

A Study on Library Usage and Infrastructure Dasaratha Deb Memorial College Khowai, Tripura, India

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Abstract: *This study explores the infrastructure, resource usage, user satisfaction, and technological integration of the Central Library at Dasharatha Deb Memorial College (DDMC). Using a mixed-method approach that combines quantitative surveys and qualitative interviews, the research identifies key strengths such as a substantial book collection (over 25,000 volumes) and a high book-student ratio. However, critical challenges include manual circulation systems, limited digital access, inadequate physical space, and low awareness of ICT services among students. Comparative analysis with other government college libraries reveals that while DDMC holds advantages in collection size, it lags in automation and digital engagement. Feedback from students and staff highlights the need for automation, better infrastructure, ICT training, and extended access hours. The study recommends strategic improvements including digitization using library software (e.g., Koha), ICT literacy programs, infrastructural expansion, and increased administrative support. These enhancements aim to transform the DDMC Central Library into a dynamic, student-centered learning hub aligned with modern academic demands.*

Keywords: *Academic library, user satisfaction, library services, digital resources, ICT integration, library automation, DDMC, government college libraries, Koha, library infrastructure*

I. INTRODUCTION

The constitution of India envisages that every citizen has the right to education. The paradigm shifts in the democratization of education promoted the concept of equal opportunity to all, irrespective of race, age, status, and ability. Continuous life-long educational avenues must be provided to achieve this objective. An Academic library is an integral part of the institution complimenting classroom teaching and non-formal mode of education. Therefore, a library as an indispensable repository of knowledge supports the academic system of the country. The first law of library science as enunciated by Ranganathan "Books are for use" gave a totally new outlook to the functioning of the libraries. Libraries have become a public institution rather than an institution for the benefit of a privileged few. Lot of public monies is being spent on developing the library resources, amenities, and infrastructure. A librarian has to persuade people to benefit by the knowledge treasured up in books (Ranganathan, 1988). This is absolutely true in a knowledge-driven society where knowledge is considered as an individual as-well-as institutional asset. Though library is a relatively small organization, it operates in a complex, dynamic and uncertain environment. A library being a social organization has to take care of increasing government regulations, union activities and increasing community interest. A library is a growing organization and with passage of time some libraries grow into large and complex organizations. Government agencies, universities, colleges, and schools are non-profit making organizations and they have certain social responsibilities. As libraries attached to these organizations exist to serve their parent bodies, therefore, their libraries should support them to accomplish the objectives. However, it is essential that the parent bodies should clearly lay down their social responsibilities.



What is a Library?

A library is far more than a mere room filled with books; it is a foundational institution that shapes the intellectual and cultural growth of society. Since ancient times, libraries have served as vital centers for the accumulation, preservation, and dissemination of knowledge. They are sanctuaries of learning, places of inspiration, and instruments of empowerment. In the contemporary world, a library is recognized not only as a collection of printed materials but also as an inclusive space that facilitates access to a vast universe of information through both traditional and digital mediums.

Purpose and Functions of a Library

The functions of a library are multifaceted and dynamic. They include:

- **Educational Support:** Libraries provide textbooks, reference materials, journals, and online resources that support the academic curriculum, thereby enhancing teaching and learning.
- **Preservation of Knowledge:** Libraries safeguard historical and cultural heritage through the maintenance of rare manuscripts, local history collections, and archives.
- **Information Access:** They act as gateways to information by providing access to local and global knowledge resources, both print and digital.
- **Promotion of Literacy and Reading:** Libraries nurture reading habits, foster a love for literature, and improve language and communication skills.
- **Research Assistance:** Through their reference services, databases, and research guides, libraries assist researchers and scholars in accessing credible and relevant information.
- **Community Engagement:** Many libraries host workshops, lectures, exhibitions, and cultural programs, making them vibrant centers for community interaction.
- **Digital Inclusion:** In the digital era, libraries bridge the digital divide by providing internet access and training in information and media literacy.

Objective of Study:

The main objectives of this research are:

- To classify the type and category of the college library at Dasharatha Deb Memorial College and examine how it fits within the broader academic library framework.
- To assess the infrastructure, resources, and services currently available in the college library.
- To evaluate the usage patterns of students and faculty in terms of frequency, purpose, and satisfaction with library services.
- To identify barriers and challenges faced by users that hinder effective library use, including technological, informational, and logistical issues.
- To analyze the impact of information literacy and ICT tools on academic library usage and learning outcomes in a college setting.
- To gather and interpret user feedback through surveys and fieldwork, providing data-driven insights into user behaviour, expectations, and gaps in service.
- To propose practical suggestions and recommendations for improving library services, resources, and user engagement, especially in government-run undergraduate institutions.
- To contribute to the limited literature on college libraries in rural or semi-urban Indian contexts and inform future policy or academic interventions.

II. REVIEW OF LITERATURE

P. Rani (2018). A Study on Library Resources with Services Satisfaction Based on Students and Faculties: In an Institution.



Fulfilling users' data prerequisites in the instructive organizations has been the primary point of scholarly libraries and digital libraries. For scholastic as well as digital libraries the user serves distinctive classes of users, for example, students, examine researchers, instructing/non-teaching staffs, and executives with fluctuated data requests. Libraries are assistance-based associations built up for the arrangement of important data assets and quality administrations to address and fulfill their users' satisfaction with PG and UG students and faculties. The examination is to attain a user's satisfaction on library for the most part, investigates the satisfaction of library resources and services analyze with students and faculties. To start with we gather information from the institution based on user result and we need to examine the user satisfaction. The information gathering depends on user questionnaires and respondents. Here the satisfaction level is examined and it is clarified in the underneath procedure.

Ajay Kumar Chaubey (2017). Use of Library Facilities and Resources

This study is an attempt to understand and evaluate the use library facility and resources among research scholar in Guru Ghasidas University, further examines in detail access and awareness, the predominant use of information resources and identify the barriers in use of library facilities and resources by research scholars. Survey method was follow to collect data. A total of 140 structured questionnaires were distributed to users and out of which 116 questionnaires were duly obtained with a response rate of 82.85%. A stratified accidental random sample method was used for selection of respondents. In this paper we found that majority of respondents 31.03% visit the library daily and 29.31% respondents visit the library once in a week, 65.52% e-journals are frequently used by research scholar and also 67.24% of the research scholar expressed that the library has updated books are not available. It seems that library should subscribe a number of e-resources, such as e-journals, online databases, and print journals to fulfill the demand of the research scholars in their area of interest.

Kwetepe Julious Malatji (2017). Studied on the Students' perceptions on the Role of the Library in their Studies at Tshwane University of Technology, Polokwane Campus.

The purpose of the study was to investigate students' perceptions of the role of the library in their studies. A positivist research paradigm was employed and quantitative and qualitative research approaches were followed. The research design was a case study. Three sampling methods were used in the study. To obtain a sample of the students, stratified random sampling and systematic sampling were applied. In the case of the library staff, purposive sampling was used. Data was collected from students and a limited number of library staff using questionnaires and interview schedules respectively. The latter was for the purpose of validating and collecting complete data from students. The findings of the study revealed that students have positive perceptions of the library and are satisfied with library services. The findings of the study further revealed that students find the library to be user-friendly and they use the library to borrow materials, read their own notes and books, access the internet and study. Factors, such as opening and closing hours, a conducive environment for studying, and knowledge of the library staff helps the library to contribute to students' achievement outcomes. Moreover, the findings reveal that lack of resources, non-attendance of information literacy programmes by students, a lack of research support, and an inadequate infrastructure hinder the library's contribution to students' achievement outcomes. The research recommends that there should be a credit-bearing and compulsory information literacy programme offered as part of the curriculum at all levels of study. Furthermore, library staff needs to engage and interact well with students in order to better meet the needs of individual students. They should have continuous engagement with students and notify them about important events within the library.

III. METHODOLOGY, MATERIALS, AND DATA ANALYSIS

This chapter outlines the methodology employed in conducting the study of the central library of Dasharatha Deb Memorial College (DDMC). The study focuses on understanding the existing library infrastructure, resource usage, user behavior, staff input, and students' awareness of library services. To gain accurate insights into library dynamics, a mixed-method approach that incorporates both quantitative and qualitative tools was utilized.

The methodology comprises multiple stages: formulating the objectives, designing the research strategy, selecting the study population and sample, developing survey tools, administering the data collection, and analyzing and interpreting the collected data using appropriate methods.



Objectives of the Study

- To evaluate the physical and technological infrastructure of the DDMC central library.
- To assess the extent of usage by students, faculty, and staff.
- To identify strengths, gaps, and potential areas of development.
- To examine student satisfaction levels and reading habits.
- To analyse library-user ratios, circulation data, and ICT adoption.
- To provide actionable recommendations for improving library services.

IV. RESEARCH DESIGN

The study follows a descriptive survey design, which is effective for measuring perceptions, usage trends, and satisfaction among large user groups. This design allows for the collection of comprehensive information through self-reported data, supplemented by on-site observations.

Primary Data:

Collected through structured survey questionnaires distributed among students, teachers, and library staff. In addition, informal interviews and observational visits were conducted.

Secondary Data:

Included college records, historical library usage logs, UGC reports, and academic literature related to college libraries in India.

Sample and Population:

- Target Population: All undergraduate students enrolled in DDMC, as well as faculty members and library staff.
- Sample Frame: Students from Arts, Science, and Commerce streams across all semesters.
- Sample Size: 120 students and 10 teaching staff members were randomly selected.
- Sampling Technique: Simple random sampling was employed to ensure equal representation. For staff feedback, purposive sampling was used.

V. GLIMPSE OF SURVEY





Tools of Data Collection

The study used a structured questionnaire divided into multiple sections to collect diverse types of data. Tools included:

- Demographic Data Sheet: Captures academic background, gender, and stream of the respondent.
- Usage Questionnaire: Closed-ended and multiple-choice questions on visit frequency, resources used, and service satisfaction.
- Likert-Scale Items: Used to gauge satisfaction levels and ICT familiarity.
- Open-ended Questions: Allowed students to share suggestions and criticisms.
- Staff Interview Template: Focused on staffing adequacy, circulation challenges, and user behaviour.

VI. DATA ANALYSIS AND INTERPRETATION

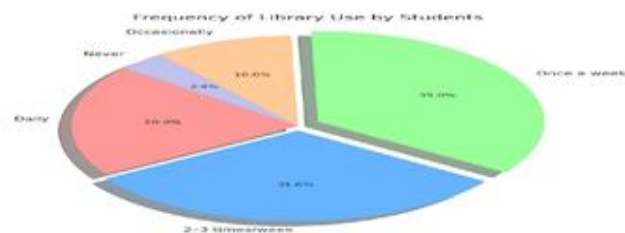
Frequency of Library Visits by Students



Data Analysis and Interpretation

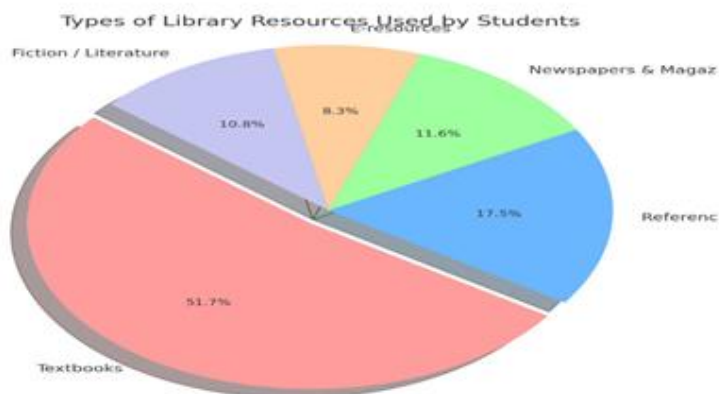
Frequency of Library Visits by Students

Frequency	No. of Students	Percentage(%)
Daily	24	20%
2-3times/week	38	31.6%
Once a week	42	35%
Occasionally	12	10%
Never	4	3.4%



Preferred Type of Library Materials

Type of Resource	No. of Students	Percentage(%)
Textbooks	62	51.6%
Reference Books	21	17.5%
Newspapers & Magazines	14	11.6%
E-resources	10	8.3%
Fiction/Literature	13	10.8%



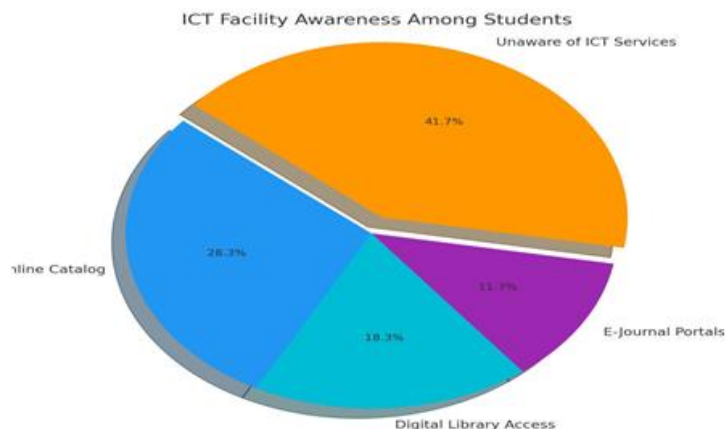
Observation:

Textbooks are the most used resource, followed by reference materials. Low resource usage indicates either lack of awareness or accessibility issues.



Awareness and Use of ICT Tools

ICT Facility Awareness	No. of Students	Percentage (%)
Online Catalog	34	28.3%
Digital Library Access	22	18.3%
E-Journal Portals	14	11.6%
Unaware of ICT Services	50	41.6%



Observation:

High unawareness levels (41.6%) highlight the need for ICT literacy workshops and increased digital visibility within the library.

Daily Library Circulation Activity (Staff Reported)

Average Daily Footfall: 100–110 students

Books Issued/Returned Per Day: ≈ 30

Library Staff: 1 Librarian + 2 Group-D assistants

Book-Student Ratio: Approximately 11:1

VII. DISCUSSION

This chapter presents an in-depth analysis of feedback obtained from students and library staff, alongside a critical discussion of the study findings. By evaluating both quantitative and qualitative inputs, this chapter highlights the strengths and areas needing improvement in the DDMC Central Library. The discussion draws connections between the survey data and broader educational research to provide actionable interpretations.

Staff Opinions and Suggestions

Feedback from the library staff, including the Librarian and Group-D assistants, was collected through interviews. Key points are summarized below:

Area of Concern	Observations from Staff
Staffing	Insufficient staffing is a major concern; 3 staff members serve over 1000 students.
Circulation Workload	Manual book issuance slows down the process; staff recommend automation.
Physical Infrastructure	Reading room capacity needs expansion to handle peak student volume.



ICT Infrastructure	Lack of dedicated computer terminals for students to access e- resources.
Library Promotion	Students are often unaware of the full range of library services.

Conclusion from Staff Feedback:

There is an urgent need to modernize the circulation system. Better signage, orientation sessions, and ICT facilities would enhance student experience.

Open-Ended Student Feedback (Thematic Summary)

Positive Aspects Mentioned by Students:

Staff are helpful and cooperative.

The library environment is peaceful and conducive to study.

Book collection is good in core subjects (e.g., Political Science).

Commonly Suggested Improvements:

Increase in Reading Room Space: Students suggest a dedicated hall for group study.

Access to Digital Resources: Demand for Wi-Fi and access to academic databases.

Library Orientation: Freshers feel lost; orientation and signage would help.

More Copies of Popular Books: Especially before exams, multiple copies are required.

Extended Library Hours: Evening access before exams is highly requested.

Comparative Analysis with Other Government Colleges

Parameter	DDMC Central Library	Average Government Girls' College Library
No. of Books	25,000+	18,000–20,000
Book-Student Ratio	11:1	8:1 to 10:1
ICT Awareness (Student)	58.4%partiallyorfully aware	45%–50%
Staff Strength	3	4–5
Circulation System	Manual	Manual/Partial Automation

Interpretation:

DDMC performs better in collection size and student-book ratio. However, other colleges are gradually adopting digital tools, where DDMC still needs growth.

Discussion of Key Findings

This section integrates insights from staff and student feedback with comparative metrics and educational best practices.

Library Usage Patterns:

Survey results showed 86% of students use the library at least once a week.

Most users rely on physical books for assignments and exam preparation.

Despite interest, digital material usage remains minimal.

Resource Preferences:

The most requested materials include textbooks, previous year question papers, and reference books.

Some demand was recorded for magazines and daily newspapers, primarily among humanities students.

Infrastructure and Services:

Students appreciate the existing book collection but are disappointed by poor seating, lighting, and lack of computers.

All operations are still done manually, causing delays in issue/return and book tracking.



Information and Digital Literacy:

While more than half of the respondents are aware of digital resources, only a small percentage use them. The main reasons cited are lack of training and limited access.

Staff Perspective:

Staff are willing to adopt modern tools but require administrative support. They suggest workshops, vendor support for library software, and additional clerical hiring.

Implications for Institutional Development

The gap between demand and delivery in terms of services must be addressed through ICT integration. Greater communication between departments and the library will ensure better collection development. Infrastructure upgrades should include both physical (space, furniture) and digital (Wi-Fi, OPAC) improvements. Training and awareness programs will empower students to use the library more independently and effectively.

VIII. RESULT DISCUSSION

The final chapter synthesizes all data-driven insights, observations, and survey outcomes presented throughout the study on the central library of Dasharatha Deb Memorial College (DDMC). The goal is to translate analytical insights into meaningful conclusions and actionable recommendations, while also charting a path for future research in the domain of college-level library development and user experience. This chapter also discusses in-depth the tangible and intangible benefits derived from current practices, and how evidence-based enhancements can pave the way toward a more user-friendly, digitally advanced, and academically enriching library environment.

Summary of Major Findings

Based on the triangulated analysis of survey responses, staff interviews, and comparative institutional reviews, the key findings are summarized as follows:

Area of Analysis	Key Result
Library Collection	Over 25,000 books, high book-student ratio (11:1)
Usage Frequency	86% of students use the library at least once per week
Digital Access	ICT awareness among 58.4% students, but limited actual use
Staffing	Only 3 staff members, burdened with manual work
Circulation	Fully manual system with scope for automation (Koha suggested)
Physical Space	Only one reading room, lacks group study zones or quiet research spaces
Student Feedback	Strong demand for more seating, Wi-Fi, book tracking, and longer hours

These results highlight that while DDMC's library has strong foundational resources, its utilization and overall efficiency are limited due to lack of modern services, understaffing, and infrastructure constraints.

Interpretation of Results

Strengths:

Extensive Collection: The DDMC library possesses a commendable repository of over 25,000 books, placing it well above the state-level average for government college libraries. This is particularly notable in Political Science and English literature.

Supportive Environment: Positive student sentiments toward library staff indicate good interpersonal service quality, which is a crucial factor for user retention and engagement.

Basic ICT Awareness: Over 58% of students show some understanding of digital resources, reflecting a potential base for further ICT-based development and integration.



Weaknesses:

Manual Systems: All core functions (cataloging, circulation, and inventory tracking) are manually performed, which leads to inefficiencies, data loss risk, and time wastage.

Inadequate Physical Infrastructure: The lack of adequate reading space, poor lighting, and absence of group study or quiet zones restrict the academic utility of the library.

Limited Technological Access: No student computers, limited internet access, and lack of e-resources hinder academic exploration beyond the physical collection.

Opportunities:

Government and UGC Grants: Funding schemes can support digitization, ICT upgradation, and space expansion.

Partnerships with Universities: Academic tie-ups for shared digital libraries and journal access can enrich learning resources.

Training Programs: Introducing structured user training and digital literacy initiatives can improve the quality of library engagement.

Threats:

Peer Progress: Competing colleges are beginning to digitize and automate, posing a risk of DDMC falling behind in library modernization.

Underutilization: Continuous underutilization may lead to reallocation of resources elsewhere, weakening the library's institutional role.

IX. CONCLUSION

The study of the Dasharatha Deb Memorial College (DDMC) Central Library reveals both strengths and challenges in its current structure, usage patterns, and infrastructural support. While the library possesses a relatively rich collection of over 25,000 volumes and shows a healthy student-to-book ratio, the effectiveness of this asset is limited by a lack of modernization, inadequate human resources, and minimal digital integration. This situation reflects a broader trend among many government-affiliated academic institutions in India, where the pace of digital transformation remains slow despite significant opportunities for advancement.

The results of the survey clearly highlight that students value the library as an academic space, regularly visiting it for their study and research needs. The cooperative behavior of the library staff and the peaceful study environment were among the most appreciated aspects. However, numerous constraints hinder the optimal use of library resources—such as lack of automation, limited seating, poor signage, and insufficient access to digital resources and internet connectivity. These limitations are not only logistical but have wider academic implications. The inability to access e-books, academic journals, and digital databases constrains students' potential for critical thinking, independent research, and exposure to updated global knowledge.

The insights gained from staff interviews further confirm the administrative and technical shortcomings faced by the library, including understaffing and dependence on manual processes for circulation and cataloging. These issues burden the limited staff and make the system prone to errors and inefficiencies. Additionally, the lack of orientation programs and signage creates a confusing experience for new users, thereby discouraging them from utilizing the library to its fullest extent.

To address these issues, the study recommends a multipronged approach that includes infrastructural expansion, digitization of services through software like Koha, implementation of digital literacy training for both students and staff, and increased engagement of faculty in library planning. Institutional investment, both in terms of funding and vision, is crucial. The library must be seen not merely as a book-lending room but as a dynamic learning hub that facilitates interdisciplinary exploration, fosters innovation, and supports lifelong learning.

In conclusion, the DDMC Central Library has the potential to emerge as a model academic library in the region. With strategic reforms and a forward-looking approach, it can transform into a fully digital, student-friendly space that aligns with the evolving demands of higher education in India. By closing the gaps between resources and usage, technology



and tradition, policy and practice, the library can truly become the academic heart of Dasharatha Deb Memorial College.

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