

CHAPTER - I

1. INTRODUCTION:

Library is a collection of information, sources, resources, books and services and the structure in which it is housed. It is a treasure house of knowledge. It is organized to use and maintained by a public body, an institution, or a private individual. In the more traditional sense, a library is a collection of books. The term can be meant the collection, the building that houses such a collection or both.

The word “library” is rich in tradition; meaning and usage. The heritage of “Library” can be reflected by the definitions given by various scientists and associations. The library of an educational institution is considered as an important part and parcel of the academic set-up. It is built and maintained to serve and support the educational activities of an educational institution. The recommendation of numerous commissions and committees established by the Government of India and various other states for the improvement of school and college or other higher education can bring desired results only if all the educational institutions have the full complement of library resources, personnel and necessary infrastructure. It can play a very important role and help the educational institutions in achieving the educational objectives. If we recognize the value and importance of informal system of education, then library method of self- education is sure to get its due place.

Libraries are considered as an integral part of the academic and investigative research that leads to various types of development. In today’s context if we look at the role of the libraries, we are confronted with the new challenges, a new reality which has been arisen because of the advent of the rapid changes due to expansion of knowledge. The libraries of the 21st century have to be conceived not merely as the storehouse of

knowledge but as an effective mechanism to facilities dissemination of knowledge, promoting information and sharing of knowledge. 21st century's libraries have to be an effective support mechanism for both the dissemination and cultivation of knowledge. Library should take the responsibility to facilitate the transition of today's literate society to a knowledge based society of tomorrow. The role of the libraries is undergoing a rapid change with the advent of information technology. In information empowerment process information literacy is an indispensable part. In this information age the role of libraries is very important. There is no doubt that libraries continue to play a very vital role in the acquisitions and dissemination of information. Even in this electronic age the role of libraries cannot be undermined.

A Well-stocked library is an asset to a school, a college or a university. There are also neighbourhood libraries, mobile libraries and district libraries which benefit the readers of the area. A student or a reader can develop his/her knowledge of various subjects by reading in the library during his/her spare time. Reading regularly in a library one can update one's knowledge. It can be said that the basic aims of the library must in the best analysis be those of the college itself.

The aims of libraries may be stated as follows:

1. To provide a supportive and stimulating study environment for students and staff.
2. To encourage independent learning by promoting and Supporting the development of all aspects of information handling skills.
3. To foster positive attitudes towards reading, literacy and lifelong learning.

4. To arrange an accessible, central resource designed to support teaching and learning throughout the curriculum.
5. To promote a sense of individual responsibility, social development and understanding and tolerance of other beliefs and cultures.
6. To reflect and support the needs and interests of all library users, regardless of their sex, age, beliefs, race, gender, ability and so on..

1.1 COLLEGE LIBRARY:

College library is the centre of knowledge & knowledge for the 10+2 level and degree courses generally. College libraries are established with an aim to furnish information to students along with teaching & non- teaching members of college with a mission to serve the society.

According to Jorge Luis Borgers, “A library attached or associated with a college and used by teachers, students and staff of the college is known as college library”

College library as an integral part of college aimed at to help the members of college to satisfy the quest for knowledge and give a knowledge based service to the whole community .it is not just a source house of information for the teaching staff but also a means of improving and updating teaching procedures. For holistic development of college students a college library collects, maintains, organize & interpret different audio – visual materials, printed materials and so on.

The major objectives of a college library are:

- Assist the students to become skilful and discriminating users of library.
- Effectively participate in the teaching-learning programme of the college.

- Provide the students with appropriate library materials both printed as well as audio visual and services for the overall growth and development of the personality of the students as an individual.
- Develop reading ability and interest, and inculcate love, enjoyment and pleasure of reading amongst the students.
- Offer opportunities for experience in creating and using information for knowledge, understanding, information and enjoyment.
- Support all students in learning and practicing skills for evaluating and using information, regardless of form, format or medium, including sensitivity to the modes of communication within the community.
- Stimulate and guide each student in the selection and use of books and other reading materials for the building of taste at appropriate level of maturity.
- Workout a programme in consulting with teachers for the effective use of all types of library materials.

1.2 QUALITY:

Quality is one of the well known terms that is used very frequently in our day to day life. But it is a very difficult task to define quality exactly. The etymological word of quality is “Qualis”(Latin Word), which means “ The kind of”. Depending on the person’s mental perception definition of quality may vary from person to person. It can be defined as a state or position which satisfies customers’s needs.

Here are some definitions of Quality:

Juran and Gryan (1980) define quality as “Fitness for use’, while Philip Crosby define quality as “Requirements of product”.

Harvard Business Review defined that, “Quality is more than making a good product”.

According to Sivakumar, B & Dominic, J, “Quality is primarily concerned with meeting the wants and needs of customers”.

The term quality can be also defined as doing right work on right time at the right way. It can be also described as:

Q-Quest for excellence of knowledge

U- Understanding the users need

A-Actions to achieve users demand

L- Leadership quality for Librarian

I -Involving all staff

T- Team spirit in achieving common goals

Y-Yardstick to measure progress

1.3 MANAGEMENT:

Management is a process of planning, organizing, directing, controlling and evaluating to achieve predetermined objectives of an institution through coordinated use of human and material resources.

According to Lawrence A. Apply, “Management is the development of people and not the direction of things. Management is the personnel administration”.

Stanley Vance defines management, “Management is simply the process of decision making and control over the action of human beings for the express purpose of attaining pre- determined goals”

1.4 LIBRARY MANAGEMENT:

Academic library is an integral part of an educational institution. The main aim of an academic library of a higher education institution is to promote the academic assistance and provide help in reading, research and other academic activities. The members of an academic library are generally students, teachers, and research scholars and teaching- non teaching staff of the institution. So, satisfaction of their needs should be kept in mind.

Whenever we used to discuss about library management one needs to take into account of the availability of reading rooms, appropriate furniture, library schedules and different kinds of reading materials and so on.

1.5 SIGNIFICANCE OF THE STUDY:

“You must live feverishly in library. Colleges are not going to do any good unless you are raised and live in a library everyday of your life”- Ray Bradbury

Any formal education at any level can be conducted more effectively and efficiently only with a well- equipped library. As such a library has an important place in all the level of education especially in the college level. We all know that College assist the students in building their skills and becoming competent. First off, there’s no doubt that college acts a bridge between the student’s interest and his/her career path. It is after the college education that students will become an active member of the society.

In fact, college education is that stage of education which helps children to become full members of a complex modern society. It develops to the highest potential of his ability, his aptitude, interest and qualities of character to become responsible towards their duties and to make them acquaint with the upgrading knowledge based society proper educational environment is very significant. Moreover, College libraries have academic and non- academic resources available for the students. Therefore, they can get extra study material based on their curriculum and can also enjoy reading stuff which is not related to their course as well. The best thing about college library is undoubtedly the peaceful reading environment it provides. It is worth noticing that library provides books to the students for a specific number of days. Also, certain material which is not available for issuing is sometimes available for photocopying instead..

Good quality education is the need of the hour. But this is not possible without a well-equipped and a well- managed library. Although the college library has been recognized as an essential components of good college. Yet many colleges of our country lack of library facilities. From the prevailing picture of college, situation in our country, it can be seen that much remains to be done in providing our college with well-organizes libraries, particularly so in far flung rural areas.

Currently, the situation is such that a few books locked in a classroom are given the status of a library. Millions of our college children, other than those studying in public college are being deprived of the full complement of library resources and services; with they need and are entitled to. Even in colleges where library facilities exist, the picture is not very bright.

The condition of these libraries is below standard when compared with the foreign counterparts. In the education of young child, the printed and other audio-visual resources are essential and needed in abundance. These resources are the basic tools, which are required for the effective teaching and learning. Our educational planners and administrators have rightly stressed the point of view of quality education. It is through the library that the material needed by teachers and students can be supplied efficiently and economically and its adequacy and quality assured.

Merely stocking the reading material in colleges is not enough. Care must be taken to these materials properly organized and make the same easily available to students and teachers. All colleges, irrespective of the number of accessible to students registered, should be provided with a library organized on modern lines and supervised by qualified trained librarian. The provision of adequate supporting staff is very much essential in achieving excellence in library and information services.

It is clear that some serious steps need to be taken to improve the prevailing conditions of college libraries. So the investigator felt the need of making an in-depth study of the problem to highlight the importance of library in the quality improvement of education particularly at the college level.

1.6 STATEMENT OF THE PROBLEM:

Quality management in the govt. Provincialised college libraries in Assam as well as in Lakhimpur district is still a rising task. However , there have been significant effort on the part of ensuring quality in the college libraries as much as possible level within the constraints. The present study is conducted to examine the quality management of govt. Provincialised college libraries of lakhimpur district, Assam. As such the present study

has been entitled as “A study on quality management of college libraries of Lakhimpur district, Assam”

1.7 OBJECTIVES OF THE STUDY:

The objectives of the study are:

1. To study the present status of quality management activities in the provincialised college library of Lakhimpur district, Assam.
2. To study the awareness among the library professionals about the quality management in the provincialised college library of Lakhimpur district, Assam.
3. To study the initiatives taken by the college library professionals for updating the quality management approaches among the provincialised college library of Lakhimpur district, Assam.
4. To study the benefits obtained by the users from college library.

1.8 OPERATIONAL DEFINITION OF THE TERMS IN THE STUDY:

Library: A room or set of rooms where books and other literary, manuscripts, recordings or films etc are kept for study or use but not for sale.

College: A college is an educational institution of higher learning especially one providing a general education rather than technical or professional training.

Quality Management: Quality management is the act of supervised all activities and tasks needed to maintain a desired level of excellence.

1.9 DELIMITATION OF THE STUDY:

In the present study following delimitations have been considered-

Regarding the College library; In the present study Govt. provincialised college libraries of Lakhimpur district have been considered.

Regarding the Librarian; In the present study, Librarians of Govt. provincialised colleges of Lakhimpur district have been considered.

Regarding the College Students; The present study have been confined to only College Students of Govt. provincialised colleges of Lakhimpur district, studied undergraduate level. Only the students of Arts stream have been considered.

Regarding the Library facilities ; The present study have been delimited only to study the existing seating facilities, borrowing reading materials ,trained librarian, availability of internet connection, wifi, E-learning, motivational programme for students, learning and video conferencing have been considered.

1.10 BRIEF DESCRIPTION OF LAKHIMPUR DISTRICT:

Lakhimpur District is located in the North Eastern corner of the Indian state of Assam, the district of Lakhimpur lies on North Bank of the river Brahmaputra. It is surrounded in the North by Arunachal Pradesh, In south by river Brahmaputra and Majuli District and on the East by Dhemaji District and in the West by Sonitpur District. Lakhimpur District is Situated on Latitude and longitude such as 26°48' N and 93°48' NE to 94°20'E. Total population is 10,42,137 (Census 2011).District area 2277 sq km, comprises of the sub division namely North Laskhimpur and Dhakuakhgana. The Head Quarter of the District is located at North Lakhimpur No. of (LAC)

Legislative Assembly Constituency-4, Number of development Block -9 The District is mainly depend upon on Agriculture and some are Government Employee also and some are doing business. The District is Socio Economically semi developed District. The Growth rate of Population of Lakhimpur District during the last decades was 18.34%. About 23% of total area of this district is covered by Forest. The population of the District are mix culture and community i.e. Missing tribe, Bodo,Kasari, Keot,Kalita,Brahmin, Ahom , Deuri, Gosai,Chutia,Khamti,Nepali,Tiwa and some are minrtory people also. Due to Flood effected area and lack of proper infrastructural facilities like communication and poor power supply is the main obstacle of lack of industrialization or trade. The main problem of slow and low development of Lakhimpur District is flood .Every year Lakhimpur District is severely affected by flood. Many people, animals, birds are destroyed by flood. Till today there is no any permanent solution from the Government for flood. Presently Government has taken step for development of the road construction in the District.

In Lakhimpur district there is a big library situated at the head quarter of the district named “District Library”. There are about One Lakhs books, Journals, Magazines, Newspaper available in the District Library. Here many villages have public library and youth club in Lkhimpur district. This library has dissemination of knowledge among villages, students and elders of the village. These mini Libraries spared the reading habits among villagers. In Lakhimpur District there are many Satras and Namghars were situated in many places of the District. The “Naharati Than”, “Phulani Than”, “Sri Sri Badala Padmawata Than” “Belaguri Than”, “Podumani Than”, “Letaku Guri Mahapurushia Than”, Maghnowa Doul ”etc. These bears the oldest and valuable Culture of the society. The most of the Satras were established by Dharma Guru like

Madhabdev, Sri Sri Anirudha Dev, and Sri Sri Badala Padmawata etc .They were the leaders of “Naba Vaishnav Religion”. These Satras bear the rich culture and heritage of the District and proves that the people of the Lakhimpur District culturally and Religiously rich and conscious and developed.

It is very important to mention that Lakhimpur District is famous as the Birth place of “Mahapurush Sri Sri Madhabdev”. He was born at Ranga Jan (Ujiror tole) at Leteku Pukhuri in 1489 near Bihpuria in the District of Lakhimpur .Madhabdev was a Great poet, Religious Guru ,Writer, a social Reformer and Religious Preceptor and Social Reformer not only in Assam but also North East India. Now Assam Government has taken a proposal to establish a University (Attach and original Madhabdev College) “MADHABDEV University” with his name and a MADHABDEV KALAKHETRA” at Narayanpur. Now Construction is going on both of these institutions. This Religious and sacred places would be famous for “Tourism”. This is mentionable that Lakhimpur District (older) is famous for “Majuli culture”.

The lakhimpur district famous for “*Eri muga pat silpa*”. The Dhakuakhana is famous for sericulture development. This silk industry occupied a big market place not only in Assam, now a days it is export outside of India.

There are many lower Primary schools, Upper primary school, High Schools and Higher Secondary School, Junior Colleges, Degree College in this District. The Literacy rate of the average 77.20%,male people literacy 83.52% female literacy rate 70.67%.(census 2011) .There are total number of 683,486 male are literate in the District and 375,552 are literate Female people in the District. It is worth mentioning that the literacy rate of Lakhimpur district is more than Assam’s as well as all India, Rate of average of 74%

which was in Assam's context literacy rate 73.18% .The literacy rate of rural people of Lakhimpur District is 76.22% and in urban literacy rate of the District is 82.80%.

Table 1.1 Name of the provincialised colleges of Lakhimpur District and their Location

SL No	Names of Colleges	Location	Urban	Rural
1	Dhakuakhana College	Dhakuakhana		R
2	North Lakhimpur College	North Lakhimpur	U	
3	Lakhimpur Girls College	North lakhimpur	U	
4	Nowboicha College	Nowboicha		R
5	Sankardev College	Pthalipahar		R
6	North Bank College	Ghilamora		R
7	Bihpuria College	Bihpuria	U	
8	Harhi College	Dhakuakhana		R
9	Laluk College	Laluk		R
10	Brahmaputra Degree College	Lakhimpur		R
11	Lakhimpur Commerch College	North Lakhimpur	U	
12	Owm Prakash Din Dayal College	Panigaon		R
13	Pub Dikrang College	Laholial		R
14	Lakhimpur Central College	Charaimoria	U	
15	L.T.K College	Azad Telahi		R
16	Kherajkhat College	Bhogpur		R
17	Madhab Dev College	Narayanpur		R

1.11 BRIEF DESCRIPTION OF SELECTED COLLEGES LIBRARIES OF LAKHIMPUR DISTRICT:

1.11.1 DHAKUAKHANA COLLEGE:

Dhakuakhana College is an oldest Educational Institution in the District of Lakhimpur. It is affiliated to Dibrugarh University. This College is Located at Katharbari Village along with 500 meter from Dhakuakhana Block. The institute Dhakuakhana College established in 1966. Now this Educational hub has completed 56 years successfully with glorious educational achievement. This college has occupied significant part of the development of higher education in Dhakuakhana block. There are about 3005 students in this college. The college have a very attractive Library named Dhakuakhana College Library. This college Library has been established in 1979. The Areas of the Library about 4288 sq feet and the stock room 22.28 sq.ft.

1.11.2 NORTH LAKHIMPUR COLLEGE:

North Lakhimpur College(NLC) is an oldest Educational Institution in this District. This College is situated at Khelmati -4 km from Lakhimpur Town. North Lakhimpur College established in 1952. This Educational Institution has completed sixty six (66) years successfully with glorious educational achievement. This college has occupied significant part for the development of higher education because the college has Master Degree Courses also in Four subjects. There are about 4200 students in this college. The college have a beautiful and attractive Library named North Lakhimpur College Library. This college Library has been established in 1952. The Areas of the Library about 4512 sq feet and the stock room 25.28 sq.ft.

1.11.3 MADHABDEV COLLEGE:

This College is 2nd oldest Educational Institution in the Lakhimpur District. This college is famous for the name of Sri Sri Madhabdev (Birth place of Sri Sri Madhabdev, Who had born before 569 years) This College is situated at Narayanpur -48 km from Lakhimpur Town . North Lakhimpur College established in 1964. Now this Educational Institution is going to become a “University” .The hon’rable Education minister has declared Madhabdev College would be a University and Assam Government’s Budget for University implementation. There are about 3500 students in this college.

1.11.4 LAKHIMPUR GIRL’S COLLEGE:

Lakhimpur Girl’s College is one of the most important college of Lakhimpur district, as it provide a higher chance for girls higher education. The college has been established in 1972. The college is located at the Head Quarter of the District. The Name of the college library is Lakhimpur Girl’s College Library. The infrastructure development of the college and library is good. This is the only women college in the District. The college has always tried to develop women empowerment. The college has passed a glorious achievement 49 from the establishment time. There are about 3000 (Three Thousand) students and the result of the college is excellent. The college has well administration and has good accommodation for girls. There is an attractive girl’s hostel. The college alsohas Distance mode of Study Centre under K.K .Handique State University.

1.11.5 BIHPURIA COLLEGE:

One of the most important provincialized degree colleges of the District is Bihpuria College. The College is Located at Bihpuria town near the river Dikrong. The college has been established in 1973. The college has occupied a prominent position for the development of Higher education. There are about 2200 (Two thousand two hundred) with both the stream. The result of the college is good. The College is situated at flood effected area .The name of the College Library is Bihpuria College Library. Many students have been benefited from the library.

1.11.6 PUB DIKTRONG COLLEGE

Another most important rural college of the District is Pub Dikrong College. The college was established in 1991. It is situated near the bank of the River Dikrong. The college is situated in the Eastern side of the bank of the River Dikrong. So the name of the college is” Pub Dikromng College.” The college is situated in a rural area and very backward place with mix culture of caste and community .The people are very poor. There are about 900 (Nine hundred) students in formal mode of education. The college has another Distance mode of study centre up to master Degree Level under Dibrugarh University and 300 student are enrolled there .From this centre many students have been benefited in acheiving higher education. The Name of the college library is Pub Dikrong College Library. Library building has been donated by Thangal Kachari Autonomous Council .The College has been provincialized in the year 2014. The college has not found 12 B under UGC. The building condition has not satisfactory at all. The college has been funded a huge amount of building grant from UGC and construction is going on.

1.11.7 NOWBOICHA COLLEGE:

Nawboicha College was established in 1985. The college is situated 15th km distance from District Head quarter of Lakhimpur District. The college is located at Nowboicha, two km distance from National Highway. Nowboicha is a rural area and a huge number of knowledge thirsty rural students are benefited from this provincialized degree college .The Name of the college library is Nowboicha College Library. The Library facility is not Sophisticated. The college has not P.G level. About 1200 (one thousand two hundred) students have been Studied there.

1.11.8 SANKARDEV COLLEGE:

The most important rural college of this District is Sankardev College. The College is situated at the Hills of PathaliPahar. It is distance about 30 km from District Head Quarter. The College is located at the bordered area of Arunachal Pradesh. The natural beauty of the college is very attractive because this college is situated on Hills, Distance from plain area to college 250 meter up of hill. The college was established in 1982.The name of the college library is Bhabendra Nath Saikia Memorial Library(on the memory of founder of the college).The college building and Library Building is well established .There is an NCC Credit course centre in this college and Archery Training point also there. The Library accommodation is good.

1.11.9 NORTH BANK COLLEGE:

This college situated on Ghilamora.100 meter from main town. It is very popular educational institute for local people. This institute establish on 1961.This college is affiliated with the Dibrugarh University. This college have one of valuable Library. Near about 5400 books are available here including its college journals, various types of

magazines etc. The college building is very attractive .College Library attest with visitor room and it is also amazing look for users. There are one of large open ground in middle of the college. A huge gate welcomes every visitor of the college.