

**ATTITUDE OF USERS TOWARDS THE REFERENCE SERVICE OF  
NEPAL NATIONAL LIBRARY: A SURVEY**

**A thesis submitted to the  
Central Department of Library and Information Science  
in partial fulfillment of the requirements for the  
Master's Degree in Library and Information Science**

**Submitted by  
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## **LETTER OF RECOMMENDATION**

This thesis entitled "**ATTITUDE OF USERS TOWARDS THE REFERENCE SERVICE OF NEPAL NATIONAL LIBRARY: A SURVEY**", prepared by **Mr. Amit Kumar Chaudhary** submitted to the Central Department of Library and Information Science, Tribhuvan University, in a partial fulfillment of the requirements for the Degree of Master of Arts in Library and Information Science has been found satisfactory in scope and quality. Therefore, we accept this thesis as a part of the degree.

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### LETTER OF ACCEPTANCE

We certify that this thesis entitled "ATTITUDE OF USERS TOWARDS THE REFERENCE SERVICE OF NEPAL NATIONAL LIBRARY: A SURVEY" submitted by **Amit Kumar Chaudhary** to the Central Department of Library and Information Science, Faculty of Humanities and Social Science, Tribhuvan University in partial fulfillment of the requirements for the Degree of Master of Arts in Library and Information Science has been found satisfactory in scope and quality.

Therefore, we accept this thesis as a part of the degree.

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I will not miss the opportunity to thank all the respondents for providing me with their valuable information to complete this research work.

**Amit Kumar Chaudhary**

## **ABSTRACT**

The thesis entitled 'Attitude of Users towards the Reference Service of Nepal National Library: A Survey' focuses on the services provided by the library. The problem identified for the study was whether the library services provided by the library were at par with the users' expectations. Usefulness of collection, number of library users, budgetary pattern and collection management are some other issues covered during the study. The objective of the study is to find out the facilities and the services provided by the library in the light of user's expectations. The significance of the study is the importance of Nepal National Library and its services. Available literatures were reviewed along with the brochures, souvenirs, the newsletters, annual reports, web-sites, government policies and articles published. Direct observation, interviews and the questionnaires were the methods applied for the study and data collection.

The problem identified for the study was whether the library services provided by the library were at par with the users' expectations. Usefulness of collection, number of library users, budgetary pattern and collection management are some other issues covered during the study. In this context, the objective of the study is to find out, the facilities and the services provided by the library in the light of user's expectations so that one can learn from the better part of the other.

The significance of the study lies on the fact that the library (NNL) is importance by the government and studied in the light of the services. So the findings may be helpful for the library to know about their shortcomings and to get suggestions for the improvement. The researcher hopes that this study also makes a base for the further research.

Regarding modernization activities, the library has been automated. The bibliographic information of the English language documents are available in WINISIS software which all the digital databases are transferred to the KOHA, a Library Automation Software. The other services provided to the public is general. But in case of the physical facilities to the users the library found to be in better condition.

The library is recommended to review the policies and provide circulation service to the users and extend the library opening hours if possible. The recommends government to initiate necessary steps for the statutory provision of making the NNL a national depository. It is recommended to increase the budget for the addition of more reading materials, facilities

and services in the library. The study recommends necessity for a separate building for the NNL in some better location.

## **PREFACE**

This thesis has been prepared under the supervision of the department of library and information science, T.U., and follows the style prescribed by the department itself. Beginning from the top to the toe, the title page, the preliminary pages, the chapters, the references and bibliography, and the appendices all have been set following the style and the framework prescribed. The APA system has been followed for citation and references.

The thesis has been constructed in six chapters, each of which helps to give the work a distinctive character. The chapters have been carefully structured to make the work as systematic and vivid as possible. The chapters follow a sequence so that each subsequent chapter keeps a relation with the previous one.

The first chapter is the introductory part. The backgrounds of the study, statement of the problem, objectives, significance, scope and limitation of the study have been dealt in here. The special terms used regarding the library science are included in the glossary.

The second chapter deals with the review of relevant literatures. The established norms and functions of national libraries worldwide, the findings and suggestions by the previous researchers of the NNL and the relevant writings on various journals, magazines, newspapers and special publications of these libraries have been included in this chapter.

The third chapter deals with understanding of the subject. The historical background and present conditions of the NNL, their collections, facilities and services they provide to the users, budgetary conditions etc. have been depicted clearly in this chapter. The fourth chapter deals with the methodology. Research design, population and procedures applied for sampling, data collection and data analysis have been explained here.

The fifth chapter concerned with the presentation and analysis of the collected facts, figures and data. Tables and different types of charts have been used as the statistical means for presentation. Mathematical analyses have been done and the descriptive accounts follow to

make the facts more clear and easy to understand.

The sixth concerned with summary, conclusions and recommendations which have been made on the basis of the findings of the study. In the recommendation part the collective recommendation, recommendation for NNL and recommendation for the government have been separately dealt in.

Appendices show the field questionnaire, organization charts of the NNL, list of national libraries in the world and the vita of the researcher.

October 2015

AMIT KUMAR CHAUDHARY

### Self List Card

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## LIST OF ABBREVIATIONS

AACR2	Anglo-American Cataloging Rules 2
AD	Anno Domini
BC	Before Christ
BS	Bikram Sambat
CAS	Current Awareness Service
CD	Compact Disc
CD-ROM	Compact Disc Read-Only Memory
CDS/ISIS	Computerized Documentation System - Integrated Set for Information Systems (UNESCO)
DANIDA	Danish International Development Agency
DVD	Digital Video Disc
ERIC	Educational Resource Information Center
Ibid	Ibidem (In the same book, chapter etc. previously quoted)
IT	Information Technology
LC	Library of Congress
LCSH	Library of Congress Subject Heading
LP	Long-Playing Record (Vinyl Records)
NGMCP	Nepalese-German Manuscript Cataloging Project
NNL	Nepal National Library
HTML	Hyper Text Markup Language
OPAC	Online Public Access Catalog
TU	Tribhuvan University
TUCL	Tribhuvan University Central Library
UN	United Nations
UNESCO	United Nations Educational Scientific and Cultural Organization
USA	United States of America
VDC	Village Development Committee
WINISIS	CDS/ISIS
WWW	World Wide Web

# CHAPTER I

## INTRODUCTION

### **1.1 Background of the study**

Library means a collection of information resources and services, which is organized for use and maintained by a public body, institution or private individual. It provides physical or digital access to material and may be a physical building or room or a virtual space or both. A library's collection can include books, periodicals, newspapers, manuscripts, films, maps, prints, documents, microform, CDs, cassettes, videotapes, DVDs, Blue-ray Disc, e-books, audio books, databases and other formats. Libraries range in size from a few shelves of books to several million items. This collection and services are used by people who choose not to or cannot afford to purchase an extensive collection themselves. People who need material can reasonably be expected to have, or who require professional assistance with their research. (Casson, 2002)

With the collection of media other than books for storing information, many libraries are also repositories and access points for maps, prints or other documents and artworks on various storage media (data storage medium) such as microfilm, microfiche, audio tapes, CDs, Cassettes, video tapes and DVSSs, and provide public facilities to access CD-ROM and subscription databases and internet. More recently, libraries are understood as extending beyond the physical walls of a building, by including material accessible by electronic means, and by providing the assistance of librarians in navigating and analyzing tremendous amounts of knowledge with a variety of reading sources. "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 and task of converting every person in its neighborhood into a habitual library users and reader of book." (Ranganathan, 1940)

The American Heritage Dictionary of the English Language (2004), defines the term library as "A place in which literary and artistic materials, such as books, periodicals, newspapers, pamphlets, prints, records, and tapes, are kept for reading, reference, or lending. A collection of such materials, especially when systematically arranged.

Britannica Concise Encyclopedia (2006) defines it as "Collection of information resources in

print or in other forms that is organized and made accessible for reading or study.” It further states - The word derives from the Latin ‘liber’ (book). The origin of libraries lies in the keeping of written records, a practice that dates at least to the 3rd millennium BC in Babylonia. The first libraries as repositories of books were those of the Greek temples and those established in conjunction with the Greek schools of philosophy in the 4th century BC. Today’s libraries frequently contain periodicals, microfilms, tapes, videos, compact discs, and other materials in addition to books. The growth of on-line communications networks has enabled library users to search electronically linked databases worldwide.

Columbia Electronic Encyclopedia (2003) states library as a collection of books or other written or printed materials, as well as the facility in which they are housed and the institution that is responsible for their maintenance. Modern libraries may contain a wide range of materials, including manuscripts and pamphlets, posters, photographs, motion pictures, and videotapes, sound recordings, and computer databases in various forms.

“A library is an everlasting gathering of great sages of all countries and all times.” (Devkota, 2012 B.S.). Libraries are full of materials which can be used to gain various kinds of information. So a library can be understood as a storehouse of information or knowledge. In the 21<sup>st</sup> century libraries have been considered as the information centers. Shrestha (1983) describes the information service as follows:

The information service is provided to meet the needs of users. Information services include personal assistance provided to users in pursuit of information. The character and extent of such services will vary with kind of library or information centers, the type of users. The information services are to be developed not only to meet users’ needs and to improve recent services but also to anticipate users’ needs in the future. The effectiveness of any information service depends upon the satisfaction of the information needs of its users. The efficiency of an information service can be measured only by the degree to which its resources are utilized. (p.6)

Books have always been respected in the Nepali society. There is a tradition of bowing down and touching the books by forehead to show respect on them. If sometimes it happens unknowingly that a book is touched by our foot, immediately after that we touch it back by our forehead. Even an illiterate person does this. Majority of Nepalis consider a book as a

form of Goddess *Saraswati*, the Goddess of knowledge. So this is the culture of Nepali society to respect books, which ultimately is the respect towards knowledge. But unfortunately reading habits have not been developed in majority of the Nepali people. Around a half of the total population is still illiterate.

The overall development of an individual is not possible without education. Education is the light which helps an individual to widen the horizon of thinking and sharpen the skill of learning in them. “What light does in the outer-world, education does the same in the inner world of an individual” (Devkota, 2012 B.S.).

The histories of developed nations have shown how the spread of education helped for the development of individuals, societies and the nation as a whole. So they still put high importance for the education of their citizens. Apart from educational institutions like schools, colleges, universities and different kinds of learning centers, libraries have always been of great help for the uplift of educational level in a society. So the governments, public institutions, educational institutions, various organizations and the societies all maintain libraries in almost all countries these days. Even the individuals, who can afford to, keep libraries for their personal purposes.

#### Reference Service

The primary aim of the library is to offer a variety of services to its clientele to meet their specific information requirements. Several techniques such as classification, cataloguing, shelving lists, OPACS, open access to its readers and similar other types of services are all indirect form of assistance to users to find their document in the library. One of the basic objectives of every library and information centre is to save the time of the user as well as to provide specific information as quickly as possible. The method used for the same involve personal efforts to bring together user and his document. Hence this method of providing personal attention to readers in terms of meeting their specific needs is given the name ‘Reference Service’.

According to Dr. S. R. Ranganathan, In the present electronic and communication environment reference service is not only confined to the library service but also to remote users. Sometimes it is termed as e reference service, Digital reference service, Virtual

reference service, its main objective is to provide pin-pointed, exhaustive, expeditious service to its information seekers whenever they have a query.

In the fast changing technological era, with the advent of internet as powerful medium to provide the information round the clock i.e. 24\*7. The internet with its services like e-mail, www, bulletin board services have changed the notion of traditional library into digital library and the traditional services are now called information services. To meet the quick demand of the user librarians maintains digital collection and also access e resources and provides information in digital mode. With the emergence of digital library and influence of internet, the concept of traditional reference service has transformed into Digital reference service.

To meet the information needs of the users in changing technological environment digital reference service is a natural solution which is supposed to be an advancement of the traditional reference service. Digital reference uses the internet to allow people to connect with a librarian. In the process of providing Digital reference service the reference librarian receives question via e-mail or web interface, identifies the query and then decides appropriate course of action.

### **Future of Digital Reference Services**

With the advent of internet, a number of non-library and commercial library and information centers are have started providing digital reference services, while some are free and others need payment. A good number of reference sources i.e. encyclopedias, dictionaries, thesauri, handbooks, directories and major abstracting services like Chemical Abstracts, Biological Abstracts etc. are available on the internet. Thus, in the future users will be more dependent on the online sources and services. They will tap the required information at home by means of computer. At the same time the cost involved will be affordable for the users and will continue to

get the information at the less cost from the library. There will be a great demand for accurate and specific information. So, expert reference librarians will be needed in the future. As no library can provide reference service through its own collection there will be a need to have collaborative ventures for reference service. The future of reference service will be based on digital collections and communication links through web. Whatever shapes the new technology is going to take in the future library and information centers should turn their

thought to compete in the new environment to provide real time reference services, specially developing countries like India needs to give a thought over it. The reference librarian and reference service in the future is going to act as a center of universe of information, if the library is well equipped with computer, internet and CD-ROM's.

### National Library

Most of the countries in the world have **national libraries** these days. They are either officially titled as the national library or are so characterized by their governments and their scholarly communities.

The profession has been unable to agree on a single, accepted definition for the **national library**. So the scholars have tried to define the institution in terms of universal characteristics that are common to all national libraries.

According to ALA glossary of Library and information Science, a national library is a library designated as such by the appropriate national body and funded by the national government. Its functions may include the comprehensive collection of the publication output of the nation (frequently by a copyright depository library), the compilation and maintenance of a national bibliography, the comprehensive collection and organization of publications on an international scale for the scholarly community, the production of bibliographic tools the coordination of a library network, the provision of library services to the national government or some of its agencies, and other responsibilities delineated by the national government.

Similarly the Encyclopedic Dictionary of Library and Information Science (1995) defines a national library as a library which has been maintained out of government funds and serving the nation as a whole. Usually, books in such libraries are for reference only. They are usually copyright libraries. The functions of such a library are to collect and preserve for the posterity the books, periodicals and newspapers published in the country. This is best done by a law requiring publishers to deposit copies of all publications issued by them and by purchasing books published in other countries. The functions of national libraries vary considerably. They may compile union catalogs produce a national bibliography publish a retrospective national bibliography or act as a national bibliographical centre.

“A library is called a national one when it is an official depository of printed works; a general

access library; an information-bibliographical center of coordination, planning and stimulation of the entire library system of the nation.” (Khanna, 1997)

The governments of most major countries support **national libraries**. Some noteworthy examples are Library of Congress in the United States, Canada’s Library and Archives Canada, the British Library in London, the Lenin State Library in Moscow, Bibliotheque Nationale in Paris, National Library of India, Nepal National Library etc. All national libraries are government libraries but not all government libraries are national libraries. The differences lie in the functions and characteristics. Most of the countries have declared national libraries. But in some countries there may not be any national libraries as declared such by the government. But by their functions and characteristics they may be regarded as the national ones. The most vivid example is the Library of congress in the USA.

**Nepal National Library (NNL)** is the formally declared national library of Nepal. The government established the NNL in January 1957. It is now housed in Harihar Bhawan, Lalitpur. It now contains more than 1,00,000 books, magazines, journals and other reading materials. The collections are mostly in Nepali, English, Sanskrit and Hindi languages. They include many ancient Sanskrit collections. Besides the functions of a national library it also serves as a public reference library and is open to all. It provides free entry to the users. The library services include reference service, reading room service, reprographic service, inter-library loan service, current awareness service, mobile library service among others. But there is no circulation service and the users can read the materials within the library only.

#### Government Library

A Government library is the one which is fully funded by the Government. The National Libraries are always the Government funded ones.

Similarly the libraries in various Ministries, Departments the Legislature, the Judiciary and their line agencies are Government libraries. Their collections are mostly the Government publications like the gazettes, budgets, various types of reports, parliamentary recordings, judicial documents, books on laws and acts and other related subjects. The users of these libraries are especially the Government employees and the related officials. So on the basis of their collections and users such Government libraries can also be regarded as the special libraries.

Besides, the Governments in various countries also provide fund for many other libraries

whose management is under government control but serve as the public libraries.

## 1.2 Statement of the Problems

Nepal National Library is fully funded by the Government of Nepal. The library is under the Ministry of Education and getting high share of the budget allocated by the government for the library sector. The library staffs of the library are the Government employees and all the expenses including the purchasing of books and furniture is borne by the Government itself. The library is located in the capital city, a metropolis with more than 2 million people and lots of schools, colleges and other educational institutions, and providing free services to the general public as public reference libraries.

But having enjoyed all these facilities, these libraries have not been able to attract more and more people in their reading rooms. Moreover, the data shows that the number of users of the Nepal National Library is decreasing each year. This has made the library much the storehouses of books, and less the information centers.

Looking at the library and the present positions, the problem towards which this study is directed is to analyze the services provided by the library in the light of the expectation of the library users. The focus is also to figure out the deficiencies in the part of these libraries and to make suggestions for their improvement. The following aspects of the library have been considered as the statement of the problems:

It is not known whether the services and facilities provided to the users are satisfactory or not.

It is not known whether the collections in the library are sufficient or not.

It is not known whether the collections in the library are useful to the users or not.

It is not known whether the employees of the library are helpful or not.

It is not known whether the budget provided to the library is sufficient or not.

It is not known why the users of these libraries are less in number.

### **1.3 Objectives of the Study**

#### **a) General Objective:**

The general objective of the study is to explore the facilities and the services provided by the Nepal National Library and focus on the potentialities as well as demerits of the library. The research is focused on to find out the practical solutions for their further improvement.

#### **b) Specific Objectives:**

The specific objectives of the study are:

- i. To assess the history of the library,
- ii. To assess the reference services offered by the NNL.
- iii. To attracts the readers or users towards the use of Nepal National Library.
- iv. To assess the relevant materials according to the library user's.
- v. To assess the library facilities and services as in the other government libraries.
- vi. To find the causes of decreasing number of library users in comparison of the past.
- vii. To evaluate the responsibilities and duties of the library staffs.
- viii. To highlight the physical condition of the library.
- ix. To provide recommendation and suggestions for the improvement of library.

### **1.4 Significance of the Study**

- i. Focused on the conditions of NNL along with their services and facilities.
- ii. This is the very first time that the NNL, which is funded by the government. So the findings may be helpful for the library to know about the shortcomings and to get suggestions for the further improvement.
- iii. Ultimately the library users may also be benefited.
- iv. The findings of the study can be helpful for those who want further research in this field.

### **1.5 Scope and Limitation of the Study**

The study aims to analyze the state of NNL, despite being old government library; it is not developed and improved as expected. The following points are focused during the research.

- i. As the topic of the study suggests it is limited to the Nepal National Library only.
- ii. The study is focused to the library services and facilities provided to the users.
- iii. The Study inspects the budgetary conditions and the constraints felt by the library for the improvement of the services.

- iv. The study does not cover the whole status of the library in Nepal. The study mainly covers the service provisions of the Nepal National Library. The core concern of the study is to analyze the service patterns of the library under consideration.

### **1.6 Definitions of Terms / Glossary**

*Archive* - an organized body of documents made or received in connection with the function of the institution or the library. Archives are maintained and preserved as a part of the record-keeping process and usually collected in a separate physical location.

*Bibliography* - a list of books, periodical articles, government documents, or other materials systematically arranged by author, title, date and place of publication, publisher, details of edition, and page numbers. Published bibliographies on specific subjects are often found in the reference collection.

*Biography* - a written account of a person's life or the group of literature concerned with people's lives.

*Call Numbers* - a combination of numbers or letters and numbers that indicates the address or location of an item in the library. Materials in the library are organized by call number into specific groups.

*Catalogue* - A library catalogue is a list of documents in the holdings of a library or group of libraries. A catalog entry must show sufficient detail to identify a work; this usually means its author, title, date and publisher. The entry must also show the work's location in library, its classification number or shelf number and number of copies and edition.

*CD-ROM* - a computer-based format that means Compact Disk-Read Only Memory. It is used for storing and retrieval of information from a compact disk using a CD player and a personal computer. The information on a compact disk is in a Read Only format and cannot be amended or altered by the user.

*Circulation* - the activity of a library in lending books to borrowers and keeping records of the loan.

*Citation* - a reference to a text or publication that includes the bibliographic information--author, title, name of journal or name of publisher, date, pages, volumes and other

information that is necessary to locate a book, a magazine or journal article, or some other material.

*Classification* - the action of classifying or arranging in classes according to common characteristics or affinities; assignment to the proper class.

*Database* - a collection of data or file of information in a form accessible by computer or indexed in machine readable form. In a sense, a database is a computerized library in which individual records can be retrieved.

*Government Document* - a publication or any printed matter originating or printed by the authority of any office of a legally organized government body.

*Interlibrary Loan* - an interlibrary loan is a function of the lending and borrowing services between libraries, which provide access to materials not owned by the library.

*Internet* - a worldwide network of computers that allows the "sharing" or "networking" of information at remote sites from other academic institutions, research institutes, private companies, government agencies, and individuals.

*Journal* - a periodical collection of articles or other material such as reports, proceedings, or transactions issued by a society, an organization, or an institution.

*Magazine* - a periodical publication for general interest such as news, current events, and popular material.

*Microforms* - a general term used to describe the microfilm, microfiche, or microform formats used for the storage of documents that have been photographed and reduced in size to reduce in order to conserve space or to preserve materials that deteriorate rapidly. Newspapers, magazines, journals, college catalogs, government documents, and Educational Resource Information Center (ERIC) documents are some examples of the materials stored on microform.

*Open Access* - free access to the world of books. Users are allowed browsing amongst shelves without any hindrances and select the book/books of their choice.

*Periodicals* - publications issued in successive parts at regular intervals, including journals, magazines and newspapers. Current periodicals are ones that have arrived recently within the last six months to two years. Bound periodicals are back issues which have been sent to the bindery, covered with a binding, and placed in the stacks.

*Primary Source* - Manuscripts, records, or documents providing original research or documentation.

*Reprographic* - the production in facsimile of documents of all kinds by any process using light, heat or electric radiation such as photocopies, microcopies, electro-copies etc.

*Reference* - a department within the library where librarians can provide assistance or help in locating information or researching a topic. The reference department also contains a selection of materials such as encyclopedias, dictionaries, almanacs, directories, or statistical sources as well as periodical indexes, and subject bibliographies.

*Secondary Source* - materials or sources that contain information that has been cited, translated, or based upon another--primary or original source.

*Stacks* - the sections or areas of the library where the collection is stored. Books and periodicals are arranged on shelves in the stacks and grouped by call numbers.

*World Wide Web* - a client-server information system that uses the Internet to access computers containing millions of hypertext documents.

### **1.7 Organization of the Study:**

The thesis has been organized in six chapters. The first chapter is the introductory part. It consists of the background of the study, statement of the problem, objectives of the study, scope and limitation of the study, significance of the study, definitions of terms/glossary and finally the organization of the study.

The second chapter deals with the review of literatures. The views and quotations of famous scholars on national library, the established norms and functions of national library worldwide, the findings and suggestions by the previous researchers of the NNL, and the relevant writings on the journals, magazines, newspapers and special publications of the library have been included in this chapter.

The third chapter deals with understanding of the subject. The historical background and present conditions of the NNL, their collections, facilities and services they provide to the users, budgetary conditions etc. have been depicted clearly in this chapter.

The fourth chapter deals with the methodology. Research design, population and procedures applied for sampling, data collection and data analysis have been explained in this chapter.

The fifth chapter is concerned with the presentation and analysis of the collected facts, figures and data. Tables and different types of charts have been used as the statistical means for presentation and analysis. And the descriptive accounts follow to make the facts more clear and easy to understand.

The sixth or the final chapter deals with the findings of the study. The summary of the findings, the conclusions of the study and the recommendations for the betterment of the services in the library (the NNL) have been covered in this chapter.

## CHAPTER II

### REVIEW OF LITERATURE

The research work is difficult to complete without reviewing the previous literature. It is the review of published, unpublished materials closely related to the given topic. The source of this literature review is books, periodicals, reports, journals government publications and World Wide Web (www) etc.

Kishan Kumar, (1997) Library organization that the national libraries are " those libraries which irrespective of their title are responsible for acquiring and conserving copies of all significant publications published in the country and functioning as a deposit library either by law or under other arrangements. They also normally perform some of the following functions: produce a national bibliography, hold and keep up to date large and comprehensive collection of foreign literature including books about the country, act as a national bibliography the libraries which may be called " national" but whose functions do not correspond to the above definitions should not be placed in the national library categories.

Parida, B. (1982) The National Library stands at the apex of the Public Library system of a country. It is a national treasure house of books, periodicals and other reading materials. It is entirely financed and managed by the central government of a country. Thus it acts as a central reference library having a large collection of books and other reading documents and exists to serve the whole nation as the biggest and the best power house of knowledge. The basic object of the National Library is to collect, preserve and make available the National literature published currently in the shape of books, periodicals, microfilms and other documents pertaining to the country and also to obtain foreign literature as per the requirements of the readers of the country. The next important object of the National Library is to extend reference service to the readers by compiling and publishing national bibliographies and maintaining a Union Catalog of important books in the various libraries in the country. The national library can extend inter library loan facilities on national and international level. It preserves rare books and manuscripts of national importance by certain scientific methods. The government of a country enables the national library to receive at least one copy of every new book, journals and newspapers published in the country through legal deposit or compulsory deposit system.

It is the primary duty of national libraries to be reference libraries of last resort, where any

books in their collections can be seen at any time, and where books on different subjects can be consulted together. It is not the function of a national library to organize its collections primarily for the subject specialist. It is, of course, desirable that national libraries allow as much open access to their collections by bona fide subject inquirers as is consistent with their primary duty of conservation. Chandler argues that “National libraries ought also to act as lenders of last resort, either by direct loan from their collections to other reference libraries, or by ensuring that loans are made through some other agency under their control or on which they are represented.” (Chandler, 1965)

Khanna, (1971) He describes in his book entitled 'Library and Society' that the organizational set-up of national libraries of different countries varies according to the needs and functions to be performed by them. National Library occupies the highest position in the national library system of a country, yet we still do not know what a national library really is, nor can we name with certainty the functions it must fulfill in order to be called "national".

The numerous functions of national libraries are the most important once beyond being the repository of nation's literary products that are of collecting or selecting current foreign literature, the setting up of National bibliographical and information services and a leadership role in the planning of library services. Generally, a role which may include library training and education. These are merely four of the most important of possible functions and of these; the collection of world literature is of special significance. It increasingly happens that this type of provision is carried out by special libraries in particular fields; these come to be regarded as a national library and some of them also benefit by legal deposit, the outstanding example is the national library of Medicine in America.

Cornish, (2005) UNESCO-sponsored work on national libraries suggested that the basic functions that a national library might reasonably perform are to:

- ) Provide the central collection of materials produced within or about the country or region which the national library is situated;
- ) Maintain a comprehensive collection of foreign publications;
- ) Provide national leadership in library and information affairs;
- ) Be the hub of librarianship and the prime mover in library developments;
- ) Provide a national information system to facilitate economic and social development at

- both national and personal levels;
  - ) Receive materials through legal deposits;
  - ) Act as the national archive for non-published materials;
  - ) Create the national bibliographic record;
  - ) Make its collections nationally available;
  - ) Act as a national resource for non-print materials;
  - ) provide a national referral service;
  - ) undertake to conserve the national printed heritage;
  - ) provide central coordinating point for research in library and information science'
  - ) Provide a national service to the handicapped.
- (<http://www.sims.berkeley.edu/courses/is285/so1/national/html>)

### **Reference Service**

Reference service is one of the library's primary practices, besides acquisition, classification, cataloguing and physical planning. The term reference services, or sometimes referred to as reference and information services, is a difficult concept to define.

Davinson, (1980) noted that reference and information service can refer to the provision of information and/or materials to people entering a reference library and requesting help from the library staff. In the same vein, Keenan and Johnston (2000) defined reference service as provision of information in response to requests.

Tyckoson, (2001) stressed: 'For anyone using libraries today, reference service is a standard feature. Regardless of the type of library, the size of its collection, or the demographics of its users, patrons expect to get help with everything from complex research projects to finding materials in the collections. Service has become almost synonymous with libraries' (p. 183).

A large library is likely to have a reference section of several staff who deal with a wide variety of subjects. They may also be responsible for a function or a subject area. A large library will have a separate reference desk and a loans desk to meet the need of the users. A smaller organization may have only one or two staffs who must provide a wide variety of services, although in a more specialized subject area.

Gosling, (1999) noted that the reference services provided by a library include:

- a. assistance in using the library

- b. answering requests for information
- c. reader education
- d. conducting literature searches
- e. current awareness services

Katz and Clifford, (1982). The distinguishing feature of reference services is that it specifically ensures the optimum uses of information resources through substantive interaction with the users on direct and indirect levels as follows:

- a. Reference or information services consist of personal assistance provided to users in pursuit of information.
- b. Formal and informal instruction in the use of the library or information center and its resources may range from the explanation of the use of the bibliographical aids (for example catalogues, information databases) to more formal assistance through interpretive tours and lectures.
- c. Indirect reference service reflects user access to a wide range of informational sources (for example bibliographies, indexes, information databases)

Chowdhury, (2002) noted that the provision of such personalized information services has remained the central theme of the library and information profession. The importance of reference services grew over time with the introduction of new technologies and services in libraries.

The Reference and User Services Association (RUSA) of the American Library Association has been a leader in formulating standards for reference services. RUSA that has a responsibility for supporting the development of reference services for library users of all ages has issued guidelines for the development and delivery of such services. The guidelines state that:

‘Information services in libraries take a variety of forms including direct personal assistance, directories, signs, exchange of information culled from a reference source, reader’s advisory service, dissemination of information in anticipation of user needs or interests, and access to electronic information.’ (RUSA Reference Guidelines: 1)

Traditionally, reference services have been offered face-to-face or in person at a reference desk within the library building, over the telephone and through correspondence. The reference librarian handles all types of queries, from directional questions, ready reference questions, and specific-search questions to research questions. The role of the reference librarian is primarily to answer patron questions and secondarily to provide readers advisory services.

Gosling, (1999) an important part of reference division is the reference collection provision that consists of works which assists users to find information or refer them to other sources of information. Printed reference sources are usually shelved close to the reference desk for security reasons, because they are expensive. Additionally the reference staff can observe users and see when they need assistance. The reference librarian normally advice users on how to use these reference sources efficiently.

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## **CHAPTER III**

### **FOCUS OF THE STUDY**

The focus of the study is to analyze the services provided by the Nepal National Library in the light of users' expectations. Since the library has not been able to attract as many people into their reading rooms and even the number of readers in the NNL is decreasing in the last three years, it is timely to explore upon the weaknesses and the room to improve in their part. So the study also aims to collect the suggestions from the users and make recommendations for the further improvement of these libraries. In this context the details of these libraries, the services they have been providing for the users and their present conditions have been discussed in this chapter.

#### **Nepal National Library**

Nepal National Library is an institution of national importance and is under the 'Ministry of Education' of the Government of Nepal. The library is designated to collect, disseminate and preserve the printed materials produced in the country or materials related to Nepal published anywhere in the world. The library is situated at Pulchok, in Lalitpur District.

#### **Historical Background**

Nepal Government established the Nepal National Library (NNL) in January 1957 (Poush 19, 2013 B.S.). The Government bought the personal library of the then King's Spiritual Guru late Badaguruju Hem Raj Pandey, for three hundred thousand (3,00,000) Indian rupees and shifted its collections to Sikri Dhoka, Singh Durbar. There already existed the Central Secretariat library in Singh Durbar but had only a small collection. The government amalgamated the collections bought with late Pandey with that of the Central Secretariat library and declared it as National Library.

It is presently housed in Harihar Bhawan, Lalitpur and is closed to all for reading and reference.

#### **Objectives:**

) Setting up adequate central services, including publication of the National Union Catalog,

National Bibliography and other reference tools.

- ) Providing library services to the general public.
- ) Collecting, organizing and preserving entire published materials within the country and Nepal related materials published from abroad.
- ) Promoting literacy through a network of mobile libraries and the publication of Nepali literature. And
- ) Assisting in the development of other public libraries in the country. (Nepal National Library)

### **Building**

It was located in an old palatial Building of the Rana regime. The building, called Harihar Bhavan, belonged to Shanker Shumsher Rana and later purchased by the Nepal Government. The library occupies the southern wing on the First floor of the building. There are nine rooms and two corridors covered by the library. A separate wing has been built nearby the building for the children's section.

### **Collections**

The collections of Nepal National Library contain more than 1,00,000 items including books, periodicals, documents, written manuscripts etc. It receives about 50 titles collections more than 10,000 periodicals published within the country or outside the country. Most of the materials are in Nepali, Sanskrit, English and Hindi languages. There are also some books in other community languages such as Maithili, Newari, Limbu, Bhojpuri, Bengali, Marathi etc. The total collection of the library has been divided into different sections according to the language they are published. There are separate divisions for Nepali, Sanskrit, English and Hindi languages. Other language books are stacked by the stack division. In addition there are periodicals and children's sections. There are also some maps, atlases, photographs, CD-ROMs and audio-visual materials in its possession.

### **Nepali Collections**

In Nepal National Library there are 21,000 Nepali books collections. Almost 50% of the

collection comprises Nepali literary works, including poetry, drama, essays, short stories and novels. The other subjects covered, the social sciences are most strongly represented, followed by history, biography, religion and language. The collection is on open access, classified by the Dewey Decimal Classification, and author, title and subject indexing is provided by the card catalog. NNL catalog is a mobile application facility where we can easily download from the Google and use it.

### **English Collections (General)**

The English collection contains many books published in the late nineteenth and early twentieth century's, both from the Indian subcontinent and from Western countries. The collection covers a wide range of subjects reflecting the broad interests of Rajguru Hem Raj Pandey. It is particularly rich in works on Indian philosophical thought, Hinduism and Buddhism.

There are significant number of books on Indian languages, and commentaries in English on Sanskrit literature. The collection is also strong in economics and politics of that period, and in history and biography. English literature is also represented, both by classics and by contemporary novels from Hem Raj Pandey's time. The books are classified by the Dewey Decimal Classification (21<sup>st</sup> edition). There are 22,793 English books collection in the library. The collection is on open access, and author, title and subject index to the collection is provided by card catalog and NNL catalog is a mobile application facility where we can easily download from the Google and use it.

### **English Collection (Nepal)**

A significant collection of Nepal related books in English forms a separate section. In the interests of preservation they were kept on opened access, but are made available to readers.

### **Sanskrit collection**

The Sanskrit collection contains some rare and valuable books, including printed "lipi" or leaf books. Some items date back to the early nineteenth century. There are 85,000 Sanskrit Books collections. For Sanskrit scholars and researchers this is the most significant collection and one of the largest collections of printed Sanskrit books in Nepal. The collection includes

many works of philosophy, religion, history, Ayurveda and Sanskrit literature.

### **Maps and Photographs**

The library has district-wise maps of Nepal and other maps and atlases in its possession. The users can fully exploit them upon request. There are some photographs of former Kings and some well known personalities of Nepal.

### **Audio Visual**

Audio visual materials are one of the important parts of its collection. There are some audio cassettes and video tapes deposited as copyright and some number of encyclopedias and other databases in CD-ROM. There are 70,000 pages microfilms. JICA donated some Japanese animation video tapes to add into the Children's Section of the library. Such materials can be used within the premises of the library.

### **Reports & Dissertations**

The library has some governmental and other reports in closed access. These can be used upon request. This library has 3156 thesis and dissertations of Master Degree, Mphil and Ph.D. The thesis and dissertations submitted to the Ministry of Education for Nepal Vidya Bhusan Medal are also collected. These theses and dissertations are in closed access and are available upon request.

### **ADB Depository**

NNL has been designated as the "Depository Library" for the publications of ADB since August 2001. The collection is available upon request.

### **Card Catalog and Database**

The library has traditional card catalog and a computer database having 20,000 records in WINISIS and all these records are transferred to the KOHA automation library software.

The author, title and subject card catalogs of the books in English, Nepali and Hindi languages are available in the catalog cabinet near the entrance of the library. There are separate cabinets for different languages. There is also the facility of Online Public Access

Catalog (OPAC). The library has published three volumes of National Union Catalog.

Many books on Sanskrit and English in the collection are published in the 17<sup>th</sup> century. Entire collection has been cataloged and classified according to prevailing rules of library science. The Dewey Decimal Classification has been used for classification and the AACR2 has been used for Cataloging. UN thesaurus, Sear's List of Subject Headings and LCSH are used for providing keywords to control the vocabulary.

To add to its collections NNL gets library materials either by purchase or by gifts. In general National Libraries get statutory rights to receive at least one copy of every item published within the country, free of charge. For example the British Library in UK, the National Library of India, all enjoy this facility. But there is still no provision of Legal Depositary Act in Nepal. So the "Library and Information Service National Policy, 2007" has suggested "To have an Act providing for the storage of publications, with provisions that publications published within Nepal must be provided to Nepal National Library and other two libraries for the collection of intellectual heritage."

## **Services Provided by NNL**

### **Reference Services**

NNL has been providing reference services to the general public, students, teachers, researchers and foreign users. The materials are freely available to all users. Most of the collections are in open access and the users can use them within the library. But no books are issued.

The NNL used to provide the lending service from 1961 up to 1980. Later it stopped the lending facilities citing the reason as to start the classification and cataloguing of the entire collection. Since then the users must use the library materials on the premises. The library is open to people without charge or special permission.

### **Inter Library Loan**

Selected libraries of the country and abroad may borrow the books for their readers from Nepal National Library through inter library loan facility. The NNL also borrows books from other libraries on readers' request, if the book is not available in the library.

### **Reprographic Services**

The library users have reprographic facilities. The photocopies, microfilms and microfilms printout and photocopy will be provided within the limits of the International Copy Rights Act.

### **Internet Service**

There is internet facility for the users in the NNL. The users can serve the internet at any time. It is the most important part of the NNL.

### **Current Awareness Service**

The Library provides current awareness services to the library users when required.

### **Services for Children**

Nepal National Library has established a separate division for children since August 1995. Equipped with Nepali, English and a few foreign languages books, the division caters the information as well as recreational needs of the children. The collection comprises 9,500 books to children's literature in different subjects. Any child can enter the Children's section and use the library materials. The materials can be used only within the library premises and no books are lent out.

### **Mobile Library Service**

The NNL was providing mobile library services for five village public libraries in Kathmandu valley. The Bhagban Yuba Club of Alapot, Munal Club of Tinthana VDC, Ugra Pustakalaya of Sankhu, GarimaPustakalaya and Tilingatar Higher Secondary School are using this facility and provide the library services through the reading materials of the NNL.

### **Modernization Activities**

The modernization activities in this library started with the help of UNESCO and DANIDA. UNESCO/DANIDA handled a five year project, 1995-1999, for the development and modernization of the library. This very project introduced the modern information technology into the library.

Now the catalog of the library can be retrieved through local database and online as well. The entire collection including periodicals of the library can be retrieved through internet at [www.nnl.gov.np](http://www.nnl.gov.np) .and by the help of mobile application i.e. NNL catalog.

The bibliographic information of the English language documents are available in WINISIS software which the entire digital database is transferred to the KOHA, Library automation software.

### **Library Hours**

The library opens from 10 am to 5 pm from Sunday through Thursday and on Friday the library opens from 10 am to 3 pm. But in winter (Kartik 16 to Magh 15) the library hour is cut by one hour in the afternoon and is open only up to 4pm.Saturday is the holiday but the 'Children's Unit' opens 7 days a week except on public holidays.

### **Staff**

There are 23 staff members in the NNL. Among them one Chief Librarian, four officers, five Nasu, four Karidar, five Karyalaya Sahyogi. All the staffs were very helpful while collecting the data.

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## **CHAPTER IV**

### **RESEARCH METHODOLOGY**

The research has been conducted for the attitude of users towards the reference service of the Nepal National Library. The intent behind this study is to analyze their services so that the weaknesses, if any, on their part, may come to notice and some workable solutions for the improvement of the library may be deducted.

#### **4.1 Research Design**

This is a descriptive type of research. During this study both primary and secondary data have been collected, studied, analyzed and some logical conclusions have made. First the related literatures were studied to get a brief knowledge about the past studies, their conclusions and the deficiencies. A number of books, reports, research papers, journals and newspaper articles related to the subject under study were studied. These documents helped

as a secondary source for information gathering. For the primary data collection, visits were done to the library and interviews were conducted with the users as well as the library staff members. Similarly questionnaires were distributed to the users to answer, and collected later. Furthermore the brochures and other publications of both the libraries also helped a lot in the information gathering.

#### 4.2 Population

The research study is limited with Nepal National Library. The total population for the study includes the users of the library and the concerning staff members. NNL is the big library in the country; comparatively very few people visit the library for study and research. Questionnaires were distributed to 50 users in each library. But only 40 persons returned the questionnaires duly filled out.

**Table 4.1: Number of questionnaires distributed and returned**

Library	<i>Questionnaires distributed</i>		<i>Filled and returned</i>	
	<i>Number</i>	<i>Percentage</i>	<i>Number</i>	<i>Percentage</i>
NNL	50	100	40	80

#### 4.3 Sampling Procedure

A random sampling procedure was used to select the users for answering the questionnaire. But it was made sure that the users of each section of the library were included, except the children's section. Children were not included in this study. Similarly, the personal interviews were also conducted randomly.

#### 4.4 Data collection Procedure

The main procedures applied for the collection of primary data was observation, interviews and questionnaire. Personal interviews were conducted with some of the users and some library staff members, including the chief librarians. But the questionnaires were the main tools used for the collection of the user's opinions and their suggestions.

Attention was paid to make the questions short, simple and succinct. Questionnaire was designed to cover all the aspects regarding library services so that they can lead to the answers necessary to draw to the conclusion. As the thesis is to be written in English, the

questionnaire was prepared in English. And for those who did not feel comfortable with English, the researcher herself helped to translate them in Nepali, the vernacular. Only those questionnaires which were answered completely were included for the analysis.

The field questionnaire was divided into 8 parts, each equipped with carefully designed simple questions. Most of the questions demanded only 'Yes' or 'No' answer or multiple choice and the users only had to tick in the box nearby. The only thing they had to write was their suggestion.

1. Part A dealt with the personal information. It concerned about the sex, age, and profession of the users.
2. Part B was about the users' needs. The frequency of library visit, the time they spend in the library and their purpose for the library visit was the area covered.
3. Part C dealt with use patterns. Search pattern of the users, availability of the matters of their requirement, and the convenience of the space allocated for reading were the area specified.

4. Part D focused on the Services. It tried to find answers on the availability of different services in the library, user's satisfaction over them and their expectations as well as users' satisfaction over the physical facilities in the library and the reason for preference for the library.
5. Part E dealt with the usefulness of Collections for the users.
6. Part F concerned on Staff Cooperation.
7. Part G concerned about the suitability of library hours.
8. Finally Part G asked for the Comments and Suggestions for the improvement of the library.

(A copy of the field questionnaire is included in **appendix A**)

(Similarly the brochures, newsletters and other publications of these libraries were used for the collection of secondary data.)

#### **4.5 Data Analysis Procedure**

The primary and secondary data collected during the study have been analyzed by using the simple statistical methods. Interpretations of primary data are simply based on the answers from the respondents. The answer for each question has been analyzed. This research is followed by descriptive analysis. Tables and charts have been used to show the findings and comparisons have also been made accordingly.

## **CHAPTER V**

### **ANALYSIS AND PRESENTATION**

This chapter aims at managing the collected data in some orderly form and to analyze them with the help of some statistical means. For the convenience the data collected have initially been presented in the tabular form and then into diagrammatic representation. The questionnaire contained several questions which were mainly separated into the following main headings:

- A. Personal Information
- B. User Needs
- C. Use Patterns
- D. Services
- E. Collections
- F. Staff Cooperation
- G. Library Rules
- H. Suggestions

#### **5.1 Demographic information of Respondents**

The study reveals that the majority of users were men. Women users found to be very few compared to the men. Table 5.1 shows that 80 % of the users were men. The percentage of women users is 20%. This shows that the male users are more than women.

For convenience of the study the users have been divided into four age groups; below 20 years, 20 to 30 years, 31 to 40 years and 41 and above. The study reveals that the majority of the users in the library is between 20 to 40 years age. Table 5.1 shows that the highest number of users was between 31 to 40 years. This group made 37.5 percent of the total population.

The study shows that 40% of the users are students. As shown in Table 5.1 the teachers make 12.5% of the users in the library. Similarly 17.5% of the users are researchers. Other professionals make 30% in the NNL. Among other professionals there were civil service holders, retired personnel, educational consultants, journalists etc. One tour guide and a doctor were also among those who filled the questionnaire in the NNL.

**Table 5.1: Demographic information of Respondents**

S.N.	Characteristics of Respondents		No.	%	Remarks
1	Gender	Male	32	80	
		Female	8	20	
2	Age	Below 20 yrs	3	7.5	
		20 to 30 yrs	12	30	
		31 to 40 yrs	15	37.5	
		41 yrs and above	10	25	
3	Profession	Students	16	40	
		Teachers	5	12.5	
		Researchers	7	17.5	
		Others	12	30	

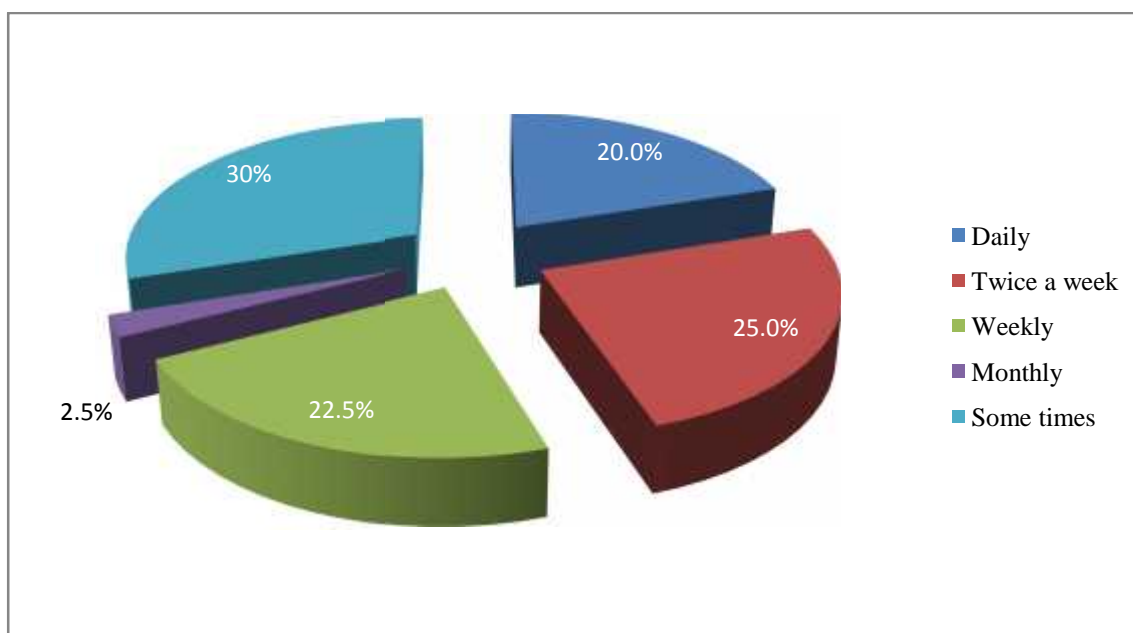
**5.2 Frequency of Library visit**

The daily users found to be 20 % in the library. The users who visit the library twice a week were 25%.As shown in Table 5.2, weekly visitors were 22.5 %. Only 2.5% of users visit once in a month. And 30 % of the users said they visit the library only sometimes.

**Table 5.2: Frequency of Library visit**

<i>Library</i>	<i>Daily</i>		<i>Twice a week</i>		<i>Weekly</i>		<i>Monthly</i>		<i>Sometimes</i>	
	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>
<i>NNL</i>	<i>8</i>	<i>20</i>	<i>10</i>	<i>25</i>	<i>9</i>	<i>22.5</i>	<i>1</i>	<i>2.5</i>	<i>12</i>	<i>30</i>

**Figure 1: Frequently of Library Visit**



### **5.3 Purpose of Library visit**

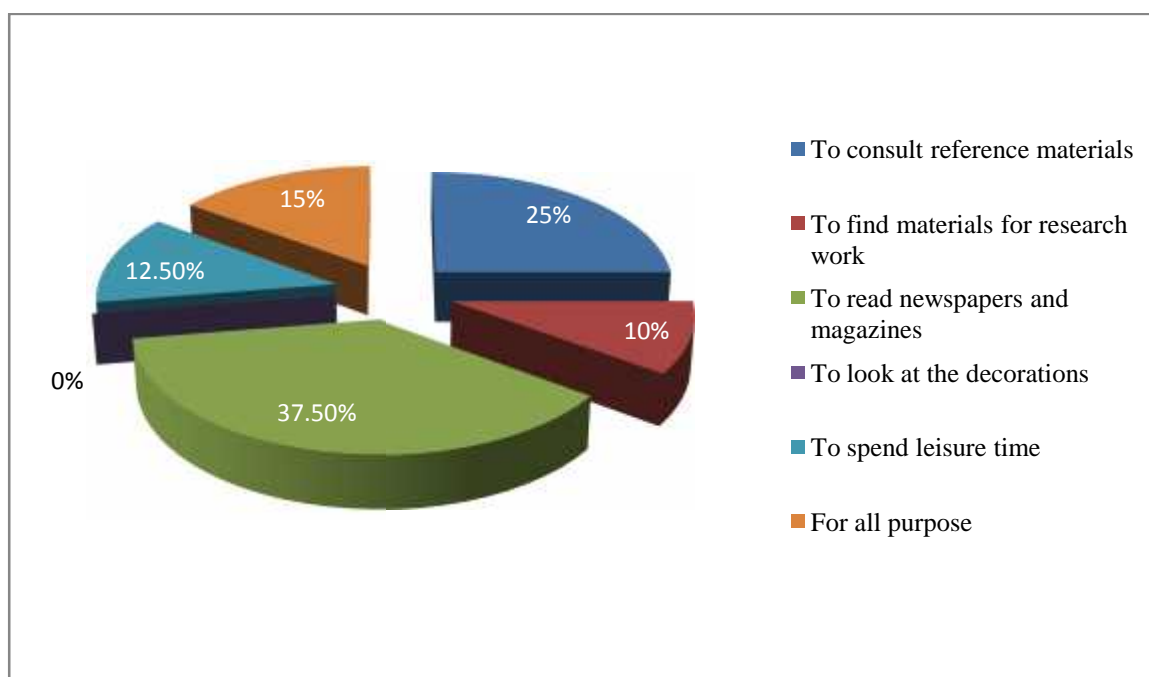
The data reveal that the highest percentages of the persons who visit the library to read newspapers and magazines. As shown in Table 5.3, it is 37.5% in the NNL. The second highest percentage is to consult reference materials. It is around 25%. Similarly 10% users visit to find materials for their research work. 12.5% visit to pass their leisure time whereas 15% who visited the library had no specific purpose. They just visit the libraries and browse whatever they get. The study also shows that around 0% of the visitors in the NNL go there to see the decoration.

Apart from the Nepalese many foreign nationals, mainly the tourists, too visit the NNL. Most of them seem to be interested to see the historical paintings, photographs and other decorations. The researcher has seen some of them taking their photographs on the backgrounds of these library decorations.

**Table 5.3: Purpose of Library visit**

<i>Purpose</i>	<i>NNL</i>	
	<i>No.</i>	<i>%</i>
<i>To consult reference materials</i>	<i>10</i>	<i>25</i>
<i>To find materials for research work</i>	<i>4</i>	<i>10</i>
<i>To read newspapers and magazines</i>	<i>15</i>	<i>37.5</i>
<i>To look at the decorations</i>	<i>0</i>	<i>0</i>
<i>To spend leisure time</i>	<i>5</i>	<i>12.5</i>
<i>For all purpose</i>	<i>6</i>	<i>15</i>

**Fig 2: Purpose of Library visit**



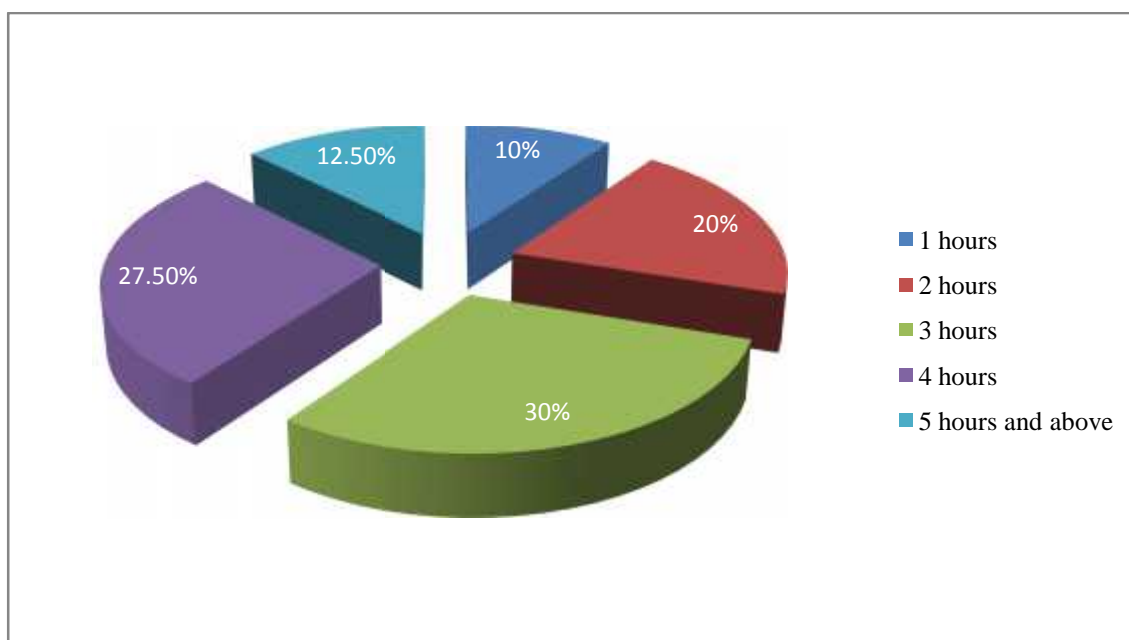
#### **5.4 Time spent in library**

As Table 5.4 reveals most of the users spend 3 to 4 hours in the library. In case of the time spent in the library, 27.5% of the users found to be spending 4 hrs, 30% spending 3 hrs, 20% spending 2 hrs, 12.5% spending more than 5 hrs and 10% spending 1 hr only for their reading and for research.

**Table 5.4: Time spent in library**

<i>Library</i>	<i>1 hour</i>		<i>2 hrs</i>		<i>3 hrs</i>		<i>4 hrs</i>		<i>5hrs and more</i>	
	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>
<i>NNL</i>	4	10	8	20	12	30	11	27.5	5	12.5

**Fig 3: Time spent in library**



### 5.5 Search Pattern

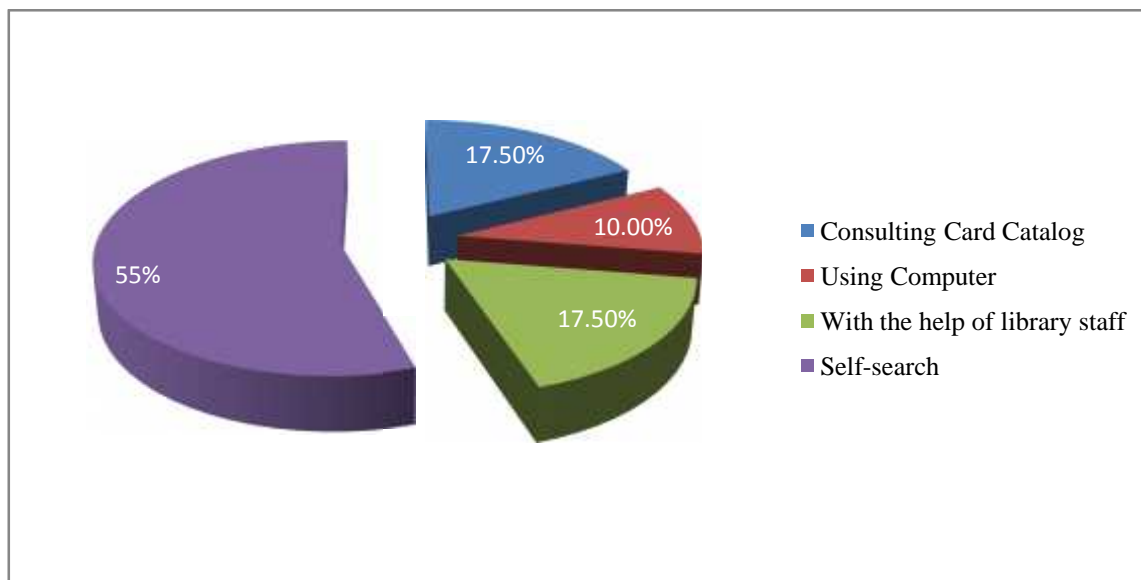
Most of the users in these libraries were found to be interested in self searching. As the Table 5.5 shows 55 % users found to be self-searcher. 10% of the users used computers for the search of the materials. Similarly 17.5% of the users sought help from the library staff. Finally 17.5% users used card catalogs.

**Table 5.5: Search Pattern**

<i>Search Pattern</i>	<i>NNL</i>	
	<i>No.</i>	<i>%</i>
<i>Consulting Card Catalog</i>	7	17.5
<i>Using Computer</i>	4	10
<i>With the help of library staff</i>	7	17.5

<i>Self-search</i>	22	55
--------------------	----	----

**Fig 4: Search Pattern**



The data in Table 5.5 show that more than 55 percent of the users in the library still seem to be interested in self search. Self-searching in such big libraries may be time consuming for most of the users. It could be faster if they used computers or sought help from the library staff. The reason behind being self-searcher can be analyzed as follows:

- i. Majority of the persons visiting the library feel hesitation to consult the library staff.
- ii. Many might not be familiar to using computers or card-catalogs for searching library materials.
- iii. May be the users aren't sure of what materials they want to read and just browse the shelves for whatever interesting they could get.

### **5.6 Availability of the Required Materials**

The users were asked whether they could get sufficient reading materials of their requirements in the library. They were given different subject areas and asked to tick whether they could get or not.

As shown in the Table 5.6, 37.5% of the total population of users responded and they all said yes. This means those who looked for the historical books were found to be satisfied in the library.



The number of users of ancient Sanskrit books was found to be very low in both the libraries. Table 5.6 clearly shows that only 25% of the users in the library looked for such books. They all found to be satisfied by the materials they could get.

As indicated by the data presented in Table 5.6, 32.5% of the users looked for the books on English literature. Among them 76.9% were satisfied with the materials they could get but 23.1% of the users were not.

As shown in Table 5.6, in case of the Library 50% of the users found to be looking for books on Nepali literature and all of them said they could get sufficient reading materials for their requirement.

Table 5.6 shows that 20% of the users looked for the Government Reports and all of them found to be satisfied.

Very few people looked for the scientific reports in the library. As shown in the Table 5.6, 12.5% of the total population of users looked for scientific reports. Among them 80% said yes they could get and 20% said no they could not get the sufficient materials in the library.

Negative response was higher regarding course-related books in the library. As shown in Table, 37.5% of the users looked for course related books. Among them only 33.3% were satisfied with the materials they got but 66.7% users said they could not get sufficient reading materials of their requirement. This clearly means that large number of users of the library want course related books to be added in these libraries. The reason behind seems that the majority of the users who come to visit the library are students and teachers. 40% of the users are students and 12.5% are teachers. The total makes 52.5%. They mainly look for the course related books.

As indicated by the data presented in Table 5.6, 62.5% of the users looked for newspapers and magazines and all of them responded positively that the materials were sufficient.

For Journals and periodicals the responses of the users were a bit lower than on the newspapers and magazines. As Table 5.6 shows, only 30% of the users looked for journals and periodicals and all of them were satisfied with the materials they could get in the library.

As indicated by the data presented in Table 5.6, in the library the percentage of the users who looked for back volumes of newspapers are 27.5%. Among them 72.7% said they were sufficient and 27.3% said they were not sufficient in the Library.

As indicated by the data presented in Table 5.6, in the library the percentage of the users who looked for back volumes of newspapers are 27.5%. Among them 72.7% said they were sufficient and 27.3% said they were not sufficient in the Library.

**Table 5.6: Reference Materials**

<i>Reading Material</i>	<i>Total Population</i>		<i>Total Response</i>		<i>Yes</i>		<i>No</i>	
	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>
<i>Historical Book</i>	40	100	15	37.5	15	100	-	-
<i>Ancient Sanskrit</i>	40	100	10	25	10	100	-	-
<i>English Literature</i>	40	100	13	32.5	10	76.9	3	23.1
<i>Nepali Literature</i>	40	100	20	50	20	100	-	-
<i>Government Reports</i>	40	100	8	20	8	100	-	-
<i>Scientific Reports</i>	40	100	5	12.5	4	80	1	20
<i>Database Information</i>	40	100	7	17.5	5	71.4	2	28.6
<i>Course-related books</i>	40	100	15	37.5	5	33.3	10	66.7
<i>Magazines and Newspaper</i>	40	100	25	62.5	25	100	-	-
<i>Journal and Periodicals</i>	40	100	12	30	12	100	-	-
<i>Back Volumes of Newspaper</i>	40	100	11	27.5	8	72.7	3	27.3

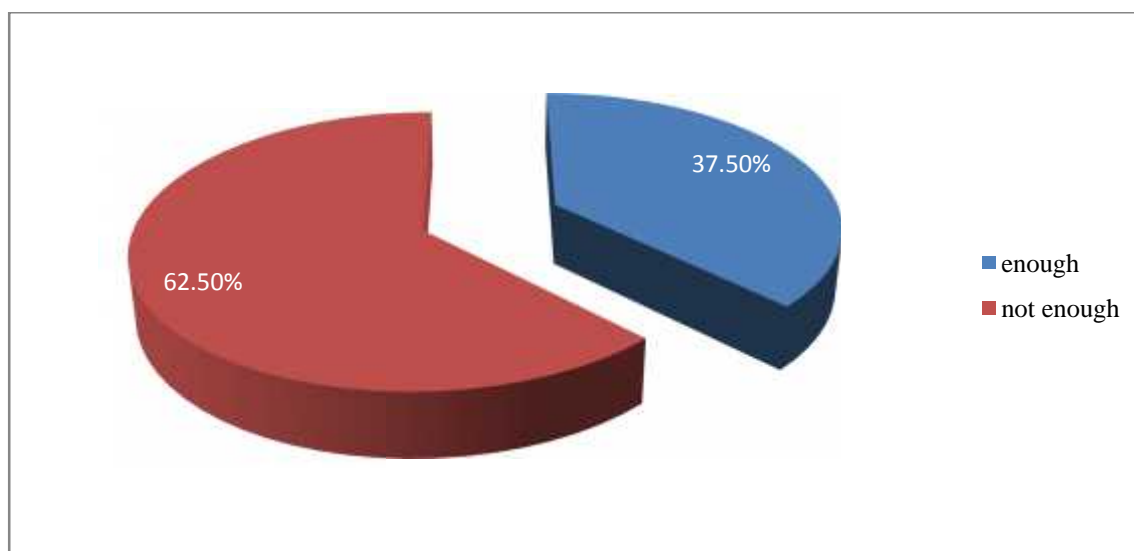
## 5.7 Reading Space

In the question whether the space allocated for reading is enough in the library; 37.5% of the users showed satisfaction on it, but 62.5% showed dissatisfaction. (Table 5.7)

**Table 5.7: Space allocated for reading**

<i>Library</i>	<i>Enough</i>		<i>Not enough</i>	
	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>
<i>NNL</i>	<i>15</i>	<i>37.5</i>	<i>25</i>	<i>62.5</i>

**Fig 5: Space allocated for reading**



## 5.8 Services

List of different services were given and users were asked to tick which among them they were getting from the library. The data obtained have been presented in Table 5.8.

About **Abstracting and Indexing Service**, 22.5% of the users said they were getting it while this percentage remained little bit higher.

Regarding **Circulation Service** nobody responded positively in the library. In fact there is no provision of Circulation Service in the library.

For **Current Awareness Service** the respondents that 32.5% of the users said they were getting CAS from the library.

Similarly 45% of the users said that they were getting **Reference Service** from these libraries.

**Table 5.8: Services provided by the library**

<i>Services</i>	<i>NNL</i>	
	<i>(Total Population= 35)</i>	
	<i>No</i>	<i>%</i>
<i>Abstracting and Indexing</i>	9	22.5
<i>Circulation Service</i>	-	-
<i>Current Awareness Service</i>	11	32.5
<i>Reference Service</i>	18	45
<i>Reprographic Service</i>	26	65
<i>Translation Service</i>	-	-
<i>Subject Bibliographies</i>	14	35
<i>User Orientation</i>	7	17.5
<i>Display of new books</i>	15	37.5
<i>Exhibition</i>	7	17.5
<i>Online/Internet</i>	2	5
<i>Database on interrelated subject</i>	5	12.5

Those who were getting **Reprographic Service** remained 65% among users. Nobody seemed to be getting **Translation Service** from the library. 35% of the users said they got **Subject Bibliographies** in the library. Regarding **User Orientation** service, 17.5% of the users said they got such service from the library. **Display of new books** in the library has been noted only by the 37.5% of the users. Regarding the **Exhibition** of books, 17.5% of the users said they have noted such activities of the library. Regarding the **Online/Internet** services, only 5% of the users are getting such services. Similarly those who used **Database on interrelated subject** remained 12.5% of the users used. (Table 5.8)

### **5.9 Satisfaction over library services**

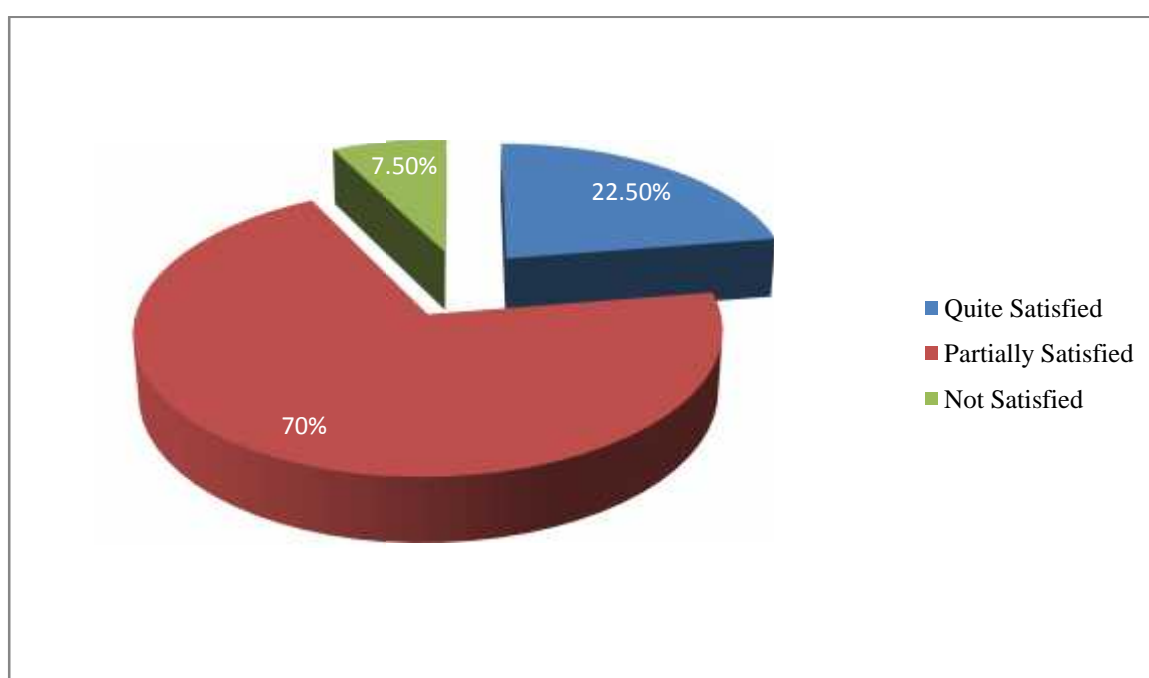
The study reveals that the level of satisfaction over the services offered by the library is somehow higher the library users. As the data presented in Table 5.9 show, among the users

22.5% said they were quite satisfied with the services provided by the library. Likewise, 70% said they were partially satisfied and 7.5% said they were not satisfied over the services.

**Table 5.9: Satisfaction over library services**

<i>Library</i>	<i>Quite Satisfied</i>		<i>Partially Satisfied</i>		<i>Not Satisfied</i>	
	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>
<i>NNL</i>	9	22.5	28	70	3	7.5

**Fig 6: Satisfaction over library services**



Among those who said partially satisfied or not satisfied with the services, majority of them chose the option 'library services are insufficient' for their dissatisfaction. For some, 'lack of physical facilities' was the cause for dissatisfaction.

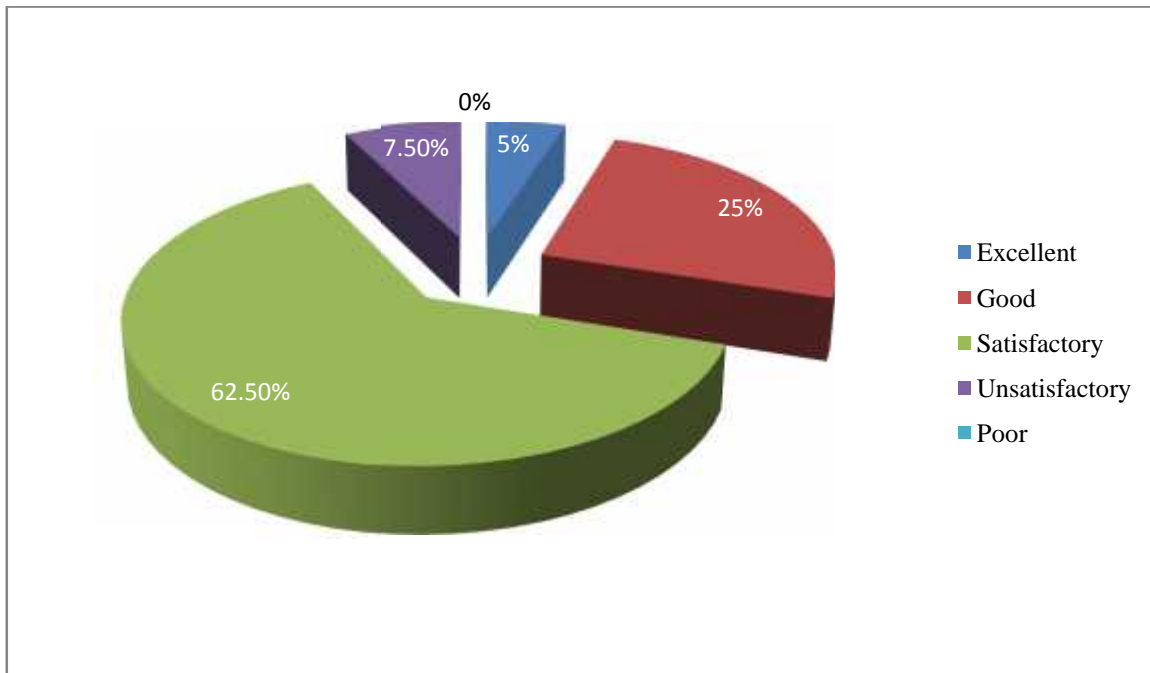
**5.10 Rating of the current services rendered by the library:**

The services rendered by the library were rated Excellent by 5%, Good by 25% and Satisfactory by 62.5% of the users. But 7.5% of the users rated them Unsatisfactory and nobody rated them poor. (Table: 5.10)

**Table 5.10: Rating of the current services**

<i>Library</i>	<i>Excellent</i>		<i>Good</i>		<i>Satisfactory</i>		<i>Unsatisfactory</i>		<i>Poor</i>	
	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>
<i>NNL</i>	2	5	10	25	25	62.5	3	7.5	-	-

**Fig 7: Rating of the current services**



### 5.11 Satisfaction over physical facilities

The satisfaction of users on the physical facilities provided in the library was found higher. As the data in Table 5.11 show, only 47.5% of the users expressed satisfaction over **chairs and tables** provided to the readers. Likewise, those who expressed satisfaction over the **lighting condition** (natural and artificial) were 60%. Only 27.5% of the users expressed satisfaction over **drinking water and sanitary conditions** in the library. Regarding telephone and internet facilities the satisfaction level is good in the library. 17.5% of the users said **telephone** facility is ok. 10% of user's use internet facility. Likewise nobody responded regarding **air-conditioning**. There is no air- conditioning in the library. (Table 5.11)

**Table 5.11: Satisfaction over physical facilities**

<i>Physical Facilities</i>	<i>NNL</i>	
	<i>No.</i>	<i>%</i>
<i>Chairs and Tables</i>	9	22.5
<i>Light</i>	24	60
<i>Drinking water and sanitation</i>	11	27.5
<i>Telephone</i>	7	17.5
<i>Internet</i>	10	25
<i>Air Conditioning</i>	-	-

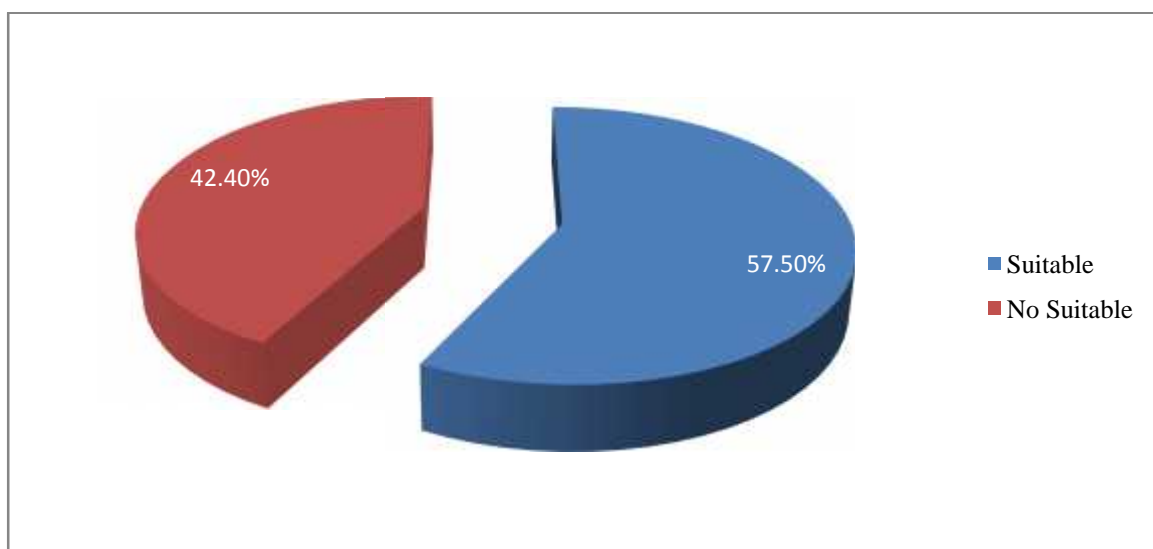
### 5.12 Suitability of the library environment

In the question whether the environment is suitable for reading in the library, 57.5% of the users said ‘Yes’ and 42.5% said ‘No’.

**Table 5.12: Suitability of the library environment**

<i>Library</i>	<i>Suitable</i>		<i>Not Suitable</i>	
	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>
<i>NNL</i>	23	57.5	17	42.5

**Fig 8: Suitability of the library environment**



### 5.13 Why the library environment not suitable?

Among those who did not find the library environment suitable in the library, almost all

ticked “No proper place for study.” Almost half of them also ticked “Disturbance from users and staff” and a few ticked “Chaos in the library”. (Table 5.13)

**Table 5.13: Why the library environment not suitable?**

<i>Library</i>	<i>Disturbance from outside</i>		<i>Disturbance from users</i>		<i>No proper place for</i>		<i>Chaos in the library</i>		<i>Total Respondent</i>
	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	
<i>NNL</i>	--	--	9	22.5	17	42.5	6	15	17

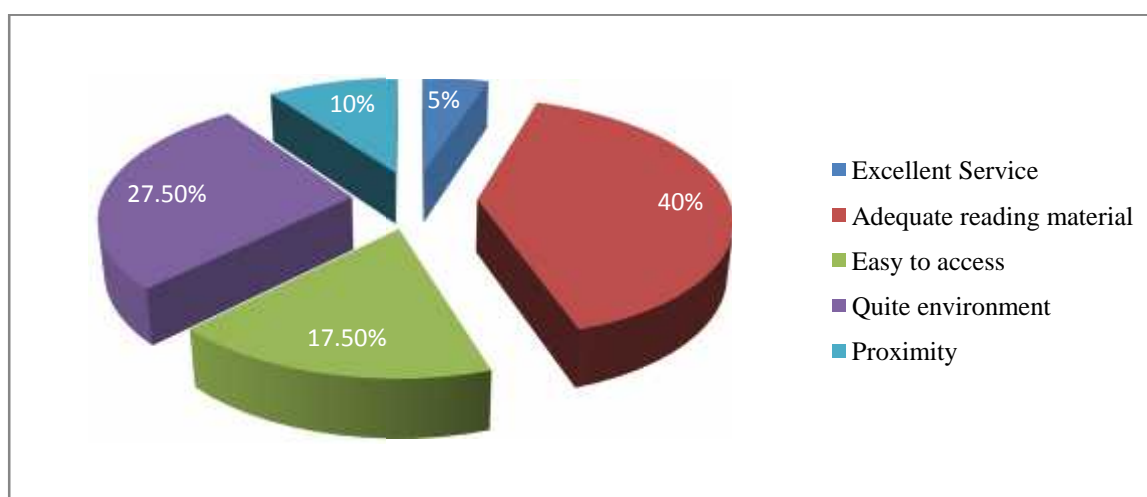
#### 5.14 Preference for the library

On the question why they preferred this particular library, among the users, 40% ticked ‘Adequate reading materials.’ Similarly 27.5% ticked quiet environment, 17.5% ticked easy to access, 10% ticked proximity and 5% ticked excellent services. (Table 5.14)

**Table 5.14: Preference for the library**

<i>Library</i>	<i>Excellent Service</i>		<i>Adequate reading materials</i>		<i>Easy to access</i>		<i>Quiet environment</i>		<i>Proximity</i>	
	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>
<i>NNL</i>	2	5	16	40	7	17.5	11	27.5	4	10

**Fig 9: Preference for the library**



#### 5.15 Management of Library collection:

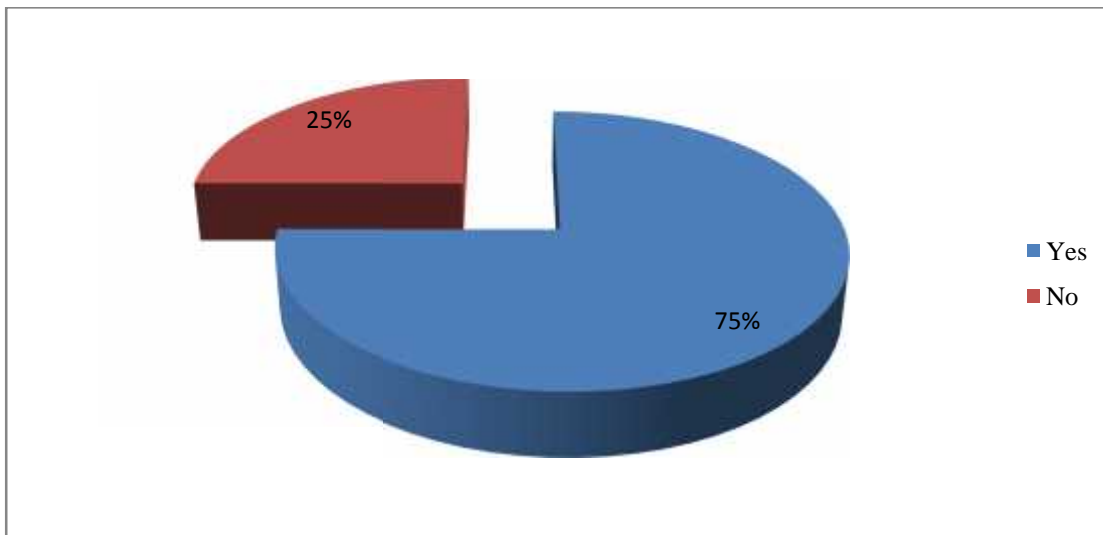
On the question whether the collection in the library is properly managed, 74.3 % stood on

the positive side, i.e. they ticked ‘Yes’. As presented in the Table 5.15, those who said ‘No’ remained only 25.7 %.The users in these libraries have no major dissatisfactions over the management of collection in the library.

**Table 5.15: Management of Library collection**

<i>Library</i>	<i>Yes</i>		<i>No</i>		<i>Total</i>
	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	
<i>NNL</i>	<i>30</i>	<i>75</i>	<i>10</i>	<i>25</i>	<i>40</i>

**Fig 10: Management of Library collection**



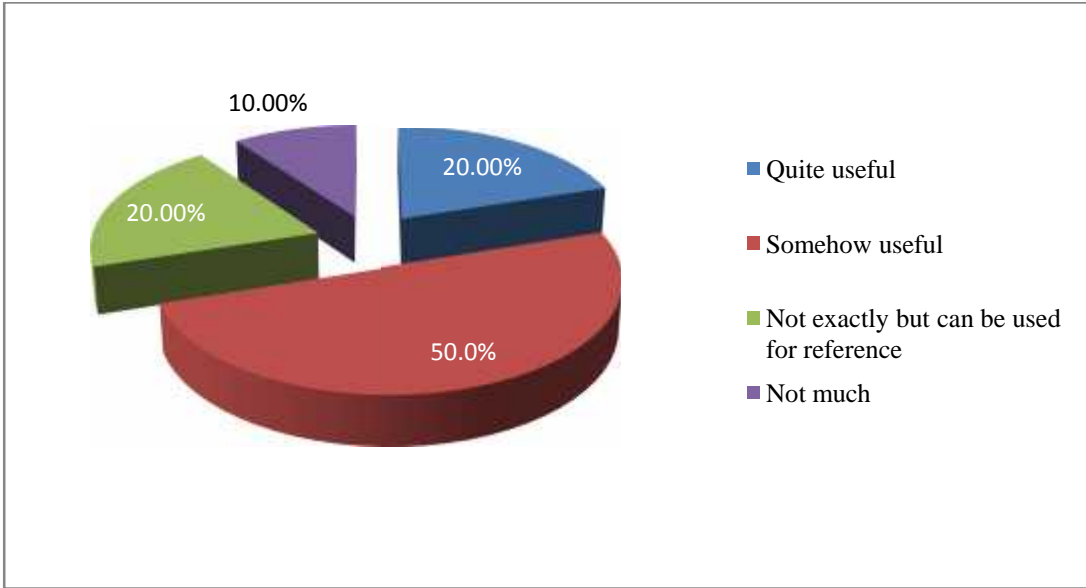
### 5.16 Usefulness of the collections

About the usefulness of the collections the same percentage, i.e. 20% of the users in the library ticked “Quite Useful.” 50% in the library ticked “Somehow useful”, 20% ticked “Not exactly but can be used for reference”, and 10% ticked “Not much.” (Table 5.16)

**Table 5.16: Usefulness of the collection**

<i>Library</i>	<i>Quite useful</i>		<i>Somehow useful</i>		<i>Not exactly but can be used for reference</i>		<i>Not much</i>	
	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>
<i>NNL</i>	<i>8</i>	<i>20</i>	<i>20</i>	<i>50</i>	<i>8</i>	<i>20</i>	<i>4</i>	<i>10</i>

**Fig 11: Usefulness of the collection**



**5.17 Availability of additional materials**

Libraries also contain different additional reading materials apart from the books, newspapers, magazines, journals etc. So a list of additional reading materials was given and the users were asked to tick which among them they found in the library. As has been presented in Table 5.17, 15% of the users found **globes** in the library. **Maps and Atlases** were observed by 37.5% of users in the library. None of the users in either of the library observed **Slides and Transparencies**.30% of the users found **Photographs** in the library. Similarly 32.5% users observed **Posters** in the library. **CDs, Cassettes** and other **Audio-visual** items were observed by the users only.17.5% found CDs, 0 % found cassettes and 32.5% found other audio-visual items in the library.

**Table 5.17: Availability of additional materials**

<i>Additional Materials</i>	<i>NNL</i>	
	<i>No</i>	<i>%</i>
<i>Globes</i>	6	15
<i>Maps and Atlases</i>	15	37.5
<i>Slides</i>	-	-
<i>Transparencies</i>	-	-
<i>Photographs</i>	12	30
<i>Posters</i>	13	32.5
<i>CDs</i>	7	17.5
<i>Audio Cassettes</i>	-	-
<i>Audio Visual Items</i>	13	32.5

**Regarding the staff cooperation**, majority of the users who filled out the questionnaire expressed satisfaction. But a few have ticked the option- ‘They are not available mostly.’

**Regarding the library opening hours**, about 90% of the users suggested for the extension of library hours. Most of them suggested to keeping the libraries open from 8am to 7pm. Similarly some among them have the view that the library need to be open all seven days a week.

The final part of the questionnaire contained **users’ suggestions** for the improvement of the library.

**The users in the NNL suggested as follows:**

- ) Circulation service Internet / online
- ) School, college course related materials
- ) Well information about new and updated papers and documents
- ) Latest publications of English literature
- ) Better physical facilities
- ) Properly cleaned toilet facility.

**NNL staff** members have a suggestion that the library be shifted to some other location, easily accessible for majority of the users.

## CHAPTER VI

### SUMMARY, CONSLUSIONS AND RECOMMENDATION

#### 6.1 Summary:

A study of the Nepal National Library is conducted with special focus on their services. The library is the leading library of the country. The objective of the study is to find out how efficiently the library has been serving the users.

The findings of the study can be summarized as follows:

- ) Around 80% of the library users are male in the library. The highest numbers of Library users are of 31 to 40 years age-group.
- ) On the basis of profession, 40% i.e. the highest percentage of users in the library found to be the students.
- ) 37.5% of the users in the library only read newspapers and magazines.
- ) 55% users searched the required materials by themselves. 10% users used computers for materials search. It is because there are no computers allocated for the users in the library and only those who request specially are allowed to work on the staffs' computer. Similarly 17.5% of the users in the library used card catalogs. 17.5% of the users sought help from the library staff.
- ) Users indicated that the books on English literature are not adequate there.
- ) Majority of the users being students and teachers, they mostly looked for course related books. But among those who looked for course related books is 33.3%.
- ) About 37.5% of the users were found to be satisfied with the reading space specified in the library.
- ) Regarding the physical facilities provided to the users seemed good. 47.5% of the users expressed satisfaction over the chairs and tables in the library.
- ) Regarding lighting conditions in the library, 60% said ok.
- ) Drinking water and sanitation facility found to be ok. 27.5% of the users expressed satisfaction over it and 72.5% expressed dissatisfaction over that.
- ) There is no internet service provided for the users in the NNL. The telephone users found to be below 17.5% in the library.
- ) 57.5% of the library users found the library environment suitable.
- ) Users' preference was found to be adequate reading materials in its collection.

- ) 17.5% of the users preferred on the basis of accessibility.
- ) 10% of the users visited the library on ground of proximity.
- ) Staff cooperation found to be satisfactory in the library but not being available mostly and making minor disturbances by talking are some of the complaints.
- ) Regarding opening hours, most of the users want the libraries extend their opening hours and be open on public holidays also.
- ) Most of the budget allocated for the library found to be spent on the staff salaries and other administrative expenses. The budget for the addition of reading materials and physical facilities found to be comparatively very low.

## **6.2 Conclusions:**

The following conclusions can be drawn from the findings of the study:

- ) It seems that a number of visitors who come to the library with some other work in the offices adjacent to the library. One of the reasons in decreasing the number of visitors in the NNL seems to be the result of shifting ministry of public concerns from Harihar Bhawan, where NNL is housed.
- ) This must be a matter of serious concern for such big library spending government coffers. The library ultimately, has the responsibility of spreading reading culture in the society.
- ) The students and teachers make more than 50 % of the users in the library. Their main concern remains for course related materials. And such materials are not adequate in the library. This has resulted that the attraction for the library could not increased, and a large portion of the library visitors have only the newspaper browsers.
- ) The study revealed that more than 50 percent of the users in the library still seem to be interested in self search. Self-searching in such big library may be time consuming for most of the users. It could be faster if they used computers or sought help from the library staff. The reason behind being self-searcher can be analyzed as follows:
  - i. Majority of the persons visiting the library feel hesitation to consult the library staff.
  - ii. Many might not be familiar to using computers or card-catalogs for searching library materials.

iii. May be the users aren't sure of what materials they want to read and just browse the shelves for whatever interesting they can get.

iv. Non availability of the library staff.

) The NNL being established on the foundation of the collections made by a renowned scholar of Sanskrit and Nepali and being the national library of the country, has an abundance of Nepali books and books published in Nepal.

) The NNL have very good collections of Sanskrit texts.

) Chairs and tables, lighting conditions, and drinking water and sanitary conditions found to be better in the library.

) NNL has provided internet facility for the users in general.

) Though the NNL has better collection of books they are not better protected. Most of them are found to be on the open shelves.

) Regarding the accessibility and proximity for the readers is quite better located.

) The building used by the NNL does not seem to be better located on the basis of accessibility. And the space occupied is not sufficient.

) The library hours, which follow the government office hours and days, are not suitable for many of the students and other professionals. At that time they have to be engaged on their own works.

### **6.3 Recommendation:**

The **NNL** has its own specialties.

The study has revealed the positions, strength, some limitations and some shortcomings also. On the basis of these findings and the suggestions made by the users the following recommendations are made for the improvement of the services:

) The users' attractions towards the library can be increased by providing the circulation/lending services. Especially in a country like Nepal, where libraries are very limited in number, people may not find public lending libraries in easy access with the materials of their requirement. So depending on the specialties and rarities some materials can be separated for reference only and others can be used for lending. So the library managements are suggested to rethink seriously over it.

- ) Under the lending service limited numbers of books are lent out to the readers under certain terms and conditions. ([www.nationallibrary.gov.in](http://www.nationallibrary.gov.in))
- ) Furthermore, both the libraries remain closed on all the public holidays. This keeps the libraries closed 77 days in an average in a year. This must be reconsidered because these public holidays may be the free times for the potential library goers.
- ) Nepal National Library suggested to put prominent billboards outside their premises so that the passersby may notice that there is a library which they can use if they have time. The library has hidden within high walls and most people don't even know whether they exist.
- ) Large portion of potential readers don't even know about the library. Many think it as the special library and hesitate to consult. So the message that everybody can use the library for free must be delivered to the public by various means of communication.
- ) Though, it has its own specialties, looking at the demand of the library users it is better if course related books can be added in their collections.
- ) A large number of the library visitors, in the library, seemed to be hesitating to explore around the library or to consult the library staff. The library staff is suggested to make the visitors feel comfortable in the library.
- ) Trained librarians are in the library. So efforts should be made to train many more.
- ) Efforts should be made to convince the government to increase the budget for the addition of books and physical facilities in the library.
- ) Library staff not being available when needed and minor disturbances from their talking and other activities are some of the complaints. Library staff should be careful on such matters.
- ) The library managements of the library suggested to put clear signs in the library so that the users needn't have to ask for the drinking water and the restrooms.

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## **Appendix A**

### **Questionnaire distributed to the users during the field survey**

*Covering letter:*

Dear All,

This questionnaire is a part of my study for preparing a thesis for the fulfillment of the 2<sup>nd</sup> year course of Masters in Library and Information Science (MLISc). The topic of the thesis is “Attitude of users towards the reference service of Nepal National Library: A survey.” The study focuses on the existing condition and services of the library and tries to ascertain to what extent it has been able to provide services to the users’ satisfaction. The study will also attempt to trace the potentials and limitations of the library and recommend some suggestions for improvement.

In this regard you, the library users, have the best experience regarding the services and the conditions of the library. Your suggestions and recommendations can be valuable asset for the betterment of the library.

So I humbly request you to answer this questionnaire. Your experience, creative views and suggestions are expected. I want to assure that your answers will be used for thesis purpose only.

Your kind cooperation is highly appreciated. Thank you

*With regards*

**Amit Kumar Chaudhary**

MLISc 2<sup>nd</sup> year Student

Central Department of Library and Information  
Science T.U., Kirtipur, Kathmandu

**Questionnaire:**

You are kindly requested to answer the following questions with tick marks ( ) within the given boxes. Your opinions and suggestions are expected.

**A. Personal Information:**

1. Name:- .....
2. Sex:- Male  Female
3. Age:- .....
4. Profession:- .....

**B. User Needs:**

1. Are you a regular user of this library?  
Yes  No
  
2. How often do you visit this library?  
a) Daily  b) Twice a week   
c) Weekly  d) Monthly   
e) Sometimes
  
3. Please mention your purpose of using this library.  
a) To update knowledge in the field of specialization.   
b) To consult reference materials.   
c) To find materials for research work.   
d) To look the library's decorations.   
e) To read newspapers and magazines.   
f) To spend leisure time.   
g) For all purpose.
  
4. How many hours do you spend in the library (average)?  
a) One hour  b) Two hours   
c) Three hours  d) Four hours   
e) Five hours or more

**C. Use Patterns:**

5. How do you get the required materials from this library?

- |                                   |                          |                   |                          |
|-----------------------------------|--------------------------|-------------------|--------------------------|
| a) Consulting card catalog        | <input type="checkbox"/> | b) Using computer | <input type="checkbox"/> |
| c) With the help of library staff | <input type="checkbox"/> | d) Self-search    | <input type="checkbox"/> |

6. Have you got sufficient reading materials of your requirement in the library? Please tick the area of your study as many applicable to you.

- |                               |     |                          |    |                          |
|-------------------------------|-----|--------------------------|----|--------------------------|
| a) Reference books            | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| b) Historical books           | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| c) Ancient Sanskrit books     | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| d) English literature         | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| e) Nepali literature          | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| f) Government reports         | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| g) Scientific reports         | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| h) Database information       | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| i) Course related books       | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| j) Magazines and newspapers   | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| k) Journals and periodicals   | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| l) Back volumes of newspapers | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| m) All of the above           | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |

7. Is there enough space for reading?

- a) Yes                       b) No

**D. Services:**

8. Which of the following service/services are you getting from the library?

**Conventional**

- |                                     |                          |
|-------------------------------------|--------------------------|
| a) Abstracting and indexing service | <input type="checkbox"/> |
| b) Circulation service              | <input type="checkbox"/> |
| c) Current awareness service        | <input type="checkbox"/> |
| d) Reference service                | <input type="checkbox"/> |
| e) Reprographic (photocopy) service | <input type="checkbox"/> |
| f) Translation service              | <input type="checkbox"/> |

**Modern**

- |                                     |                          |
|-------------------------------------|--------------------------|
| a) Online/Internet                  | <input type="checkbox"/> |
| b) Database in interrelated subject | <input type="checkbox"/> |

- g) Subject bibliographies
- h) User orientation
- i) Display of new books
- j) Exhibition

9. What services do you expect from the library? Please name those services.  
(See no. 8 for help).

.....  
 .....  
 .....

10. How much are you satisfied with the services provided by the library?

- a) Quite satisfied
- b) Partially satisfied
- c) Not satisfied

If not satisfied, why? Please be specific.

- a) The library staffs are not helpful
- b) The library staffs are inefficient
- c) Lack of physical facilities
- d) The library services are insufficient

11. How do you rank the current services rendered by the library?

- a) Excellent
- b) Good
- c) Satisfactory
- d) Unsatisfactory
- e) Poor

12. Please tick which of the following physical facility/facilities you find satisfactory.

- a) Chairs and Tables
- b) Light (natural / artificial)
- c) Drinking water and sanitation
- d) Telephone
- e) Internet

f) Air conditioning

13. Do you find library environment suitable for study?

a) Yes  b) No

If not, please specify:

a) Disturbance from outside noise

b) Disturbance from users and staff

c) No proper place for study

d) Chaos in the library

14. Why do you prefer this library to other libraries?

a) The services are excellent

b) Adequate reading materials

c) Good physical facilities

d) Easy to access

e) Quiet environment

f) Proximity

*E. Collections:*

15. Do you think the collection in the library is properly managed?

a) Yes  b) No

16. How much useful is the library collection for your purpose of study?

a) Quite useful

b) Somehow useful

c) Not exactly as required but can be used as reference materials

d) Not much

17. Have you found any or all of the additional reading materials in the library? Please tick those you have found.

a) Globes  b) Maps and atlases

c) Slides  d) Transparencies

e) Photographs  f) Posters

g) CDs  h) Cassettes

i) Other audio-visual items

**F. Cooperation by staff:**

18. What do you think about the library staff cooperation? Are they full helpful to serve your information needs and literature search?

a) Yes  b) No

If not, please mention your comments:

a) They do not care for the users' need

b) They are not available mostly

c) They are not well-trained themselves

**G. Library rules:**

19. Are the present opening hours of the library suitable for you?

a) Yes  b) No

If not, please mention appropriate time

.....

**H. Suggestions:**

20. Do you have any suggestions for the improvement of the library? Your comments are highly appreciated.

.....  
.....  
.....  
.....

\*\*\* Thank you for the cooperation \*\*\*

## Appendix B

### List of National Libraries in the world

#### A

Country	Library	City
Afghanistan	National Library of Afghanistan	Kabul
Albania	Biblioteka Kombetare (National Library)	Tirana
Algeria	Bibliothèque nationale d'Algérie (National Library of Algeria)	Algiers
Andorra	Biblioteca Nacional d'Andorra	Andorra la Vella
Angola	Biblioteca Nacional de Angola	Luanda
Argentina	Biblioteca Nacional de la República Argentina	Buenos Aires
Armenia	National Library of Armenia	Yerevan
Australia	National Library of Australia	Canberra
Austria	Osterreichische Nationalbibliothek	Vienna
Azerbaijan	Akhundov National Library (National Library of Azerbaijan)	Baku

#### B

Bahamas	College of The Bahamas Library ( <i>de facto</i> )	Nassau
Bahrain	Shaikh Isa bin Salman Al Khalifa National	Manama
Bangladesh	National Library of Bangladesh	Dhaka
Barbados	National Library Service of Barbados	Bridgetown
Belarus	Natsional'naiia Biblioteka Belarusi (National Library of Belarus)	Minsk
Belgium	Royal Library of Belgium	Bruxelles
Belize	National Library Service of Belize	Belize City
Benin	Bibliothèque nationale du Bénin	Porto Novo
Bermuda	Bermuda Library	Hamilton
Bhutan	National Library of Bhutan	Thimphu
Bolivia	Biblioteca y Archivo Nacional de Bolivia (National Library and Archive of Bolivia)	Sucre
Bosnia and Herzegovina	Nacionalna i univerzitetska biblioteka Bosne i Hercegovine (National and University Library of Bosnia and Herzegovina)	Sarajevo
Botswana	National Library Service of Botswana	Gaborone
Brazil	Fundação Biblioteca Nacional	Rio de Janeiro
Brunei	Dewan Bahasa dan Pustaka Library (Dewan Bahasa and Pustaka Brunei Library)	Bandar Seri Begawan
Bulgaria	SS. Cyril and Methodius National Library	Sofia
Burkina Faso	Bibliothèque nationale du Burkina Faso	Ouagadougou
Burundi	Bibliothèque nationale du Burundi	Bujumbura

**C**

Cambodia	National Library of Cambodia	Phnom Penh
Cameroon	Bibliothequenationale du Cameroun	Yaounde
Canada	Library and Archives Canada	Ottawa
	CISTI - National Science Library	Ottawa
Quebec	Bibliothèque et Archives nationales du Québec	Montreal
Cape Verde	Biblioteca Nacional de Cabo Verde (BNCV; National Library of Cape Verde)	
Central African Republic		
Chad	National Archives	N'Djamena
Chile	Biblioteca Nacional de Chile	Santiago
People's Republic of China	National Library of China	Beijing
Macau	Biblioteca Central de Macau, ( Macau Central Library)	Macau
Republic of China (Taiwan)	National Central Library	Taipei
Colombia	Biblioteca Nacional de Colombia	Bogota
Comoros	National Centre for Documentation and Scientific Research	Moroni
Republic of the Congo	Bibliothèque nationale populaire	Brazzaville
Democratic Republic of the Congo	Bibliothèque nationale de la République démocratique du Congo	Kinshasa
Costa Rica	Biblioteca Nacional de Salud y Seguridad Social (National Library of Health and Social Security)	San Jose
Cote d'Ivoire	Bibliothèque nationale de Cote d'Ivoire	Abidjan
Croatia	Nacionalna i sveučilišna knjižnica (National and University Library)	Zagreb
Cuba	Biblioteca Nacional José Martí	Habana
Cyprus	Kypriake Vivliothēke (Cyprus Library)	Nicosia
Czech Republic	Národní knihovna České republiky	Prague

**D**

Denmark	Det Kongelige Bibliotek (Royal Library)	Copenhagen
	Danmarks Naturog Lægevidenskabelig Bibliotek (Danish National Library of Science and Medicine)	Copenhagen
	Danmarks Veterinær- og Jordbrugsbibliotek (National Veterinary and Agricultural Library)	Frederiksberg
	Danmarks Pædagogiske Bibliotek (National Library of Education)	Copenhagen

Faroe Islands	F0roya landsbokasavn (Landsbokasavni^)	Torshavn
Greenland	Nunatta Atuagaateqarfia (Det Gr0nlandske Landsbibliotek, Public and National Library of Greenland)	Nuuk
Djibouti		
Dominican Republic	Biblioteca National Pedro Hennquez Urena	Santo Domingo

## E

Ecuador	Biblioteca National del Ecuador (National Library of Ecuador)	Quito
E <sup>g</sup> ypt <sup>t</sup>	Egyptian National Library and Archives	Cairo
	Egyptian National Agricultural Library	Giza
El Salvador	Biblioteca National de El Salvador (National Library of El Salvador)	San Salvador
Equatorial Guinea	Ministry of Education and Sciences	Malabo
Eritrea	University of Eritrea Library	Asmara
Estonia	Eesti Rahvusraamatukogu (National Library of Estonia)	Tallinn
Ethiopia	National Library of Ethiopia	Addis Ababa

## F

Fiji	Library Service of Fiji	Suva
Finland	Kansalliskirjasto (National Library)	Helsinki
France	Bibliothèque nationale de France (National Library of France)	Paris

## G

Gabon	Direction general des Archives nationales, de la Bibliothe quenationale et de la Documentation gabonaise (DGABD)	Libreville
The Gambia	National Library of The Gambia	Banjul
Georgia	National Parliamentary Library of Georgia	Tbilisi
Germany	Die Deutsche Bibliothek, with duties shared between: — Deutsche Bucherei Leipzig	Leipzig
	— Deutsche Bibliothek Frankfurt Deutsches Musikarchiv Berlin (German Music Archive)	Frankfurt am Main Berlin
Ghana	Ghana Library Board	Accra
Greece	Ethnike Bibliotheketes Hellados (National Library of Greece)	Athens
Guatemala	Biblioteca Nacional de Guatemala (National Library of Guatemala)	Guatemala City
Guinea	Bibliothèque nationale de Guinee	Conakry
Guinea-Bissau	Instituto Nacional de Estudos e Pesquisa (INEP, National Institute for Studies and Research)	Bairro-Cobornel
Guyana	National Library of Guyana	Georgetown

**H**

Haiti	Bibliotheque nationale d'Hai'ti	Port-au-Prince
Honduras	Biblioteca Nacional de Honduras (National Library of Honduras)	Tegucigalpa
Hungary	Orszagos Szechenyi Konyvtar	Budapest

**I**

Iceland	Landsbokasafn Islands Haskolabokasafn (National and University Library of Iceland)	Reykjavik
India	National Library of India	Calcutta
	Indian Agricultural Research Library	New Delhi
	Tamil Nadu Agricultural University	Tamil Nadu
	National Science Library of India	New Delhi
	Indian National Scientific Documentation Centre (INSDOC)	New Delhi
Indonesia	National Library of Indonesia	Central Jakarta
Iran	National Library of Iran	Tehran
	Central Library of Astan Quds Razavi	Mashad
	Tabriz National Library	Tabriz
	Malek National Library	Tehran
Iraq	National Library of Iraq	Baghdad
Ireland	Leabharlann Naisiuntanah Eireann (National Library of Ireland)	Dublin
Israel	Jewish National and University Library	Jerusalem
Italy	Biblioteca National Central Firenze (National Central Library Florence)	Florence
	Biblioteca National Central di Roma (National Central Library in Rome)	Rome

**J**

Jamaica	National Library of Jamaica	Kingston
Japan	National Diet Library	Tokyo
Jordan	National Library of Jordan	Amman

**K**

Kazakhstan	National Library of Kazakhstan	Almaty
Kenya	National Library Service of Kenya	Nairobi
Kiribati	National Library and Archives of Kiribati	Bairiki
North Korea	Grand People's Study House	Pyongyang
South Korea	National Library of Korea	Seoul
Kuwait	National Library of Kuwait	Kuwait
Kyrgyzstan	National Library of the Kyrgyz Republic	Bishkek

**L**

Laos	National Library of Laos	Vientiane
Latvia	Latvijas National abiblioteka	Riga
Lebanon	Bakleen National Library	Beirut

Lesotho	Lesotho National Library	Maseru
Libya	National Library of Libya	Benghazi
Liechtenstein	Liechtensteinische Landesbibliothek (Liechtenstein State Library)	Vaduz
Lithuania	Lietuvos nacionalinė Martyno Mazvydobiblioteka (Martynas Mazvydas National Library of	Vilnius
Luxembourg	Bibliothèque nationale de Luxembourg (National Library of Luxembourg)	Luxembourg

## M

FYR Macedonia	National and University Library St. Kliment Ohridski	Skopje
Madagascar	Bibliothèque nationale de Madagascar	Antananarivo
Malawi	National Library Service of Malawi	Lilongwe
Malaysia	Perpustakaan Negara Malaysia	Kuala Lumpur
Maldives	National Library of the Maldives	Galolhu Male
Mali	Bibliothèque nationale du Mali	Bamako
Malta	National Library of Malta	Valetta
Marshall Islands	Alele Museum, Library and National Archives	Majuro
Mauritania	Bibliothèque nationale de Mauritanie	Nouakchott
Mauritius	National Library of Mauritius	Port Louis
Mexico	Biblioteca Nacional de Mexico	Mexico City
	Hemeroteca Nacional de Mexico (National Newspaper and Periodicals Library of Mexico)	Mexico City
Moldova	Biblioteca Nationala a Republicii Moldova (National Library of Moldova)	Chişinău
Monaco	Bibliothèque Louis Notari	Monaco
Mongolia	State Public Library of Mongolia	Ulaanbaatar
Montenegro	Central narodna biblioteka Republike Crne Gore (Central National Library of the Republic of Montenegro)	Cetinje
Morocco	Bibliothèque Générale et Archives	Rabat and Tetouan
Mozambique	Biblioteca Nacional de Mozambique	Maputo
Myanmar	Myanmar National Library	Yangon

## N

Namibia	National Library of Namibia	Windhoek
Nepal	National Library of Nepal	Lalitpur
Netherlands	Koninklijke Bibliotheek	The Hague
Aruba	Biblioteca Nacional Aruba (Aruba National Library)	Oranjestad
New Zealand	National Library of New Zealand	Wellington
Cook Islands	Cook Islands Library and Museum Society	Rarotonga
Nicaragua	Biblioteca Nacional Ruben Dario	Managua

	Biblioteca Nacional de Salud (National Health Library)	Managua
Nigeria	National Library of Nigeria	Lagos
Norway	Nasjonallbiblioteket	Oslo

## O

Oman	Sultan Qaboos University Library	Muscat
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## P

Pakistan	National Library of Pakistan	Islamabad
Panama	Biblioteca Nacional de Panama	Panama City
Papua New Guinea	National Library of Papua New Guinea	Boroko
Paraguay	Biblioteca y Archivo Nacional	Asuncion
Peru	Biblioteca Nacional del Peru	Lima
Philippines	National Library of the Philippines	Manila
Poland	Biblioteka Narodowa	Warsaw
Portugal	Biblioteca Nacional de Portugal	Lisbon

## Q

Qatar	National Library of Qatar	Doha
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## R

Romania	Biblioteca Nationala a Romaniei	Bucharest
Russia	Russian State Library	Moscow
	Russian National Library	St. Petersburg
Rwanda	Bibliothèque nationale du Rwanda	Kigali

## S

Saint Lucia	Central Library of Saint Lucia	Castries
San Marino	Biblioteca di Stato e Beni Librari	San Marino
Saudi Arabia	King Fahad National Library	Riyadh
Senegal	Archives nationales du Senegal	Dakar
Serbia	Narodna biblioteka Srbije (National Library of)	Belgrade
	Biblioteka Matice srpske (Yugoslav National)	Novi Sad

Seychelles	National Library of the Seychelles	Mahe
Sierra Leone	Sierra Leone Library Board	Freetown
Singapore	National Library, Singapore	Singapore
Slovakia	Slovenská národná knižnica (Slovak National)	Martin
Slovenia	Narodna in univerzitetna knjižnica (National and University Library)	Ljubljana
Solomon Islands	National Library Service of the Solomon Islands	Honiara
Somalia	National Library of Somalia	Mogadishu
South Africa	National Library of South Africa — National Biblioteek van Suid Afrika	Pretoria
		Cape Town
Spain	Biblioteca Nacional de España	Madrid

Catalonia	Biblioteca de Catalunya (Library of Catalonia)	Barcelona
Sri Lanka	National Library of Sri Lanka	Colombo
Sudan	National Records Office (archives)	Khartoum
Swaziland	Swaziland National Library Service	Mbabane
Sweden	Kungliga Biblioteket	Stockholm
Switzerland	Swiss National Library — Schweizerische Landesbibliothek —	Berne
Syria	Al-Assad National Library	Damascus

## T

Tajikistan	State Republic Library	Dushanbe
Tanzania	Tanzania Library Service	Dar es Salaam
Thailand	National Library of Thailand	Bangkok
Togo	Bibliothèque nationale du Togo	Lome
Trinidad and Tobago	National Library and Information System	Port of Spain
Tunisia	Bibliothèque nationale de Tunisie	Tunis
Turkey	Milli Kutuphane (National Library)	Ankara
Turkmenistan	National Library of Turkmenistan	Ashgabat
Tuvalu	National Library and Archives of Tuvalu	Funafuti

## U

Uganda	National Library of Uganda	Kampala
Ukraine	Vernadsky National Library of Ukraine	Kiev
United Arab Emirates	Cultural Foundation National Library	Abu Dhabi
United Kingdom	British Library	London Boston Spa (Wetherby)
Scotland	National Library of Scotland	Edinburgh
Wales	National Library of Wales (Llyfrgell Genedlaethol Cymru)	Aberystwyth

United States	Library of Congress	Washington, D.C.
	National Library of Medicine	Bethesda
	National Agricultural Library	Beltsville
	National Archives and Records Administration	College Park
Uruguay	Biblioteca Nacional del Uruguay	Montevideo
Uzbekistan	National Library of Uzbekistan	Tashkent

## V

Vanuatu	National Library of Vanuatu	Port Vila
Vatican City	Vatican Library (Biblioteca Apostolica Vaticana)	Vatican City
Venezuela	Biblioteca Nacional de Venezuela	Caracas
Vietnam	National Library of Vietnam	Hanoi

**Z**

Zambia	Zambia Library Service	Lusaka
Zimbabwe	National Free Library of Zimbabwe	Bulawayo

Source:-[http://en.wikipedia.org/wiki/list\\_of\\_national\\_libraries](http://en.wikipedia.org/wiki/list_of_national_libraries).