

Proceedings of
TWO-DAY NATIONAL SEMINAR
ON

**“ICT-ENABLED USER DRIVEN
LIBRARY SERVICES:
ISSUES AND CHALLENGES”**

Edited by
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Ministry of Culture
Government of India



ABOUT THE COLLEGE

Gokhale Memorial Girls' College, a premier educational institution of India, was established in 1938, as an extension of Gokhale Memorial Girls' School. Inspired by the ideals of the nationalist leader and educationist Gopal Krishna Gokhale, the school was established in 1920 by Sarala Ray, a pioneer among Bengali women to aspire for Higher Education. As a social reformer, Sarala Ray's primary objective was not merely to produce women graduates but to guide them to become worthy citizens, capable home-builders and conscientious workers in their chosen field of activity.

The College began its journey in 1938 under the able guidance of Dr.S. E. Rani Ghosh, an ardent disciple of Sarala Ray. Her untiring efforts helped the Institution to attain its present position of excellence. Beginning initially as an Intermediate College, today the Institution offers a number of Honours and Major Courses.

ABOUT RRRLF

The year 1972 is the year of celebration of the bicentenary of Raja Rammohan Roy. By a happy coincidence, it is also the year of the Silver Jubilee of India's independence and of the International Book Year. It is well known that Rammohan Roy raised the banner of revolt against obscurantism in society, and devoted his life to fight against forces that shackle and retard. Since reading habit is a potent means to liberalise the mind, the Government of India decided that a Library Foundation carrying library service to the towns and villages would be the best homage to Rammohan Roy's memory.

The supreme policy-making body of RRRLF is called the Foundation. It consists of 22 members nominated by the Government of India from amongst eminent educationists, librarians, administrators and senior officials. The Minister of the Department of Culture, Government of India or his nominee is the Chairman of RRRLF. Shri Gangapuram Kishan Reddy is the present Chairman of RRRLF and Prof Ajay Pratap Singh, Director General is the executive head and ex-officio Member-Secretary of the Foundation.

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**Raja Rammohun Roy
Library Foundation**

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Trends of Changing of Users' Minds Towards Digital Environment in Vidyanagar College Library, South 24 Parganas, West Bengal: A Study

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Abstract :

Trees play a vital role for balancing ecology of nature. In starting phase of human society all dryland was covered by forest in our world. Our former generation was compelled to cut the forest for clear land due to residential purpose. This was necessity in early age. But in present days procedure of cutting trees is continuing by human due to their better luxury life style. On the other hand paper is a necessary commodity now and for preparation of paper, tree cutting is must. It cannot imagine that morning without newspaper, library without books, journals, etc. So unnecessary tree cutting should be stopped. This will be possible only when computer and internet service will be available in every corner of this country with minimum cost. In this article a study is done to understand the user mind for shifting 'paper' to 'paper-less' activity. After study the total situation, the authority can take next step to provide better service digitally without hamper nature.

Purpose:

This paper studied about initiative of Vidyanagar College Library with digital environment. This paper attempts to know present scenario of users of this library and to identify the problems faced by library users to go digital.

Methodology:

This study covers within only reading room users of Vidyanagar College Library. Observation method, interview method, etc. were adopted for this study.

Findings:

Maximum numbers of library users are using print materials normally than e-resources. Trends of using e-resources are gradually increased year by year.

Keywords: *Traditional Library, Modern Library, Digital Environment, e-Resources, Library Users, Vidyanagar College Library*

1. Introduction :

With increasing growth rate of population of this world, many forests, etc. was washed out already due to industrial development and residential necessity. We are known that paper is made from trees. From news paper to book, journals, etc. all are reach to us after cutting of several trees. Presently in alarming condition, the almost all countries of the world want to minimize paper consumption to protect nature. In this country India, the Central Government and State Governments want to switch over towards paper-less concept in every official and non-official proceeding. After introduction of Information Technology (computer, internet service, etc.) it become easy to minimize paper use.

Now many books, journals, etc. are published in online mode. In present situation many publishing houses want to publish their publication in offline and online mode both. Now it can be seen in the reading room of a library that library users are searching their required information from books and e-resources both. If we can shift our mind toward 'paper-less', we can minimize paper use and thus we can prevent unnecessary tree cutting. Our target should be up to stop further tree cutting.

In present time, quantities of information become vast day to day. Every moment creates new information. With help of internet service we can get any information by clicking on mouse. A librarian can provide better service by using computer and can help to library users by providing internet connection. Information can be search in a book material. But it is time consuming. On the other hand by using computer one user can get required information digitally within a moment through internet service.

2. Objectives :

- To know what favourable is for library users 'traditional' or 'digital' environment in Vidyanagar College Library
- To understand the present situation of users in this library
- To identify the problems faced by library users with computer to access e-resources and difficulty faced by librarian or library staff to go digital
- To trace out some way out to overcome problems

3. Literature Review :

Chack and others (2017) highlighted the developments in libraries from traditional to modern era. This paper also discussed about new challenges faced by librarians in their daily activities.

Sherpa (2017) studied about challenges for library and library professionals working at digital library environment.

Sathe (2016) mentioned in this paper about challenges facing by the librarians in digital era.

Verma (2015) investigated about challenges faced by LIS professionals in digital environment because of unprecedented explosion of information.

4. Methodology

4.1 Scope and coverage

Before taking any step for shifting 'paper' to 'paper-less' activity, it is necessary to know and understand the user mind. Vidyannagar College is a popular college in South 24 Parganas, West Bengal, India. And Vidyannagar College Library is the heart of this college. More over 4,000 students are studying in this college. So this study is necessary to feel the situation, problem, advantage and disadvantage of both activities in library user mind. By this study it can be reach a big part of local community who are future of country.

This study covers within only reading room users (i.e. student only), because only in reading room has two options for library users (reading hardcopy book materials and online & offline searching for reading materials with computer access). The circulation section (stack room) is not considered in this study. Because in issue-return process is automated, and operated by library staff only, users cannot take part.

4.2 Methods used

Mainly observation method is adopted in this study. Beside this, interview method also is used to prepare this paper. Data collected from the various register (i.e. User Attendance Register for Students, Accession Register, etc.) of the library. Collected data are represented in tabulated form and then analyzed for this study.

4.3. Study period

In this article, from 2017 to 2021 i.e. 5 (five) years according to calendar year (January to December) are considered for this study. This college closed from 16th March, 2020 to 15th November, 2021 for combat spread of Novel Corona Virus (COVID-19).

5. Main Role of a Librarian in a Digital Library

It is true that in India everyone can not afford smartphone or even a mobile phone. But some people can use local cyber centres. We are saying that they should come to a digital library. Why? What is the difference between a cyber centre and a digital library? Someone may want to come to digital library. Why? Only for using free of cost internet service? What is the role of a librarian?

One librarian can help to user to understand what searching is, How to search, etc. After searching any query in a search engine, 10 to 12 answers can be seen. Only one librarian can say what answer or website reliable, which answer is more appropriate, etc.

Difference information seekers have difference information need or requirement. One librarian can develop awareness of library user for reduce negative attitude.

Librarian should develop own knowledge every moment to provide better service to the specific need of every user.

6. Vidyanagar College

Vidyanagar College was established on 29th July 1963. It is affiliated to the University of Calcutta. The college is situated at Vidyanagar, Charashyamdas, South 24 Parganas, West Bengal. It is a co-educational under-graduation college in West Bengal. The college has received affiliation for arts in 1963 and later in 1969 for commerce and in 1983 for the science stream. This college offers above 15 subjects to their students in three streams (Arts, Science and Commerce).

7. Vidyanagar College Library

Vidyanagar College Library is situated at ground floor of auditorium building of the institute.

Vidyanagar College Library is consists of one reading room, one stack room and one book processing section.

Moreover 4,000 (3759) students including arts, science and commerce stream can use more over 23,800 books. Teaching & Non-teaching staff of this college also use this library.

This library subscribes magazine and newspapers in Bengali and English languages. Six (6) numbers daily Newspapers are available in the library. Some periodicals used to help to the academicians.

The total fourteen (14) numbers of computers are used presently for library work. Library users can use Six (6) numbers computers. Three (3) numbers computers are used by library staff members, four (4) numbers computers are kept separately for OPAC searching. In book processing section, Koha software have installed in one computer from which library staff members can access Koha software by LAN connection.

This college library is now completely under service of 16 numbers close circuit cameras (night vision) with their monitors.

7.1 Library Collection

- Books: 23846+
- News Papers: 06
- Magazine: 01
- E-resources: 6,000+ e-Journals and 7,99,500+ e-Books [subscribed from INFLIBNET N-LIST (<https://nlist.inflibnet.ac.in/>)]

- Institutional Membership: BCL (British Council Library), Kolkata and American Library, Kolkata

8. Vidyanagar College Library towards Digital Environment: Traditional to Modern Library System

The college library is computerized with around 23,800 printed documents (books). The library is automated with open source software Koha.

Barcode technology is using in circulation section of this library.

In this library, membership process is done in online mode through Koha software.

The catalogue of entire collection of the library is available through the OPAC (Online Public Access Catalogue) instead of card catalogue.

This library is member of N-LIST (National Library and Information Services Infrastructure for Scholarly Content) consortium of INFLIBNT through which the members of the library can access 6,000+ e-Journals and around 8 lakh e-Books. And they are taking initiative to increase the amount of e-Journals, e-Books etc.

This college library is institutional member of British Council Library (BCL) of Kolkata (with single user online facility) and American Library of Kolkata.

This college library is trying to start for digitization (like prepare soft copy) of some reading materials (e.g. examination question papers, college magazines, course materials, teaching materials, student projects, rare documents etc.). It can be done to save paper. Now scanned copy of reading materials are kept in one computer then share these resources. DSpace software will be installed in near future.

The entire library is Wi-Fi enabled. This facility has been provided for library users.

9. Contribution of Vidyanagar College Library towards Environment through Digitization

Vidyanagar College Library partially digitized. Vidyanagar College Library initiates some steps towards paperless environment within the library. Mainly more paper use encourages more number of tree cutting. More electric use causes burn more natural resources which give direct impact to our environment. Vidyanagar College Library provides reading materials and previous question papers, etc. through soft copy instead of hard copy. Which make less use of papers and less use of printer which help to reduce use of electricity.

Vidyanagar College Library has already reduce use of paper in Issue-return process is done through Koha software using barcode technology by

replacing library card (hard copy) and OPAC (Online Public Access Catalogue) instead of card catalogue, e-receipts are giving instead of paper receipts, etc.

To minimize electric consumption, solar panel is installed on roof top of the college building.

Vidyanagar College Library authority are going to arrange some awareness programme with other library authority to encourage digitization of their libraries (academic, public libraries, etc.).

Digitization makes less paper use, paper-less activity can reduce tree cutting and thus it will be possible to balance ecology of our world. These are small footsteps of Vidyanagar College Library to protect environment by providing digital environment in library.

10. Data Collection and Analysis

Data is collected from various registers maintained in Vidyanagar College Library. Some data is also collected through interview with library staff and library users. Some activities of users are collected by observation.

Collected data is first counted in separate categories. Then data is represented in table form. After this data is calculated for summation and percentage, etc. and thus it is ready for analysis.

Table 10.1: Distribution of library users according to gender

Year	Number of Searching For Required Information By Users From						Total Number of Searching By Users
	Print Materials			e- Resources			
	M (%)	F (%)	TOTAL (%)	M (%)	F (%)	TOTAL (%)	
2017	834 (27.85)	1038 (34.66)	1872 (62.50)	1054 (35.19)	69 (2.30)	1123 (37.50)	2995
2018	1526 (45.57)	766 (22.87)	2292 (68.44)	889 (26.55)	148 (4.42)	1057 (31.56)	3349
2019	1962 (47.44)	1438 (34.77)	3400 (82.21)	571 (13.21)	165 (3.99)	736 (17.79)	4136
2020	342 (45.84)	324 (43.43)	666 (49.28)	69 (9.25)	11 (1.47)	80 (10.72)	746
2021	18 (26.09)	34 (49.28)	52 (75.36)	6 (8.70)	11 (15.94)	17 (24.64)	69
TOTAL	4682 (41.45)	3600 (31.87)	7682 (68.01)	2589 (22.92)	404 (3.58)	3013 (26.68)	11295

Table 10.1 shows that Male library users or boys student are searching traditionally from print materials 4682 (41.45%) Times and searching digitally 2589 (22.92%) times in the in 5 years and girls student or female library users searching traditionally and digitally 3600 (31.87%) times and 404 (3.58%) times respectively. Female e-resource users gradually increased year by year before lockdown.

Table 10.2: Distribution of library users according to discipline

Year	Number of Searching for Required Information By Users From						Total Number of Searching By Users
	Print Materials			e-Resources			
	B.A. (%)	B.SC. (%)	B.COM (%)	B.A. (%)	B.SC. (%)	B.COM (%)	
2017	1257 (41.70)	289 (9.64)	326 (10.88)	777 (25.94)	132 (4.41)	174 (5.81)	2995
2018	1316 (39.40)	508 (15.21)	468 (14.01)	783 (23.44)	113 (3.38)	152 (4.55)	3340
2019	1896 (45.84)	752 (18.18)	752 (18.18)	529 (12.79)	75 (1.81)	132 (3.19)	4136
2020	393 (52.68)	141 (18.90)	132 (17.69)	55 (7.37)	10 (1.34)	15 (2.01)	746
2021	38 (55.07)	8 (11.59)	6 (8.70)	12 (17.39)	3 (4.35)	2 (2.90)	69
TOTAL	4900 (43.38)	1698 (15.03)	1684 (14.91)	2156 (19.08)	333 (2.95)	475 (4.22)	11295

Table 10.2 shows that arts students uses print material 4900 (43.38%) times and uses e-resources 2156 (19.08%) times in 5 years. Science students use print material and e-resources 1698 (15.03%) times and 333 (2.95%) times respectively. Beside this commerce students uses print material 1684 (14.91%) times and uses e-resources 475 (4.22%) in the year 2017 to 2021. Arts students are using e-resources more times than other disciplines.

Table 10.3: Distribution of library users according to time spent or duration

Year	Number of Searching for Required Information by Users from										Total
	Print Materials					e-Resources					
	<15 Min (%)	15-30 Min (%)	30-45 Min (%)	45-60 Min (%)	>60 Min (%)	<15 Min (%)	15-30 Min (%)	30-45 Min (%)	45-60 Min (%)	>60 Min (%)	
2017	80 (2.67)	395 (13.19)	422 (14.09)	770 (25.71)	205 (6.84)	24 (0.83)	51 (1.70)	124 (4.14)	368 (12.29)	556 (18.56)	299
2018	41 (1.23)	158 (4.73)	452 (13.53)	1492 (44.67)	149 (4.40)	19 (0.57)	23 (0.69)	153 (4.66)	314 (9.40)	529 (15.84)	930
2019	32 (0.77)	368 (8.90)	430 (10.40)	2355 (56.94)	215 (5.20)	20 (0.48)	11 (0.34)	83 (2.00)	126 (3.05)	493 (11.92)	416
2020	8 (1.07)	77 (10.32)	220 (29.49)	326 (42.70)	25 (4.69)	1 (0.13)	4 (0.54)	7 (0.94)	15 (2.01)	53 (7.10)	746
2021	35 (50.72)	15 (21.74)	1 (1.45)	1 (1.45)	1 (1.45)	15 (21.74)	2 (2.90)	0 (0.00)	0 (0.00)	0 (0.00)	69
Total	196 (1.74)	1013 (8.97)	1525 (13.50)	4944 (43.77)	605 (5.36)	79 (0.70)	94 (0.83)	377 (3.34)	822 (7.29)	1631 (14.44)	11295

Table 10.3 shows that print material was used for 45-60 min. in 4944 (43.77%) times, this is maximum time. Whereas maximum times 1631 (14.44%) times uses e-resources for more than one hour. Maximum students are using e-resources more than one hour. It is a good sign.

Table: 10.4 Details of Usage of e-resources (N-LIST)

Year	Jan.	Feb.	March	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Total
2017	762	859	00	418	2167	00	00	39	00	79	00	254	4578
2018	221	531	81	14	8	974	1837	01	00	00	712	169	4548
2019	2690	228	839	01	854	212	539	628	59	1043	25	779	7897
2020	389	1845	00	517	00	00	00	00	55	223	292	00	3321
2021	00	22	00	284	13	00	87	94	00	00	00	00	500

Table 10.4 shows that details of usage of N-LIST e-resources from Jan. 2017 to Dec. 2021. In lockdown period (16th March, 2020 to 15th November, 2021) Vidyanagar College Library provide resources to users through N-LIST.

11. Findings

- It can be seen that the maximum number of library users are using print materials normally than e-resources.
- But trends of using e-resources are gradually increased year by year.
- Maximum number of times print materials are used by female users.
- But tendency for using of e-resources by female users is gradually increasing.
- Primarily it is shown that maximum library user uses the library in starting of an academic year and before their examination.
- But after introduction of semester system, it can be seen that users are using library in throughout the year.
- Maximum number of users are using library in first half of a day i.e. 11:00 am to 02:00 pm.

12. Problems

Vidyanagar College Library is an academic library. Text book, reference book or other supporting study materials need to be changed every year for updated information. But publisher cannot publish their all books in online mode. So all study materials cannot be available in online mode. On the other hand, all study materials cannot be digitized in library by library staff within short period. So combinations of print, digitized, and online materials are used in this transition period.

All library users have not sufficient knowledge for searching e-resources.

Beside this power cut and low speed internet service are also create problems to full shifting to paper-less activity.

Number of computers are not sufficient with respect to number of students.

13. Suggestions

After observation the actual situation in library, it can be said that user mind is not prepared so far. So motivation to e-searching and e-resources using is necessary for retrieving information.

Amount of e-journals & e-books need to be increased.

Newsletters, magazines should be subscribed in online mode.

College authority, library authority should arrange training programme.

discussions with library users for encourage to use e-resources.

Number of computers should be increased.

High speed internet services need to be installed.

14. Conclusion

The librarians and all library staff of Vidyanagar College Library try to help users to search e-resources. All students are not habituated with computer. All library staff are trying to encourage those users by giving training. Vidyanagar College Library authority tries to shift fully digital. But for present situation, traditional and digital both systems are going on in this college library. It is hopefully can be said that Vidyanagar College Library will be appeared as fully digital library in future.

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