

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

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BY

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DECLARATION

I, Preeti declare that the thesis entitled **LIBRARY SERVICES IN THE HOTEL MANAGEMENT INSTITUTIONS IN INDIA: A STUDY** has been prepared by me under the supervision of Dr. K. L. Mahawar, Professor & Head, Department of Library & Information Science, Babasaheb Bhimrao Ambedkar University, Lucknow. No part of this thesis has formed the basis for the award of any degree, diploma, or fellowship previously.

Further, I declare that the material embodied in the present work is based on original research work and the indebtedness to others has been duly acknowledged at relevant places. I also declare that the thesis is essentially free from all kinds of plagiarism.

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CERTIFICATE

This is to certify that the thesis titled **LIBRARY SERVICES IN THE HOTEL MANAGEMENT INSTITUTIONS IN INDIA: A STUDY** submitted by Ms. Preeti is an original research work and has not been previously submitted in part or full for the award of any other degree or diploma to this or any other University.

The thesis submitted to Babasaheb Bhimrao Ambedkar University Lucknow satisfies all the requirements as stipulated in the **Ph.D. regulation amended in 2017** and it is fit for submission and evaluation for the award of the degree of Doctor of Philosophy of the University.

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PREFACE

A library is the hub of information/knowledge which plays an important role in academic institutions because the library is the heart of the institution. A library is such a source that provides the different types of information resources and fulfills the information need of different types of users. The library provides the resources, facilities, and other activities as services to the users' and with the help of all these services, the library serves the required information to the right user, at the right place, and at the right time. Any library provides such common services i.e. Check-In/Check-Out Service, Cataloguing Service/OPAC, Inter-Library Loan, Document Delivery Service, Current Awareness Service, Reprography Service, User Orientation, etc. In this changing era, libraries are coming forward to provide services digitally along with manually. The library helps to improve learning skills i.e. self-learning, long-life learning, etc. of users by providing some other materials such as recreational books, motivational books, novels, and subjective material also.

The study entitled “Library Services in the Hotel Management Institutions in India” was evaluate the present status of library services of central government affiliated Institute of Hotel Management come under National Council for Hotel Management and Catering Technology. The main objectives of this study to know the availability the print and electronic resources, offered services, status of library automation, availability of infrastructure and also find out the problems faced in IHM Libraries.

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 Analyses and Interpretation

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

Chapter 6 - Findings, Conclusion and Suggestions

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

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.

LIST OF ABBREVIATIONS

S. No.	Abbreviations	Full form
1	ALA	American Library Association
2	APA	American Psychological Association
3	B.Sc	Bachelor of Science
4	BA	Bachelor of Art
5	BLISc	Bachelor of Library and Information Science
6	CAS	Current Awareness Service
7	CCTV	Closed Circuit Television
8	CD-ROM	Compact Disc Read Only Memory
9	CDS/ISIS	Computerised Documentation Service/Integrated Set of Information Systems
10	DDS	Document Delivery Service
11	DVD	Digital Versatile Disc
12	ETD	Electronic Thesis and Dissertation
13	FAQ	Frequently Asked Questions
14	ICT	Information and Communication Technology
15	IFLIBNET	Information and Library Network
16	IHM	Institute of Hotel Management
17	INSDOC	Indian National Scientific Documentation Centre
18	LIS	Library and Information Science
19	M.Phil.	Master of Philosophy
20	MA	Master of Art
21	MLISc	Master of Library and Information Science
22	NAPLIS	National Policy on Library and Information System
23	NCHMCT	National Council for Hotel Management and Catering Technology
24	NKC	National Knowledge Commission
25	NUCSSI	National Union Catalogue of Scientific Serials in India
26	OPAC	Online Public Access Catalogue
27	PG	Post-Graduate
28	PGDLAN	Post-Graduate Diploma in Library Automation and Networking
29	Ph.D.	Doctor of Philosophy
30	RIFD	Radio Frequency Identification
31	ILL	Inter Library Loan
32	SAARC	South Asian Association for Regional Cooperation
33	SDI	Selective Dissemination Information
34	UG	Under-Graduate
35	UGC-NET	University Grant Commission-National Eligibility Test
36	UPS	Uninterruptible Power Supply

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Chapter 1
Introduction



CHAPTER – 1

INTRODUCTION

1.1 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.

1.2 History of Libraries in India

There are four important ages where we can see the image of libraries. These ages are: the Vedic, the Buddhistic, the Medieval, and the Muslim. In Vedic age, the medium of getting information was not in written form. Guru spoke the lessons and pupils got the knowledge. Taxila was much respected example of higher learning education but still there is no evidence about a good library system. Before abolishment of Nalanda University, it had rich collection. After the ruining of Nalanda University Library by Bakhtiyar Khilji, there is no evidence about this library. There are lots of examples such as Vikramshila established by Dharampala and the Jaggadal Vihara in Varendrabhumi which were spoiled by some reasons are the examples of well-established libraries.

In medieval period, in India a history of university library is not known. Merely muslim rulers built library in their own palaces. A single exception of library was attached with college at Bidar. Aurangzeb transferred library to Delhi to merge with his palace library. But due to some political trouble, library fell down day by day.

Libraries during the British rule were established in the higher institutions founded by Christians missionaries. There were lots of institutions such as Calcutta College in 1781, Benaras Sanskrit College in 1792 by Jonathan Duncan, The Calcutta Fort William College in 1800 which were having their own libraries. The foundation of Fort William and Serampore Colleges, Calcutta, Madras and Bombay universities and their libraries under the Charter Act of 1813, Hunter, Raleigh and Calcutta University

Commissions, the establishment of Inter University Board, library training programmes, Sargent Report and appointment of the University Grants Committee, the establishment of Madras University, University of Bombay, University of Calcutta and their libraries, the constitution of Inter University Board, the appointment of Hartog Committee, the Montague-Chelmsford reforms of 1919, the Government of India Act of 1935, and the Sargent Committee Report etc. Due to these acts, reports, commissions and committees, in India top class universities and their libraries has been established which serve the country.

University Education Commission by Dr. S. Radhakrishnan (1948-49) and its recommendations, has helped in the development of academic libraries after independence in India. It was first recommendation which described annual grants, open access system, working hours, organization of the library, staff, steps to make students book conscious and the need to give grants to teachers to buy books.

There was another committee appointed by father of Library Science, Dr. Ranganathan (1957) for University and College Libraries. It advised to conduct a survey on National Level of Academic Libraries. It was the first time when Government of India had decided to take advice from a professional librarian regarding Academic Libraries. There were some other Commissions and Programmes run by the approval of authorized body for College and University Libraries. A programme “National Knowledge Commission (NKC)” was established by the eminent person Shri Manmohan Singh, former Prime Minister of India on 13 June 2005. The Commission envisaged the future road map for the growth and development of academic libraries by imbibing core issues such as, to 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. It focused on key areas such as education, science and technology, agriculture, industry, e-governance etc. but it dissolved in 2014 due to some controversies

1.3 Definitions of Library

ALA (American Library Association) glossary of library and information science has defined library as - "A collection of materials organised to provide physical, bibliographical and intellectual access to a target group with a staff that is trained to provide services and programs related to the information needs of target group."

According to Dr. S.R. Ranganathan- "A library is a public institution or establishment charged with the care of a collection of books and the duty of making them accessible to those who require the use of them."

1.4 Need of Library Services

The library service is a kind of invisible product in which readers participate, owing to the nature of the open service system, the changing demands of readers and the continuing development of document information resources for the academic library service system. As information providers, libraries of all types, and documentation and information centers should be the main beneficiaries of the enormous amount of Internet resources that can be used to noticeably enhance the quality of their services and at the same time to save time and money. The Internet can play a major role with regard to enhancing library operations and services, especially when budget cuts by

many parent institutions, fluctuations in exchange rates of currencies, and the rapidly growing costs of periodicals are the main difficulties that most libraries face. Planning means studying the goals and objectives of library service, calculating the costs and determining library needs in relation to the economic and social development of the country. Without planning, most library systems will remain poorly organized and equipped.

The libraries have an essential and close bearing upon the advancement of education and learning at all levels for all the times to come. Library services improve knowledge and skills for positive productivity as a tool for national development. According to Metzger, (1991), Library services are needed to enable the individual develop full potentials and widening the horizons of perception, interests and skills. Other needs for library services include public enlightenment or rights in the society, understanding social values and expected conduct in public life; assisting to adjust to existing social, political, spiritual and economic activities of the society, to cultivate and maintain reading culture and promotion of good literatures. Onshwakpor, J. E. summed up the need for library services from the perspective of adult education when he observed that, if adult education is to have a greater share in the molding and building of a happier individual and a better society, the providers of adult education must go beyond their roles as literacy facilitators to a more practical role of providing libraries for sustaining the newly acquired skills of adult learners.

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.

1.5 Types of Library Services

- **Circulation Service:** Every library has circulation counter nearest to the main door of library. Through this service, a registered user (Student, Researcher, Teacher etc.) borrows the book for the some limited time and borrowed books can be taken to home for reading. After the duration, users return the books on the circulation counter. Library has various ways of issue and return of book like as register system, barcode system, RIFD system and these systems totally depend on the size of the library.
- **Book Reservation Service:** Reservation service is also included in circulation service. If a library has less copies of some material then the users can submit online and offline request to the librarian to reserve/hold the books and journals, so that user can access the required book on the needed time.
- **Inter Library Loan Service:** Inter Library Loan is a resource sharing service. This service is used when the needed document not available in library. Through this service documents are made available by another library as loan or as photocopy.

- **Technical processing Service:** Classification and cataloguing service works under the technical section. In this section, library staff firstly classifies the books and assigns the unique number that called the call number. After that organized a list of bibliographical information (author, title, publisher, call number, ISBN number, accession number etc.) of library resources is called catalogue card. Catalogue records enable users to find and access resources relevant to their needs. It contains a description of a resource that allows it to be identified and distinguished from other similar resources.
- **Reference Service:** The concept of the reference service was start from the public Libraries of USA in the last decades of 19th century to help the users in informal way. This service establishes the link and relation of the users with librarian and document/book through personalized services. In India, reference service was initiated by S. R. Ranganathan in Madras University Library in 1930. This service provides the relevant information to the user's base upon it response of the request. Ranganathan has defined reference service as a personal service to each reader in helping her/him to find the document, answering the particular query, pinpointedly, exhaustively and expeditiously. Ranganathan has also emphasized that the reference service aims at "providing the right book to the right reader at the right time. Under this services, the reference librarian and library staffs provide the guidance and assistance to the users to use of library and its tools, searching and locating documents, ready reference and long range reference service, literature search and compilation of bibliography, document delivery service, referral service, etc.
- **Document Delivery Service:** Document delivery is a personalized service. This service provides documents (books, journals articles, Microfilm, etc.) on

demand and hard/soft copy of document is made available to the requesting libraries, information centers and individual user. For providing the documents requested by the users, the library may have to tap several sources – other libraries, publishers, vendors, authors, document supply centers/agencies, etc. Library provides free and commercial document delivery service in the form of physical and electronic form. In India, INSDOC deliver the document delivery service (DDS) since 1952 at national level. The service is provided utilizing the entire country's resources including those of National Science Library and the Pilot Electronic Library of NISCAIR. The requests are received by mail, fax, telex and e-mail. The location of required document is identified using the computerized National Union Catalogue of Scientific Serials in India (NUCSSI) maintained by the Centre.

- **Current Awareness Service:** Current Awareness Service (CAS) is an anticipating information service. Library and Information center provide this service in expectation of demand of users. The main purpose of this service is to inform and alert about new acquisition in their library and current development in their interest of subject. Under this service offer such as Accession List / Current Awareness List/Documentation Bulletin, Title Announcement Service/Contents-by-Journal Service, Selective Dissemination of Information, Research-in-Progress Bulletin, Newspaper Clipping Service, etc.
- **Selective Dissemination of Information:** SDI is also a current awareness service but it provides personalized and individualized to the user and a research group. The concept of this service was started by H. P. Luhn, a computer scientist in 1961. An SDI system is mainly based on two types of

profiles—users’ profiles and document profiles—which are matched to decide about the relevance of any new document for an individual user. Luhn defines SDI as a service within an organization which concerns itself with the channeling of new item of information, from whatever sources, to those clients within the organization where the probability of usefulness in connection with current work or interest is high.

- **Newspaper Clipping Services:** Clip means to cut out an item from a newspaper, magazine, etc. using scissors, blades, and the like. This makes the meaning of newspaper clipping service clear. In fact, it is a service provided with the clipping. In this service according to the demand of customers the service is provided. In some cases the service is provided daily, or at longer intervals. When a library provides the service to its users it is usually free. Private agencies providing such services are generally on payment basis. The scope of the service depends on the demand of a service seeker. Four types of newspaper clipping service are quite common. They are: person oriented service, institution-oriented service, government-oriented service, and subject-oriented service. Recently, NIC Library has designed such new application software for “e-News Clipping” service called as “NewsNIC”. “NewsNIC” provides a web-based, full-text access to NEWS items using web interface. It has been packaged with an easy user interface for clients to prepare news items and then to upload these news items on web server.
- **Indexing and Abstracting Services:** Abstracting and Indexing services started in the early part of the 19th century to assist the researcher keep abreast of increasing current developments in his field of interest which may be difficult to achieve as a result of information explosion. Indexing and

abstracting services may be pertaining to a subject or discipline, irrespective of the country from which a document originates language or form (journal article, technical reports or thesis). These tools help users to retrieve information needed with or without little difficulty and more importantly lead users to pertinent and relevant information within shortest time possible.

- **Bibliographic Service:** Bibliographical services are services related to the library collection and access to those collections, whether print or online. Library bibliographic services are a core element of the research endeavor. It provides tools in the form of catalogs, indexes & abstracts, and web pages that link our users to the materials they want. To organize the growing recorded knowledge, the librarians and document lists have developed various types of bibliographical services for the easy location and retrieval of the material.
- **Reprographic Service (Photocopy):** Reprography is a process to reproduce a copy of a document from an original document. Reprography serves many roles in libraries and these roles amongst others include dissemination of information on a large scale among libraries and between libraries and their patrons, This service provided by the almost all libraries because this library service help in saving at space, helping in the preservation and conservation of library materials, assisting in the reproduction of rare books, of print and archival materials for the purposes of storage and use, promoting inter-library corporation resources and sharing, enhancing the use of library materials and facilitating the reproduction of exact copies of document.
- **Internet Service:** Internet is one of the most important part of modern libraries. Inter net has helped in developing web based library services. Users from any part of the world can access the library. With the advent of internet

services, a library can offer other services like acquisition, Email service, Ready reference service, Bulletin board service, E-SDI service, etc. at greater speed and efficiency. Internet has helped in integrating the various services a library offers. With the help of this service, the libraries can help in providing bibliographical database to the users via OPACs from libraries of other institutions.

- **Library Orientation:** All educational and learning processes in an educational institution require a library as a key significant part. Its main users are students, researchers, teachers and the public at large. The objective of Library Orientation Service is to make the users aware of the resources available with the library because the library thrives on the usage of the resources by the users. It is about the information and communication process and involves complete interaction, communication with the library.
- **Book Bank Services:** Book bank is a collection of multiple copies of textbooks. These books can be borrowed by the students for a semester (in semester system) or a year (in annual system) against nominal rental charges.

1.6 The Role of Libraries in Higher Education

In modern era, education is the most important factor in every country in the world because through education we can gradually develop into a knowledge society. A knowledge society is one where growth, development, and innovation are driven by optimal use of information and information products. Through education we can achieve knowledge and information, which is power and this power is very essential for the development of personality of individuals as well as the nations. Education is to equalized opportunities enabling the backward and under privileged classes and individuals to use education as a lever for the improvement of their condition. Every

society that values social justice and is anxious to improve a layman and cultivate all available talent must ensure progressive equality of opportunity to all sections of the society. Library is a necessary part and key factor to achieve the goals and objectives of any educational programme. In the words of Dr. S. R. Ranganathan, “Libraries are not more store houses, they are rich springs from which knowledge flows out to irrigate field of education and culture.” Role of library in education is not restrained to primary and secondary education rather than it is much more important and it is a primary requirement in higher education. A library is an essential prerequisite for successful implementation of higher educational programs. The library should be an important centre of attraction of institutions, colleges and universities. The rate of social and technological change is demanding and increases the emphasis on the educational role of libraries, both as complementary to formal education and as the natural home for nontraditional learning. As a neutral, non-threatening environment for learning, libraries have already created an optimum condition on which learning may take place. Higher educational libraries need to change along with the change and development taking place in the new educational system. The purpose of higher educational libraries today is not only to support the works of scholars but simultaneously to meet the needs, demands and expectations of yesterday, today and tomorrow - of students and ensure their developments as individuals. From this stand point, a restructuring is essential for higher educational institution.

A library is vital organ for proper exploration of our intellectual resources. A library is essential for maintenance of free access to ideas, and to the functioning of the untrammelled mind. Library offers the resources and encourages the thinking process, creativity, inquisitiveness and makes the learning more fruitful. The function of library is to provide textbooks, references, periodicals, research conducted till date on

various subjects to students, teachers and researchers. Libraries are established for the systematic collection, organization, preservation and dissemination of knowledge and information.

From the 20th century till now, some of the eminent persons and associations have continuously struggled to develop and improve the situation of libraries in higher education in India. Many committees, commissions, policy and networks have established to increased emphasis on the educational role of libraries like as: Ranganathan Committee (1967), Kothari Commission (1964-66), University Grant Commission (1953), INFLIBNET (1986), NAPLIS (1985) etc. Indian higher education and academic library have developed considerably during the 1980's and are very different today from what they were in ancient, medieval, pre-independence India. This has been made possible by the progress of higher education, the support to the libraries by the University Grants Commission and guidance of many academic librarians, including Dr. S R Ranganathan.

1.7 Institutes of Hotel Management

The Central Government funded Institutes of Hotel Management are affiliated to National Council for Hotel Management and Catering Technology (NCHMCT) and funded by the Ministry of Tourism, Govt. of India. The National Council for Hotel Management and Catering Technology (NCHMCT) was established in 1982 by government of India for coordinated growth and development of hospitality management education in India. After that it was transferred to Ministry of Tourism, Govt. of India in the year 1984. These all institutions have well-established libraries to fulfill the information needs of the users. The main purpose of setting up a library at an educational institution is to meet the intellectual needs of the community it

serves, i.e. Researchers, faculty and students. The collection ranges from hospitality, tourism, food science, dietetics, nutrition, culinary arts, and other allied subjects. The library also focuses on general reading and personality development books.

Libraries have a good stock of the latest books, Dissertations, Guide, Maps, Atlases, periodicals and journals, both national and international which cover all aspects of Hotel, Tourism, Travel, Hospitality and Management. Libraries have different types of sections to provide the various types of services like as technical section, circulation section, reference section, periodical section, reprographic section etc. All the Institutes have a well-equipped Computer Lab to search and access the electronic resources (e-journals, online databases, CD-ROM databases etc.) with the help of internet and network system.

There are 21 Central Government Affiliated Institutes of Hotel Management in India as follows:

1. Institute of Hotel Management S.J. Polytechnic Campus, Bengaluru, Karnataka
2. Institute of Hotel Management, Bhubaneswar, Orissa
3. Dr. Ambedkar Institute of Hotel Management, Chandigarh
4. Institute of Hotel Management CIT Campus, Chennai Tamil Nadu
5. Institute of Hotel Management, Gandhinagar, Gujarat
6. Institute of Hotel Management Alto Porvorim, Goa
7. Institute of Hotel Management Bariar, 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 Seed Farm, Lucknow, Uttar Pradesh
15. Institute of Hotel Management, Mumbai, Maharashtra
16. Institute of Hotel Management, New Delhi
17. Institute of Hotel Management, “Lumpyngad”, Shillong, Meghalaya
18. Institute of Hotel Management, Shimla, Himachal Pradesh
19. Institute of Hotel Management, Srinagar, Jammu and Kashmir
20. Institute of Hotel Management, Thiruvananthapuram, Kerala
21. Institute of Hotel Management, Bhopal Madhya, Pradesh

1.8 Conclusion

The present study includes 21 Hotel Management Institutions’ Libraries. Initially the basic information was collected from the IHMs libraries in India. It was found that these institutions are offering professional courses. These professional courses are in heavy demand of the tourism and hotel industries. It was also observed from the published literatures that there was no study conducted on the libraries of IHMs. As it is described in the chapter that there are many kinds of library services offered. The researcher planned and executed the study on the library services of IHMs in India.

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Chapter 2
Review of Literature



CHAPTER – 2

REVIEW OF LITERATURE

2.1 Introduction

Review of literature is a precise analysis of related literature of given aspect helps in understanding the problem clearly, and to know what work has already been done in the area under study and in allied areas. It is a theoretical framework that provides relevant literature for the research study. The purview of present study pertains Library services in the Hotel Management Institutions in India. The investigator of the present study has made an effort to review some important studies on the Library services. The review of literature is presented in descending order as follow:

Chioma & Obiano (2021) have studied the importance and challenges of virtual library services provided by academic libraries. The researchers conducted a survey on 120 librarians of 4 federal universities in south-eastern Nigeria. Results found that virtual libraries services were most essential but many problems were faced by the Librarian to deliver these services such as lack of adequate funding, network problem, epileptic power supply, etc.

Kumar (2021) this study emphasized the collection development and management of library services, library professionals, library budget, and Information Communication Technology in 6 government ministries' libraries in Delhi. The researcher collected data through a structured questionnaire. The finding shows that these libraries lack of professional skilled staff, unavailability of ICT components, and lack information services. library of MoCA had research work documents from ICS/ICWA. Library of Ministry of commerce and industry had rare collection of

copyright records, policy making records etc. all other libraries also had house maps/charts/atlas, periodicals and reference resources.

Singh (2021) this study examined the information resources and services provided by engineering and management institute libraries of Haryana. The nine engineering and management institutions libraries were taken. The researcher was conducted a survey method for collection of data through questionnaire. The stratified sampling was used for selecting the population. It was found that library of JCBUST had a collection of 81000 books with over 12000 reference books and about 6000 e-books and 125 printed journals. UIET libraries had 22366 textbooks and 666 reference books. The NIT library had collection of 200000 books out of 15000 which more than reference books.

Mozumder, Barooah & Hussain (2020) explored the current status of college libraries of Barak Valley. In this study, the authors found that the GCS college library has the maximum number (11) of supporting staff out of all selected college libraries, and the library area is 14500 sq. ft. Out of 18 college libraries, 15 libraries provide newspaper clipping services, 10 libraries provide current awareness service. In traditional services, lending services and reading room facilities are provided by all college libraries. 13 libraries provide photocopy services and internet information browsing in modern technology-based services.

Bhanu & Saha (2019) explored the status of management college libraries in Bhubaneswar Odisha, India. The researcher conducted a survey method and used a structured questionnaire for collected data. The study evaluated the status of staff, collections, services, information and communication technology infrastructure. It was found that all management college libraries were providing internet and wi-fi

services and have open access system to its collection. The library of XIMB had the highest number of books 50,000, RCM had 44,500, ASBM had 26,562, KIITSOM had 20,868 and MIMTS had 5000 in its collection also found that all libraries were automated their services with the help of library management software.

Khan, Ali, & Kumar (2019) investigated the users' satisfaction with library services and resources among students and faculty of Vidyavardhaka first grade college library in Mysore. The investigator used survey method and made a structured questionnaire for collect data. In this study, Survey Monkey online software was used to distribute the questionnaires among users. The finding of the analyzed data depicts that 38% of the respondents visit the library 1-2 times in a week, 50.88% respondents spend 5 or less hours a week for using library resources and most of the respondents mentioned the purposes of visited the such as to borrow books, to study reference books, to examine the question papers of previous year, to read materials in respective subject. Almost respondents stated that they were satisfied with the physical and web-based library services and also quality of the library resources was good.

Kumar & Naik (2019) this study investigated the uses, awareness and attitudes towards of library services and facilities with special reference to first grade college libraries in the Bangalore. A survey was carried out on a sample population of 295 students from the three colleges. A result shows that 84.8 percent of the students use the library regularly. Users are highly aware the availability of print-based information resources compare to the online resources. Users' major activities in the library are reading text books (83.9%), newspapers (67.1%), source information for research or project work (65.8%) and class assignments (65.3%). Major barriers reported by the students on the effective use of the college library are lack of computer/Internet (75.6%) and lack of current materials (60.7%).

Nayana (2019) the study examined library automation status among the aided college libraries in Bangluru. The researcher used survey method for this study. Questionnaire and interview were used to collect the data from 44 aided college libraries. The study finding revealed that out of 44 libraries, 36 libraries were automated and 83% libraries were used proprietary software. 33.34% respondents said that they used EasyLib software. The researcher was found that majority of the libraries (29) approached the vendor to install the proprietary software. Also found that cataloguing, circulation and OPAC module were highly used by libraries as compare to other module. Respondents said that they faced technical problem during the automation.

Jhamb & Ruhela (2018) this paper discussed the satisfaction level among user of Delhi Public Library regarding its services, collection, staff, building and atmosphere. Majority of the respondents (77.8%) were visit the library for use competitive exam books to fulfill their information needs. Maximum responses of the respondents show that facilities provided by the library to the users were good. Many users have reported their problems in the terms of ACs not working properly, available number of seats have less than the number of users. Maximum users were satisfied by all the services provided by the library.

Mallya & Patwardhan (2018) to examined the perceived importance and experiences of library service quality for hospitality management students of Welcomgroup Graduate School of Hotel Administration (WGSHA) in Manipal University. The authors had used LibQUAL+® tool for this study to evaluate the services quality of the library. In this study authors have included only senior students of bachelor and master degree in private hotel management institute in India. The results of the study recommend that library service providers need to understand the needs of students and should have the inclination to help students in making the library a gateway for study,

learning and research. Out of the 9 affects of services, these 5 affects of services like as Willingness to help users, Knowledge to answer user questions, Readiness to respond to users' questions, handling users' service problems, and understand the needs of their users have the most important aspect of services for hospitality students.

Manuwa, Agboola & Aduku (2018) through this study, authors disclosed that how library orientation is affected on library use in two academic libraries using Federal University Gashu' a library and College of Education Gashu' library. The authors found that classroom teaching (100%) and library orientation (73%) are both methods used by the libraries for awareness in the users. Respondents stated that they have strongly agree (326%) and agreed (202%) with the overall effect of library orientation. Based on users' perception library orientation was very relevant for every newly admit students because through this service user became able to identify and retrieve the needed information, awareness regarded library rule regulation and process of the library.

Olorunfemi & Ipadeola (2018) this study explored the need, techniques, competencies, and challenges faced in marketing library services and resources in university libraries in southwest Nigeria. The findings show that 37 out of 64 Librarians were male, and 27 were female. 18 (28.13%) Librarians were Ph.D. holders, 39 (60.94%) were qualified MLIS, and 7 (10.93%) were qualified PGD. Almost all Librarians were agreed that the marketing of library services and resources are necessary to enhance the usage of the library.

Salauddin (2018) the survey attempts to find information on users' views of the library's collections, resources, equipment, facilities, services and operation. For

carried out this survey the researcher selected the fifteen departments of University of Lucknow. The study looks out that 43.85% of the respondents were visit the library daily and 43.12% respondents visited the library a few times per week. Majority of the respondents 432 (63.15%) users stated that they were satisfied with the adequate information on library websites, 368 (50.80%) respondents are highly satisfied with the opening hours of libraries, and 343 (50.14%) respondents are dissatisfied with the reservation of books Service.

Kulkarni (2017) the study emphasized on collection development in institute of hotel management library in Aurangabad. The researcher adopted descriptive survey method and questionnaire selected as tool for data collection and also systematic random sampling techniques used for selected population. This study found the availability of books collection in the library such as food production 4261, general subject books 1640, management 2924 and the least collection was found in the front office subject 162 respectively. Collection of dissertations on the subject of food 660 and beverage services 416 accommodation project 216. The least collection of dissertations has found 02 in subject on finance. The registered members of the library such as 400 have students, 25 have non-teaching staff, and 15 have teaching staff.

Padmavathi, Ningaiahand, & Biradar (2017) surveyed on the “Use and User satisfaction of Library Resources and Services by PG Students and Research Scholars in Bangalore University Library, Bangalore”. The study found that maximum numbers of respondents were visit the library and respondents were satisfied with the resources and services of the library which are provided to their and they recommended to extend the library hours and purchase more and more textbooks for circulation sections.

Parande, Tapare, & Borle (2017) conducted a study on “Utilization of library services by medical students: A comparative analysis of undergraduate and postgraduate students in a medical college”. Out of 314 undergraduate students, 105 (32.2%) were daily user and out of 67 postgraduate students 43 (64.2%) were daily user of library services. The primary reason for going to the library was to study. A majority of the students were satisfied about the library services while more than half of the students were not satisfied with the IT facilities of library.

Swamy & Kishore (2017) highlighted the preference and problems faced in using print and electronic resources by users in the select south Indian Institute of Management (IIMs) Libraries. In this study, authors had used simple random sampling technique to select the users of IIMs libraries for data collection. The findings of the analyzed data show that 54.25% respondents were using both formats print as well as electronic for getting the information. 55.47% respondents stated that multiple copies were not available in the library and 50.09% respondents stated that too much information retrieved was the main problem while accessing the electronic resources.

Kaldate & Veer (2016) this study investigated the different type of information services resources, e-resources availability, status of library automation, problem in automation in academic libraries of Osmanabad district. For this study, researchers covered only 15 academic colleges out of 24 colleges. The researchers adopted survey method and used a well-structured questionnaire and also adopted interview, observation techniques for collected data from the Librarians. The researchers found that 46.6% college Librarians had MLIS qualification, 13.3% was had BLIS qualification and only 5% of the college Librarians was acquired M. Phil. Qualification, and Ph. D. qualified not found among the colleges. Most of the college

libraries have collection of books and most of colleges have not collection of maps, charts, microfilm and CDs.

Kona, Chagari & Rudraksha (2016) the survey observed the status and usage of library resources and services and library use opinion about library working hours, library physical facilities, library information sources and service of K L (Koneru Lakshmaiah Educational Foundation) University, Vijayawada. Majority of the library users' opinioned that library working hours, physical facility and information resources was very good and library information services were excellent. The library users fully satisfied with library facilities, library working hours, information sources and library information services. The study suggests that library should conduct more user awareness programs to the library users and conduct training programs for use of electronic databases.

Odu (2016) determined the reasons of User apathy towards library resources and services in the University of Calabar library. The finding showed that the level of usage of library resources and services dropped significantly between 2012 and 2015. The books borrowed from the library and the number of registered Undergraduate library users within the same period showed a remarkable decline. Insufficient seats, attitude of library staff towards users, Erratic Power supply, Students access to personal computer and smart phones, low information literacy competencies of undergraduates and inadequate information resources were identified as reasons for the state of apathy towards the library.

Tiemo & Ateboh (2016) investigated the users' satisfaction with library information resources and services at the College of Health Sciences (CHS) library Niger Delta University, Nigeria. The study found that respondents were satisfied with opening

hour, lending services, renewal of library materials, and longer hours of internet services in the library. Based on the results study revealed that users were dissatisfied with the mostly library services and resources. The study indicated that library has needed to be done lot of work in order to improve the library resources and services rendered to library users.

Veena & Kotari (2016) in his article investigated the user's satisfaction in library services, resources and facilities of the students of SDM College Library, Ujire. The objectives of the study were to identify the use, frequency, purposes and satisfaction level in library resources, facilities and services by the undergraduate students. The findings revealed that most of the students visit the library daily for study and to borrow books. The Response of the respondents regarded all library resources lying between highly satisfied and satisfied. Also found that respondents were satisfied with the library services and facilities.

Zhixian (2016) this study emphasized on the effectiveness of techniques for promoting services and resources. In this study, online survey was used to collect the data and questionnaires were sent to 400 librarians of 37 Australian university. The librarians used varieties of techniques to promote services and resources. The study was show that most of the technique classroom instructions, brochures, email, online advertising, social media

Akporhonor & Olise (2015) examined the use of social media to promote library services and resources by the Librarian in university libraries. The findings highlight that Librarians agreed to blog, Facebook, and instant messaging to promote library services and resources. Enhancing two-way communication, connecting to library use easier, provides a forum for feedback, etc., were the significant benefits of using

social media tools. Librarians said that they faced significant constraints such as a low level of technology penetration, network problems, privacy concerns, etc

Ansah & Adjei (2015) investigated the status of ICT in polytechnic academic libraries in Ghana. In this study, the researcher conducted a survey of 10 Librarians and also used a structured questionnaire to collect valuable data. The result revealed that most of the polytechnic libraries did not have ICT facilities. The study suggested that the authority of poly.

Bansal (2014) conducted survey on the user's attitude towards Library and Information Services in F. C. College Library of Hisar. The findings of the study described that the most of the respondents visit the library daily, twice in a week, and once in a week to borrow books, read newspaper and consult reference books. Most of the respondents were aware about the library and information services like as circulation service, reference service, reading facilities, CAS service and reprographic service but most of the respondents respond that they were not aware about the OPAC service. Almost every reader was satisfied with the behavior of library staff. Users were satisfied with physical facilities like reading space, cleanliness, lighting, ventilation, property counter and furniture etc.

Chandrashekara (2014) investigated effectiveness of library and information services to the researchers of Visvesvaraya technological university Karnataka. The researcher used survey method and structured questionnaire to collect data from Librarian and researchers from 82 research centre in 30 subject areas. The researcher found that 82 (100%) research centre libraries had book lending and reference service, 79 (96.3%) research centre had reprographic service, 78 (95.1%) research centre had internet browsing service, 73 (89%) research centre had newspaper clipping service, 71

(86.6%) research centre had current awareness service and new arrival list services, 41 (50%) research centre had creations of institutional repository services. There were 32 (39%) research centre libraries employed 3-4 library professional, 25 (30.5%) libraries had employed below 02, 16 (19.5%) libraries had 5-6 and rest 09 research centre had 06 library professionals.

Kannappanavar & Jayaprakash (2014) highlighted the availability of library services, resources and facilities in engineering colleges in Goa state. The study revealed that Librarians of these colleges have good experiences (16-20 years). The remaining PCCE College Librarian has less than five years. Based on this study, the authors said that the GCA library does not have a good collection of journals, books, and others. GCE and BITS libraries have a rich collection of books and journals. Only BITS library provides all library services.

Mingle (2014) the study explored the adoption of information and communication technology in polytechnic libraries in Ghana. The study used survey method and questionnaire used for data collection instrument from five polytechnic institutions in Ghana. The study was found that the polytechnic libraries used one form of ICTs and others, two the libraries had adopted library management system which help them cataloguing and classification and three of the libraries had access to the internet, and other two libraries not had access to the internet. But all libraries had a computer system for completed administrative work as well as library work.

Prakash, Ramanna & Rajkumar (2014) described the library services, collection and facilities of Central university of Karnataka. Findings of the study depict that out of all category of respondents, students were visit the library two to three times in a week and second highest response was daily. Most of the services used by students in

library which that circulation service, reference service, internet browsing, new arrival and newspaper clipping services and book reservation. Maximum respondents said that library was good. Also conclude that sixty-five percentages of the users were satisfied with the library collection, facilities and services.

Quadri, Adetimirin & Idowu (2014) investigated that availability and utilization of electronic resources by the students in library of private universities. The study found that Redeemer and Babcock library students respond that availability and use of internet was very high. Other electronic resources are available in their library but number of availability and use was low. Also found that in using library electronic resources students faced problems like as poor internet connectivity, malfunction of the computer and access to electronic resources, erratic power supply, lack of e-resources in my discipline, etc. Based on the findings, the study recommends that library should be provided more relevant, adequate, up-to-date e-resources to the library users and also effort to improve to bandwidth and internet connectivity.

Panneerselvam (2014) studied to know the current status of higher institutes' libraries in Chennai. This study covered 9 deemed universities of engineering & technology. The researcher was framed a questionnaire to collect the data from the librarians. The researcher found that libraries have good collection of print resources and electronic resources. Almost libraries used commercial library software. Xerox, Scanner, UPS, LCD Projector, Barcode, WiFi facilities were provided by all studied libraries. The study also found that all enlisted library services were available for users. All the libraries have well qualify staff.

Singh (2014) conducted a study to know about the benefit aggregate by the libraries of Indian institute of management. Study is limited to seven libraries of IIMs (IIM

Calcutta, IIM Ahmadabad, IIM Bangalore, IIM Lucknow, IIM Kozhikode, IIM Indore and IIM Shillong). The researcher used observation, questionnaire and interview techniques for collection of data. 7 Librarians responded to the questionnaires with 100% responses rate and the response rate for users was 76.57%. IIMC have maximum number (30) of staff, whereas IIMS library have lowest (05) number of staff. The investigator also found IIMs have good collection of print as well as e-resources. IIMA and IIMB have not a single collection of press/newspaper clipping.

Ghumre, Veer, & Kalbande (2013) this study highlighted the expenditure of college library budgets in Marathwada region. The researcher used survey method and collected data from 116 NAAC accredited art, commerce and science colleges. The researcher found library budget was increased from 2007-08, and growth of average library budget in 2006-07. It was also found that financial year 2005-06, 2008-09 and 2009-10 library expenditure was more than the library budget. Not any signal library fulfills the standards suggested by Ranganathan, Radhakrishnan and Kothari.

Hussain & Abalkhail (2013) examined the determinants of library use, collections and services among the students of engineering at King Saud University, Riyadh (KSA). A survey was designed to collect needed information and well-structured questionnaire was circulated among the faculties, research scholars, postgraduates, undergraduates, and other categories to collect the necessary primary data. The findings clearly revealed that the majority of users of the library used the circulation service. The study also found that a majority of research scholars consult the reference books for research work followed by undergraduate students who used the library circulation service. 60.63% of the users were facing major problem in accessing computer facilities.

Muneja & Abungu (2013) the study examined the Web 2.0 tools used by libraries in delivering their services, factors influencing the use of Web2.0 tools, challenges and prospects in their usage. The findings reveal that Librarians in Tanzania have started using various Web 2.0 tools in varying degrees and the most common tool is Facebook. The findings also reveal that most of the Librarians were motivated to use these tools because they are free and open source and relatively easy to apply. Sharing resources, communication and promotion of services were the main reasons why these tools are used. Recommendations suggested that institutions should develop policies that adopt the use of emerging technologies and alternatives to reliable power sources such as solar and generators.

Saikia & Gohain (2013) conducted a study on “Use and User’s Satisfaction on Library Resources and Services in Tezpur University (India)”. The study revealed that respondents mentioned the main purpose of visit the library was borrowing books. Near about 80% respondents used text book and online journals to meet their information needs. Approximately 40% respondents said that circulation service and book reservation service provided by the library was excellence. This study recommended that librarian should develop an information marketing strategy to create awareness about library resources and services among students and research scholars. This will help better utilization of library resources and services offered in the library.

Tyagi & Passi (2013) the study sought to identify the trends in medical professionals’ use of different types of information resources, particularly electronic resources, to develop their teaching, ongoing research activities, and their own personal knowledge at National Medical Library (NML). The survey showed that majority of respondents marked that library possessed useful EIS for the medical community. Awareness

among the users about the availability and preference of EIS was found highly satisfactory. Majority of the respondents (100%) used journals of Cengage Learning and journals from Royal Society of Medicine Press. Electronic Information Resources were mostly used for research needs and highly impact on research. The EIS was better for accessing current & Comprehensive information. 100% marked to a very high extent electronic resources have become a substitute for printed materials.

Chandrasekar & Murugathas (2012) the study examined the level of satisfaction with library services and resources among graduate students of general Bioscience in University of Jaffna. The study revealed that library was heavily used by the Undergraduate Biology students. The study revealed that existing electronic resources in the library was also inadequate. The study clearly enumerated that the efficiency of some of the presently available services such as photocopying services, interlibrary loan services, selective dissemination of information and current awareness service were not met the undergraduates' expectations. Most of the respondents were satisfied with the physical environment of the library.

Ranganadham & Babu (2012) the studied examined the awareness and use of library information resources and services in Osmania University, Hyderabad. Maximum respondents said that their library has adequate resources for their use. 39.13% of Arts respondents and 56.48% of the Science respondents satisfied with the digital information sources available in the library and respondents mentioned that the e-resources were convenient than print sources for their use. Respondents said that they are satisfied with the books and e-books, journals and e-journals, indexing and abstracting journals, borrowing facility, Internet Facility, OPAC Facility, UGC-INFONET programs etc. but they are dissatisfied with the Inter-Library Loan facility.

Sivankalai & Yadav (2012) the studied on total quality management in academic libraries on working library professionals in academic libraries. The data was collected by academic librarian and assistant librarians. The researcher was designed a structured questionnaire to collect data from the engineering and Arts & Science College Librarians. The study was show that 60 respondents felt that working hours is convenient, 70 respondents said that their college don't have NAAC/NCB Accreditation, 46.7 respondents were agreeing about benchmarking and 56.7 of the respondents agree that they have effective circulation services.

Lihitkar & Rajyalakshmi (2009) the study conducted to examine the perception and utilization of Library and information services of Information Centers in Nagpur City. The result of the study found that half of the respondents were using library every day and maximum number of respondents taking advantages of library services provided by their respective centers. Few users were aware of the abstracting and indexing services. Fifty percent of the respondents of Information Centers in Nagpur seem to have a high level of satisfaction with library resources, and services provided, while others perceive that library was not up-to-date and adequate.

Adeleke & Olorunsola (2007) a study conducted on the use of online tools and techniques for cataloguing and classification in Nigerian libraries. The investigators used a questionnaire to elicit information from librarians. The survey revealed that Librarians of Nigeria libraries were highly aware of the benefits of using online tools for the cataloguing and classification process. Also found that cataloguers were need education programs to effectively use tools. The researcher showed that online tools had advantages over manual methods. Librarians perceived the method to be useful and easy to use. Most of the problems were identified with the use of the online tools in Redeemer's University library.

Tikam (2007) study lighted the library collection, environment, staff and services on library promotion. The researcher had selected her sample from affiliated and recognized college and institutions of university of Mumbai, used proportional stratified sampling. It was observed that special and regular college not have sufficient book collection. Book and periodical of professional colleges was sufficient. Library staff got overall third rank of importance. It was found that suggested staff formula was not followed by many college libraries and professional colleges failed in terms of assistant librarian and library assistant. It was also found that qualification requirement of other category was followed but for librarians appoint less qualify staff.

Vasishta (2007) studied to know the present status of higher education institution libraries. The study revealed that 66% of libraries have open access for the whole collection, and the remaining 44% of libraries have open access. However, PEC Library excluded the dissertation & theses section and the NITS library, excluding the reference & textbook section. Data clearly shows that all six libraries have Librarians, but professional and semi-professional are insufficient. 5 out of 6 Librarians have qualified MLISc degrees, and TIET's Librarian has a Ph.D. degree. Most of the Librarians did not have any computer training. DDC, AACR-II and Card & Computer are used in all selected libraries. 5 out of 6 libraries used Libsys software, and the TIET library used SOUL software for library automation.

Sathe (2006) study is confined to information sources, services and physical facilities etc. available in the college libraries of Aurangabad district. The researcher used a structured questionnaire, interview and case study for collected data. The study shown 100% read textbooks, 95.08% students consult newspapers & periodicals, 26.06% read general books, 31.14% read journals. It was found that out of 96 libraries

surveyed, 57 (59.37%) colleges have Librarians, it also found that 1(1.75%) had BLISc degree, 30 (52.69%) had MLIS degree, 10 (17.54 %) had PG degree with MLISc and only 3 (5.26%) had Ph.D. degree in library science, it also found that (72.93%) had textbook collection below 10,000. 96 (100%) college librarian had below 16000 reference books collection.

Sengar (1999) this study examined the conditions of organization and improvement administration of the Supreme Court library and M.P. High Court libraries. In this study found that the Supreme Court Librarian had degree of MLISc & L.L.B. and the Librarian of High Court library Indore was BLISc & L.L.B. and Librarians of High Court Library Jabalpur and High Court Library Gwalior were only BLISc. It was found that Librarians of the supreme court library were male, and the Librarian of High Court Indore was female and others rest of Librarian of M.P. High Court are male. Out of 90 members library staff in supreme court library only 17 professionals and 63 non-professionals, out of 08 members library staff in High court library Jabalpur there were only 02 professional and rest of non-professionals, 02 professionals and 02 non-professionals members in high court library Indore and Gwalior. The collection of Supreme Court library about 4 Lakh, high court Jabalpur 87 thousand, high court Indore was 45 thousand and high court Gwalior collection was 36 thousand.

2.2 Conclusion

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.

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Chapter 3
Profile of the Institutions



CHAPTER - 3

PROFILE OF THE INSTITUTIONS

3.1 Hospitality and Management Education

The modern hospitality industry in India basically started in the early 20th century which is driven by the needs of the customers. Education in hospitality and tourism is crucial for developing the skills required of individuals, resulting in increased planning and professionalism in the industry. “Tourism is a significant economic sector globally, with global guest appearances expanding from 25 million in 1950 to 1.4 billion in 2018 (UWNTO, 2019). It is predicted to continue to develop, with worldwide tourist visits reaching 1.8 billion by 2030 (UWNTO, 2011)” (Chhabra, et al., 2022).

Hotel Management institutes are one of the major institutions in India which impart hospitality education. These Institutes generate manpower and human resources for the hotel and tourism industry. HMIs provide industry employees latest newest industry advancements. The hospitality sector is rapid changes and developments, and these institutions provide highly skilled training to the students which include these developments.

In the recent years, hospitality education has grown and developed at both the undergraduate and graduate levels. This expansion is a result of the tourism industry's explosive growth and increased demand. As a result, colleges and universities began or expanded their hospitality programmes.

As tourism gained significance in India, the government recognized the importance of hospitality education and created IHMs under the jurisdiction of the Ministry of Tourism. The tourism sector is lacking the required skilled manpower which is being

fulfilled by the IHMs. The IHMs are developed and upgraded in such a way that they address the need of travel, tourism and hotel industry. The IHMs help in providing training to students, resulting in increased planning and professionalism in the industry. Hotel management institutes were established to give skilled human resources.

An autonomous organization called the NCHMCT was formed by statute to govern hotel and catering education in India. It is registered under the Societies Registration Act, the NCHMCT is a registered society. Hospitality and tourism education are usually critical components of any region's tourist development. Its role as the apex formation in the country to ensure co-ordinated growth and development of hospitality education through its affiliated institutes which are elaborated in its Memorandum of Association among other things, mandates the Council to effectively discharge its functions.

In 1954, the All-India Women's Central Food Council, chaired by Late Smt. Lilavati Munshi, established the Institute of Hotel Management Catering Technology and Applied Nutrition in Mumbai, which was the first IHM. It was South East Asia's first of its kind institution. It asserted that institutions are responsible for education, educational planning and management and trained to keep pace with the ever-changing field of Hospitality in the sector of Tourism and Hotel Management.

3.2 National Council for Hotel Management and Catering Technology (NCHMCT)

In the 1980s, the Government of India set up a national-level council to coordinate, promote, and maintain the standard in hospitality and hotel management education. The council was became an autonomous body in 1982 as National Council for Hotel Management and Catering Technology (NCHMCT). Its starting name was the

National Board of Studies in Food Management, Catering & Nutrition which came under the Ministry of Agriculture. In 1984, it was shifted to Ministry of Tourism and changed the name as National Council for Hotel Management and Catering Technology. Total 93 institutes are come under this body such as 21 Central Government affiliated Institutes of Hotel Management, 28 State Government affiliated Institutes of Hotel Management, 1 PSU owned Institutes, 31 Private Institutes, and 12 Food Craft Institutes. This organization's goal is to provide guidance and coordination of variety of courses such as Master Degree, Bachelor, Post Graduate Diploma, Diploma, Certificate in the fields of food and hotel industry, applied nutrition, catering technology, and related trades and skills. The office of NCHMCT is located at A-34, Sector-62, Noida, Uttar Pradesh and the registered office is located at Pusa, New Delhi.

Table 3.2.1: List of Studied Institutes and available courses in IHMs (Central Affiliated)

S. N.	Name of the Institutes	Courses
1	IHM Bhubaneswar	<ul style="list-style-type: none"> • B.Sc. in Hospitality and Hotel Administration - Generic • M.Sc. in Hospitality Administration • Post Graduate Diploma in Accommodation Operations & Management • Diploma in Food Production • Craftsmanship Certificate Course in Food & Beverage Service
2	AIHM Chandigarh	<ul style="list-style-type: none"> • B.Sc. in Hospitality and Hotel Administration - Generic • M.Sc. in Hospitality Administration • Diploma in Food Production

3	IHM Kolkata	<ul style="list-style-type: none"> • B.Sc. in Hospitality and Hotel Administration - Generic • M.Sc. in Hospitality Administration • Post Graduate Diploma in Accommodation Operations & Management • Craftmanship Certificate Course in Food Production & Patisserie • Diploma in Food Production • Diploma in Food & Beverage Service • Diploma in Housekeeping Operation • Diploma in Bakery & Confectionery • Diploma in Front Office Operation
4	IHM Gurdaspur	<ul style="list-style-type: none"> • B.Sc. in Hospitality and Hotel Administration - Generic • Diploma in Food Production
5	IHM Mumbai	<ul style="list-style-type: none"> • B.Sc. in Hospitality and Hotel Administration - Generic • Craftmanship Certificate Course in Food Production & Patisserie
6	IHM New Delhi	<ul style="list-style-type: none"> • B.Sc. in Hospitality and Hotel Administration - Generic • M.Sc. in Hospitality Administration • Post Graduate Diploma in Dietetics & Hospital Food Service • Post Graduate Diploma in Accommodation Operations & Management • Diploma in Food & Beverage Service • Diploma in Bakery & Confectionery • Craftmanship Certificate Course in Food Production & Patisserie
7	IHM Shillong	<ul style="list-style-type: none"> • B.Sc. in Hospitality and Hotel Administration - Generic • Craftmanship Certificate Course in Food Production

		& Patisserie
8	IHM Jaipur	<ul style="list-style-type: none"> • B.Sc. in Hospitality and Hotel Administration - Generic • M.Sc. in Hospitality Administration • Diploma in Food Production • Diploma in Food & Beverage Service • Diploma in Front Office Operation • Diploma in Housekeeping Operation
9	IHM Lucknow	<ul style="list-style-type: none"> • B.Sc. in Hospitality and Hotel Administration - Generic • M.Sc. in Hospitality Administration • Diploma in Food Production • Diploma in Food & Beverage Service • Diploma in Bakery & Confectionery • Post Graduate Diplomain Accommodation Operations & Management
10	IHM Hajipur	<ul style="list-style-type: none"> • B.Sc. in Hospitality and Hotel Administration - Generic • M.Sc. in Hospitality Administration • Diploma in Food Production • Diploma in Food & Beverage Service
11	IHM Chennai	<ul style="list-style-type: none"> • B.Sc. in Hospitality and Hotel Administration - Generic • M.Sc. in Hospitality Administration • Craftmanship Certificate Course in Food Production & Patisserie • Diploma in Food Production
12	IHM Hyderabad	<ul style="list-style-type: none"> • B.Sc. in Hospitality and Hotel Administration - Generic • M.Sc. in Hospitality Administration • Post Graduate Diploma in Accommodation Operations & Management • Craftmanship Certificate Course in Food Production & Patisserie

		<ul style="list-style-type: none"> • Craftmanship Certificate Course in Food & Beverage Service
13	IHM Srinagar	<ul style="list-style-type: none"> • B.Sc. in Hospitality and Hotel Administration - Generic • Diploma in Food Production • Diploma in Food & Beverage Service • Diploma in Bakery & Confectionery • Diploma in Front Office Operation • Diploma in Housekeeping Operation
14	IHM Goa	<ul style="list-style-type: none"> • B.Sc. in Hospitality and Hotel Administration - Generic • Craftmanship Certificate Course in Food Production & Patisserie • Craftmanship Certificate Course in Food & Beverage Service • Diploma in Food Production • Diploma in Food & Beverage Service
15	IHM Trivandrum	<ul style="list-style-type: none"> • B.Sc. in Hospitality and Hotel Administration - Generic • M.Sc. in Hospitality Administration • Diploma in Food Production
16	IHM Bhopal	<ul style="list-style-type: none"> • M.Sc. in Hospitality Administration • B.Sc. in Hospitality and Hotel Administration - Generic • Craftmanship Certificate Course in Food Production & Patisserie
17	IHM Gwalior	<ul style="list-style-type: none"> • B.Sc. in Hospitality and Hotel Administration - Generic • M.Sc. in Hospitality Administration • Diploma in Food Production • Post Graduate Diploma in Accommodation Operations & Management
18	IHM Guwahati	<ul style="list-style-type: none"> • B.Sc. in Hospitality and Hotel Administration - Generic

	<ul style="list-style-type: none"> • M.Sc. in Hospitality Administration • Post Graduate Diploma in Accommodation Operations & Management • Craftmanship Certificate Course in Food Production & Patisserie
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3.3 Profiles of the Institutes of Hotel Management

- **Institute of Hotel Management, Bhubaneswar, Orissa**



The Institute of Hotel Management Catering Technology and Applied Nutrition, Bhubaneswar originally was established in the year 1973 to fulfil the crucial need for skilled manpower in different areas of Hotel industries. It was upgraded in the year 1981 to “State institute of Hotel Management”, which was further upgraded to national level by the Government of India in the year 1984. Its objective is to impart education and training courses in areas of the hospitality trade.

Library has good collection of print resources (7650) and electronic resources (3500). Print resources include General Books, Text Books, Reference Books, thesis, Dictionaries, Encyclopedias, Journals/Periodicals, Newspapers, magazine, Dissertations, Guide Map, Atlases language books etc. and electronic resources include E-Books, E-Journals, Subject Gateways, E-newspapers, E-reference source,

Online databases, CD-ROM Databases, DVD, gramophone records, video cassettes on professional trades etc.

Library provides number of services. i.e., Circulation Service, cataloguing services, Book Reservation services, Inter Library Loan, Reference Service, Document Delivery service, Current Awareness service, Selective dissemination of information, newspaper clipping service, Indexing and abstracting service, Bibliographic service, Reprographic service, Printing/Scanning service, Internet Service, Library Orientation, Audio Visual, Digital Reference services, Book Bank Facility etc. The Librarian of this institute is qualified and experienced. He has MLIS, M.phil, PGDLN degree and also have 14 years working experiences.

- **Dr. Ambedkar Institute of Hotel Management, Chandigarh**



The institute is known as Dr. Ambedkar Institute of Hotel Management, Catering & Nutrition, Chandigarh. It was established in 1990. It is an autonomous body registered under Societies Act 1860.

Its objective is to train young men and women to provide quality manpower to the Hospitality Industry and provide gainful opportunities to students and professionals at every level of the food catering industry like Hotels, Motels, Restaurants, Tourist Resorts, Industrial Consultancy Firms, Design and Marketing of the Institutional equipment, Hospitality Management Institutes etc.

Library has more than 5000 collection number of books which basically includes General Books, Text Books, Reference Books, Journals/Periodicals, Newspapers, magazine, Dictionaries, Encyclopedias, etc.

Library provides number of services. i.e., Circulation Service, Cataloguing, Book Reservation, Reference Service, Current Awareness service, newspaper clipping service, Reprographic service, Printing/Scanning service etc. Library have two professional Librarian and library attendant. The Librarian of IHM has a MLISc degree and also 30 years of work experience.

- **Institute of Hotel Management, Kolkata, West Bengal**



The institute was Founded in 1963, it focuses on imparting quality education by preparing young minds for imbibing value based holistic learning thereby making it “the centre of excellence” for decades.

The objective of the institute is “to provide quality training to aspirants of the service industry, impart core values of hospitality and inculcate sense of professionalism amongst them”. The motto of the institute is “service before self”.

The institute trains and educates students in the varied operations of the hospitality industry including developing students’ abilities to initiate and manage real world challenges of industry.

The library has a good collection of print resources (5000 appx) also has a collection of e-resources. The resources includes general books, text books, reference books, journals, newspapers/magazines, Dictionaries, Encyclopedias, E-Books, E-Journals, CD-ROM Databases etc.

The library offers services as circulation service, cataloguing services, book reservation, Inter Library Loan, Reference Service, Current awareness services, selective dissemination of information, Newspaper clipping service, Indexing and abstracting service, Bibliographic service, Reprographic service, Printing/Scanning services, Internet Service, library orientation service, Digital Reference etc.

The Librarian of IHM Kolkata has a M.A., MLISc, M.Phil. degree in library and Information Science. As well as 14 years’ experience too.

- **Institute of Hotel Management, Gurdaspur, Punjab**



The institute was established by Ministry of Tourism, Govt. of India, in the year 1994. The aims and objectives of the institute are as per the details in the Memorandum of Association – Institute of Hotel Management and Catering and nutrition Punjab (Society).

The library of IHM Gurdaspur have number of print resources as well as electronic resources. i.e., General Books, Text Books, Reference Books, Journals/Periodicals, Newspapers/Magazines, Theses/ Dissertations, Dictionaries, Encyclopedias, e-books, e-journals, CD-ROM Databases etc.

The number of services are also being provided by the library like Circulation Service, Cataloguing, Book Reservation service, Reference Service, Current Awareness service, Selective dissemination of information, newspaper clipping service, Reprographic, Printing/Scanning, Internet Service, Audio Visual etc. The librarian of IHM has M.Phil degree in Library Science and also have 20 years' experience.

- **Institute of Hotel Management, Mumbai, Maharashtra**



In 1954, the initiative of an organization called “All India Women’s Central Food Council” which was then spearheaded by Late Mrs. Lilawati Munshi alongwith other likeminded persons with an objective of changing the food habits of our people established Annapoorna outlets all over the country which served non-cereal, nutritive, wholesome food at low prices. This gave rise to the establishment of the College of Catering & Institutional Management later named Institute of Hotel Management, Catering Technology & Applied Nutrition.

The Institute of Hotel Management, Catering Technology & Applied Nutrition, Mumbai, was the first in the country to start Diploma in Hotel Management course. In August 1979, it was taken over by Government of India, Ministry of Tourism as an autonomous body.

The aims and objectives of the Institute are to provide suitable manpower to Hotel Industry and also equip the trainees with adequate practical knowledge of the trade so as to enable them to start their own business according to their capacity.

The institute of Hotel Management Mumbai has a vast collection of its library (Approx 10000) has a print resource and also has (21) electronic resources. Print resources includes general books, text books, reference books, journals, newspapers/magazines, theses/ dissertations, dictionaries and other resources. electronic resources included e-books, e-journals, CD-ROM databases etc.

The number of Services provided by the library are as, circulation service, cataloguing services, book reservation, reference service, current awareness services, library orientation service etc.

The Librarian has a degree of M.Lib. and also qualified UGC-NET and have 6+ years experiences.

- **Institute of Hotel Management, New Delhi**



The institute was established in the year 1962. The institute has been awarded as the best hotel management institute in the country consecutively for six times in a row by Ministry of Tourism, Government of India. The institute also has been recipient of

many such prestigious laurels over the years. The institute has also witnessed many international level exposures with respect to chef training programs etc. following and also with an aim of instilling the concept of sustainability in the future of the country,

The Institute of hotel management catering and nutrition, Pusa is one of the premier hospitality institutions of India providing quality hospitality education at under graduate, graduate and post graduate levels. The institute comes under the aegis of Ministry of Tourism, Government of India.

The collection of IHM Delhi has a collection (5775) print resource as well as electronic resources too. The print resources included General Books, Text Books, Reference Books, thesis/dissertation, Journals/Periodicals, Newspapers/magazine, Bibliographies service, Dictionaries, Encyclopedias, Guide Map, Atlases etc. and electronic resources include, E-newspapers, E-reference source, Online databases, CD-ROM Databases etc.

The services provided by the library are as Circulation Service, cataloguing service, Book Reservation service, Inter Library Loan, Reference Service, Document Delivery, Current Awareness service, Selective dissemination of information, Newspaper clipping service, Indexing and abstracting service, Reprographic service, Printing/Scanning service, Internet Service, Library Orientation, Audio Visual, Digital Reference service, Book Bank Facility etc.

The library of IHM Delhi has a two-library professionals library attendant, librarian and library attendant. The librarian have MLISc degree and 18 years of experiences.

- **Institute of Hotel Management, Shillong, Meghalaya**



The Institute of Hotel Management, Catering Technology and Applied Nutrition, Shillong, was established in 2001 in Meghalaya. The main objective of IHM Shillong is to prepare well-rounded graduates for employment in hospitality industry, hotel, tourism sector, management and event management position at a global level.

The institute strives for personality development right from the inception of the training and impart quality training and education in the field of Hospitality and Tourism Industry.

The collection provided by the IHM Shillong library are of General Books, Text Books, Reference Books, Journals/Periodicals, Newspapers/magazine, bibliographies, dictionaries, encyclopedias, theses/Dissertations, Guide Map, Atlases etc.

The services available in the IHM Shillong library are Circulation Service, Cataloguing, Reference Service, Internet Service, Library orientation, Audio Visual etc.

The Librarian has MLISc degree and 10 years of experiences.

- **Institute of Hotel Management, Jaipur, Rajasthan**



The institute was initially called as “Food Craft Institute, Jaipur”. It was established by the Ministry of Agriculture, Government of India and Department of Technical Education, Government of Rajasthan in July, 1976. Later on, it was taken over by the Government of Rajasthan and Department of Technical Education.

The Institute was upgraded to Institute of Hotel Management Catering Technology & Applied Nutrition under the aegis of Ministry of Tourism, Government of India in 1989 and all the financial liabilities were taken over by the Ministry of Tourism.

The Institute’s primary objective is to provide trained manpower for the hospitality and catering establishments and to provide training in crafts and skills which are required to manage Hotel & Catering Operations in the Hospitality Industry and in the service sector.

The collection of IHM library Jaipur has more than 4600 resources, which included general Books, text books, reference books, journals, newspapers/magazines, dictionaries, Encyclopedias etc.

The library basically provides services as Circulation Service, Book Reservation, Inter Library Loan, Reference Service, Document Delivery service, Current awareness service, Selective dissemination of information, Reprographic service, Printing/Scanning service, Internet Service, library orientation, Audio Visual, Digital Reference etc.

The Librarian of IHM Jaipur have M. A. & M. Lib degree and also have 37 years' of experiences.

- **Institute of Hotel Management, Lucknow, Uttar Pradesh**



IHM, Lucknow was initially established as Food Craft Institute in 1969 and later upgraded to an Institute of Hotel Management in year 1980. IN 1984 it was taken over by Ministry of Tourism and renamed as Institute of Hotel Management catering Technology & applied nutrition.

The objective of the institute is to impart quality training and education in the field of Hospitality and Tourism Industry by providing suitable manpower in hotel industry.

The vision of the institute is to create a global community of hospitality leaders to lead the industry.

The Library has a collection of print resources (200) and electronic resources (30). The collection includes general Books, text books, reference books, journals, newspapers/magazines, Bibliographies service, Theses/ Dissertations, Dictionaries, Encyclopedias etc.

The services available in IHM Lucknow are Circulation Service, Cataloguing, Reference Service, Current awareness services, selective newspaper clipping service etc.

The librarian of IHM has a BLISc & MLISc degree and have 3 years' experience.

- **Institute of Hotel Management, Hajipur, Bihar**



The Institute of Hotel Management Hajipur Bihar comes under the aegis of the Ministry of Tourism, Govt. of India. It was established in the year 1998.

Its objective is to impart quality education in the fields of hospitality sectors. It caters to not only the students of India but also international students from the SAARC countries.

The library of IHM Hajipur has a collection of more than 3500. In numbers collection Includes General Books, Text Books, Reference Books, Journals, Newspapers/Magazines, Dictionaries, Encyclopedias, Guide Map, Atlases etc.

the library provides services as Circulation Service, Cataloguing, Inter Library Loan, Document Delivery, Current awareness services, selective dissemination of information, Newspaper clipping service, Indexing and abstracting service, Bibliographic service, Reprographic service, Printing/Scanning service, library orientation service, Audio Visual, Book Bank Facility etc. The Librarian of IHM Hajipur has a degree of library and information science and also have 25 years' experience.

- **Institute of Hotel Management, Chennai, Tamil Nadu**



The Institute of Hotel Management Catering Technology and Applied Nutrition, Chennai was established in 1963 by Govt. of India. It also provides certificate courses in Hospitality Education.

Collection of IHM library is approximately 5900 print resources and 50 electronic resources in numbers. Print resources basically includes General Books, Text Books, Reference Books, Journals/Periodicals etc., and in electronic resources basically e-books, e-journals, online databases are included.

Many services are being provided by this library like, Circulation Service, Book Reservation service, Reference Service, Reprographic service, Internet Service etc. The Librarian of this institute has B.Sc. & BLISc degree and also has more than 36 years of working experience.

- **Institute of Hotel Management, Hyderabad, Telangana**



This Institute was started in 1972 as a registered Society under the Andhra Pradesh (Telangana Area) Public Societies Act, 1350 Fasli (Act I of 1350F) in the name and style “Food Craft Institute (Hyderabad) Society”, Hyderabad. It was later upgraded in 1984 by introducing a 3 Year Diploma in Hotel Management and Catering Technology.

Consequent on up gradation, the name of the Institute has been changed from “Food Craft Institute” to “Institute of Hotel Management Catering Technology and Applied Nutrition”.

This Institute provides certificate courses in various Hotel Management trades like Cookery, Bakery and Confectionery, Canning and Food Preservation, Restaurant and Counter Service, Hotel Reception and Book-keeping and House-Keeping including a Postgraduate Diploma Course in Tourism and Travel.

The collection of IHM Hyderabad has 5000 above print resources and also e access for its users. The print resources includes general books, text books, reference books, journals, newspapers/magazines, dictionaries. e-resources included e-books, e-journals, e-newspapers etc. The Librarian of IHM has B.A. & BLISc. Degree and also has 29 years’ of experiences.

- **Institute of Hotel Management, Srinagar, Jammu and Kashmir**



Institute of Hotel Management Catering Technology & Applied Nutrition - Srinagar generally known as IHM Srinagar was established in 1982.

The institute provides education, focused upon recent developments, innovations, professionalism, to all those students who wanted to have a professional degree which would help in the global competitive hospitality field. IHM-Srinagar has contributed adequate professional man power to hospitality industry since its inception. The institute's The Hospitality & Hotel Administration programme is designed for facing the world of competence and challenges involved in the field. The institute provides training for Management competence in hospitality field. The Hospitality & Hotel Administration programme is designed for facing the world of competence and challenges for the personnel's involved in the field.

The resources provided by the library are print and electronic both, number of print resources are (more than 600) and also smart lab available for online studies. The print resources includes General Books, Text Books, Reference Books, Journals, Newspapers/magazines, Theses/ Dissertations, dictionaries, encyclopedias etc., and electronic resources included e-books, e-journals, E-newspapers and CD-ROM Databases.

The service provided by the library are as Circulation Service, Cataloguing, Book Reservation, Reference Service, Document Delivery service, Current awareness service, selective dissemination of information, newspaper clipping service, indexing & abstracting service, Reprographic service, Printing/Scanning service, Internet Service, Library Orientation, Audio Visual, Digital Reference.

The Librarian of IHM Jammu & Kashmir have M. Com. degree and 3 years of experiences.

- **Institute of Hotel Management, Goa**



The institute initially was established in the year 1967 as ‘Food Craft Institute (Goa)’. It was later upgraded in 1984 to diploma level and from the year 2002 degree level courses were started and its name was also changed to ‘Institute of Hotel Management, Catering Technology & Applied Nutrition Goa. This Institute is a Central Autonomous Body under the financial and administrative control of the Ministry of Tourism, Government of India.

The main aims and objectives of the Institute is to impart hospitality education and training in all crafts and skills in all the branches of knowledge, both theoretical and applied in the fields of Hotel Management.

The institute also trains the students in the organizational and management techniques which are required for the efficient functioning of catering establishments.

The library has a satisfying print resource 5132 and also electronic resources in its collection. Resources includes General Books, Text Books, Reference Books,

Journals/Periodicals, Newspapers/Magazines, dictionaries, Encyclopedias, E-newspapers, CD-ROM Databases etc.

The library basically provides this services such as Circulation Service, Cataloguing, Book Reservation, Reference Service, Current Awareness service, Selective dissemination of information, newspaper clipping service, Internet Service, Library Orientation, Audio Visual etc.

The Librarian of IHM have a B.SC, MA, BLIS, MLIS degree and also have 5 years' experience.

- **Institute of Hotel Management, Trivandrum, Kerala**



The Institute located at Kovalam run under the aegis of the Ministry of Tourism, Government of India. The Institute of Hotel Management & Catering Technology, Kovalam is committed to the pursuit of Excellence in Hospitality Education.

The objective of the institute is to develop Human Resource professionals for the Hotel and Catering Industry. The institute oversee hotel and catering education and training in the country at the national level. Their motto is 'Learn and Serve'.

The library of the institutions has the 6000 print collection of general books, text books, reference books journals and newspapers/ magazines, Dictionaries, Encyclopedias and Atlas, etc. library also provides a number of services to its users i.e., circulation services, Cataloguing Service, Book Reservation Service, Reference Service, Current Awareness Service, Newspaper Clipping Service, Internet Service and Library Orientation service etc. Library issue books to its users as per the educational status. For example, library issue 2-2 books to UG and PG students and 4+ books to teaching staff while 2 books for nonteaching staff. And also charge the fine (2 rup/day) for late returns of the books. The Librarian has degree of M.A. & MLISc and 31 years of experiences too.

- **Institute of Hotel Management, Bhopal, Madhya Pradesh**



IHM, Bhopal was originally established as a Food Craft Institute in 1978 to teach culinary skills and food science. It was only in 1986 that it was given its current identity by Ministry of Tourism, Government of India with the motive of facilitating overall development of the Tourism and Hospitality Industry in India.

The objective of the institute is to foster “a culture of excellence upholding the highest level of professionalism and integrity, competence, commitment and dedication of the

service of its stake holders." The librarian of IHM Bhopal have MLISc degree and 6 years of experiences.

The library of IHM Bhopal consists a collection of (7271) of print resources and (100) electronic resources such as general books, text books, reference books journals and newspapers/magazines, Dictionaries, Encyclopedias, Bibliographies, theses/ dissertations, Dictionaries, Encyclopedias etc.

The services provided by the library are as Circulation Service, Cataloguing, Book Reservation services, Inter Library Loan, Reference Service, Document Delivery service, Current awareness service, selective dissemination of information, newspaper clipping service, Indexing and abstracting service, bibliographies service, Reprographic service, Printing/Scanning service, Internet Service, Library Orientation, Audio Visual, Digital Reference service, Book Bank Facility etc.

- **Institute of Hotel Management, Gwalior, Madhya Pradesh**



The Institute of Hotel Management and Catering Gwalior was initially established as “Food Craft Institute” in the year 1986 under the aegis of Ministry of Tourism, Govt Of India. In 1992, it was upgraded to IHM. The institute is a central autonomous body registered under M.P. Societies Registration Act 1973.

The objectives of the institute is to provide the right learnings environment to acquire knowledge and skills and abilities to meet the rising challenges of Hotel Industry on a global level. Its mission is to groom students in line with the needs of the industry along with training them to be responsible citizens for overall development of society and community.

The library of IHM Gwalior has a collection of print resources as well as electronic resources. printed resources are (4000 approx.) and electronic resources (100 approx.). Print resources includes general books, text books, reference books, journals /periodicals, newspapers/magazines, bibliographies service, thesis/dissertations, dictionaries, encyclopedias. The electronic resources include e-books, e-journals, online databases, etc.

The services of this library basically includes circulation service, book reservation, reference service, newspaper clipping service, reprographic service, printing/scanning service, internet service, library orientation, digital reference.

The Librarian of this institution is a well qualify. He has Ph. D. degree and also have 25 years of experiences.

- Institute of Hotel Management, Guwahati, Assam



IHM, Guwahati was initially founded in 1984 as Food Craft Institute. The Institute was upgraded as IHM in the year 1995. The objective of the Institute is to train men and women in hotel management, and catering technology, and in specific fields such as cookery bakery, food & beverage service, front office, accountancy, house-keeping management and allied topics, depending on the branch of the industry of the choice of the student. Practical presentation and emphasis on nutritional values is a significant aspect of the technical training given to the students.

The library has collection of printed as well as electronic resources. Number of printed resources are (2700) and electronic resources are (21) those in the library in print resource General Books, Text Books, Reference Books, Journals/Periodicals, Newspapers/Magazines, Dictionaries, Encyclopedias, guide map, atlas. In electronic resources, E-Books, E-Journals, Online databases etc. are these.

Many services are being provided by the library i.e., Circulation Service, Cataloguing, Book Reservation, Inter Library Loan, Reference Service, Document Delivery service, Current Awareness service, Selective dissemination of information, Newspaper clipping service, Reprographic, Printing/Scanning, Internet Service, Library Orientation, Audio Visual, Digital Reference service, Book Bank Facility etc. The Librarian of IHM Guwahati have MLISc degree and also have 20 years of experiences.

3.4 Conclusion

The IHMs initially either run under the aegis of State or Central Government. But later on all the studied institutes are converted in to the Central Government approved/ funded institutions. All the libraries are having both types of collection, i.e. print and non-print. All the institutes are offering various types of courses. The libraries are providing almost all kinds of important services.

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Chapter 4
Research Methodology



CHAPTER-4

RESEARCH METHODOLOGY

4.1 Introduction

Research is a structured inquiry that uses scientific methodology to solve problem, to create new knowledge that is generally acceptable (Grinnell, 2001). The premise of research is that science is essentially an impartial way of viewing the world. It entails asking a question, putting out a hypothesis, figuring out what information is required to respond to that question, gathering the data, and evaluating if the findings support the hypotheses by bearing out the question (Kumar, 2021).

The most important component of performing any research is planning the study, upon which the entire procedure of the investigation hinges. Such a plan acts as a guide while looking into the issues. To accomplish the goals outlined for the study, there are several methods for gathering the data (Nagesh, 2020).

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.

4.2 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.

4.3 Significance of the Study

Higher-level institutional libraries play a very important role in the career development of graduates. The libraries of IHMs institutes are of a higher educational level. For individuals who enjoy interacting with others and providing them with the assistance they require, the hospitality industry offers a variety of career paths and opportunities. A career in hotel management, which involves running and supervising a hotel, is one of these options.

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.

4.4 Population

For this study, researcher selected the Central Government Affiliated Institutes of Hotel Management under the National Council for Hotel Management and Catering Technology. In India the libraries of these, 21 Central Government Affiliated Institutes of Hotel Management are there, and all institutes are included in this study.

4.5 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.

Table 4.5.1: 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

4.6 Hypotheses of the Study

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

4.7 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.

4.7.1 Theoretical Data

Data from relevant literature, which may be separated into two primary categories— literature about reengineering generally and literature about reengineering in libraries—was gathered from print and electronic resources (books and research papers). The internet has been the main resource for finding books, papers, and PhD theses for both types. Research publications, research reports, and PhD theses were primarily obtained from electronic databases. To obtain theoretical data, many open access papers were also explored. Some of the keywords used for searching included ‘library services’, ‘library resources’, ‘library collection’, ‘library automation’, ‘collection development’, etc.

4.7.2 Empirical Data

Survey methods, such as questionnaires, interviews, observations, and the internet (specifically, the websites of institutional libraries), were used to collect empirical data. Primary data were collected using surveys, discussions, complimentary interactions with Librarians and library personnel, etc.

4.8 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.

4.8.1 Contents of the Questionnaire

The researcher found out the information through questionnaire about the library services in the Central Government Affiliated Institutes of Hotel Management under the National Council for Hotel Management and Catering Technology. The researcher enlisted different types of questions in questionnaire that fulfill the all objectives of the study such as:

- Librarians' profile
- Availability of library services & resources
- Librarian's opinion with regards to availability of library services & resources
- Book selection tools
- Selection process of resources
- Status of library automation
- Availability of library furniture, hardware, & facilities
- Problems faced in library
- Satisfaction level with over all library services etc.

4.9 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.

Table 4.9.1: 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.

4.10 Citation Style

For research work, each researcher accesses content from various access sources. The researcher is responsible for including the proper citations in the text and references at the end of each chapter of the thesis. The bibliography should be organized into a

distinct chapter and be included at the end of the thesis. The appropriate acknowledgment of all references used in the research part is required considering these facts, the American Psychological Association (APA 7th) style was used to provide references and bibliographies for this work also. The Zotero reference management software was used to create references and bibliography.

4.11 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, Conclusion and Suggestions

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

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.

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Chapter 5
Data Analysis and
Interpretation



CHAPTER - 5

DATA ANALYSIS AND INTERPRETATION

5.1 Introduction

The research work is evaluated the status of library services in the hotel management institutions in India. In this chapter, researcher analyzes and interprets the compiled data which are received from the librarians/library in-charges of IHM institutions. A survey method and a questionnaire tool were used to collect primary data. The collected data have been analysed on two aspects. The first aspect covered the personal information of librarians/library in-charges like name, gender, age, designation, qualification, and experience. In the second part researcher analyzed the status of library services in IHM Institutions which includes availability of library services & resources, status of library automation, availability of equipment and furniture, satisfaction level and problems, etc. The data analyzed with the help of Microsoft Excel. The data present in tabular and graphical form.

5.2 Data Analysis and Interpretation

Table 5.2.1: Brief Information of Librarians/Library in-charges

S. N.	Name of the Institutes	Name	Designation	Qualification	Experience
1	IHM Bhubaneswar	Abinash Dash	Librarian	MLISc, M. Phil, PGDLN	14 Years
2	AIHM Chandigarh	Paramjit Kaur	Librarian	MLISc.	30 Years
3	IHM Kolkata	Mahua Roy	Librarian	M.A. ,MLISc, M Phil	14 Years
4	IHM Gurdaspur	Vinod Kumar	Librarian	M. Phil. in Library Science	20 Years
5	IHM Mumbai	Rakesh Kumar	Librarian	MLISc., UGC NET	6+ Years

6	IHM New Delhi	Dinesh kumar Namdev	Librarian	MLISc	18 Years
7	IHM Shillong	B. Khongngain	Assistant Librarian	MLISc	10 Years
8	IHM Jaipur	Vandana Choudhary	Librarian	M. A. & MLISc	37 Years
9	IHM Lucknow	Vineeta Dubey	Librarian	BLISc & MLISc	3 year
10	IHM Hajipur	Pratima Sinha	Librarian	Degree in Library Science	25 Years
11	IHM Chennai	S. Vasagar	Librarian	B. Sc. & BLISc	36 Years
12	IHM Hyderabad	Srinivasa Sastry	Librarian	B. A. & BLISc	29 Years
13	IHM Srinagar	Latif Ahmad Ahanger (I/c)	UDC / Library In-Charge	M. Com.	3 Years
14	IHM Goa	Abhishek Mondal	Librarian	B. SC, M. A., BLISc, MLISc	5 Years
15	IHM Trivandrum	S. Sheela	Librarian	M. A. MLISc	31 Years
16	IHM Bhopal	Manoj Sahu	Librarian	MLISc	6 Years
17	IHM Gwalior	Dr. Somesh Mishra	Librarian	Ph.D.	25 Years
18	IHM Guwahati	Mrs. Ankita Chakraborty	Librarian	MLISc	20 Years

The table shows the brief information of Librarians/Library in-Charges working in the IHM libraries. The Librarian of IHM Bhubaneswar has degrees in MLISc, M. Phil., and PGDLN and 14 Years' experience of working in a library. The Librarian of IHM Chandigarh has a degree in MLISc and 30 years' experience of working in a library. The Librarian of IHM Kolkata has degrees in MA, MLISc, and M. Phil. in Library and Information Science and 14 years' experience of working in a library. The Librarian of IHM Gurdaspur has degrees in M. Phil. in Library Science, Geography, and Education and 20 years' experience of working in a library. The Librarian of IHM Mumbai has a degree in MLISc and qualified NET and 6+ years' experience of

working in a library. The Librarian of IHM New Delhi has a degree in MLISc and 18 years' experience of working in a library. The Assistant Librarian of IHM Shillong has a degree in MLISc and 10 years' experience of working in a library. The Librarian of IHM Jaipur has degree in M. A. & MLISc. and 37 years' experience of working in a library. The Librarian of IHM Lucknow has degree in BLISc & MLISc and 3 years' experience of working in a library. The Librarian of IHM Hajipur has a degree in Library Science and 25 years' experience of working in a library. The Librarian of IHM Chennai has degree B. Sc. & BLISc and 36 years' experience of working in a library. The Librarian of IHM Hyderabad has degree B.A. & BLISc and 29 years' experience of working in a library. The UDC / Library In-Charge of IHM Srinagar has a degree of M.Com. and 3 years' experience of working in a library. The Librarian of IHM Goa has degree B.SC, MA, BLISc, and MLISc and 5 years' experience of working in a library. The Librarian of IHM Trivandrum has degree MA and MLISc and 31 years' experience of working in a library. The Librarian of IHM Bhopal has a MLISc degree and 6 years' experience of working in a library. The Librarian of IHM Gwalior has a Ph.D. degree and 25 years' experience of working in a library. The Librarian of IHM has a degree MLISc and 20 years' experience of working in a library.

Table 5.2.2: Gender wise

Sex	Frequency	Percentage
Male	11	61.11%
Female	7	38.89%

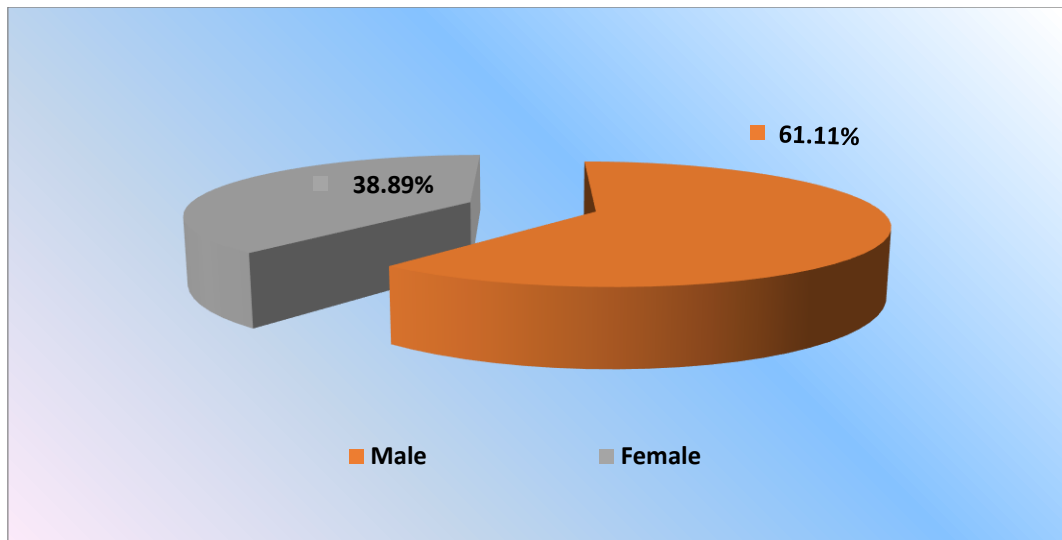


Figure 5.2.1: Gender wise

The table and figure show the gender wise response of the Librarians. 61.11% of Librarians are male and 38.89% of Librarians are female.

Table 5.2.3: Age Wise

Age	Frequency	Percentage
Below 25	0	0%
25-30	1	5.56%
30-35	3	16.67%
35-40	4	22.22%
Above 40	10	55.56%

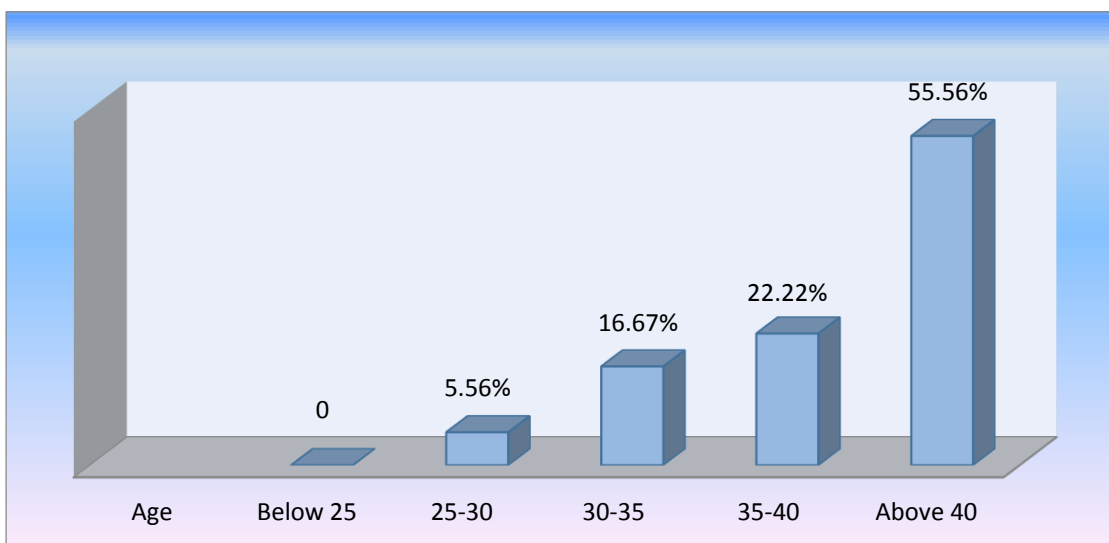


Figure 5.2.2: Age Wise

This table and figure reveal age wise response of the Librarians. 55.56% of Librarians are above the age of 40 followed by 22.22% between 35-40 age group, 16.67% between 30-35 age group, and 5.56% of Librarians are between 25-30 age group.

Table 5.2.4: Registered Users in Libraries

S.N.	Name of the Institutes	Registered Users
1	IHM Bhubaneswar	765
2	AIHM Chandigarh	650
3	IHM Kolkata	1050
4	IHM Gurdaspur	610
5	IHM Mumbai	1200
6	IHM New Delhi	1200
7	IHM Shillong	360
8	IHM Jaipur	750
9	IHM Lucknow	Not Responded
10	IHM Hajipur	400
11	IHM Chennai	100
12	IHM Hyderabad	800
13	IHM Srinagar	200
14	IHM Goa	1850
15	IHM Trivandrum	600
16	IHM Bhopal	886
17	IHM Gwalior	700
18	IHM Guwahati	450

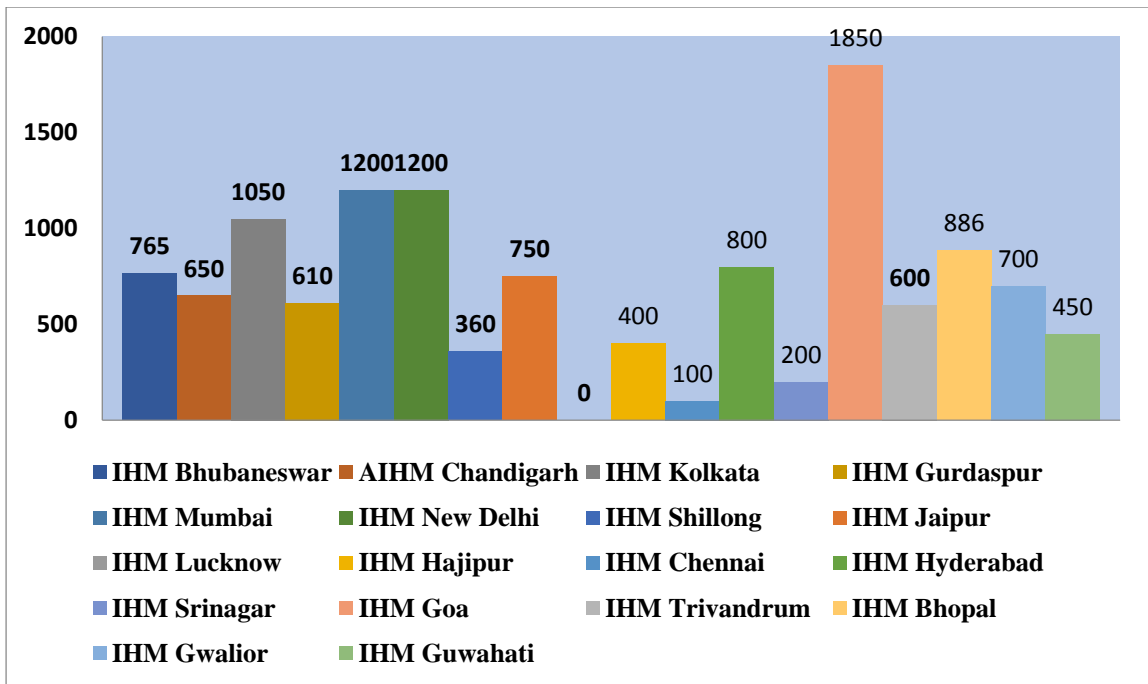


Figure: 5.2.3 Registered Users in Libraries

The table and figure show total number of registered users in libraries of IHM. Maximum numbers (1850) of users registered in the library of IHM Goa, followed by IHM Mumbai library (1200), IHM New Delhi library (1200), IHM Kolkata library (1050), IHM Bhopal library (886), IHM Hyderabad library (800), IHM Bhubaneswar library (765), IHM Jaipur library (750), IHM Gwalior library (700), AIHM Chandigarh library (650), IHM Gurdaspur library (610), IHM Trivandrum library (600), IHM Guwahati library (450), IHM Hajipur library (400), IHM Shillong library (360), IHM Srinagar library (200), IHM Chennai library (100), IHM Lucknow are not responded. IHM Lucknow library has no information.

Table 5.2.5: Library Access

S.N	Name of the Institutes	Open	Close	Both
1	IHM Bhubaneswar	✓	✗	✗
2	AIHM Chandigarh	✗	✗	✓
3	IHM Kolkata	✗	✗	✓
4	IHM Gurdaspur	✗	✗	✓
5	IHM Mumbai	✗	✗	✓
6	IHM New Delhi	✓	✗	✗
7	IHM Shillong	✗	✓	✗
8	IHM Jaipur	✗	✓	✗
9	IHM Lucknow	✗	✓	✗
10	IHM Hajipur	✗	✓	✗
11	IHM Chennai	✗	✓	✗
12	IHM Hyderabad	✗	✗	✓
13	IHM Srinagar	✗	✗	✓
14	IHM Goa	✗	✓	✗
15	IHM Trivandrum	✗	✓	✗
16	IHM Bhopal	✗	✓	✗
17	IHM Gwalior	✓	✗	✗
18	IHM Guwahati	✗	✓	✗
	Total	3 (16.67%)	9 (50%)	6 (33.33%)

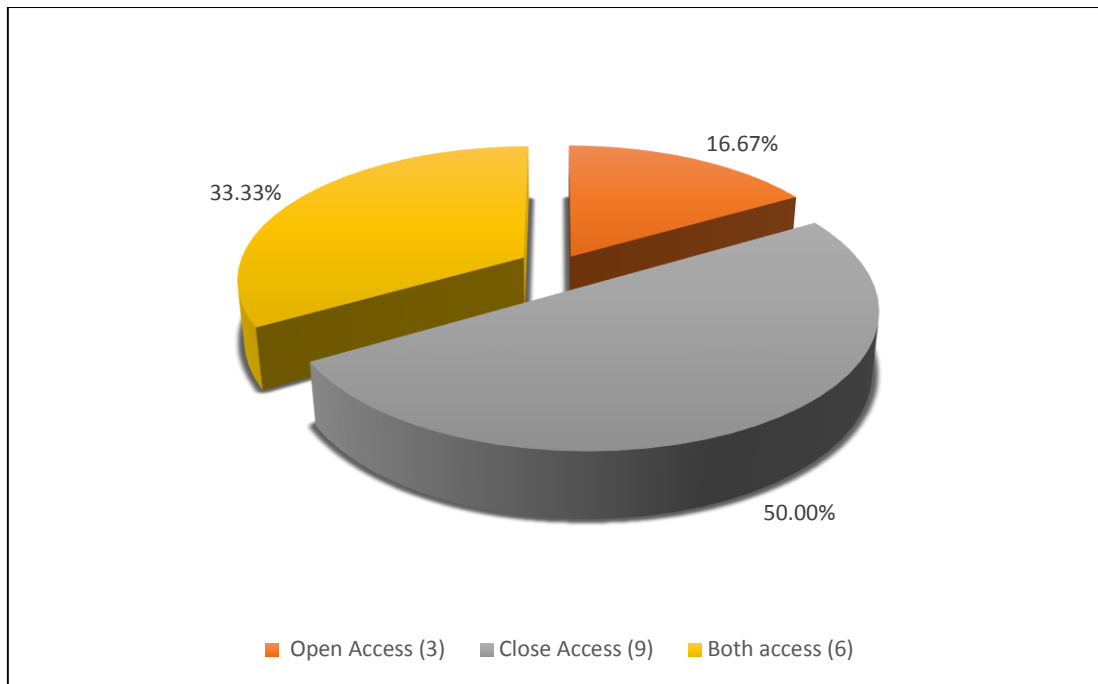


Figure 5.2.4: Library Access

This table and figure show the method used of library collection access. There are only 3 institutions IHM Bhubaneswar, IHM New Delhi and IHM Gwalior provide open access of the library collection while 9 libraries of IHM institutions provide close access i.e. IHM Shillong, IHM Jaipur, IHM Lucknow, IHM Hajipur, IHM Chennai, IHM Goa, IHM Trivandrum, IHM Bhopal and IHM Guwahati. Rest of the 6 institutions' libraries i.e. AIHM Chandigarh, IHM Kolkata, IHM Gurdaspur, IHM Mumbai, IHM Hyderabad and IHM Srinagar provide both (open and close access) to the users.

Table 5.2.6: Library Staff in the IHMs

S.N	Name of the Institutes	Librarian	Assistant Librarian	Library Assistant	Library Clerk-cum-Typist	Library Attendant	Binder	Cleaner	Helper	Other
1	IHM Bhubaneswar	✓	✗	✗	✗	✗	✗	✓	✗	✗
2	AIHM Chandigarh	✓	✗	✗	✗	✓	✗	✗	✗	✗
3	IHM Kolkata	✓	✗	✗	✗	✗	✗	✓	✗	✗
4	IHM Gurdaspur	✓	✗	✗	✗	✗	✗	✗	✗	✗
5	IHM Mumbai	✓	✗	✗	✗	✗	✗	✗	✓	✗
6	IHM New Delhi	✓	✗	✗	✗	✓	✗	✗	✗	✗
7	IHM Shillong	✗	✓	✗	✗	✗	✗	✗	✗	✗
8	IHM Jaipur	✓	✗	✗	✗	✓	✗	✗	✗	✗
9	IHM Lucknow	✓	✗	✗	✗	✓	✗	✓	✗	✗
10	IHM Hajipur	✓	✗	✗	✗	✓	✗	✗	✗	✗
11	IHM Chennai	✓	✗	✗	✗	✗	✗	✗	✗	✗
12	IHM Hyderabad	✓	✓	✗	✗	✗	✗	✗	✓	✗
13	IHM Srinagar	✗	✓	✗	✓	✗	✗	✗	✗	✓
14	IHM Goa	✓	✗	✗	✗	✓	✗	✗	✗	✗
15	IHM Trivandrum	✓	✗	✗	✗	✗	✗	✗	✗	✗
16	IHM Bhopal	✓	✗	✗	✗	✓	✗	✗	✗	✗
17	IHM Gwalior	✓	✗	✗	✓	✗	✗	✗	✗	✗
18	IHM Guwahati	✓	✗	✗	✗	✓	✗	✗	✓	✗
	Total	16 (88.89%)	3 (16.67%)	0	2 (11.11%)	8 (44.44%)	0	3 (16.67%)	3 (16.67%)	1 (5.56%)

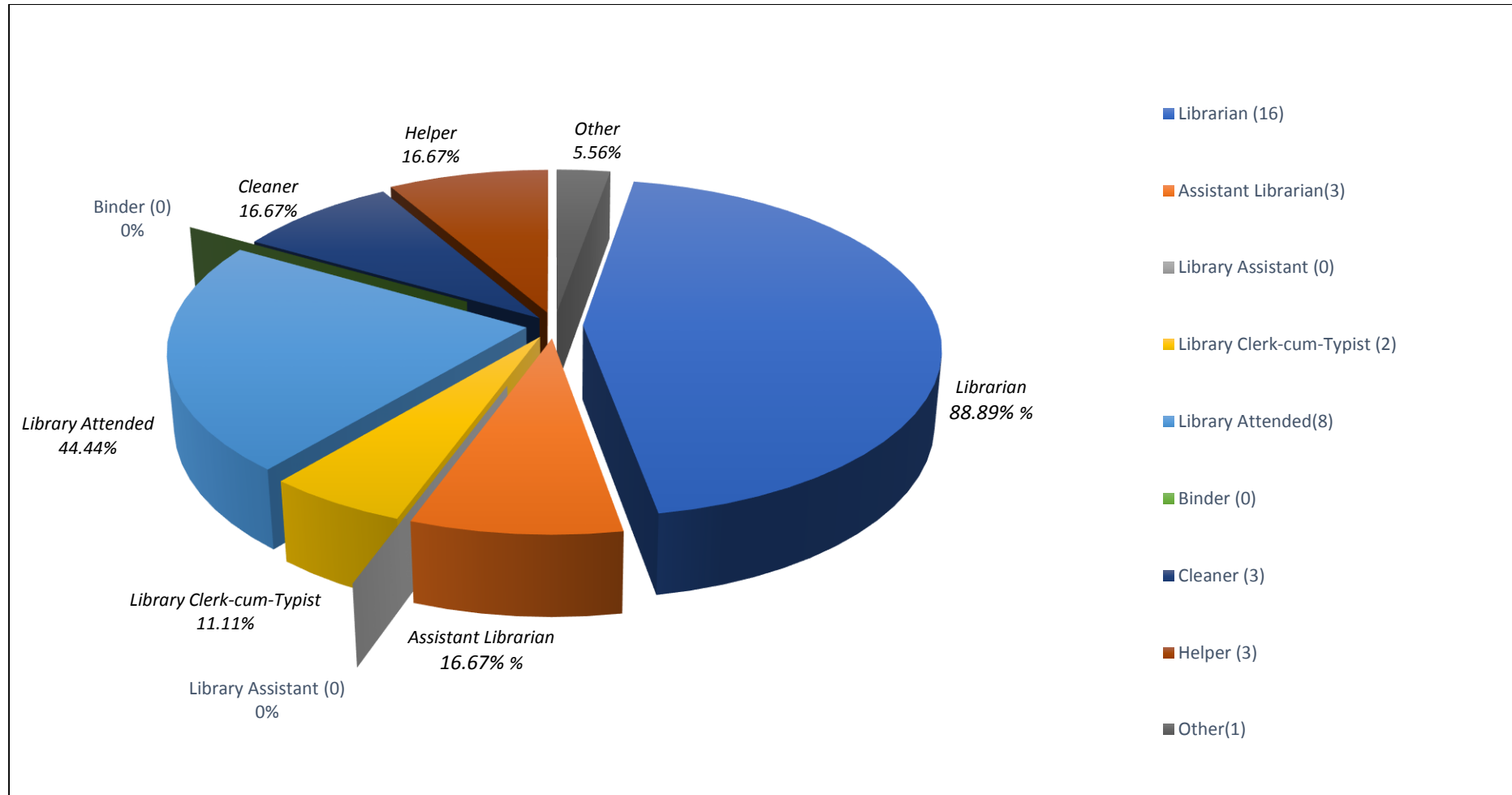


Figure 5.2.5: Library Staff in the IHMs

Table and figure show the total member of library staff in IHMs institutions. A total number of 36 library personnel are presently working in selected 18 IHM institutes. In which, there are 16 Librarians, 3 Assistant Librarians, 2 Library Clerk-cum-Typist, 8 Library Attended, 3 cleaner and 3 helper. There were no library assistants and binders.

Librarians are present in the libraries of IHM Bhubaneswar, AIHM Chandigarh, IHM Kolkata, IHM Gurdaspur, IHM Mumbai, IHM New Delhi, IHM Jaipur, IHM Lucknow, IHM Hajipur, IHM Chennai, IHM Hyderabad, IHM Goa, IHM Trivandrum, IHM Bhopal, IHM Gwalior, and IHM Guwahati. Only two institutions such as IHM Shillong and IHM Srinagar are not having Librarians.

Assistant Librarians are present only in IHM Shillong, IHM Hyderabad and IHM Srinagar. In IHM Bhubaneswar, AIHM Chandigarh, IHM Kolkata, IHM Gurdaspur, IHM Mumbai, IHM New Delhi, IHM Jaipur, IHM Lucknow, IHM Hajipur, IHM Chennai, IHM Goa, IHM Trivandrum, IHM Bhopal, IHM Gwalior and IHM Guwahati, there are no Assistant Librarians.

Library Clerk-cum-Typists are present only in 2 institutions' libraries i.e. IHM Srinagar and IHM Gwalior. Other institutions' libraries IHM Bhubaneswar, AIHM Chandigarh, IHM Kolkata, IHM Gurdaspur, IHM Mumbai, IHM New Delhi, IHM Shillong, IHM Jaipur, IHM Lucknow, IHM Hajipur, IHM Chennai, IHM Hyderabad, IHM Goa, IHM Trivandrum, IHM Bhopal and IHM Guwahati are not having Library Clerk-cum-Typist.

AIHM Chandigarh, IHM New Delhi, IHM Jaipur, IHM Lucknow, IHM Hajipur, IHM Goa, IHM Bhopal and IHM Guwahati are having library attendants. IHM Bhubaneswar, IHM Kolkata, IHM Gurdaspur, IHM Mumbai, IHM Shillong, IHM

Chennai, IHM Hyderabad, IHM Srinagar, IHM Trivandrum and IHM Gwalior are not having library attendants.

Cleaners are present only in IHM Bhubaneswar, IHM Kolkata and IHM Lucknow and Helper are present in IHM Mumbai, IHM Hyderabad and IHM Guwahati. IHM Srinagar is also having other library staff in its library.

Table 5.2.7: Seating Capacity

S.N.	Name of the Institutes	Below 50	50-100	100-150	150-200	More than 200
1	IHM Bhubaneswar	x	✓	x	x	x
2	AIHM Chandigarh	x	✓	x	x	x
3	IHM Kolkata	x	✓	x	x	x
4	IHM Gurdaspur	x	✓	x	x	x
5	IHM Mumbai	x	✓	x	x	x
6	IHM New Delhi	x	✓	x	x	x
7	IHM Shillong	x	✓	x	x	x
8	IHM Jaipur	x	✓	x	x	x
9	IHM Lucknow	x	✓	x	x	x
10	IHM Hajipur	x	✓	x	x	x
11	IHM Chennai	x	✓	x	x	x
12	IHM Hyderabad	x	✓	x	x	x
13	IHM Srinagar	x	✓	x	x	x
14	IHM Goa	x	✓	x	x	x
15	IHM Trivandrum	✓	x	x	x	x
16	IHM Bhopal	✓	x	x	x	x
17	IHM Gwalior	x	✓	x	x	x
18	IHM Guwahati	x	✓	x	x	x
	Total	2 (11.11%)	16 (88.89%)	0	0	0

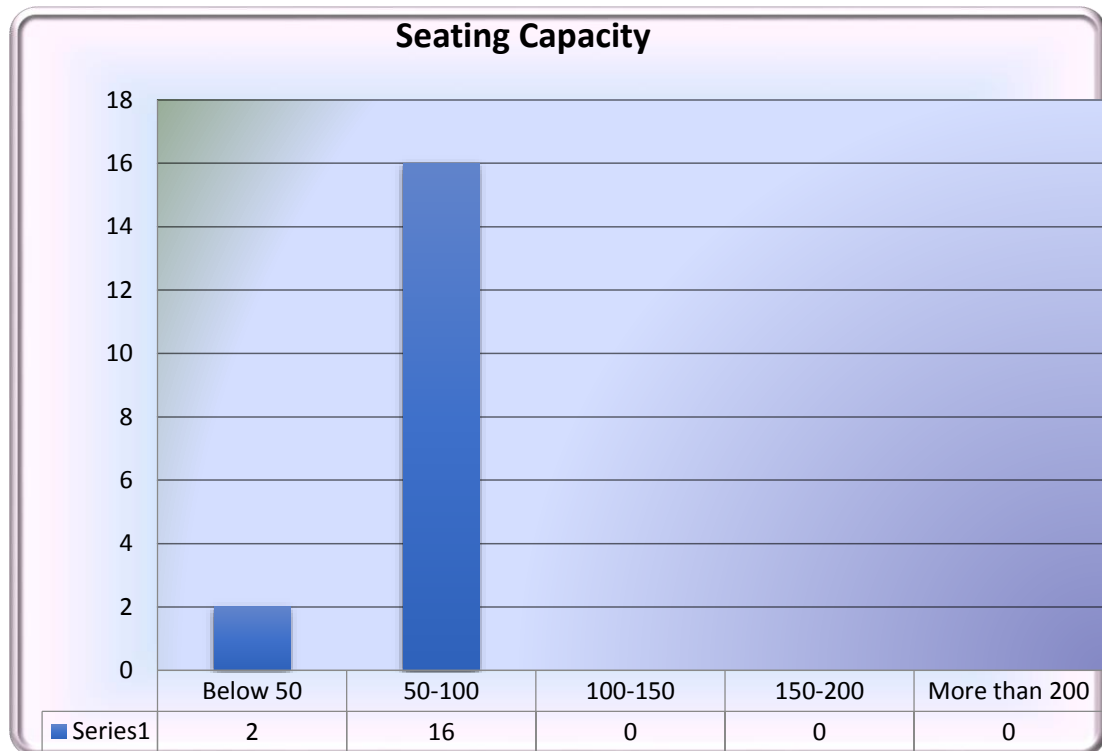


Figure 5.2.6: Seating Capacity

The above table and figure show the seating capacity in the IHM libraries. There are 16 institutions out of 18 i.e. IHM Bhubaneswar, AIHM Chandigarh, IHM Kolkata, IHM Gurdaspur, IHM Mumbai, IHM New Delhi, IHM Shillong, IHM Jaipur, IHM Lucknow, IHM Hajipur, IHM Chennai, IHM Hyderabad, IHM Srinagar, IHM Goa, IHM Gwalior and IHM Guwahati have seating capacity between 50-100 while only 2 institutions i.e. IHM Trivandrum and IHM Bhopal have seating capacity below 50.

Table 5.2.8: Total Collections in IHM Libraries

S. N.	Name of the Institutes	Print Resources	Electronic Resources
1	IHM Bhubaneswar	7650	3500
2	AIHM Chandigarh	5000	Nil
3	IHM Kolkata	5000 Approx.	1
4	IHM Gurdaspur	Not Responded	Not Responded
5	IHM Mumbai	10000 Approx.	21
6	IHM New Delhi	5775	Nil/Not Responded
7	IHM Shillong	Not Responded	Not Responded
8	IHM Jaipur	4600	None
9	IHM Lucknow	5000 above	None
10	IHM Hajipur	3500	Nil
11	IHM Chennai	5900	50
12	IHM Hyderabad	5000 above	E-access is available
13	IHM Srinagar	more than 600	smart lab for students for online studies
14	IHM Goa	5132	0/Not Responded
15	IHM Trivandrum	6000	Nil / Not Responded
16	IHM Bhopal	7271	100
17	IHM Gwalior	4000 Approx.	100 Approx.
18	IHM Guwahati	2700	21

The table shows total number of print and electronic resources in IHM institutions' libraries. Maximum numbers of print and electronic resources are found in the library of IHM Mumbai (approx. 10000) and (21) respectively, followed by IHM Bhubaneswar (7650) and (3500), IHM Bhopal (7271) and (100), IHM Trivandrum (6000), IHM Chennai (5900) and (50), IHM New Delhi (5775), IHM Goa (5132), IHM Lucknow (above 5000), IHM Kolkata (5000) and (1), AIHM Chandigarh (5000), IHM Hyderabad (above 5000), IHM Jaipur (4600), IHM Gwalior (approx. 4000) and (approx. 100), IHM Hajipur (3500), IHM Guwahati (2700) and (21), IHM Srinagar (more than 600).

Table 5.2.9: Availability of Print Resources in the Libraries

S. N.	Name of the Institutes	General Books	Text Books	Reference Books	Journals	Newspapers/Magazines	Bibliographies	Theses/Dissertations	Dictionaries	Encyclopedias	Guide Map	Atlases	Other
1	IHM Bhubaneswar	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
2	AIHM Chandigarh	✓	✓	✓	✓	✓	✗	✗	✓	✓	✗	✗	✗
3	IHM Kolkata	✓	✓	✓	✓	✓	✗	✗	✓	✓	✗	✗	✓
4	IHM Gurdaspur	✓	✓	✓	✓	✓	✗	✓	✓	✓	✗	✗	✗
5	IHM Mumbai	✓	✓	✓	✓	✓	✗	✓	✓	✗	✗	✗	✓
6	IHM New Delhi	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
7	IHM Shillong	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
8	IHM Jaipur	✓	✓	✓	✓	✓	✗	✗	✓	✓	✗	✓	✓
9	IHM Lucknow	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗	✓
10	IHM Hajipur	✓	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	✗
11	IHM Chennai	✓	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗
12	IHM Hyderabad	✓	✓	✓	✓	✓	✗	✗	✓	✗	✗	✗	✗
13	IHM Srinagar	✓	✓	✓	✓	✓	✗	✓	✓	✓	✗	✗	✓
14	IHM Goa	✓	✓	✓	✓	✓	✗	✗	✓	✓	✗	✗	✗
15	IHM Trivandrum	✓	✓	✓	✓	✓	✗	✗	✓	✓	✗	✓	✓
16	IHM Bhopal	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗	✗
17	IHM Gwalior	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗
18	IHM Guwahati	✓	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	✗
	Total	18 (100%)	18 (100%)	18 (100%)	18 (100%)	18 (100%)	6 (33.33%)	9 (50%)	17 (94.44%)	15 (83.33%)	6 (33.33%)	7 (38.89%)	9 (50%)

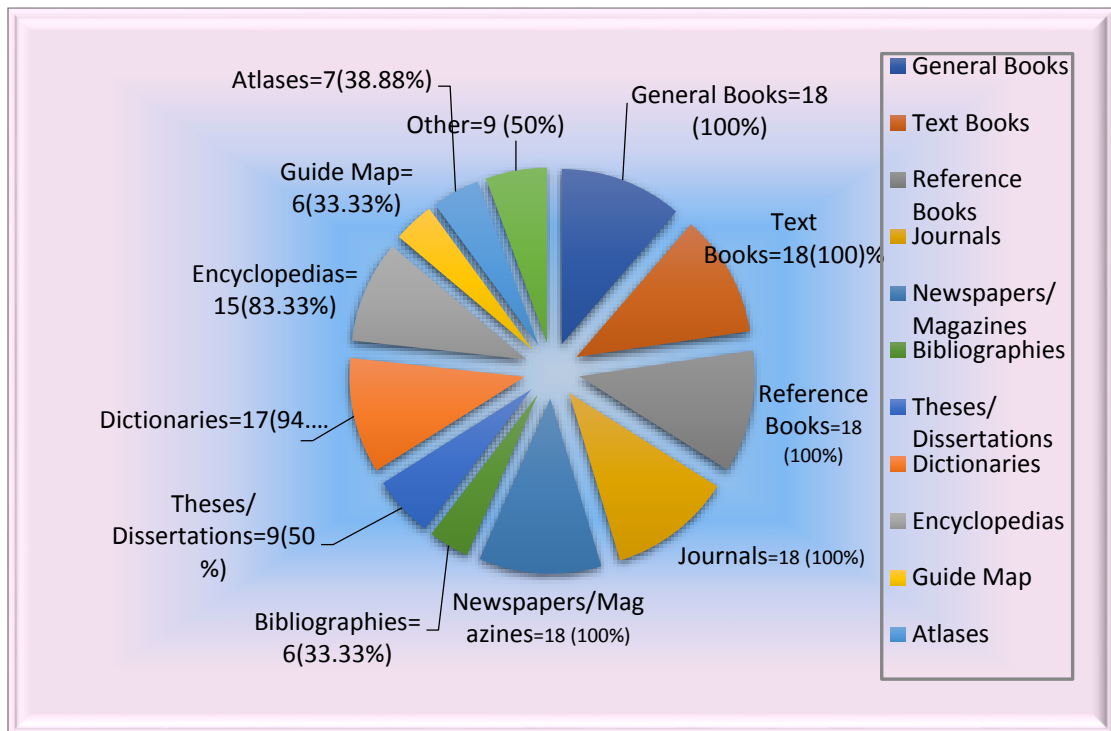


Figure 5.2.7: Availability of Print Resources in the Libraries

Table and figure show the availability of print resources in the institutions of IHM. Here, lots of print resources are listed in this table. There are some print resources such as general books, text books, reference books journals and newspapers/magazines are available in all 18 institutions.

Bibliographies are present only in IHM Bhubaneswar, IHM New Delhi, IHM Shillong, IHM Lucknow, IHM Bhopal and IHM Gwalior.

Theses/ Dissertations are available in IHM Bhubaneswar, IHM Gurdaspur, IHM Mumbai, IHM New Delhi, IHM Shillong, IHM Lucknow, IHM Srinagar, IHM Bhopal and IHM Gwalior.

Dictionaries are available in IHM Bhubaneswar, AIHM Chandigarh, IHM Kolkata, IHM Gurdaspur, IHM Mumbai, IHM New Delhi, IHM Shillong, IHM Jaipur, IHM Lucknow, IHM Hajipur, IHM Hyderabad, IHM Srinagar, IHM Goa, IHM Trivandrum, IHM Bhopal, IHM Gwalior and IHM Guwahati. Only the library of IHM Chennai is not having dictionaries.

Encyclopedias are available in IHM Bhubaneswar, AIHM Chandigarh, IHM Kolkata, IHM Gurdaspur, IHM New Delhi, IHM Shillong, IHM Jaipur, IHM Lucknow, IHM Hajipur, IHM Srinagar, IHM Goa, IHM Trivandrum, IHM Bhopal, IHM Gwalior and IHM Guwahati. Only 3 institutions' libraries IHM Mumbai, IHM Chennai and IHM Hyderabad are not having Encyclopedias.

Guide Maps are available only in IHM Bhubaneswar, IHM New Delhi, IHM Shillong, IHM Hajipur, IHM Gwalior and IHM Guwahati while **Atlas** are available in IHM Bhubaneswar, IHM New Delhi, IHM Shillong, IHM Jaipur, IHM Hajipur, IHM Trivandrum and IHM Guwahati. Some other print resources are available in IHM Bhubaneswar, IHM Kolkata, IHM Mumbai, IHM New Delhi, IHM Shillong, IHM Jaipur, IHM Lucknow, IHM Srinagar and IHM Trivandrum.

Table 5.2.10: Librarians' Opinion towards Sufficiency of Print Resources

S. N.	Print Resources	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1	General Books	9 (50%)	7 (38.89%)	2 (11.11%)	0	0
2	Text Books	9(50%)	6 (33.33%)	3 (16.67%)	0	0
3	Reference Books	9(50%)	6 (33.33%)	2 (11.11%)	1 (5.56%)	0
4	Journals	5 (27.78%)	9 (50%)	2 (11.11%)	2 (11.11%)	0
5	Newspapers /Magazines	6 (33.33%)	10 (55.56%)	2 (11.11%)	0	0
6	Bibliographies	1 (5.56%)	3 (16.67%)	6 (33.33%)	6 (33.33%)	2 (11.11%)
7	Thesis/Dissertations	2 (11.11%)	5 (27.78%)	3 (16.67%)	5 (27.78%)	3 (16.67%)
8	Dictionaries	5 (27.78%)	10 (55.56%)	1 (5.56%)	2 (11.11%)	0
9	Encyclopedias	5 (27.78%)	8 (44.44%)	2 (11.11%)	2 (11.11%)	1 (5.56%)
10	Guide Map	2(11.11%)	2 (11.11%)	6 (33.33%)	5 (27.78%)	3 (16.67%)
11	Atlases	2 (11.11%)	3 (16.67%)	5 (27.78%)	4 (22.22%)	4 (22.22%)
12	Any other	1 (5.56%)	2 (11.11%)	8 (44.44%)	6 (33.33%)	1 (5.56%)

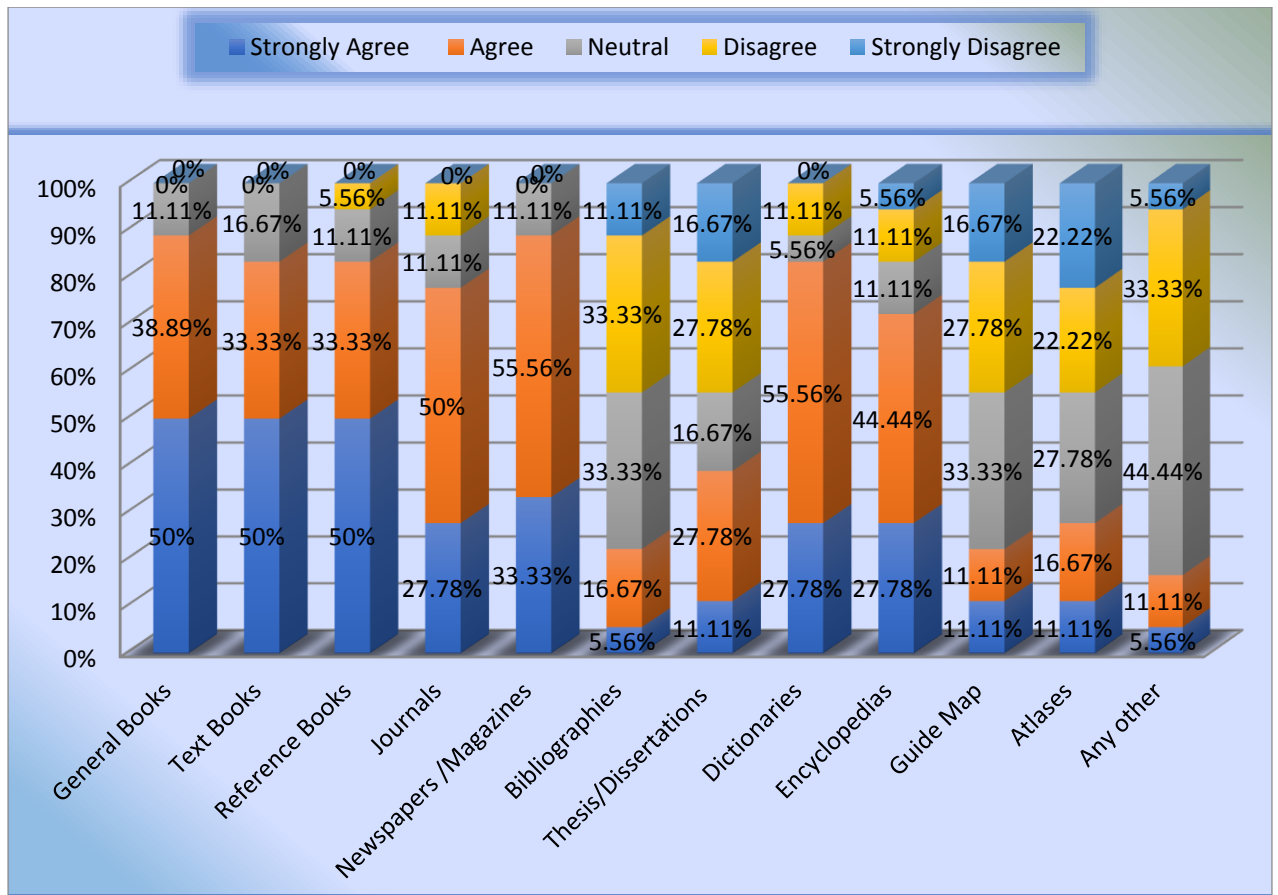


Figure 5.2.8: Librarians' Opinions towards Sufficiency of Print Resources

The table and figure reveal the opinion of Librarians towards sufficiency of print resources.

General Books: 50% Librarians strongly agreed that general books are sufficient in the IHM libraries, followed by 38.89% agreed and 11.11% neutral.

Text Books: 50% Librarians strongly agreed that texts books are sufficient in the IHM libraries, followed by 33.33% are agreed and 16.67% are neutral.

Reference Books: 50% Librarians strongly agreed that reference books are sufficient in the IHM libraries, followed by 33.33% are agreed, 11.11% are neutral and 5.56% are disagreed.

Journals: 50% Librarians agreed that journals are sufficient in the IHM libraries, followed by 27.78% are strongly agreed, 11.11% are neutral, and 11.11% are disagreed.

Newspapers /Magazines: 55.55% Librarians agreed that newspapers/magazines are sufficient in the IHM libraries, followed by 33.33% are strongly agreed, 11.11% are neutral.

Bibliographies: 33.33% Librarians neutral and disagreed as well that bibliographies are sufficient in the IHM libraries, followed by 16.67% are agreed, 11.11% are strongly disagreed, and 5.56% are strongly agreed.

Thesis/Dissertations: 27.78% Librarians agreed and disagreed as well that thesis/dissertations are sufficient in the IHM libraries, followed by 16.67% are neutral and disagreed, and 11.11% are strongly agreed.

Dictionaries: 55.55% Librarians agreed that dictionaries are sufficient in the IHM libraries, followed by 27.78% are strongly agreed, 11.11% are disagreed, and 5.56% are neutral.

Encyclopedias: 44.44% Librarians agreed that encyclopedias are sufficient in the IHM libraries, followed by 27.78% are strongly agreed, 11.11% are neutral and disagreed, and 5.56% are strongly disagreed.

Guide Maps: 33.33% of Librarians neutral that guide maps are sufficient in the IHM libraries, followed by 27.78% are disagree, 16.67% are strongly disagree, and 11.11% are strongly agree and agree.

Atlases: 27.78% Librarians neutral that atlases are sufficient in the IHM libraries, followed by 22.22% are disagreed and strongly disagreed, 16.67% are agreed, and 11.11% are strongly agreed.

Any other: 44.44% Librarians neutral that other resources are sufficient in the IHM libraries, followed by 33.33% are disagreed, 11.11% are agreed, and 5.56% are strongly agreed and strongly disagreed.

Table 5.2.11: Availability of Electronic Resources in the Libraries

S.N.	Name of the Institutes	E-Books	E-Journals	Subject Gateways	E-newspapers	E-reference source	ETD	Online databases	CD-ROM Databases	Any Other
1	IHM Bhubaneswar	✓	✓	✓	✓	✓	×	✓	✓	✓
2	AIHM Chandigarh	×	×	×	×	×	×	×	×	×
3	IHM Kolkata	✓	✓	×	×	×	×	×	✓	×
4	IHM Gurdaspur	✓	✓	×	×	×	×	×	✓	×
5	IHM Mumbai	✓	✓	×	×	×	×	✓	×	×
6	IHM New Delhi	×	×	×	✓	✓	×	✓	✓	✓
7	IHM Shillong	×	×	×	×	×	×	×	×	×
8	IHM Jaipur	×	×	×	×	×	×	×	×	×
9	IHM Lucknow	×	×	×	×	×	×	×	×	×
10	IHM Hajipur	×	×	×	×	×	×	×	×	×
11	IHM Chennai	✓	✓	×	×	×	×	✓	×	×
12	IHM Hyderabad	✓	✓	×	✓	×	×	×	×	×
13	IHM Srinagar	✓	✓	×	✓	×	×	×	✓	×
14	IHM Goa	×	×	×	✓	×	×	×	✓	×
15	IHM Trivandrum	×	×	×	×	×	×	✓	×	×
16	IHM Bhopal	×	✓	×	✓	✓	✓	×	✓	×
17	IHM Gwalior	✓	✓	×	×	×	×	×	✓	×
18	IHM Guwahati	✓	✓	×	×	×	×	✓	×	×
	Total	9 (50%)	10 (55.56%)	1 (5.56%)	6 (33.33%)	3 (16.67%)	1 (5.56%)	6 (33.33%)	8 (44.44%)	2 (11.11%)

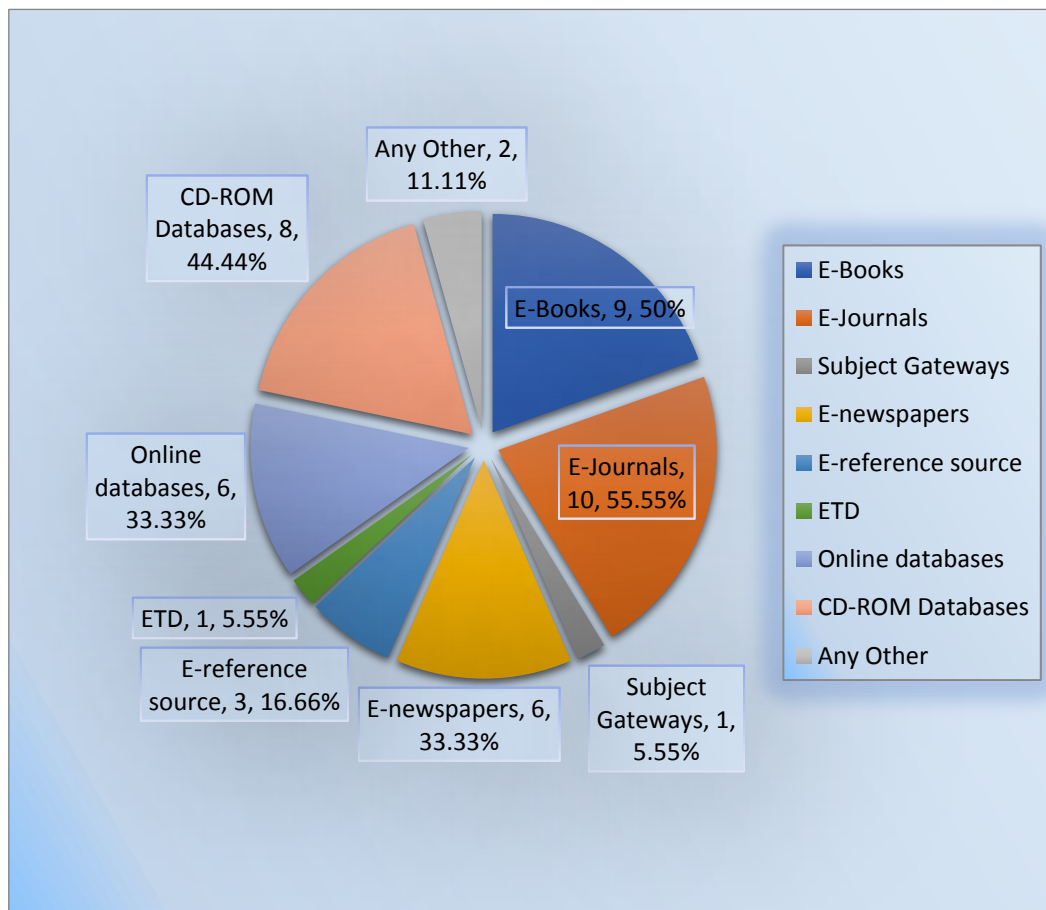


Figure 5.2.9: Availability of Electronic Resources in the Libraries

Table and figure show the availability of e-resources in the libraries of IHM. **E-books** are available in IHM Bhubaneswar, IHM Kolkata, IHM Gurdaspur, IHM Mumbai, IHM Chennai, IHM Hyderabad, IHM Srinagar, IHM Gwalior and IHM Guwahati. **E-journals** are available in IHM Bhubaneswar, IHM Kolkata, IHM Gurdaspur, IHM Mumbai, IHM Chennai, IHM Hyderabad, IHM Srinagar, IHM Bhopal, IHM Gwalior and IHM Guwahati. **Subject gateways** are available only in IHM Bhubaneswar. **E-newspapers** IHM Bhubaneswar, IHM New Delhi, IHM Hyderabad, IHM Srinagar, IHM Goa and IHM Bhopal. **E-reference sources** are available in IHM Bhubaneswar, IHM New Delhi and IHM Bhopal. **ETDs** are available only in IHM Bhopal. **Online databases** are available in IHM Bhubaneswar, IHM Mumbai, IHM New Delhi, IHM Chennai, IHM Trivandrum and IHM Guwahati. **CD-ROM Databases** are available in

IHM Bhubaneswar, IHM Kolkata, IHM Gurdaspur, IHM New Delhi, IHM Srinagar, IHM Goa, IHM Bhopal and IHM Gwalior. Only two institutions' libraries, i.e. IHM Bhubaneswar and IHM New Delhi are offered **any other** type of e-Resources.

Table 5.2.12: Librarians Opinion towards Sufficiency of Electronic Resources

S. N.	Electronic resources	Strongly Agreed	Agreed	Neutral	Disagreed	Strongly Disagreed
1	E-books	3 (16.67%)	2 (11.11%)	6 (33.33%)	7 (38.89%)	0
2	E-journals	3 (16.67%)	4 (22.22%)	3 (16.67%)	8 (44.44%)	0
3	Subject Gateways	0	1 (5.56%)	3 (16.67%)	10 (55.56%)	4 (22.22%)
4	E-newspapers	2 (11.11%)	2 (11.11%)	5 (27.78%)	7 (38.89%)	2 (11.11%)
5	E-reference sources	1 (5.56%)	1 (5.56%)	4 (22.22%)	9 (50%)	3 (16.67%)
6	ETD	0	1 (5.56%)	2 (11.11%)	10 (55.56%)	5 (27.78%)
7	Online databases	1 (5.56%)	2 (11.11%)	3 (16.67%)	8 (44.44%)	4 (22.22%)
8	CD-ROM Databases	2 (11.11%)	4 (22.22%)	2 (11.11%)	8 (44.44%)	3 (16.67%)
9	Any Other	1 (5.56%)	3 (16.67%)	9 (50%)	5 (27.78%)	0

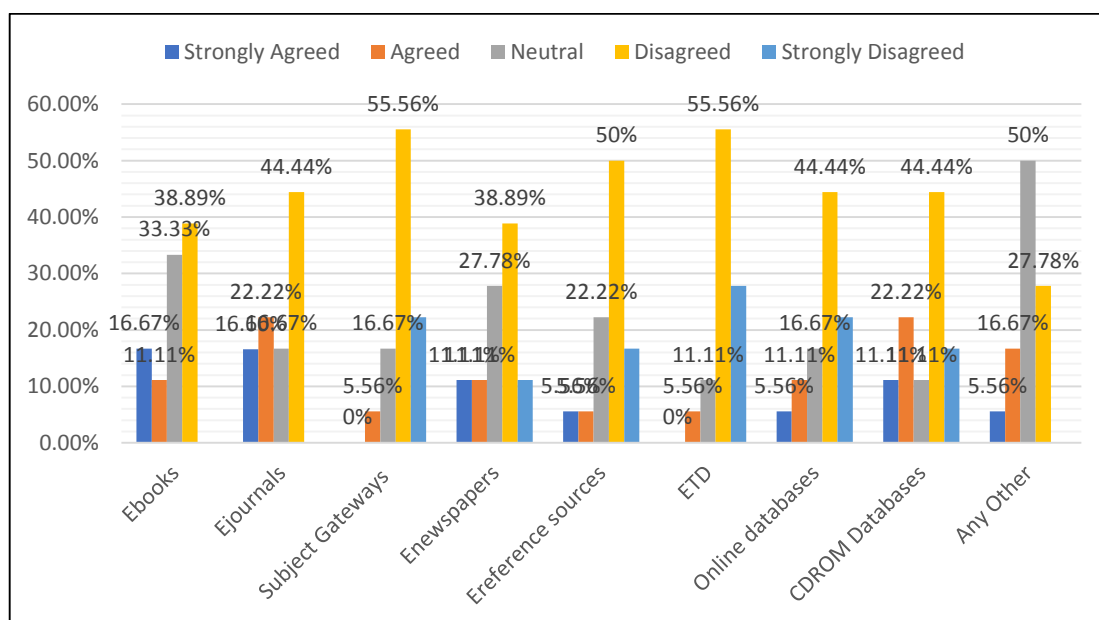


Figure 5.2.10: Librarians' Opinion towards Sufficiency of Electronic Resources

The table and figure reveal the opinion of Librarians towards sufficiency of electronic resources.

E-books: 38.89% Librarians disagreed that e-books are sufficient in the IHM libraries, followed by 33.33% are neutral, 16.67% are strongly agreed, and 11.11% are agreed.

E-journals: 44.44% Librarians disagreed that e-journals are sufficient in the IHM libraries, followed by 22.22% are agreed, and 16.67% are strongly agreed and neutral.

Subject Gateways: 55.56% of Librarians disagreed that subject gateways are sufficient in the IHM libraries, followed by 22.22% are strongly disagreed, 16.67% are neutral, and 5.56% are agreed.

E-newspapers: 38.89% Librarians disagreed that e-newspapers are sufficient in the IHM libraries, followed by 27.78% are neutral, and 11.11% are strongly agreed, agree and strongly disagreed.

E-reference sources: 50% Librarians disagreed that e-reference sources are sufficient in the IHM libraries, followed by 22.22% are neutral, 16.67% are strongly disagreed, and 5.56% are strongly agreed and agreed.

ETDs: 55.56% Librarians disagreed that ETDs are sufficient in the IHM libraries, followed by 27.78% are strongly disagreed, 11.11% are neutral, and 5.56% are agreed.

Online Databases: 44.44% Librarians disagreed that online databases are sufficient in the IHM libraries, followed by 22.22% are strongly disagreed, 16.67% are neutral, 11.11% are agreed and 5.56% are strongly agreed.

CD-ROM Databases: 44.44% Librarians disagreed that CD-ROM databases are sufficient in the IHM libraries, followed by 22.22% are agreed, 16.67% are strongly disagreed, and 11.11% are neutral and agreed.

Any other: 50% Librarians neutral that other electronic resources are sufficient in the IHM libraries, followed by 27.78% are disagreed, 16.67% are agreed and 5.56% are strongly agreed.

Table 5.2.13: Tools Used for Book Selection

S.N.	Selection tools	Always	Often	Sometime	Rarely	Never
1	National bibliography	1 (5.56%)	3 (16.67%)	3 (16.67%)	1 (5.56%)	10 (55.56%)
2	Publishers catalogues	8 (44.44%)	7 (38.89%)	3 (16.67%)	0	0
3	Booksellers catalogues	6 (33.33%)	9 (50%)	1 (5.56%)	0	2 (11.11%)
4	Book reviews	4 (22.22%)	7 (38.89%)	3 (16.67%)	2 (11.11%)	2 (11.11%)
5	Catalogue of Government publications	2 (11.11%)	2 (11.11%)	5 (27.78%)	3 (16.67%)	6 (33.33%)
6	Guides to the subject literature	4 (22.22%)	0	3 (16.67%)	3 (16.67%)	8 (44.44%)
7	Publisher website	5 (27.78%)	3 (16.67%)	4 (22.22%)	1 (5.56%)	5 (27.78%)
8	Subject bibliographies	3 (16.67%)	3 (16.67%)	3 (16.67%)	6 (33.33%)	3 (16.67%)
9	Current reviews	4 (22.22%)	3 (16.67%)	3 (16.67%)	1 (5.56%)	7 (38.89%)
10	Author bibliographies	2 (11.11%)	1 (5.56%)	4 (22.22%)	2 (11.11%)	9 (50%)

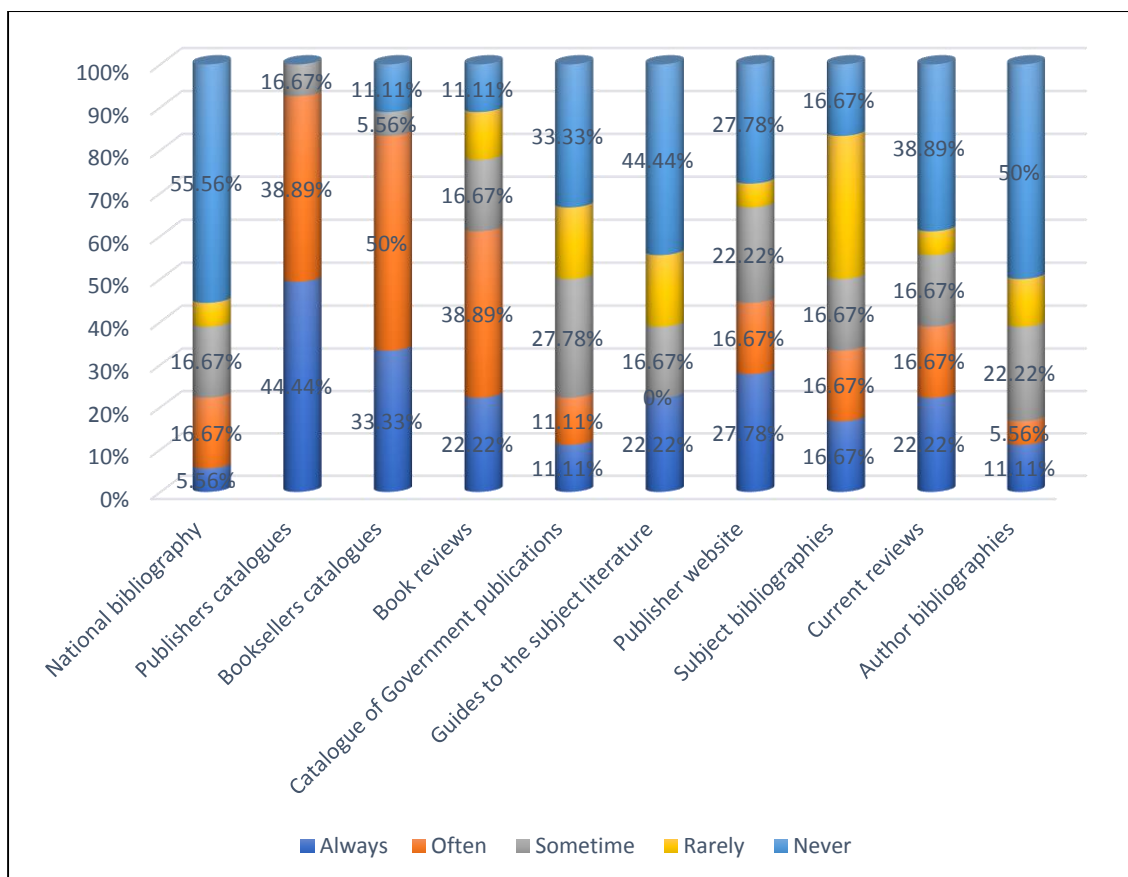


Figure 5.2.11: Tools Used for Book Selection

The table and figure describe the tools that are used at the time of the selection of resources.

National Bibliography: 55.56% Librarians said that they never used national bibliography for book selection, followed by 16.67% used sometimes and often, and 5.56% used always.

Publisher Catalogues: 44.44% Librarians said that they always used publisher catalogues for book selection, followed by 38.89% are used oftenly, and 16.67% sometimes.

Booksellers Catalogues: 50% Librarians mentioned that they oftenly used booksellers catalogues for book selection, followed by 33.33% used always, 11.11% never used and 5.56% used sometimes.

Book Reviews: 38.89% Librarians mentioned that they oftenly used book reviews for book selection, followed by always (22.22%), sometimes (16.67%), and 11.11% rarely and never.

Catalogue of Government Publications: 33.33% Librarians said that they never used government publications catalogues for book selection, followed by 27.78% used sometimes, 16.67% rarely, and 11.11% always and often.

Guides to the Subject Literature: 44.44% Librarians told that they never used subject literature guides for book selection, followed by 22.22% used always, and 16.67% used sometimes and rarely.

Publisher Website: 27.78% Librarians mentioned always and never to use publisher websites for books selection, followed by 22.22% used sometimes, 16.67% used often and 5.56% used rarely.

Subject Bibliographies: 33.33% Librarians told that they rarely used subject bibliographies for book selection, followed by 16.67% used always, often, sometimes and never.

Current Reviews: 38.89% Librarians never used current reviews for book selection, followed by 22.22% used always, 16.67% used often and sometimes, and 5.56% used rarely.

Author Bibliographies: 50% Librarians never used author bibliographies for book selection, followed by 22.22% used sometimes, 11.11% used always and rarely, and 5.56% used often.

Table 5.2.14: Selection Processes of Resources by Librarians

S. N.	Selection Process	Always	Often	Sometime	Rarely	Never
1	Recommendations of the committee	8 (44.44%)	2 (11.11%)	1 (5.56%)	2 (11.11%)	5 (27.78%)
2	Principle of the institute	9 (50%)	4 (22.22%)	1 (5.56%)	0	4 (22.22%)
3	Based on Collection Development Policy	4 (22.22%)	1 (5.56%)	4 (22.22%)	2 (11.11%)	7 (38.89%)
4	HOD's of all the department	8 (44.44%)	4 (22.22%)	2 (11.11%)	0	4 (22.22%)
5	Recommendations of faculty members	10 (55.56%)	4 (22.22%)	4 (22.22%)	0	0
6	User demands	9 (50%)	2 (11.11%)	3 (16.67%)	0	4 (22.22%)
7	Personal choice	2 (11.11%)	1 (5.56%)	8 (44.44%)	1 (5.56%)	6 (33.33%)
8	ILL Requests	2 (11.11%)	1 (5.56%)	2 (11.11%)	5 (27.78%)	6 (33.33%)
9	Quality of reviews	3 (16.67%)	2 (11.11%)	3 (16.67%)	3 (16.67%)	7 (38.89%)
10	Availability of funds	9 (50%)	3 (16.67%)	1 (5.56%)	1 (5.56%)	4 (22.22%)

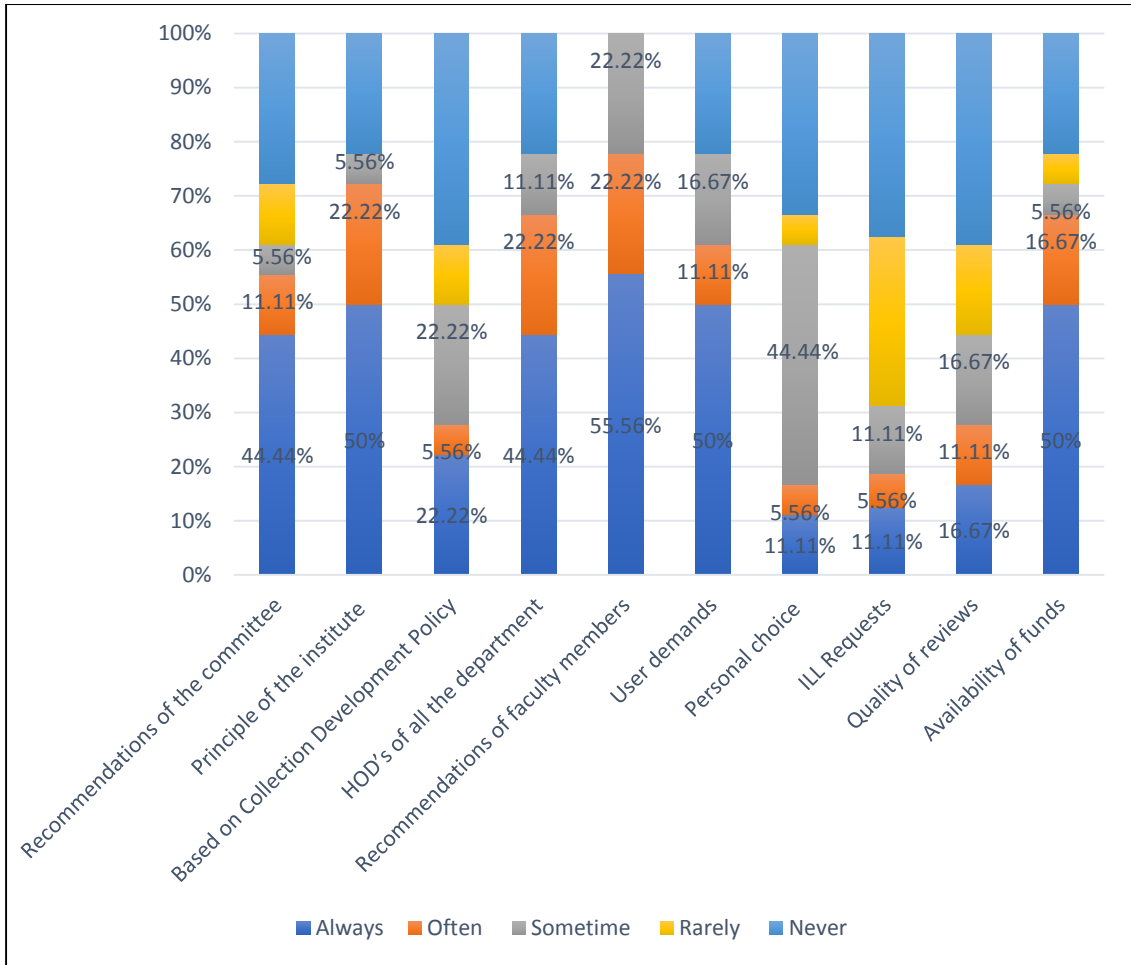


Figure 5.2.12: Selection Processes of Resources by Librarian

The table and figure describe resources selection authorities considered while recommending them by the Librarians.

Most of the responded (55.56%) preferred resources selection recommendations received from the faculty member as ‘always’ while 22.22% respondents said ‘often’ and 22.22% respondents ‘sometimes’ prefer recommendations of ‘faculty member’. Followed by 50% respondents select the resources on user demand ‘always’ while 11.11% oftenly give preference the user demand, 16.67% respondents are ‘sometimes’ prefer and 22.22% are ‘never’ prefer the demand of user.

50% of respondents are also always keep in mind the availability of funds followed by 16.67% respondents often, 5.56% respondents sometimes, 5.56% respondents rarely and 22.22% respondents are never loops upon the availability of funds.

50% of respondents always give preference to principle of the institute while 22.22% respondents often, 5.56% respondent sometimes, and 22.22% respondents never.

44.44% of respondents prefer recommendations of the committee always while 11.11% respondents often, 5.56% respondents sometimes, 11.11% respondents rarely, and 22.22% respondents never.

Also 44.44% of respondents prefer HOD's of all the departments always while 22.22% respondents often, 11.11% respondents sometimes, and 22.22% respondents never.

22.22% respondents always select the resources based on collection development policy followed by 5.56% respondent often, 22.22% respondents sometimes, 11.11% respondents rarely, and 38.89% respondents never.

16.67% of respondents always select base on the quality of review, while 11.11% respondents often, 16.67% respondents sometimes, 16.67% respondents rarely, and 38.89% respondents never.

11.11% of respondents always prefer personal choice, while 5.56% respondents often, 44.44% respondents sometimes, 5.56% respondents rarely, and 33.33% respondents never.

11.11% of respondents always prefer ILL request, while 5.56% respondents often, 11.11% respondents sometimes, 27.78% respondents rarely, and 33.33% respondents never.

Table 5.2.15: Library Services Available in the IHM Libraries

S.N.	Name of the Institutes	Circulation Service	Cataloguing Service	Book Reservation Service	Inter Library Loan Service	Reference Service	Document Delivery Service	Current Awareness	Selective Dissemination of	Newspaper Clipping Services	Indexing and Abstracting	Bibliographic Service	Reprographic Service	Printing/Scanning Services	Internet Service	Library Orientation	Audio Visual Facilities	Digital Reference Service	Book Bank Facility	Any other
1	IHM Bhubaneswar	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
2	AIHM Chandigarh	✓	✓	✓	✗	✓	✗	✓	✗	✓	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗
3	IHM Kolkata	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓	✗	✗
4	IHM Gurdaspur	✓	✓	✓	✗	✓	✗	✓	✓	✓	✗	✗	✓	✓	✓	✗	✓	✗	✗	✗
5	IHM Mumbai	✓	✓	✓	✗	✓	✗	✓	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗	✗
6	IHM New Delhi	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	✓
7	IHM Shillong	✓	✓	✗	✗	✓	✗	✗	✗	✗	✗	✗	✗	✗	✓	✓	✓	✗	✗	✗
8	IHM Jaipur	✓	✗	✓	✓	✓	✓	✓	✓	✗	✗	✗	✓	✓	✓	✓	✓	✓	✗	✗
9	IHM Lucknow	✓	✓	✗	✗	✓	✗	✓	✗	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
10	IHM Hajipur	✓	✓	✗	✓	✗	✓	✓	✓	✗	✓	✓	✓	✓	✗	✓	✓	✗	✓	✓
11	IHM Chennai	✓	✗	✓	✗	✓	✗	✗	✗	✗	✗	✗	✓	✗	✓	✗	✗	✗	✗	✗
12	IHM Hyderabad	✓	✗	✗	✗	✓	✗	✓	✗	✓	✗	✗	✓	✗	✓	✗	✓	✗	✗	✗
13	IHM Srinagar	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✗	✗
14	IHM Goa	✓	✓	✓	✗	✓	✗	✓	✓	✓	✗	✗	✗	✗	✓	✓	✓	✗	✗	✗
15	IHM Trivandrum	✓	✓	✓	✗	✓	✗	✓	✗	✓	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗
16	IHM Bhopal	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗
17	IHM Gwalior	✓	✗	✓	✗	✓	✗	✗	✗	✓	✗	✗	✓	✓	✗	✓	✓	✓	✗	✗
18	IHM Guwahati	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓
	Total	18	15	14	7	17	7	15	10	13	6	4	13	11	13	13	12	8	5	4

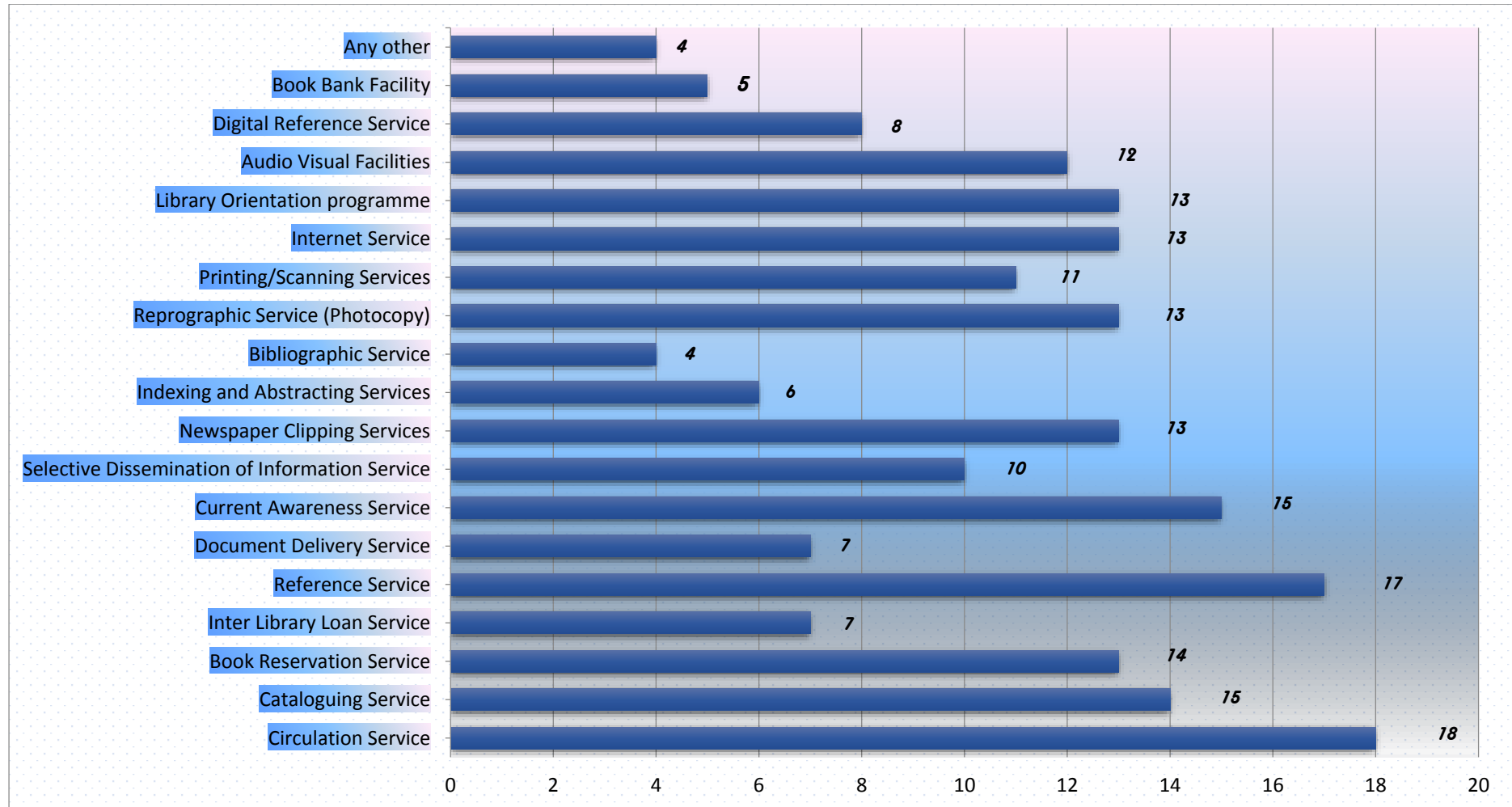


Figure 5.2.13: Library Services Available in the IHM Libraries

The above table and figure show the number of common library services which are offered by academic libraries. These services are also more or less provided by the libraries of IHM institutes. This table clearly indicates that circulation services are offered by all 18 IHM institutes followed by reference services (17 institutes). Only IHM Hajipur is not providing reference services.

Current Awareness Services are offered by the library of IHM Bhubaneswar, AIHM Chandigarh, IHM Kolkata, IHM Gurdaspur, IHM Mumbai, IHM New Delhi, IHM Jaipur, IHM Lucknow, IHM Hajipur, IHM Hyderabad, IHM Srinagar, IHM Goa, IHM Trivandrum, IHM Bhopal, IHM Guwahati. Only IHM Shillong, IHM Chennai, and IHM Gwalior are not provided CAS.

Cataloguing services are provided by IHM Bhubaneswar, AIHM Chandigarh, IHM Kolkata, IHM Gurdaspur, IHM Mumbai, IHM New Delhi, IHM Shillong, IHM Lucknow, IHM Hajipur, IHM Srinagar, IHM Goa, IHM Trivandrum, IHM Bhopal, IHM Guwahati. Only IHM Jaipur, IHM Chennai, IHM Hyderabad and IHM Gwalior are not provided Cataloguing services.

Book Reservation facilities are offered by IHM Bhubaneswar, AIHM Chandigarh, IHM Kolkata, IHM Gurdaspur, IHM Mumbai, IHM New Delhi, IHM Jaipur, IHM Chennai, IHM Srinagar, IHM Goa, IHM Trivandrum, IHM Bhopal, IHM Gwalior, IHM Guwahati. IHM Shillong, IHM Lucknow, IHM Hajipur and IHM Hyderabad are not provided Book Reservation facilities.

Newspaper facilities are provided by IHM Bhubaneswar, AIHM Chandigarh, IHM Kolkata, IHM Gurdaspur, IHM New Delhi, IHM Lucknow, IHM Hyderabad, IHM Srinagar, IHM Goa, IHM Trivandrum, IHM Bhopal, IHM Gwalior, IHM Guwahati.

IHM Mumbai, IHM Shillong, IHM Jaipur, IHM Hajipur and IHM Chennai are not provided Newspaper facilities.

Reprographic services are offered by IHM Bhubaneswar, AIHM Chandigarh, IHM Kolkata, IHM Gurdaspur, IHM New Delhi, IHM Jaipur, IHM Hajipur, IHM Chennai, IHM Hyderabad, IHM Srinagar, IHM Bhopal, IHM Gwalior, IHM Guwahati. IHM Mumbai, IHM Shillong, IHM Lucknow, IHM Goa and IHM Trivandrum are not offered Reprographic services.

Library Orientation programmes are offered by IHM Bhubaneswar, IHM Kolkata, IHM Mumbai, IHM New Delhi, IHM Shillong, IHM Jaipur, IHM Hajipur, IHM Srinagar, IHM Goa, IHM Trivandrum, IHM Bhopal, IHM Gwalior, IHM Guwahati. AIHM Chandigarh, IHM Gurdaspur, IHM Lucknow, IHM Chennai and IHM Hyderabad are not offered Library Orientation programmes to its users

Audio visual facilities are provided by IHM Bhubaneswar, IHM Gurdaspur, IHM New Delhi, IHM Shillong, IHM Jaipur, IHM Hajipur, IHM Hyderabad, IHM Srinagar, IHM Goa, IHM Bhopal, IHM Gwalior, IHM Guwahati. AIHM Chandigarh, IHM Kolkata, IHM Mumbai, IHM Lucknow, IHM Chennai, and IHM Trivandrum, are not provided Audio visual facilities.

Printing facilities are provided by IHM Bhubaneswar, AIHM Chandigarh, IHM Kolkata, IHM Gurdaspur, IHM New Delhi, IHM Jaipur, IHM Hajipur, IHM Srinagar, IHM Bhopal, IHM Gwalior, IHM Guwahati. IHM Mumbai, IHM Shillong, IHM Lucknow, IHM Chennai, IHM Hyderabad, IHM Goa and IHM Trivandrum are not provided printing facilities.

Selective Dissemination of Information facilities are offered by IHM Bhubaneswar, IHM Kolkata, IHM Gurdaspur, IHM New Delhi, IHM Jaipur, IHM Hajipur, IHM

Srinagar, IHM Goa, IHM Bhopal, IHM Guwahati. AIHM Chandigarh, IHM Mumbai, IHM Shillong, IHM Lucknow, IHM Chennai, IHM Hyderabad, IHM Trivandrum and IHM Gwalior are not offered Selective Dissemination of Information facilities.

Digital reference services are provided in IHM Bhubaneswar, IHM Kolkata, IHM New Delhi, IHM Jaipur, IHM Srinagar, IHM Bhopal, IHM Gwalior and IHM Guwahati. AIHM Chandigarh, IHM Gurdaspur, IHM Mumbai, IHM Shillong, IHM Lucknow, IHM Hajipur, IHM Chennai, IHM Hyderabad, IHM Goa, and IHM Trivandrum are not provided Digital reference services.

Inter Library Loan Service are provided by IHM Bhubaneswar, IHM Kolkata, IHM New Delhi, IHM Jaipur, IHM Hajipur, IHM Bhopal and IHM Guwahati. AIHM Chandigarh, IHM Gurdaspur, IHM Mumbai, IHM Shillong, IHM Lucknow, IHM Chennai, IHM Hyderabad, IHM Srinagar, IHM Goa, IHM Trivandrum and IHM Gwalior are not provided Inter Library Loan Service.

Document Delivery Service are delivered by IHM Bhubaneswar, IHM New Delhi, IHM Jaipur, IHM Hajipur, IHM Srinagar, IHM Bhopal and IHM Guwahati. AIHM Chandigarh, IHM Kolkata, IHM Gurdaspur, IHM Mumbai, IHM Shillong, IHM Lucknow, IHM Chennai, IHM Hyderabad, IHM Goa, IHM Trivandrum and IHM Gwalior are not delivered Document Delivery Service.

Indexing and Abstracting services are provided by IHM Bhubaneswar, IHM Kolkata, IHM New Delhi, IHM Hajipur, IHM Srinagar and IHM Bhopal. AIHM Chandigarh, IHM Gurdaspur, IHM Mumbai, IHM Shillong, IHM Jaipur, IHM Lucknow, IHM Chennai, IHM Hyderabad, IHM Goa, IHM Trivandrum, IHM Gwalior and IHM Guwahati are not provided Indexing and Abstracting services.

Book Bank Facilities are provided by IHM Bhubaneswar, IHM New Delhi, IHM Hajipur, IHM Trivandrum and IHM Guwahati. AIHM Chandigarh, IHM Kolkata, IHM Gurdaspur, IHM Mumbai, IHM Shillong, IHM Jaipur, IHM Lucknow, IHM Chennai, IHM Hyderabad, IHM Srinagar, IHM Goa, IHM Bhopal and IHM Gwalior are not provided Book Bank Facilities.

Bibliographic Service are provided by IHM Bhubaneswar, IHM Kolkata, IHM Hajipur and IHM Bhopal. AIHM Chandigarh, IHM Gurdaspur, IHM Mumbai, IHM New Delhi, IHM Shillong, IHM Jaipur, IHM Lucknow, IHM Chennai, IHM Hyderabad, IHM Srinagar, IHM Goa, IHM Trivandrum, IHM Gwalior and IHM Guwahati are not provided Bibliographic Service.

Some other library services are provided by IHM Bhubaneswar, New Delhi, IHM Hajipur and IHM Guwahati while rests of the institutions are not provided any kind of other services.

IHM Bhubaneswar, AIHM Chandigarh, IHM Kolkata, IHM Gurdaspur, IHM Mumbai, IHM New Delhi, IHM Shillong, IHM Jaipur, IHM Lucknow, IHM Hajipur, IHM Chennai, IHM Hyderabad, IHM Srinagar, IHM Goa, IHM Trivandrum, IHM Bhopal, IHM Gwalior, IHM Guwahati.

Table 5.2.16: Kinds of Services do Library Users use most

S.N.	Services	Always	Often	Sometim es	Rarely	Never
1	Circulation Service	10 (55.56%)	2 (11.11%)	2 (11.11%)	0	4 (22.22%)
2	Cataloguing Service	4 (22.22%)	1 (5.56%)	5 (27.78%)	3 (16.67%)	5 (27.78%)
3	Book Reservation Service	5 (27.78%)	3 (16.67%)	1 (5.56%)	5 (27.78%)	4 (22.22%)
4	Inter Library Loan Service	1 (5.56%)	0	3 (16.67%)	1 (5.56%)	13 (72.22%)
5	Reference Service	7 (38.89%)	3 (16.67%)	3 (16.67%)	2 (11.11%)	3 (16.67%)
6	Document Delivery Service	2 (11.11%)	1 (5.56%)	1 (5.56%)	5 (27.78%)	9 (50%)
7	Current Awareness Service	2 (11.11%)	3 (16.67%)	4 (22.22%)	4 (22.22%)	5 (27.78%)
8	Selective Dissemination of Information Service	2 (11.11%)	2 (11.11%)	5 (27.78%)	6 (33.33%)	3 (16.67%)
9	Newspaper Clipping Services	4 (22.22%)	5 (27.78%)	3 (16.67%)	4 (22.22%)	2 (11.11%)
10	Indexing and Abstracting Services	1 (5.56%)	1 (5.56%)	1 (5.56%)	3 (16.67%)	12 (66.67%)
11	Bibliographic Service	2 (11.11%)	0	1 (5.56%)	3 (16.67%)	12 (66.67%)
12	Reprographic Service (Photocopy)	4 (22.22%)	1 (5.56%)	5 (27.78%)	3 (16.67%)	5 (27.78%)
13	Printing/Scanning Services	3 (16.67%)	1 (5.56%)	2 (11.11%)	5 (27.78%)	7 (38.89%)
14	Internet Service	4 (22.22%)	4 (22.22%)	2 (11.11%)	3 (16.67%)	5 (27.78%)
15	Library Orientation programme	4 (22.22%)	1 (5.56%)	7 (38.89%)	2 (11.11%)	4 (22.22%)
16	Audio Visual Facilities	3 (16.67%)	1 (5.56%)	2 (11.11%)	3 (16.67%)	9 (50%)
17	Digital Reference Service	2 (11.11%)	1 (5.56%)	0	4 (22.22%)	11 (61.11%)
18	Book Bank Facility	2 (11.11%)	1 (5.56%)	0	2 (11.11%)	13 (72.22%)
19	Any other	1 (5.56%)	0	0	2 (11.11%)	15 (83.33%)

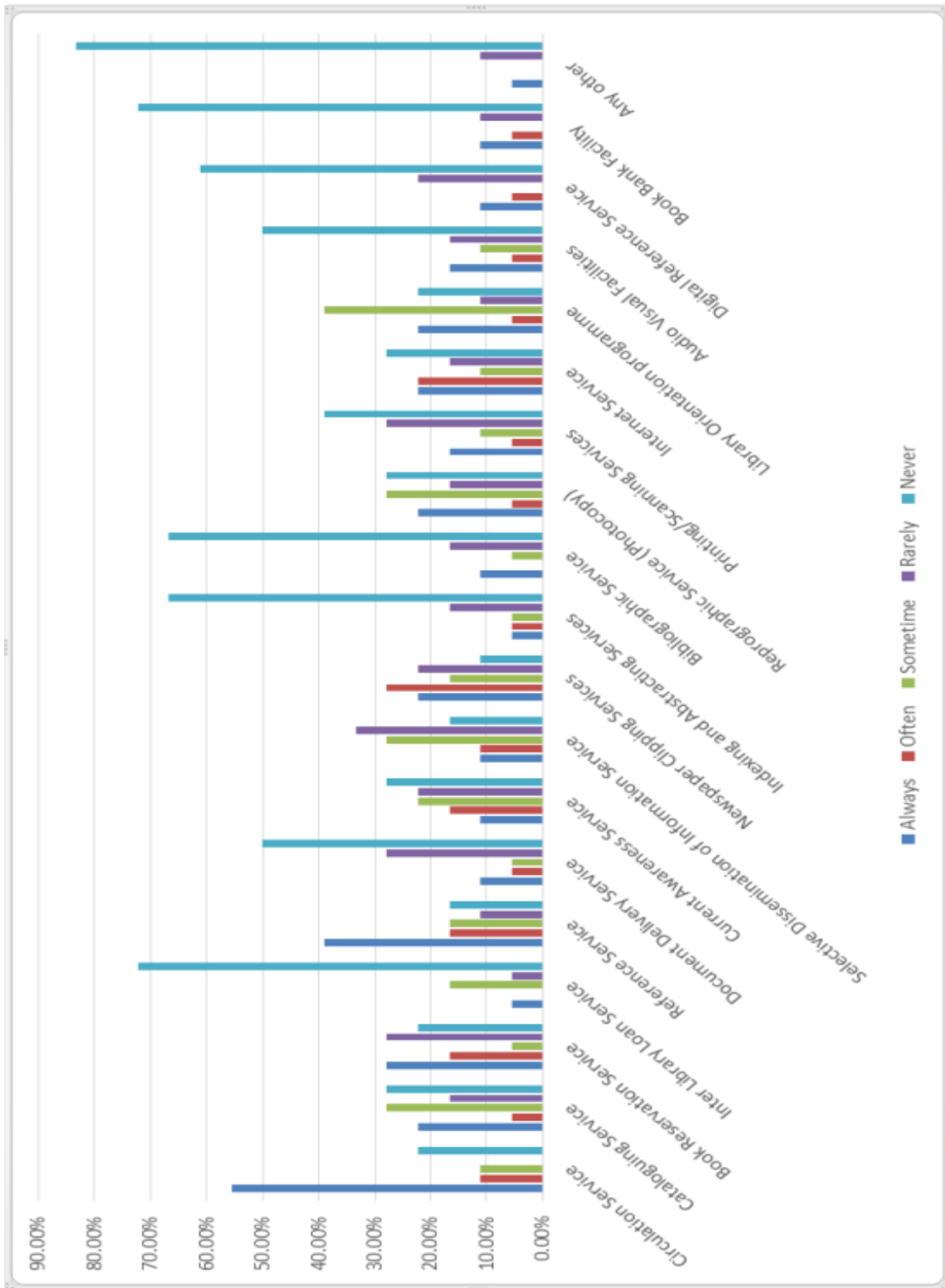


Figure 5.2.14: Kinds of Services do Library Users use most

This table and figure highlight mostly using library services in IHM libraries.

Audio Visual Facilities: 50% of Librarians stated that users never use audio-visual facilities in libraries whereas 16.67% always and rarely use, 11.11% sometimes use, and 5.56% often use.

Circulation Service: The above table clearly shows that circulation service highly used by the library users. 55.55% of Librarians observed that circulation service always used by library users followed by 22.22% never use, 11.11% often use, and 11.11% sometimes use.

Cataloguing Service: 27.78% of Librarians stated that cataloguing service is used sometimes by library users, followed by 27.78% never use, 22.22% always use, 16.67% rarely use, and 5.56% often use.

Book Reservation Service: 27.78% of Librarians mentioned that book reservation service is always used by library users while 27.78% rarely use, 22.22% never use, 16.67% often use, and only 5.56% sometimes use.

Inter Library Loan Service: 72.22% of Librarians mentioned that inter library loan service never used in the library while 16.7% sometimes use, 5.56% always and rarely use.

Reference Service: 38.89% of Librarians observed that reference service always used in libraries while 16.67% often use, 16.67% sometimes use, 16.67% never use, and 11.11% rarely use.

Document Delivery Service: 50% of Librarians said that users never use document delivery service in the libraries but 27.78% rarely use, 11.11% always use, and 5.56% often and sometimes use.

Selective Dissemination of Information Service: 33.33% of Librarians mentioned that users rarely use selective dissemination of information service in libraries

followed by 27.78% sometimes use, 16.67% never use, and 11.11% always and often use.

Newspaper Clipping Services: 27.78% of Librarians stated that users oftenly use newspaper clipping service in libraries followed by 22.22% always and rarely use, 16.67% sometimes use, and 11.11% never use.

Indexing and Abstracting Services: 66.67% of Librarians respond that users never use indexing and abstracting services in libraries but 16.67% rarely use, and, 5.56% always, often and sometimes use.

Bibliographic Service: 66.67% of Librarians respond that users never use bibliographic service in libraries whereas 16.67% rarely use, 11.11% always, and 5.56% sometimes use.

Reprographic Service (Photocopy): 27.78% of Librarians said that reprographic service sometimes use by users in libraries while 27.78% never use, 22.22% always use, 16.67% rarely use, and 5.56% oftenly use.

Printing/Scanning Service: 38.89% of Librarians said that users never use printing/scanning service in libraries but 27.78% rarely use, 16.67% always use, 11.11% sometimes use, and 5.56% oftenly use.

Internet Service: 27.78% of Librarians stated that internet service never use by users in libraries whereas 22.22% always and oftenly use, and 16.67% rarely use, and 11.11% sometimes use.

Library Orientation Programme: 38.89% of Librarians observed that users attend sometimes library orientation programme while 22.22% always and never, 11.11% rarely, and 5.56% oftenly.

Digital Reference Service: 61.11% of Librarians said that digital reference service never use by users in libraries whereas 22.22% rarely use, 11.11% always use, and 5.56% oftenly use.

Book Bank Facility: 72.22% of Librarians said that book bank facilities never use by users in libraries whereas 11.11% always and rarely use, and 5.56% oftenly use.

Any other: 83.33% of Librarians stated that other services never use by users in libraries whereas 11.11% rarely use, and 5.56% always use.

Table 5.2.17: Classification Schemes and Catalogue Codes Used by IHM Libraries

S.N.	Name of the Institutes	Classification Scheme	Catalogue Code
1	IHM Bhubaneswar	DDC	AACR2
2	AIHM Chandigarh	DDC	AACR1
3	IHM Kolkata	DDC	AACR2
4	IHM Gurdaspur	DDC	AACR2
5	IHM Mumbai	DDC	Not Given
6	IHM New Delhi	DDC	AACR2
7	IHM Shillong	DDC	Not Given
8	IHM Jaipur	DDC	No
9	IHM Lucknow	CC	CCC
10	IHM Hajipur	DDC	CCC
11	IHM Chennai	Not Given	Not Given
12	IHM Hyderabad	DDC	AACR2
13	IHM Srinagar	UDC	Not Given
14	IHM Goa	DDC	AACR2
15	IHM Trivandrum	DDC	AACR2
16	IHM Bhopal	DDC	AACR2
17	IHM Gwalior	DDC	Subject wise printed list
18	IHM Guwahati	UDC	AACR1

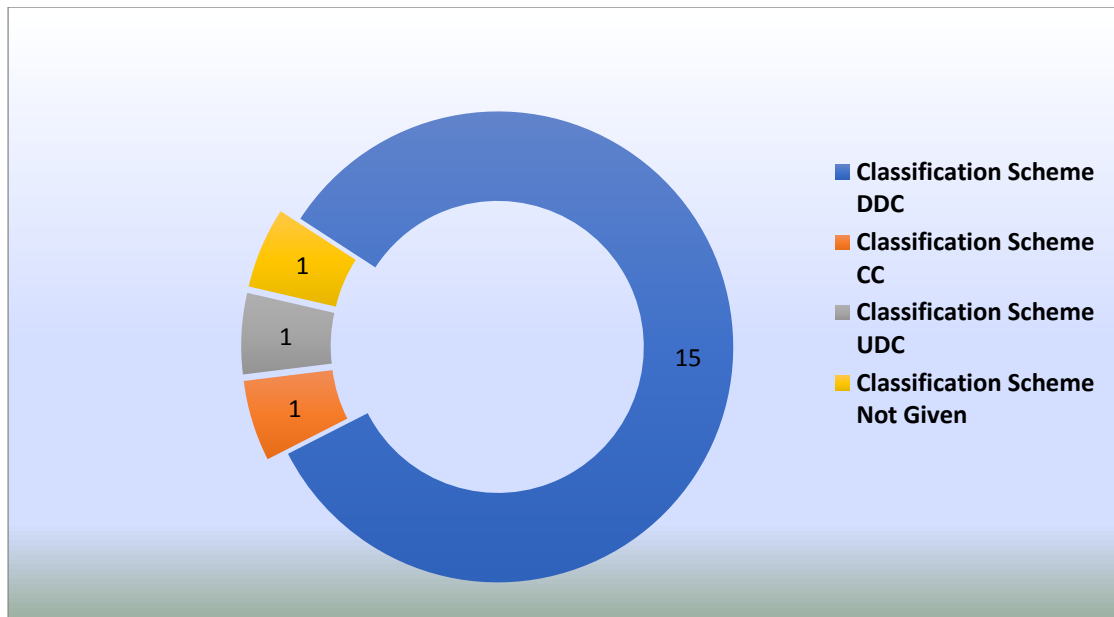


Figure 5.2.15 (a): Classification Schemes Used by IHM Libraries

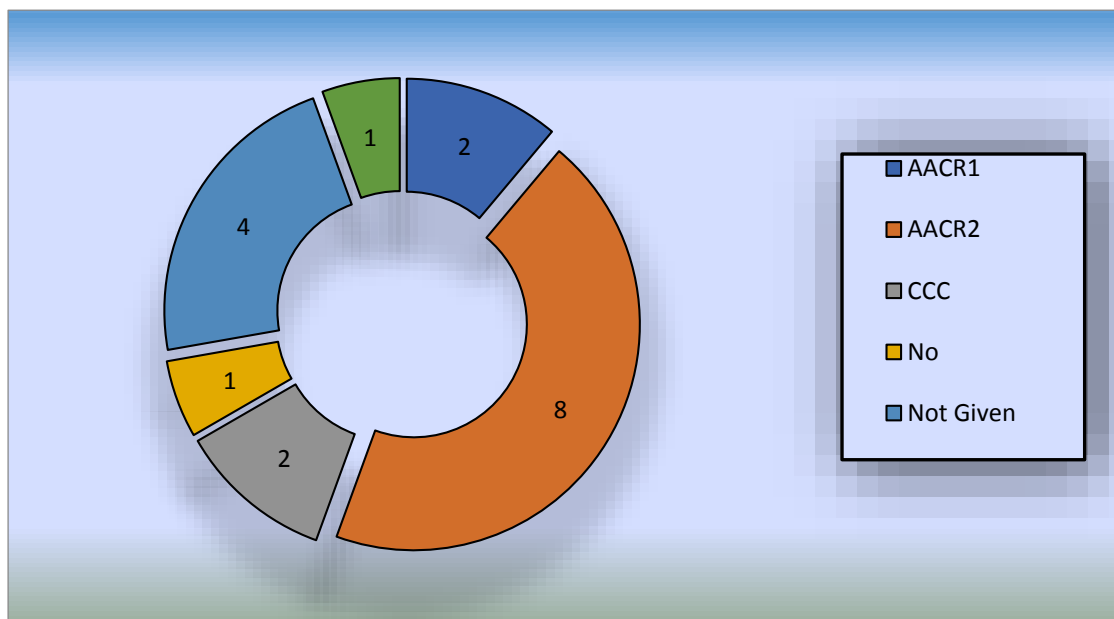


Table 5.2.15 (b): Catalogue Code Used by IHM Libraries

This table and figure show about the classification scheme that is used to classify the collections of IHM libraries. In this table, it is revealed that the DDC is used by most of the institutions' libraries. There are 14 institutions out of 18 which are using DDC scheme of classification i.e. IHM Bhubaneswar, AIHM Chandigarh, IHM Kolkata, IHM Gurdaspur, IHM Mumbai, IHM New Delhi, IHM Shillong, IHM Jaipur, IHM

Hajipur, IHM Hyderabad, IHM Goa, IHM Trivandrum, IHM Bhopal, IHM Gwalior, whereas IHM Srinagar and IHM Guwahati are using UDC, IHM Lucknow is using CC. IHM Chennai is not responded despite of many requests through various means of communication.

This table also indicates the use of catalogue codes to prepare catalogues of the books. Mostly institutions IHM Bhubaneswar, IHM Kolkata, IHM Gurdaspur, IHM New Delhi, IHM Hyderabad, IHM Goa, IHM Trivandrum, and IHM Bhopal, **are using AACR2**. While, AIHM Chandigarh and IHM Guwahati are using AACR1 and IHM Lucknow and IHM Hajipur are using CCC. Only IHM Gwalior are using **Subject-wise printed list**. Despite of many requests through various communication means, these four institutions i.e. IHM Mumbai, IHM Shillong, IHM Jaipur, IHM Chennai and IHM Srinagar not responded.

Table 5.2.18: Lending the Books to the Users for Home Reading

Lending Service	Frequency	Percentage
Yes	18	100%
No	0	00%

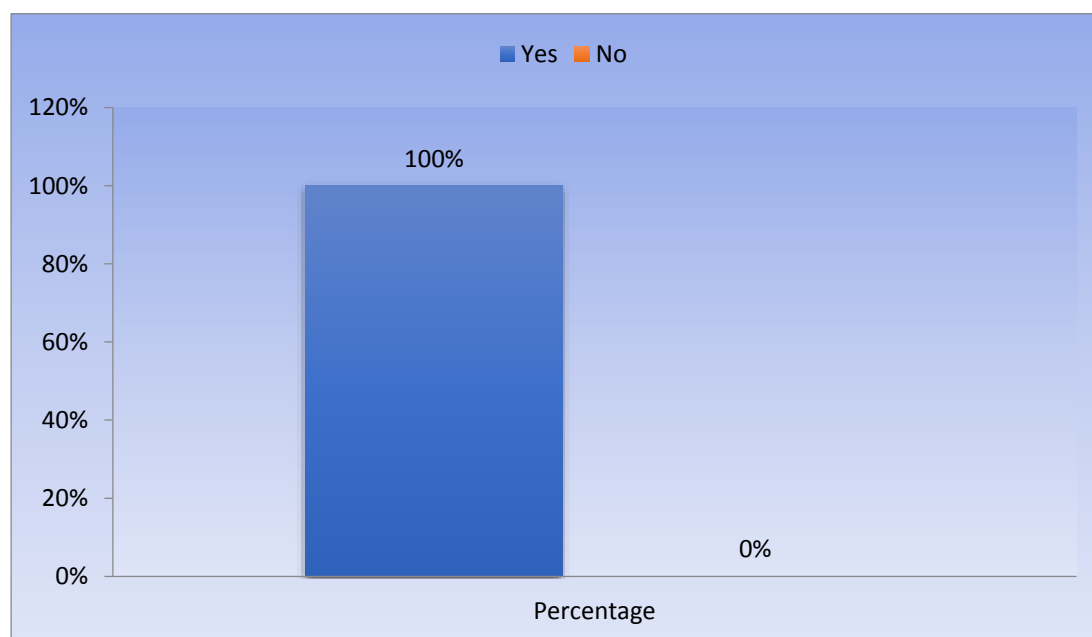


Figure 5.2.16: Lending the Books to the Users for Home Reading

Table and figure show that 100% libraries provide lending services of books to the users for home reading.

Table 5.2.19: Numbers of Books Issued to the Library Users

S.N.	Name of the Institutes	Undergraduate Students	Post Graduate Students	Teaching Staff	Non-Teaching Staff
1	IHM Bhubaneswar	4 Books	4 Books	4 Books	4 Books
2	AIHM Chandigarh	2 Books	2 Books	2 Books	2 Books
3	IHM Kolkata	1 Book	1 Book	1 Book	1 Book
4	IHM Gurdaspur	2 Books	NA	2 Books	2 Books
5	IHM Mumbai	1 Book	NA	4+ Books	2 Books
6	IHM New Delhi	1 Book	1 Book	3 Books	1 Books
7	IHM Shillong	1 Book	NA	4+ Books	2 Books
8	IHM Jaipur	1 Book	2 Books	4+ Books	4+ Books
9	IHM Lucknow	1 Book	1 Book	4+ Books	4+ Books
10	IHM Hajipur	2 Books	2 Books	2 Books	2 Books
11	IHM Chennai	1 Book	1 Book	4+ Books	NA
12	IHM Hyderabad	2 Books	1 Book	3 Books	1 Book
13	IHM Srinagar	3 Books	NA	3 Books	2 Books
14	IHM Goa	2 Books	NA	4+ Books	4+ Books
15	IHM Trivandrum	2 Books	2 Books	4+ Books	2 Books
16	IHM Bhopal	1 Book	1 Book	4+ Books	4+ Books
17	IHM Gwalior	1 Book	2 Books	4+ Books	2 Books
18	IHM Guwahati	2 Books	2 Books	2 Books	2 Books

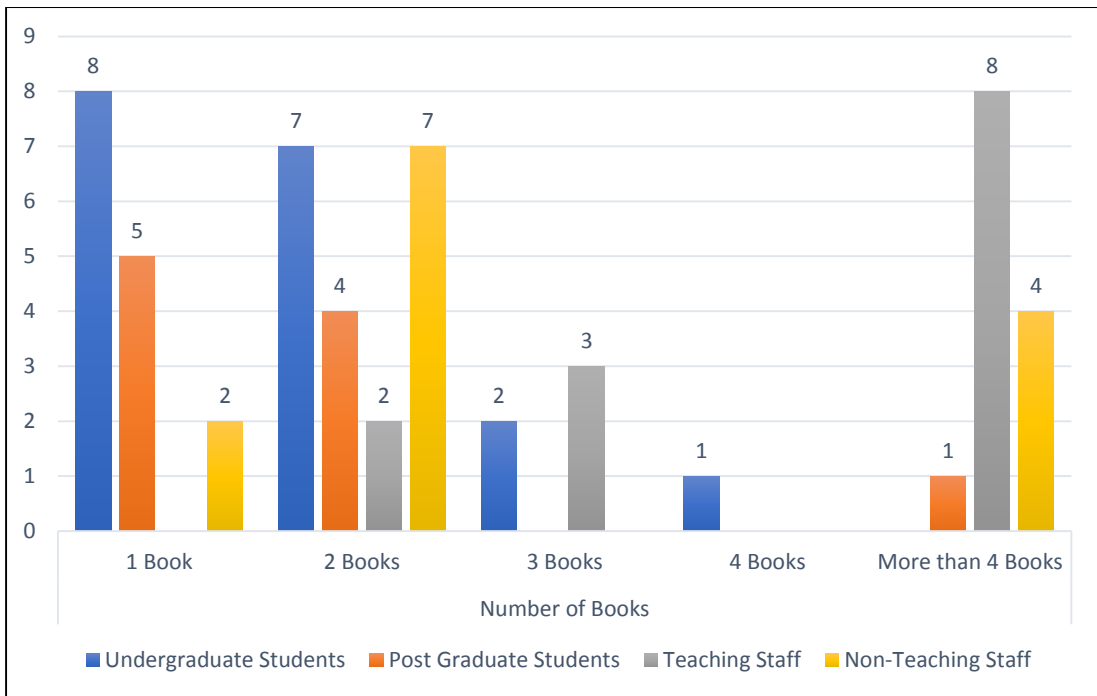


Figure 5.2.17: Numbers of Books Issued to the Library Users

Table and figure show IHM Bhubaneswar issues 4 books of each type of users, i.e., Undergraduate and Post Graduate Students, Teaching and Non-Teaching Staff.

AIHM Chandigarh issues 2 books of each type of users, i.e., Undergraduate and Post Graduate Students, Teaching and Non-Teaching Staff.

IHM Kolkata issues 1 books of each type of users, i.e., Undergraduate and Post Graduate Students, Teaching and Non-Teaching Staff.

IHM Gurdaspur issues 2 books of undergraduate students.

IHM Mumbai issues 1 book to undergraduate students, 4+ books to teaching staff and 2 books to non-teaching staff.

IHM New Delhi issues 1 book to Undergraduate and Post Graduate Students, 3 books to teaching staff and 2 books to non-teaching staff.

IHM Shillong issues 1 book to Undergraduate Students, 4+ books to teaching staff and 2 books to non-teaching staff.

IHM Jaipur issues 1 book to Undergraduate Students, 2 books to post graduate Students, 4+ books to teaching staff and 2 books to non-teaching staff.

IHM Lucknow issues 1 book to undergraduate and post graduate Students, 4+ books to teaching and non-teaching staff.

IHM Hajipur issues 2 books of each type of users, i.e., Undergraduate and Post Graduate Students, Teaching and Non-Teaching Staff.

IHM Chennai issues 1 book to undergraduate and Post Graduate Students, 4+ books to teaching staff.

IHM Hyderabad issues 2 books to undergraduate and 1 book to post graduate students, 3 books to teaching and 1 book to non-teaching staff.

IHM Srinagar issues 3 books to undergraduate Students and teaching staff, 2 books provide to non-teaching staff.

IHM Goa issues 2 books to undergraduate students and 4+ books to teaching and non-teaching staff.

IHM Trivandrum provide 2 books to Undergraduate and Post Graduate Students, 4+ books to teaching and 2 books to non-teaching staff.

IHM Bhopal issues 1 book to undergraduate and Post Graduate Students and 4+ books to teaching and non-teaching staff.

IHM Gwalior issues 1 book to undergraduate Students, 2 books to Post Graduate Students, 4+ books to teaching staff and 2 books to non-teaching staff.

IHM Guwahati issues 2 books of each type of users, i.e., Undergraduate and Post Graduate Students, Teaching and Non-Teaching Staff.

Table 5.2.20: Number of Days Books Issue to Library Users

S.N	Name of the Institutes	Undergraduate Students	Post Graduate Students	Teaching Staff	Non-Teaching Staff
1	IHM Bhubaneswar	1-7 days	1-7 days	1-7 days	1-7 days
2	AIHM Chandigarh	7-15 days	7-15 days	7-15 days	7-15 days
3	IHM Kolkata	7-15 days	7-15 days	7-15 days	7-15 days
4	IHM Gurdaspur	1-7 days	1-7 days	1-7 days	1-7 days
5	IHM Mumbai	1-7 days	NA	More than 1 month	More than 1 month
6	IHM New Delhi	1-7 days	1-7 days	15-21 days	15-21 days
7	IHM Shillong	7-15 days	NA	21 days-1 month	21 days-1 month
8	IHM Jaipur	7-15 days	7-15 days	More than 1 month	21 days-1 month
9	IHM Lucknow	7-15 days	7-15 days	7-15 days	7-15 days
10	IHM Hajipur	7-15 days	7-15 days	7-15 days	7-15 days
11	IHM Chennai	7-15 days	7-15 days	More than 1 month	NA
12	IHM Hyderabad	1-7 days	1-7 days	15-21 days	7-15 days
13	IHM Srinagar	15-21 days	NA	7-15 days	1-7 days
14	IHM Goa	1-7 days	NA	More than 1 month	More than 1 month
15	IHM Trivandrum	1-7 days	1-7 days	21 days-1 month	21 days-1 month
16	IHM Bhopal	1-7 days	7-15 days	21 days-1 month	21 days-1 month
17	IHM Gwalior	7-15 days	15-21 days	More than 1 month	More than 1 month
18	IHM Guwahati	1-7 days	1-7 days	1-7 days	1-7 days

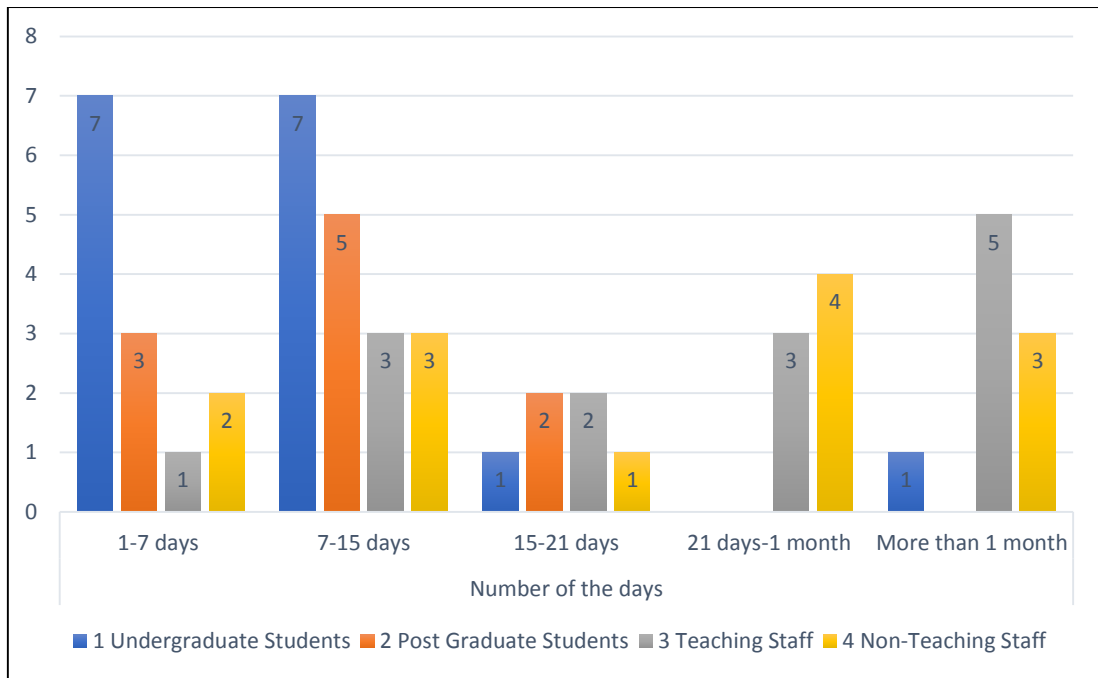


Figure 5.2.18: Number of Days Books Issue to Library Users

Table and figure show that IHM Bhubaneswar issues books for 1-7 days of each type of users, i.e., Undergraduate and Post Graduate Students, Teaching and Non-Teaching Staff.

AIHM Chandigarh issues books for 7-15 days of each type of users, i.e., Undergraduate and Post Graduate Students, Teaching and Non-Teaching Staff.

IHM Kolkata issues books for 7-15 days of each type of users, i.e., Undergraduate and Post Graduate Students, Teaching and Non-Teaching Staff.

IHM Gurdaspur issues books for 1-7 days of each type of users, i.e., Undergraduate and Post Graduate Students, Teaching and Non-Teaching Staff.

IHM Mumbai issues books for 1-7 days to undergraduate Students and more than 1 month to teaching and non-teaching Staff.

IHM New Delhi issues books for 1-7 days to undergraduate and Post Graduate Students and 15-21 days to teaching and non-teaching Staff.

IHM Shillong issues books for 7-15 days to undergraduate Students and 21 days-1 month to teaching and non-teaching Staff.

IHM Jaipur issues books for 7-15 days to undergraduate and Post Graduate Students, more than 1 month to teaching staff and 21 days-1 month to non-teaching staff.

IHM Lucknow issues books for 7-15 days of each type of users, i.e., Undergraduate and Post Graduate Students, Teaching and Non-Teaching Staff.

IHM Hajipur issues books for 7-15 days of each type of users, i.e., Undergraduate and Post Graduate Students, Teaching and Non-Teaching Staff.

IHM Chennai issues books for 1-7 days to undergraduate and Post Graduate Students, more than 1 month to teaching staff.

IHM Hyderabad issues books for 1-7 days to undergraduate and Post Graduate Students, 15-21 days to teaching staff and 7-15 days to non-teaching staff.

IHM Srinagar issues books for 15-21 days to undergraduate Students, 7-15 days to teaching staff and 1-7 days to non-teaching staff.

IHM Goa issues books for 1-7 days to undergraduate Students and More than 1 month to Teaching and Non-Teaching Staff.

IHM Trivandrum issues books for 1-7 days to undergraduate and Post Graduate Students, 21 days-1 month to teaching and non-teaching Staff.

IHM Bhopal issues books for 1-7 days to undergraduate Students, 7-15 days to Post Graduate Students and 21 days-1 month to teaching and non-teaching Staff.

IHM Gwalior issues books for 7-15 days to undergraduate Students, 15-21 days to Post Graduate Students and More than 1 month to teaching and non-teaching Staff.

IHM Guwahati issues books for 1-7 days of each type of users, i.e., Undergraduate and Post Graduate Students, Teaching and Non-Teaching Staff.

Table 5.2.21: Overdue Charges

S.N.	Name of the Institutes	Yes	No	Charges (Rs.)
1	IHM Bhubaneswar	✓		10 Per book
2	AIHM Chandigarh	✓		5 per day per book
3	IHM Kolkata	✓		50 per day
4	IHM Gurdaspur		✓	0
5	IHM Mumbai	✓		10 per day
6	IHM New Delhi	✓		50 paise per day
7	IHM Shillong	✓		10 per day
8	IHM Jaipur	✓		2 per day
9	IHM Lucknow		✓	0
10	IHM Hajipur	✓		50 per week
11	IHM Chennai		✓	0
12	IHM Hyderabad		✓	0
13	IHM Srinagar	✓		--
14	IHM Goa	✓		5 per day
15	IHM Trivandrum	✓		2 per day
16	IHM Bhopal	✓		1 per day
17	IHM Gwalior		✓	0
18	IHM Guwahati		✓	0

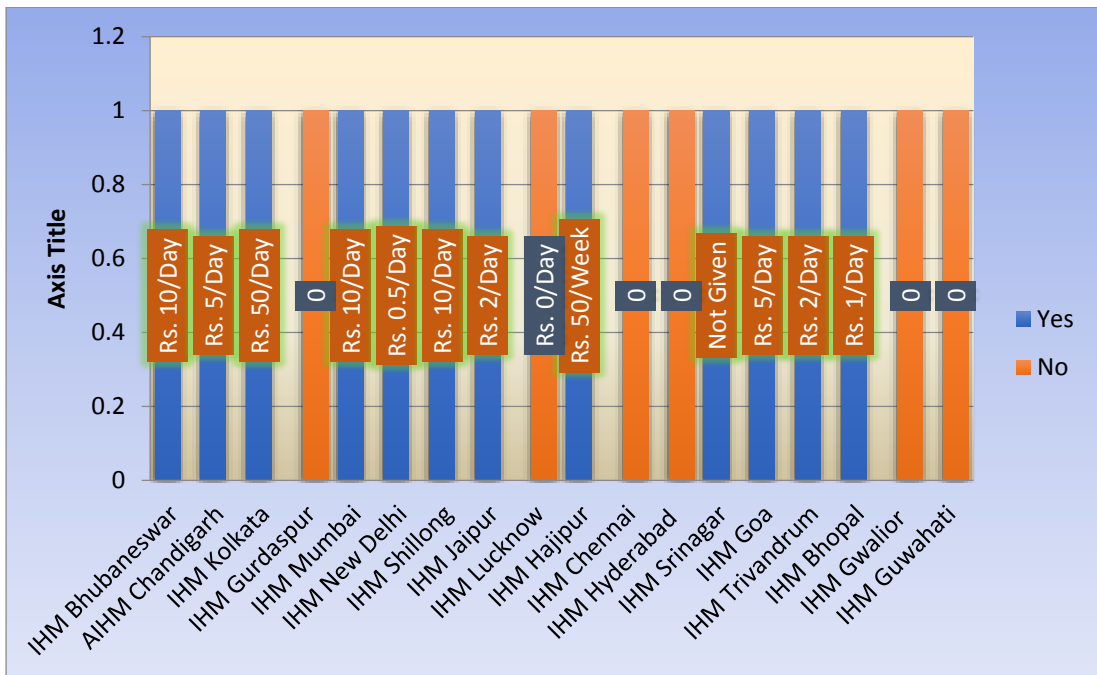


Figure 5.2.19: Overdue Charges

Table and figure show the fine (charges) of documents for late return. This is categorized per book or per day or per week. It is noted that AIHM Chandigarh, IHM Kolkata, IHM Mumbai, IHM New Delhi, IHM Shillong, IHM Jaipur, IHM Goa, IHM Trivandrum and IHM Bhopal are charging fine on the basis of number of days, but the amount is different. AIHM Chandigarh charges Rs.5/day/book, IHM Kolkata charges Rs.50/day, IHM Mumbai charges Rs.10/day, IHM New Delhi charges Rs.0.50/day, IHM Shillong charges Rs.10/day, IHM Jaipur charges Rs.2/day, IHM Goa charges Rs.5/day, IHM Trivandrum charges Rs.2/day, IHM Bhopal charges 1rs/day. IHM Srinagar also charges fine but not mentioned any amount. At the same time, IHM Bhubaneswar charges Rs.10/book and IHM Hajipur charges Rs.50/week. Remaining institutions' libraries i.e. IHM Gurdaspur, IHM Lucknow, IHM Chennai, IHM Hyderabad, IHM Gwalior and IHM Guwahati do not charge any kind of fine or penalties.

Table 5.2.22: Circulation Systems Used in IHM Libraries

S.N.	Name of the Institutes	Charging system
1	IHM Bhubaneswar	Computerized
2	AIHM Chandigarh	Computerized
3	IHM Kolkata	Computerized
4	IHM Gurdaspur	Browne
5	IHM Mumbai	Register
6	IHM New Delhi	Computerized
7	IHM Shillong	Register
8	IHM Jaipur	Newark
9	IHM Lucknow	Register
10	IHM Hajipur	Register
11	IHM Chennai	Not Responded
12	IHM Hyderabad	Register
13	IHM Srinagar	Computerized
14	IHM Goa	Computerized
15	IHM Trivandrum	Browne
16	IHM Bhopal	Computerized
17	IHM Gwalior	Browne
18	IHM Guwahati	Register & Computerized

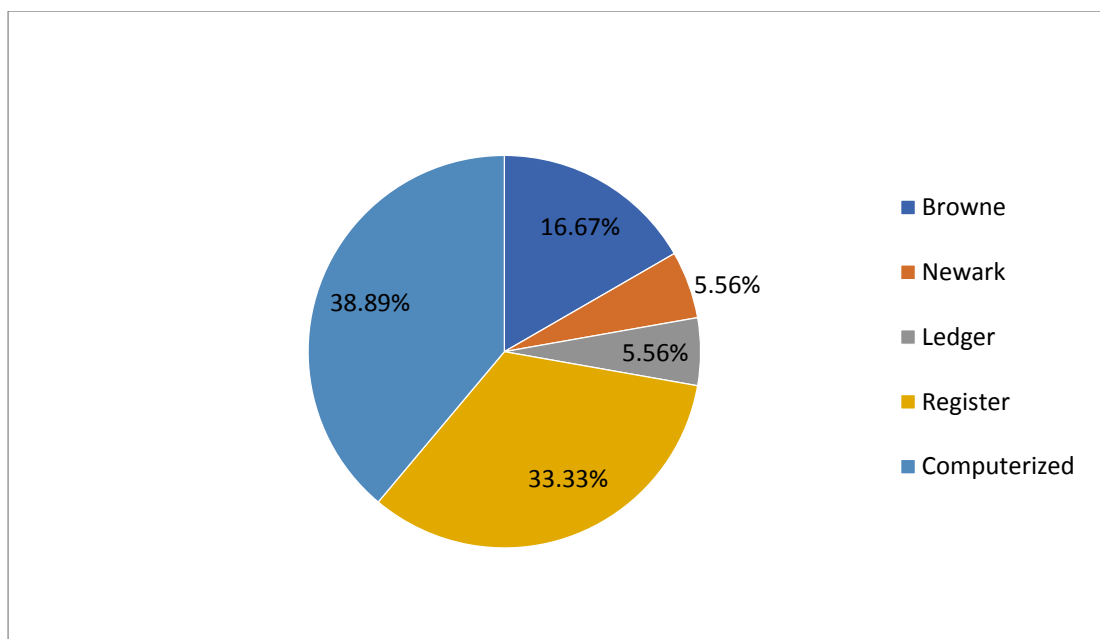


Figure 5.2.20: Circulation Systems Used in IHM Libraries

The table and figure show charging systems used in IHM libraries. Out of 18 IHM libraries 7 are using computerized system. i.e., IHM Bhubaneswar, AIHM Chandigarh, IHM Kolkata, IHM New Delhi, IHM Srinagar, IHM Goa, IHM Bhopal. 3 libraries are using Browne system. i.e. IHM Gurdaspur, IHM Trivandrum, and IHM Gwalior. 5 libraries are using register system. i.e., IHM Mumbai, IHM Shillong, IHM Lucknow, IHM Hajipur, and IHM Hyderabad. IHM Guwahati library uses register & computerized system both. IHM Jaipur library uses Newark system.

Table 5.2.23: Average Numbers of Books issued in a Day

S.N.	Number of books Issued	Always	Often	Sometime	Rarely	Never
1	Below 50	10 (55.56%)	2 (11.11%)	0	2 (11.11%)	4 (22.22%)
2	50-100	5 (27.78%)	3 (16.67%)	3 (16.67%)	4 (22.22%)	3 (16.67%)
3	100-150	0	0	2 (11.11%)	5 (27.78%)	11 (61.11%)
4	150-200	0	0	0	5 (27.78%)	13 (72.22%)
5	More than 200	0	0	0	3 (16.67%)	15 (83.33%)

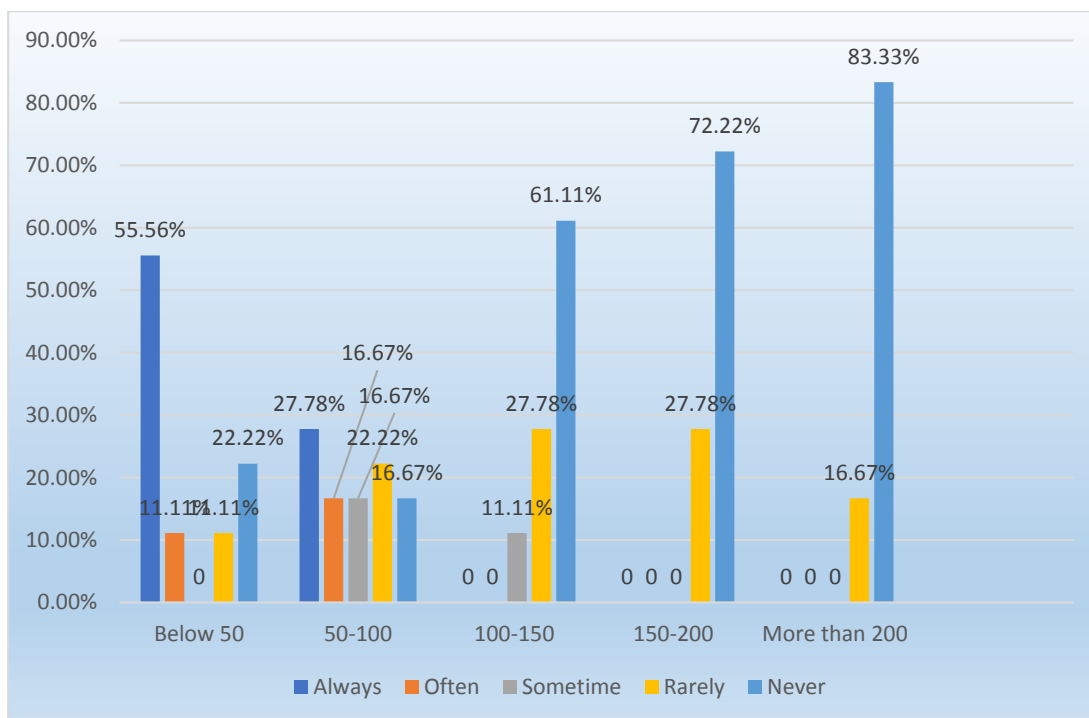


Figure 5.2.21: Average Numbers of Books issued in a Day

The above table and figure show number of books issued per day inside the libraries of IHM institutions. 55.56% of Librarians always issued below 50 books in a day followed by 11.11% of often issued, 11.11% of rarely issued and 22.22% of never issued. 27.78% of Librarians always issued 50-100 books in a day followed by 16.67% of often issued, 16.67% of sometime issued, 22.22% rarely issued and 16.67% never issued. 11.11% of Librarians sometime issued 100-150 books in a day followed by 27.78% rarely issued and 61.11% of never issued. 27.78% of Librarians rarely issued 150-200 books in a day and 72.22% of never issued. 16.67% of Librarians rarely issued more than 200 books in a day and 83.33% of never issued.

Table 5.2.24: Status of the Library Automation

S.N.	Name of the Institutes	Automated	Automation Status
1	IHM Bhubaneswar	Yes	Partially
2	AIHM Chandigarh	Yes	Partially
3	IHM Kolkata	Yes	Fully
4	IHM Gurdaspur	Yes	Partially
5	IHM Mumbai	No	Not Applicable

6	IHM New Delhi	Yes	Fully
7	IHM Shillong	Yes	Partially
8	IHM Jaipur	No	Not Applicable
9	IHM Lucknow	No	Not Applicable
10	IHM Hajipur	Yes	Partially
11	IHM Chennai	Yes	Partially
12	IHM Hyderabad	Yes	Partially
13	IHM Srinagar	Yes	Partially
14	IHM Goa	Yes	Partially
15	IHM Trivandrum	Yes	Partially
16	IHM Bhopal	Yes	Partially
17	IHM Gwalior	Yes	Partially
18	IHM Guwahati	Yes	Partially

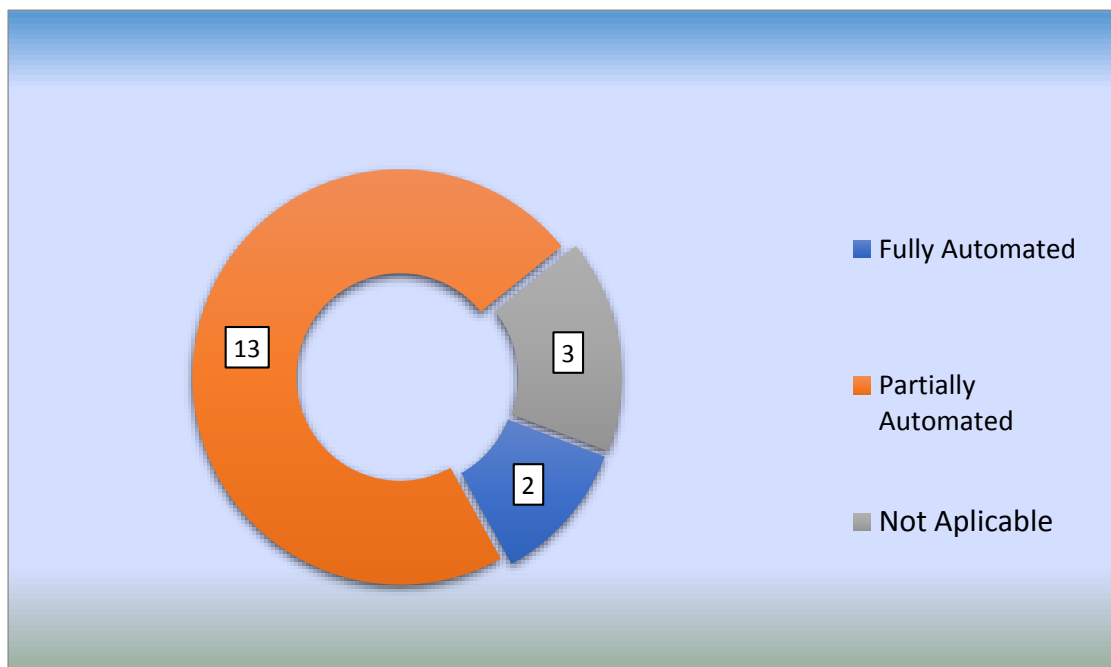


Figure 5.2.22: Status of the Library Automation

This table and figure show the status of automation of studied IHM libraries. Out of 18 IHM libraries, 15 are automated and 3 are not automated. The libraries of IHM Mumbai, IHM Jaipur, and HM Lucknow are not automated.

Out of 15 automated libraries, 13 are partially automated and IHM Kolkata & IHM New Delhi libraries are fully automated.

Table: 5.2.25 Software's Used for Library Automation

S.N.	Name of the Institutes	Library Software
1	IHM Bhubaneswar	E-Granthalaya
2	AIHM Chandigarh	In-house Developed Software
3	IHM Kolkata	E-Granthalaya
4	IHM Gurdaspur	E-Granthalaya
5	IHM Mumbai	Not Applicable
6	IHM New Delhi	KOHA
7	IHM Shillong	E-Granthalaya
8	IHM Jaipur	Not Applicable
9	IHM Lucknow	Not Applicable
10	IHM Hajipur	E-Granthalaya
11	IHM Chennai	E-Granthalaya
12	IHM Hyderabad	In-House Developed Software
13	IHM Srinagar	CDS/ISIS
14	IHM Goa	E-Granthalaya
15	IHM Trivandrum	LIBSOFT
16	IHM Bhopal	E-Granthalaya
17	IHM Gwalior	E-Granthalaya
18	IHM Guwahati	In-House Developed Software

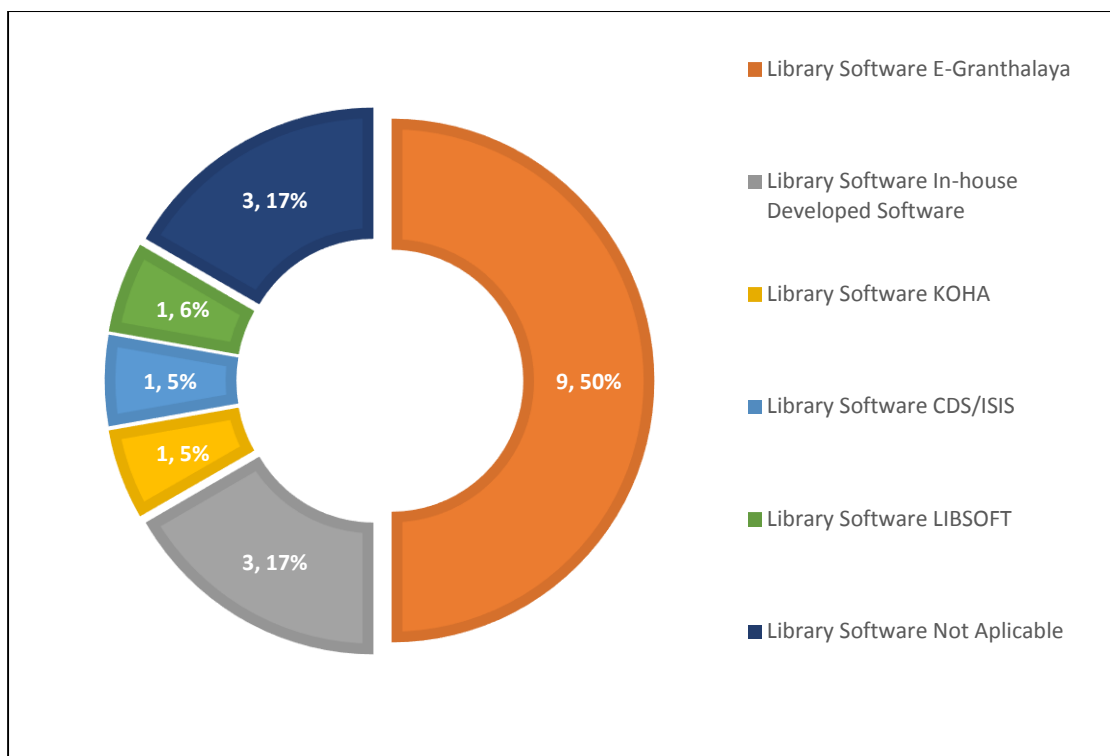


Figure 5.2.23: Software's Used for Library Automation

This table and figure reveal the use of the library management software in the IHM libraries. The Librarians (9) of IHM Bhubaneswar, IHM Kolkata, IHM Gurdaspur, IHM Shillong, HM Hajipur, IHM Chennai, IHM Goa, IHM Bhopal, and IHM Gwalior mentioned that E-Granthalaya software are using in their respective libraries. The libraries of AIHM Chandigarh, IHM Hyderabad and IHM Guwahati are using in-house developed software to manage their libraries activities. IHM New Delhi library is using Koha software, IHM Srinagar library is using CDS/ISIS software and IHM Trivandrum library is using LIBSOFT software.

Table 5.2.26: Software Using Duration

S.N.	Name of the Institutes	Below 1 year	1-3 years	3-5 years	More than 5 years	Not Applicable
1	IHM Bhubaneswar				✓	
2	AIHM Chandigarh				✓	
3	IHM Kolkata				✓	
4	IHM Gurdaspur		✓			
5	IHM Mumbai					✓
6	IHM New Delhi				✓	
7	IHM Shillong	✓				
8	IHM Jaipur					✓
9	IHM Lucknow					✓
10	IHM Hajipur			✓		
11	IHM Chennai				✓	
12	IHM Hyderabad		✓			
13	IHM Srinagar		✓			
14	IHM Goa			✓		
15	IHM Trivandrum				✓	
16	IHM Bhopal				✓	
17	IHM Gwalior		✓			
18	IHM Guwahati				✓	
	Total	1	4	2	8	3

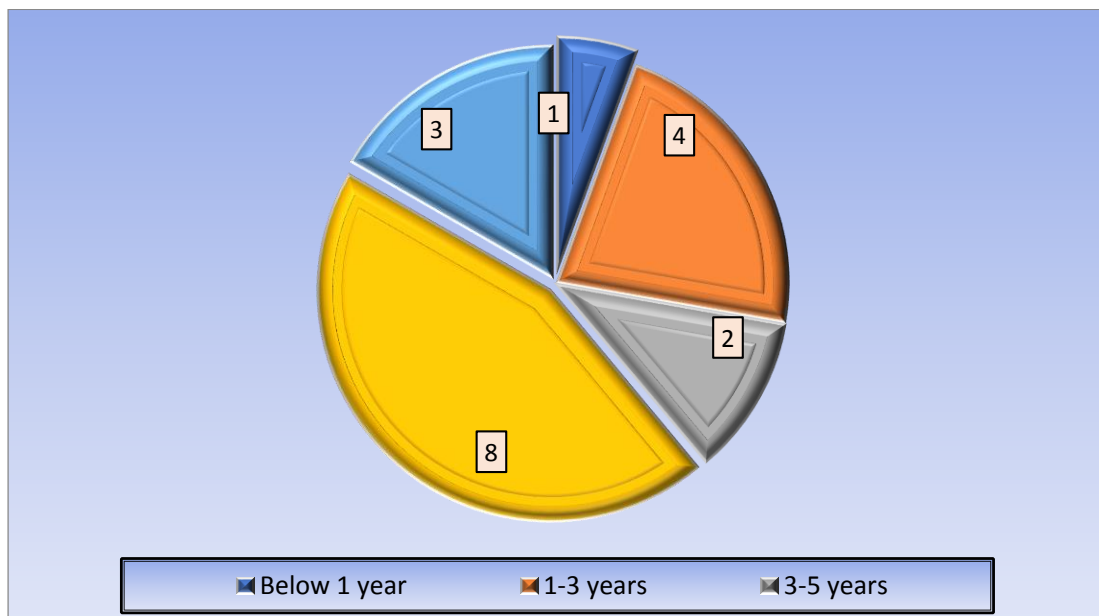


Figure 5.2.24: Software using duration

Table and figure depict the time period of using the library management software in IHM libraries. Majority of Librarians (8) of IHM Bhubaneswar, AIHM Chandigarh, IHM Kolkata, IHM New Delhi, IHM Chennai, IHM Trivandrum, IHM Bhopal, and IHM Guwahati responded that they have been using the software for more than 5 years in their libraries. 4 Librarians of IHM Gurdaspur, IHM Hyderabad, IHM Srinagar, and IHM Gwalior mentioned that they have been using it for a period of 1-3. 2 Librarians of IHM Hajipur and IHM Goa replied that they have been 3-5 years of using library software. IHM Shillong librarian is using it for a period of below 1 year.

Table 5.2.27: Satisfaction Level with the use Library Software

S. N.	Name of the Institutes	Highly satisfied	Satisfied	Neutral	Dissatisfied	Highly dissatisfied	Not Applicable
1	IHM Bhubaneswar		✓				
2	AIHM Chandigarh		✓				
3	IHM Kolkata		✓				
4	IHM Gurdaspur	✓					
5	IHM Mumbai						✓
6	IHM New Delhi	✓					
7	IHM Shillong		✓				
8	IHM Jaipur						✓
9	IHM Lucknow						✓
10	IHM Hajipur		✓				
11	IHM Chennai			✓			
12	IHM Hyderabad		✓				
13	IHM Srinagar		✓				
14	IHM Goa			✓			
15	IHM Trivandrum	✓					
16	IHM Bhopal	✓					
17	IHM Gwalior			✓			
18	IHM Guwahati		✓				
	Total	4	8	3	0	0	3

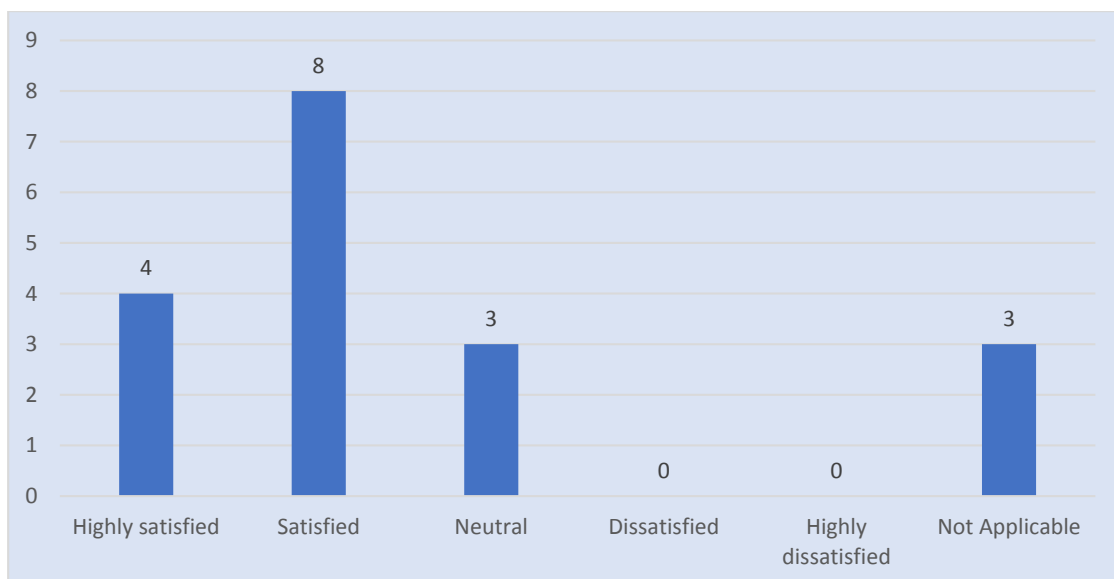


Figure 5.2.25: Satisfaction Level with the use Library Software

This table and figure show the Librarians satisfaction level with library software. 8 Librarians of IHM Bhubaneswar, AIHM Chandigarh, IHM Kolkata, IHM Shillong, IHM Hajipur, IHM Hyderabad, IHM Srinagar, and IHM Guwahati are satisfied with the using library software. Librarians of IHM Gurdaspur, IHM New Delhi, IHM Trivandrum, and IHM Bhopal are highly satisfied with using library software. Librarians of IHM Chennai, IHM Goa, and IHM Gwalior are neutral with the library software. The result of this table is that mostly Librarians are satisfied with using library software.

Table 5.2.28: Computers Availability in Computer Labs

S.N	Name of the Institutes	Number of Computers
1	IHM Bhubaneswar	10
2	AIHM Chandigarh	50
3	IHM Kolkata	7
4	IHM Gurdaspur	20
5	IHM Mumbai	30

6	IHM New Delhi	3
7	IHM Shillong	Not Given
8	IHM Jaipur	30
9	IHM Lucknow	35
10	IHM Hajipur	50
11	IHM Chennai	61
12	IHM Hyderabad	60
13	IHM Srinagar	50 above
14	IHM Goa	10
15	IHM Trivandrum	6
16	IHM Bhopal	10
17	IHM Gwalior	No
18	IHM Guwahati	10

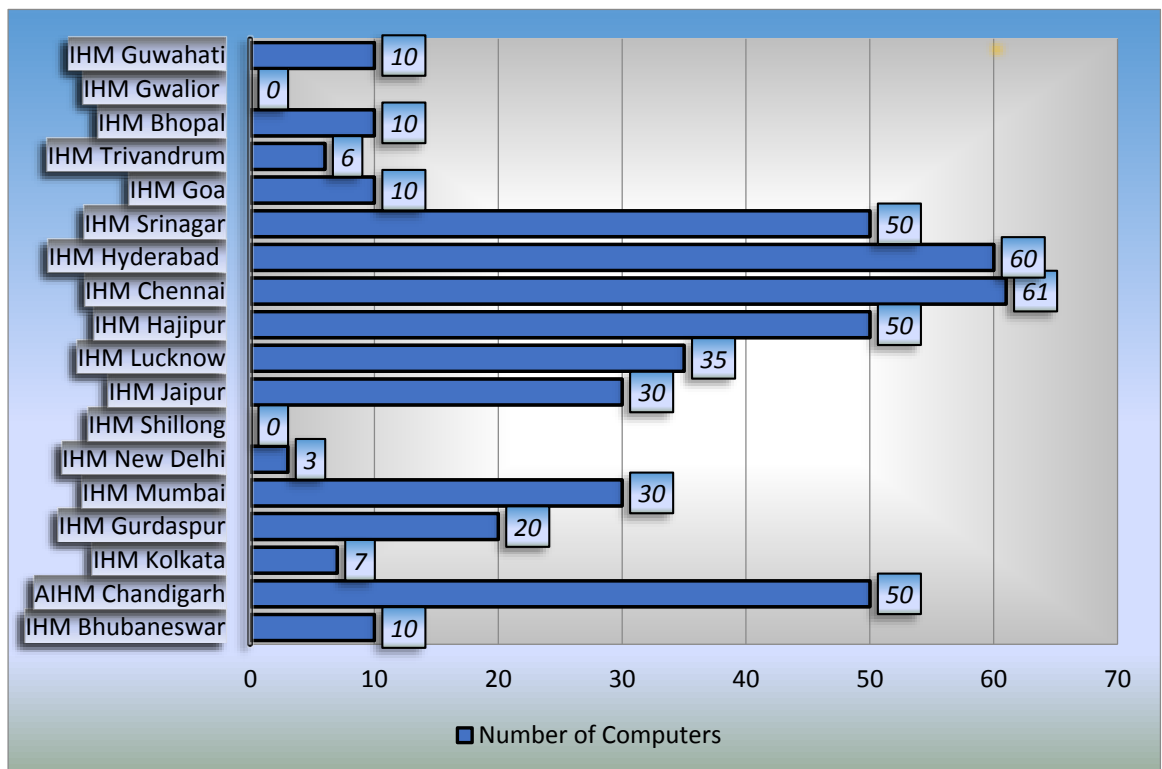


Figure 5.2.26: Computers Availability in Computer Labs

Table and figure show availability of computers in Computer Labs in IHM institutions.

Maximum number (61) of computers were found available in IHM Chennai, followed by (60) computers in IHM Hyderabad, (50) above in IHM Srinagar, (50) in AIHM Chandigarh, (50) in IHM Hajipur, (35) in IHM Lucknow, (30) in IHM Mumbai, (30) in IHM Jaipur, (20) in IHM Gurdaspur, (10) in IHM Bhubaneswar, (10) in IHM Goa, (10) in IHM Bhopal, (10) in IHM Guwahati, (7) in IHM Kolkata, (6) in IHM Trivandrum, (3) in IHM New Delhi and in IHM Gwalior computer are not available.

Table 5.2.29: Hours in a Day Allowed Students to Access Internet in the Computer Labs

S.N.	Name of the Institutes	1 hour	2 hours	3 hours	More than 3 hours	Not Responded
1	IHM Bhubaneswar				✓	
2	AIHM Chandigarh	✓				
3	IHM Kolkata				✓	
4	IHM Gurdaspur				✓	
5	IHM Mumbai				✓	
6	IHM New Delhi				✓	
7	IHM Shillong					✓
8	IHM Jaipur		✓			
9	IHM Lucknow					✓
10	IHM Hajipur					✓
11	IHM Chennai				✓	
12	IHM Hyderabad				✓	
13	IHM Srinagar		✓			
14	IHM Goa				✓	
15	IHM Trivandrum	✓				
16	IHM Bhopal			✓		
17	IHM Gwalior					✓
18	IHM Guwahati	✓				
	Total	3	2	1	8	4

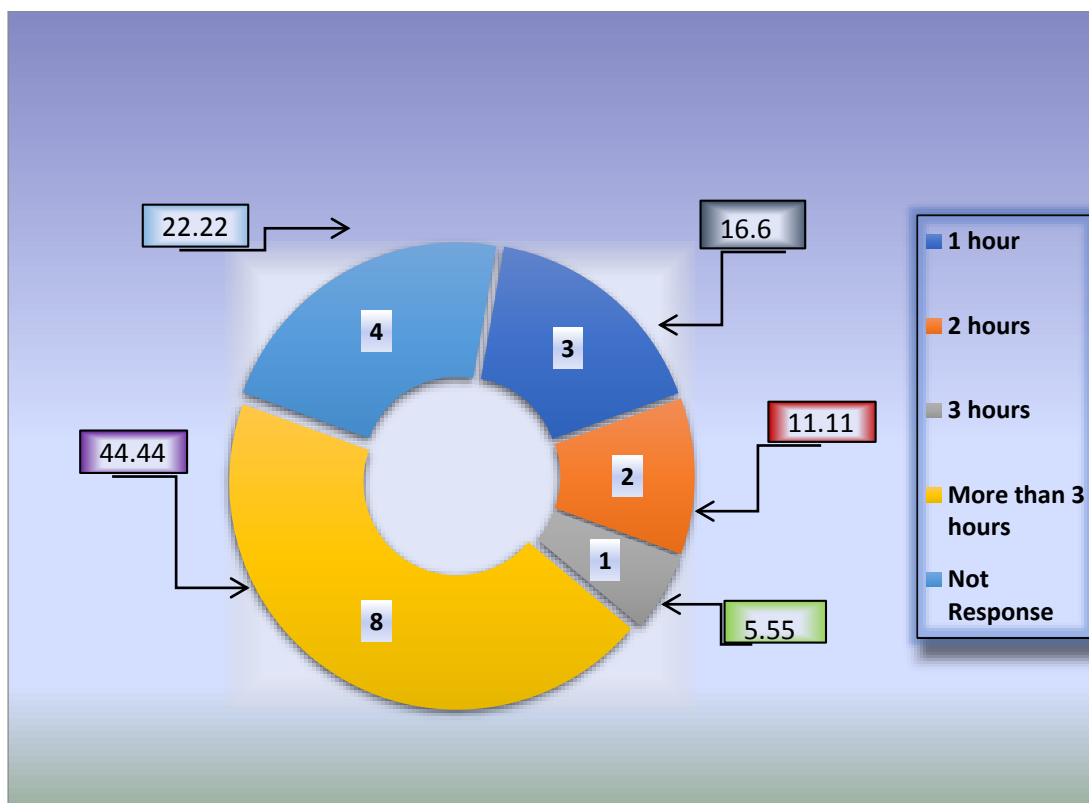


Figure 5.2.27: Hours in a Day Allowed Students to Access Internet in the Computer Labs

Table and figure show the internet access in a day as per hour by the users. There are 8 institution' libraries i.e. IHM Bhubaneswar, IHM Kolkata, IHM Gurdaspur, IHM Mumbai, IHM New Delhi IHM Chennai, IHM Hyderabad and IHM Goa provide internet access more than 3 hours while AIHM Chandigarh, IHM Trivandrum and IHM Guwahati provide internet access only for one hour, IHM Jaipur and IHM Srinagar provide internet access for two hours and IHM Bhopal provide internet access for three hours in a day. IHM Shillong, IHM Lucknow, IHM Hajipur and IHM Gwalior are not responded, despite of many requests through various communication means.

Table 5.2.30: Users Orientation Programme

S.N.	Name of the Institutes	Yes	No
1	IHM Bhubaneswar	✓	
2	AIHM Chandigarh		✓

3	IHM Kolkata	✓	
4	IHM Gurdaspur	✓	
5	IHM Mumbai	✓	
6	IHM New Delhi	✓	
7	IHM Shillong		✓
8	IHM Jaipur	✓	
9	IHM Lucknow		✓
10	IHM Hajipur		✓
11	IHM Chennai		✓
12	IHM Hyderabad	✓	
13	IHM Srinagar	✓	
14	IHM Goa	✓	
15	IHM Trivandrum		✓
16	IHM Bhopal	✓	
17	IHM Gwalior	✓	
18	IHM Guwahati	✓	
	Total	12	6

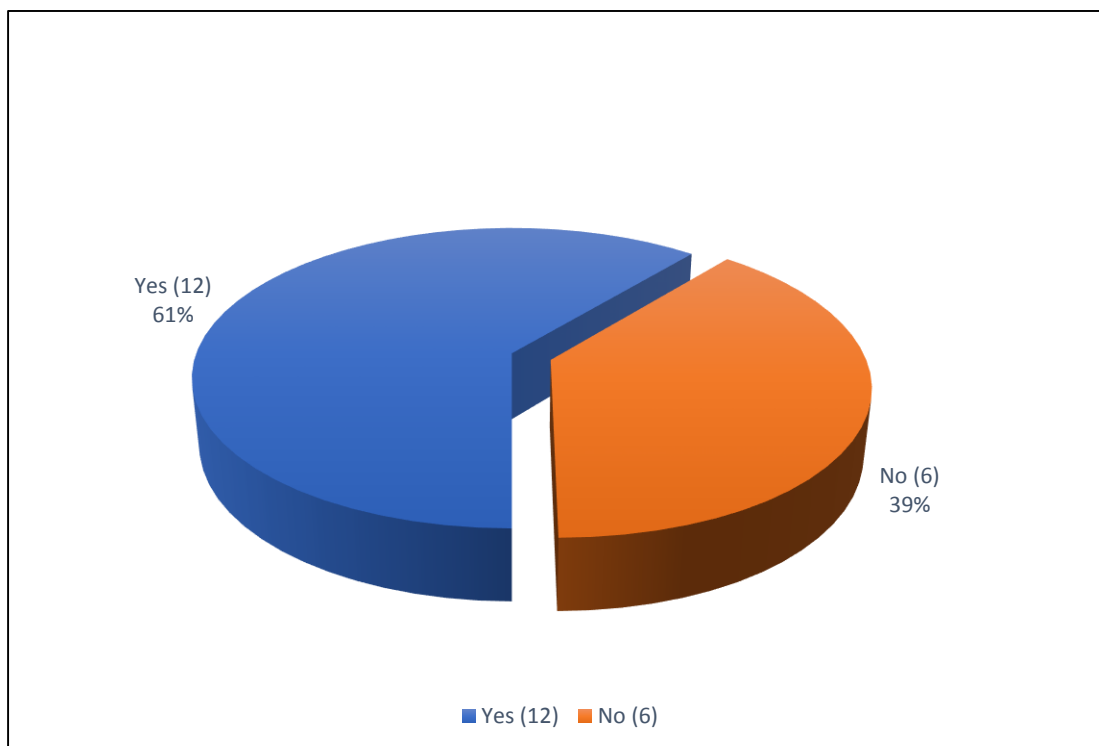


Figure 5.2.28: Users Orientation Programme

Table and figure show the institutions' wise educational programmes organized for the users. Most of the institutions such as IHM Bhubaneswar, IHM Kolkata, IHM Gurdaspur, IHM Mumbai, IHM New Delhi, IHM Jaipur, IHM Hyderabad, IHM Srinagar, IHM Goa, IHM

Bhopal, IHM Gwalior and IHM Guwahati organized educational programmes for proper use of library resources and services. AIHM Chandigarh, IHM Shillong, IHM Lucknow, IHM Hajipur, IHM Chennai and IHM Trivandrum did not organize such kind of programmes.

Table: 5.2.31 Orients User Orientation Programme

S.N.	Orients	Always	Often	Sometime	Rarely	Never
1	Librarian	11 (91.67%)	0	1 (8.33%)	0	0
2	Assistant Librarian	0	0	0	1 (8.33%)	11 (91.67%)
3	Guest faculty	0	0	0	0	12 (100%)
4	Any others	2 (16.67%)	0	0	0	10 (83.33%)

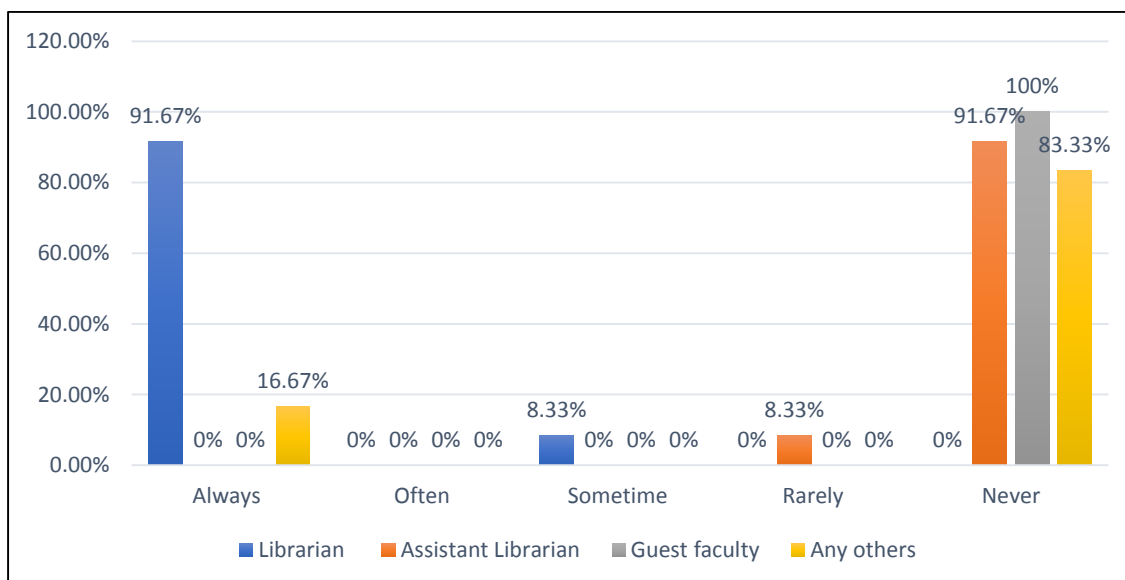


Figure 5.2.29: Orients User Orientation Programme

The table and figure show about who conduct/orients users' orientation programme in IHM libraries. 91.67% Librarians 'always' conduct users' orientation program in IHM institutions' libraries and 8.33% 'sometime'. 8.33% Assistant Librarians 'rarely' conduct users' orientation program and 91.67% 'never' conduct. 100% guest faculty never conduct users' orientation program. Only 16.67% any others members 'always' conduct user orientation program and 83.33% 'never' conduct.

Table 5.2.32: Methods are used to Conduct Users Orientation Programme

S.N.	Methods	Always	Often	Sometime	Rarely	Never
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1	Lecture method	9 (75%)	1 (8.33%)	1 (8.33%)	0	1 (8.33%)
2	Library tour	6 (50%)	0	0	2 (16.67%)	4 (33.33%)
3	Documentary on library	3 (25%)	0	2 (16.67%)	2 (16.67%)	5 (41.67%)
4	Power Point Presentation	3 (25%)	2 (16.67%)	2 (16.67%)	0	5 (41.67%)
5	Email	1 (8.33%)	0	1 (8.33%)	3 (25%)	7 (58.33%)
6	Virtual Tour	1 (8.33%)	1 (8.33%)	1 (8.33%)	3 (25%)	6 (50%)
7	Brouchers/Flyers	2 (16.67%)	1 (8.33%)	2 (16.67%)	1 (8.33%)	6 (50%)
8	Any Other	2 (16.67%)	0	0	1 (8.33%)	9 (75%)

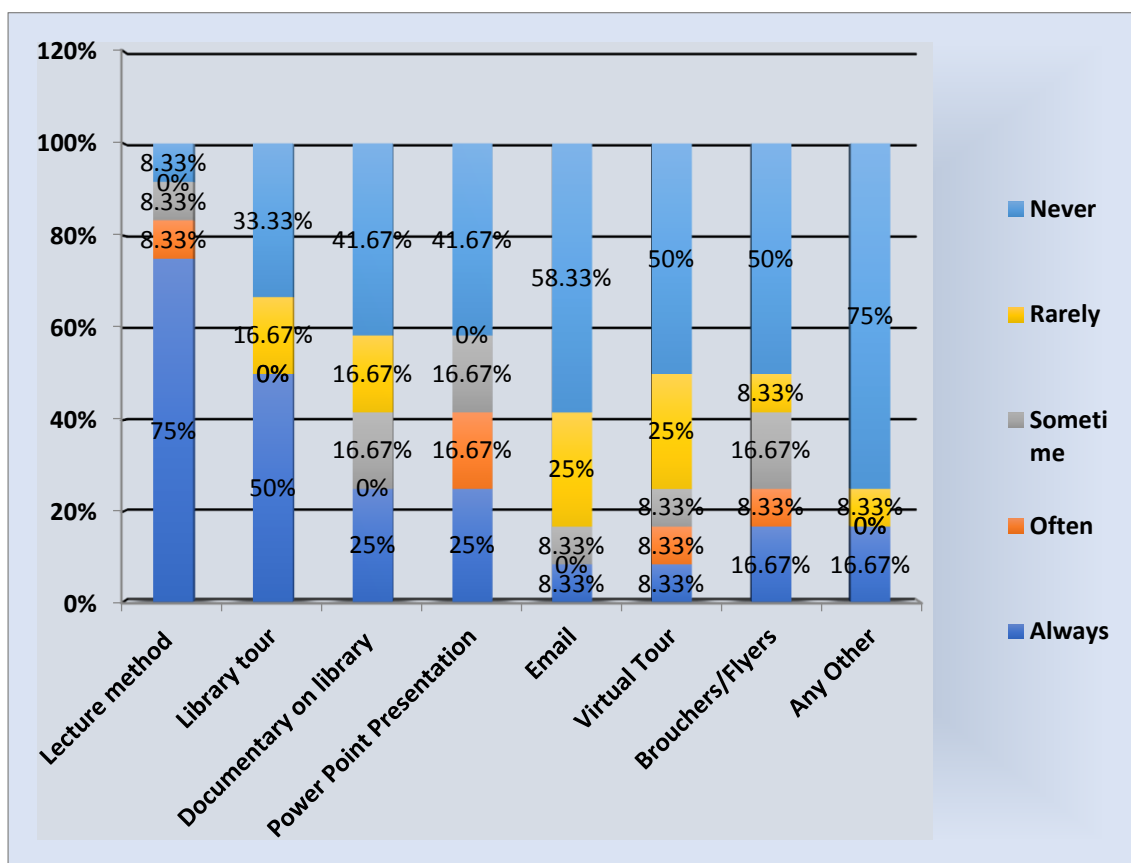


Figure 5.2.30: Methods are used to Conduct Users Orientation Programme

The table and figure explain the methods that are used to conduct user orientation programme in IHM libraries. 75% IHM Librarians always used lecture method to conduct user orientation programme, 8.33% often used, 8.33% sometime used, and 8.33% Librarians never used. 50% IHM Librarians always used library tour method to conduct user orientation programme, 16.67% rarely used, 33.33% Librarians never used. 25% Librarians always used

documentary on library method to conduct user orientation programme, 16.67% sometime used, 16.67% rarely used and 41.67% never used. 25% IHM Librarians always used power point presentation to conduct user orientation programme, 16.67% often, 16.67% rarely used and 41.67% Librarians never used. 8.33% Librarians always used email method to conduct user orientation programme, 8.33% sometime, 25% rarely and 58.33% Librarians never used email method. 8.33% IHM Librarians always used virtual tour method to conduct user orientation programme, 8.33% sometime and often used, 25% rarely and 50% Librarians never used. 16.67% always used brochures/flyers method, 8.33% often, 16.67% sometime, 8.33% rarely used and 50% Librarians never used. 16.67% IHM Librarians used other method, 8.33% rarely used and 75% never used other method conduct user orientation programme.

Table 5.2.33: Hardware Available in the Libraries

S.N.	Name of the Institutes	Computer	Printer	Scanner	Modem	UPS	CCTV Camera	Fax	Slide Projector	Other
1	IHM Bhubaneswar	✓	✓	✓	✓	✓	✗	✗	✓	✗
2	AIHM Chandigarh	✓	✓	✗	✓	✓	✗	✗	✗	✗
3	IHM Kolkata	✓	✓	✓	✓	✓	✗	✗	✗	✗
4	IHM Gurdaspur	✓	✓	✓	✓	✓	✓	✗	✓	✗
5	IHM Mumbai	✓	✓	✗	✓	✓	✓	✗	✗	✗
6	IHM New Delhi	✓	✓	✓	✗	✓	✓	✗	✓	✓
7	IHM Shillong	✓	✓	✗	✗	✓	✗	✗	✓	✗
8	IHM Jaipur	✓	✗	✓	✗	✓	✗	✗	✗	✗
9	IHM Lucknow	✓	✓	✗	✗	✗	✗	✗	✗	✗
10	IHM Hajipur	✓	✗	✗	✗	✓	✗	✗	✗	✗
11	IHM Chennai	✓	✓	✓	✓	✓	✓	✗	✗	✓
12	IHM Hyderabad	✓	✓	✓	✗	✗	✓	✗	✓	✗
13	IHM Srinagar	✓	✓	✗	✓	✓	✓	✗	✗	✗
14	IHM Goa	✓	✓	✓	✓	✓	✓	✗	✗	✗
15	IHM Trivandrum	✓	✓	✗	✓	✓	✓	✗	✗	✗

16	IHM Bhopal	✓	✓	✓	✓	✓	✓	✗	✓	✗
17	IHM Gwalior	✓	✓	✓	✓	✓	✓	✗	✗	✗
18	IHM Guwahati	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Total	18	16	11	12	16	11	1	7	3

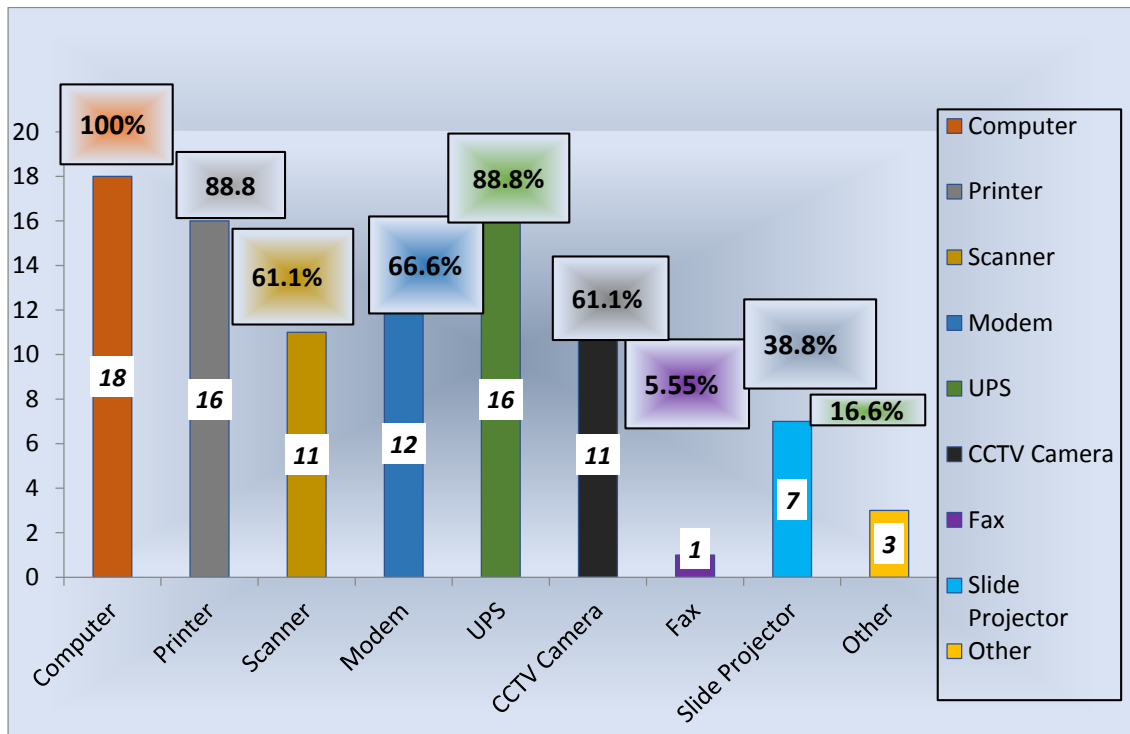


Table 5.2.31: Hardware Available in the Libraries

Table and figure show the availability of hardware in the libraries of IHM institutions.

Computer systems are available in all 18 libraries of IHM. Printers are available in IHM Bhubaneswar, AIHM Chandigarh, IHM Kolkata, IHM Gurdaspur, IHM Mumbai, IHM New Delhi, IHM Shillong, IHM Lucknow, IHM Chennai, IHM Hyderabad, IHM Srinagar, IHM Goa, IHM Trivandrum, IHM Bhopal, IHM Gwalior and IHM Guwahati remaining only two libraries such as IHM Jaipur and IHM Hajipur.

Scanners are available in IHM Bhubaneswar, IHM Kolkata, IHM Gurdaspur, IHM New Delhi, IHM Jaipur, IHM Chennai, IHM Hyderabad, IHM Goa, IHM Bhopal, IHM Gwalior and IHM Guwahati. In, AIHM Chandigarh, IHM Mumbai, IHM

Shillong, IHM Lucknow, IHM Hajipur, IHM Srinagar and IHM Trivandrum scanners are not available.

Modems are available in IHM Bhubaneswar, AIHM Chandigarh, IHM Kolkata, IHM Gurdaspur, IHM Mumbai, IHM Chennai, IHM Srinagar, IHM Goa, IHM Trivandrum, IHM Bhopal, IHM Gwalior and IHM Guwahati. IHM New Delhi, IHM Shillong, IHM Jaipur, IHM Lucknow, IHM Hajipur and IHM Hyderabad are not having modems.

UPS are available in IHM Bhubaneswar, AIHM Chandigarh, IHM Kolkata, IHM Gurdaspur, IHM Mumbai, IHM New Delhi, IHM Shillong, IHM Jaipur, IHM Hajipur, IHM Chennai, IHM Srinagar, IHM Goa, IHM Trivandrum, IHM Bhopal, IHM Gwalior and IHM Guwahati. Only two institutions IHM Lucknow and IHM Hyderabad are not having UPS

CCTV Cameras are available in most of the libraries such as IHM Gurdaspur, IHM Mumbai, IHM New Delhi, IHM Chennai, IHM Hyderabad, IHM Srinagar, IHM Goa, IHM Trivandrum, IHM Bhopal, IHM Gwalior and IHM Guwahati. The remaining libraries are not having **CCTV Cameras** in IHM Bhubaneswar, AIHM Chandigarh, IHM Kolkata, IHM Shillong, IHM Jaipur, IHM Lucknow and IHM Hajipur.

Fax facility is available only in IHM Guwahati. Rest of the institutions are not having fax facility.

Slide Projector are available in IHM Bhubaneswar, IHM Gurdaspur, IHM New Delhi, IHM Shillong, IHM Hyderabad, IHM Bhopal, and IHM Guwahati. Most of the libraries are not having slide projector i.e. AIHM Chandigarh, IHM Kolkata, IHM Mumbai, IHM Jaipur, IHM Lucknow, IHM Hajipur, IHM Chennai, IHM Srinagar, IHM Goa, IHM Trivandrum and IHM Gwalior.

Some other hardware equipments are available in only three libraries in IHM New Delhi, IHM Chennai, and IHM Guwahati.

Table 5.2.34: Furniture Availability in the Libraries

S. N.	Name of the Institutes	Study Tables	Chairs	Book Rack	Catalogue Cabinet	Book Display Rack	Periodical Display Rack	News Papers Rack	Encyclopedia/ Dictionary Stand	Atlas Stand	Book Trolley	Side Rack for Carrels
1	IHM Bhubaneswar	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
2	AIHM Chandigarh	✓	✓	✓	✓	✗	✓	✓	✗	✗	✗	✗
3	IHM Kolkata	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗	✗
4	IHM Gurdaspur	✓	✓	✓	✓	✓	✓	✓	✗	✗	✗	✗
5	IHM Mumbai	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗
6	IHM New Delhi	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓
7	IHM Shillong	✓	✓	✓	✗	✗	✓	✗	✗	✗	✗	✗
8	IHM Jaipur	✓	✓	✗	✗	✗	✓	✗	✗	✗	✗	✗
9	IHM Lucknow	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
10	IHM Hajipur	✓	✓	✓	✓	✗	✗	✓	✗	✗	✗	✗
11	IHM Chennai	✓	✓	✓	✓	✗	✓	✗	✗	✗	✗	✗
12	IHM Hyderabad	✓	✓	✓	✓	✓	✓	✓	✗	✗	✗	✗
13	IHM Srinagar	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗
14	IHM Goa	✗	✗	✗	✗	✓	✓	✓	✓	✗	✓	✗
15	IHM Trivandrum	✗	✗	✗	✓	✗	✓	✓	✓	✗	✗	✗
16	IHM Bhopal	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗	✗
17	IHM Gwalior	✓	✓	✗	✓	✓	✓	✓	✗	✗	✓	✗
18	IHM Guwahati	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Total	16	16	14	15	11	16	14	8	5	7	4

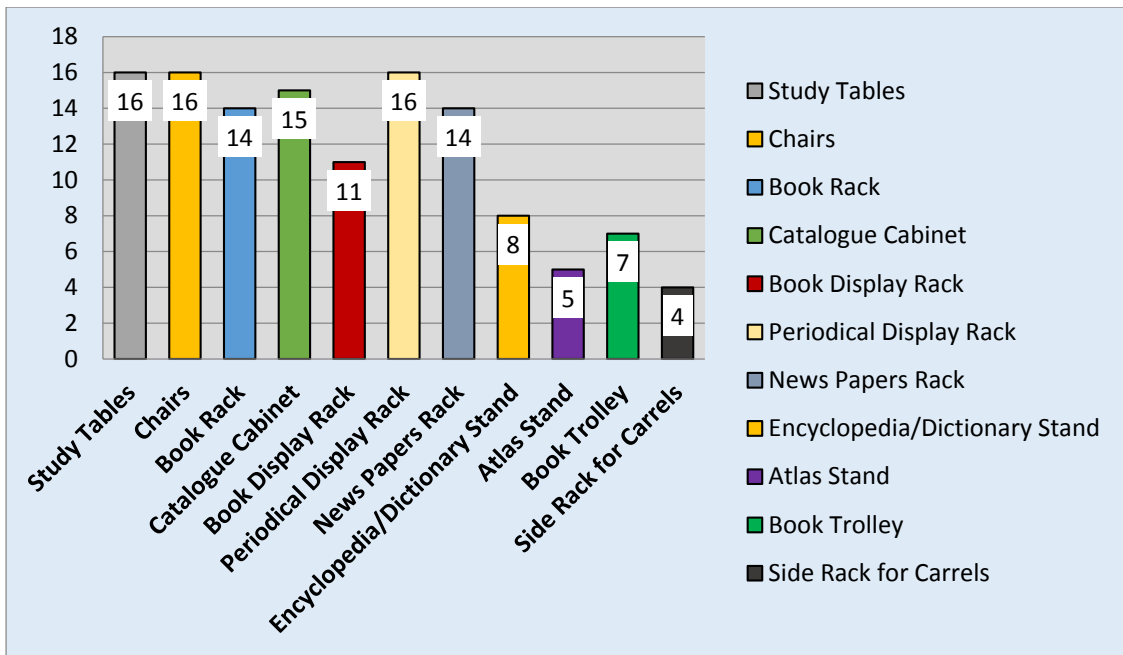


Figure 5.2.32: Furniture Availability in the Libraries

Table and figure show the availability of furniture in the IHM libraries. Study tables and chairs are available in 16 libraries of IHM. Only IHM Goa and IHM Trivandrum are not having study tables and chairs in the library.

Books Racks are available in IHM Bhubaneswar, AIHM Chandigarh, IHM Kolkata, IHM Gurdaspur, IHM Mumbai, IHM New Delhi, IHM Shillong, IHM Lucknow, IHM Hajipur, IHM Chennai, IHM Hyderabad, IHM Srinagar, IHM Bhopal and IHM Guwahati. IHM Jaipur IHM Goa, IHM Trivandrum and IHM Gwalior are not having books racks.

Catalogue Cabinets are available in IHM Bhubaneswar, AIHM Chandigarh, IHM Kolkata, IHM Gurdaspur, IHM Mumbai, IHM New Delhi, IHM Lucknow, IHM Hajipur, IHM Chennai, IHM Hyderabad, IHM Srinagar, IHM Trivandrum, IHM Bhopal, IHM Gwalior, IHM Guwahati. Only IHM Shillong, IHM Jaipur and IHM Goa are not having **Catalogue Cabinets**

Book Display Racks are available in IHM Bhubaneswar, IHM Kolkata, IHM Gurdaspur, IHM New Delhi, IHM IHM Lucknow, IHM Hyderabad, IHM Srinagar,

IHM Goa, IHM Bhopal, IHM Gwalior, IHM Guwahati. AIHM Chandigarh, IHM Mumbai, Shillong, IHM Jaipur, IHM Hajipur, IHM Chennai and IHM Trivandrum are not having **Book Display Racks**.

Periodical Display Racks are available in IHM Bhubaneswar, AIHM Chandigarh, IHM Kolkata, IHM Gurdaspur, IHM New Delhi, IHM Shillong, IHM Jaipur, IHM Lucknow, IHM Chennai, IHM Hyderabad, IHM Srinagar, IHM Goa, IHM Trivandrum, IHM Bhopal, IHM Gwalior, IHM Guwahati. IHM Mumbai and IHM Hajipur are not having **Periodical Display Racks**.

News Papers Racks are available in IHM Bhubaneswar, AIHM Chandigarh, IHM Kolkata, IHM Gurdaspur, IHM New Delhi, IHM Lucknow, IHM Hajipur, IHM Hyderabad, IHM Srinagar, IHM Goa, IHM Trivandrum, IHM Bhopal, IHM Gwalior, IHM Guwahati. IHM Mumbai, IHM Shillong, IHM Jaipur and IHM Chennai are not having **News Papers Racks**.

Encyclopedia/Dictionary Stands are available in IHM Bhubaneswar, IHM Kolkata, IHM Lucknow, IHM Srinagar, IHM Goa, IHM Trivandrum, IHM Bhopal, and IHM Guwahati. AIHM Chandigarh, IHM Gurdaspur, IHM Mumbai, IHM New Delhi, IHM Shillong, IHM Jaipur, IHM Hajipur, IHM Chennai, IHM Hyderabad and IHM Gwalior are not having **Encyclopedia/Dictionary Stands**.

Atlas Stands are available in IHM Bhubaneswar, IHM New Delhi, IHM Lucknow, IHM Srinagar, IHM Guwahati. AIHM Chandigarh, IHM Kolkata, IHM Gurdaspur, IHM Mumbai, IHM Shillong, IHM Jaipur, IHM Hajipur, IHM Chennai, IHM Hyderabad, IHM Goa, IHM Trivandrum, IHM Bhopal and IHM Gwalior are not having **Atlas Stands**.

Book Trolleys are available in IHM Bhubaneswar, IHM New Delhi, IHM Lucknow, IHM Srinagar, IHM Goa, IHM Gwalior, IHM Guwahati. AIHM Chandigarh, IHM

Kolkata, IHM Gurdaspur, IHM Mumbai, IHM Shillong, IHM Jaipur, IHM Hajipur, IHM Chennai, IHM Hyderabad, IHM Trivandrum and IHM Bhopal are not having **Book Trolleys**.

Side Rack for Carrels are available only in in IHM Bhubaneswar, IHM New Delhi, IHM Lucknow, and IHM Guwahati. Rest of the institutions are not having **Side Rack for Carrels** AIHM Chandigarh, IHM Kolkata, IHM Gurdaspur, IHM Mumbai, IHM Shillong, IHM Jaipur, IHM Hajipur, IHM Chennai, IHM Hyderabad, IHM Srinagar, IHM Goa, IHM Trivandrum, IHM Bhopal and IHM Gwalior.

Table 5.2.35: Facilities Provided in the Libraries

S.N	Name of the Institutes	Reading hall	Property Counter	OPAC	Photocopy	Printing	Scanning	Plagiarism Checking	Wireless Access	Air Conditioner	Lighting & Power	Suggestion Box	FAQ	Any Other
1	IHM Bhubaneswar	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓	✗
2	AIHM Chandigarh	✓	✓	✗	✓	✓	✗	✗	✗	✗	✓	✗	✗	✗
3	IHM Kolkata	✓	✓	✗	✓	✓	✓	✗	✓	✓	✓	✗	✗	✗
4	IHM Gurdaspur	✓	✓	✗	✓	✓	✓	✗	✓	✗	✓	✓	✗	✗
5	IHM Mumbai	✓	✗	✗	✗	✗	✗	✗	✓	✗	✓	✗	✗	✗
6	IHM New Delhi	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓	✗	✗	✗
7	IHM Shillong	✓	✗	✓	✗	✗	✗	✗	✓	✗	✓	✗	✗	✗
8	IHM Jaipur	✓	✓	✗	✓	✓	✓	✗	✗	✓	✓	✗	✗	✗
9	IHM Lucknow	✓	✓	✗	✗	✗	✗	✗	✗	✓	✓	✗	✓	✗
10	IHM Hajipur	✓	✓	✗	✗	✗	✗	✗	✗	✓	✓	✗	✗	✗
11	IHM Chennai	✓	✗	✗	✗	✗	✗	✗	✗	✓	✓	✗	✗	✗
12	IHM Hyderabad	✓	✗	✗	✓	✓	✓	✗	✓	✗	✓	✗	✗	✗
13	IHM Srinagar	✓	✗	✗	✓	✓	✓	✗	✓	✓	✓	✓	✗	✗
14	IHM Goa	✓	✓	✓	✗	✗	✗	✗	✗	✗	✓	✓	✗	✗
15	IHM Trivandrum	✓	✓	✗	✓	✓	✓	✗	✗	✓	✓	✗	✗	✗
16	IHM Bhopal	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗
17	IHM Gwalior	✗	✓	✗	✓	✗	✓	✗	✗	✗	✓	✓	✓	✗
18	IHM Guwahati	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓
19	Total	17	13	6	12	11	11	1	10	11	18	7	5	1

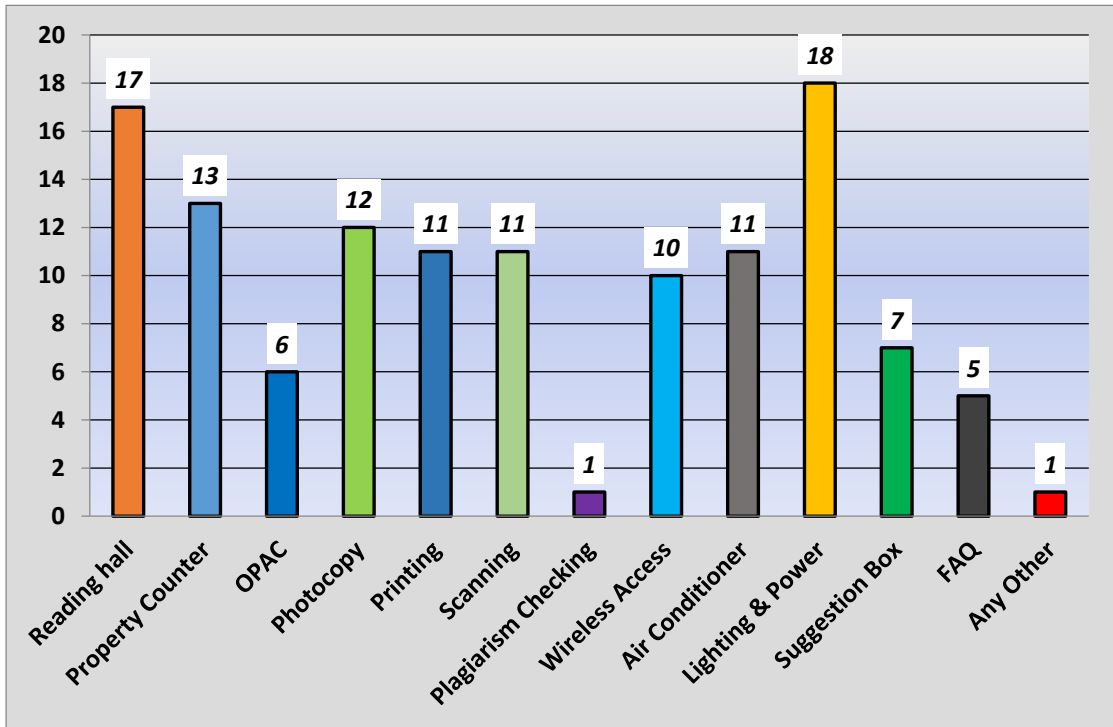


Figure 5.2.33: Facilities Provided in the Libraries

Table and figure show the facilities provided in the libraries of IHM. Reading hall facility is available in 17 libraries of IHM, only IHM Gwalior are not providing reading hall to its users.

Property Counter facility is offered in IHM Bhubaneswar, AIHM Chandigarh, IHM Kolkata, IHM Gurdaspur, IHM New Delhi, IHM Jaipur, IHM Lucknow, IHM Hajipur, IHM Goa, IHM Trivandrum, IHM Bhopal, IHM Gwalior, IHM Guwahati. IHM Mumbai, IHM Shillong, IHM Chennai, IHM Hyderabad and IHM Srinagar, are not offered **Property Counter** facility

OPAC is only provided in IHM Bhubaneswar, IHM New Delhi, IHM Shillong, IHM Goa, IHM Bhopal, and IHM Guwahati. AIHM Chandigarh, IHM Kolkata, IHM Gurdaspur, IHM Mumbai, IHM Jaipur, IHM Lucknow, IHM Hajipur, IHM Chennai, IHM Hyderabad, IHM Srinagar, IHM Trivandrum and IHM Gwalior are not provided OPAC facility.

Photocopy facility is provided in IHM Bhubaneswar, AIHM Chandigarh, IHM Kolkata, IHM Gurdaspur, IHM New Delhi, IHM Jaipur, IHM Hyderabad, IHM

Srinagar, IHM Trivandrum, IHM Bhopal, IHM Gwalior, IHM Guwahati. IHM Mumbai, IHM Shillong, IHM Lucknow, IHM Hajipur, IHM Chennai and IHM Goa are not provided **Photocopy** facility

Printing facility is delivered in IHM Bhubaneswar, AIHM Chandigarh, IHM Kolkata, IHM Gurdaspur, IHM New Delhi, IHM Jaipur, IHM Hyderabad, IHM Srinagar, IHM Trivandrum, IHM Bhopal, IHM Gwalior, IHM Guwahati. IHM Mumbai, IHM Shillong, IHM Lucknow, IHM Hajipur, IHM Chennai and IHM Goa are not delivered Printing facility.

Scanning facility is offered in IHM Bhubaneswar, IHM Kolkata, IHM Gurdaspur, IHM New Delhi, IHM Jaipur, IHM Hyderabad, IHM Srinagar, IHM Trivandrum, IHM Bhopal, IHM Gwalior, IHM Guwahati. AIHM Chandigarh, IHM Mumbai, IHM Shillong, IHM Lucknow, IHM Hajipur, IHM Chennai and IHM Goa are not offered Scanning facility.

Plagiarism Checking facility is offered only in IHM Bhopal. Remaining institutions are not offered **Plagiarism Checking** facility i.e. IHM Bhubaneswar, AIHM Chandigarh, IHM Kolkata, IHM Gurdaspur, IHM Mumbai, IHM New Delhi, IHM Shillong, IHM Jaipur, IHM Lucknow, IHM Hajipur, IHM Chennai, IHM Hyderabad, IHM Srinagar, IHM Goa, IHM Trivandrum, IHM Gwalior and IHM Guwahati.

Wireless Access facility is offered in IHM Bhubaneswar, IHM Kolkata, IHM Gurdaspur, IHM Mumbai, IHM New Delhi, IHM Shillong, IHM Hyderabad, IHM Srinagar, IHM Bhopal, IHM Guwahati. AIHM Chandigarh, IHM Jaipur, IHM Lucknow, IHM Hajipur, IHM Chennai, IHM Goa, IHM Trivandrum and IHM Gwalior are not offered **Wireless Access** facility.

Air Conditioner facility is offered in IHM Bhubaneswar, IHM Kolkata, IHM New Delhi, IHM Jaipur, IHM Lucknow, IHM Hajipur, IHM Chennai, IHM Srinagar, IHM Trivandrum, IHM Bhopal, IHM Guwahati. AIHM Chandigarh, IHM Gurdaspur, IHM

Mumbai, IHM Shillong, IHM Hyderabad, IHM Goa, IHM Gwalior are not offered **Air Conditioner** facility.

Lighting & Power facility is provided in all 18 libraries of IHM institutes.

Suggestion Box facility is provided in IHM Bhubaneswar, IHM Gurdaspur, IHM Srinagar, IHM Goa, IHM Bhopal, IHM Gwalior and IHM Guwahati while **FAQ** facility is provided only in IHM Bhubaneswar, AIHM Chandigarh, IHM Lucknow, IHM Bhopal, IHM Gwalior and IHM Guwahati. IHM Guwahati is also provided one other library facility.

Table 5.2.36: Techniques are used to promote the library services and resources

S.N.	Services	Most Effective	More Effective	Effective	Somewhat Effective	Ineffective
1	Catalogues	7 (38.89%)	3 (16.67%)	4 (22.22%)	2 (11.11%)	2 (11.11%)
2	E-mail	6 (33.33%)	3 (16.67%)	3 (16.67%)	2 (11.11%)	4 (22.22%)
3	Library website	4 (22.22%)	1 (5.56%)	5 (27.78%)	1(5.56%)	7 (38.89%)
4	Social media	3 (16.67%)	3 (16.67%)	6 (33.33%)	1 (5.56%)	5 (27.78%)
5	Online Advertising	2 (11.11%)	1 (5.56%)	5 (27.78%)	4 (22.22%)	6 (33.33%)
6	Advertisements	2 (11.11%)	2 (11.11%)	6 (33.33%)	4 (22.22%)	4 (22.22%)
7	Newsletter	3 (16.67%)	2 (11.11%)	4 (22.22%)	1 (5.56%)	8 (44.44%)
8	Booklists	5 (27.78%)	2 (11.11%)	6 (33.33%)	2 (11.11%)	3 (16.67%)
9	Classroom instruction	3 (16.67%)	3 (16.67%)	6 (33.33%)	2 (11.11%)	4 (22.22%)
10	Exhibit and Displays	5 (27.78%)	3 (16.67%)	3 (16.67%)	2 (11.11%)	5 (27.78%)
11	Library Tours	7 (38.89%)	1 (5.56%)	3 (16.67%)	5 (27.78%)	2 (11.11%)
12	Orientation Programme	4 (22.22%)	3 (16.67%)	3 (16.67%)	5 (27.78%)	3 (16.67%)
13	Training sessions and workshops	6 (33.33%)	1 (5.56%)	2 (11.11%)	6 (33.33%)	3 (16.67%)
14	Any other	2 (11.11%)	2 (11.11%)	4 (22.22%)	6 (33.33%)	4 (22.22%)

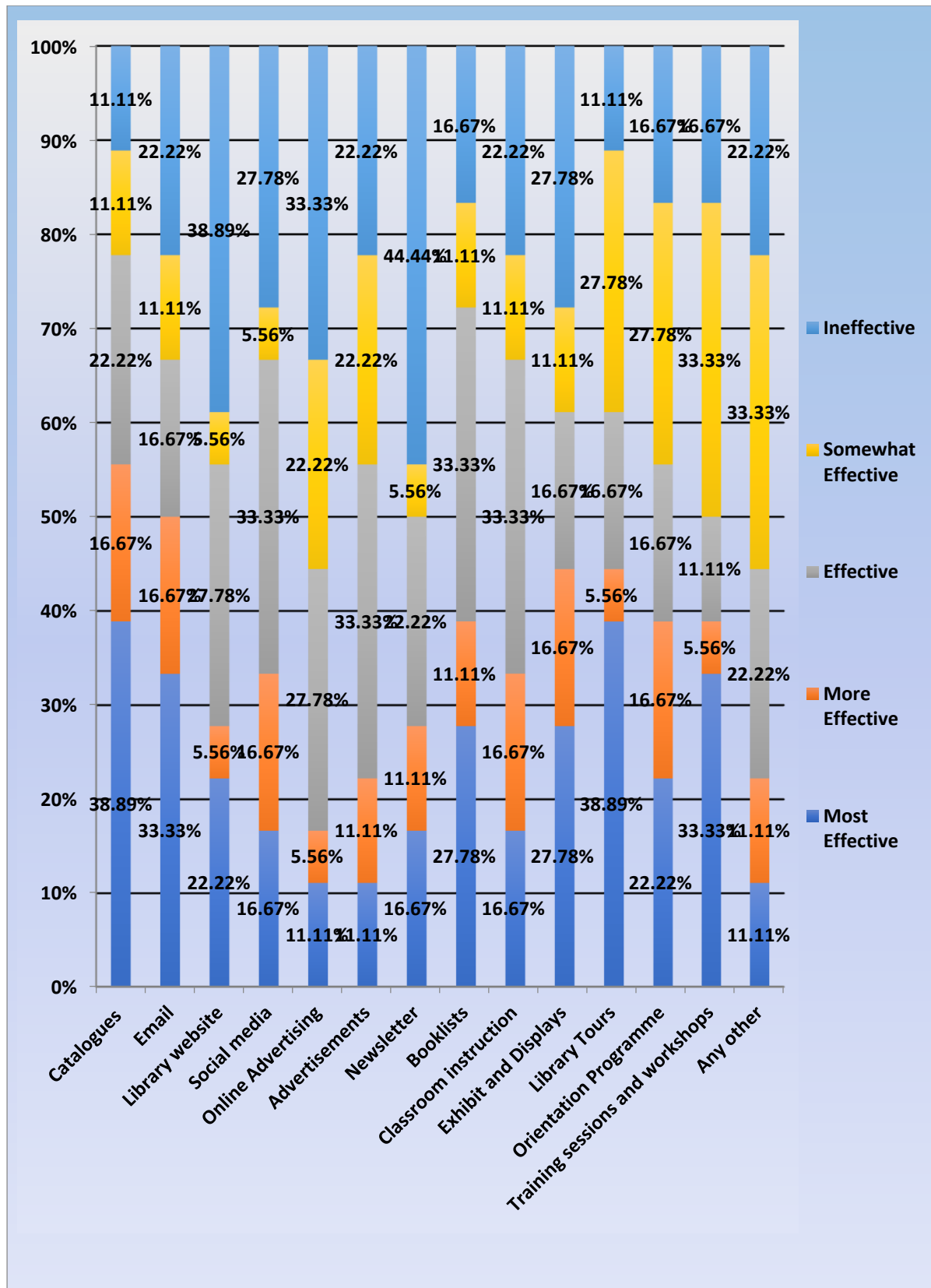


Table 5.2.34: Techniques are used to promote the library services and resources

The table and figure show the techniques which are being used to promote the library services and resources.

Catalogues: 38.89% of Librarians mentioned that catalogues are most effective to promote the library services and resources, followed by 22.22% effective, 16.67% more effective, and 11.11% somewhat effective and ineffective.

E-mail: 33.33% of Librarians mentioned that e-mail is most effective to promote the library services and resources, followed by 22.22% ineffective, 16.67% more effective and effective, and 11.11% somewhat effective.

Library website: 38.89% of Librarians respond that library website is ineffective, followed by 27.78% effective, 22.22% most effective, and 5.56% more effective and somewhat effective.

Social media: 33.33% of Librarians stated that social media is effective, followed by 27.78% ineffective, 16.67% most effective and more effective, and 5.56% somewhat effective.

Online Advertising: 33.33% of Librarians indicated that online advertising is ineffective, followed by 27.78% effective, 22.22% somewhat effective, 11.11% most effective, and 5.56% more effective.

Advertisements: 33.33% of Librarians indicated that advertisements is effective, followed by 22.22% somewhat effective and ineffective, and 11.11% most effective and more effective.

Newsletter: 44.44% of Librarians respond that newsletter is ineffective, followed by 22.22% effective, 16.67% most effective, 11.11% more effective, and 5.56% somewhat effective.

Booklists: 33.33% of Librarians respond that booklists are effective, followed by 27.78% most effective, 16.67% ineffective, and 11.11% more effective and somewhat effective.

Classroom instruction: 33.33% of Librarians indicated that classroom instruction is effective, followed by 22.22% ineffective, 16.67% most effective and more effective, and 11.11% somewhat effective.

Exhibit and Displays: 27.78% of Librarians mentioned that exhibit and display are most effective and ineffective, followed by 16.67% more effective and effective, and 11.11% somewhat effective.

Library Tours: 38.89% of Librarians stated that library tour is most effective, followed by 27.78% somewhat effective, 16.67% effective, 11.11% ineffective, and 5.56% more effective.

Orientation Programme: 27.78% of Librarians mentioned that orientation programme is somewhat effective, followed by 22.22% most effective, and 16.67% more effective, effective and ineffective.

Training sessions and workshops: 33.33% of Librarians indicated that training sessions and workshops are most effective and somewhat effective, followed by 16.67% ineffective, 11.11% effective, and 5.56% more effective.

Any other: 33.33% of Librarians said that any other techniques are somewhat effective, followed by 22.22% effective and ineffective, and 11.11% most effective and more effective.

Table 5.2.37: Problems encountered in the libraries

S.N.	Problems	Strongly Agreed	Agreed	Neutral	Disagreed	Strongly Disagreed
1	Lack of cooperation between faculty staff and students	3 (16.67%)	2 (11.11%)	4 (22.22%)	4 (22.22%)	5 (27.78%)
2	Lack of funds	4 (22.22%)	3 (16.67%)	8 (44.44%)	2 (11.11%)	1 (5.56%)
3	Lack of authority	0	3 (16.67%)	4 (22.22%)	6 (33.33%)	5 (27.78%)
4	Low member of library staffs	5 (27.78%)	3 (16.67%)	6 (33.33%)	2 (11.11%)	2 (11.11%)
5	Lack of discipline among library users	2 (11.11%)	4 (22.22%)	5 (27.78%)	4 (22.22%)	3 (16.67%)
6	Lack of adequate computers	0	4 (22.22%)	6 (33.33%)	5 (27.78%)	3 (16.67%)
7	Slow speed of internet access	3 (16.67%)	3 (16.67%)	8 (44.44%)	1 (5.56%)	3 (16.67%)
8	Problem in installing updated version of the software	1 (5.56%)	4 (22.22%)	7 (38.89%)	6 (33.33%)	0
9	Lack of trained and skilled staffs	5 (27.78%)	6 (33.33%)	4 (22.22%)	3 (16.67%)	0
10	Lack of training in modern information services	4 (22.22%)	5 (27.78%)	6 (33.33%)	3 (16.67%)	0
11	Lack of furniture	3 (16.67%)	3 (16.67%)	7 (38.89%)	4 (22.22%)	1 (5.56%)
12	Any other	3 (16.67%)	2 (11.11%)	8 (44.44%)	5 (27.78%)	0

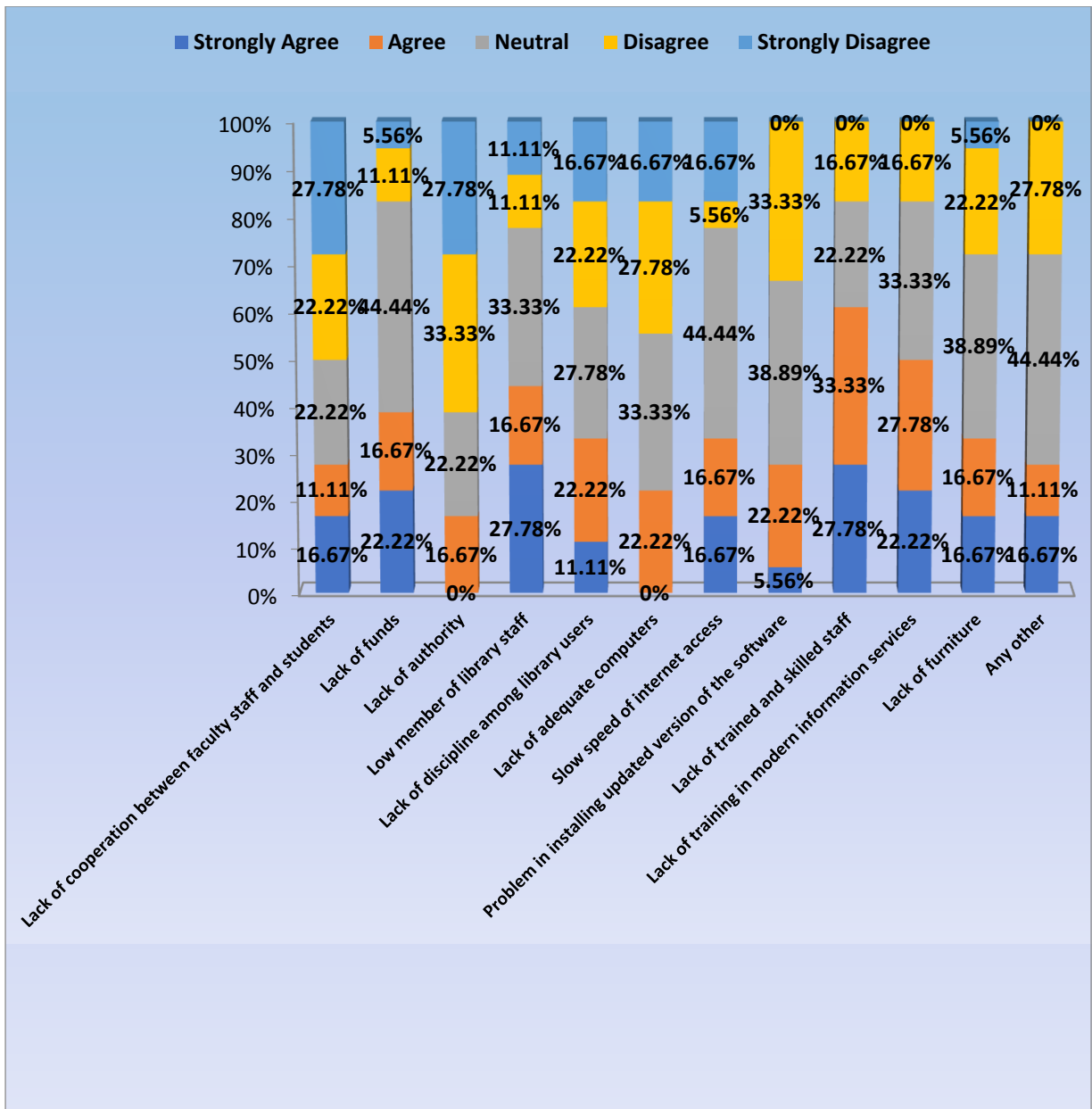


Figure: 5.2.35 Problems encountered in the library

This table and figure highlight the problems which are faced by the Librarians of the respective institutions.

Lack of cooperation between faculty staff and students: 27.78% of Librarians strongly disagreed that they faced lack of cooperation between faculty staff and students in the library, followed by 22.22% disagreed and neutral, 16.67% strongly agreed, and 11.11% agreed.

Lack of funds: 44.44% of Librarians are neutral that they faced lack of funds in the library, followed by 22.22% strongly agreed, 16.67% agreed, 11.11% disagreed, and 5.56% strongly disagreed.

Lack of authority: 33.33% of Librarians disagreed with lack of authority, followed by 27.78% strongly disagreed, 22.22% neutral, and 16.67% agreed.

Low member of library staff: 33.33% of Librarians are neutral with shortage of library staffs, followed by 27.78% strongly agreed, 16.67% agreed, and 11.11% disagreed and strongly disagreed.

Lack of discipline among library users: 27.78% of Librarians are neutral with lack of discipline in library, followed by 22.22% agreed & disagreed, 16.67% strongly disagreed, and 11.11% strongly agreed.

Lack of adequate computers: 33.33% of Librarians are neutral with lack of adequate computers, followed by 27.78% disagreed, 22.22% agreed, and 16.67% strongly disagreed.

Slow speed of internet access: 44.44% of Librarians are neutral with slow speed of internet access, followed by 16.67% are strongly disagreed, agreed, and strongly agreed, and 5.56% disagreed.

Problem in installing updated version of the software: 38.89% of Librarians neutral that they faced problem in installing updated version of the software, followed by 33.33% disagree, 22.22% agreed, and 5.56% strongly agreed.

Lack of trained and skilled staffs: 33.33% of Librarians agreed that libraries have lack of trained and skilled staffs, followed by 27.78% strongly agreed, 22.22% neutral, and 16.67% disagreed.

Lack of training in modern information services: 33.33% of Librarians are neutral that libraries have lack of training in modern information services, followed by 27.78% agree, 22.22% strongly agreed, and 16.67% disagreed.

Lack of furniture: 38.89% of Librarians are neutral with lack of furniture, followed by 22.22% disagreed, 16.67% strongly agreed and agreed, and 5.56% strongly disagreed.

Any others: 44.44% of Librarians are neutral with any others problems faced in libraries, followed by 27.78% disagreed, 16.67% strongly agreed, and 11.11% agreed.

Table 5.2.38: Overall satisfaction level with library services

S.N.	Name of the Institutes	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
1	IHM Bhubaneswar	✓				
2	AIHM Chandigarh		✓			
3	IHM Kolkata	✓				
4	IHM Gurdaspur		✓			
5	IHM Mumbai		✓			
6	IHM New Delhi	✓				
7	IHM Shillong			✓		
8	IHM Jaipur		✓			
9	IHM Lucknow			✓		
10	IHM Hajipur	✓				
11	IHM Chennai		✓			
12	IHM Hyderabad	✓				
13	IHM Srinagar	✓				
14	IHM Goa		✓			
15	IHM Trivandrum	✓				
16	IHM Bhopal	✓				
17	IHM Gwalior			✓		
18	IHM Guwahati	✓				
	Total	9 (50%)	6 (33.33%)	3 (16.67%)	0	0

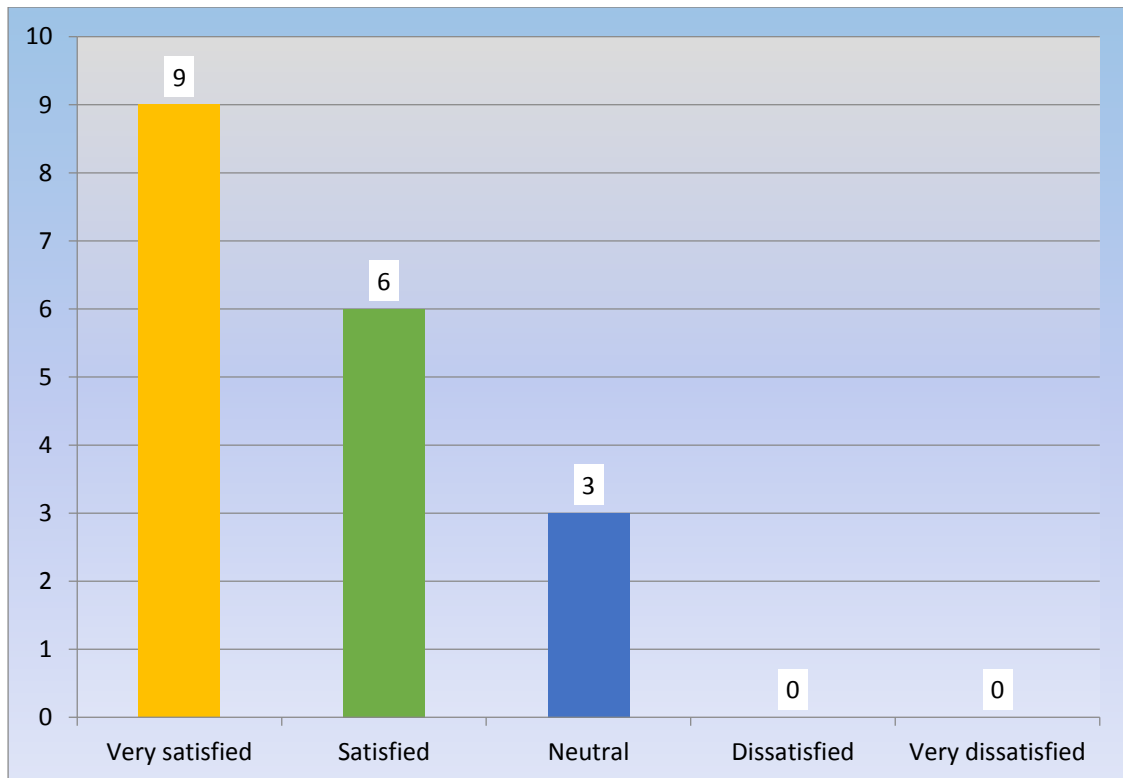


Figure 5.2.36: Overall satisfaction level with library services

This table and figure show the overall satisfaction level with library services. 9 (50%) Librarians of IHM Bhubaneswar, IHM Kolkata, IHM New Delhi, IHM Hajipur, IHM Hyderabad, IHM Srinagar, IHM Trivandrum, IHM Bhopal, and IHM Guwahati are highly satisfied with overall library services. 6 (33.33%) Librarians of AIHM Chandigarh, IHM Gurdaspur, IHM Mumbai, IHM Jaipur, HM Chennai, and IHM Goa are satisfied with library services. 3 (16.67%) Librarians of IHM Shillong, IHM Lucknow, and IHM Gwalior are neutral with library services.

5.3 Testing of Hypotheses

Hypothesis 1: Services and collection of IHM libraries are sufficient.

More than 50% librarians are do not strongly agreed on the sufficiency of collection of both print resources and electronic resources, except

the General books, text books, reference book that is too up to 50%.

Henceforth the hypothesis is partially approved

Hypothesis 2: Strength of library staffs in IHM libraries is limited.

In all the studies IHM libraries, there was no uniformity found as for as the staff is concerned. Designation uniformity was also not found below the rank of librarian. There was not found the sufficient number of staff. Henceforth this hypothesis is also partially approved.



Chapter 6
Findings, Suggestions, and
Conclusion



CHAPTER-6

FINDINGS, SUGGESTIONS, AND CONCLUSION

In this chapter, the researcher discussed the findings, suggestions, and conclusion on the bases of previous chapter 5 ‘data analysis and interpretation’.

6.1 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 (Table No.-5.9).
- 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 (Table No. - 5.11).
- 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 Bhubaneshwar, IHM Lucknow, and Srinagar have all library furnitures enlisted in table (Table No.-5.33).
- 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.

6.2 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.

6.3 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

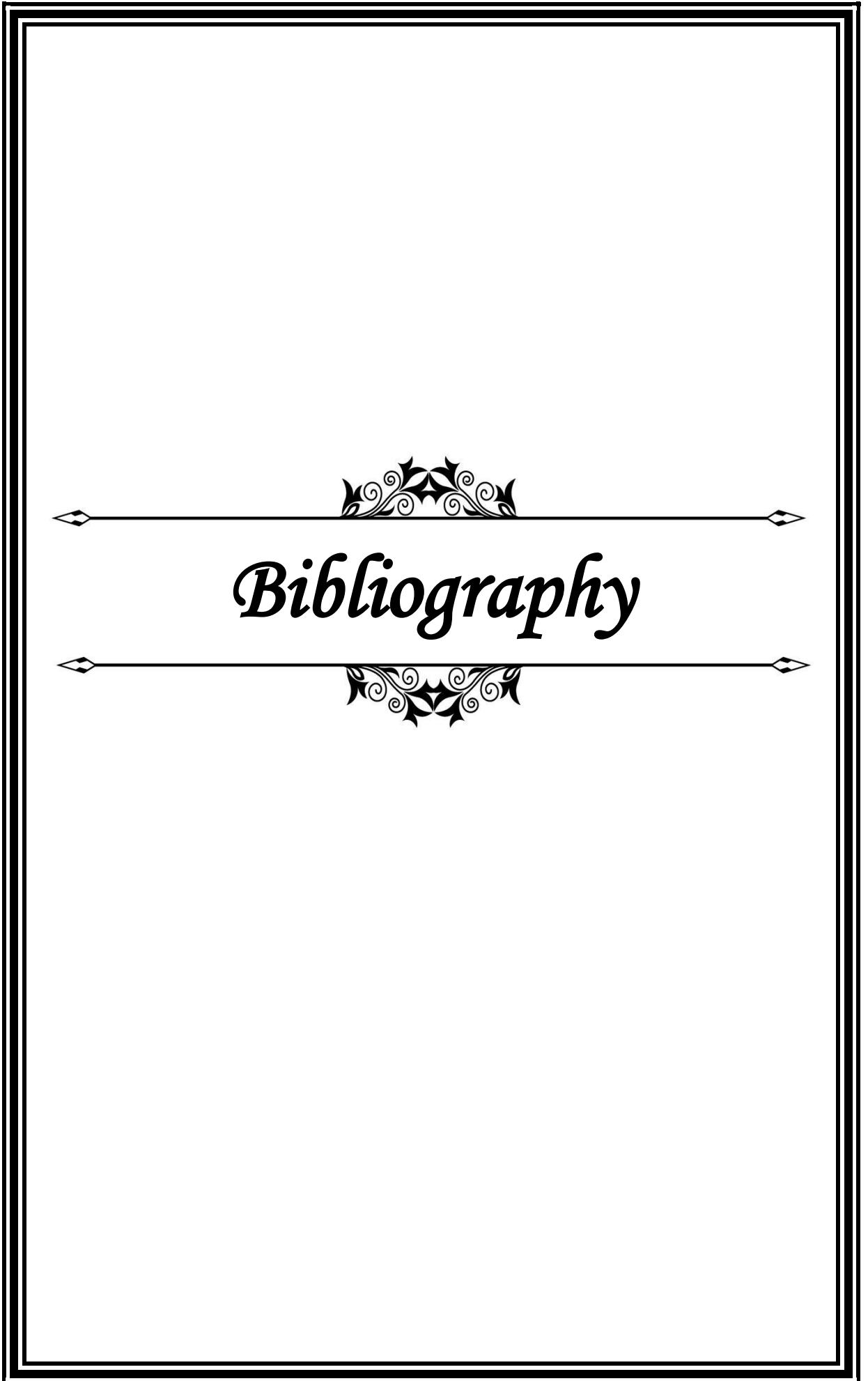
print resources. Most of the libraries of IHMs also have only 50-100 member of seating capacity for their users. It should be increased as per the number of users and make able to use the maximum number of library services and also the Librarians should not be stuck up users only up to circulation services.

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.

6.4 Areas for Further Research

- Users' perception towards Library Services in the Hotel Management Institutions in North India: A Comparative study between Central and State Affiliated Institutions
- Availability of Library Services and resources in Libraries of State affiliated Hotel Management Institutions in India: A Study
- Library Services in the Hotel Management Institutions in India: A comparative study among Central, State and Private run institutions.



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Appendices



APPENDICES

APPENDIX-A

Questionnaire for Librarian/Library In-Charge

Library Services in the Hotel Management Institutions in India: A Study

Dear Sir/Madam,

The present study is being conducted as the part of Ph.D. in Library & Information Science course, Babasaheb Bhimrao Ambedkar University, Lucknow. Please read the questions carefully and tick (✓) mark the answers most appropriate to you. Information provided by you shall be kept confidential. Your cooperation in this regard shall be highly appreciated.

Thank you

Yours

Sincerely,

Preeti

(Research Scholar)

Mob.:

8059374813

Mail:

Preetanwar5@gmail.com

Part 1: Personal Information

1. Name of the Institution: _____
2. Name of the Librarian: _____
3. Qualification: _____
4. Experience: _____
5. Mobile No.: _____
6. Sex: Male [] Female []
7. Age: Below 25 [] 25-30 []
30-35 [] 35-40 []
Above 40 []
8. Total registered users of library: _____

Part 2: Library Services and Resources

1. Library Access: a) Open [] b) Close [] c) Both
2. Total staff of the library: _____

S.N.	Staff	0/Vacant	1	2	3	More than 3
1	Librarian					
2	Assistant Librarian					
3	Library Assistants					
4	Library Clerk-cum-Typist					
5	Library Attended					
6	Binder					
7	Cleaners					
8	Helper					

3. Total seating capacity in library.

- a) Below 50 []
- b) 50-100 []
- c) 100-150 []
- d) 150-200 []
- e) More than 200 []

4. Total collection in library

S.N.	Library collection	Total collection
1	Print resources	
2	Electronic resources	

5. Which of the following print resources do you have in the library?

S.N.	Library Collection	Yes	No	Total collection if classified
1	General Books			
2	Text Books			
3	Reference Books			
4	Journals			
5	Newspapers /Magazines			
6	Bibliographies			
7	Thesis/Dissertations			

8	Dictionaries			
9	Encyclopedias			
10	Guide Map			
11	Atlases			
12	Any other			

6. Please rate your opinion that library collection is sufficient.

S.N.	Library Collection	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1	General Books					
2	Text Books					
3	Reference Books					
4	Journals					
5	Newspapers /Magazines					
6	Bibliographies					
7	Thesis/Dissertations					
8	Dictionaries					
9	Encyclopedias					
10	Guide Map					
11	Atlases					
12	Any other					

7. Which of the following electronic resources do you have in the library?

S.N.	Electronic Collection	Yes	No	Total collection if classified
1	E-books			
2	E-journals			
3	Subject Gateways			
4	E-newspaper			
5	E-reference source			

6	ETD			
7	Online databases			
8	CD-ROM Databases			
9	Any Other			

8. Please rate your opinion that electronic resources are sufficient.

S.N.	Electronic resources	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1	E-books					
2	E-journals					
3	Subject Gateways					
4	E-newspaper					
5	E-reference source					
6	ETD					
7	Online databases					
8	CD-ROM Databases					
9	Any Other					

9. Which tools are used for book selection in your Library?

S.N	Selection tools	Always	Often	Sometime	Rarely	Never
1	National bibliography					
2	Publishers catalogues					
3	Booksellers catalogues					
4	Book reviews					
5	Catalogue of Government publications					
6	Guides to the subject literature					
7	Publisher website					

8	Subject bibliographies					
9	Current reviews					
10	Author bibliographies					
11	Any Other					

10. Please indicate the selection process of resources by the Institute:

S.N	Selection Process	Always	Often	Sometime	Rarely	Never
1	Recommendations of the committee					
2	Principle of the institute					
3	Based on Collection Development Policy					
4	HOD's of all the department					
5	Recommendations of faculty members					
6	User demands					
7	Personal choice					
8	ILL Requests					
9	Quality of reviews					
10	Availability of funds					
11	Any Other					

11. Which of the following services provide to the users in the library?

S.N.	Services	Yes	No
1	Circulation Service		
2	Cataloguing Service		
3	Book Reservation Service		
4	Inter Library Loan Service		
5	Reference Service		

6	Document Delivery Service		
7	Current Awareness Service		
8	Selective Dissemination of Information Service		
9	Newspaper Clipping Services		
10	Indexing and Abstracting Services		
11	Bibliographic Service		
12	Reprographic Service (Photocopy)		
13	Printing/Scanning Services		
14	Internet Service		
15	Library Orientation programme		
16	Audio Visual Facilities		
17	Digital Reference Service		
18	Book Bank Facility		
19	Any other		

12. What kinds of services do library users use most? Please rate

S.N.	Services	Always	Often	Occasionally/Sometimes	Rarely	Never
1	Circulation Service					
2	Cataloguing Service					
3	Book Reservation Service					
4	Inter Library Loan Service					
5	Reference Service					
6	Document Delivery Service					
7	Current Awareness Service					

8	Selective Dissemination of Information Service					
9	Newspaper Clipping Services					
10	Indexing and Abstracting Services					
11	Bibliographic Service					
12	Reprographic Service (Photocopy)					
13	Printing/Scanning Services					
14	Internet Service					
15	Library Orientation programme					
16	Audio Visual Facilities					
17	Digital Reference Service					
18	Book Bank Facility					
19	Any other					

13. Which classification scheme is used in your library?

S.N	Classification scheme	Yes	No
1	CC		
2	DDC		
3	UDC		
4	If any other :		

14. Which cataloguing scheme is used in your library?

S.N	Cataloguing scheme	Yes	No
1	CCC		
2	AACR-I		
3	AACR-2		
4	If any other		

15. Do you lend the books to the users for home reading? Yes/No

16. If Yes: How many books are issued to the Library user?

S.N.	Library users	Number of Books				
		1 Book	2 Books	3 Books	4 Books	More than 4 Books
1	Undergraduate Students					
2	Post Graduate Students					
3	Teaching Staff					
4	Non-Teaching Staff					

17. Total number of days you issue books to library user.

S.N.	Library users	Number of the days				
		1-7 days	7-15 days	15-21 days	21 days-1 month	More than 1 month
1	Undergraduate Students					
2	Post Graduate Students					
3	Teaching Staff					
4	Non-Teaching Staff					

18. Do you charge for late return of documents? Yes/No

19. If Yes: How much overdue charge is due from a user? _____

20. What system of circulation is being followed?

- a) Browne []
- b) Newark []
- c) Ledger []
- d) Register []
- e) Computerized []
- f) Any other (Pl. specify) []

21. Number of books borrowed per day in library

S.N	Number of books borrowed	Always	Often	Sometime	Rarely	Never
1	Below 50					
2	50-100					
3	100-150					
4	150-200					
5	More than 200					

22. Whether library is automated or not? Yes/No

23. If Yes, Status of the library automation.

S.N.	Status	Response
1	Fully Automated	
2	Partially Automated	
3	Not Automated	

24. Which of the following software are used for library automation?

S.N.	Library Software	Response
1	CDS/ISIS	
2	LIBSYS	
3	NEWGENLIB	
4	EASYLIB	
5	LIBSOFT	
6	KOHA	

7	LIMSYS	
8	LIBSUITE	
9	E-GRANTHALAYA	
10	In-house Developed Software	
11	Any Other	

25. How long period are you using this software in your library?

- Below 1 year []
- 1-3 years []
- 3-5 years []
- More than 5 years []

26. Please mention that how much satisfied with the using library software?

- Highly satisfied []
- Satisfied []
- Partially []
- Dissatisfied []
- Highly dissatisfied []

27. If you have computer lab then how many computers are available in your lab?

28. How many hours in a day do you allow the students to access internet in the computer lab?

- a) 1 hour [] b) 2 hours []
- c) 3 hours [] d) More than 3 hours []

29. Does your library provide user education programme to users for proper use of library resources and services? Yes / No

30. If Yes: Who conduct/teaches user orientation programme?

S.N	Conduct	Always	Often	Sometime	Rarely	Never
1	Librarian					
2	Assistant Librarian					
3	Guest faculty					
4	Any others					

31. What methods are used to conduct user orientation programme?

S.N.	Methods	Always	Often	Sometime	Rarely	Never
1	Lecture method					
2	Library tour					
3	Documentary on library					
4	Power Point Presentation					
5	Email					
6	Virtual Tour					
7	Brouchers/Flyers					
8	Any Other					

32. Please mention your opinion regarding the adequacy and requirement of hardware available in library. Please Tick one in each (Available, Adequate and Requirement)

S.N.	Hardware	Available		Adequate		Requirement	
		Yes	No	Yes	No	Yes	No
1	Computer						
2	Printer						
3	Scanner						
4	Modem						
5	UPS						
6	CCTV Camera						
7	Fax						
8	Slide Projector						
9	Other						

33. Please mention that available furniture are adequate or not on the basis of library collection and library users.

S.N.	Furniture	Adequate	Not Adequate
1	Study Tables		
2	Chairs Book		
3	Rack Catalogue		
4	Cabinet Book		
5	Display Rack		
6	Periodical Display Rack		
7	News Papers Rack		
8	Encyclopedia/Dictionary Stand		
9	Atlas Stand		
10	Book Trolley		
11	Side Rack for Carrels		
12	Any Other		

34. What are the facilities do you provide to the library users?

S.N.	Facilities	Yes	No
1	Reading hall		
2	Property Counter		
3	OPAC		
4	Photocopy		
5	Printing		
6	Scanning		
7	Plagiarism Checking		
8	Air Conditioner		
9	Lighting & Power		
10	Suggestion Box		
11	FAQ		
12	Any Other		

35. Which of the following techniques are used to promote the library services and resources? Please also rate the opinion regarding effectiveness of techniques:

S.N.	Services	Most Effective	More Effective	Effective	Somewhat Effective	Ineffective
1	Catalogues					
2	E-mail					
3	Library website					
4	Social media					
5	Online Advertising					
6	Advertisements					
7	Newsletter					
8	Booklists					
9	Classroom instruction					
10	Exhibit and Displays					
11	Library Tours					
12	Orientation Programme					
13	Training sessions and workshops					
14	Any other					

36. What are the problems encountered in the library?

S.N.	Problems	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1	Lack of cooperation between faculty staff and students					
2	Lack of funds					
3	Lack of authority					
4	Low member of library staff					
5	Lack of discipline among library users					
6	Lack of adequate computers					
7	Slow speed of internet					

	access					
8	Problem in installing updated version of the software					
9	Lack of trained and skilled staff					
10	Lack of training in modern information services					
11	Lack of furniture					

37. Are users satisfied by the services offered by you? If yes, please rate satisfaction level:

S.N.	Satisfaction Level	Response
1	Very satisfied	
2	Satisfied	
3	Neutral	
4	Dissatisfied	
5	Very dissatisfied	

38. Please give any comments/suggestions, if you have

Thanks for your Co-operation
(Signature)



LIBRARY SERVICES AND RESOURCES IN THE HOTEL MANAGEMENT INSTITUTIONS IN PUNJAB: A COMPARATIVE STUDY IN BETWEEN AIHM, CHANDIGARH AND IHM, GURDASPUR

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Abstract

This study explored the availability of library services and resources in the hotel management institutions in Punjab. The researchers have limited their study to only two Punjab-based institutions: AIHM Chandigarh and IHM Gurdaspur. Researchers used a survey method and a Google form of questionnaire to collect online data from the librarian/library in-charge in this study. Researchers have found that both institutions have general books, textbooks, reference books, journals, newspaper/magazines, theses and dissertations etc. Only the IHM Gurdaspur library provided e-resources to its users. In comparison to AIHM Chandigarh, researchers have found that IHM Gurdaspur provides a lot of services to its users. This study highlighted the challenges that librarians/library in-charge faced, such as a lack of library staff, an insufficient number of computer systems, slow internet speeds, and a lack of training in modern information services, etc.

Keywords: Availability, Dr. Ambedkar IHM Chandigarh, Institute of Hotel Management Gurdaspur, Library Resources, Library Services.

Abbreviations: Dr. Ambedkar Institute of hotel management, catering and nutrition (AIHM), Institute of Hotel Management (IHM)

1. Introduction:

The Institute of Hotel Management is well-known for its hospitality training. These institutions are run by the Ministry of Tourism in India and are an autonomous body of the National Council for Hotel Management and Catering Technology. These institutions have well-established sections and libraries also. Libraries serve a variety of purposes for different types of patrons. To others, a library is a location to read books, get current news from current newspapers, conduct research, access or share information in answer to a specific need, and so on (Mallya & Patwardhan, 2018 and Mayega).

On the other hand, due to changing user needs, libraries have redefined their resources, operations, and services as information and communication technology have advanced (Kaur and Gaur, 2017). That is why the librarian/library in charge has enhanced the quality of services and his/her skills also. This study is conducted on two institutions of IHM. The first one is AIHM, Chandigarh (1990), and the second is IHM, Gurdaspur (1994). The libraries of both institutions have the collection of hotel management and catering,

2. Review of Literature

Kannappanavar & Jayaprakash (2014) highlighted the availability of library services, resources and facilities in engineering colleges in Goa state. The study revealed that librarians of these colleges are good experiences (16-20 years). The remaining PCCE college librarian has less than five years. Based

STATUS OF LIBRARY AUTOMATION IN THE HOTEL MANAGEMENT INSTITUTIONS IN INDIA: A STUDY

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Abstract

The study examined the current status of library automation in the Central Government affiliated Institutes of Hotel Management in India. In this study, researchers have used survey method and also framed a questionnaire in both form i.e. manually and Google form. Questionnaire was distributed to all 21 librarians of IHM libraries and 18 responses are finalized by researchers for this study. The study found that 15 libraries are automated out of which only 2 libraries like IHM Kolkata and IHM New Delhi are fully automated while remaining 13 libraries are partially automated. Most of the librarians respond that they are satisfied with library software but due to some reasons such as a shortage of trained staff, inadequate funds, network connectivity, problems in installing updated versions, etc., most of the libraries could not be fully automated.

Keywords: Library Automation, Library Software, Satisfaction Level, Institute of Hotel Management (IHM)

Introduction

For the present world, “time is money” is the motto and library automation is a major step up in pursuance of this adage. Libraries until now have been using manual cataloguing and classification systems and other clerical systems which are labour intensive and time consuming in nature. Automation basically means the use of modern “Information and Communication Technology (ICT)” in the library systems so that the library resources can be utilized in a more effective manner by the library workforce and the users. With the advent of automation the various library work, practices and procedures have been streamlined which are user friendly which have made using libraries more convenient to use with less hassle. The day to day work of the libraries includes housekeeping activities like acquisition, serials control, cataloguing, circulation, press access catalogue etc., which requires manpower and time. However with the use of computers and relevant software and hardware, the key processes of the library can be simplified for smooth functioning.

Review of literature

Naveed, Siddique and Hafiz (2021) examined the current status of library automation system of Higher Education Institution in Lahore. 78.6% of libraries were fully automated and remaining few libraries were partially automated. LIMS and KOHA software were highly used by libraries. Most of the libraries were using open source and free library software.

Nayana (2019) explored the automation status of aided college libraries. The researchers found that all libraries were automated. Out of 36 libraries, 19 were partially and 17 were full automated. In 30 (80.55%) libraries proprietary software was used and 33.34% libraries used EasyLib software for library automation followed by LibSoft (22.24%) and, Libsys (16.67%).

Venkatesha and Sarasvathy (2018) conducted a study to know the status of library automation in Karnataka and Tamilnadu universities libraries. Researchers had selected 6 universities libraries from both states. All selected universities libraries were automated. Out of 6 libraries, 2 libraries of Madras University and Madurai University were fully automated.