

LIBRARY SERVICES IN THE HOTEL MANAGEMENT INSTITUTIONS IN INDIA: A STUDY

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ABSTRACT

INTRODUCTION

In an academic environment, the library is a service-oriented institution that provides the needed information on the priority basis to the faculty members, students, scholar, and staff of the parent institution in order to support the teaching and other academic programmes of the institution. Out of the three components of a modern library and information centre, viz., documents, users, and staff, the users are regarded as the most important component. All the activities of a library, from acquisition of documents to providing information contained therein, revolve round the needs of the users. They are the people who use the resources and services which a library offers. The nature and type of users depend upon the type of library and information centre. It is a necessity on part of the libraries to assess their information needs in order to serve them better and provide effective information services. It is a well-known fact that the fundamental objective of a library is to meet the information needs of its various types of users in minimum possible time. With the help of ICT and internet, access to information is now readily available online, and the modern library has become such an integral part of the digital environment that the relevance of the conventional library is under intensive discussion. Nowadays, the information which was only available in the library can now be accessed from a website and other online platforms.

The role of a library can't be underestimated in the educational process at any level, especially at higher academic institutional level, which aim at the holistic development of the students such as personality, skill, communication, career, creativity etc. The several factors are forcing higher academic institutional libraries to change.

NEED OF LIBRARY SERVICES

A library has various sections which are acquisition, circulation, technical, periodical, serial control, maintenances etc. Each and every section undertakes different types of activities such as receiving request for new books, ordering, accessing of books, billing, classification, cataloguing, issue and return of books, up-to-date collection, recruitment of library personnel, designing and developing physical infrastructure, etc. All these elements are the basic functions and lay the foundation of library services from the perspective of the user. Library provides various services like Circulation, interlibrary loan, reference and referral services reprographic services, user education, SDI, CAS, OPAC services, Internet and e-mail services, etc. The strength and weakness of any academic library *depend* on its services and it is the most important tool to attract the user with *a library* and a planned and effective service *increased* the utilization of information resources and help in *fulfilling* the objectives of education.

REVIEW OF LITERATURE

A total number of 47 published literatures are reviewed for this study. The arrangement of these reviewed literatures is done chronologically in descending order. The researcher tried to cover all kinds of published literature i.e. journal articles, books, conference proceedings, etc. The print and non-print collection is covered for this study. A clear gap was observed between the present study and the studies conducted by the various scholars. The present study is done to fulfill the gap observed on the library services in the centrally affiliated hotel management institutions in India while the published literature was reviewed.

OBJECTIVES OF THE STUDY

- To know the availability of collection in the libraries of Hotel Management Institutions.
- To explore the services offered by the libraries to the users.
- To find out the present status of library automation in IHM libraries.
- To identify the problems faced by the librarians of IHM libraries.
- To find out the availability of equipment and furniture in IHM libraries.
- To know the methods which are used to promote the library services to their users.
- To know the strength and qualification of library staff of IHM.

SIGNIFICANCE OF THE STUDY

The present study analyses the library services, resources, and library staff of IHMs institutes. This study helps the IHMs parallel institutes even also those IHMs libraries that are not so developed. In context, the current study highlights the possible development of library services and resources as per the users' needs. The study fulfills the gap between the literature found related to the topic.

SCOPE AND LIMITATIONS OF THE STUDY

The present study is limited to Central Government Affiliated Institutes of Hotel Management. Under this study, the researcher collected the data from the Librarians of all Central Government Affiliated Institutes of Hotel Management to know the present status of library services and resources.

INSTITUTES OF HOTEL MANAGEMENT (IHMS)

S.N.	Name of the Institution	State
1	Institute of Hotel Management, Bengaluru	Karnataka
2	Institute of Hotel Management, Bhubaneswar	Orissa
3	Dr. Ambedkar Institute of Hotel Management, Chandigarh	Chandigarh
4	Institute of Hotel Management, Chennai	Tamil Nadu
5	Institute of Hotel Management, Gandhinagar	Gujarat
6	Institute of Hotel Management, Goa	Goa
7	Institute of Hotel Management, Gurdaspur	Punjab
8	Institute of Hotel Management, Guwahati	Assam
9	Institute of Hotel Management, Gwalior	Madhya Pradesh
10	Institute of Hotel Management, Hajipur	Bihar
11	Institute of Hotel Management, Hyderabad	Telangana
12	Institute of Hotel Management, Jaipur	Rajasthan
13	Institute of Hotel Management, Kolkata	West Bengal
14	Institute of Hotel Management, Lucknow	Uttar Pradesh
15	Institute of Hotel Management, Mumbai	Maharashtra
16	Institute of Hotel Management, New Delhi	New Delhi
17	Institute of Hotel Management, Shillong	Meghalaya
18	Institute of Hotel Management, Shimla	Himachal Pradesh
19	Institute of Hotel Management, Srinagar	Jammu and Kashmir
20	Institute of Hotel Management, Trivandrum	Kerala
21	Institute of Hotel Management Bhopal	Madhya Pradesh

HYPOTHESES OF THE STUDY

- **H1** Services and collection of IHM libraries are sufficient.
- **H2** Strength of library staff in IHM libraries are limited.

RESEARCH METHODOLOGY

The research methodology is a study to solve the research problem scientifically in a systematic way. The researcher has to be careful while selecting the methodology to be adopted to solve the problem as the research methodology adopted have no value unless it is used properly (Singh, 2006). The main objective of this chapter is to describe the population and sample, sampling procedure, tools used for data collection and analyses undertaken to draw the interpretation.

DATA COLLECTION

To carry out extensive study, it is required to gather adequate amounts of theoretical and empirical data. Examining relevant articles, provided the theoretical information, while surveys, interviews, and observations provided the empirical information.

DATA COLLECTION TOOLS

A questionnaire is a written list of questions that respondents must respond to and then record their responses. Questionnaire is adopted as a data collecting tool in this study. Data were collected online and offline mode. During the pandemic, institutions were closed, the google form of the questionnaire was sent via mail and/or WhatsApp to collect data. Some institutions are also visited physically where it was possible to collect offline data.

DATA ANALYSIS

The researcher distributed questionnaires to the Librarians of IHM libraries through email, WhatsApp, via post and some institutes visited personally to collect the data. Out of 21 Librarians/Incharge, Libraries 19 librarians/Incharge, Libraries filled questionnaires and submitted/received back. After receiving the questionnaires it was found that one library /Incharge, Libraries has not filled the answer of asked questions.

Therefore, it is decided not to include that particular institute in this study. Henceforth, a total 18 questionnaire only are finalised for the purpose of analysis.

Response rate of Librarian/Library in-charge

Questionnaire Responses	Frequency	Percentage
Received	19	90.48%
Not Received	2	9.52%
Total	21	100%

The collected questionnaires were initially categorized and coded under several headings in order to conduct a systematic analysis of the data. Additionally, tables were made according to the need. The data were fed into MS Excel after data coding. The data was analysed, and comprehensible presentations of the statistical findings were made. Following tabulation, the data tables were explained in order to reach a conclusion and draw inferences. As a final outcome, a research report is prepared.

FINDINGS OF THE STUDY

- It is found that out of 18 institutions Libraries, IHM library Goa has maximum number of registered users while IHM Chennai has least number of users. However, the number of seats may be increased or decreased as per the courses run by the respective institutions.
- It is found that 9 institutions give close library access, 6 institutions give both open and close library access and 3 institutions provide open access for the library collection.
- The table 5.6 shows that mostly institutions are having the Librarians only 3 institutions have Assistant Librarians. It is also cleared that IHM Lucknow, IHM Hyderabad, IHM Srinagar and IHM Guwahati have maximum number of

Library Staff (3) while IHM Gurdaspur, IHM Shillong, IHM Chennai, and IHM Trivandrum each have only one library staff in the respective library.

- Findings revealed that most of the institutes have the seating capacity upto 50-100 seats for its users. It is cleared that some of the institutions i.e. IHM Goa, IHM Mumbai and IHM New Delhi have 1000+ registered users. Hence forth, the seating capacities inside those libraries are less in comparison to number of registered users.
- It is found that IHM Bhubaneswar, IHM Mumbai, IHM Lucknow, IHM Chennai, IHM Hyderabad, IHM Bhopal, IHM Gwalior and IHM Guwahati consist of both print and electronic resources. Others are consist only print resources to its users. It is also found that print resources are in rich amount rather than e-resources.
- Findings revealed that general books, text books, reference books, journals and newspapers/magazines are available in all the institutions' Libraries followed by dictionaries, encyclopedias, theses-dissertations and others. It is also observed that IHM Bhubaneswar, IHM New Delhi, and IHM Shillong are the institutions' Libraries that provide all the print collection enlisted in the table.
- It is revealed that the maximum number of librarians are strongly agreed and agreed with the sufficiency of print resources.
- It is found that e-journals are available in 10 institutions' Libraries out of 18 followed by e-books and CD-ROM. In which, IHM Bhubaneswar has the maximum number of e-resources enlisted in the table.
- Here, the findings revealed that most of the Librarians are disagreed with the sufficiency of the e-resources.

- It is found that publishers catalogues, booksellers catalogues, book references and publishers websites are mostly used by the Librarians as book selection tools.
- The study found that circulation services are provided in all the institutions' Libraries followed by reference services, cataloging services, current awareness services, etc. It is clear that IHM Bhubaneswar and IHM Bhopal Libraries are providing all the library services.
- It is also found that circulation services are mostly used by the library users followed by reference services and book reservation services.
- This study revealed that DDC scheme of classification and AACR2 Catalogue Code are used by the majority of the institutions' Libraries.
- It is also found that majority of the respondents are charged for overdue books.
- It is found that maximum number of institutions used computerized and register system for charging-discharging the books.
- It is found that there are 15 institutions out of 18 institutions where the libraries are found fully or partially computerized.
- The study revealed that the E-Granthalaya software is being used by the maximum number of institutions for library automation. The majority of libraries are using this software since more than 5 years and also majority of the institutions' Libraries are satisfied with the software with.
- It is found that IHM Chennai has the highest number of computers and IHM Trivandrum has the lowest number of computer systems where New Delhi and

Gurdaspur has no computer systems. Majority of institute' Libraries are allowed to access internet in the computer labs for more than 3 hours.

- The study revealed that maximum institute' Libraries are organizing user orientation programmes. And, these programmes mostly are organized by the librarians through 'Lecture method' and 'library tour' method.
- It is found that computer systems are available in all IHM libraries followed by printers and UPSs.
- It is found that maximum institution' Libraries having study tables, chairs, books rack, etc. IHM Bhubaneswar, IHM Lucknow, and Srinagar have all library furnitures enlisted in table.
- This study revealed that most of the institutions' Libraries provide reading hall facilities, lighting and power facilities, propriety counter facilities, photocopy, printer, scanning and wireless access facilities. Some institutions' Libraries are also provide air conditioning facilities.
- It is found that catalogue cards, library tours, e-mails, training sessions and workshops and exhibits and displays etc. are mostly used for promoting the library services and resources.
- The finding shows that only 27.78% respondents are strongly agreed and 16.67% are agreed about the low number of library staff as well as 27.78% respondents are strongly agreed and 33.33% are agreed about the lack of trained and skilled staff. Other problems such as lack of funds, lack of trainings in modern information services are also observed.
- It is found that majority of the institutions' Libraries are overall satisfactory library services.

SUGGESTIONS AND RECOMMENDATIONS

- Finding shows that the highest number of Library staff was found only 3. It is very lowest number of the library staff. So, it is recommended that the institutions should recruit the various vacant posts to fulfill the library policy, etc.
- The IHM institutions' Libraries should increase the seating capacity considering the registered number of users.
- It is observed that the print resources are rich rather than the e-resources. So, library should be focused on both types of library resources. Those libraries which are not providing e-resources to their users, should initiate the subscription in this internet era.
- Librarians should offer other library services also besides circulation services.
- It is recommended that all the libraries of IHMs should move towards the automation and computerization.
- Libraries should increase the computer systems as per the strength of users and increase the internet access hours.
- Libraries also should increase the hardware for the library staffs to increase the working capacity and better library facilities.
- Library should organise orientation programmes from time to time to inculcate reading habits among users and alongwith increasing the reading habits to use library services and resources in general, and to use electronic resources in particular.
- Library websites should be maintained and updated properly and time to time.

- Library collection should be made remotely accessible.
- All libraries should have both types of library accesses, i.e., open & close.
- The latest editions of the library scheme of classification and catalogue codes should be implemented for classify and catalogue the collection.
- Library should be opened round the clock (24*7) because the courses of IHM now a days becoming one of the most important and demanding courses throughout the globe. The international demand in the hospitality areas is also increased. Therefore, libraries should be enriched of the international level of rich collection so that the outputs of IHMs an become sincere and deep knowledgeable.
- All the libraries should have the software which are having maximum facilities/modules.
- As far as the book selection is concern, the maximum weightage should be given the respective faculty members.

CONCLUSION

It is a fact that the success of any library is measured on the basis of fulfillment the obligations of the Five Laws of Library Science and also the trilogy of S. R. Ranganathan. Ranganathan's trilogy consists of the library collections, library staff, and users. The study concluded that the current study is strictly based on the types of library resources, library services, number of library staff, library automation status, seating capacity, types of hardware, library furniture, library facilities, etc. So, the study indicates that print resources are sufficient according to the Librarians while electronic resources are not sufficient in the library. It is suggested that in this internet era, Librarians should subscribe and promote to access electronic resources as well as print

resources. Most of the libraries of IHMs also have only 50-100 member of seating capacity for their users. It should be increased as per the number of users and make able to use the maximum number of library services and also the Librarians should not be stuck up users only up to circulation services.

Library automation is also an essential part of today's libraries. It decreases the workload of the library personnel like charging-discharging, fine charges, book reservations, email alerts, etc. so the libraries should move towards 'automation'.

It is also known that the success of library is moving around the users. If users' demands are fulfilled, the libraries are considered to be run in a success. So, the library facilities should be provided and enhanced on regular basis and should also be updated.

ORGANIZATION OF THE THESIS

The present thesis is organized into six chapters as follows:

CHAPTER 1 – INTRODUCTION

The first chapter deals with the introduction, history of library in India, need of library services, types of library services, role of library in higher education, about institutes of hotel management.

CHAPTER 2 - REVIEW OF LITERATURE

The second chapter provides a detailed review of the previous researches that have been conducted.

CHAPTER 3 - PROFILE OF THE INSTITUTIONS

The third chapter provides the profile of the all studied IHM Institutions and there libraries.

CHAPTER 4 - RESEARCH METHODOLOGY

The fourth chapter deals with the introduction of research methodology, objectives of the study, significance of the study, population, scope and limitation, hypotheses, data collection tool, data analysis, and citation style.

CHAPTER 5 - DATA ANALYSIS AND INTERPRETATION

The fifth chapter includes tabulation, statistical analysis, interpretation, and graphical presentation of collected data.

CHAPTER 6 - FINDINGS, SUGGESTIONS, AND CONCLUSION

The sixth chapter summarises the study's primary findings and conclusion. It deals with recommendations for the study and suggestions for further research.

Bibliography: Refers to the citations which are used in the text of the thesis.

Appendices: encloses the questionnaire which was framed and used as data collection for the survey and list of publications.