section	2	13.33%
Other (Archive, Carrel)	2	13.33%

(Multiple choice question)

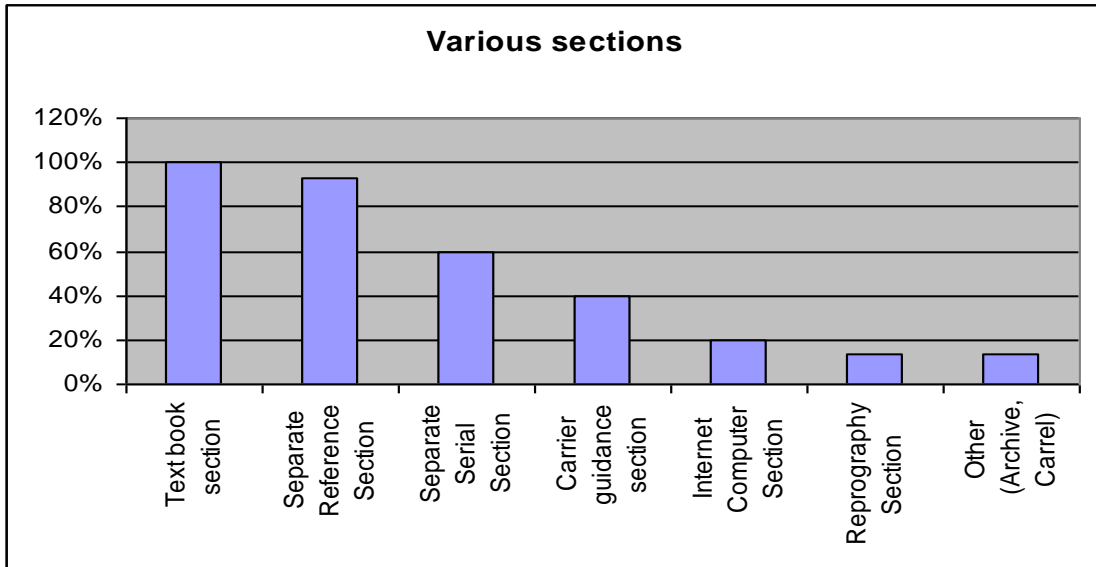


Table- 8 reveals various sections maintained by the libraries. All 15(100%) College libraries maintain text book section in their libraries. Among these libraries 14(93.34%) libraries maintain separate reference section, 9(60%) libraries have separate serial section, 6(40%) libraries have keep-up carrier guidance section, 3(20%) libraries maintain computer section with internet facility, 2(13.33%) libraries provides reprography section and 2(13.33%) libraries maintain other sections like archive and carrel section in their library.

Table 9: Statement of various equipments available in the libraries

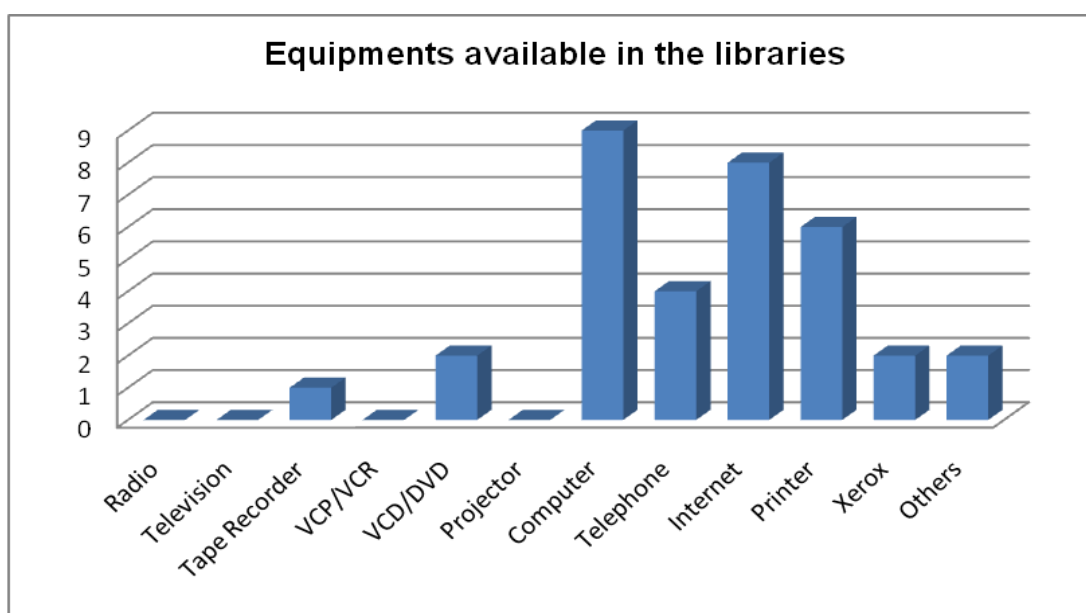
Question no. 4

Total no. of respondent libraries = 15

Equipments available	No. of Libraries	% of Libraries
Radio	-	-
Television	-	-
Tape Recorder	1	6.66%
VCP/VCR	-	-
VCD/DVD	2	13.33%
Projector	-	-
Computer	9	60%

Telephone	4	26.67%
Internet	8	53.34%
Printer	6	40%
Xerox	2	13.33%
Others	2	13.33%

(Multiple choice question)

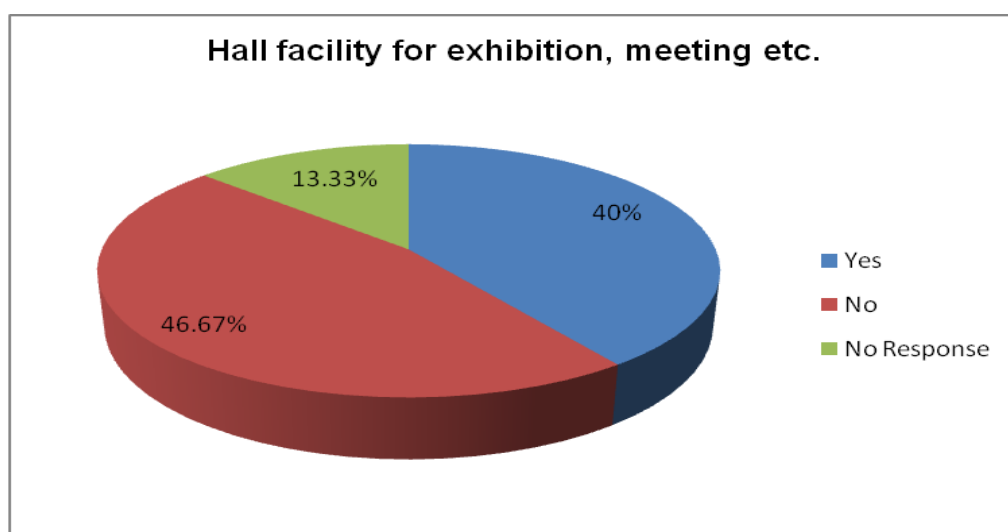


The table-9 indicates various equipments available in the libraries. According to given figure, computer is available in 9(60%) college indicates that computer is available in 9(60%) college libraries, internet connection is accessible in 8(53.34%) libraries, printers are provided in 6(40%) libraries, telephone connection is in 4(26.67%) libraries, VCD/DVD is available in 2(13.33%) libraries, Xerox machine is in operation in 2(13.33%) libraries, tape recorder is found in only 1(6.66%) library. It is also observed that 2(13.33%) libraries possess other equipments like type writer in one library and close circuit camera installed in another library. No any other equipment is found in the college libraries of the region.

Table 10: Statement of any Hall facility for exhibition, meeting etc.

Question no. 5 Total no. of respondent libraries = 15

Hall facility	No. of Libraries	% of Libraries
Yes	6	40%
No	7	46.67%
No Response	2	13.33%



The above table-10 shows the availability of Hall facility in the library for exhibition, meeting etc. Above data display that 6(40%) libraries claimed that they have hall facility for meeting, exhibition and other activities, but not up to the satisfactory level. And 7(46.67%) libraries do not have any hall facility for such activities.

C. Public Sanitation and Other Facilities

Table 11: Illumination facilities available in the libraries

Question no. 1-2 Total no. of respondent libraries = 15

Illumination facility	No. of Libraries	% of Libraries
Electricity	15	100%
No electricity	-	-
Generator/Emergency facility	7	46.67%

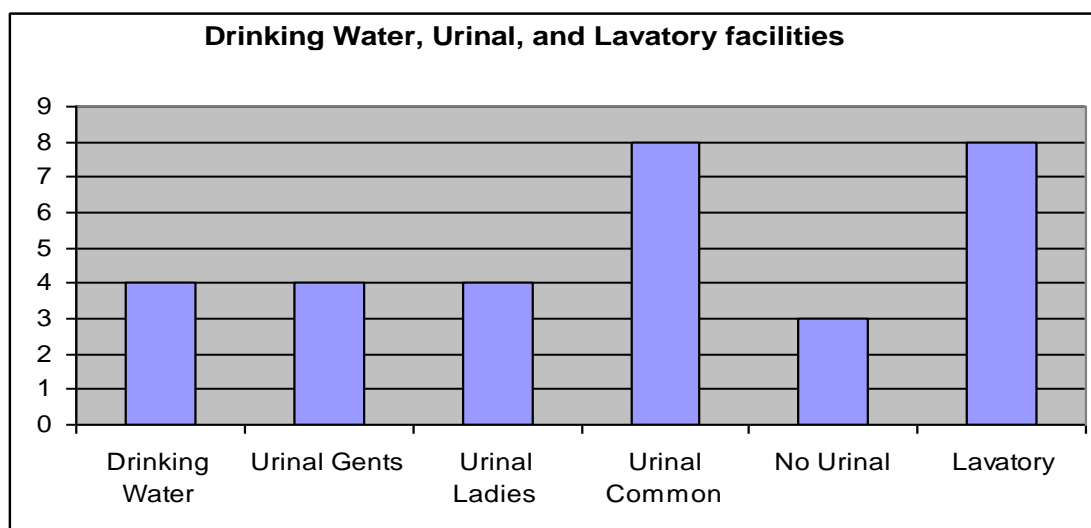
The above table-11 indicates Illumination facilities available in the libraries; all 15(100%) college libraries are electrified. Only 7(46.67%) libraries have arrangement for emergency facility like generator and inverter in case of power failure.

Table 12: Drinking Water, Urinal, and Lavatory facilities.

Question no. 3-4.2

Total no. of respondent libraries = 15

Basic facility		No. of Libraries	% of Libraries
Drinking water		4	26.67%
Urinal	Gents	4	26.67%
	Ladies	4	26.67%
	Common	8	53.34%
No Urinal		3	20%
Lavatory		8	53.34%



The table-12 shows the Drinking Water, Urinal, and Lavatory facilities in the library. The data bring to the light that only 4(26.67%) libraries have drinking water facility and separate urinal facility for gents and ladies in their library. 8(53.34%) libraries have common urinal facility. It also shows that 3(20%) libraries do not have

any urinal facility. And 8(53.34%) libraries have lavatory facility in their library.

D. Holdings (Up to 31/03/2014)

Table 13: Statement of book collection in the library.

Question no. 1-3

Total no. of respondent libraries = 15

Collections		No. of Libraries	% of Libraries
Books	100-500	-	-
	501-1000	2	13.33%
	1001-5000	2	13.33%
	5001-10,000	4	26.66%
	10,001-30000	4	26.66%
	30001-50000	1	6.66%
	50001-70000	1	6.66%
	70001-90000	1	6.66%
	90001 and above	-	-
Reference Books	100-500	4	26.66%
	501-1000	5	33.33%
	1001-2000	3	20%
	2001-3000	1	6.66%
	3001-4000	1	6.66%
	4001-8000	1	6.66%
	8001 and above	-	-
Non-Book Materials (CDs, DVDs, Microfilms, etc.)	01-50	8	53.34%
	51-100	4	26.66%
	101-200	2	13.33%
	201-300	-	-
	301-400	-	-
	401-500	-	-
	501-600	1	6.66%

Above table-13 give an idea about Holdings (Upto 31/03/2014). It exhibit collection in the library. The data put on view that these libraries have collection of: books, reference books, textbooks, and periodicals, back volumes, CD-ROMS, DVDs, microfilms, etc. Analysing data reveals that out of 15 libraries, only 2(13.33%) libraries have the total book collection which ranges between 500-1000, 2(13.33%) libraries have the total book collection which ranges between 1000-5000, 4(26.66%) libraries have the book collection which ranges between 5001-10000, 4(26.66%) libraries have the book collection which ranges between 10,001-30,000, 1(6.66%) library have the book collection between 30,001-50,000, 1(6.66%) library have the book collection between 50,001-70,000, and 1(6.66%) library have the book collection which ranges between 70,001-90,000 and no library is having book collection above 90,000.

Regarding reference collection 4(26.66%) libraries have the total reference book collection which ranges between 100-500, 5(33.33%) libraries have between 500-1000. 3(20%) libraries have the total reference book collection which ranges between 1001-2,000, 1(6.66%) library have the reference book collection which is between 2,001-3,000, 1(6.66%) library have the reference book collection which ranges between 3,001-4,000, and 1(6.66%) library have the reference book collection in between 4,001-8,000. Concerning non-book materials like CDs, DVDs, Microfilms etc. only 1(6.66%) library have the non-book materials which ranges between 501-600, 2(13.33%) libraries have such collection ranges between 101-200, 4(26.66%) libraries have between 51-100 and majority of 8(53.34%) libraries have very little number of non-book materials which is in between 01-50 only.

Table 14: Number of periodicals / magazines receives in the library.

Question no. 4

Total no. of respondent libraries = 15

No. of periodicals	No. of Libraries	% of Libraries
1-5	8	53.34%
6-10	5	33.33%
11-15	1	6.66%
16-20	1	6.66%

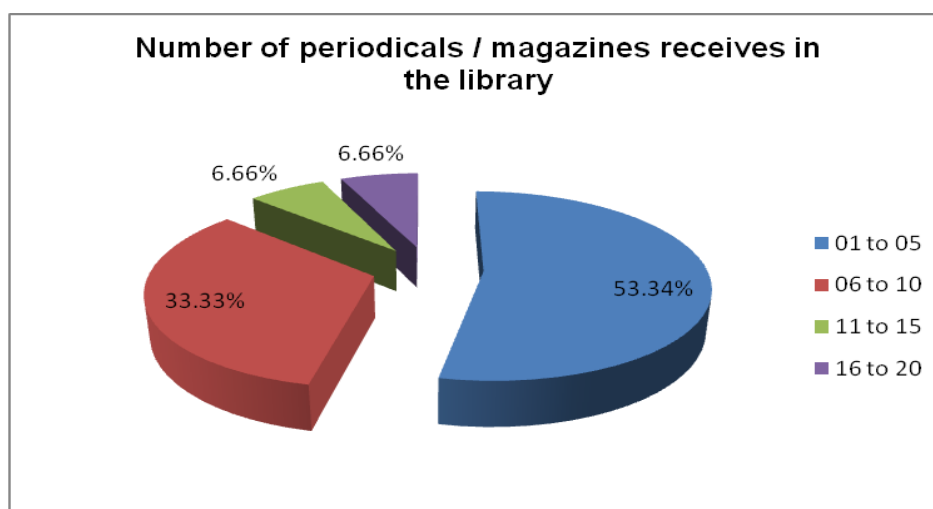


Table 14 give an idea about Number of periodicals / magazines receives in the library. It is seen, that majority of 8(53.34%) libraries procure up to 5 periodicals and magazines in their library. 5(33.33%) libraries receive up to 10 journals, 1(6.66%) library purchase up to 15 journals and 1(6.66%) library acquires up to 20 periodicals.

Table 15: Persons taking active part in book selection process.

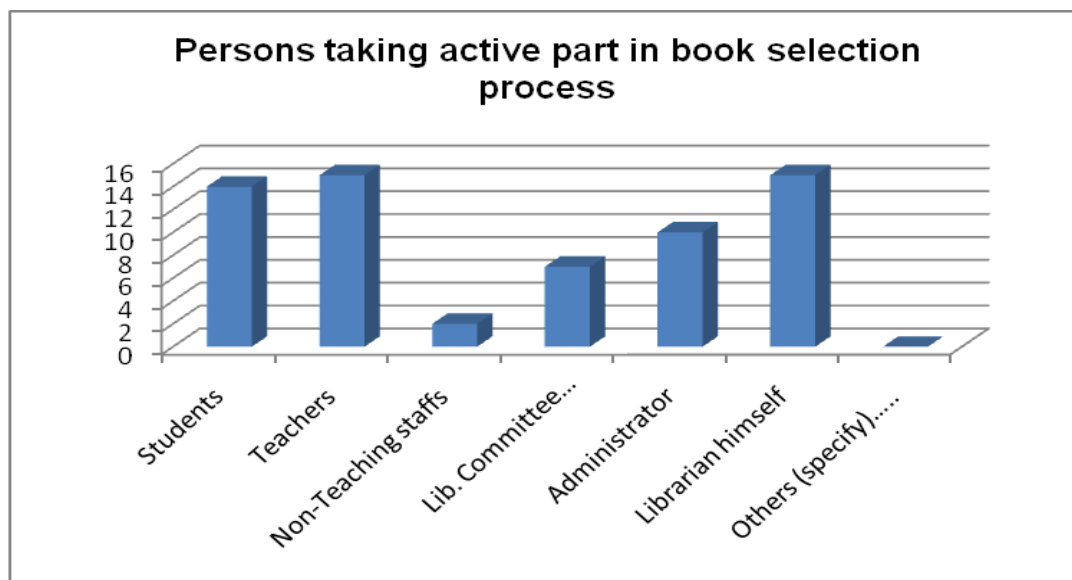
Question no. 5

Total no. of respondent libraries = 15

Persons	No. of Libraries	% of Libraries
Students	14	93.33%
Teachers	15	100%
Non-Teaching staffs	2	13.33%
Lib. Committee members	7	46.66%

Administrator	10	66.66%
Librarian himself	15	100%
Others (specify).....	-	-

(Multiple choice question)



Asking about the persons who take part in book selection process, the Table 15 shows that, all 15(100%) libraries report that the teachers and librarian himself plays major part in book selection, along with them 14(93.33%) libraries reported students, 10(66.66%) libraries reported administrators, 7(46.66%) libraries claims member of library committees and 2(13.33%) libraries said the views of non-teaching staff member are also taken in account while selecting the books in the library.

Table 16: No. of books added to the library during the last few year.

Question no. 7

Total no. of respondent libraries = 15

Different Heads	No of Books	2009-10		2010-11		2011-12		2012-13		2013-14	
		No	%	No	%	No	%	No	%	No	%
Purchase	1-50	2	13.33%	2	13.33%	2	13.33%	-	-	-	-
	51-100	3	20%	4	26.66%	5	33.33%	4	26.66%	5	33.33%
	101-300	3	20%	3	20%	2	13.33%	3	20%	3	20%
	301-500	3	20%	2	13.33%	3	20%	-	-	1	6.66%
	501-700	-	-	1	6.66%	1	6.66%	2	13.33%	2	13.33%
	701-900	-	-	1	6.66%	1	6.66%	1	6.66%	2	13.33%
	901-1100	1	6.66%	-	-	-	-	1	6.66%	-	-
	1101 >	-	-	-	-	-	-	-	-	2	13.33%
Gifts	1-50	3	20%	4	26.66%	3	20%	2	13.33%	2	13.33%
	51-100	2	13.33%	-	-	1	6.66%	-	-	2	13.33%
	101-200	-	-	-	-	-	-	1	6.66%	1	6.66%
	201-300	-	-	-	-	1	6.66%	-	-	-	-
	301 >	-	-	-	-	-	-	-	-	-	-

(Multiple choice question)

The above table-16 demonstrates the number of books added to the library during the last few years. 2(13.33%) libraries reported the purchase of only 01-50 number

of books during the year 2009-2012. 3(20%) libraries purchase 51-100 books, 3(20%) libraries acquire 101-300 books, 3(20%) libraries purchase between 301-500 books and 1(6.66%) library buy more than 900 hundred books during the year 2009-10. During 2010-11 4(26.66%) libraries purchase between 1-100 books, 3(20%) libraries get 101-300 books, 2(13.33%) libraries purchase between 301-500 books, 1(6.66%) library procure between 501-700 books and 1(6.66%) library purchase between 701-900 books. In the year 2011-12, 5(33.33%) libraries purchase between 1-100 books, 2(13.33%) libraries acquire 101-300 books, 3(20%) libraries purchase between 301-500 books, 1(6.66%) library pay for between 501-700 books and 1(6.66%) library purchase between 701-900 books. During the year 2012-13, 4(26.66%) libraries buy between 1-100 books, 3(20%) libraries purchase 101-300 books, 2(13.33%) libraries acquire between 501-700 books, 1(6.66%) library purchase between 701-900 books and 1(6.66%) library obtain between 901-1100 books. Similarly in the year 2013-14, 5(33.33%) libraries purchase between 1-100 books, 3(20%) libraries purchase 101-300 books, 1(6.66%) library buy between 301-500 books, 2(13.33%) libraries purchase between 501-700 books, 2(13.33%) libraries purchase between 701-900 books and 2(13.33%) libraries pay for more than 1100 books during the year.

It is also found that only 5 libraries reported that they receive small number of books as gift from various sources. In the year 2009-10, 3(20%) libraries acquire 01-50 books, 2(13.33%) libraries received 51-100 books as gifts from various sources. During the year 2010-11, only 4(26.66%) libraries received 01-50 books as gifts. In the year 2010-11, 3(20%) libraries acquire 01-50 books, 1(6.66%) libraries received 51-100 books and 1(6.66%) libraries received 201-300 books as gifts from various sources. In the year 2012-13, 2(13.33%) libraries acquire 01-50 books, 1(6.66%) libraries received 101-200 books as gifts from various sources. And during the year 2013-14, 2(13.33%) libraries acquire 01-50 books, 2(13.33%) libraries received 51-100 books and 1(6.66%) libraries received 101-200 books as gifts from various sources.

Table 17: No. of periodicals added during the last few year.

Question no. 7

Total no. of respondent libraries = 15

Different Heads	No of periodicals	2009-10		2010-11		2011-12		2012-13		2013-14	
		No	%	No	%	No	%	No	%	No	%
Purchase	1-5	10	66.66%	10	66.66%	9	60%	8	53.34%	8	53.34%
	6-10	3	20%	3	20%	4	26.66%	5	33.33%	5	33.33%
	11-15	1	6.66%	1	6.66%	1	6.66%	1	6.66%	1	6.66%
	16>	1	6.66%	1	6.66%	1	6.66%	1	6.66%	1	6.66%
Gifts	1-5	4	26.66%	4	26.66%	4	26.66%	4	26.66%	4	26.66%
	6-10	-	-	-	-	-	-	-	-	-	-
	11>	-	-	-	-	-	-	-	-	-	-

(Multiple choice question)

Table-17 reveals Number of periodicals added during the last few years. 10(66.66%) libraries purchase 1-5 periodicals, 3(20%) libraries purchase 6-10 periodicals, 1(6.66%) library purchase 11-15 periodicals and only 1(6.66%) library procure more than 16 periodicals during the year 2009-11. During 2011-12, 9(60%) libraries pay for between 1-5 periodicals, 4(26.66%) libraries pay for 6-10 periodicals, 1(6.66%) library acquire 11-15 periodicals and only 1(6.66%) library purchase more than 16 periodicals. In the year 2012-14,

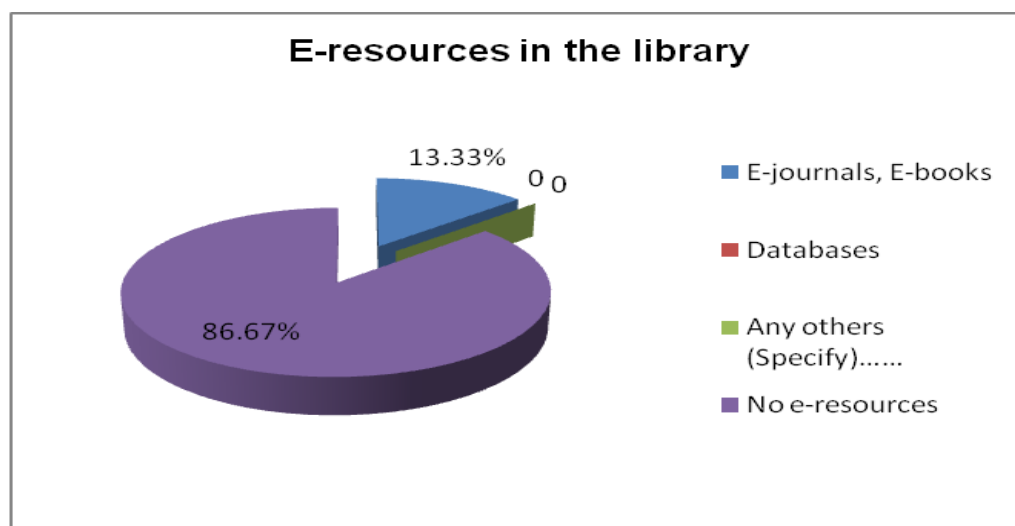
8(53.34%) libraries procure between 1-5 periodicals, 5(33.33%) libraries purchase 6-10 periodicals, 1(6.66%) library pay for 11-15 periodicals and only 1(6.66%) library invest for more than 16 periodicals. It is also found that only 4(26.66%) libraries receive small number of periodicals as gift from various sources during the year 2009-20143. No other library reported that they are receiving periodicals as gifts from any sources.

Table 18: Statement of e-resources subscribed in the library.

Question no. 8

Total no. of respondent libraries = 15

Electronic resources	No. of Libraries	% of Libraries
E-journals, E-books	2	13.33%
Databases	-	-
Any others (Specify).....	-	-
No e-resources	13	86.67%



The above table 18 display statement of e-resources subscribed in the library. Out of 15(100%) libraries, only 2(13.33%) libraries claim to subscribe and provide e-resources to their users in the libraries.

Table 19: Statement of total no. of newspapers in the library

Question no. 9

Total no. of respondent libraries= 15

No. of newspaper	No. of Libraries	% of Libraries
1	1	6.66%
2	8	53.34%
3	1	6.66%
4	2	13.33%
5	-	-
6	1	6.66%
No Newspaper	2	13.33%

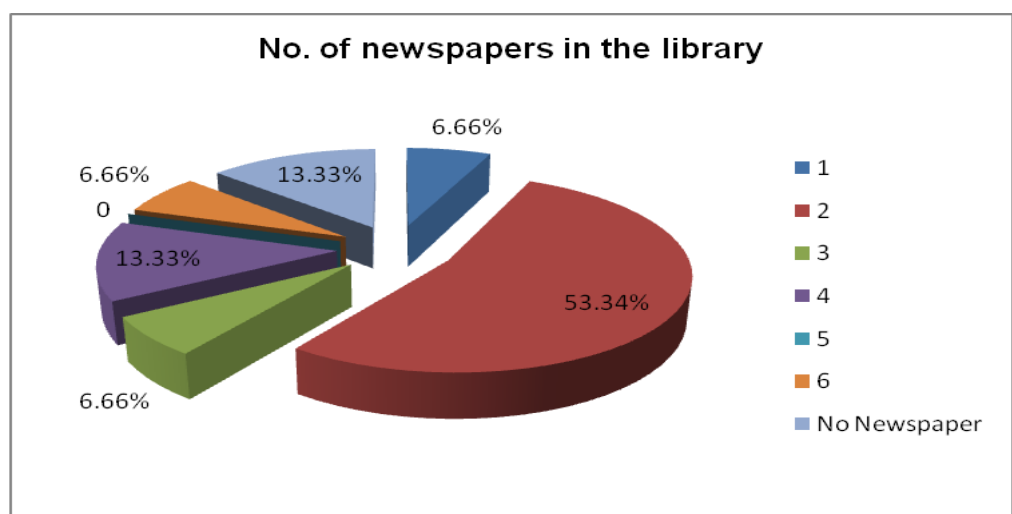


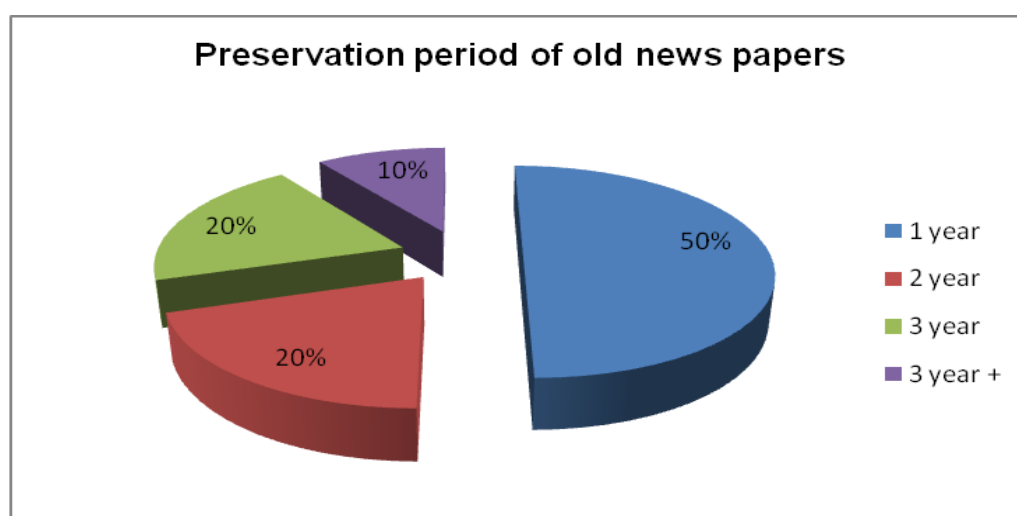
Table 19 reveals the total no. of newspapers subscribes in the library. Majority of 8(53.34%) libraries get two newspapers daily. Four newspapers are regular only in 2(13.33%) libraries. 1(6.66%) library have six newspapers daily of Nepali, English, Hindi and Bengali language in the library. While 1(6.66%) library has one newspaper and 1(6.66%) library get three newspapers in the library. 2(13.33%) libraries did not endorse any newspaper in their library.

Table 20: Statement of preservation of old news papers.

Question no.9

Total no. of respondent libraries = 15

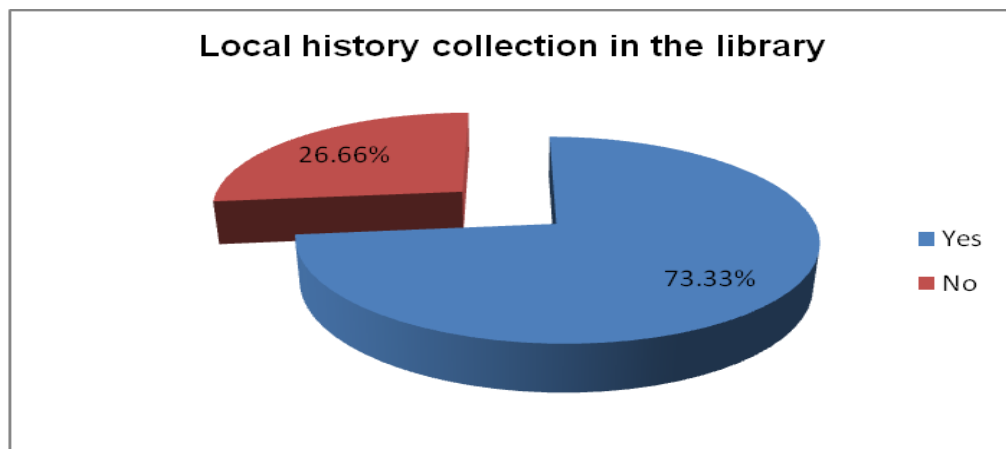
Preservation of newspaper & period	No. of Libraries	% of Libraries
Yes	10	66.66%
No	5	33.33%
1 year	5	50%
2 year	2	20%
3 year	2	20%
3 year +	1	10%



The above table-20 display records on the preservation of old news papers in libraries, 10(66.66%) libraries reported to preserve old newspaper in the library. Out of which, 5(33.33%) libraries preserve the old newspaper for only one years, 2(13.33%) libraries uphold the newspaper of two years back, 2(13.33%) libraries maintain stack for three years old newspaper and only 1(6.66%) library report that it has preserved newspaper for more than past three year.

Table 21: Statement of any local history collection in the library.

Question no.10		Total no. of respondent libraries = 15
Local history collection	No. of Libraries	% of Libraries
Yes	11	73.33%
No	4	26.66%



The above table-21 presents data on collection of local history by the libraries. 11(73.33%) libraries report that they have local history collection but in a small scrap. Other libraries do not maintained any local history related collections in their stack.

Table 22: Statement of any special collection in the library.

Question no.11 Total no. of respondent libraries = 15

Special collection	No. of Libraries	% of Libraries
Yes	2	13.33%
No	13	86.66%

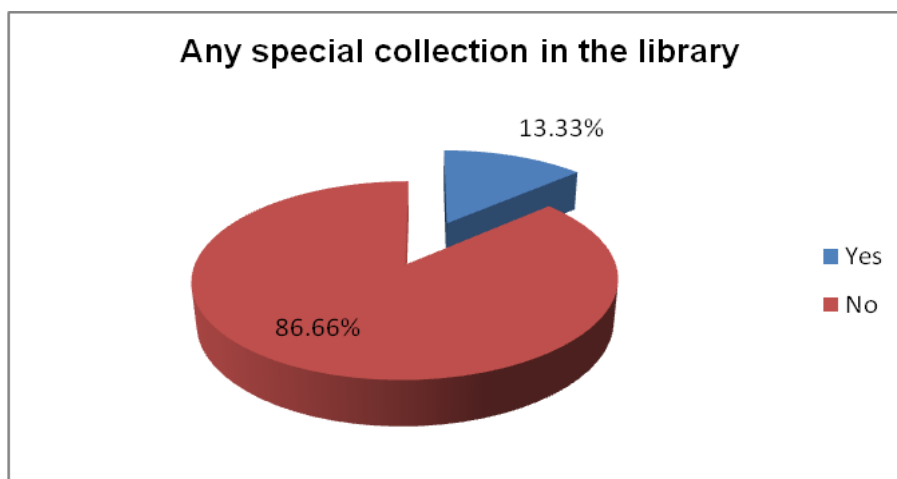
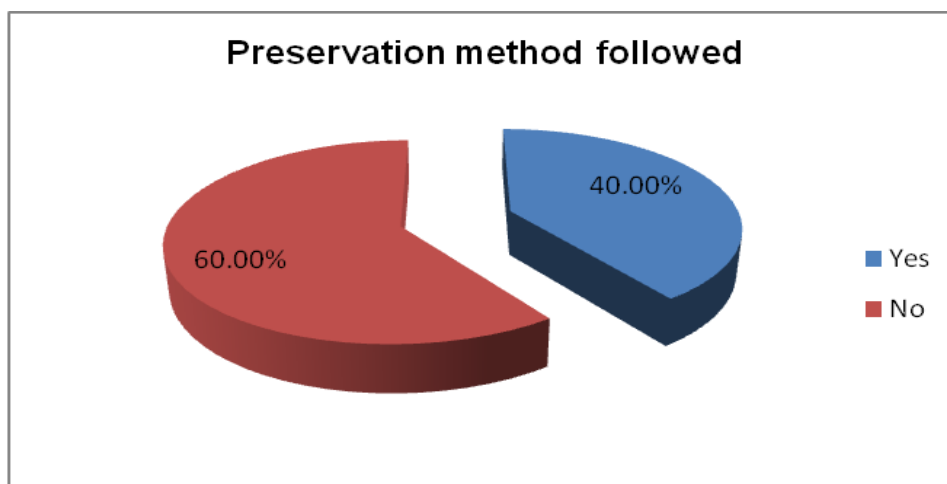


Table 22 figures out the special collection in the library. It reveals that majority of libraries 13(86.66%) answer that they had not maintained any special collections for specially challenged people. Only 2(13.33%) libraries have small number of special collection of Braille literature for visually handicapped users in their library.

Table 23: Statement of any preservation policy followed.

Question no.12 Total no. of respondent libraries = 15

Preservation method	No. of Libraries	% of Libraries
Yes	6	40%
No	9	60%



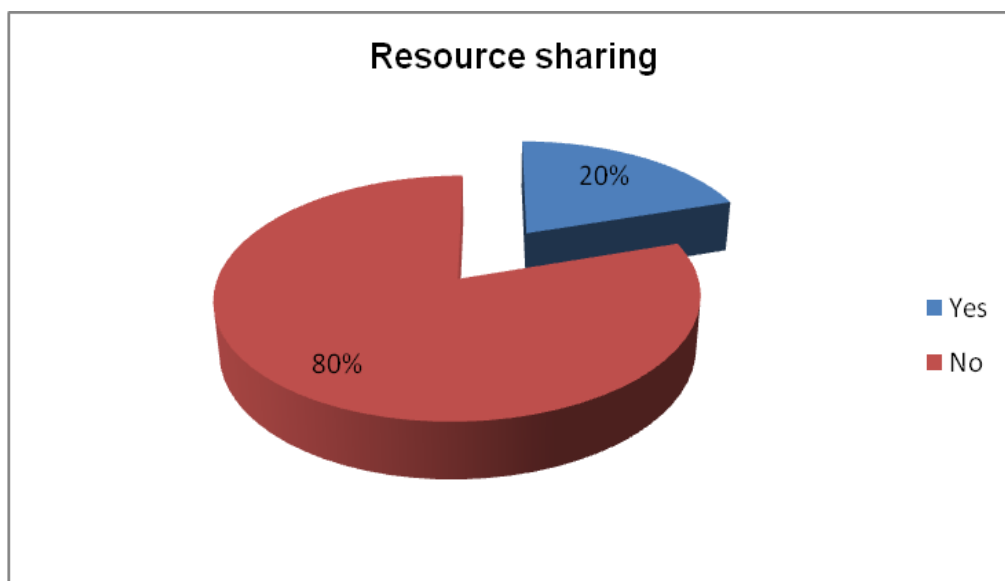
The above table-23 figures out on preservation policy followed by libraries. It exhibit that 6(40%) libraries had followed some basic type of preservation methods to preserve documents. While, 9(60%) libraries do not trial around with any preservation policy.

Table 24: Resource sharing among the library.

Question no.13

Total no. of respondent libraries = 15

Resource sharing		No. of Libraries	% of Libraries
Yes		3	20%
No		12	80%
If yes level of resource sharing	Documentary-through ILL	-	-
	Direct borrowing	3	20%
	Space (reading room) sharing	-	-
	E-resources sharing	-	-
	Other (specify).....	-	-



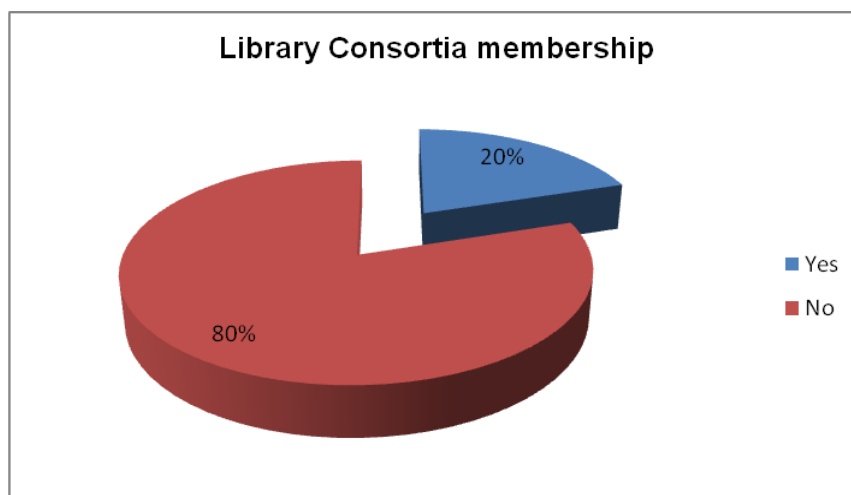
The table 24 throws light on resource sharing among the library and level of sharing among the libraries. The data show off that only 3(20%) libraries said that they share their resources with other libraries and they follow direct borrowing technique to share their resources. While the remaining 12(80%) of libraries do not follow resource sharing among the library.

Table 25: Statement of Library Consortia membership.

Question no.14

Total no. of respondent libraries = 15

Consortia membership		No. of Libraries	% of Libraries
Yes		3	20%
No		12	80%
If yes	Regional Consortia	-	-
	N-LIST	3	20%
	Other (specify).....	-	-



The table 25 gives statement on Library Consortia membership. It exhibit that 3(20%) libraries claim to have participated with the national library consortia initiated by INFLIBNET called N-LIST programme. Majority of libraries is unaware about this initiative.

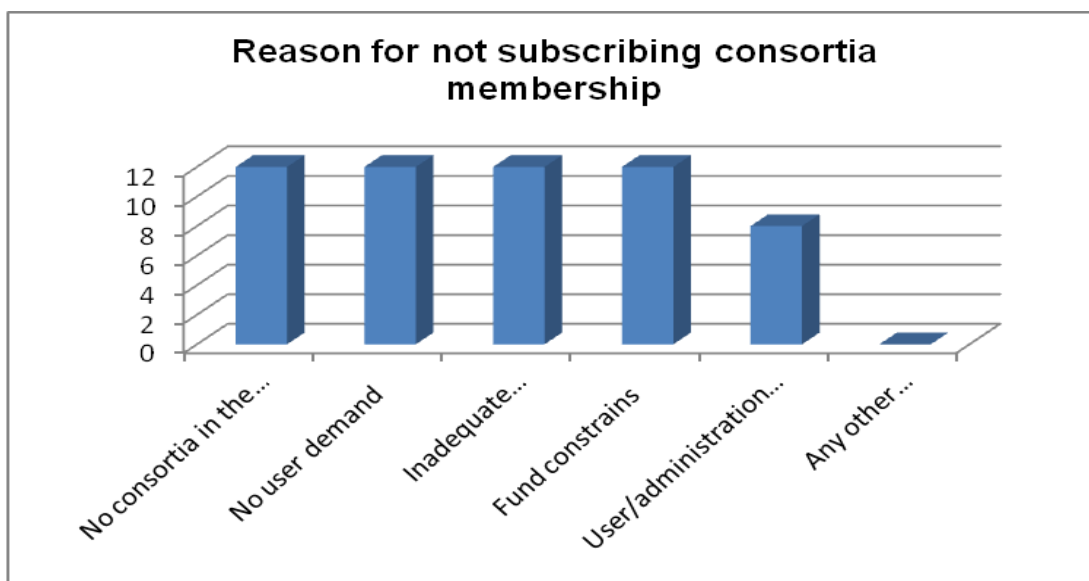
Table 26: Reason for not subscribing consortia membership.

Question no.15

Total no. of respondent libraries = 15

Reasons	No. of Libraries	% of Libraries
No consortia in the region	12	80%
No user demand	12	80%
Inadequate infrastructure	12	80%
Fund constrains	12	80%
User/administration not aware	8	53.33%
Any other (specify).....	-	-

(Multiple choice questions)



The figures on table-26 reveal the reason for not subscribing consortia membership by the libraries. Asking about consortia, that majority of libraries 12(80%) defend as absence of consortia in the region, no user demand, inadequate infrastructure, fund restrains. And 8(53.33%) libraries responded as unawareness of administration and user is the reason for not subscribing any consortia membership.

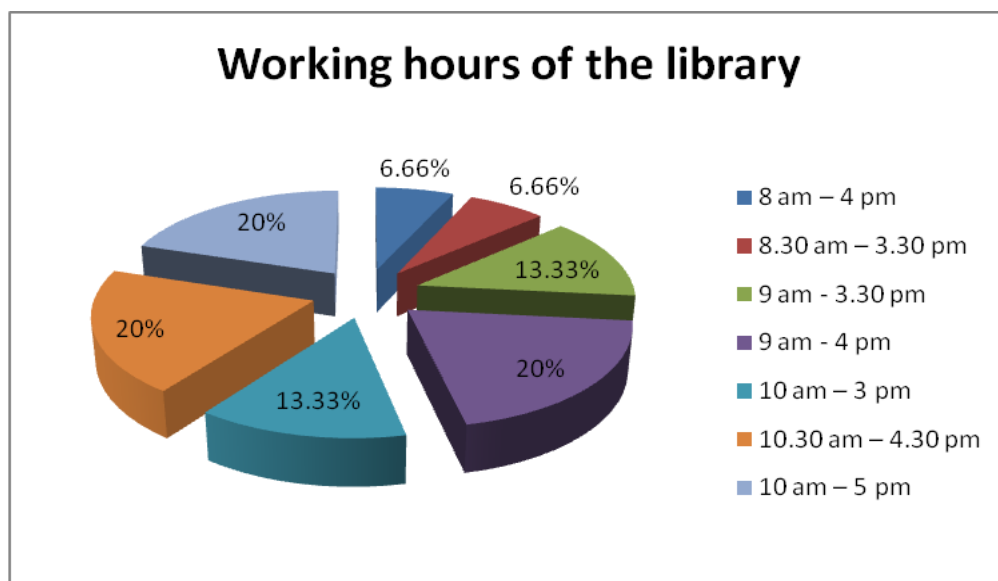
E. Library Services

Table 27: Working hours of the library.

Question no.1

Total no. of respondent libraries = 15

Working hours	No. of Libraries	% of Libraries
8 am – 4 pm	1	6.66%
8.30 am – 3.30 pm	1	6.66%
9 am - 3.30 pm	2	13.33%
9 am - 4 pm	3	20%
10 am – 3 pm	2	13.33%
10.30 am – 4.30 pm	3	20%
10 am – 5 pm	3	20%



The numeral at table-27 displays working hours of the library. Only 1(6.66%) library has working hour of eight hours between 8am–4pm and 1(6.66%) library has seven hours of working hour between 8.30am–3.30pm. 2(13.33%) libraries remain open between 9am–3.30pm i.e. for 6:30 hours and 2(13.33%) libraries works between 10am–3pm i.e for only five hours, 3(20%) libraries remain open for six hours between 9am–4pm, 10.30am–4.30pm and 10am–5pm.

Table 28: Statement of various services provided by the libraries

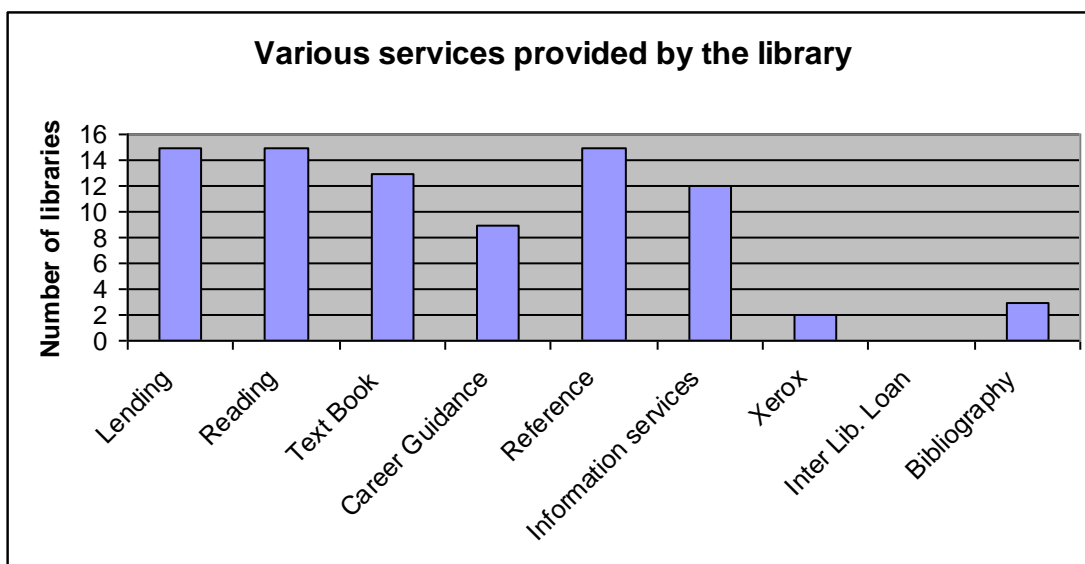
Question no. 2

Total no. of respondent libraries=15

Services provided by the library	No. of Libraries	% of Libraries
Lending	15	100%
Reading	15	100%
Text Book	13	86.66%
Career Guidance	9	60%
Reference	15	100%
Information services	12	80%
Xerox	2	13.33%
Inter Lib. Loan	-	-

Bibliography	3	20%
Others (specify).....	-	-

(Multiple choice questions)



The above table-28 provides a view on various services of libraries. It shows that, all 15(100%) libraries furnish conventional services like lending, reading and reference services. Among them 13(86.66%) libraries also provide text book services. 9(60%) libraries impart career guidance service. 12(80%) libraries supply information services. 3(20%) libraries deliver bibliography services and only 2(13.33%) libraries had xerox services for its users.

Table 29: Average no of books issued per day from lending section

Question no. 3

Total no. of respondent Libraries = 15

Books issue per day	No. of Libraries	% of Libraries
1-10	-	-
11-20	4	26.66%
21-30	4	26.66%
31-40	2	13.33%

41-50	2	13.33%
51-60	-	-
61-70	2	13.33%
71>	1	6.66%

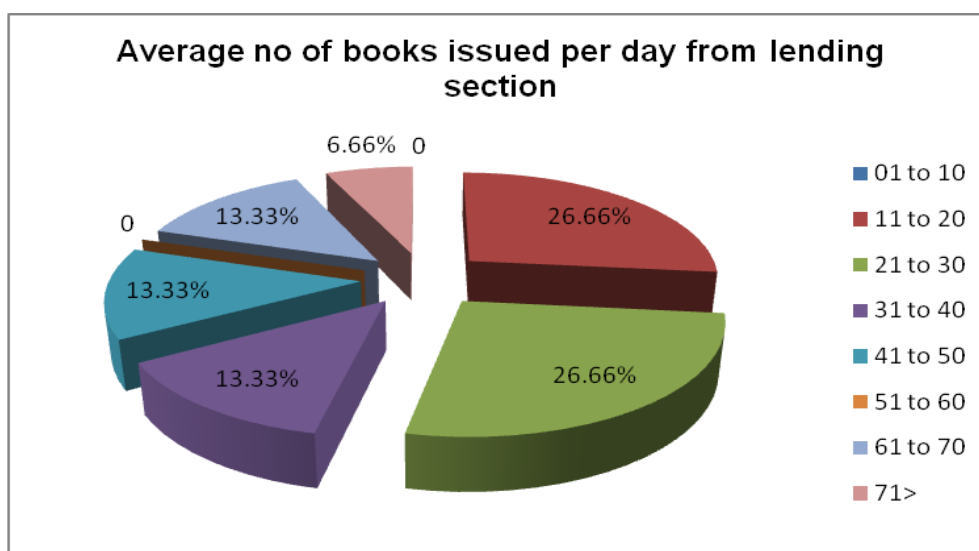


Table 29 shows average number of books issued per day from lending section. Only 1(6.66%) library reported that they issue more than 71 books in average per day from their lending section. 2(13.33%) libraries issue 61-70 numbers of books in average for home reading. 2(13.33%) libraries issue 41-50 numbers of books in average from their lending section. And another 2(13.33%) libraries issue 31-40 numbers of books in average from their lending section. Average 21-30 number of books is issued by 4(26.66%) libraries and another 4(26.66%) libraries issue 11-20 numbers of books in average for home reading from their lending section.

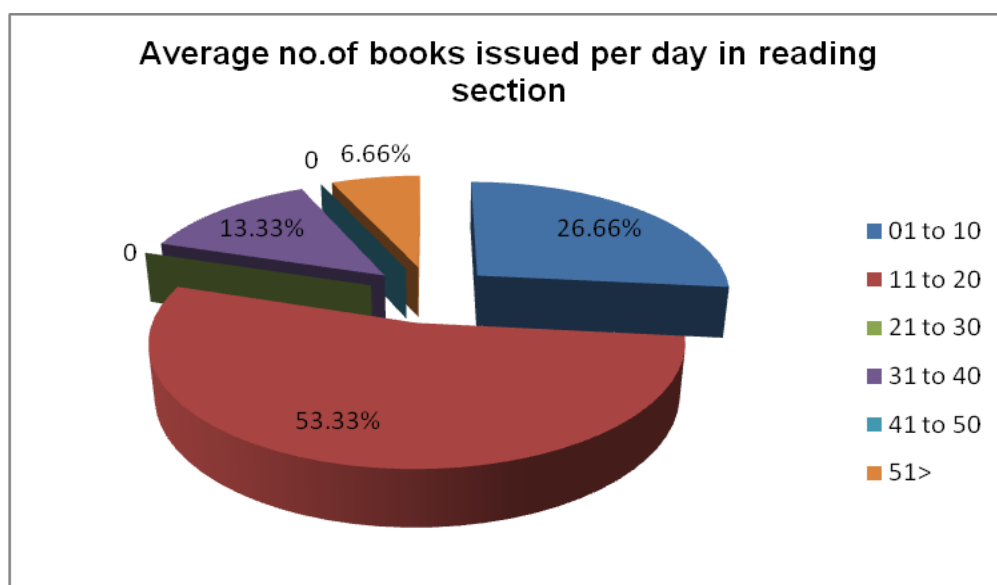
Table 30: Average no. of books issued per day in reading section.

Question no. 3

Total no. of respondent libraries = 15

Issue of books / day	No. of Libraries	% of Libraries
1-10	4	26.66%

11-20	8	53.33%
21-30	-	-
31-40	2	13.33%
41-50	-	-
51>	1	6.66%



The above table-30 reveals the average number of books issued per day in reading section. The majority 8(53.33%) libraries report that they provide 11-20 numbers of books in average per day at the reading table. 4(26.66%) libraries issue 1-10 numbers of books in average per day at the reading table. 2(13.33%) libraries claimed that they put up 31-40 numbers of books at the reading table. Only 1(6.66%) library has indicated that they bring forth more than 51 numbers of books in average per day at the reading table of the library.

Table 31: Statement of books issued at a time to a member on loan.

Question no. 4

Total no. of respondent libraries= 15

Books issued at a time	No. of Libraries	% of Libraries
1	1	6.66%
2	5	33.33%

Honours course	3	2	13.33%
	4	2	13.33%
	5	-	-
General course	1	3	20%
	2	11	73.33%
	3	1	6.66%

Table 31 indicates statement of books issued at a time to a member on loan. The data reveals 5(33.33%) libraries issue 5 books at a time to the honours candidates. 2(13.33%) libraries give 3 books for home lending. 2(13.33%) libraries issues 4 books at a time to the honours students. Only 1(6.66%) library issues 1 book at a time to the honours students.

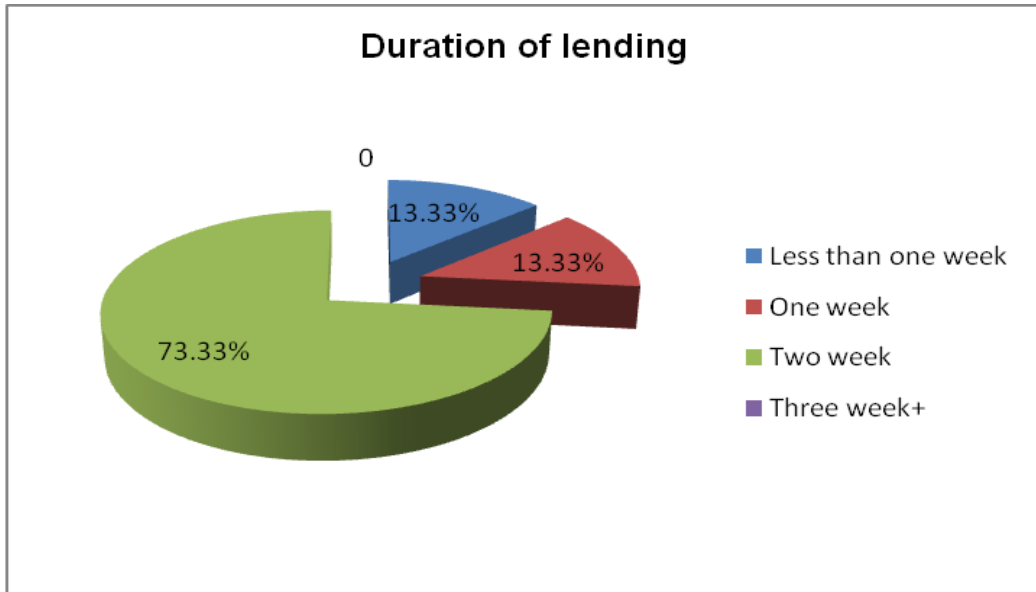
About general course candidates, majority of libraries 11(73.33%) serve with 2 books at a time to their readers. 3(20%) libraries provide only 1 book at a time to their readers and only 1(6.66%) library issue 3 books at a time to its users.

Table 32: Statement about duration of home loan.

Question no. 5

Total no. of respondent libraries = 15

Duration of home loan	No. of Libraries	% of Libraries
Less than one week	2	13.33%
One week	2	13.33%
Two week	11	73.33%
Three week+	-	-



The above table-32 shows the statement about duration of documents for home loan. It illustrate that 11(73.33%) of the total libraries surveyed issue books for home reading for the duration of two weeks. 2(13.33%) libraries issue books for the duration of one weeks for home reading and another 2(13.33%) libraries issue books for home reading for less than one weeks duration.

Table 33: Statement of book issue system.

Question no. 6

Total no. of respondent libraries = 15

Book issue system	No. of Libraries	% of Libraries
Ledger	2	13.33%
Requisition slip	12	80%
Single card	6	40%
Two card	6	40%
Other (specify).....	1	6.66%

(Multiple Choice question)

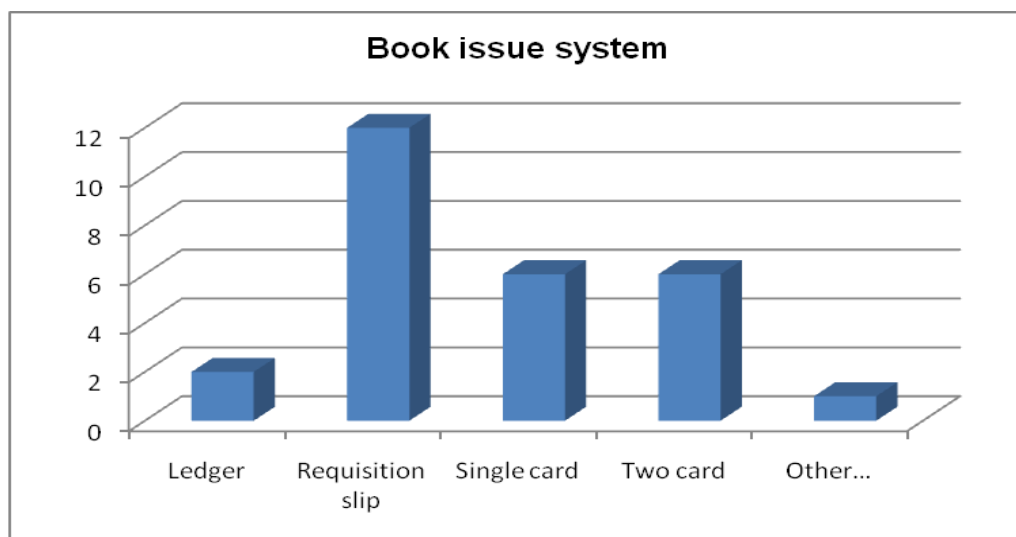


Table 33 gives an idea on book issue system in the libraries. It exhibit that 2(13.33%) libraries follow ledger system to issue books to readers, 6(40%) libraries use single card system while another 6(40%) libraries follow two card systems to dispense books to its members. Only 1(6.66%) library uses their own customized system to issue books to their members. Requisition slip is used by majority of libraries 12(80%) for issuing books to their readers.

F. Book Organization

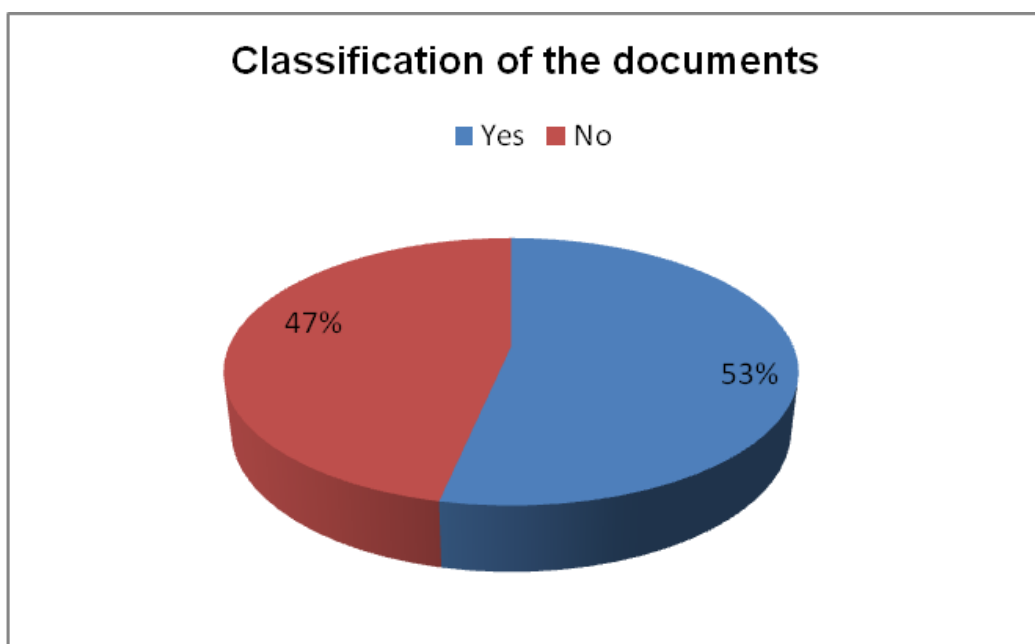
Table 34: Statement of classification of the documents

Question no. 1

Total no. of respondent libraries = 15

Are documents classified		No. of Libraries	% of Libraries
Yes		8	53.33%
No		7	46.66%
If yes classification	DDC	8	53.33%
	UDC	-	-

scheme used	CC	-	-
	Other.....	-	-



The above table-34 put on view on the classification system used to classify documents in the libraries. It displays that 8(53.33%) libraries document are classified following DDC of different editions. Books are not classified in rest of the 7(46.66%) libraries surveyed. They are kept under broad head.

Table 35: Statement of arrangement of books on the shelves.

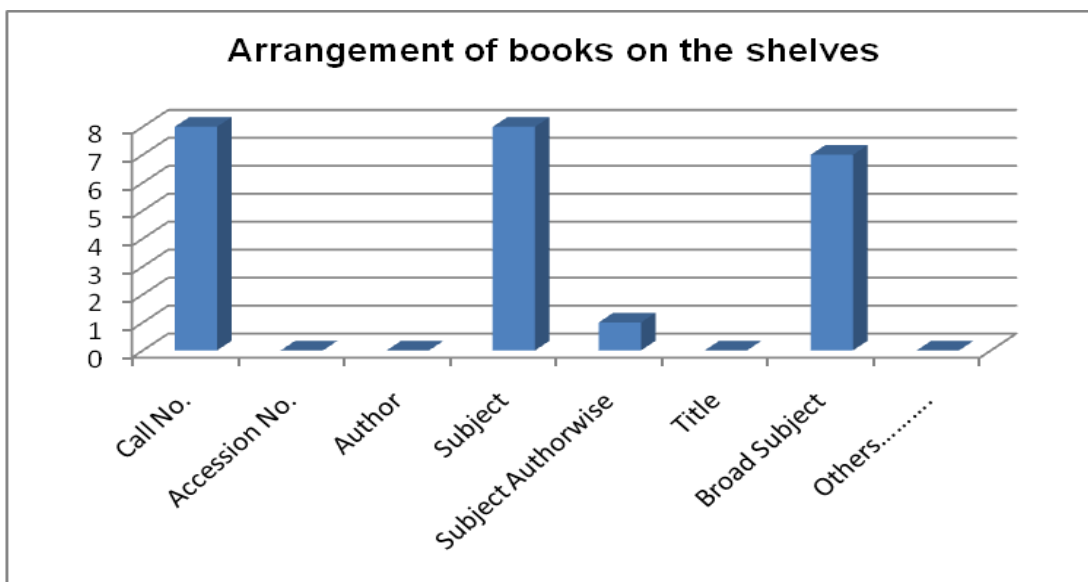
Question no. 2

Total no. of respondent libraries =15

Arrangement of the Books	No. of Libraries	% of Libraries
Call No.	8	53.33%
Accession No.	-	-
Author	-	-
Subject	8	53.33%
Subject Authorwise	1	6.66%

Title	-	-
Broad Subject	7	46.66%
Others.....	-	-

(Multiple choice question)



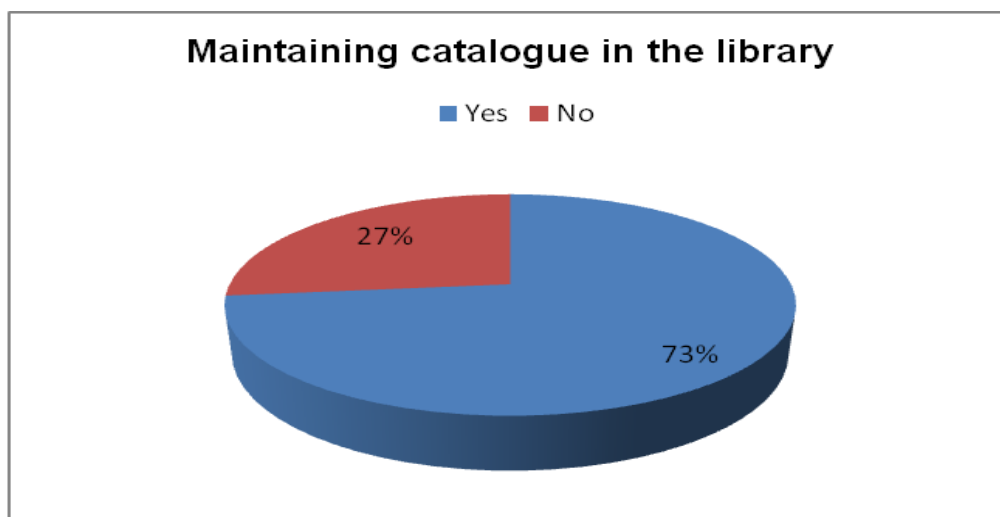
Above table-35 presents the arrangement pattern of the books on the shelves. It is seen that 8(53.33%) libraries had reported to arrange books by call number and among these eight libraries, all eight libraries have arranged books on shelves by subject and only 1(6.66%) library had further arranged it by subject author wise. Rest of the 7(46.66%) libraries arranged their books on the shelves on broad subject basis.

Table 36: Statement of maintaining catalogue

Question no. 3

Total no. of respondent libraries =15

Catalogue followed	No. of Libraries	% of Libraries
Yes	11	73.33%
No	4	26.66%



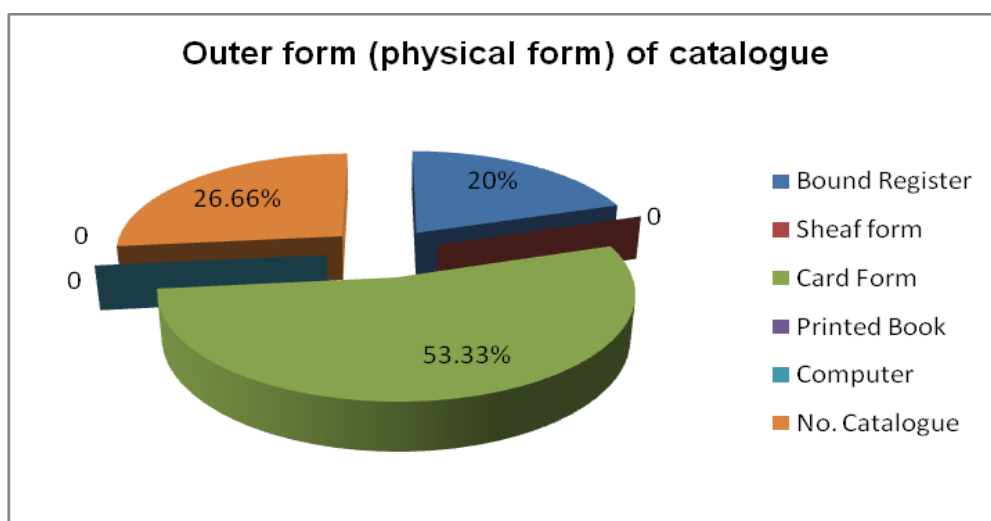
Data on the table-36 exhibits maintenance of catalogue card in the libraries. The findings show that, out of 15(100%) libraries surveyed, 11(73.33%) libraries maintain catalogue in their library whereas 4(26.66%) of libraries do not maintain any form of catalogue.

Table 37: Statement of outer form (physical form) of catalogue

Question no. 3

Total no. of respondent libraries = 15

Outer form of Catalogue	No. of Libraries	% of Libraries
Bound Register	3	20%
Sheaf form	-	-
Card Form	8	53.33%
Printed Book	-	-
Computer	-	-
No. Catalogue	4	26.66%



The above table-37 bares statement of outer form (physical form) of catalogue in the libraries. It is found that 8(53.33%) libraries respond that they follow card catalogue while 3(20%) libraries mention that they have catalogue in bound register form. No other outer form of catalogue is practiced by remaining 4(26.66%) library.

Table 38: Statement of inner form (Entries under) of catalogue

Question no. 3

Total no. of respondent libraries = 15

Inner form of Catalogue	No. of Libraries	% of Libraries
Subject	2	13.33%
Title	-	-
Author	1	6.66%
Dictionary	8	53.33%
Classified	-	-
No. Catalogue	4	26.66%

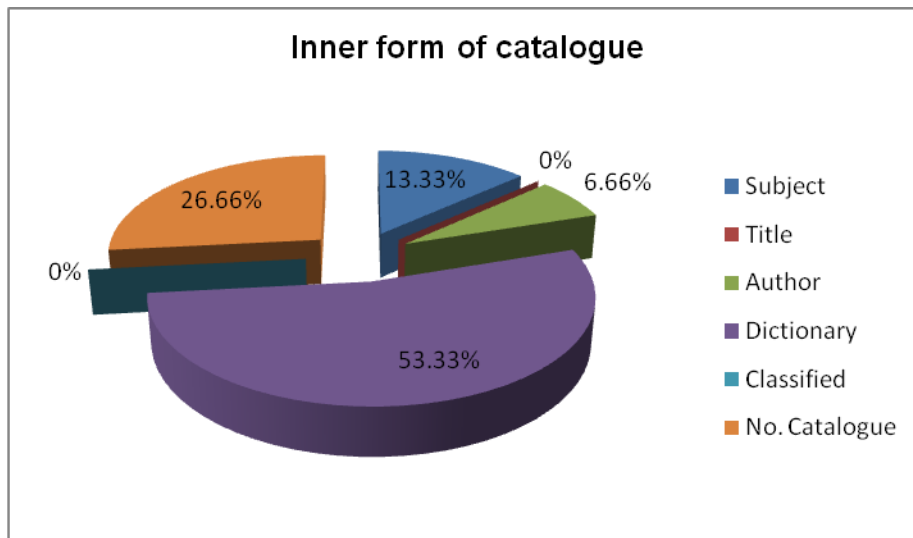


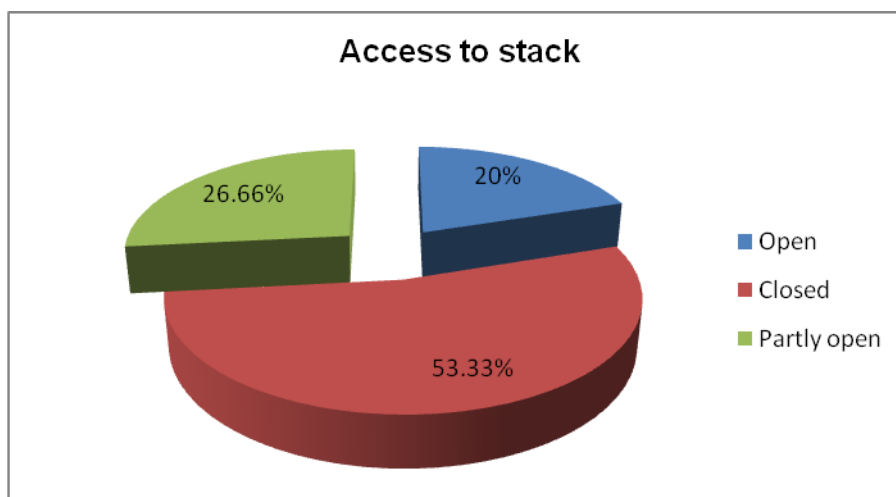
Table-38 show off statement of inner form (Entries) of catalogue followed in the library. Data indicates that, 8(53.33%) libraries maintain dictionary catalogue in their library. 2(13.33%) libraries had subject catalogue and only 1(6.66%) library keep on with author catalogue.

Table 39: Statement of access to stack

Question no 4

Total no. of respondent libraries = 15

Access to stack	No. of Libraries	% of Libraries
Open	3	20%
Closed	8	53.33%
Partly open	4	26.66%



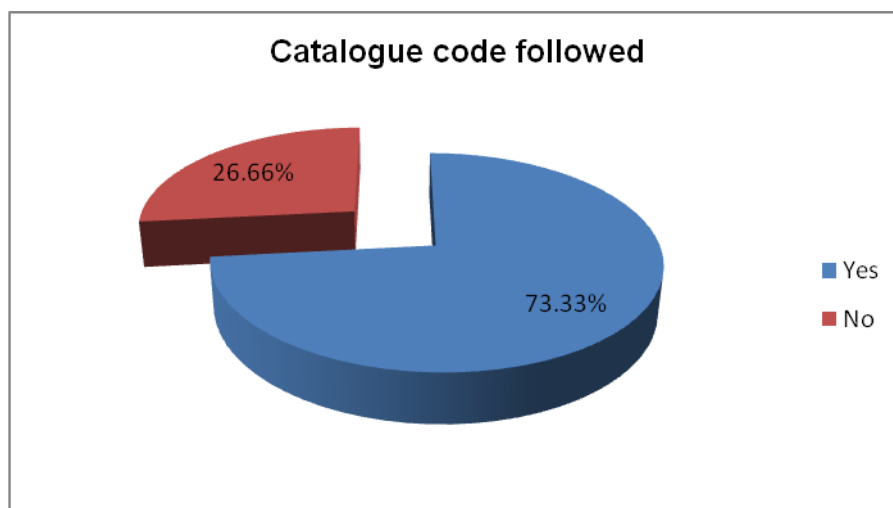
The table-39 exhibits the statement of access to stack in the library. It shows that 3(20%) libraries provide open access to stack while 8(53.33%) libraries follow closed access system in their libraries and remaining 4(26.66%) libraries are partial open for its users.

Table 40: Statement of catalogue code followed

Question no. 5

Total no. of respondent libraries = 15

Catalogue Code followed		No. of Libraries	% of Libraries
Yes		11	73.33%
No		4	26.66%
If yes	AACR-I	2	13.33%
	AACR-II	7	46.66%
	CCC	-	-
	Simplified	2	13.33%

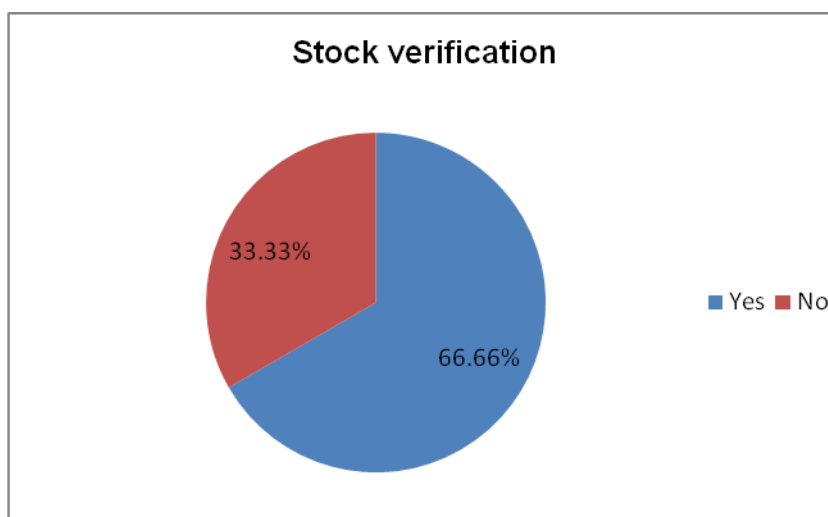


The data in the above table-40 demonstrates the style of catalogue code follow by the library. It shows that out of 15(100%) libraries surveyed, it is found that 11(73.33%) libraries follow catalogue code while 4(26.66%) do not have catalogue of any form. AACR-I is followed by 2(13.33%) libraries while 7(46.66%) libraries follow AACR-II. 2(13.33%) libraries go along with simplified catalogue in the library.

Table 41: Statement of stock verification

Question no. 6 Total no. of respondent libraries = 15

Stock verification	No. of Libraries	% of Libraries
-Yes	10	66.66%
No	5	33.33%



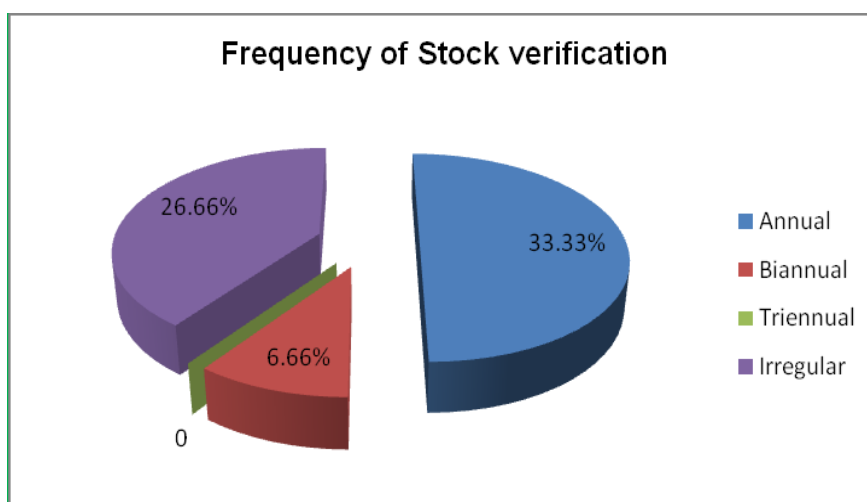
It is found in the above table-41 that 10(66.66%) libraries follow the stock verification of their collection. And remaining 5(33.33%) libraries does not carry out the verification of their stock.

Table 42: Statement of frequency of stock verification

Question no.7

Total no. of respondent libraries = 10

Frequency of Stock verification	No. of Libraries	% of Libraries
Annual	5	33.33%
Biannual	1	6.66%
Triennial	-	-
Irregular	4	26.66%



The above table-42 shows the frequency of stock verification. It reveals that 5(33.33%) libraries do verify their stock annually. 1(6.66%) library verifies their stock bi-annually. And 4(26.66%) libraries verify their stock irregularly.

Table 43: Number of books lost during last stock verification.

Question no.8	Total no. of respondent libraries = 5	
No. of book lost	No. of Libraries	% of Libraries
1-5	2	13.33%
5-10	2	13.33%
10-15	1	6.66%
15-20	-	-
20-25	-	-
25 >	-	-

Table-43 shows the number of books lost during last stock verification. It is reported that 2(13.33%) libraries have lost 1-5 no. of books during last stock verification; while other 2(13.33%) libraries have lost 5-10 no. of books during last stock verification. And 1(6.66%) library has claimed the lost of 10-15 numbers of books. It is also found that no library has taken any steps against these losses of books.

Some libraries responded that the case of lost books has been placed before library committee for further action.

G. Staff Position in the Library

Question no. 1 - 4

There is permanent librarian in Government College, St. Joseph's College, Salesian College, Darjeeling Polytechnic and Shri Ramkrishna BT College. Library Assistants are running the library in colleges like Kurseong College, Kalimpong College, Sonada College, and Southfield College. There is no librarian and other library personnel in Mirik College, Primary Teacher's Training Institute, Kalimpong and PTTI, Darjeeling, where staff from other section of the college are looking after the library. Temporary library-in-charges are running the three college libraries like Cluny Women's College, Ghoom Jorebunglow College and Bijanbari College. It is also found that

altogether there are more than 37 posts of librarian, library clerk, junior library attendant and other posts is lying vacant in the libraries surveyed in the region.

Table 44: Statement of qualification of librarian/ library in Charge

Question no. 3

Total no. of respondent libraries =12

Qualification of Librarian / Library incharge		No. of Libraries	% of Libraries
Academic	Post Graduate	4	26.66%
	Graduate	6	40%
	HS	2	13.33%
	SF	-	-
Professional	NET/SET	1	6.66%
	PhD	1	6.66%
	MPhil	-	-
	MLISc	2	13.33%
	BLISc	6	40%
	DLISc	-	-

Talking about academic qualification of librarian/ library in Charge, table-44 indicated that 4(26.66%) libraries have librarian/library in- charge with post graduate degree. In 6(40%) libraries, librarian/library in-charge possess graduate degree. 2(13.33%) libraries have librarian/library in-charge hold only higher secondary passed degree.

Regarding professional degree 6(40%) libraries are found to have librarian or librarian in-charge with bachelor degree in Library Science. 2(13.33%) libraries has librarian or library in-charge with MLISc degree. And 1(6.66%) library has librarian with NET/SET and PhD degree in Library and Information Science.

H. Library Users

Table 45: Membership statement of the libraries.

Question no. 1

Total no. of respondent libraries =15

No. of users	No. of Libraries	% of Libraries	
Teachers (Substantive & temporary)	1 – 10	3	20%
	11 – 30	7	46.66%
	31 - 50	3	20%
	51 – 70	1	6.66%
	71 – 90	1	6.66%
	91 >	-	-
Students (1 st , 2 nd , 3 rd year hons & general)	01- 50	-	-
	51-100	1	6.66%
	101-250	1	6.66%
	251 – 500	6	40%
	501- 1000	7	46.66%
	1001-1500	-	-
Research Scholars	1-10	10	66.66%
	11-20	-	-
Non-Teaching staffs	1-10	5	33.33%
	11-20	2	13.33%
	21-30	3	20%
Others.....	1-10	4	26.66%

Table 45 explains the type of library users that the library has. 7(46.66%) libraries have total teachers (substantive and temporary) membership between 11–30 member. 3(20%) libraries have total teachers (substantive and temporary) membership of 31–50 member and another 3(20%) libraries have range between 1-10 member. 1(6.66%) library has membership range between 51–70 member and another 1(6.66%) library has membership range between 71-90 member.

Taking amount of student membership 7(46.66%) libraries have reported that it has membership between 500–1000. 6(40%) libraries have reported that it has

student membership between range 101- 500, 1(13.33%) library have student membership ranges between 51-100 member and 1(13.33%) library have student membership ranges between 01-50 only.

10(66.66%) libraries have 01-10 research scholar members who are using the library.

Regarding the non-teaching staff members who are using the library, 5(33.33%) libraries state that their number ranges between 01-10, 2(13.33%) libraries reports the ranges between 11-20 and 3(20%) libraries said that their non-teaching staff member ranges between 21-30.

Findings also exhibit that 4(26.66%) libraries have few members from outside too as ex-teachers, ex-students, eminent personalities.

Table 46: Statement of average daily attendance of users in the library.

Question no. 2 Total no. of respondent libraries =15

Sections & no. of users		2009-10		2010-11		2011-12		2012-13		2013-14	
		No. of Libraries	% of Libraries	No. of Libraries	% of Libraries	No. of Libraries	% of Libraries	No. of Libraries	% of Libraries	No. of Libraries	% of Libraries
Lending	1-15	4	26.66%	3	20%	3	20%	3	20%	2	13.33%
	16-30	8	53.33%	9	60%	9	60%	9	60%	8	53.33%
	31-45	1	6.66%	1	6.66%	1	6.66%	1	6.66%	2	13.33%
	46 -60	2	13.33%	2	13.33%	2	13.33%	2	13.33%	3	20%
	61 >	-	-	-	-	-	-	-	-	-	-
Reading	1-15	11	73.33%	10	66.66%	10	66.66%	10	66.66%	10	66.66%
	16-30	3	20%	4	26.66%	4	26.66%	4	26.66%	3	20%
	31-45	1	6.66%	1	6.66%	1	6.66%	1	6.66%	2	13.33%
	46 +	-	-	-	-	-	-	-	-	-	-
Carrier Guidance	1-15	6	40%	6	40%	6	40%	6	40%	6	40%
	16-30	-	-	-	-	-	-	-	-	-	-
Text Book	1-15	9	60%	8	53.33%	10	66.66%	10	66.66%	10	66.66%
	16-30	2	13.33%	3	20%	1	6.66%	1	6.66%	1	6.66%
	31-45	1	6.66%	1	6.66%	1	6.66%	1	6.66%	-	-
	46 -60	1	6.66%	1	6.66%	1	6.66%	1	6.66%	2	13.33%
	61 >	-	-	-	-	-	-	-	-	-	-
IT Section	1-15	3	20%	3	20%	3	20%	3	20%	3	20%
	16-30	-	-	-	-	-	-	-	-	-	-

The Table 46 shows average daily attendance of the users in the library. During the year 2009-10, in the lending section 4(26.66%) libraries reported that they had average daily user attendance of range between 1-15 members; 8(53.33%) libraries had average daily user attendance range between 16-30 members; 1(6.66%) library had average daily user attendance range between 31-45 members; and 2(13.33%) libraries had average daily user attendance range between 46-60 members. In the year 2010-13, in the lending section 3(20%) libraries reported that they had average daily user attendance range between 1-15 members; 9(60%) libraries had average daily user attendance ranges between 16-30 members; 1(6.66%) library had average daily user attendance range between 31-45 members; and 2(13.33%) libraries had average daily user attendance range between 46-60 members. During the year 2013-14, in the lending section 2(13.33%) libraries reported that they had average daily user attendance range between 1-15 members; 8(53.33%) libraries had average daily user attendance range between 16-30 members; 2(13.33%) library had average daily user attendance range between 31-45 members; and 3(20%) libraries had average daily user attendance range between 46-60 members. Similarly during the year 2009-10, in the reading section 11(73.33%) libraries indicated that they had average daily user attendance range between 1-15 members; 3(20%) libraries had average daily user attendance ranges between 16-30 members; and 1(6.66%) library had average daily user attendance range between 31-45 members. In the year 2010-13, in the reading section 10(66.66%) libraries reported that they had average daily user attendance range between 1-15 members; 4(26.66%) libraries had average daily user attendance range between 16-30 members; and 1(6.66%) library had average daily user attendance range between 31-45 members. During the year 2013-14, in the reading section 10(66.66%) libraries reported that they had average daily user attendance range between 1-15 members; 3(20%) libraries had average daily user attendance range between 16-30 members; and 2(13.33%) library had average daily user attendance range between 31-45 members.

In the career guidance section only 6(40%) libraries responded that they had average daily user attendance range between 31-45 members during the year 2009-14.

In the text book section 9(60%) libraries reported that they had average daily user attendance range between 1-15 members; 2(13.33%) libraries had average daily user attendance range between 16-30 members; 1(6.66%) library had average daily user attendance range between 31-45 members; and 1(6.66%) libraries had average daily user attendance range between 46-60 members during the year 2009-10. In the year 2010-11, in the text book section 8(53.33%) libraries reported that they had average daily user attendance range between 1-15 members; 3(20%) libraries had average daily user attendance range between 16-30 members; 1(6.66%) library had average daily user attendance range between 31-45 members; and 1(6.66%) libraries had average daily user attendance range between 46-60 members. During the year 2011-13, in the text book section 10(66.66%) libraries reported that they had average daily user attendance range between 1-15 members; 1(6.66%) library had average daily user attendance ranges between 16-30 members; 1(6.66%) library had average daily user attendance range between 31-45 members; and 1(6.66%) libraries had average daily user attendance range between 46-60 members. In the year 2013-14, in the text book section 10(66.66%) libraries reported that they had average daily user attendance range between 1-15 members; 1(6.66%) library had average daily user attendance range between 16-30 members; and 1(6.66%) libraries had average daily user attendance range between 46-60 members.

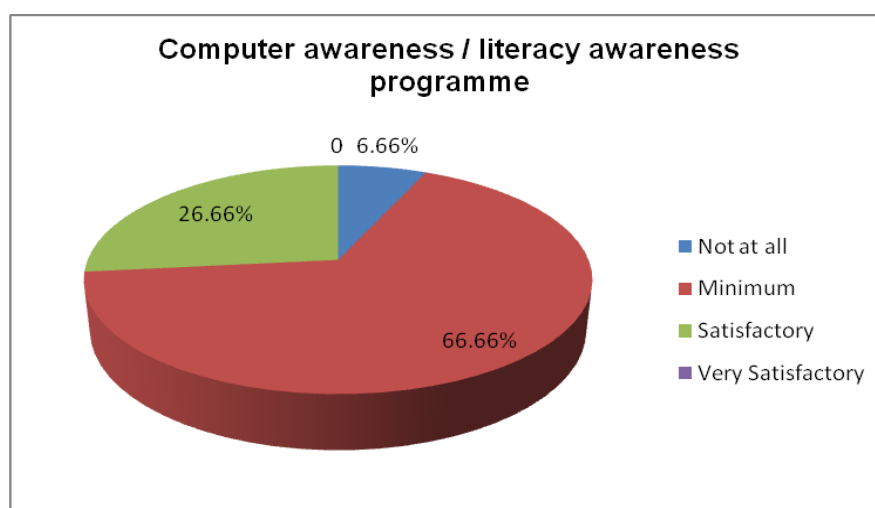
And only 3(20%) libraries reported that average daily user attendance in their IT section range between 1-15 members during the year 2009-14.

Table 47: Computer awareness / literacy awareness programme.

Question no. 3

Total no. of respondent libraries= 15

Items	No. of Libraries	% of Libraries
Not at all	1	6.66%
Minimum	10	66.66%
Satisfactory	4	26.66%
Very Satisfactory	-	-



Above data in table-47 gives a view on library computer awareness / literacy awareness programme. It is observed from the above table that the majority of surveyed 10(66.66%) libraries have report to offer minimum level of computer awareness/literary awareness programme is arranged in the library. 4(26.66%) libraries respond that the awareness programme provided is satisfactory while 1(6.66%) library not at all facilitate such programme.

Table 48: Demand for e-resources from the user.

Question no. 4

Total no. of respondent libraries= 15

Items	No. of Libraries	% of Libraries
Not at all	-	-
Minimum	7	46.66%
Much	8	53.33%
Very much	-	-

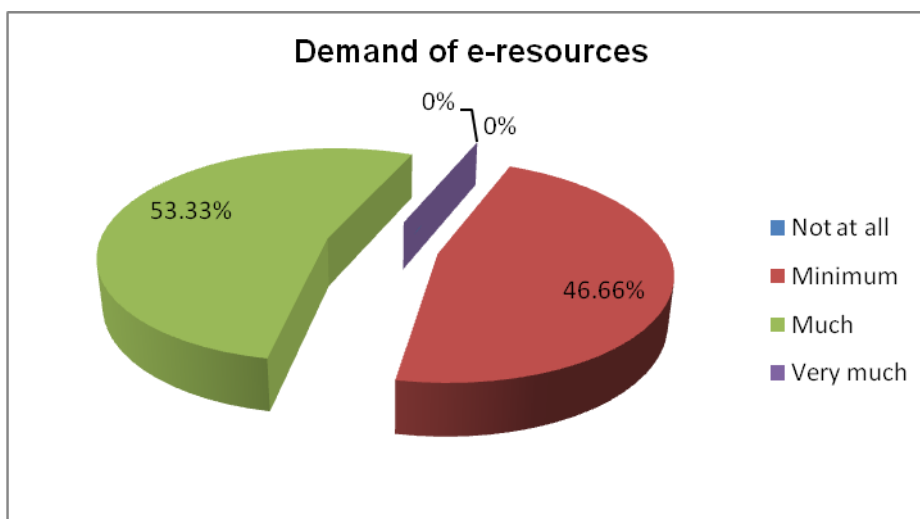
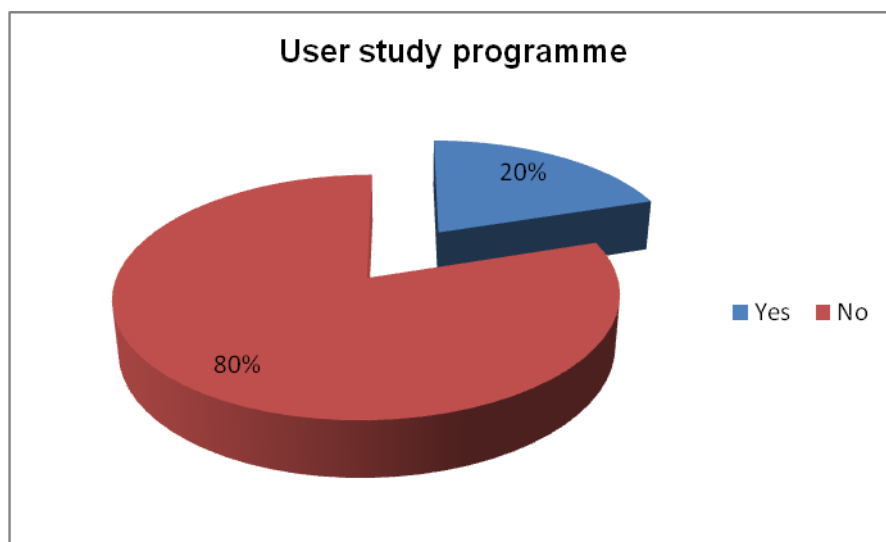


Table-48 represents the demand for e-resources from the user community. It depicts that 8(53.33%) libraries surveyed have report that the user’s demand of e-resources is much while 7(46.66%) libraries responded that there is minimum demand of e-resources from the user.

Table 49: Organization of user study programme.

Question no. 5 Total no. of respondent libraries= 15

Weather the library organize user study programme?	No. of Libraries	% of Libraries
Yes	3	20%
No	12	80%



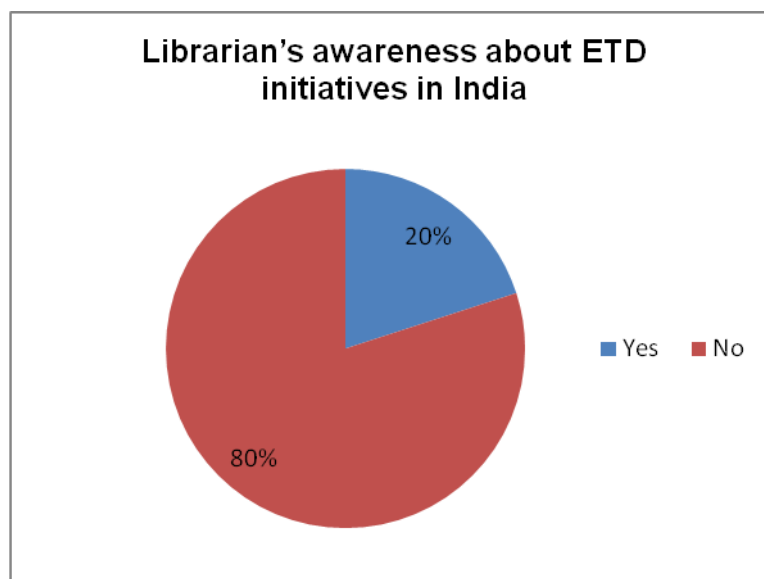
The data in the above table-49 answers whether the library organize user study programme or not. The report come back as majority of the libraries 12(80%) do not arrange any type of user study programme in the library. And only 3(20%) libraries reported to organize user study programme in the library.

Table 50: Librarian’s awareness about ETD initiatives in India.

Question no. 6

Total no. of respondent libraries= 15

ETD initiatives		No. of Libraries	% of Libraries
Yes		3	20%
No		12	80%
If yes specify	Sodhganga	3	20%
	Vidhyanidhi	3	20%
	INFLIBNET Union	3	20%
	Catalogue of Theses		
	Other.....	-	-



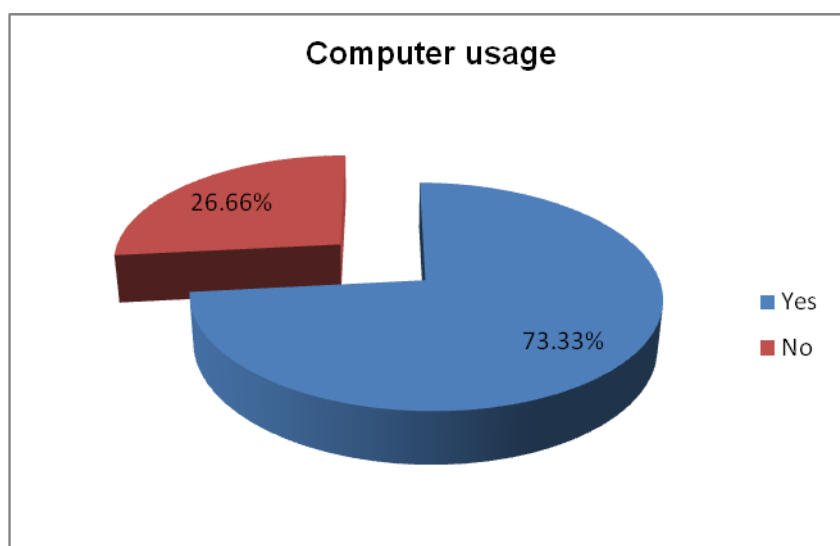
The above figures in the table-50 show the Librarian's awareness about ETD initiatives in India. Study shows that only 3(20%) libraries responded that their librarians or library-in charges are aware about electronic theses and dissertations (ETD) initiatives in India like Sodhganga, Vidhyanidhi and INFLIBNET union catalogue of Theses etc. But majority 12(80%) show that the librarians or library-in charges are not aware about such initiatives.

I. Library Automation & Internet Infrastructure

Table 51: Statement of using computers in the library

Question no.1-2 Total no. of respondent libraries= 15

Computer usage		No. of Libraries	% of Libraries
Yes		11	73.33%
No		4	26.66%
No. of computers in the library	1-3	7	46.66%
	4-6	3	20%
	7-10	-	-
	11-15	1	6.66%



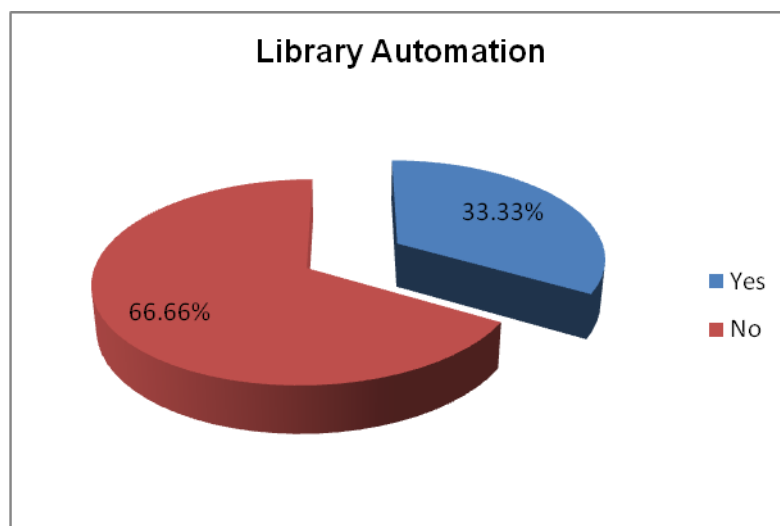
The table-51 shows Automation & Internet Infrastructure provided by the library. The analysis shows that the majority of library 11(73.33%) surveyed respond that they use of computers in the library. However, still 4(26.66%) libraries do not have computer in the library.

Taking on account on number of computers in library, 7(46.66%) libraries have 1-3 computers, 3(20%) libraries have 4-6 computers and only 1(6.66%) library have 11-15 no. of computers.

Table 52: Statement of Library Automation.

Question no.3 Total no. of respondent libraries= 15

Automation		No. of Libraries	% of Libraries
Yes		5	33.33%
No		10	66.66%
If yes, which software used	SOUL	1	6.66%
	LIBSYS	1	6.66%
	KOHA	-	-
	Others (e-BLIS, Autolib, Clunny Lib Software).	3	20%



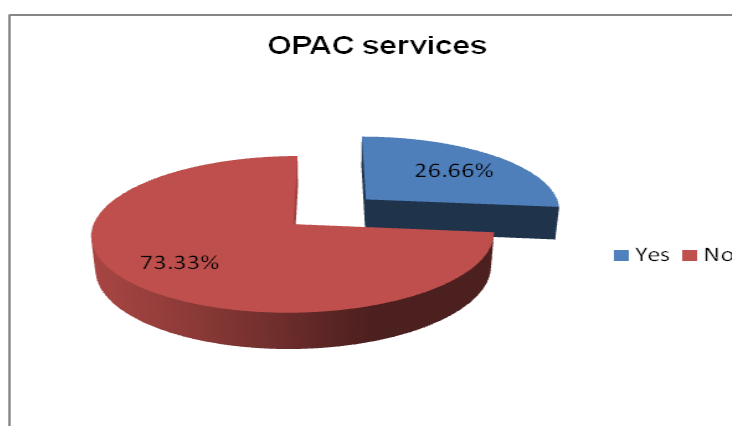
The above table-52 shows Statement of Library Automation. Out of 15(100%) libraries surveyed only 5(33.33%) libraries report that they had started or completed library automation with library management softwares. SOUL software is being used by 1(6.66%) library, 1(6.66%) library started automation with LIBSYS software, another 1(6.66%) library operates with software e-BLIS, and 1(6.66%) library had installed Autolib and 1(6.66%) use self customized software.

Table 53: Statement of OPAC services in the library

Question no.4

Total no. of respondent libraries= 15

OPAC service	No. of Libraries	% of Libraries
Yes	4	26.66%
No	11	73.33%

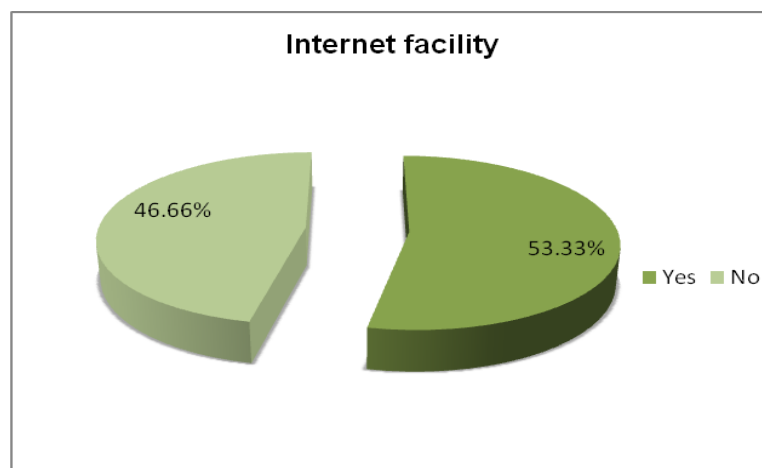


The above table-53 reveals OPAC services provided in the library, out of 15(100%) libraries surveyed majority of libraries had not introduced OPAC services in the library. 11(73.33%) libraries had not facilitated OPAC services however 4(26.66%) libraries are providing OPAC services to their users.

Table 54: Statement about Internet access facilities in the library

Question no.5 Total no. of respondent libraries= 15

Internet facility	No. of Libraries	% of Libraries
Yes	8	53.33%
No	7	46.66%



The above table 54 gives details on the Internet access facilities in the library. 8(53.33%) libraries respond that they provide internet access facilities in their library, while 7(46.66%) libraries are not providing such facilities.

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Chapter 6

Users' attitude towards the use of College Libraries

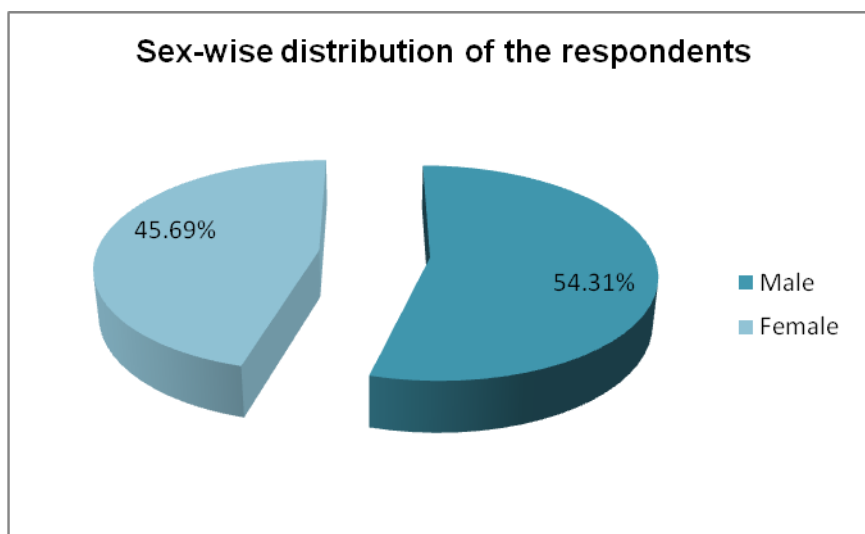
In order to know the actual functioning of the college libraries, total 300 users comprising teachers, students, non-teaching staff members, and

scholars were selected from the fifteen colleges across the region. From each college 20 numbers of users were picked up with the help of simple random sampling method and a primary survey was conducted with the help of a structured questionnaire. A total of 300 structured questionnaires were distributed and out of which 267 questionnaires were duly obtained with a response rate of 89%. Apart from this a semi structured interview was conducted with the users who are available during the visit to the library.

Table-55 Sex-wise distribution of the respondents

Question no. 2 Total no. of respondent = 267

Sex groups	No. of users(N=267)	% of users
Male	145	54.31%
Female	122	45.69%

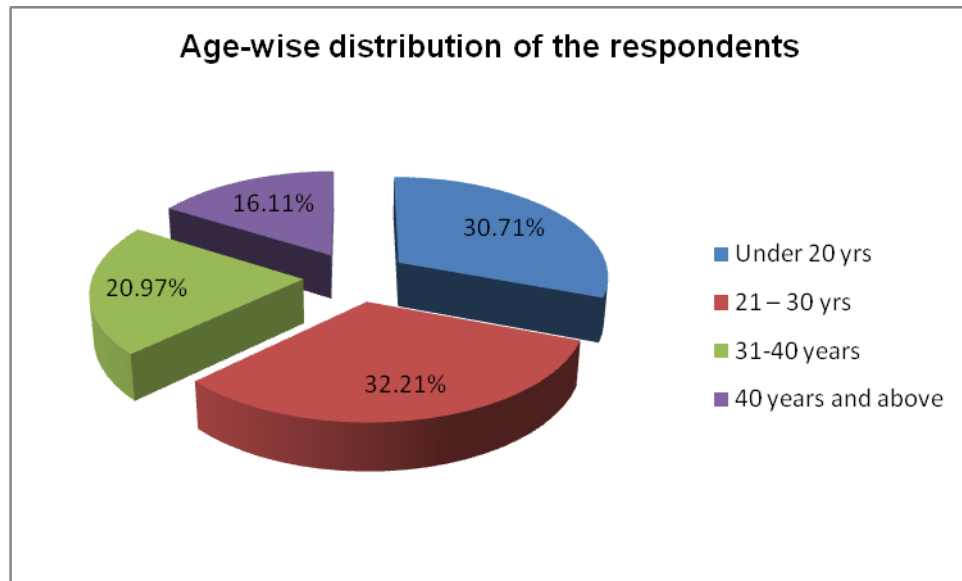


In the above table-55 shows the gender-wise distribution of the surveyed respondents. It shows that majority of the respondents are male 145(54.31%) followed by little lower percentage 122(45.69%) of female respondents.

Table-56 Age-wise distribution of the respondents

Question no. 3 Total no. of respondent = 267

Age groups	No. of users(N=267)	% of users
Under 20 yrs	82	30.71%
21 – 30 yrs	86	32.21%
31-40 years	56	20.97%
40 years and above	43	16.11%



Data in the above table-56 depicts the Age-wise distribution of the respondents, it is shown that 82(30.71%) respondents are under 20 years, 86(32.21%) are between 21-30 years of age, 56(20.97%) are between 31-40 years of age, and 43(16.11%) respondent are 40 years and above age. So it can be presumed that the respondents under the age group of 30 years are using the libraries higher than other age groups.

Table-57 Marital status of the respondents

Question no. 4

Total no. of respondent = 267

Marital Status	Number of users(N=267)	% of users
Married	69	25.85%
Unmarried	198	74.15%

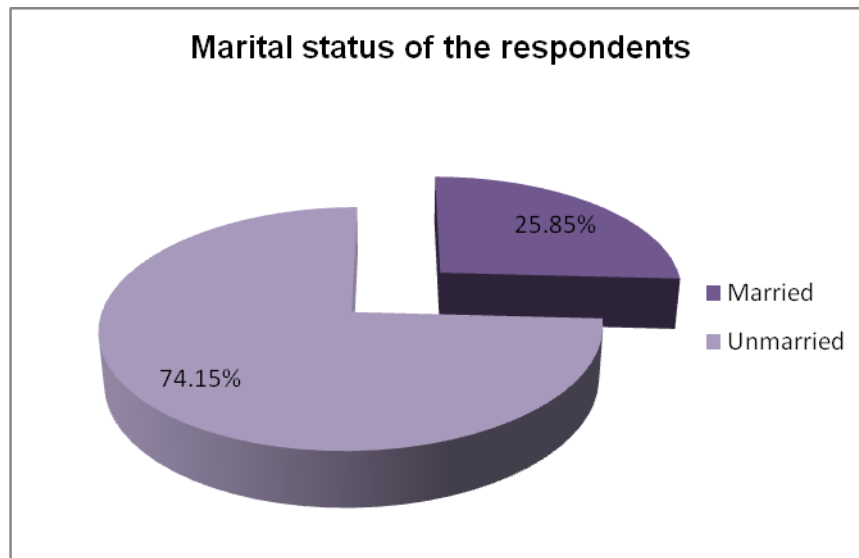
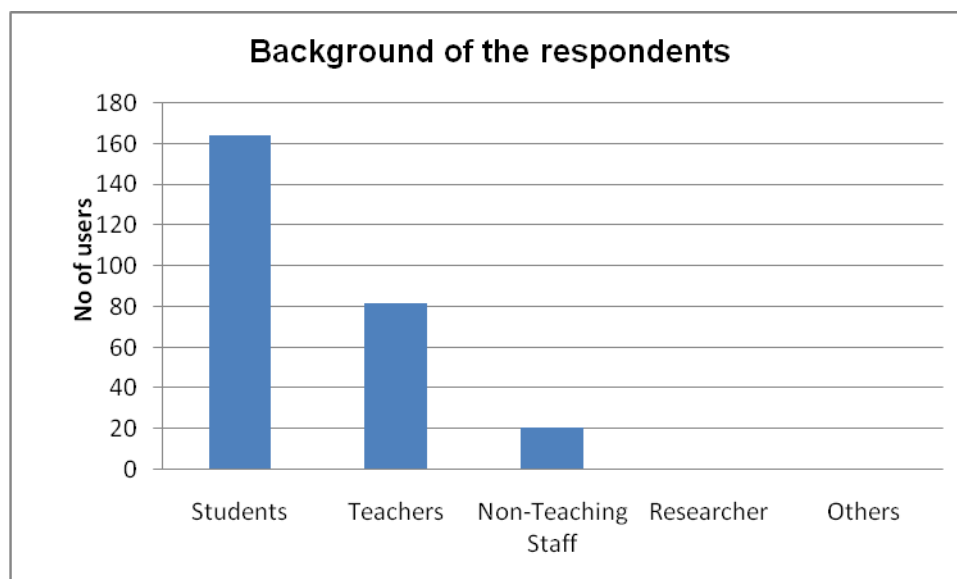


Table-57 shows marital status of the respondents. It says that majority 198(74.15%) are unmarried and 69(25.85%) are married respondents of the survey

Table-58 Background of the respondents

Question no.6 Total no. of respondent = 267

Background	Number of users(N=267)	% of users
Students	164	61.42%
Teachers	82	30.71%
Non-Teaching Staff	21	7.87%
Researcher	-	-
Others	-	-



The above table-58 reveals background of the respondents. It can be assessed that 164(61.42%) respondents are students, 82(30.71%) are teachers in substantive or temporary post and some of them are scholars also, and 21(7.87%) are non-teaching staff member of the college using the library.

Table-59 Educational status of the respondents

Question no. 7

Total no. of respondent = 267

Education	Number of users(N=267)	% of users
Higher secondary	14	5.25%
1st Year Studying	58	21.73%
2nd Year studying	55	20.59%
3rd Year studying	56	20.97%
Graduate	22	8.23%
Post Graduate	51	19.11%
MPhil/PhD	11	4.12%

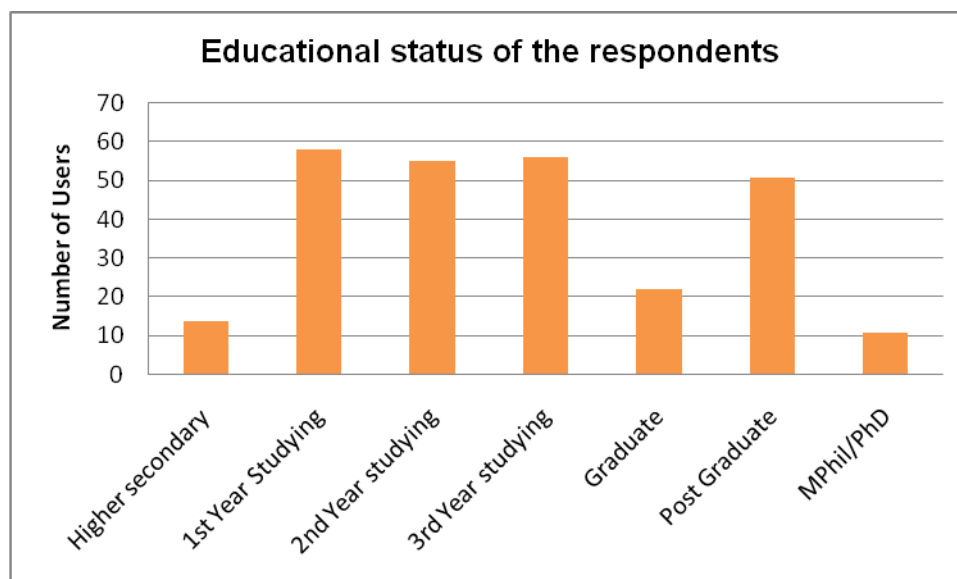


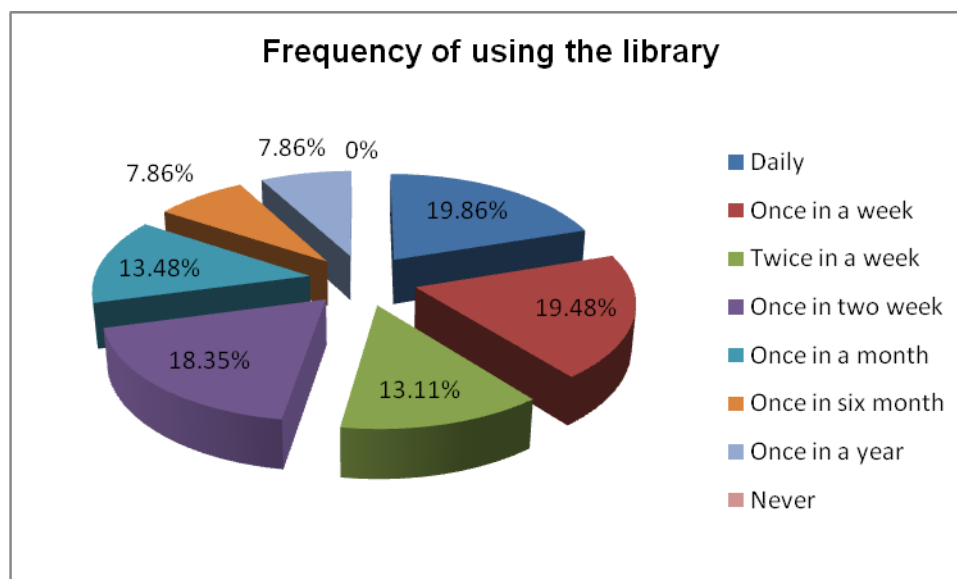
Table-59 gives report on educational status of the respondents. The surveyed areas have reputation of well developed education system since long time and have been a destination of many young pupils to study here. Figures in table shows that 14(5.25%) respondents have higher secondary degrees, 58(21.73%) respondents are studying in 1st year, 55(20.59%) respondents are studying in 2nd year, 56(20.97%) respondents are studying in 3rd year, 22(8.23%) respondents have graduate degrees, 51(19.11%) respondents have post graduate degrees and 11(4.12%) respondents have MPhil/PhD degrees.

Table-60 Frequency of using the library

Question no. 8

Total no. of respondent = 267

Frequency	Number of users(N=267)	% of users
Daily	53	19.86%
Once in a week	52	19.48%
Twice in a week	35	13.11%
Once in two week	49	18.35%
Once in a month	36	13.48%
Once in six month	21	7.86%
Once in a year	21	7.86%
Never	-	-

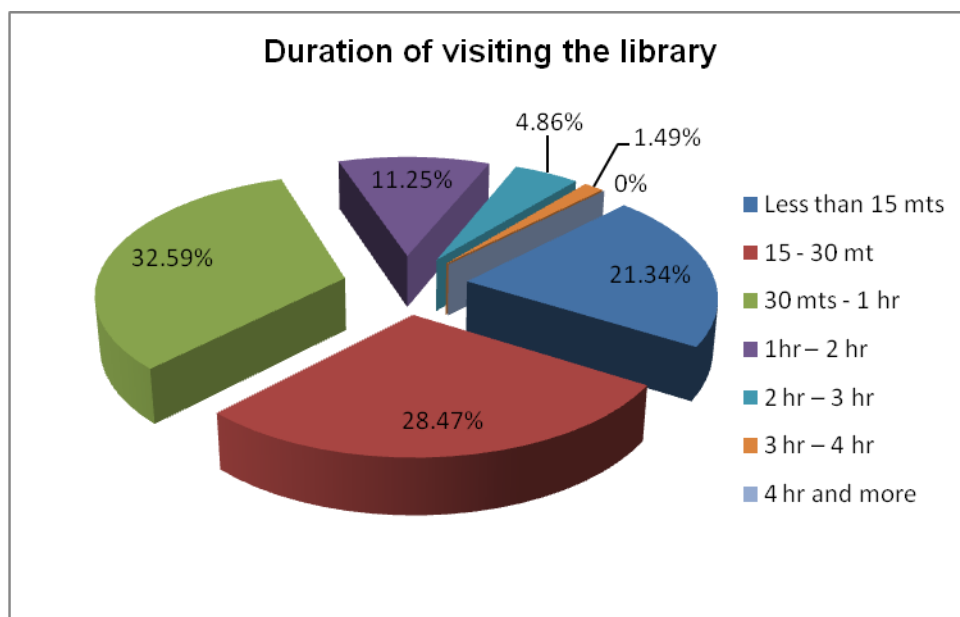


The table-60 discloses the frequency of using the library by its users. Facts indicates that 53(19.86%) users respond to use the library daily, 52(19.48%) users said to go to library once in a week, 35(13.11%) use library twice in a week, 49(18.35%) users visit the library once in a two weeks, 36(13.48%) users use the library once in a month, 21(7.86%) respond to visit library once in a six months, while 21(7.86%) users use the library once in a year.

Table-61 Duration of visiting the library

Question no. 9 Total no. of respondent = 267

Time Duration	Number of users(N=267)	% of users
Less than 15 mts	57	21.34%
15 - 30 mt	76	28.47%
30 mts - 1 hr	87	32.59%
1hr – 2 hr	30	11.25%
2 hr – 3 hr	13	4.86%
3 hr – 4 hr	4	1.49%
4 hr and more	-	-

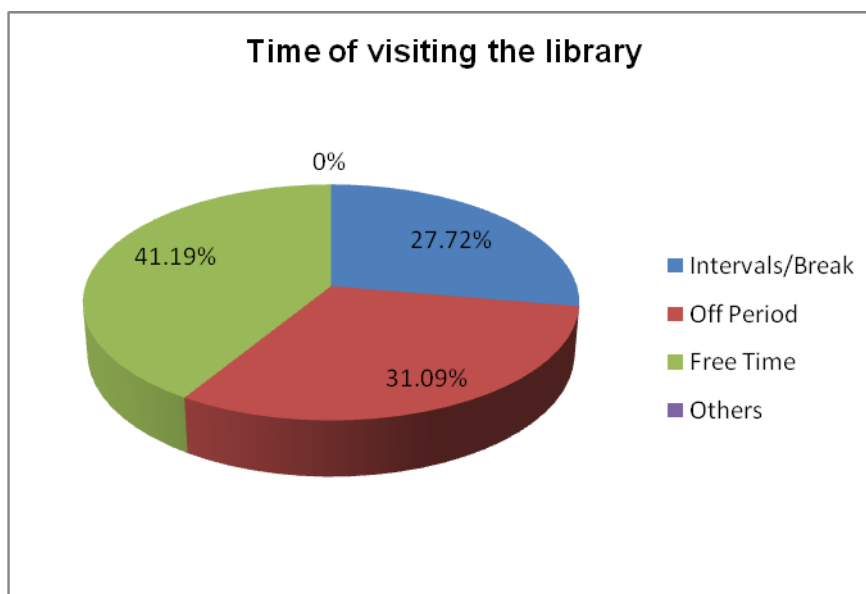


The table 61 shows respondents duration of visit to the library. 57(21.34%) users responded that they remain in the library for less than 15 minutes. 76(28.47%) respondents spend between 15 - 30 minutes, 87(32.59%) users stay between 30 mts - 1 hour, 30(11.25%) users remain between 1 hrs – 2 hrs of duration, 13(4.86%) stay for 2 hrs – 3 hrs of duration while 4(1.49%) users responded that they use the library for 3 hrs to 4 hrs of duration.

Table-62 Time of visiting the library

Question no. 10 Total no. of respondent = 267

Time of visiting the library	No. of users(N=267)	% of users
Intervals/Break	74	27.72%
Off Period	83	31.09%
Free Time	110	41.19%
Others	-	-



The above table-62 shows the users time of visiting library, majority of users 110(41.19%) state that they visit the library in free time, 83(31.09%) users do visit the library in off periods while 74(27.72%) respondent to visit library in intervals or breaks time.

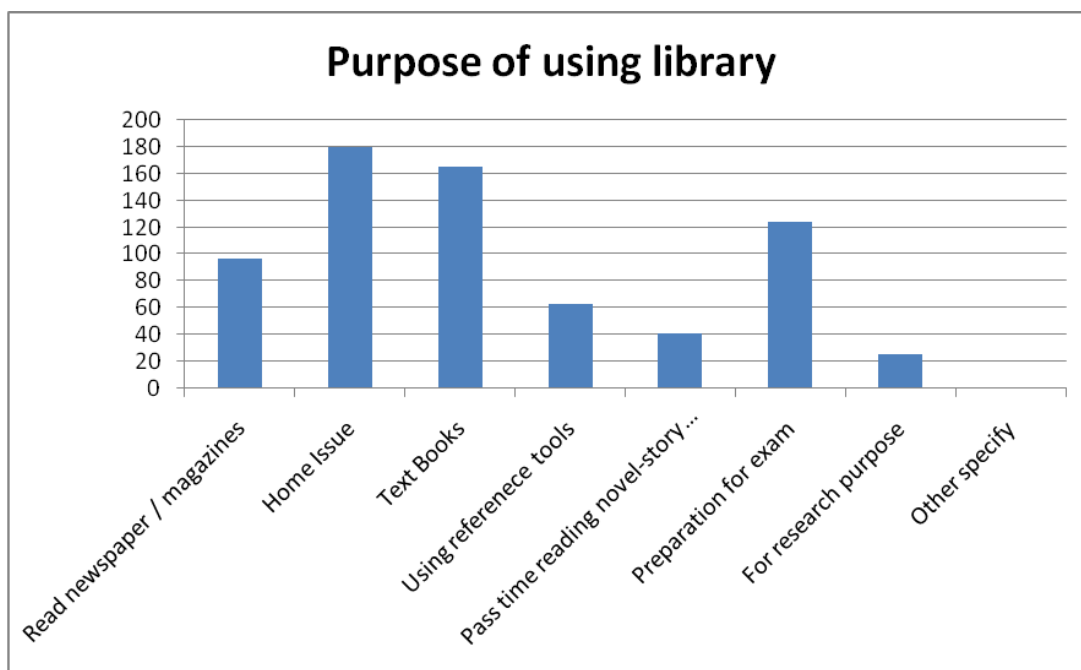
Table-63 Purpose of using the library

Question no. 11

Total no. of respondent = 267

Purposes	No. of users(N=267)	% of users
Read Newspaper / Magazines	97	36.32%
Home issue	180	67.41%
Text Books	165	61.79%
Using reference tools	63	23.59%
Pass time reading Novel-story etc.	41	15.36%
Preparation for exam	124	46.45%
For research purpose	26	9.73%
Others (specify).....	-	-

(Multiple choice question)



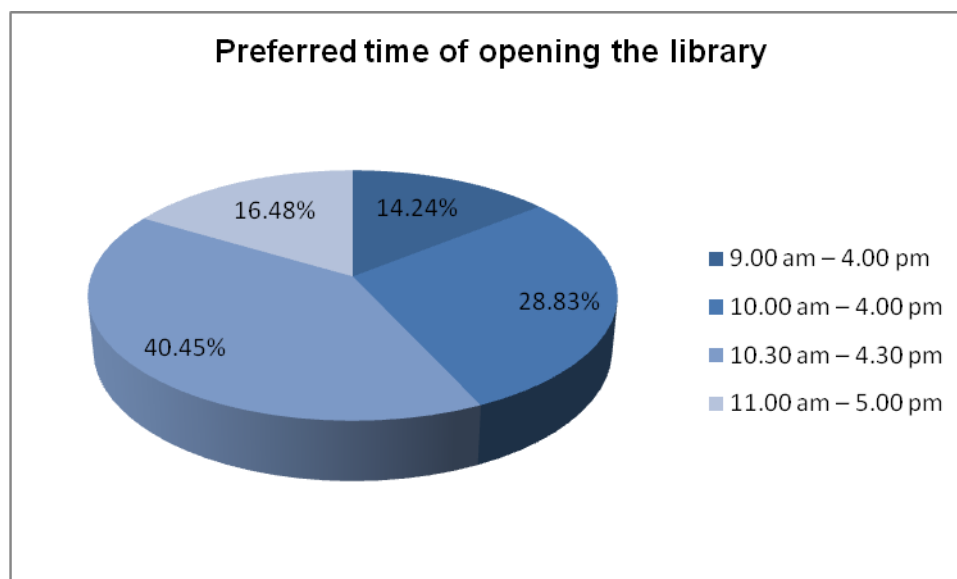
It is observed from the above table that, 97(36.32%) users responded that they look around to the library to read newspapers and magazines. 180(67.41%) users visit the library for home issue, 165(61.79%) users visit the library for text book, 63(23.59%) for reference tools, 23(8.62%) 41(15.36%) opt for pass time reading like novel, story etc., 124(46.45%) for preparation of examinations, 26(9.73%) approach for research activities.

Table-64 Preferred time of opening the library

Question no. 12

Total no. of respondent = 267

Time	Number of users(N=267)	% of users
9.00 am – 4.00 pm	38	14.24%
10.00 am – 4.00 pm	77	28.83%
10.30 am – 4.30 pm	108	40.45%
11.00 am – 5.00 pm	44	16.48%



The above table-64 shows the users Preferred time of opening of the library, majority of respondents 108(40.45%) said that they prefer the working hour of the library between 10.30 am to 4.30 pm. 77(28.83%) users have a preference time between 10 am to 4.00 pm, 38(14.24%) between 9 am to 4 pm while 44(16.48%) users like the working time of the library between 11 am to 5 pm.

Table-65 Meeting required information by the library

Question no. 13 Total no. of respondent = 267

Meeting information	Number of users(N=267)	% of users
Very Often	68	25.47%
Often	112	41.95%
Once a while	48	17.98%
Seldom	18	6.74%
Never	21	7.86%

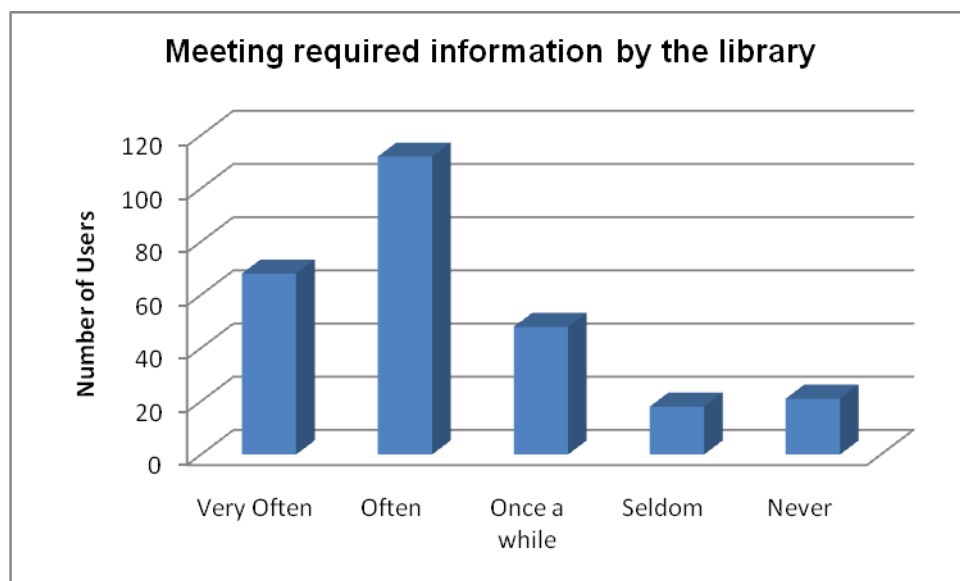


Table 65 shows the meeting of information required by the users, maximum number of 112(41.95%) respondents state that they often get required information from the library, while 68(25.47%) users reveal that they get their required information very often from the library. 48(17.98%) respondents find required information once in a while, 18(6.74%) users answer that they seldom get required information and 21(7.86%) users respond that they never get their required information from the library.

Table-66 Supplying required information on time by the library

Question no. 14

Total no. of respondent = 267

Supplying information	Number of users(N=267)	% of users
Very Often	60	22.47%
Often	106	39.70%
Once a while	58	21.73%
Seldom	20	7.49%
Never	23	8.61%

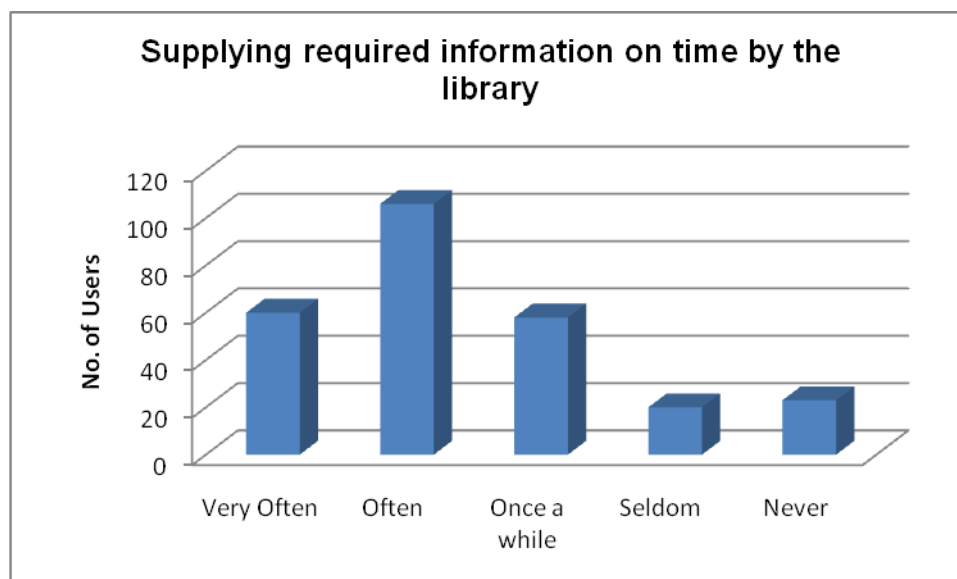


Table 66 shows the data on supplying required information on time by the library. It reveals that 106(39.70%) respondents state that library do often supply their required information on time, 60(22.47%) users responded that library very often supplying their required information on time, and 58 (21.73%) users said that the library supply required information once on a while. And 20(7.49%) respondents report their library seldom supply required information on time, while 23(8.61%) users said that the library never supply required information on time.

Table-67 Opinion about the library staffs

Question no. 15

Total no. of respondent = 267

Library Staffs		No. of users(N=267)	% of users
Behaviour	Poor	-	-
	Good	153	57.31%
	Very Good	114	42.69%
	Excellent	-	-
Willingness to help users	Poor	-	-
	Good	145	54.31%
	Very Good	98	36.71%
	Excellent	24	8.98%

Knowledgeable about required information	Poor	47	17.60%
	Good	116	43.45%
	Very Good	78	29.21%
	Excellent	26	9.74%
Dealing the users in a caring ways	Poor	58	21.73%
	Good	112	41.95%
	Very Good	67	25.09%
	Excellent	30	11.23%

Analyzing users' opinion about the behavior of library staffs with graded scale as poor, good, very good and excellent, the above table reveals that- 153(57.31%) users responded that the behavior of the library staffs is good, while 114(42.69%) reported as very good.

About staff willingness to help users 145(54.31%) users scale as good, 98(36.71%) mark staff as very good and 24(8.98%) grade staff as excellent.

Taking on account on staff's knowledge about required information 47(17.60%) users said it to be poor, 116(43.45%) users mark as good, 78(29.21%) grant as very good, 26(9.74%) license as excellent.

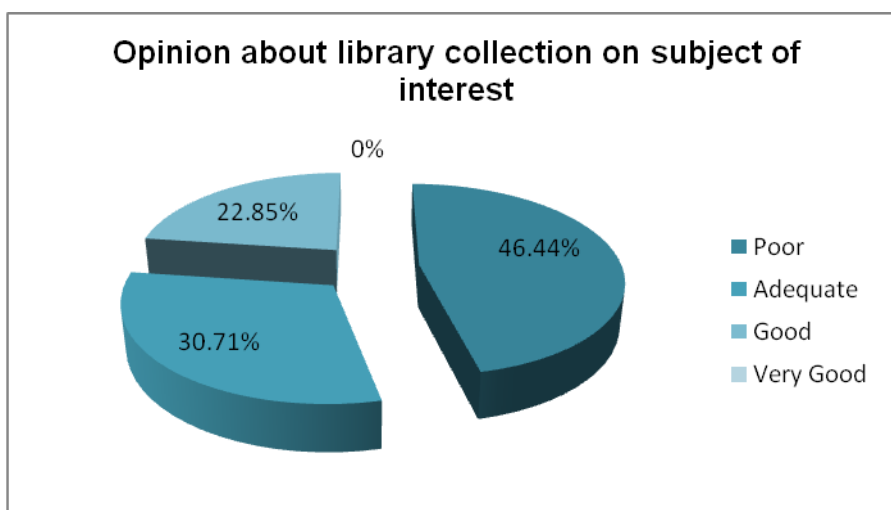
Asking library personal's dealing with users in a caring ways 112(41.95%) respondents said good, 67(25.09%) report very good, 30(11.23%) claim excellent while 58(21.73%)mark as poor.

Table-68 Opinion about library collection on subject of interest

Question no. 16

Total no. of respondent = 267

Library Collection	Number of users(N=267)	% of users
Poor	124	46.44%
Adequate	82	30.71%
Good	61	22.85%
Very Good	-	-



In the above table 68 majority of respondents 124(46.44%) report that the collection of the libraries on subject of interest is poor. 82(30.71%) users say that the collection is adequate and 61(22.85%) users claim that it is good and no users recount the library collection as very good.

Table-69 Overall services of the library

Question no. 17 Total no. of respondent = 267

Library services	Number of users(N=267)	% of users
Very Satisfactory	45	16.85%
Satisfactory	101	37.83%
Not Satisfactory	121	45.32%

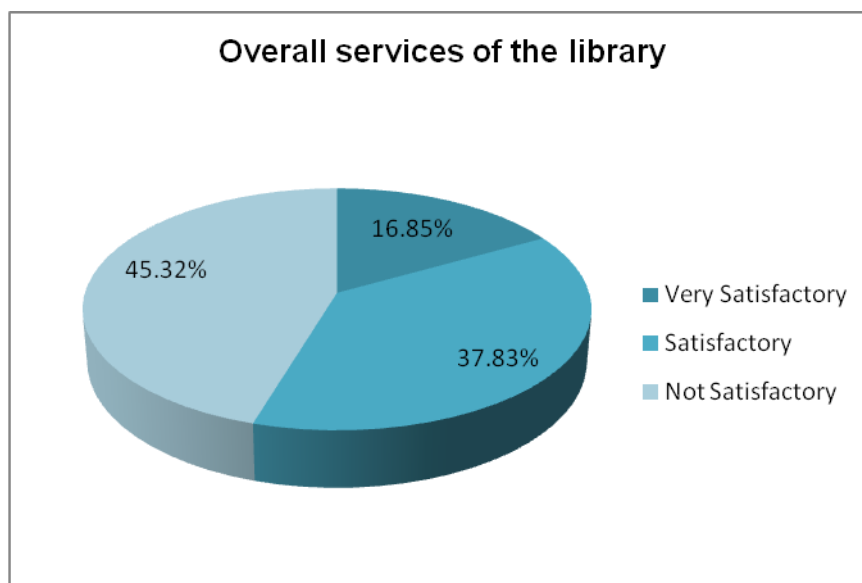


Table 69 shows the overall services of the library that, 45(16.85%) users state that they are very satisfied with the various services provided by the library. Another 101(37.83%) users express the services provided by the library are at the level of satisfaction while 121(45.32%) respondents find as not satisfactory.

Table-70 Conduciveness of the library to reading/ research purpose

Question no. 18 Total no. of respondent = 267

Conduciveness	Number of users(N=267)	% of users
Very conducive	20	7.49%
Conducive	54	20.22%
Manageable	193	72.29%

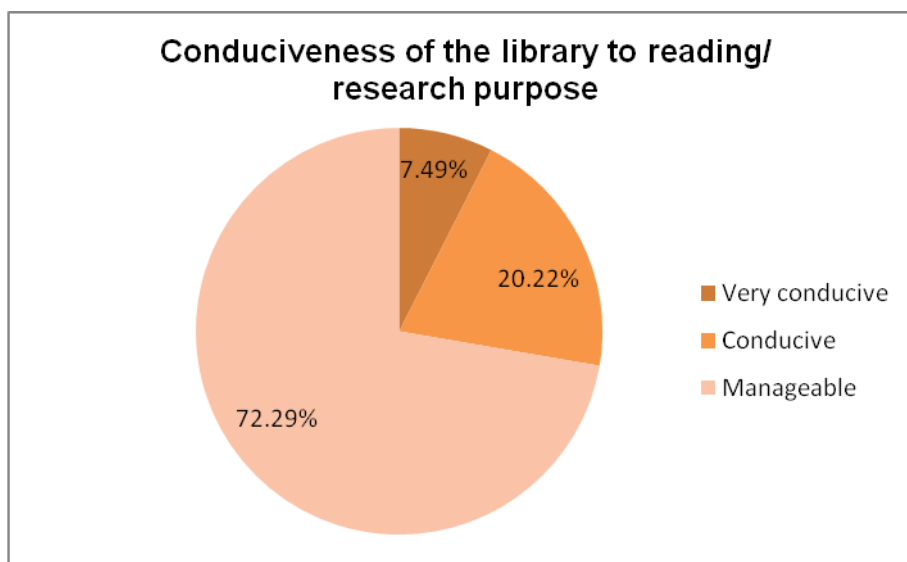


Table-70 shows conduciveness of the library to reading/ research purpose. It emits that users 20(7.49%) are very conducive with the library. 54(20.22%) users finds that they are conducive while majority 193 (72.29%) respondents say that it is manageable.

Table-71 Opinion about Library facilities

Question no. 19

Total no. of respondent = 267

Library Facilities		No. of Users (N=267)	% of users
A. Condition outside the library	Poor	88	32.96%
	Adequate	72	26.96%
	Good	53	19.86%
	V. Good	36	13.48%
	Excellent	18	6.74%
B. Condition inside the library	Poor	72	26.96%
	Adequate	109	40.83%
	Good	16	5.99%
	V. Good	52	19.48%
	Excellent	18	6.74%

C. Ease of access to library	Poor	87	32.59%
	Adequate	72	26.96%
	Good	54	20.23%
	V. Good	36	13.48%
	Excellent	18	6.74%
D. Layout & arrangement	Poor	100	37.45%
	Adequate	82	30.71%
	Good	34	12.74%
	V. Good	35	13.11%
	Excellent	16	5.99%
E. Condition of reading room	Poor	54	20.23%
	Adequate	101	37.82%
	Good	52	19.48%
	V. Good	32	11.98%
	Excellent	28	10.49%
F. Seating arrangement	Poor	54	20.23%
	Adequate	101	37.82%
	Good	52	19.48%
	V. Good	32	11.98%
	Excellent	28	10.49%
G. Signs & sinage	Poor	142	53.18%
	Adequate	54	20.23%
	Good	71	26.59%
	V. Good	-	-
	Excellent	-	-
H. Time waiting for services	Poor	52	19.48%
	Adequate	57	21.35%
	Good	110	41.19%
	V. Good	48	17.98%

	Excellent	-	-
I. Lib. makes easy to do research	Poor	128	47.94%
	Adequate	80	29.97%
	Good	42	15.73%
	V. Good	17	6.36%
	Excellent	-	-
J. Library improves my ability to do research	Poor	136	50.94%
	Adequate	69	25.85%
	Good	45	16.85%
	V. Good	17	6.36%
	Excellent	-	-
K. Library enables me to accomplish tasks faster	Poor	54	20.23%
	Adequate	112	41.94%
	Good	52	19.48%
	V. Good	49	18.35%
	Excellent	-	-
L. Cleanliness	Poor	36	13.48%
	Adequate	115	43.08%
	Good	49	18.35%
	V. Good	37	13.85%
	Excellent	30	11.24%
M. Lighting system	Poor	38	14.23%
	Adequate	105	39.32%
	Good	71	26.59%
	V. Good	53	19.86%
	Excellent	-	-
N. Quietness	Poor	-	-
	Adequate	35	13.11%
	Good	142	53.18%

	V. Good	90	33.71%
	Excellent	-	-

Analyzing users' opinion on table- 71 on the facilities of library with graded scale as poor, adequate, good, very good and excellent, the above table describe that-

Regarding the condition outside of the library 88 (32.96%) respondent rates as poor, 72(26.96%) rate as adequate, 53(19.86%) users mark good, 36(13.48%) users rate very good and 18(6.74%) user label excellent. Regarding the condition inside of the library 72(26.96%) respondents say poor, 109(40.83%) rate adequate, 16(5.99%) users convey good, 52(19.48%) users mark as very good and 18(6.74%) users grade as excellent.

Giving an account on ease of access to the library 87(32.59%) respondents reveal as poor, 72(26.96%) state as adequate, 54(20.23%) users say good, 36(13.48%) users label as very good and 18(6.74%) users exhibit excellent.

About layout and arrangement of the library 100(37.45%) respondents reveal as poor, 82(30.71%) users show as adequate, 34(12.74%) users present as good, 35(13.11%) users mark as very good and 16(5.99%) user label as excellent.

Regarding the condition of the reading room of the library 54(20.23%) respondents rate as poor, 101(37.82%) state as adequate, 52(19.48%) users express as good, 32(11.98%) users rate as very good and 28(10.984%) user rate as excellent.

For seating arrangement 54(20.23%) respondents reveal as poor, 101(37.82%) users held adequate, 52(19.48%) users exhibit as good, 32(11.98%) users present as very good and 28(10.49%) users mark as excellent.

About sign and signage 142(53.18%) respondents rate as poor, 54(20.23%) exhibit as adequate, and 71 (26.59%) users regard it as good.

About time waiting for service 52(19.48%) respondents rated as poor, 57(21.35%) state as adequate, and 110 (41.19%) users exhibit as good and 48(17.98%) users label as very good.

Regarding library's' help in doing research 128(47.94%) respondents rate as poor, 80(29.97%) mark as adequate, 42(15.73%) users exhibit as good, and 17(6.36%) users label as very good.

For library's involvement in improving the user's ability to conduct research 136(50.94%) respondents exhibit as poor, 69(25.85%) rate as adequate, 45(16.85%) users scale as good, and 17(6.36%) users grade as very good.

About User's opinion about the library's role in enabling the task faster 54(20.23%) respondents rate as poor, 112(41.94%) rate as adequate, 52(19.48%) users scale as good, and 49(18.35%) users rank as very good.

In regard to cleanliness of the library 36(13.48%) respondents rate as poor, 115(43.08%) mark as adequate, 49(18.35%) users regard as good, 37(13.85%) users assess very good and 30(11.24%) user grade excellent.

About lightening system 38(14.23%) respondents rated as poor, 105(39.32%) indicate as adequate, 71(26.59%) users mark as good, 53(19.86%) users evaluate as very good.

For quietness 35(13.11%) rate adequate, 142(53.18%) users mark as good, 90(33.71%) users rate as very good.

Table-72 Participation in the programme organized by the library

Question no. 20 Total no. of respondent = 267

Programe attended	No of users(N=267)	% of users
Yes	26	9.74%
No	241	90.26%

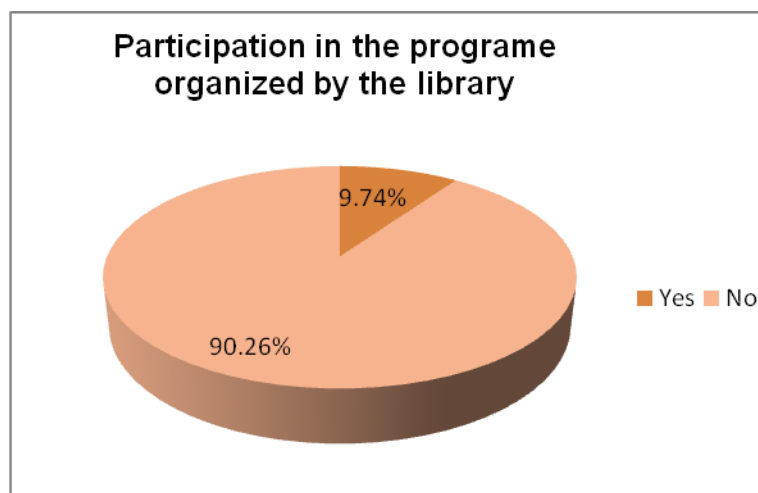


Table 72 shows users participation in the programme organized by the library. The majority of users 241(90.26%) reveal that they never participated the programme organized by the library while only 26(9.74%) respond their participation in the various programmes organized by the library.

Table-73 Number of documents users likes to get

Question no. 21 Total no. of respondent = 267

Items			No. of users(N=267)	% of users
Books	Home	1 - 5	148	55.43%
		6 -10	119	44.57%
	Reading Room	1 - 5	111	41.57%
		6 -10	156	58.43%
Journals/ Magazines	Reading Room	1 - 5	91	34.08%
		6 -10	176	65.92%

The table-73 shows the number of document users like to get for home reading. 148(55.43%) users like to get 1-5 no. of books and 119(44.57%) users like to get 6-10 no. of books for home reading. And 111(41.57%) users want to have access of 1-5 no. of books while 156(58.43%) users want to have access of 6-10 no. of books in the reading table of the library.

Similarly 91(34.08%) users hope for 1-5 no. of journals & magazines while 176(65.92%) users want to get 6-10 no. of journals & magazines in the reading table of the library.

Table-74 Opinion about Library services

Question no. 22

Total no. of respondent = 267

Library services		No. of Users (N=267)	% of users
A. Hours of Operation	Poor	54	20.22%
	Adequate	90	33.71%
	Good	72	26.96%
	V. Good	51	19.11%
	Excellent	-	-
B. Overall collections	Poor	108	40.44%
	Adequate	72	26.97%
	Good	35	13.11%
	V. Good	52	19.48%
	Excellent	-	-
C. Availability of reading materials I want	Poor	108	40.44%
	Adequate	90	33.71%
	Good	36	13.49%
	V. Good	33	12.36%
	Excellent	-	-
D. Ease in finding materials	Poor	90	33.71%
	Adequate	54	20.22%
	Good	53	19.86%
	V. Good	70	26.21%
	Excellent	-	-
E. Number of staffs	Poor	180	67.42%
	Adequate	54	20.22%
	Good	33	12.36%
	V. Good	-	-

	Excellent	-	-
F. Lending service	Poor	108	40.44%
	Adequate	72	26.96%
	Good	36	13.49%
	V. Good	33	12.36%
	Excellent	18	6.75%
G. Reference Services	Poor	108	40.44%
	Adequate	90	33.71%
	Good	35	13.12%
	V. Good	34	12.73%
	Excellent	-	-
H. Documentation Service	Poor	198	74.15%
	Adequate	36	13.49%
	Good	33	12.36%
	V. Good	-	-
	Excellent	-	-
I. Bibliographic Service	Poor	198	74.15%
	Adequate	36	13.49%
	Good	33	12.36%
	V. Good	-	-
	Excellent	-	-
J. Information Service	Poor	126	47.19%
	Adequate	54	20.22%
	Good	87	32.59%
	V. Good	-	-
	Excellent	-	-
K. Research Assistance	Poor	180	67.42%
	Adequate	36	13.48%
	Good	51	19.10%
	V. Good	-	-
	Excellent	-	-
	Poor	162	60.67%

L. Current awareness Service	Adequate	70	26.21%
	Good	35	13.12%
	V. Good	-	-
	Excellent	-	-
M. Photo copy Service	Poor	234	87.64%
	Adequate	33	12.36%
	Good	-	-
	V. Good	-	-
	Excellent	-	-
N. Display Areas	Poor	198	74.16%
	Adequate	52	19.48%
	Good	17	6.36%
	V. Good	-	-
	Excellent	-	-
O. Others (specify).....	-	-	-

In the above table 74, Analysis has made on the basis of users' opinion on the facilities of library with graded scale as poor, adequate, good, very good and excellent.

Regarding the hours of operation of the library, 54(20.22%) respondents rate as poor, 90(33.71%) users state as adequate, 72(26.96%) user mark as good, and 51(19.11%) users label as very good.

Taking account on overall collections 108(40.44%) respondents rate as poor, 72(26.97%) users explain to be adequate, 35(13.11%) user exhibit as good, and 52(19.48%) users reveal as very good.

Asking about availability of reading materials, 108(40.44%) respondents' rate as poor, 90(33.71%) users find it adequate, 36(13.49%) user bear out as good, and 33(12.36%) users state as very good.

For ease in finding materials 90(33.71%) respondents rate as poor, 54(20.22%) users state as adequate, 53(19.86%) user rate as good, and 70(26.21%) users mark as very good.

About number of staff in the library, 180(67.42%) respondents rate as poor, 54(20.22%) users state as adequate, 33(12.36%) user find it good.

About lending service provided by the library 108(40.44%) respondents rate as poor, 72(26.96%) users scale as adequate, 36(13.49%) user identify as good, 33(12.36%) users regard as very good, and 18(6.75%) users grade as excellent.

For reference service provided by the library 108(40.44%) respondents rate as poor, 90(33.71%) users mark as adequate, 35(13.12%) user identify as good and 34(12.73%) users lable as very good.

On documentation and bibliographic services provided by the library, 198(74.15%) respondents rate as poor, 36(13.49%) users tag as adequate, and 33(12.36%) user mark as good.

For information services provided by the library, 126(47.19%) users rate as poor, 54(20.22%) users mark as adequate, and 87(32.59%) user mark as good.

For research assistance provided by the library, 180(67.42%) respondents rate as poor, 36(13.48%) users tag as adequate, and 51(19.10%) user reveal as good.

About CAS services provided by the library, 162(60.67%) users rate as poor, 70(26.21%) users regard as adequate, and 35(13.12%) user regard as good.

For photocopy service provided by the library, 234(87.64%) respondents rate as poor, and 33(12.36%) users rate as adequate.

About display area in the library, 198(74.16%) users rate as poor, 52(19.48%) users reveal as adequate and only 17(6.36%) user rate as good.

Table-75 Encourage others to use the library

Question no. 23

Total no. of respondent = 267

Recommend other to use the library	No. of users(N=267)	% of users
Yes	240	89.88%
No	27	10.12%

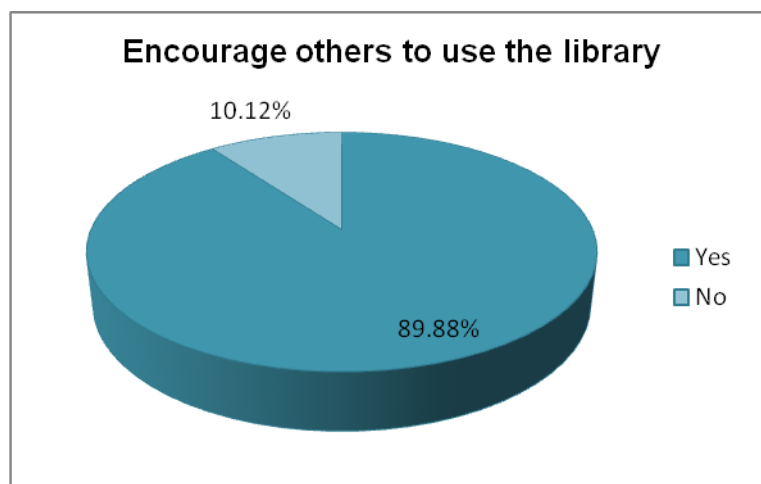


Table-75 shows that majority of users, 240(89.88%) reveal that they would encourage others to use the college library while 27(10.12%) users hesitate to do that.

Table-76 Users suggestions to improve the college library

Question no. 24

Total no. of respondent = 267

Library should have more comprehensive collection on		No. of users(N=267)	% of users
General reading including novels	Yes	267	100%
	No	-	-
	No Opinion	-	-
Text book related to subjects	Yes	267	100%
	No	-	-
	No Opinion	-	-
Journals	Yes	267	100%
	No	-	-
	No Opinion	-	-
Magazines & newspaper	Yes	267	100%
	No	-	-
	No Opinion	-	-
Subject of specialization	Yes	245	91.76%
	No	9	3.38%
	No Opinion	13	4.86%

Reference materials	Yes	258	96.62%
	No	-	-
	No Opinion	9	3.38%
Non-book materials (Audio-visual aids)	Yes	260	97.37%
	No	-	-
	No Opinion	7	2.63%

For improvement of college library, users were request to suggest on various aspects to improve library. All the users 267(100%) suggest the library should have more comprehensive collection on general reading including novels, textbook related to subjects of interest, journals, magazines and newspaper. Regarding the library should have more comprehensive collection on subject of specialization 245(91.76%) users suggest yes, 9(3.38%) users say no and 13(4.86%) users hesitate to opine. On reference materials 258(96.62%) users says yes while 9(3.38%) users did not ready to opine. Similarly regarding the library should have more comprehensive collection on non book materials (audio-visual aids) 260(97.37%) users suggest yes and 7(2.63%) users hesitate to opine.

Table-77 Users suggestions to improve the college library
Question no. 24 Total no. of respondent = 267

Library should be in a position to provide;		No. of users(N=267)	% of users
More comprehensive Information Service	Yes	267	100%
	No	-	-
	No Opinion	-	-
More comprehensive Reference Service	Yes	251	94%
	No	9	3.37%
	No Opinion	7	2.63%
Documentation Service	Yes	187	70.04%
	No	-	-
	No Opinion	80	29.96%
Better Circulation Service	Yes	267	100%
	No	-	-

	No Opinion	-	-
More effective research assistance	Yes	98	36.71%
	No	-	-
	No Opinion	169	63.29%
Press clipping service	Yes	139	52.05%
	No	-	-
	No Opinion	128	47.95%
Inter Library Loan Service	Yes	125	46.82%
	No	-	-
	No Opinion	142	53.18%
Better maintenance	Yes	267	100%
	No	-	-
	No Opinion	-	-
Better arrangement of books on shelves	Yes	267	100%
	No	-	-
	No Opinion	-	-
Better organization and management	Yes	267	100%
	No	-	-
	No Opinion	-	-

The above table 77 shows the users opinion for improvement of college library; users were request to suggest on the comprehensiveness on the collection of library. Their opinion has been collected on the structured manner as yes, no and no opinion.

All the users 267(100%) suggest the library should be in a position to provide more comprehensive information services; better circulation service, well maintenance, better arrangement of books on the shelves and proper organization and management of the library.

Regarding the library comprehensive reference service 251(94%) users suggest yes, 9(3.37%) users say no and 13(4.86%) users did not respond the column.

On about documentation services 187(70.04%) users say yes while 80(29.96%) users did not respond.

Gathering their opinion on library's position to provide more effective research assistance 98(36.71%) users suggest yes and 169(63.29%) users dither to opine.

For press clipping service 139(52.05%) users advise yes while 128(47.95%) users did not give any opinion.

Similarly, about the library to provide inter library loan service 125(46.82%) users say yes while 142(53.18%) users remain calm.

Table-78 Users suggestions to improve the college library

Question no. 24

Total no. of respondent = 267

Library should be equipped with.....		No. of users(N=267)	% of users
More professional Staffs	Yes	267	100%
	No	-	-
	No Opinion	-	-
More non-professional Staffs	Yes	213	79.78%
	No	24	8.99%
	No Opinion	30	11.23%
More special collections	Yes	187	70.04%
	No	18	6.74%
	No Opinion	62	23.22%
More space	Yes	267	100%
	No	-	-
	No Opinion	-	-
Internet access facility	Yes	267	100%
	No	-	-
	No Opinion	-	-
A separate reading room	Yes	243	91.01%
	No	-	-
	No Opinion	24	8.99%
More e-resources	Yes	267	100%
	No	-	-

	No Opinion	-	-
More opening hours	Yes	232	86.89%
	No	-	-
	No Opinion	35	13.11%

Table 78, shows users suggestions to improve the college library. 267(100%) suggest the library should be equipped with more professional staff; more space, facilities to access internet, and more electronic resources. Regarding the library should be equipped with more non-professional staff, 213(79.78%) users suggest yes, 24(8.99%) users say no and 30(11.23%) users did not respond. For more special collection 187(70.04%) users says yes, 18(6.74%) users report no, while 62(23.22%) users did not opined. The library should be equipped with separate reading room 243(91.01%) users respond yes, while 24(8.99%) users hesitate to opine. Similarly regarding the library should have more opening hours, 232(86.89%) users indicate yes and only 35(13.11%) users remain silent.

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Chapter 7

Library awareness among the Non-Users of College Libraries

To know the effectiveness of college libraries, non-user's knowledge and opinion about the library also provide much idea. Non-users comprise

teachers, students, non-teaching staff members who have a right to use the library by being the members of the library but anyhow are not using the library of the college over a specific period and/or for a specific sample of collection or transactions. In this respect total 150 non-users, 10 from each college were selected with simple random sampling method and a primary survey was conducted with the help of a structured questionnaire. A total of 150 structured questionnaires were distributed and out of which 128 questionnaires were duly obtained with a response rate of 89%. Apart from this a semi structured interview was conducted with the users who are available during the visit to the colleges.

Table-79 Age-wise distribution of the respondents

Question no. 3

Total no. of respondent = 128

Age groups	No. of non-users(N=128)	% of non-users
Under 20 yrs	30	23.43%
21 - 30 yrs	40	31.26%
31 – 40 yrs	36	28.13%
40 years and above	22	17.18%

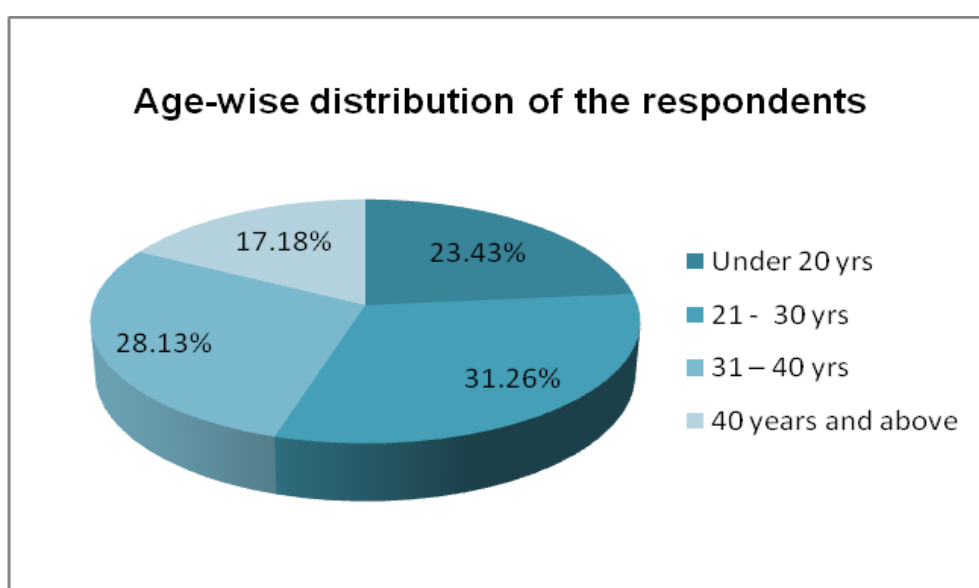
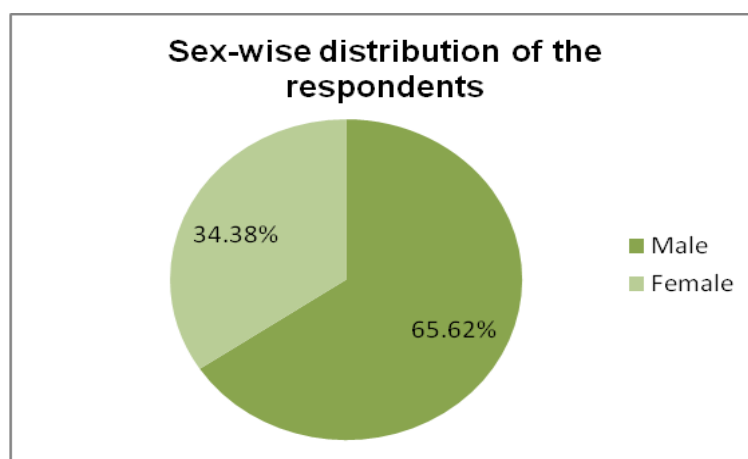


Table-79 show the Age-wise distribution of the surveyed non-user respondents, 30(23.43%) respondents are under 20 years, 40(31.26%) are between 21-30 years of age, 36(28.13%) are between 31-40 yrs of age and 22(17.18%) respondent are 40 and above years.

Table-80 Sex-wise distribution of the respondents

Question no. 2 Total no. of respondent = 128

Sex groups	No. of non-users(N=128)	% of non-users
Male	84	65.62%
Female	44	34.38%



The above table-80, show Sex-wise distribution of the respondents, majority of the non-users are male members 84(65.62%) followed by 44(34.38%) female members.

Table-81 Background of the respondents

Question no. 6 Total no. of respondent = 128

Background	No. of non-users(N=128)	% of non-users
Students	60	46.88%
Teachers	20	15.62%
Non-Teaching Staff	48	37.5%
Researcher	-	-
Others	-	-

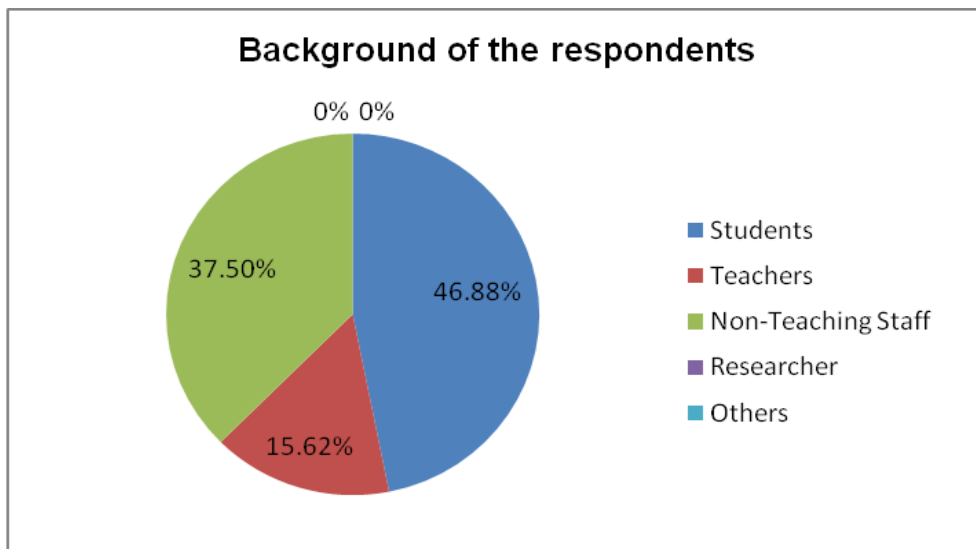


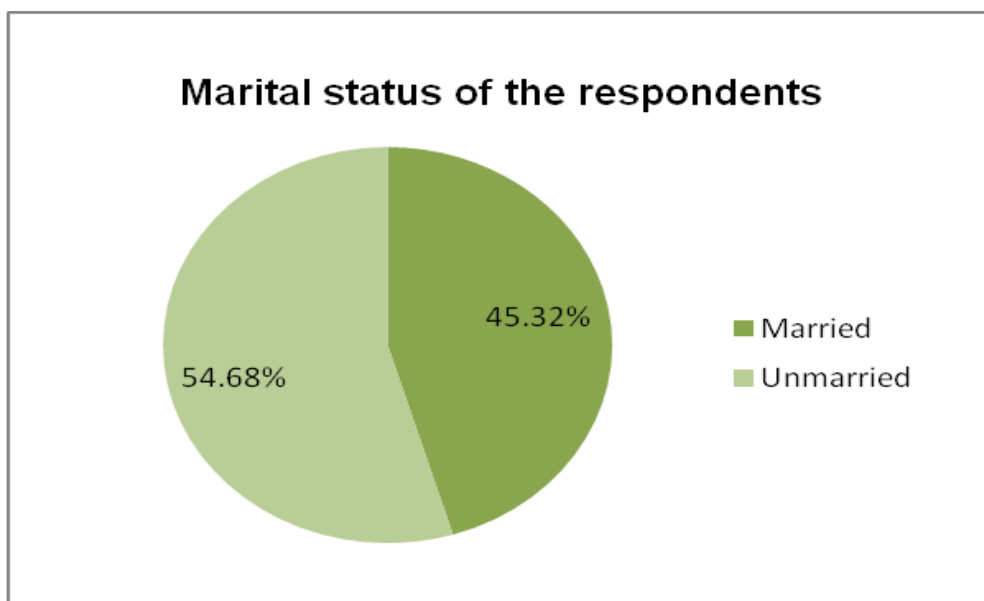
Table-81 reveals the background sketch of non-user members of the library. Finding show that 60(46.88%) respondents are students, 20(15.62%) are teachers, and 48(37.5%) are non-teaching staff members of the college.

Table-82 Marital status of the respondents

Question no. 4

Total no. of respondent = 128

Marital Status	No. of non-users(N=128)	% of non-users
Married	58	45.32%
Unmarried	70	54.68%



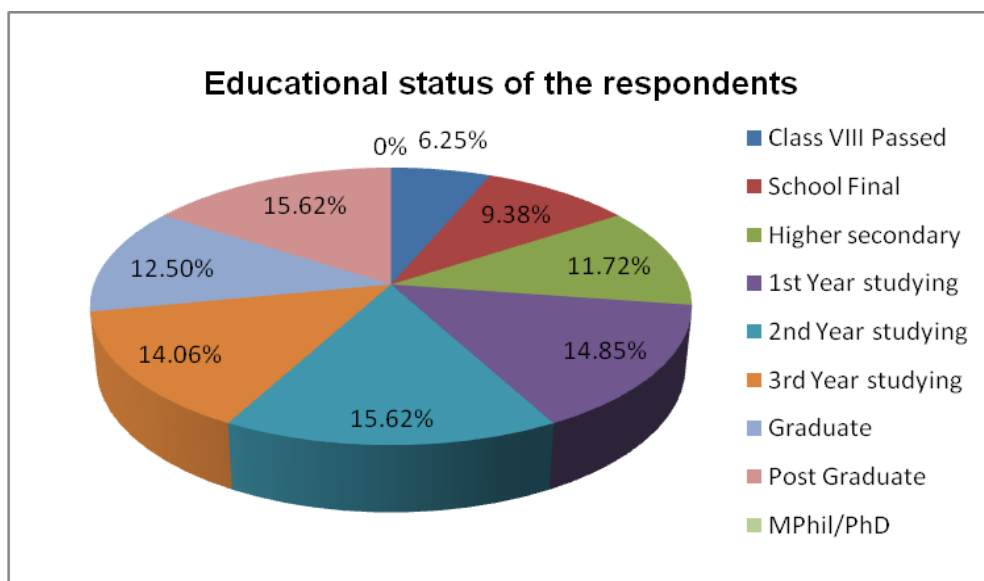
The table 82 indicates marital status of non-user members as more than the half of respondents 70(54.68%) are unmarried and 58(45.32%) are married.

Table-83 Educational status of the respondents

Question no. 7

Total no. of respondent = 128

Education	No. of non-users(N=128)	% of non-users
Class VIII Passed	8	6.25%
School Final	12	9.38%
Higher secondary	15	11.72%
1 st Year studying	19	14.85%
2nd Year studying	20	15.62%
3rd Year studying	18	14.06%
Graduate	16	12.5%
Post Graduate	20	15.62%
MPhil/PhD	-	-



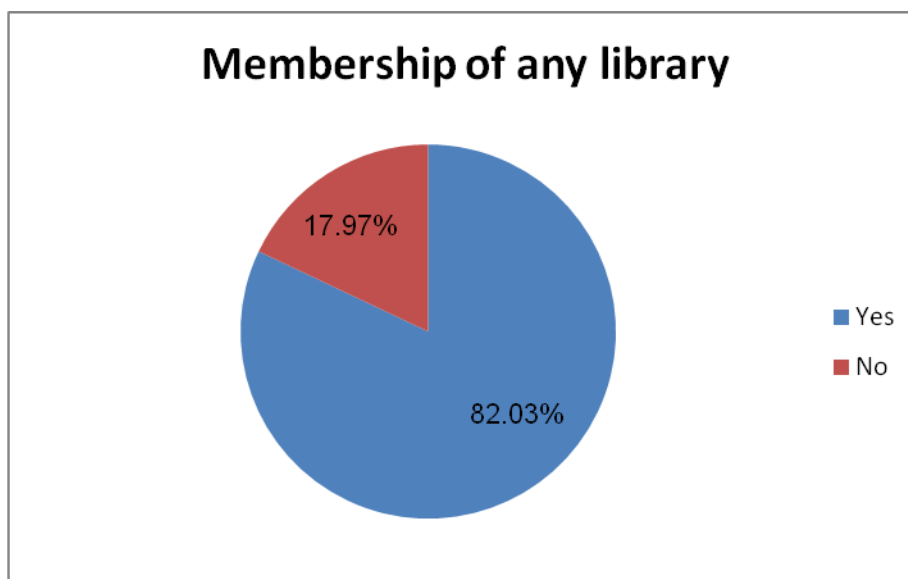
The above table-83 shows the educational status of the non- user respondents, 8(6.25%) non-users are class VIII passed candidates, 12(9.38%) are school final passed members, 15(11.72%) non-users are higher secondary passed members, 19(14.85%) respondents are studying in 1st year standard, 20(15.62%) respondents are 2nd year students, 18(14.06%) respondents are 3rd year students, 16(12.5%) non-users have graduate degree and 20(15.62%) have post graduate degree.

Table-84 Membership of any library

Question no. 8

Total no. of respondent = 128

Membership		No of non-users(N=128)	% of non-users
Yes		105	82.03%
No		23	17.97%
If yes, is that a	Public Library	14	13.33%
	School Library	-	-
	College Library	128	100%
	University Library	-	-
	Special Library	-	-



The above table 84 show weather the non-user have Membership of any library, 105(82.03%) respondents report they are members of the library and 23(17.97%) non-users do not have membership of any library. All 128(100%) members by virtue are the member of college library while 14(13.33%) are the member of public library also.

Table-85 Reason for not becoming the active member of the library

Question no. 9 Total no. of respondent = 128

Reasons	No. of non-users(N=128)	% of non-users
No interest	54	42.19%
Ignorance about library	23	17.97%
Distance	12	9.38%
Time	39	30.46%
Money	-	-
Others (specify).....	-	-

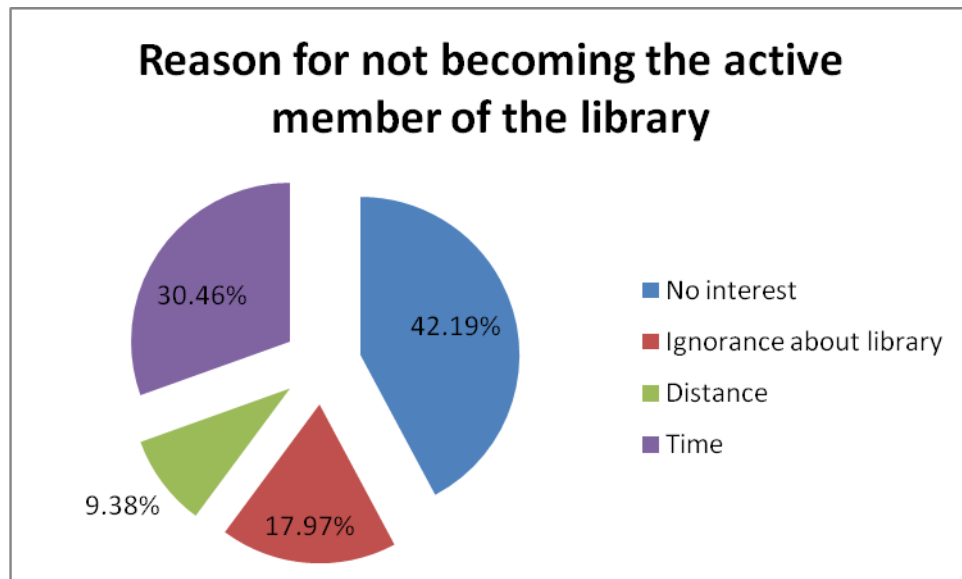
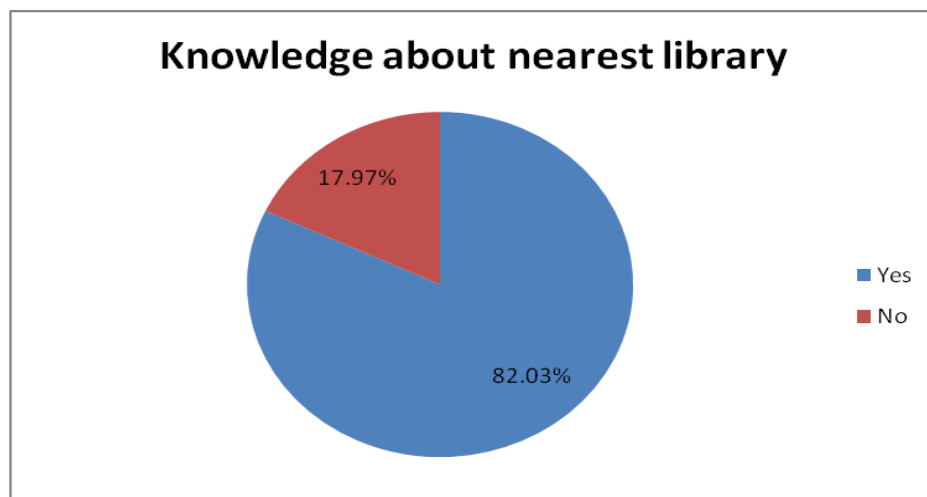


Table-85 divulge the reasons for not becoming the active members of the library, 54(42.19%) respondents indicate their disinterest, 23(17.97%) state their ignorance about library, 12(9.38%) respondents say distance is the reason and 39(30.46%) respondents claim time as reason.

Table-86 Knowledge about nearest library

Question no. 10 Total no. of respondent = 128

Name of the library	No. of non-users(N=128)	% of non-users
Yes	105	82.03%
No	23	17.97%



From the above table-86, it is reveal that the non-users 105(82.03%) had knowledge about nearest library and 23(17.97%) respond that they don't have knowledge about nearest library.

Table-87 Visiting the College Library

Question no. 11 Total no. of respondent = 128

Visit the library	No. of non-users(N=128)	% of non-users
Yes	30	23.43%
No	98	76.57%

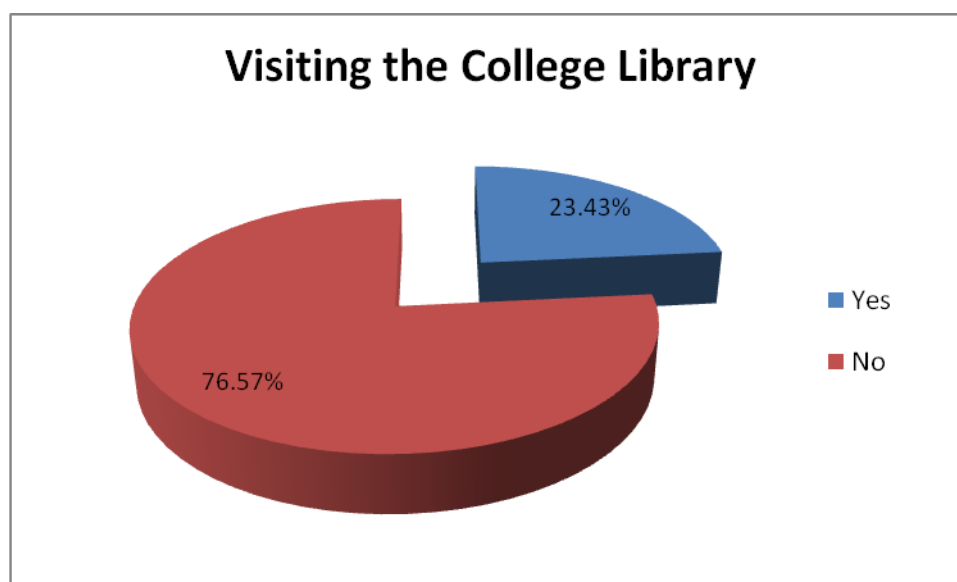


Table-87 show that non-users though the member of library 30(23.43%) do visit the library while 98(76.57%) respond never visit the library.

Table-88 Participated in any program organized by the Library

Question no. 12 Total no. of respondent = 128

Attended	No. of non-users(N=128)	% of non-users
Yes	15	11.72%
No	113	88.28%

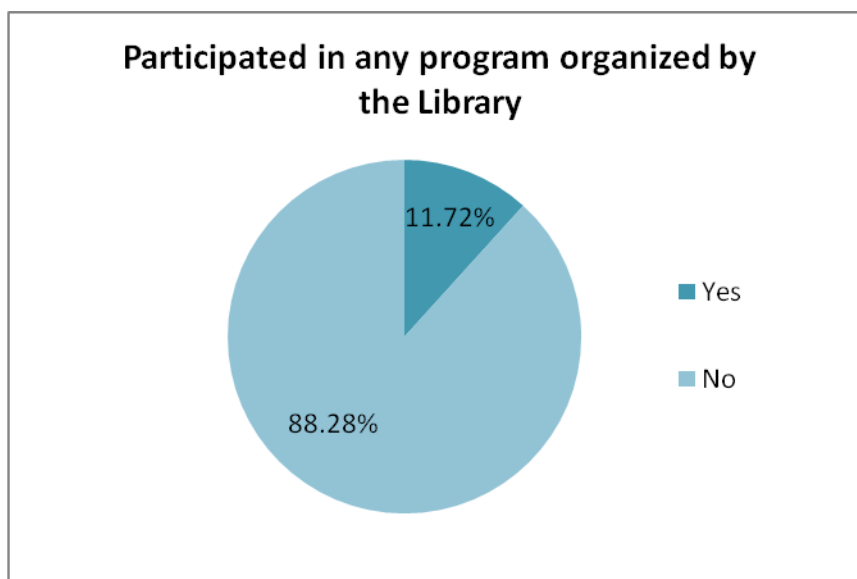


Table 88 shows that majority of non-users 113(88.28%) reveal that they never participated the programs organized by the library while only 15(11.72%) respond their participation in the various programs organized by the library.

Table-89 Goodness of the Library

Question no. 13 Total no. of respondent = 128

There is nothing good for you in the library	No. of non-users(N=128)	% of non-users
Yes	68	53.12%
No	60	46.88%

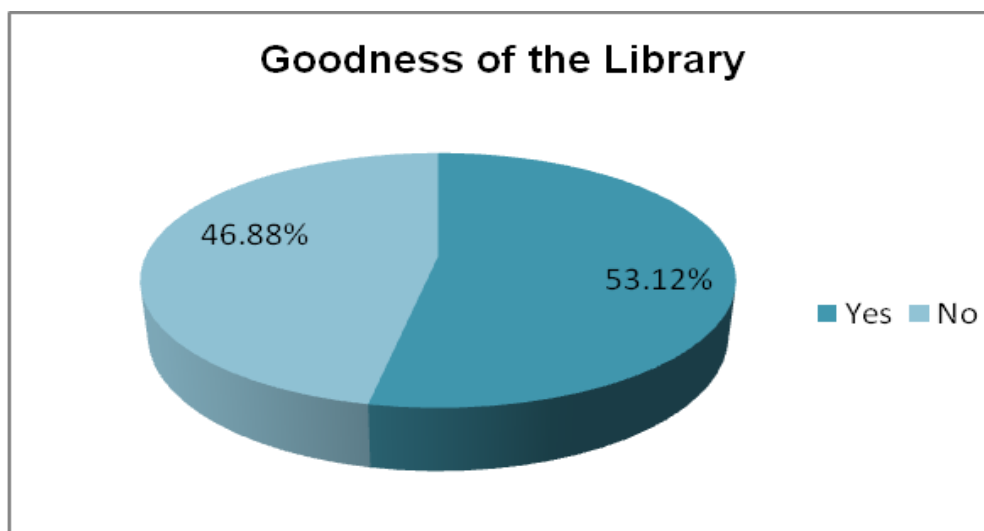


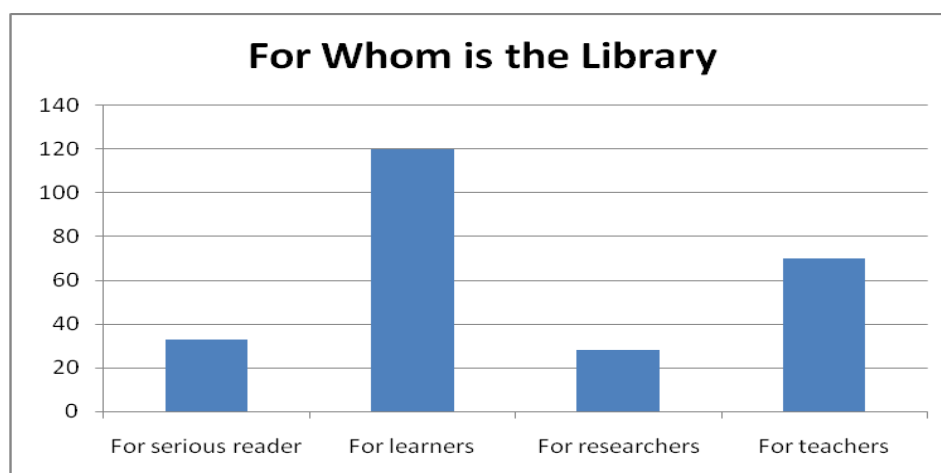
Table-89 gives account on the non-users view on library as good for them or not. 68(53.12%) respondents say yes, there may be some good things in the library for them and 60(46.88%) suppose nothing to be good in library for them.

Table-90 Necessity of the Library

Question no. 14 Total no. of respondent = 128

For whom is the library	No. of non-users(N=128)	% of non-users
For serious reader	33	25.78%
For learners	120	93.75%
For researchers	28	21.87%
For teachers	70	54.68%

(Multiple Choice Question)

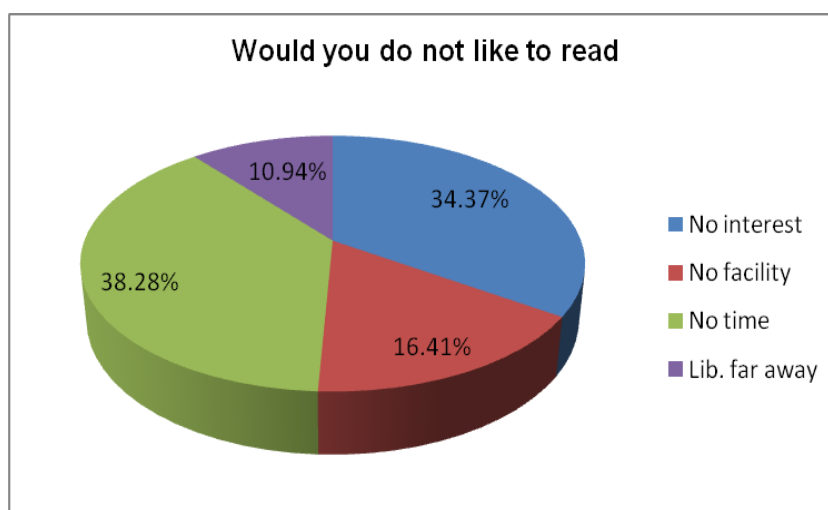


The above table-90 notifies that for whom non-users thought the library is for. 33(25.78%) non-users say that the library is for serious reader ,120(93.75%) think it is for learners, 28(21.87%) non-users feel for researchers only, and 70(54.68%) assume library is for teachers only.

Table-91 Preference of reading

Question no. 15 Total no. of respondent = 128

Would you like to read		No. of non-users(N=128)	% of non-users
Books	Yes	80	62.5%
	No	48	37.5%
Newspapers	Yes	107	83.59%
	No	21	16.41%
If yes, how you get them	By purchase	112	87.5%
	Borrow from others	16	12.5%
If not, why?	No interest	44	34.37%
	No facility	21	16.41%
	No time	49	38.28%
	Lib. far away	14	10.94%
	Others(specify).....	-	-



The above table shows preference of reading among the non-users members. 80(62.5%) respondents like to read books while 48(37.5%) say no to books. 107(83.59%) non-users want to have a glance at news paper while 21(16.41%) say no.

The data also reveal that how those non-users who like to read books and news paper get their desired books and daily newspaper. 112(87.5%) respondents state to purchase their own and 16(12.5%) burrow from others.

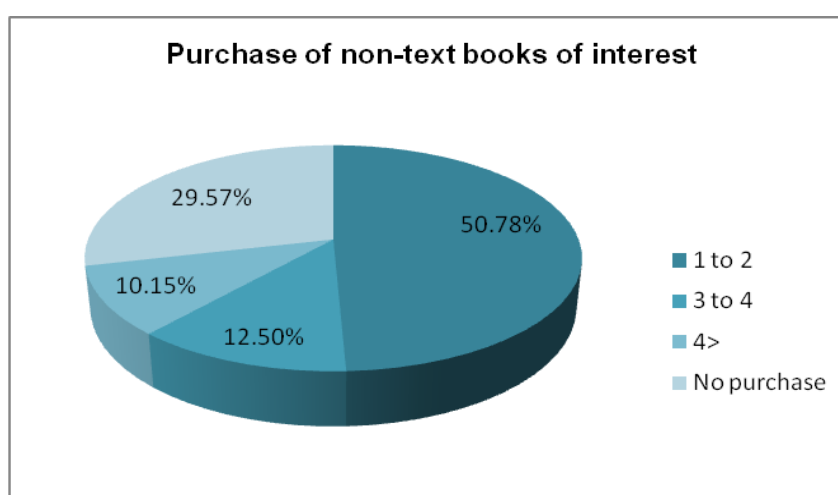
It is also made known that 44(34.37%) had no interest on reading, 21(16.41%) put on view in inadequate facility, 49(38.28%) say due to time constrain and 14(10.94%) indicate that library is far away from their convenient place.

Table-92 Purchase of non-text books of interest

Question no. 16

Total no. of respondent = 128

No. of books in last two years	No. of non-users(N=128)	% of non-users
1 to 2	65	50.78%
3 to 4	16	12.5%
4>	13	10.15%
No purchase	34	29.57%



The table-92 shows that how much non-text books of interest do non-users purchase. 65(50.78%) respondents state to purchase one or two in almost two years of time period. 16 (12.5%) said to buy three to four books in two years, 13(10.15%) acquire more than four books in two years and 34(29.57%) put in the picture that they had zero purchase of books in last two years.

Table-93 Preference of other sources of information

Question no. 17

Total no. of respondent = 128

Enjoy TV/Radio program		No. of non-users(N=128)	% of non-users
Yes		128	100%
No		-	-
Time spent for that / day	5 – 30 mts	18	14.06%
	30 mts – 1 hrs	28	21.87%
	1 hrs – 2 hrs	32	25%
	2hrs and more	50	39.07%

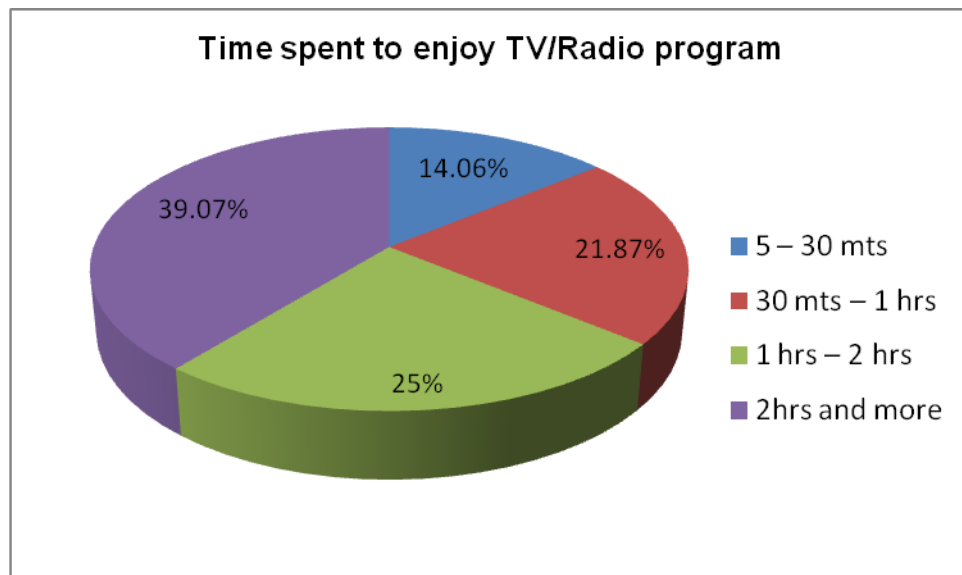


Table-93 shows the preference of non-user members on other sources of information. Full 128(100%) members report to enjoy T.V or radio

programme, 18(14.06%) spent five to thirty minutes daily, 32(25%) non-user watch T.V. for one to two hours and 50(39.07%) take pleasure in watching and listening T.V. and radio for more than two hours a day.

Table-94 Preference of program on TV (9.....1)

Question no. 18

Total no. of respondent = 128

Program of your choice	No. of non-users(N=128)	% of non-users
Cinema	108	84.37%
Serials	60	46.87%
Music/Dance	85	66.40%
Reality shows	70	54.68%
News	92	71.87%
Sports	85	66.40%
Agriculture	8	6.25%
Travels	90	70.31%
Animal planets	110	85.93%
Discovery	110	85.93%
Others.....	22	17.18%

[9 means the most preferred program]

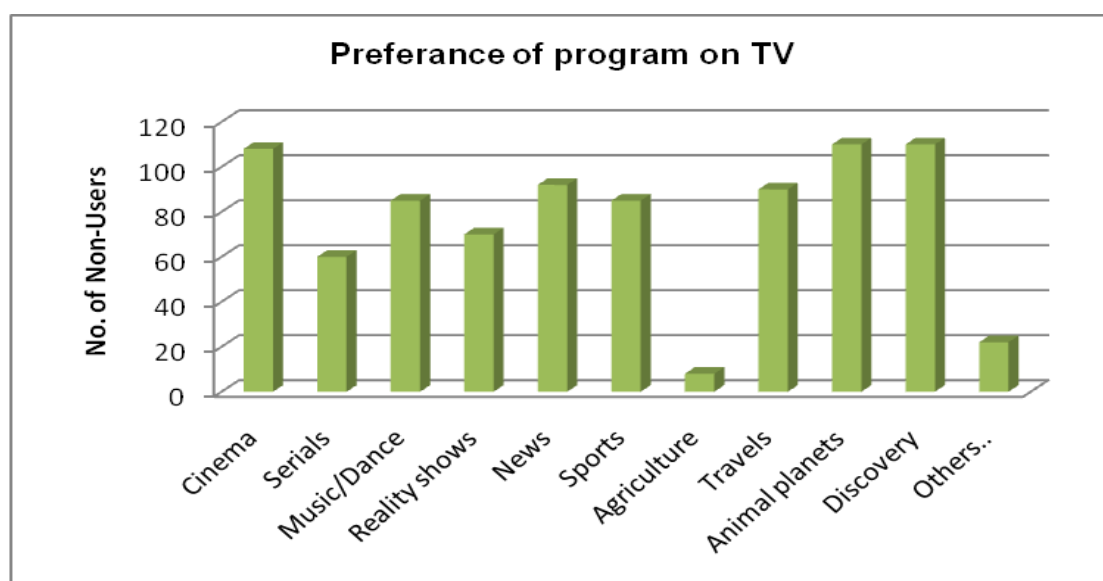


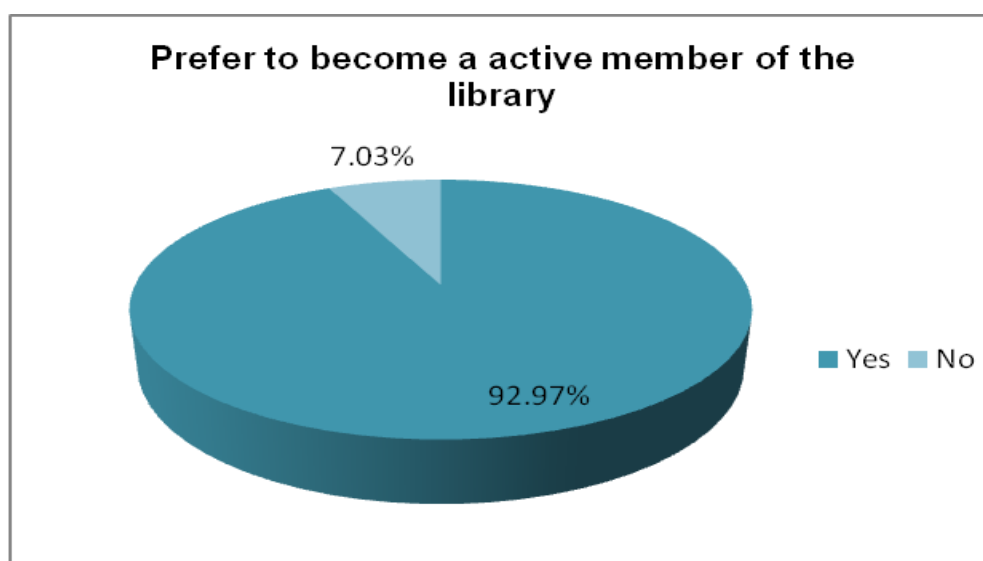
Table-94 gives an account on the non-users preference of T.V. program. 108(84.37%) respond to watch cinema. 60(46.87%) non-users find interest in serials, 85(66.40%) get pleasure from music and dance programme, 70(54.68%) enjoy reality shows, 92(71.87%) get benefit from news 85(66.40%) non-users like sports, only 8(6.25%) like agricultural program, 90(70.31%) like travel & living programe, 110(85.93%) get entertain by animal planet and discovery channel and 22(17.18%) non-users watch other tv programs.

Table-95 Prefer to become a active member of the library

Question no. 19

Total no. of respondent = 128

Anybody approached you to become the member of the library		No. of non-users(N=128)	% of non-users
Yes		31	24.21%
No		97	75.79%
If asked, like to become the member of the library	Yes	119	92.97%
	No	9	7.03%



The table 95 shows data of preference of non-user to use library and become its active member. On asking had anybody approach them to become the member of the library, 31(24.21%) non-users say yes while majority 97(75.79%) non-users claimed that no-body had approach them. Among them 119(92.97%) of the non-member said that they are ready to become library member if any sought of approach come to them and 9(7.03%) non-user do not want to be the active member of the library.

Table-96 Sources of information of regular use

Question no. 20

Total no. of respondent = 128

Sources	No. of non-users(N=128)	% of non-users
Friends/Elders	122	95.31%
Relatives	118	92.18%
School Teachers	36	28.12%
Private Tutors	86	67.18%
Research Institutes	17	13.28%
NGOs/Voluntary Organizations	40	31.25%
Others.....	-	-

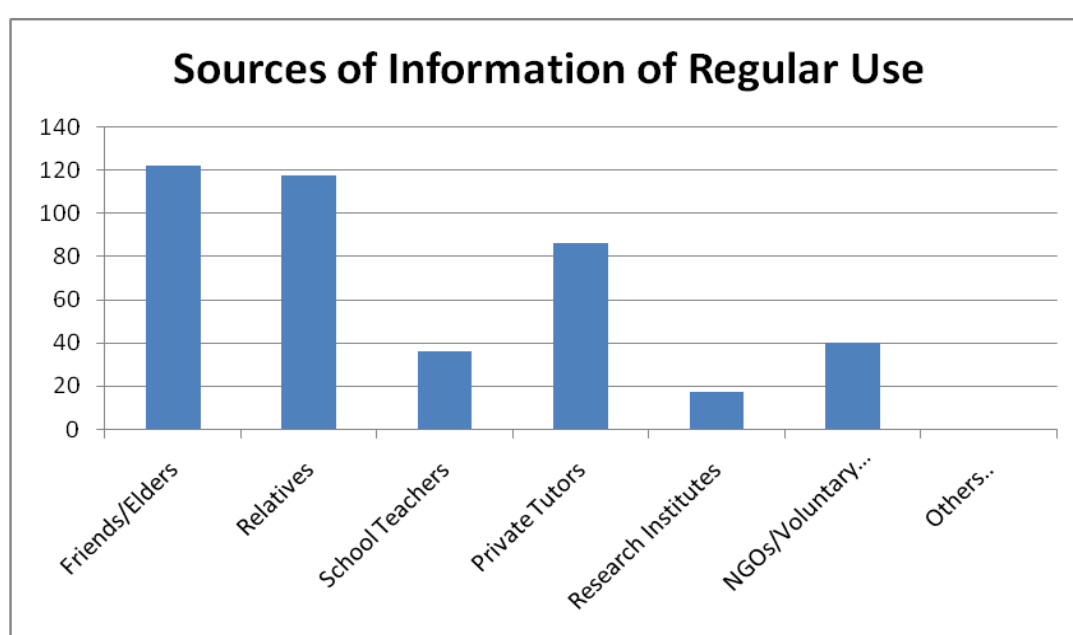


Table-96 gives account on how the non-users get the sources of information of regular use. 122(95.31%) of the non-users said that they collect information of their regular need from friends and elders, 118(92.18%) non-users collect information from relatives, 36(28.12%) acquire information from School Teachers of the locality, 86(67.18%) non-users meet their information need from private tutors, 17(13.28%) gather information from Research Institutes, and 40(31.25%) non-users get information from non-government organization and voluntary organizations.

Table-97 Difficulty in getting necessary information

Question no. 21

Total no. of respondent = 128

Facing any difficulty		No. of non-users(N=128)	% of non-users
Yes		118	92.19%
No		10	7.81%
If yes, what difficulty	To pay money	-	-
	They don't have knowledge	40	33.89%
	Not co-operative	57	48.32%
	They try to cheat you	21	17.79%
	Others.....	-	-

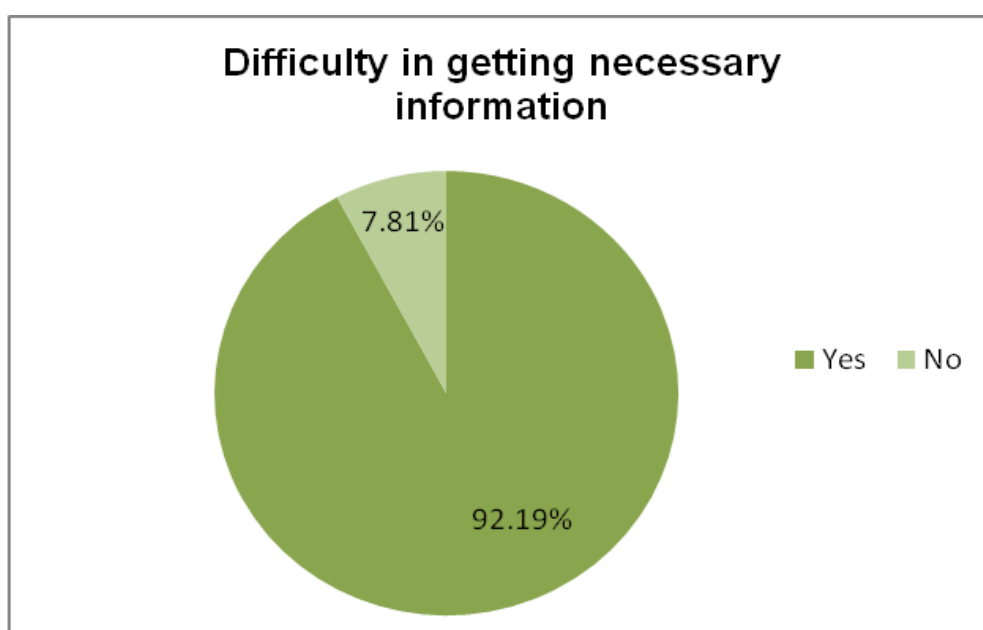


Table-97 exhibits the Difficulty of non-users in getting necessary information. Majority of respondent 118 (92.19%) state Yes they do get difficulty in getting information while 10(7.81%) say No. They express their difficulty in getting information from various sources because of the partial co-operation by the information providing organizations or departments and lack of information on the desired topic. Out of 118 respondents, 40(33.89%) respondents responded that they do not have knowledge on the required need. 57(48.32%) claim to be non-co-operative. 21(17.79%) said that they try to cheat with wrong information.

Table-98 Opinion about if library provides required information

Question no. 22 Total no. of respondent = 128

Opinion	No of non-users(N=128)	% of non-users
Very Good	118	92.19%
No Opinion	10	7.81%

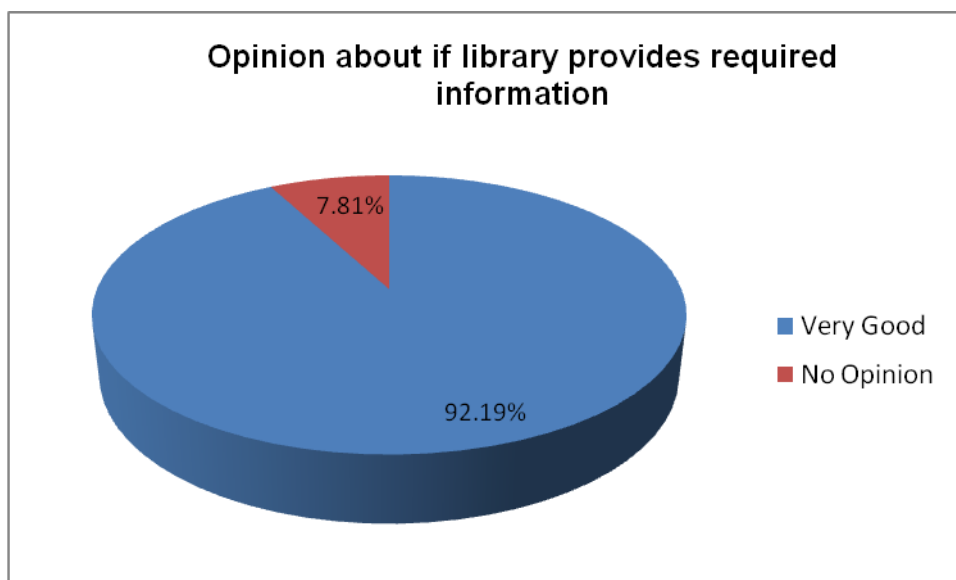


Table-98 gives opinion of non-users about if library provides their required information to them. Large number of respondents 118(92.19%) opine that it will be

very good while only 10(7.81%) respondents did not provide any views in this regard.

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Chapter 8

Observations

The present status of the college libraries in terms of their place location, physical facilities, collection, management and administration, organization, services, membership pattern, manpower, finance, governance, technical and other aspects have been analyzed in the previous chapter. Furthermore the opinions of users and non-users about effectiveness of the college libraries have also been discussed in the preceding chapter. This chapter deals with the observations of the study.

From the analysis of data as noted in the preceding chapter the following observations may be summed up;

8.1.1 Physical Facilities Available: A well-designed, well-equipped and well-managed library is the foundation of modern educational structure. The three important components of any library viz. collection, user and library building, the building has an important role to play to provide effective and efficient library services to the people. It is seen from the above survey that only three college libraries are housed in a separate library building while rest are in the part of the college building. The buildings are pucca made up of concrete and some have roof sheets. It is also observed that 3(20%) college libraries have total floor area less than 500 sq. ft., 4(26.67%) college libraries have total floor area ranges between, 501-1000 sq. ft., 3(20%) college libraries have total floor area ranges between 1001-1500 sq. ft., 2(13.33%) libraries have total floor area ranges between 2001-3000 sq. ft., and 3(20%) college libraries have total floor area ranges between, 3001-5000 sq. ft. Majority of libraries 7(46.67%) are operating in a single room, 5(33.33%) libraries have two rooms and only 3(20%) libraries are housed in three rooms.

All the college libraries are electrified. Only 7(46.67%) libraries have arrangement of emergency facility like generator or inverter in case of power failure. Similarly 4(26.67%) libraries have drinking water facility and separate urinal facility for gents and ladies in their library. It also shows that 3(20%) libraries do not have any urinal facility and 8(53.34%) libraries have lavatory facility in the region. 6(40%) libraries have hall facility for meeting, exhibition and other activities, but not up to the satisfied level while 4(46.67%) libraries do not have any hall facility for such activities.

Regarding other equipments, computer is available in 9(60%) college libraries, internet connection is available in 8(53.34%) libraries, printer is found in 6(40%) libraries, telephone is available in 4(26.67%) libraries, VCD/DVD is available in 2(13.33%) libraries, Xerox machine is found in 2(13.33%) libraries, and tape recorder is available in only 1(6.66%) library. It is also observed that 2(13.33%) libraries possess equipments like type

writer and close circuit camera in their library. No other equipments are available in almost all the college libraries in the region.

8.1.2 Number of service sections in the Library: College Library provides various services besides its regular service like reading and lending of books to its users. In modern day with the help of information and communication technology tools the college library are providing those services which were not available in its conventional services. So the library requires various sections and every section has to perform according to the work assigned. It is observed that all the College libraries maintain text book sections in their libraries. 14(93.34%) libraries maintain separate reference section, 9(60%) libraries maintain separate serial section, 6(40%) libraries maintain carrier guidance section, 3(20%) libraries maintain computer section with internet facility, and 2(13.33%) libraries maintain reprography section. As distinct section, 2(13.33%) libraries maintain achieve and carrel section in their library.

8.1.3 Library Committee: A library committee is very important to look after the management and smooth functioning of a library. In colleges it acts as an intermediary between the library and its parent authority. It is observed from the survey that the introduction and the functions of this vital organ are not satisfactory in almost all the colleges. In colleges where the committee is instituted, the meetings are not held at regular basis to look after the smooth functioning of the library. Committee members are found inactive in most cases; their participation in meetings and other developmental programmes appears neglected in most of the libraries.

8.1.4 Holdings of the Library: The college library collection should be of adequate quantity and quality so; that the services received form the library ensures the basic goals of the teaching and learning programs of the colleges. The collection development policy covering every aspect of user demand, available resources is inevitable to the library. In modern era an academic library cannot serve its users

properly without a strong and balanced collection. It should have a balanced collection of all formats of resources. In the present study it has been observed that majority of libraries have upto 30,000 collections of books and upto 2000 collections of reference books in their libraries. Few libraries have more books ranges upto 90,000 and reference books upto 8000. Regarding non-book materials like CDs, DVDs, Microfilms etc. only 1(6.66%) library have the non-book materials which ranges between 501-600, 2(13.33%) libraries have such collection ranges between 101-200 and majority of libraries have very little number of non-book materials which are less than 100 number.

8.1.5 Book Selection Process: It is odd to state that no specific and definite book selection policy has been found in any library during the survey. The collection building as well as the development programme in most of the libraries surveyed is not satisfactory. The selection process should be well distributed, and comprehensive. Most of the libraries reported that the teachers and librarian himself plays major role in book selection process, along with them 14(93.33%) libraries reported the consideration of student's views, 10(66.66%) libraries reported administrator's opinion are sought, 7(46.66%) libraries claims the view's of member of library committees are taken and 2(13.33%) libraries said the views of non-teaching staff member are also taken into account while selecting the books in the library. The procedure for selection of books should be in such a way that librarian, users, administrators and all the stakeholder's opinion may become the part of this process. Most of the respondent libraries have filled up the columns in questionnaire but in actual practice the scenario shows another picture.

8.1.6 Book Acquisition: According to the details, collected from colleges by the study the number of books added to the library during the last few years reveals that majority of libraries purchase 001-500 number of books during 2008–2013. Similarly few colleges added on purchase more than 500 books during

the last few years. It is also found that only 5 libraries reported that they receive small number of books as gift from various sources and the number ranges from 001-200. It is painful that many college libraries did not want to show much interest in providing the data in detail. There is absence of proper planning for purchase of books on various subjects. So the observation reveals that the number of books added by the libraries by purchase or by gift from various sources in past few years is not satisfactory.

8.1.7 Newspaper and Periodical Acquisition: Regarding the newspaper and periodical acquisition it is clear that the majority of 8(53.34%) libraries get 1-3 newspapers daily. Four newspapers are regular only in 2(13.33%) libraries. One college library have six newspapers daily of Nepali, English, Hindi and Bengali language while 2(13.33%) libraries did not endorse any newspaper in their library. The number of periodicals added during the last few years most of the libraries purchase 1-5 periodicals, 3(20%) libraries purchase 6-10 periodicals, 1(6.66%) library purchase 11-15 periodicals and few libraries procure more than 16 periodicals during the last few year. It is also found that only 4(26.66%) libraries receive small number of periodicals as gift from various sources during the last few years. No other library reported that they are receiving periodicals as gifts from any sources. It is also observed that emphasis has been given on adult general periodicals, literary periodicals, subject periodicals, general knowledge magazines and fewer employment oriented periodicals which are in English, Nepali, Bengali, and Hindi language only. Emphasis should be given to purchase sufficient number of standard subject related periodicals, scientific and technical periodicals in all libraries across the region.

8.1.8 Special Local History Collection: Special local history collections raise the image of the library. These add value to learning and research process. The survey on that subject reveals that only 2(13.33%) libraries maintain small number of special collection of Braille literature in their library. Regarding

local history related literature 11(73.33%) libraries report that they have local history collection but in a small scrap. Other libraries do not maintained any local history related collections in their stack.

8.1.91 Preservation of document in the library: The storage of human knowledge in various format like paper, manuscripts, cartographic materials, audio and video aids, microfilms, databases etc. need proper conservation and preservation programme to keep them alive into the future generation and to avoid loss of these invaluable human knowledge. The library should follow a definite preservation policy to preserve the materials. Considering the geographical and climatic factors of the hilly region the library should have a definite preservation policy. But it is strange that in this survey it was observed that 6(40%) libraries had followed some basic type of preservation methods to preserve documents while, 9(60%) libraries do not trial around with any preservation procedure.

8.1.92 Resource Sharing and Consortia: A tremendous increase in knowledge and corresponding growth in publication; diverse demand on the library service; increasing diversity of users demand; appearing information in diverse formats; tremendous influence and increasing availability of information and communication technology; the soaring cost of reading materials against limited financial capabilities of libraries; increasing demand of more spaces have compelled the libraries especially academic libraries to consider and practice sharing of resources among them. The observation deals that only 3(20%) libraries share their resources with other libraries on mutual ground and they follow direct borrowing technique to share their resources. These libraries claim to have participated with the national library consortia initiated by INFLIBNET called N-LIST programme. Majority of libraries is unaware about this initiative. Asking about the reason for not subscribing consortia membership by the libraries majority of libraries 12(80%) defends as- absence of consortia in the region, no user demand, inadequate infrastructure, and fund constrains and 8(53.33%) libraries responded as

unawareness of administration and user is the primary reason for not subscribing any consortia membership.

8.1.93 Library Services: A library is a service providing institution entrusted with the vital task of disseminating knowledge. The effectiveness of a library is ultimately measured by user satisfaction of its services. Talking about the kind of services provided by the libraries almost all the libraries surveyed provides conventional services like reading room service, lending service, reference service, and text book service. Information services are provided by 12(80%) libraries and 9(60%) libraries provide career guidance service in a lower scale. Apart from these services only 3(20%) libraries provide bibliography services and 2(13.33%) libraries provide xerox services to users. Many libraries running in the single room because of their meager space and collection are not in a position to provide better library services to the users. However, in some libraries the picture of daily attendance and book issue seems higher because of intellectual and educational requirement for reading and learning process. As the library service is entering in a new era necessary efforts involving the advantages ensured by the information and communication technology should be inculcate from the side of both provider and receiver of the library services.

8.1.94 Working Hours and Holidays: Working hours also greatly influenced the services of any type of libraries. Generally a library should have its own opening and closing time in accordance with its rules and regulations, geographical location and user's attendance. Working hours of the majority college libraries in Darjeeling hills are found to be six to seven hours a day. Some college libraries are open for eight hours. It is also seen that most of the libraries remain closed on Sunday, half day for Saturday besides government holidays as indicated by the affiliating University.

8.1.95 Book Issue and Reader's Attendance: An academic library functions with an expressed intention to satisfy the need of its users. Many libraries surveyed are running in a single room with meager space allocation for various sections. Those libraries having facilities are not upto the marks. The issue system should be properly mechanized and modernized. Besides some libraries there is hardly found any librarian taking suitable steps. It is observed from the survey that only single library issue more than 71 books, 6(40%) libraries issue 31-70 numbers of books and 8(53.33%) libraries issue 11- 30 numbers of books in average for home reading from their lending section. Similarly majority of libraries 12(80%) issue 01-20 no. of books per day in reading section while 3(20%) libraries issue more than 30 numbers of books in average per day in reading table. 2(13.33%) libraries issue 4 number of books, 2(13.33%) libraries issue 3 number of books, 5(33.33%) libraries issue 2 no. of books and 1(6.66%) library issue 1 book at a time to an honours student on loan. About general course candidates majority of libraries 12(80%) serve with 2 books and 3(20%) libraries provide only 1 book at a time to their users. 11(73.33%) of the total libraries surveyed issue books for home reading for the duration of two weeks while 4(26.66%) libraries issue books for the duration of one week or less than one week. Regarding book issue system in the libraries 2(13.33%) libraries follow ledger, 6(40%) libraries use single card, another 6(40%) libraries follow two card systems to dispense books to its users. Only one library uses their own customized system to issue books to their members. Requisition slip is used by 12(80%) libraries for issuing books to their readers.

The observation also reveals that average daily attendance of the users in the various section of the library ranges between 10 – 30 numbers in libraries running in a single room. In those libraries where such facilities are available the number varies from 31 – 45 numbers of users in different section of the library. In most of the cases there is no separate issue register and the overall average of issue of books in all cases are not satisfactory.

8.1.96 Classification and Cataloguing of documents: The purpose of an academic library is to support the mission of parent institution. Any collection both in quantity and quality if not properly organized will lead to hinder the services of the library. The goal of classification and catalogue in libraries is to organize and retrieve document in a best possible way. The resources of the library should be properly classified, catalogued and served to the users so that the maximum utilization is obtained from the collection of the library. It is found from the survey that in 8(53.33%) libraries document are classified following Dewey Decimal Classification (DDC) of different editions. Books are not classified in rest 7(46.66%) libraries surveyed. They are kept under broad head. 11(73.33%) libraries maintain catalogue in their library whereas 4(26.66%) libraries do not maintain any form of catalogue. It is found that 8(53.33%) libraries follow card catalogue while 3(20%) libraries maintained catalogue in bound register form. For inner form of catalogue 8(53.33%) libraries follow dictionary catalogue, 2(13.33%) libraries have subject catalogue and only one library keep author catalogue. Regarding standard catalogue code AACR-I is followed by 2(13.33%) libraries, AACR-II by 7(46.66%) libraries and 2(13.33%) libraries use simplified catalogue in the library.

8.1.97 Arrangement and access of books on the shelves: The usefulness of any library collection depends upon the system with which a documents can be traced when needed. If the documents are not arranged properly then the chances of confusion on the part of the user as well as the library staffs increased. So, the proper arrangement and type of access is vital for easy retrieval. The study reveals that the arrangements of books on the shelves are mainly under broad subject heading in most of the 7(46.66%) libraries surveyed. Rest 8(53.33%) libraries reported to arrange books by call number and among these eight libraries all eight libraries has arranged books on shelves by subject. Regarding access to stack in the library 3(20%) libraries provide open access to stack while 8(53.33%) libraries follow closed access system in their libraries and remaining 4(26.66%) libraries follow partial open access to their users.

8.1.98 Library Stock Verification: Library materials need to be verified physically on a regular basis to ascertain that all the materials acquired by the libraries through various ways can be accounted for. The analysis of data reveals that 10(66.66%) libraries follow the stock verification of their collection while remaining 5(33.33%) libraries does not carry out the verification of their stock. 5(33.33%) libraries do verify their stock annually, 1(6.66%) library verifies their stock bi-annually, and 4(26.66%) libraries verify their stock irregularly. Regarding the books lost during last stock verification 2(13.33%) libraries have lost 1-5 no. of books and another 2(13.33%) libraries lost 5-10 no. of books during last stock verification. And only one library is found reporting the loss of 10-15 numbers of books. Some libraries responded that the case of lost books has been placed before library committee as well as reported to college authority for further action. But no record of any steps taken by the committee concerned is found during the survey. The replacement of lost books and if fail to replace, the recovery of the price of the book at current value from the users is found practicing in almost all the college libraries in the region.

8.1.991 Library Staff: Professionally trained staff is a vital pre-requisite for effective functioning of any organizations. The success of the library would primarily depend upon the quality, expertise and attitude of the library personnel. So, there should be sufficient number of competent staff to provide variety of services to the users. There is permanent librarian in Government College, St. Joseph's College, Salesian College, Darjeeling Polytechnic and Shri Ramkrishna BT College. Library Assistants are running the library in colleges like Kurseong College, Kalimpong College, Sonada College, and Southfield College. There is no librarian and other library personnel in Mirik College, Primary Teacher's Training Institute, Kalimpong and PTTI, Darjeeling, where staff from other section of the college are looking after the library. At present the libraries of Cluny Women's College, Ghoom

Jorebunglow College and Bijanbari College are running by temporary library-in-charges. It is also found that altogether there are more than 27 posts of librarian, assistant librarian; junior library attendant and other posts are lying vacant for several years in the libraries surveyed in the region. There is no post of technical assistance in the college libraries. It is also found from the survey that the local authority has appointed number of staffs; most of them are untrained across the libraries in the region. From the qualification statement of the librarians it is found that only 4(26.66%) libraries have librarian/library in-charge with post graduate degree. 6(40%) libraries have librarian/library in-charge possess graduate degree while 2(13.33%) libraries have librarian/library in-charge hold only higher secondary passed degree. Regarding professional degree 6(40%) libraries are found to have librarian or librarian in-charge with bachelor degree in Library Science. 2(13.33%) libraries have librarian or library in-charge with MLISc degree and only 1(6.66%) library has librarian with NET/SET and PhD degree in Library and Information Science.

8.1.992 Membership Statement: A College library is expected to support the objectives of the college. Usually a college library has users like students, teachers (substantive & temporary), non-teaching staff members, some ex-teachers, staff members, researchers etc. It is observed that there is no definite limit of membership of the library. The analysis of data reveals 7(46.66%) libraries have 11–30 teachers (substantive and temporary) using the library. 3(20%) libraries have 31–50 teacher member and another 3(20%) libraries have 1-10 teacher members. Only one library has teacher membership range between 51–70 members and another one library has membership range between 71-90 members. Talking about the student membership 7(46.66%) libraries have membership ranges between 500–1000. 6(40%) libraries have membership ranges between 101- 500 and 2(13.33%) libraries have student membership ranges between 001-100 members.

About research scholar membership there is hardly found any scholar from outside the college. Beside the existing teachers who are pursuing research work,

some college reports that sometime they experienced the presence of outside research scholars but in a small number in their library. In this respect 10(66.66%) libraries claim that they have 01-10 research scholar members who are using the library. Regarding the non-teaching staff members who are using the library, 5(33.33%) libraries stated the number ranges between 01-10, 2(13.33%) libraries reported the number ranges between 11-20 and 3(20%) libraries the number ranges between 21-30. Findings also exhibit that 4(26.66%) libraries have few members from outside too as ex-teachers, ex-students, eminent personalities etc. The male membership is relatively higher than female in most of the co-educational college libraries surveyed.

8.1.993 Computer awareness/ Literacy awareness programme: The recent changes in educational philosophy and advancement in information and communication technology have given an increased participation of libraries in higher educational institutions. It is observed from the study that the majority 10(66.66%) libraries have reported to offer minimum level of computer awareness/literary awareness program in the library. Similarly 4(26.66%) libraries respond that the awareness programmes provided is satisfactory while single library not at all facilitate such programme. In addition the librarians are found very much indifferent in organizing user study programmes in the library.

8.1.994 Demand of e-resources: Now-a-days along with the conventional print documents, electronic media such as CDs, DVDs, microfilms, videotapes, e-books, e-journals, digital manuscripts, databases and various other documents in electronic form as the information resources of a library. The demand of users is also changing with the passage of time. In this respect the observation depicts that there is much demand of e-resources from the users in 8(53.33%) libraries surveyed while in 7(46.66%) libraries there is minimum demand of e-resources from the user.

8.1.995 Librarians Awareness about ETD: Academic libraries in our country have witnessed a great impact of Information and Communication Technology (ICT) in last three decades mainly on automation of house-keeping operations; networking of libraries; and digitization initiatives, e-content creation, digital repositories etc. Electronic theses and dissertation (ETD) is the product of these new initiatives. The greatest advantages of ETDs are providing increased availability of research to the academic community, avoiding duplication in research work, and ensuring quick retrieval of information, promoting resource sharing, and providing a permanent solution to the problem of space. Some important ETD initiatives worth mentioning in India are Vidyanidhi, Indian National Theses Database (INFLIBNET), Shodhganga, CSIR exploration, Krishi Prabha: Indian Agricultural Doctoral Dissertation Repository and DELNET (Developing Library Network). Librarians in this juncture should be personally acquainted with such initiative so that he/she can provide effective research assistance to user community. The observation reveals that only 3(20%) librarians or library-incharges are aware about electronic theses and dissertations (ETD) initiatives in India like Sodhganga, Vidhyanidhi and INFLIBNET union catalogue of Theses etc. But it is curious that majority 12(80%) librarians or library-incharges are not aware about such initiatives.

8.1.996 Income and expenditure of the Library: Finance is important factor to any organization and the libraries is no exception. In this respect the college libraries in Darjeeling hills have to depend wholly on the grants released by the University Grants Commission during different plan period. Most of the libraries do not have any definite budget provision. Government colleges receive regular book grant from the Higher Education Department, Government of West Bengal along with UGC grants. But so far as the Non-Government Colleges are concerned there is no regular Government funding and have to wholly depend upon UGC grants. There is small amount of finance collected from the students as the library fees. But the college librarians are mostly unknown about these. So, the income of library other than the government grant seems nil. It is also observed that the most of the college

authorities in this area spend major portion of money allocated to library for recurring heads like books and periodicals, binding, stationary, furniture, etc.

8.1.997 Library Automation and Internet Infrastructure: Library automation usually refers to a strategy designed to remove the repetitive manual activities performed by library staff and to pass this to automated system of various sorts. It basically means the computerization of library activity. With the help of machine people perform job comfortably, quickly and ultimately it increases people's efficiency and effectiveness. The computer application in libraries has manifold advantages. It has been observed that out of 15 colleges 11(73.33%) libraries respond that they use computers in their library. However, still 4(26.66%) libraries do not have computer in the library. Talking on number of computers in library, 4(46.66%) libraries have 1-3 computers, 3(20%) libraries have 4-6 computers and only single library have 11-15 no. of computers. Regarding library automation, 5(33.33%) libraries reported that they had started or completed library automation with library management software. SOUL (INFLIBNET) software is being used by Southfield College library, Darjeeling Government College started automation with LIBSYS software, Salesian College library operates with software e-BLIS, and St. Joseph's College library had installed Autolib and Cluny College library use self customized software called Cluny Library Software. Only 4(26.66%) libraries are providing OPAC services and the rest are still far behind.

In half of the college libraries 7(46.66%) surveyed there is no arrangement of internet access facilities in the library while 8(53.33%) libraries respond that they provide internet access facilities in their library.

8.2 Library Users:

Library users of the college libraries in the Darjeeling hills mainly comprises teachers, students, non-teaching staff members, research scholars,

sometime ex-teachers, ex-students, and eminent personalities residing the region. An effort has been made to state here the cumulative findings of the users' opinion about the effectiveness of the college libraries across the region.

8.2.1 User's visiting the Library: The survey on time, duration and frequency of using the library by the users indicates that 53(19.86%) users use the library daily, 52(19.48%) users once in a week, 35(13.11%) use library twice in a week, 49(18.35%) users once in a two weeks, 36(13.48%) users use the library once in a month, 21(7.86%) users once in a six months, while 21(7.86%) users use the library once in a year. Regarding the duration of visit to the library 57(21.34%) users remain in the library for less than 15 minutes, 76(28.47%) users spend between 15 - 30 minutes, 87(32.59%) users stay between 30 mts - 1 hour, 30(11.25%) users remain between 1 hrs – 2 hrs, 13(4.86%) stay for 2 hrs – 3 hrs, and 4(1.49%) users use the library for 3 hrs to 4 hrs duration. Similarly surveying the user's time of visiting the library, majority of users 110(41.19%) visit the library in free time, 83(31.09%) users do visit the library in off periods while 74(27.72%) users visit the library in intervals or breaks time.

8.2.2 Purpose of Visiting the Library: Usually a user do visit the library for certain purpose. The purpose ranges from simple reading to intensive search. The observation reveals that the purpose of visiting the college library of 97(36.32%) users is to read newspapers and magazines, 180(67.41%) users is for home issue, 165(61.79%) users is for text book, 63(23.59%) is for reference tools, 41(15.36%) opt for pass time reading like novel, story etc., 124(46.45%) is for preparation of examinations, 26(9.73%) is for research purpose.

8.2.3 Preferred time of visiting the Library: The preference of visiting the library varies user to user. It depends upon many factors such as type of user, their need, convenience, and also the available facilities,

resources and working hours of the library etc. The climatic condition especially in the hilly areas also affects the user's preference of visiting the library. It is observed in the college libraries of Darjeeling hilly areas that the majority of users 108(40.45%) prefer the working hour of the library between 10.30 am to 4.30 pm., 77(28.83%) users prefer the time between 10 am to 4.00 pm, 38(14.24%) prefer between 9 am to 4 pm and 44(16.48%) users like the working time of the library between 11 am to 5 pm.

8.2.4 Meeting and supplying the required information by the library: In this respect it has been observed that majority of users 112(41.95%) often get required information from the library, 68(25.47%) users get their required information very often, 48(17.98%) users find their required information once in a while, 18(6.74%) users they seldom get their required information and 21(7.86%) users never get their required information from the library. Similarly regarding the supplying of required information on time by the library the observation reveals that 106(39.70%) users state that library do often supply their required information on time, 60(22.47%) users state very often, 58(21.73%) users said once on a while, 20(7.49%) users state seldom, while 23(8.61%) users report the library never supply required information on time.

8.2.5 User's opinion about Library staffs: If the college library is to function effectively as an instrument of teaching and learning a well qualified and numerically adequate professional and non-professional staff is very essential. Their attitudes, knowledge, behavior also affects the services of the library. To express their opinion users were given four parameter-poor, good, very good and excellent. The findings reveals that regarding the behavior of the library staffs majority users 153(57.31%) finds good, while 114(42.69%) reported very good. No body found indicating poor and excellent. About library staff's willingness to help users 145(54.31%) users scale as good, 98(36.71%) users mark very good and only 24(8.98%) grade it excellent. About

staff's knowledge about required information 47(17.60%) users said it poor, 116(43.45%) users mark as good, 78(29.21%) indicate very good, and 26(9.74%) rate it excellent. Asking librarian's dealing with users in a caring ways 112(41.95%) claimed good, 67(25.09%) report very good, 30(11.23%) respond excellent while 58(21.73%) users mark it poor. Consequently there is vivid variation of user's opinion about present staff strength of college libraries across the region.

8.2.6 User's opinion about Library collections: College libraries are considered as an important organ in teaching and learning programme. So, it should build adequate and balanced collection of both print and non-print materials to provide right information to the user at the right time in the educational process. It has been observed that majority of users 124(46.44%) report that the collection of the libraries on subject of interest is poor, 82(30.71%) users say the collection is adequate and 61(22.85%) users claim it is good. It is curious that no users find the library collection on subject of interest as very good.

8.2.7 User's opinion about Library overall services: There is general expectation that the college library should be service oriented. It should provide services according to the demand of its users. The study reveals that 45(16.85%) users are very satisfied with the various services provided by the college library. Another 101(37.83%) users are at the level of satisfaction while 121(45.32%) users are not satisfied with the services provided by the college libraries in the region.

8.2.8 User's opinion about conduciveness of the library to reading / research purpose: Besides aiding in the studies of students and teachers, academic libraries in the higher educational institutions have to play an important role in research studies. A research scholar can never successfully conduct his investigations and researches without the help of a library and a knowledgeable librarian. Libraries played a critical role in the digital revolution,

developing adequate facilities and services to provide digital content to researchers along with the conventional resources. Regarding the conduciveness of the college library to reading/ research purpose the observation reveals that 20(7.49%) users are very conducive with the library, 54(20.22%) users find that they are conducive while majority 193(72.29%) users say that it is manageable. So, the observation indicates that the college libraries in the region are not up to the mark in terms of the research support and services.

8.2.91 User's opinion about Library facilities: A library as a place holds a focal position on an academic institution. If the library is to remain a life force in educational process, it must be provided with ample and adequate facilities ranging from building to all internal aspects which ultimately result in effective functioning of the library. Analyzing users' opinion on the facilities provided by the college libraries in the Darjeeling hill users were given to scale as poor, adequate, good, very good and excellent. The observation on the analysis of facilities such as condition outside and inside the library, ease of access, layout and arrangement, reading room, seating arrangement, sign and signage, waiting time for library survive, research assistance, library's involvement in improving the user's ability to conduct research, library's role in enabling their task faster, cleanliness, lighting system and quietness, reveals that 74(27.72%) users rate it poor, 83(31.08%) rate it adequate, 61(22.84%) users rate it good, 38(14.24%) users rate it very good and only 11(4.12%) users rate it excellent. The users find the facilities provided by the college libraries are more or less adequate but not up to the mark.

8.2.92 User's evaluation about Library services: College libraries are now to be considered as the heart of college, existing to provide almost all the services which support the teaching and learning process of the college to a great extent. The service ranges from the traditional service to electronic service according to the user's demand and available resources. With the advancement of

Information and Communication Technology (ICT) libraries are in advantageous position to provide new services to their users. Observing users' opinion on the services provided by the college libraries in the Darjeeling hill, they were given five parameters as poor, adequate, good, very good and excellent. The findings on services like hours of operation of the library, overall collections, availability of wanted reading materials, ease in finding materials, number of staff in the library, lending service, reference service, documentation and bibliographic services, information services, research assistance, CAS service, photocopy service, display service etc. reveals that 146(54.68%) users claim it poor, 60(22.47%) users claim it adequate, 40(14.98%) users claim it good, 19(7.12%) users claim it very good, and only 2(0.75%) users claim it excellent indicating that majority users are not satisfied with the services provided by the libraries across the region.

8.2.93 User's suggestions to improve the Library: The respondents were requested to suggest some measures to improve the development of college libraries in the region. All the users 100% suggest the library should have more comprehensive collection on general reading including novels, textbook related to subjects of interest, journals, magazines and newspaper. Regarding the library should have more comprehensive collection on subject of specialization 245(91.76%) users suggest yes, 9(3.38%) users say no and 13(4.86%) users hesitate to opine. On reference materials 258(96.62%) users says yes while 9(3.38%) users did not ready to opine. Similarly on non book materials or audio-visual aids majority 260(97.37%) users suggest yes and only 7(2.63%) users hesitate to opine.

All the users suggest the library should be in a position to provide more comprehensive information services; better circulation service, reference service, documentation service, well maintenance, better arrangement of books on the shelves and proper organization and management of the library. On library should be in a position to provide more effective research assistance 98(36.71%) users suggest yes while 169(63.29%) users dither to opine. 139(52.05%) users advice the library should start press clipping service while 128(47.95%) users did not give any

opinion. 125(46.82%) users suggest the library to provide inter library loan service while 142(53.18%) users remain calm.

Similarly all the users suggest the library should be equipped with more professional staff; more space, facilities to access internet, and more electronic resources. Regarding the library should be equipped with more non-professional staff, more special collection, separate reading room, more opening hours 218(81.65%) users suggest yes, 11(4.12%) users say no and 38(14.23%) users hesitate to respond.

8.3 Library Non-Users:

The non-use of a library may be due to lack of strong need or lack of awareness of need on the part of nonusers. It could also be due to lack of initiative on the part of nonusers. Another possibility is that nonusers may wrongly perceive the usefulness of a library. Lastly, it is quite possible that the difficulties in accessing and using a library may also act as barriers and do not encourage a less motivated nonuser. (Sridhar, 1994).

Whatever the reasons of non-use to comprehend the effectiveness of College libraries, non-user's knowledge and opinion also provide much idea. Library non-users comprise teachers, students, non-teaching staff members who are the members of the library but are not using the library of the college since long time. Here an effort has also been made to state the cumulative findings of the non-users' opinion about the effectiveness of the college libraries across the region.

8.3.1 Non-Users' visiting the college library: The college libraries have been serving to support the mission of the college. Irrespective of type and grade of users it has to provide services accordingly. It has been observed that 30(23.43%) non-users though the member of library does visit the library while majority 98(76.57%) never visits the library.

8.3.2 Reason for not becoming the active member of the college

library: The survey on the reasons for not becoming the active members of the library, 54(42.19%) non-users indicate their disinterest, 23(17.97%) state their ignorance, 12(9.38%) non-users say distance, and 39(30.46%) non-users claim time as reason. Similarly 105(82.03%) non-users also report their knowledge about nearest academic library and membership of other library too while 23(17.97%) non-users do not have membership of any other library.

8.3.3 Non-Users' views about necessity and goodness of the college

library: Non-users were asked to opinion about the necessity and goodness of the college library and the observation reveals that 33(25.78%) non-users say that the library is for serious reader, 120(93.75%) non-users think it is for learners, 28(21.87%) non-users feel for researchers only and 70(54.68%) non-users assume the library is for teachers only. On the non-users' view on library as good for them or not 68(53.12%) non-users say yes, there may be some good things in the library for them while 60(46.88%) non-users feel nothing to be good in library for them.

8.3.4 Preference of reading materials: The survey on non-users' preference of reading materials 80(62.5%) non-users like to read books while 48(37.5%) say no to books. 107(83.59%) non-users want to have a glance at news paper while 21(16.41%) say no. The data also reveal that how those non-users who like to read books and news paper get their desired books and daily newspaper 112(87.5%) non-users state that they would purchase their own and 16(12.5%) non-users would borrow from others. Regarding the reasons of not liking reading it is curious that 44(34.37%) had no interest on reading, 21(16.41%) put on view of inadequate facility, 49(38.28%) say due to time constrain and 14(10.94%) indicate that library is far away from their convenient place.

8.3.5 Acquisition of non-text books of interests: If the non-users are not using and enjoying the facilities of library for getting required non-text book of interest they would have to follow another way. In this respect purchase and borrow is prime. The observation reveals that 65(50.78%) non-users claim the purchase of one or two non-text book in almost two years of time period, 16(12.5%) non-users reported buying of three to four books in two years, 13(10.15%) non-users acquire by purchase more than four books in two years and 34(29.57%) non-users in the picture that they had zero purchase of books in last two years.

8.3.6 Non-Users' preference and enjoying the TV/radio programme: Regarding non-users' preference of T.V. program, it has been observed that all the non-users enjoy TV and radio program. Among them 108(84.37%) non-users like to watch cinema, 60(46.87%) non-users find interest in serials, 85(66.40%) get pleasure from music and dance programme, 70(54.68%) enjoy reality shows, 92(71.87%) get benefit from news 85(66.40%) non-users like sports, and only 8(6.25%) non-users like agricultural program, 90(70.31%) like travel & living program, 110(85.93%) get entertain by animal planet and discovery channel and 22(17.18%) non-users watch other Television programs. Considering the time spent for these programme 18(14.06%) non-users spent five to thirty minutes daily, 32(25%) non-users watch T.V. for one to two hours and 50(39.07%) take pleasure in watching T.V. and listening radio for more than two hours a day.

8.3.7 Non-Users' willingness to become the active member of the college library: It is interesting to know that many non-users prefer to use library and become its member. On asking had anybody approach them to become the member of the library, 31(24.21%) non-users claimed yes while majority 97(75.79%) non-users claimed no. Similarly 119(92.97%) non-users said that they are ready to become active library member if any sought

of approach come to them while 9(7.03%) non-user do not want to be the member of the library.

8.3.8 Sources of information of regular use: The non-users were asked to state various sources of information from where they get their required information of regular use except college libraries. The findings assess that 122(95.31%) non-users collect information of their regular need from friends and elders, 118(92.18%) non-users collect information from relatives, 36(28.12%) acquire information from school teachers of the locality, 86(67.18%) non-users meet their information need from private tutors, 17(13.28%) gather information from research institutes, 40(31.25%) non-users get information from non-government organization and voluntaries, etc.

8.3.91 Difficulty in getting required information: It has been observed that majority of non-users indicated various difficulties in getting required information. In this regard they express their difficulty in getting information from various sources because of the partial co-operation by the information providing organizations or departments and lack of information on the desired topic. Majority of respondent 118 (92.19%) state Yes they do get difficulty in getting information while 10(7.81%) say No. They express their difficulty in getting information from various sources because of the partial co-operation by the information providing organizations or departments and lack of information on the desired topic. Out of 118 respondents, 40(33.89%) respondents responded that they do not have knowledge on the required need. 57(48.32%) claim to be non-co-operative. 21(17.79%) said that they try to cheat with wrong information.

It is curious to know that if library provides their required information, large number of non-users 118(92.19%) opine that it will be very good while only 10(7.81%) non-users did not provide any views in this regard.

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Chapter 9

Factors behind the present situation of College Libraries across the Darjeeling Hill

The present situation of College Libraries in Darjeeling Hills has been observed in the preceding chapter. A series of factors has ultimately resulted in existing gap between expected roles and actual performances. Some of the major contributing factors or problems that have been observed during the survey are summarized in brief, as follows;

9.1. Management and Administration: The college libraries are either directly controlled by the Government or respective Governing Bodies formed as per Acts framed by the State Legislative Assembly and statues of the affiliating University. Lack of amendment of statues of University keeping pace with the changing environment has been a problem in the smooth functioning of college

libraries to some extent. So far as the polytechnic college is concerned the approval of All India Council of Technical Education (AICTE) and directives of West Bengal State Council of Technical Education is applicable. There are no uniform rules and regulations that govern the central management and supervision of collage libraries and are neither recommended by the Government Authorities or by University Authorities. Hence, there is lot of variations and difference in management of both Government Colleges and Non-Government colleges across the region.

The college Library management policy is determined either by the library committee or by the principal or by the teacher-in-charge having no technical knowledge of library matters. The librarians and library-in-charges have little say about the management and administration of the college libraries. There is no definite status and service conditions for the librarians. Library Committee are absent in many colleges. There is no uniformity in composition and functions of library committees. In most of the cases committee members are found inactive to support the librarian in running the library.

9.2. Building and Other Physical Facilities: It is obvious that no desired target could be achieved without proper planning. The physical facilities like location, building, space allocation, furniture, equipments and tools, electricity, drinking water, lavatories and other facilities has been inadequate in most of the collages ultimately hindering the services of the library. No planning was followed while designing the libraries. No care has been taken in terms of site selection, location, landform structure, building materials and other factors related to the library building. This has surely affected the services of the library. Only three college libraries are housed in separate building. In some colleges one or two rooms are allocated to library. The location of many college libraries is not satisfactory. Some are housed in ground floor or in top floor of the college building. Entrance to the library building also found uneasy in many cases. So proper planning of college library building is necessary keeping in view the geographical and climatic

condition of the hilly region. In the colleges located in the far flang areas the situation is more deplorable.

9.3. Absence of Definite Collection Development Policy: Library collection is regarded as a mirror of the library. Without an adequate and judicious collection of reading materials both print and digital no library can provide better services to its users. So enumeration of a careful and definite collection development policy is vital for each and every college library. It is seen that in Darjeeling hill areas no college library has followed any definite collection development policy. This is surely affecting the library services because the libraries are failing to acquire balanced collection comprising textbook and audio-visual materials etc. In the absence of specific rules and regulations some of the college libraries having valuable rich collections are still unorganized and unnoticed.

9.4 Shortage of Staffs: College libraries are facing acute shortage of staff. No scientific formula of staff pattern is followed in college libraries. Many libraries are running without qualified librarian and other professional staffs. There is no provision of having any supporting technical staff with librarianship qualifications. Even the library clerk does not require to have librarianship qualifications. Untrained and unqualified contractual staffs are looking after the operation of the library resulting problems in introducing modern ideas of library management. Sanctioned posts are lying vacant in many libraries since many years. It is also seen that many staffs of the libraries across the hilly areas have neither been offered any in-service training program nor deputed in any refresher course. They are also not getting promotion in time. So, vacant posts should be immediately filled up and provision of staff development program should be introduced for smooth functioning of the college libraries in the region.

9.5. Failure in Organizing Documents in the Library: In most college libraries, books are neither properly classified nor catalogued. No systematic classification scheme and catalogue code is followed for collection organization

which has ultimately hindering the overall services of the library. Except some libraries majority libraries are arranging the books on shelves on broad subjects. These result the difficulty in locating and retrieving the particular books from the stacks. Users felt hesitate to visit the library which lower the importance of the library in an educational institutions.

9.6 Lack of Document Preservation Policy: To ensure the usability and longevity of documents, its proper conservation and preservation is vital in any library. Owing to the geographical and climatic condition of the hilly areas the library needs to maintain proper preservation activities throughout the year. It is found from the survey that no library till date has followed any effective preservation methods to preserve their documents against damages. For dusting and clearing of reading materials proper steps are yet to be taken by the college authorities in the region. Binding of damaged books are rarely seen. Some colleges are following pesticide spray but not in regular period. So, there is an immediate need of proper document preservation policy for college libraries in the region.

9.7. Lack of special and local history Collection: A college library should have a special collection for the disadvantaged section of the user, such as Braille literature for the visually handicapped, talking books, audio-visual aids and other non-book materials for other categories of users. It is seen that only two college libraries has kept small number of Braille literature for visually handicapped people, which is not up to the mark. Besides these no other college library has developed such collection. Some college libraries have local history related collections but in small number. Therefore, there is need of these special collections in every college library so that they can provide services to the special section of users at par with the other users.

9.8 Financial Problem: To support a sound library system, sufficient finance should be provided under different heads such as staff salaries, cost of books

and periodicals both print and non-print, binding cost, stationary, equipments and supplies, miscellaneous contingent charges etc. Higher Education Department, Govt. of West Bengal paid the salary of librarians and other staff of the library. The temporary staff will be paid by the college authorities. Beside these the financial position of the collage libraries is inadequate that often fails to meet the actual requirements of the books, journals, periodicals, magazine and other reading materials in printed and non-printed electronic format, equipments and stationeries according to the rising cost and varied demand of the user community. In some colleges, regarding purchase procedure librarian and library-in-charges are kept in complete darkness. In some colleges funds collected from the students during admission for the purpose of the library developments are not using at all for library developments.

9.91 Non-cooperation from Authorities: Libraries are victim of non-cooperation and non-support from the college authorities, committee member, teachers, and staff members in all aspect of day-to-day activities of the library. Librarian's suggestions for providing effective library services are being ignored by the college authorities in many cases. These have made librarians disappointed and less productive. In case of temporary librarian or in-charges the picture is more pitiable. In most colleges, librarian are not considered as a member of the teachers council so, that they cannot play a significant role in meeting to represent the library's achievement and development.

9.92 Lack of User Education Programmes: College libraries are failing in attracting the students due to lack of user education and orientation programmes for the proper use of the library materials. Especially the new entrants should be made fully aware about the library resources, facilities and services. Reader services are found neglected in most of the libraries. The computer awareness as well as literacy awareness programmes by the college libraries is almost found nil. Library

professional are found hesitant to organize such programme. So, the users do not feel encouraged to visit to the library to avail facilities.

9.93 Lack of Resource Sharing Activities by the Libraries: Co-operation, resource sharing, inter library loan, etc. for cost effective management of libraries are hardly found in the colleges. Some colleges are found sharing print resources through direct borrowing method. Majority of colleges are unknown about the matter. Lack of library cooperation and coordination has been a major contributing factor for not having these services and facilities among the college libraries. Librarians and library-in-charges are also found inactive in this regard.

9.94 Absence of Library Consortia: The changing paradigm of the library environment is accelerating the need of e-resources along with conventional print resources. E-resources in the form of e-journals, e-books, e-theses, databases are now forming the large portion of library collections. This has brought the new challenges to higher educational institutions' authorities and the library and information professional to provide scholarly contents to users and especially to researchers. The e-resources consortia help in sharing resources among the participating institutions. It can be formed at local, state, national and international level. In Darjeeling hill there is no library consortia in the region. Some college libraries are found subscribing the resources of national consortia like N-LIST programme of NFLIBNET only with available resources. So, lack of library consortia with adequate infrastructure is a major problem for procuring e-resources and services to satisfy the need of the users especially to research scholars.

9.95 Lack of library automation: With the advancement of the Information and Communication Technology(ICT) especially the computer technologies, college libraries has to change its way of providing various services in accordance with the changing demand of the user community. Introduction of computer in library's activities will help the libraries to provide right information to the user and to achieve its ultimate objective. But in my survey, it is found that only 33.33%

libraries have started or completed library automation with library management softwares. SOUL (INFLIBNET) software is being used by Southfield College library, Darjeeling Government College started automation with LIBSYS software, Salesian College library operates with software e-BLIS, and St. Joseph's College library had installed Autolib and Cluny College library use self customized software called Cluny Library Software. Only 4(26.66%) libraries are providing OPAC services and the rest are still far behind. In half of the college libraries 7(46.66%) surveyed there is no arrangement of internet access facilities in the library while 8(53.33%) libraries respond that they provide internet access facilities in their library. The lack of library automation and networking infrastructure has been a major contributing factor for not having the new services among the college libraries in the region. So, the college libraries of these areas should be provided with computer and technological infrastructure to initiate the library automation program. Training to library personal to carry out the automation activities should also be organized by the authority at all levels of public library system in the region.

9.96 Lack of initiative of professional bodies: Single voice cannot bring much impact unless there is group voice is present. Professional association plays a vital role in promotion and development of any profession. Lack of initiative of professional bodies hinders the services of any libraries. This is not applicable to all but in many cases the initiative matters. In the Darjeeling hilly areas no such professional body is found strengthening the profession. Absence of creative and dynamic leader in the field of library profession has lessened the effective functioning of college libraries. Since long Darjeeling hill has experienced the absence of dynamic leadership in academic library system in the region.

9.97 Impact of Statehood Movement: The statehood movement started in Darjeeling hill during 1980's has resulted adverse effect on the education system across the hill areas. Many old, beautiful and important monuments and offices, a number of public libraries were reduced to ashes. Educational Institutions were

severely affected. The college library services, its personnel and its users, were affected a lot. However after the establishment of Darjeeling Gorkha Hill Council (DGHC) in the year 1988, and then after Gorkhaland Territorial Administration (GTA) in the year 2007, the educational systems in the hill were gradually becoming normal. Frequent movement of statehood suffered the education system in the hills and the same would continue while and when the movement arises.

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Chapter 10

Conclusion and Suggestion for Improvement

Mountainous areas, such as Darjeeling has its own glory as Queen of Hills. Since long years the area has been an important tourist destination. This is the land of the muscatel flavoured Darjeeling Tea revered by connoisseurs across the globe and world heritage Darjeeling Himalayan Railway where the century old miniature steam engine still chugs uphill. Certainly Darjeeling in this post modern era comprises of six T's- Tea, Timber, Tourism, Toy Train, Tiger Hill, and Trekker's Paradise.

Earlier the Christian missionaries and in later period the government officials to some extent brought and spread the light of modern education in the hill region of Darjeeling district. The hill region of Darjeeling district is less explored area in the field of its informatics. The district gazetteer of Darjeeling district gives little information so far the academic wing of this remote region is concerned. Of course some native educationists have assayed some cursory survey of educational institutions of this area initiated by the early Christian Missionaries mostly up to lower and upper primary school level. High schools were rare at that time. Only after the independence Darjeeling could have more high schools and a few colleges. But at present the numbers of colleges have gone up to a dozen.

The Collegiate history of Darjeeling is also very rich. St. Joseph's College was first established in 1927. In 1938, Salesian College at Sonada was set up. Darjeeling Government College was established in 1948, Sree R.K.B.T. College in 1957, Loreto College in 1961, Kalimpong College in 1962, Kurseong College in 1967, Sonada College in 1987, Bijanbari College in 1995, Cluny College for women in Kalimpong in 1995 and Mirik College in 2001, Ghoom Jorebunglow College in

2004. Two more new government colleges were established at Pedong and Gorubathan in 2014. All colleges have Under-Graduate Degree Courses which are affiliated to University of North Bengal. Darjeeling Government College has post graduate courses on some subject like Botany, Zoology, Nepali and English.

Besides these Darjeeling Polytechnic situated in Kurseong was established in 1964 and two Primary Teacher's Training Institute in Kalimpong and Darjeeling was established in 1953 and 1957. Colleges are the only educational institutions that have libraries obligatorily with separate blocks, qualified librarians and sufficient books relating to different disciplines. It is quite interesting to delve into the college libraries which are indispensable for the teachers and the taught alike.

The study contributes to research done in college libraries of other areas in India. The previous have mainly focused only on the growth and development of education in the Darjeeling hilly areas. There is hardly found any work depicting the role of libraries in supporting collegiate education and research in the region. So the present research has tried to bring forward the present status of college libraries and how far it is effective in promoting education and research in this beautiful hilly terrain. The preceding chapters has throws enormous light on the establishment and the functioning of college libraries in respect of their locations in the colleges, organizational patterns, collection of books and other reading materials, management and administrations, services, membership patterns, man power, finance, space accommodation, technical status, problems faced, user's opinion on various services and facilities provided by the library, and even non-user's view about the college libraries across the hilly region.

In the concluding part of the study the researcher must mention the experience which she felt important to depict. In the course of survey, the researcher visited all the college libraries and found the librarians, library-in-charges, staff members and even college authorities were very helpful, though not in all the cases. User's and non-user's participation were also encouraging.

Summarizing the study what was learnt from analyzing the findings of the study is that all libraries irrespective of their collection and size have an important

role in the educational development of this hilly region. Among the three important components of any academic library viz. collection, user and library building, the building has an important role to play to provide effective and efficient library services. The design of library building should be functional rather than monumental. The present status of library building, floor space, sanitation and other physical facilities provided by the College Libraries in the hilly areas of Darjeeling District of West Bengal seems inadequate. Few college have better infrastructure. The location of many college libraries is not satisfactory. Some are housed in ground floor or in top floor of the college building. Some are at deserted corner of the college. No proper planning of college library building is followed in most of the cases. Most are housed in single room leading to space scarcity and difficulty in operation. All the works has to carry out in a single uncomfortable space. Entrance to the library building also found uneasy in many cases. Adequate windows with proper ventilation facility taking into account the geographical and climatic condition of the hilly region are not found in almost all the libraries surveyed. Besides these, many libraries also lack other basic needs like power backup system in case of electricity failure, adequate furniture, book racks, proper urinal, drinking water, parking facilities, telephone connections and other equipments like television, tape recorder, DVD player, projector, Xerox machine etc. So, all the libraries should be equipped with adequate infrastructure and sufficient basic physical facilities which ultimately help the libraries to deliver effective library services to its users.

Regarding the overall collections in the libraries, it is observed that no library is following any definite collection development policy incorporating all formats of documents which results in absence of adequate and judicious collections of reading materials. The collections of non-print materials are very poor in almost all the libraries. User's participation in book selection process seems much neglected. Only the selection of books by the faculty members dominates the process. Except one or two libraries books and other reading materials are not properly arranged on the shelves. No systematic classification scheme and catalogue code are followed resulting the loss of time and effort in retrieving the required

document. Similarly owing to the geographical and the climatic condition of the hilly areas, no libraries are found adopting any types of effective preservation policy to preserve the documents against perish.

The study revealed that there is lack of special collections for differently able persons in almost all the libraries. Only two libraries have kept very small number of Braille literature for visually impaired persons. Darjeeling hill has its own history in terms of its people, places, culture and resources etc. which can be a very good subject matter of study for researcher. The research finding shows that college libraries across the region lack the local history related literatures and the libraries which has such collections are in very meager figure.

To educate the users with the resources and services available in the library is one of the important tasks to be performed by any type of the library. It helps the library to attract users and popularized the library. To conduct these activities a library usually undertake user orientation programme at regular intervals and mostly at the time of new session starts. The study reveals that the college libraries in Darjeeling hill do not organize such programmes which ultimately discourage the users to visit the library.

Over the time the collegiate education in our country has witnessed financial inadequacy. The analysis of facts discloses that funds allotted by the Colleges for the library are inadequate to meet the actual requirements of the reading materials both in print and non-print formats, necessary equipments and other stationeries according to rising cost and changing user's demand. Similarly funds collected from the users in terms of library fees, fines etc. are not using at all for the purpose of the library. In most of the cases college authorities, committee members are found non-cooperative with librarians in library developmental issues. Librarian's positions in the colleges though improvised by the UGC are simply disappointed which makes them less productive and dedicated. It is equally important on the part of librarians to be competent and abreast with the latest development in the field.

Talking about the staff strength, only five college libraries have permanent librarian. There are temporary staffs without professional knowledge is running

most of the remaining libraries. Sanction post of librarian and other staffs are lying vacant since many years. At the same time college authorities are found hesitated in solving the promotion matters of staffs as well as to depute librarian and other staffs for professional trainings, workshops, seminars etc. One good thing happened that four colleges such as Kalimpong College, Kurseong College, Mirik College and Southfield College has got full time permanent librarian at the end of 2014 through the selection and recommendation of College Service Commission (CSC), Government of West Bengal.

The study also highlighted the opinion of users and non-users about effectiveness of college libraries in their educational and research process. Majority of users were not fully satisfied with the services and facilities provided by the libraries. They need adequate and suitable services from the library. Even the majority of non-users are of the opinion that the college library should be equipped with sufficient infrastructure, collections, staffs and other necessary facilities. Their dissatisfaction indicates that the college libraries immediately need adequate attention from all the stakeholders.

The study also brought into light the lower level of application of Information and Communication Technologies (ICT) in the college libraries in Darjeeling hills. It is strange that some college libraries are not using a single computer for day to day routine operation of the library. Colleges are not providing computers to the libraries though the library demands it. Only five libraries are using library automation software but these are in nascent stage. Internet facilities are not available in half of the college libraries surveyed. The demand for modern library services from the user's end is increasing in all the libraries. It has observed that only Salesian college has improved lot in automation process and creating database of available materials. Only three college libraries are using N-LIST resources initiated by INFLIBNET centre, Ahmadabad. Majority of libraries are unaware about such programme. Except few cases the librarian's knowledge about electronic thesis and databases (ETD) initiatives in India are really oblivious. In view of this ICT scenario in the colleges of Darjeeling hill the concept of resource sharing

through library consortium and related benefits appears nil. Until and unless the libraries are provided with sufficient ICT infrastructure and trained personal the aspect of library automation and ICT enabled library services seems unfulfilled.

It is evident that there has always been a question about the quality of education provided by Indian Higher Educational Institutions. It was presumed that the problem of quality could be tackled through accreditation. Two important agencies that monitor quality established on 1994 are the NAAC (National Assessment and Accreditation Council) under the UGC for institutional accreditation mainly the conventional Universities and colleges, and another one is National Board of Accreditation (NBA) under AICTE for programme accreditation. The findings related to the accreditation of colleges in Darjeeling hill are not encouraging as only a small number of college have been accredited by NAAC with B grade. Till now many colleges have not volunteered for accreditation. However it was found that Salesian College, Sonada was graded with A by the NAAC and was selected as a college with potential for excellent in the year 2012. So, there is need that every college should go for the assessment through NAAC for monitoring every aspect of improving the quality of education.

The father of library and information science in India Dr. S. R. Ranganathan stated that, "Librarianship is a noble profession. A librarian derives his joy by seeing the dawn of joy in the face of readers, helped by him to find the right book at the right time." To accomplish this goal, in the present digital library era, it is essential that academic library should be fully equipped with resources and library professionals are well trained and possess requisite knowledge and skills in this respect. The scenario of college libraries in Darjeeling hill as it highlight by the study still have a long way to achieve their desired goal. The college libraries have played a significant role in the development of higher education in the country and will remain committed to foster the education in coming days, if it be looked and nourished properly. In spite of various developmental efforts, still our college libraries are facing many problems. There are many loopholes in functioning of college libraries. An integrated and committed effort by the Government,

Universities and College Authorities is needed to harness the development of college libraries making it a hub center of collegiate education in the region.

Suggestion for Improvement

From the above findings of the survey the author arrives at the following suggestions for the improvement of college library services in the hilly areas of Darjeeling district;

1. A well prescribed management policy of college libraries covering all the Government, Government Sponsored, Government aided and Non-Government colleges should be immediately introduced. University statute, rules and guidelines in all sorts of college libraries need to be revised at regular interval to keep in pace with the changing environment.
2. The present staff strength of the college libraries is found insufficient to provide effective library services. So, every college libraries should have sufficient staff strength as per UGC standard staff pattern and pay scales and qualifications to provide effective and efficient services. The status and service condition of the librarian and other library professional should be clearly defined by the Government and University authorities. Other qualified professional and non-professional staff should be recruited in all the college libraries of the region.
3. The planning of library building should be prepared taking into account the geographical and climatic factor as well as all the aspect of library services. A functional or service oriented building is boon to better service. Sufficient space for various library works, necessary furniture, book racks, equipments, lighting, drinking water, and other physical facilities must be provided adequately.
4. The opening and closing time of library should be properly maintained and in user demand opening of library beyond college hours, holidays and vacation should be encouraged to attract more users into the library.

5. A well defined collection development policy for both print and non-print materials representing the curricular programmes of campus should be formulated.
6. Adequate and consistent financial assistance should be provided to each and every college library. The present financial assistance given to the college libraries should be increased considering the price hike, increasing user population, appearance of information in various formats and changing demand of user community.
7. All the college libraries should follow standard cataloguing code and classification scheme to maintain uniformity and proper organization of documents in the library.
8. In order to preserve the library materials, proper conservation and preservation policy best suited to the environment where the college library operates should be formulated by the authority. A well defined weeding out policy must be introduced to keep the collection up-to-date.
9. Government and college authorities should give due priority to provide training facilities to the library personnel at regular interval to keep them abreast of latest development in the field.
10. The college libraries should occasionally arrange user's education, library orientation programmes to help users to use the library effectively. Undergraduate should especially be trained to use the library.
11. Appropriate Information and Communication Technology based infrastructure facilities especially computer hardware and software for collection, processing, organization and dissemination of information should be provided to every college libraries. Library automation should be initiated in college libraries where the process is not yet executed.
12. Networking of college libraries under each University and further among all Universities should be established for resource sharing and co-operative activities among the libraries.

13. The assistance provided by the INFLIBNET to computerize and networking of college libraries may be fully adopted by each college library in the state.
14. The college libraries with adequate infrastructure should be encouraged participating to N-LIST (INFLIBNET) programme to access the e-resources facilities to students, researchers, teachers etc.
15. There should be a statutory monitoring body comprising library experts at the national level and at state level to periodic inspect or evaluate the performance of the college libraries serving across the country.

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Appendix I
Pictures of College Libraries



Salesian College Library



St. Joseph's College Library



Darjeeling Govt. College Library



Kalimpong College Library



Kurseong College Library



Cluny Women's College Library



Southfield College Library



Ghoom Jorebunglow College Library



Bijanbari College Library



Mirik College Library



Darjeeling Polytechnic College Library



SRKBT College Library



Darjeeling PTTI Library



Kalimpong PTTI Library



Hareshwar Shanskrit Mahavidyalaya, Lingshey, Kalimpong

Appendix -II
Jadavpur University
Department of Library & Information Science
Calcutta – 700032
Questionnaire to survey
Role of College Library in Education and Research in the hilly areas of Darjeeling
District

A. GENERAL INFORMATION ABOUT THE COLLEGE:

1. Name of the Collage:
2. Address:
 Tel: Fax:
 E-mail: Website:
3. Name of the principal:
4. Sponsorship (please tick): Govt. /Govt. sponsored/Govt. Aided/ Private.
5. University affiliated to:
- 6.

Departments	Intake of students		No. of faculty members	Courses offered
	Hons.	Pass		
1.Nepali				
2.English				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				
11.				
12.				
13.				
14.				
15.				
16.				
17.				
18.				
19.				
20.				

- 6 (i). NAAC approval: Yes/ No (ii). NAAC accreditation:
7. Whether selected as a collage with potential for excellence: Yes/ No

8. Any special grants received from UGC: Yes/No
9. No. of ongoing major/minor projects:

B. PHYSICAL FACILITIES IN THE LIBRARY:

1. Whether library is housed in the separate building/ part of the collage building/ others.
2. Description of the house / rooms etc.

Total area in sq.ft.	Covered area in sq.ft.	Total no. of rooms	Size of the rooms in sq.ft.				
			Room1	Room2	Room3	Room4	Room5

3. No. of sections in the library:
 - i. Text book section: Yes/No
 - ii. Separate reference section: Yes/No
 - iii. Separate serial section: Yes/No
 - iv. Carrier guidance section: Yes/No
 - v. Internet computer section: Yes/No
 - vi. Reprography section: Yes/No
 - vii. Any other (specify):

4. Equipments available in library :(Please tick)

Television, tape recorder, DVD player, projector, telephone, Xerox machine, cable connection, computer, internet, others (specify).....

5. Whether any hall facilities for meeting, exhibition: Yes/No

C. PUBLIC SANITATION AND OTHER FACILITIES

- 1 Electricity: Yes/No 2. Generator/ Emergency facility on power failure: Yes/No
3. Drinking water: Yes/No
4. Lavatory: Yes/No 4.1 Separate for Male: Yes/No
- 4.2 Separate for Female: Yes/No

D. HOLDINGS :(As on2014)

1. No. of books:
2. No. of reference books:
3. No. of non-book materials:

CDs:	
DVDs:	
Microfilms:	

Others:	
---------	--

4. No. of Journals subscribed:.....
5. Who are the person taking part in book selection process in the library:
- a. Students
 - b. Teachers
 - c. Non-teaching staff
 - d. Library committee members.....
 - e. Administrator
 - f. Librarian
 - g. Others (specify)

6. Books in stock:

Subjects	No. of Books.	Subjects	No. of Books
1 English		13	
2 Nepali		14	
3		15	
4		16	
5		17	
6		18	
7		19	
8		20	
9		21	
10		22	
11		23	
12		24	

7. What is the number of documents added to the library during the last five years?

Year	Total no. of books as on 31 st March 2014	Total no. of books added during the year		Total no. of periodicals added during the year	
		Purchase	Gift	Purchase	Gift
2009-10					
2010-11					
2011-12					
2012-13					
2013-14					

8. No. of electronic journals subscribed:
- Publisher name: (If more than one please specify in a separate annexure)
- Any other e-resources subscribed:
9. No. of news paper:

English	Nepali	Hindi	Bengali	Others	Total

Does library preserve any news paper: Yes/No

If yes, title..... Year.....

10. Any local history collection section: Yes/No
11. Any special collection section: Yes/No
12. Whether the library follows any preservation policy? Yes/No
13. Resource sharing among libraries: Yes/No
If yes, level of resource sharing:
 - i. Documentary- through inter library loan
 - ii. Direct borrowing
 - iii. Space (reading room) sharing
 - iv. E-resources sharing
 - v. Any other (specify)
14. Consortia membership: Yes/No
If yes,
 - i. Regional consortia
 - ii. N-LIST
 - iii. Any other
15. Reasons for not subscribing membership to consortia:
 - i. No consortia in the region
 - ii. No Users demand
 - iii. Fund constrains
 - iv. User/administration not aware
 - v. Any other(specify)

E. SERVICES

- 1 Working hours:
 2. What services are provided by the library (please tick the services)
Lending/ Reading/ Text Book/ Career Guidance/ Reference/ Information service / Xerox/ Inter Library Loan/ Bibliography/ Others (Specify)
 3. Average Daily issue of books: Lending: Reading Room:
 4. How many books are issued at a time to a member on loan (please tick the appropriate box)
- | | | | | |
|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|
5. Duration of home loan: One Wk/ Two Wks/ 3 Wks/ 4 Wks/ More
 6. Book issue system: Ledger/ Requisition slip/ Single card/ Two card/ other (Specify)

F. BOOK ORGANISATION

1. Are documents classified? Yes/No
If yes, name of the classification scheme:
 - i. DDC.....
 - ii. UDC.....

- iii. CC.....
- iv. Others.....

2. Books are arranged according to:

- i. Call no.
- ii. Acc. No.
- iii. Author.....
- iv. Subject.....
- v. Subject alphabetical.....
- vi. Title.....
- vii. Other.....

3. Catalogue card: Yes/No

- i. Outer form(physical form):
Bound register/ sheaf/ card/ printed book/ computer/ other.....
- ii. Inner form(Entries under):
Subject/ Author/ Title/ Dictionary/ Classified/ Other.....

4. Type of access:

- i. Open access.....
- ii. Closed access.....
- iii. Partly open.....

5. Any code followed: Yes/No

If yes, AACR-I..... AACR-II..... CCC..... Simplified.....
Other (specify).....

- 6. Whether the library follow any stock verification programme :Yes / No
- 7. What is the frequency of such verification? : Annual / Biannual / Triennial/Irregular
- 8. How many books are found lost during last stock verification :
- 9. Steps taken against loss of books, if any:

G. LIBRARY STAFF:

- 1. Total no. of staff at present.....
- 2. Professional staff:

Full time	Part time

- 3. Name of Librarian / Library in charge:
- Qualification of the Librarian/ Library in charge:
- Academic:
- Professional:
- 4. No. of vacant post:
- Professional:
- Non- Professional:

H. USERS:

1. Total no. of registered member:
Teachers:
Students:
Research scholar:
Non-teaching staffs:
Others:

2. Average Daily attendance of users:

Year	Lending	Reading	Carrier guidance	Text book	I.T. Section
2009-10					
2010-11					
2011-12					
2012-13					
2013-14					

3. Computer awareness/ literacy awareness programme:

- i. Not at all
- ii. Minimum
- iii. Satisfactory
- iv. Very satisfactory

4. Demand for E-recourses from the user:

- i. Not at all
- ii. Minimum
- iii. Much
- iv. Very much

5. Whether the library organize user study programme: Yes/No

6. Are you aware about ETD initiative in India: Yes/No

If Yes: Specify from the following;

- i. Sodhganga
- ii. Vidhyanidhi
- iii. INFLIBNET Union Catalogue of Theses
- iv. Any other.....

I. LIBRARY AUTOMATION AND INTERNET INFRASTRUCTURE:

1. Whether computer is used for library work: Yes/ No

2. Total number of computers in the library.

3. Whether library automation is initiated: Yes/No

If Yes, which Software is used.

4. OPAC services: Yes / No

5. Weather Internet Access facility initiated in the Library. Yes/No

Signature

Jadavpur University
Department of Library & Information Science
Calcutta – 700032

Questionnaire for Users
Role of College Library in Education and Research in the hilly areas of Darjeeling District.

1. Your Name: _____ 2. Sex: M/F 3. Age: _____
4. Married/Not _____
5. Address: Village/Town: _____
 Block: _____ Dist: _____
6. Current Status: Teacher / Student / Non-Teaching Staff / Researcher / Others
7. Edu. Qualification: _____
8. How often do you use the library?
 Every day/Once in a Week/ Twice in a Week/Once in 2 Wks/Once a Month/Once in six Months/Once in a Year/ Never
9. Duration of visit: 15 min. / 15-30 min. / 30 mts-1 hr. / 1-2 hrs. / 2-3 hrs. / 3-4 hrs. / 4 hrs and more
10. Normally when do you visit the library?
11. Please indicate the purpose of using the library:
 Home issue / Reading Newspaper & Magazine / Text Book / Using Reference Tools / Pass Time reading Novel-Story etc. / Preparation for Exam./ For Research purpose / Other (Specify)
12. Your preferred time of opening the library:
13. Does the Library usually meet your information requirements?
 Very Often Often Once a while Seldom Never
14. Is the required information usually supplied in time?
 Very Often Often Once a While Seldom Never
15. Your opinion about library staff on the following points (Pl put tick in the relevant column)

	Poor	Good	Very Good	Excellent
Behaviour	1	2	3	4
Willingness to help users	1	2	3	4
Knowledgeable about required information	1	2	3	4
Dealing the users in a caring ways	1	2	3	4

16. Your Opinion about Library Collection on Subject of interests: (Pl put tick mark)

Write name of four subjects of your choice	Poor	Adequate	Good	Very Good

1.				
2.				
3.				
4.				

17. Overall Service of Library:

Very Satisfactory / Satisfactory / Not Satisfactory

18. Conduciveness of the library to reading/research purposes:

- Very Conducive
- Conducive
- Manageable

19. Your Opinion about library facility. Please rank 1-5

Library Facility	Poor	Adequate	Good	Very Good	Excellent
A. Condition of the outside of the Library	1	2	3	4	5
B. Condition of the inside of the Library	1	2	3	4	5
C. Ease of access entering the building	1	2	3	4	5
D. Layout and arrangement	1	2	3	4	5
E. Condition of Reading Room	1	2	3	4	5
F. Provision of seating and tables	1	2	3	4	5
G. Signs and signage	1	2	3	4	5
H. Time waiting for service	1	2	3	4	5
I. Library makes it easier to do research	1	2	3	4	5
J. Library improves my ability to do research	1	2	3	4	5
K. Library enables me to accomplish tasks faster	1	2	3	4	5
L. Cleanliness	1	2	3	4	5
M. Lighting system	1	2	3	4	5
N. Quietness	1	2	3	4	5

20. Have you attended any programme organized by the Library? Yes/No When?

What type of program it was?

Your opinion about that:

21. No. of items you like to get at:

Item	Home	Reading Room
Books		

Journals	----	
----------	------	--

22. How would you evaluate the library's services in the following areas? (Pl rank 1-6)

	Not Applicable/ as services not available	Poor	Adequate	Good	Very Good	Excellent
A. Hours of Operation	1	2	3	4	5	6
B. Overall Collection	1	2	3	4	5	6
C. Availability of reading material I want	1	2	3	4	5	6
D. Comfort/Cleanliness	1	2	3	4	5	6
E. Convenience to my home	1	2	3	4	5	6
F. Helpfulness/Courtesy of library personnel	1	2	3	4	5	6
G. Ease in finding material	1	2	3	4	5	6
H. Number of staff	1	2	3	4	5	6
I. Seating arrangement	1	2	3	4	5	6
J. Building size	1	2	3	4	5	6
K. Building Quality	1	2	3	4	5	6
L. Reference Service	1	2	3	4	5	6
M. Prompt Information Service	1	2	3	4	5	6
N. Documentation Service	1	2	3	4	5	6
O. Bibliographic Service	1	2	3	4	5	6
P. Research Assistant	1	2	3	4	5	6
Q. Photo-copy Service	1	2	3	4	5	6
R. Current Awareness Service	1	2	3	4	5	6
S. Display Area	1	2	3	4	5	6
T. Other (Pl. Specify).....	1	2	3	4	5	6

23. Would you recommend others to use the Library at your facility? Yes/No

24. Specify the areas of suggestions to improve your college library. (Please give your own views by putting tick mark)

A. Library should have more comprehensive collection on-	Yes	No	No Opinion
General reading including novels			
Text book related to subject			
Journals			
Magazines and newspaper			

Subject of specialization			
Reference material			
Non-book materials			
Audio-visual aids			
B. Library should be in a position to provide-	Yes	No	No Opinion
More comprehensive Information Service			
More comprehensive Reference Service			
Documentation Service			
Better Circulation Service			
More effective research assistant			
Press Clipping Service			
More Opening Hour			
Inter Library Loan Service			
C. Library should be equipped with-	Yes	No	No Opinion
More professional staff			
More non-professional staff			
More special collection			
More space			
Internet access facility			
A separate reading room			
D. Library Should have better maintenance i. e. quietness, cleanliness up keeping of collection			
F. Library classification is helpful in locating the reading material			
G. Catalogue is easy in use and helpful			
H. Arrangement of books on the shelves should be more improved for quick retrieval			
I. Library staff is co-operative in behaviour			
J. Library requires better organization and management			

25. Any suggestion/recommendation (other than above) you would like to make about your library-

Signature

**Department of Library & Information Science
Calcutta – 700032**

**Questionnaire for Non-Users
Role of College Library in Education and Research in the hilly areas of Darjeeling District.**

1. Your Name: _____ 2. Sex: M/F _____ 3. Age: _____
 4. Married/Single _____
 5. Address: Village/Town: _____
 Block: _____
 Dist: _____
 6. Current Status: Teacher / Students / Non-Teaching Staff / Researcher / Others _____
 7. Edu. Qualification: _____
 8. Are you a member of any Library: Yes/No _____
 If yes, is that a _____ Public/School/College/University/Office Library
 9. If you are not a member of any Library what is the reason:
 Can't Read / No interest / Ignorance about Library / Distance / Time / Money / Others _____
 10. Do you know the name of the nearest library? Yes/No _____
 If yes, name of the Lib. _____
 Librarian's Name: _____
 11. Have you ever visited the college library? Yes/No _____
 12. Have you attended any programme organized by the Library? Yes/No _____
 When? _____
 What type of program it was? _____
 13. Do you feel that there is nothing good for you in the Library? Yes/No _____
 14. You know for who the Library is: For serious reader / learners / researchers / teachers / others _____
 15. Would you like to read: Books: Yes/No _____ Newspapers: Yes/No _____
 If yes, how you get them? By Purchase / Borrow from others / Others (Pl say how) _____
 If Not, why? No interest / No facility / No Time / Library far away / Others _____
 (Please Specify) _____
 16. No. of non-text books you purchased in last two years? 1 - 2 / 3- 4 / 4+ / No purchase _____
 17. Would you enjoy TV/ Radio Program? Yes/No _____ How much time you spent for that/day?
 18. Program of your choice (9...1)

Programs	[9 means you like it very much]
➤ Cinema	
➤ Serial	

➤ Music/dance	
➤ Reality shows	
➤ News	
➤ Sports	
➤ Agriculture	
➤ Travels	
➤ Discovery	
➤ Animal Planet	
➤ Others	

19. Had anybody approached you to become active member of library? Yes/No
 If asked, do you like to become a member? Yes/No

20. How do you collect different information of your regular need?
 From: Friends & Elders / Relatives / School Teacher / Private Tutors / Research Institutes / Non-Govt. & Voluntary Organization / Others

21. Do you face any difficulty in getting different information on need? Yes/No
 If yes, what difficulty? to pay money/ they don't have knowledge/ they are not cooperative/ they try to cheat you/ others (pl say what)

22. How will it be if library can provide such information?

23. Any suggestion you would like to make.

Signature