User Education Programme its Needs and Execution at the College Libraries of Barak Valley, Southern Assam in changing context of ICT Environment: an Evaluation

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Abstract:
A brief outline about the importance of user education in Academic libraries is highlight here. The current paper discussed about the importance and needs of user education programme in college libraries. As an institute of higher learning the college libraries takes important role in academic supportment of study and learning of degree courses. Current research work emphasis the various issues/challenges on library user education programme for the user community of the colleges of Barak Valley, Southern Assam.To enhance the maximum utilization of the library resources and providing good library services users of the libraries are the main clientele. In this scenario enhancement of user education programme has evaluated throughout the study.

1. Introduction

In higher education system colleges takes an important role in in imparting education. College libraries are the heart of the academic system. Now a day's information systems become more and more dynamic with the latest development of ICT and E-world. Traditional library systems are bound to change with the development of latest technological world. Users behavior, needs are also changing in present day context of the libraries. In this scenario user education programme of the libraries should dynamic to the new and existing users of the colleges.

The idea behind "user education" was first conceived by S.S. Green in 1876. And with the time it is slowly gaining attention. The term such as 'Library Orientation', 'Bibliographic Instruction', 'Library Orientation' are taken to be synonymous with 'User Education'.

Now the modern librarian has accepted 'User Education Programme' as a very effective way to bring library to the users' door step. This has been recognized and accepted that 'User Education Programme' is a prerequisite for the success of all kinds of libraries. Usually it is seen that library resources are being wasted due to nonuse and misuse in all types of libraries.

Hence it becomes a great challenge for librarian. Educating the user is the proper solution. In addition to this it helps in increasing the better use of library. In short we can say that 'User Education' is a device which helps readers in finding the information himself.

User's education is a device mainly for the academic libraries of the country. It is mainly designed and planned to make the library materials known to the users of different categories. Library is a very complex phenomenon, so far as its methods and methodologies are concerned and therefore, to make the matter easy and comfortable for the readers there is a need of highlighting and interpreting the thought contents of the documents to the users.

The Third Law of Library Science which mainly tries to make a match between the documents and readers in the most appropriate way. Therefore for the proper fulfillment of this Law user's education in ease to be resorted. But the librarian or any other library staff on duty is bound to explain the varieties and peculiarities of the documents to each and every individual, which is not at all possible. Hence there should be provision for organizing the students either in a meeting or in a class, so that students can be benefited. There the librarian explains the rules and regulations of library together with availability of different kinds of literature or reading materials either in printed form or in electronic form to the users. Different queries questions put by the users are to be explained to the satisfaction of their mind. This process is carried out by different libraries is termed as User's Education.

Area of Research Study: Barak Valley located at southern part of Assam state comprises of Cachar, Karimganj and Hailakandi Districts. Colleges of Barak Valley cover of Assam University (Central University under Parliament of India Act 1989) jurisdiction. Out of total population of the colleges 12 major college libraries has been selected under this research study. On the basis of the year of establishment the colleges have been taken into account for survey.

Selection criteria of the colleges for this current study…

   i.   On the basis of establishment years as well as area of importance/locality this selection has been made.

   ii.   Coverage of all towns/Sub-divisions of Barak Valley

   iii.   ICT development of the colleges in earlier study basis.

   iv.   Academic quality of the Colleges and regional importance.

Table No. 1: List of the Major Colleges of Barak Valley

S/N	Name of the College	Year of Estd
1.	G C college, Silchar	1935
2.	Karimganj College	1946
3.	SrikrishanSarda College, Hailakandi	1950
4.	Cachar College, Silchar	1960
5.	RabindraSadan Girls' College, Karimganj	1962
6.	Women's College, Silchar	1963
7.	Janata College, kabuganj	1964

8.	Lala Rural College, Lala	1964
9.	Nabin Chandra College,Badarpur, Karimganj	1969
10.	Radhamadhab College, Silchar	1971
11.	M C Das College, Sonai, Cachar	1972
12.	Jagannath College, Udharbondh, Cachar	1998

2. Review of Literature

A review of related literature is an important part of research study. It is very helpful for planning the study properly. According to **Busha& Harter (1980)** the purpose of review of literature or literature search is to attempt to identify, locate and synthesize completed research reports, articles, books and other materials about the specific problems of a research topic. It enables the researchers to know about other research projects in a similar field, to narrow or describe research problem and relate the topic of research in the context of larger panorama. For the present study, a systematic review of the literature on the conceptual topic was conducted to identify related research and the development of the concept of service quality as well as trends in the assessment of library users' expectations.

The article "User education: organization methods of instruction and evaluation", was written by Kishan Kumar. The author discusses about the user awareness, library orientation, interest profiling and bibliographic instruction. It includes technologies that are used in libraries, describes evaluation methods, role of librarian.

By the article "Extra- curricular reading habit and use of library by undergraduates", P.G. Tadesad, B.S. Maheswarappa, Laxmibai L. Malitpal reports on extracurricular reading habit, frequency and purpose of visit, sources of information used, methods of locating information, expressed opinion on the facilities and services of the college library by undergraduate students of Smt. V.G. College of Arts,Science and Home Science For Women, Gulbarga.

Article "User education: its methods and teaching" was written by Mange Ram. Here the writer speaks about the various aspects of user education, impact of information technology on it.

Article "College library heart of educational activity" wrote by J.H. Kadli. In this paper the author discussed the role of library in colleges and importance of user education at all college level.

Ajoy Kr. Sharma, in his article "Educating library users in college libraries", emphasize on imparting user education to the college students. Because of turbulent growth of knowledge, there lies the need and purpose of organizing different "user education programme", for better utilization of resources. In this context library personal plays an important role.

"Libraries, education" creativity and the reading habit in Tanzania" was written by I. S. Nagazi. Here the author discusses about the problems and remedial of

educational system, readers and writers in Tanzania. It suggests that inter relationship between the library, the book trade, educational system and authors and critics has to maintain at large.

In the article, "Importance of user education in promoting and supporting digital information services in modern era", the authors A. Jayprakash and S. Venkateshwaralu discusses about the importance of user education. For utilizing the resources in best possible way the user has to be trained in essential instructions by applying information technology, orientation programmes and instructions. Specially in digitized library, library orientation programmes are very important part.

Article "User education and information literacy in India: A synoptic view" was written by P.R. Goswami. This paper containing an overview of user's education in Indian libraries. In most of colleges, user education is imparted in an informal way as well as in some institutions it is given as a formal way. Besides this, the role of librarians and NGO's in information literacy campaign has been outlined bringing into view various challenges and opportunities which confront library professionals under the existing conditions.

Dr. C. K. Sharma in his article "User's orientation and contribution of information technology", discussed about the need for user's orientation for maximum use of library documents. He has also mentioned the various approaches in this regard along with the impact of information technology.

The article "Towards maximum utilization and information resources in a developing country" was written by L.O. Nwali. Here author Nwali gives a complete coverage of the ways and methods to be used to educate the user. She covers library user orientation programmes and instructions in the use of library, inter-library co-operation etc.

3. Statement of Problem

Without problem no research has been done. When problem arises people think about its solution. In everyday life we have to face various problems. With the rapid development in the field of ICT the policy taken by the libraries should be changed in present day context. A library is a treasure house of knowledge. Due to new information communication technology, information is growing faster than ever. Accordingly demand of information is increasing. But sometimes users are not satisfied with the information because of lack of proper identification between the user and the documents. Therefore there lies the need of educating the users beforehand. After reviewing the situation prevails in current status of user education programme conduction in different colleges of Barak Valley, Assam finalized the topic of research **"**User Education Programme Its Needs And Execution At The College Libraries Of Barak Valley, Southern Assam In Changing Context Of ICT Environment: An Evaluation"

4. Objectives of the present study

The prime objectives of current research work as follows

    i.   To find out the availability of user education programme in the college libraries of Barak Valley, Southern Assam,

    ii.   To trace the issues/challenges of user education programme at the college libraries in changing context of ICT environment, and

    iii.   Finally to make an evaluation about the user education programme's of the colleges of Barak Valley, Southern Assam.

5. Research methodology adopted.

For the present study "User Education Programme Its Needs and Execution at the College Libraries of Barak Valley, Southern Assam in Changing Context of ICT Environment: An Evaluation"

" the survey research method has been applied. Under this survey research method different tools and techniques are applied which are..

➢ Questionnaire
➢ Interview Schedule
➢ Observations

Data Source: Both primary and secondary data are used in this research study. Relevant journal articles, conference/seminar papers, have been consulted in this research work.

Statistical Technique: Descriptive statistics of raw data collected from research area are represented in simple percentage has been shown in data analysis part of this study.

6. Result and Discussion

After doing the survey of the selected college libraries of Barak valley, Southern Assam about the status of user education programme the details result are discussed below.

Colleges under Survey with brief profile of the Libraries:

<u>Gurucharan College</u>,Silchar, district Cachar located at in the midst of Silchar town. GC College is the one of the most prominent college of Assam by norms of establishment and the quality of education. GC College is the top most college of the Barak Valley. The major courses offers by the college are Bachelor Degree in Arts, Science and Commerce.

BC Gupta Memorial Central Library: The library of GC College Silchar has a good number of collection of books near about 4000 books, 40 no's of Journals. Besides this the library has e-resources, CD-Rom, Internet facility to all their users. The only library of Barak Valley has a digital library section as well as rare manuscript preservation section. The library offers most of the services of a college library system.
Karimganj College, located in midst of Karimganj town the district headquarter of Karimganj district. The Karimganj College is one of the ancient college of Assam. The College has a good reputation entire Karimganj and as well as Barak valley.
Karimganj College Library:The college library of Karimganj College have a total collection of 33000of books and 20 no's of current periodicals. The Library has OPAC system. SOUL 1.0 is using by the college library in library housekeeping operations.

SrikrishanSarada College, Hailakandi located at Hailakandi town. In higher education system college has a good reputation in Barak Valley. The College offers bachelor degree in Arts Science and Commerce.
Central Library: The College library has about 10,000 numbers of book and journal to the users of the library. The library is using Exabyte software in library housekeeping operations. Internet lab facility is also available to the users of the library.

Cachar College is one of oldest college of Cachar district. After GC College Cachar College have a good reputation in academic society of Barak Valley. The College offers the courses of Bachelor degree in Art, Science and Commerce.
Cachar College Central Library: The Cachar College library has good number of collection of Books and Journals. There are 23600 books and 25 no's of current periodicals. The college library has been automated by the software SOUL 1.0. The library has internet facility as well as OPAC to its users.

RabindraSadan Girls' College, Karimganj located in the Karimganj town. In girls' education this colleges takes an important role in Karimganj district. The college offers BA and BCOM degree to their students.
College Library: The RS Girls' College Karimganj has a good number of Books and Journals. Total collection of this library is 15000 of Books and 5 no's of current periodicals. College has a internet connectivity and OPAC to its users.

Womens College, Silchar, located in the midst of Silchar town of Cachar district. As a college of Girls' the Women's College Silchar have a great contribution towards empowering the girls' student by providing quality education in Barak Valley. The Women's College offering bachelor degree in Arts and Commerce stream.
Women's college library: The library of women's college, Silchar has good number of collection of books and journals. The total collection of the library is 11000 of books

and13 no's of current periodical. The library has OPAC system for its users. The College library has well maintained reading room service for the College library users.

Janata College, Kabuganj located in the southern part of Cachar district have a importance in the locality of Kabuganj and its nearby place. This college is located near the Assam Mizoram border by which its importance not only restricted to Cachar district but also for other nearby area also. The college offers the course of Bachelor degree of Arts.

Janata College library: The library of Janata College has a good number of collection of books and journals to the users of the library. The library of Janata college is partially automated and the college library using SOUL 1.0. The Cataloguing and OPAC systems are opened to the users of the library.

Lala Rural College, located in the Lala town of Hailakandi district 10 km away from Hailakandi town. The College offers the course of bachelor degree in Arts and Commerce.

Central Library**:** The Lala Rural College central library has a good number of books near about 6000 and 9 no's of current periodicals. The college library has internet connectivity and open source software KOHA for its library housekeeping operations.

Nabin Chandra Dey College, Badarpur located at Badarpur town 20km away from Karimganj town. The College offers Bachelor degree in Arts, Science and Commerce. The College has an importance in Badarpur area.

Central Library NCD College: The College library has a good number of collection of Books and Journals. The library is fully automated and the library uses SOUL software in its housekeeping operations. Internet facility also available to the users of the library.

Radhamadhab College: An important college of Cachar district located at southern side of silchar town. The college offers the courses of Bachelor degree of Arts and Commerce. The college has a good reputation in the Barak Valley for offering other certificate courses of skill development and manpower development.

BipinChanda Memorial Library: The college library of Radhamadhab College has a good collection of books and journals. There are near about 17000 books as well as 32 no's of current periodicals. The Radhamadhab College library is providing computerized service of OPAC and also Internet access is available for the teachers and students.

MCD College,Sonai located at Sonai block of Cachar district. In the southern part of cachar district Madhab Chanda Das College is situated. The college has an importance

in the locality of Sonai. The courses offers by the MCD College Sonai offers the Bachelor degree of Arts, Science and Commerce.

Central Library MCD College: The college library of MCD College has a good number of collections of Books and Journals to its users. Library has a total collection of 7500 of books and 5 no's of periodicals. The library has been automated by using SOUL 1.0 software. OPAC and Internet facility is available to the users of the college.

Jagannath Singh College, Udharbond located at northern part of the Cachar district. The college have an importance in the locality of Udharbond block of Cachar district. This is one of the new college of Cachar district established in the year 1998. The college offers the course of Bachelor degree of Arts.

The Library**:** The library of Jaganath Singh College has number of book collection. As a new college by establishing norm's the college don't have internet and other facility to its library users. The College library is attaching with the building of main building.

User Education and its implication

Table No. 2: Availability of User Education System

S/N	Name of the College	Library Orientation for New Students	Guided Tours	Basic Bibliographic Instruction	Computer or Electronic Resource Assisted Instructions
1.	G C college, Silchar	✓	✓	✓	✓
2.	Karimganj College	✓	✓	✓	✓
3.	SrikrishanSarda College, Hailakandi	✓	✓	✓	✓
4.	Cachar College, Silchar	✓	✓	✓	✓
5.	RabindraSadan Girls' College, Karimganj	✓	✓	✓	✓
6.	Women's College, Silchar	✓	✓	✓	✓
7.	Janata College, kabuganj	✓	✓	✓	✓
8.	Lala Rural College, Lala	✓	✓	✓	X
9.	Nabin Chandra College,Badarpur, Karimganj	✓	✓	✓	✓
10.	Radhamadhab College, Silchar	✓	✓	✓	✓
11.	M C Das College, Sonai, Cachar	✓	✓	✓	X
12.	Jagannath College, Udharbondh, Cachar	✓	✓	✓	X

The above table showed about availability of user education programme in all colleges under survey to the new students. Guided tour about the library and basic bibliographic instructions include to all college libraries. Survey result shows03 no's of college libraries don't have Computer or Electronic Resource Assisted Instructions in the user education programme.

7. Major Findings

i. After the discussion about the selected college libraries of Barak Valley it has been found that all college libraries have a good collection of Books and journals.

ii. The user education programme is available to the all college libraries under the study. The Librarian's are the main promoter of this.

iii. In changing environment of ICT user education programe of the colleges are needs to be changed to cope up with the demand of timewhich are not followed by all college libraries.

iv. After overall evaluation it has been noticed that the user education programmes are very much helpful to all the users of the college libraries in increasing reading habit and utilization of maximum library resources.

8. Suggestions &Conclusion

Suggestions

After reviewing the real situation prevails about user education programme in the college libraries Barak valley it can be finalized that it has been continuing from last decade. Most of the colleges are using traditional system of library and information services by which they are taking traditional method of user education programme which should be changed. As a suggestive measure the librarians and the authority of the colleges may take initiatives to make dynamic user education programme with the help of library experienced faculty members. ICT based special electronic guide book of libraries may be generated to all users as a part of library extension service of user education.

Conclusion

User education programme helps to identify the various problems on the basis of which suitable measures can be adopted to improve the sources and services. Generally it is seen that there is a serious situation of ignoring the importance of user education in college libraries,which is unhealthy practice of the libraries to utilize the maximum resources.

Most of the students, libraries and those who are related with college libraries agree that instructions in the use of library is actually needed because today the libraries are fairly large and are adopting many complex aids equipments to make itself an

efficient tool of self education. User education is not only required by the students but also by the teacher's especially new teachers. The new teachers who have earned the degree but have no teaching experience need to know how to use library resources in the preparation of lecture notes and assigned readings and as well as research reports. Overall review of this research work about user education programme of libraries its importance in current period of ICT environment the Barak Valley; Southern Assam's colleges may improve their quality of library service with the greater participation of user community.

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