

Collection and Services of Government Libraries in Delhi : A Study

Kimi Mahawariya* and Meera Yadav

Department of Library and Information Science, University of Delhi, Delhi - 110 007, India

**E-mail: kimibcom@gmail.com*

ABSTRACT

The present study aims to find out the collection development and management, library services, library staff, library budget, and ICT technology in the selected six libraries of the central government ministries viz. Ministry of Law and Justice, Ministry of Corporate Affairs, Ministry of Agriculture and Farmers Welfare, Ministry of Commerce and Industry, Ministry of Housing and Urban Affairs and Ministry of Consumer Affairs, Food and Public Distribution that are situated in Delhi by way of collecting their qualitative and quantitative data on aforesaid parameters which could be directly related to their overall development. There are various studies on various types of government libraries however no study on ministerial libraries of the government of India has been done before. The research was designed through a structured questionnaire that aimed at collecting information about the overall collection, management, and functions of the libraries and subsequently, the librarians or heads of selected libraries alongwith their staff were approached for collection of the data specific to the structured questionnaire. Findings of the study show that these libraries are lacking professional skilled staff as well as the unavailability of adequate ICT components. Furthermore, there is a lack of proper information services which is hindering their overall development. Since these libraries are special libraries in nature and consists of a rare and useful collection related to their respective Ministry, hence, evaluation and study of these libraries to know their developmental status will be helpful to the library users.

Keywords: Government library; Ministry library; Growth and development of the library; Collection and services of the library; ICT tools; Government library in Delhi

1. INTRODUCTION

The functioning of the Government of India effectively involves decision making by the executives on crucial matters, policies and thereafter issuing important orders, notifications, gazettes for implementation of approved schemes, projects, etc through various Ministries. The important documents concerned with any Ministry are, therefore, required to be preserved and housed to enable drafting of future developmental policies, making society aware of the ministry's objectives and their functioning. Thus, the library associated with any Ministry is of utmost importance keeping in view its very objective i.e. preserving exhaustive and authentic information, documents connected to the respective ministry. New Delhi is the capital of India and a place where all the ministries of the government of India are located. Many research scholars, employees of ministries, and politicians access ministerial libraries for information resources. Thus, it becomes unavoidable that these special libraries develop a collection fit for the users and manage it well to fulfil the information requirement of their users and their staff should be well-skilled to serve the purpose.

The present paper aims at studying the developmental condition of the following six libraries of six different government ministries while taking into consideration various

parameters such as total collection, services offered, number of staff, users, level of automation, and their budget:

- Ministry of Law and Justice -Department of Legal Affairs (MoLJ) - Room No. 426, A-wing, Shastri Bhawan, New Delhi
- Ministry of Corporate Affairs (MoCA) - Shastri Bhawan, New Delhi
- Ministry of Agriculture and Farmers Welfare (MoAFW) - Room No. 012, Ground Floor, Krishi Bhawan
- Ministry of Commerce and Industry (MoC&I) - Room No. 51 (Basement) Udhog Bhawan
- Ministry of Housing and Urban Affairs (MoHUA) - Room No. 303, C-Wing, 3rd Floor Nirman Bhawan
- Ministry of Consumer Affairs, Food and Public Distribution (MoCAFPD) - Ground Floor, Krishi Bhawan

The study is performed with help of a survey conducted in the six reference libraries for systematically collecting the details of their collection, services, infrastructure, members, staff, activities, budget, etc. for the period from 2010-11 till 2019-20. The survey is realised by collecting the above-mentioned information on a questionnaire designed for the purpose, having personal interviews, direct observations, and consulting various documents such as annual reports, brochures, etc. of the libraries. Despite being so special and old, these government libraries are not common choices

for library pupils due to unawareness of their existence and their lonely/outlying location. It took pertinacious efforts and determination for the investigators to visit every floor/room of various governmental Bhawans/buildings to track and locate these libraries. The study sheds light on the current situation of the six reference ministerial libraries and it brings about a clear picture of their developmental status. The study will help the libraries to better know their inferiorities with the modern-day requirement of their users and plan accordingly for their future growth and development.

2. LITERATURE REVIEW

Kandhaswamy & Bhat¹ traced the history of the growth and development of public libraries of India through an account of social, economic, and political conditions that existed during the post-independent era. The investigators also examined the role of government and Non-Government organisations in the development of the public library system of India. The investigators further examined public libraries in each state to understand and find possible ways to address the existing inadequacies and potential challenges in establishing new libraries. Chaurasia & Singh² have tried to analyse the difficulties suffered by public libraries in India due to Indian culture and government initiatives. It is observed from the findings that there is no library legislation in the states with a low literacy rate. The lack of political consensus and goodwill, also legislative process, and legal issues involved in policymaking badly hampered the public libraries for the public of India. Tonmoy³ explored the growth and development of university libraries of Assam in the context of Ranganathan's fifth law of library science in the IT environment. The researcher discussed the status of growth and development of university libraries of Assam and also identified factors of their development. The study reflects the growth scenario in terms of collection, manpower, users, services, and funds, etc. It is also observed that university libraries of Assam have been using various tools and techniques to implement the latest technology to uplift the library standards, different functionalities by offering enhanced services and also incorporating the most recent technological advancement to the end-users. Vaiphei⁴ have discussed the growth and development of theological college libraries of North East India. The researcher has tried to show the growth and development of such libraries based on findings of an extensive survey. Kaur & Walia⁵ have found that with the advent of ICT and its impact on society, it is evident that the public libraries are not making the desired effort to reach out to the public and make it more appealing to the users. The main problem with the library remains to be the lack of membership. Singh⁶ has explored the growth, development, and use of Dr. Ganda Singh Punjabi reference library which is one of the richest libraries on Punjabi language and literature in the world. Findings reveal that the library does not carry an adequate amount of collection because of insufficient financial support from its authority, inadequate professional staff, and services are lacking modernisation in its functioning. Tripathy⁷ has discussed the status of special libraries in Orissa. Findings reveals that government libraries are more prominent as compared to other classes of special libraries and a majority

of libraries have a proper infrastructure, adequate space for keeping collection, provision of the reading area, proper information sources and facilities, IT equipments, information security tools, etc. However, the majority of libraries are yet to have their library website.

3. METHODOLOGY

The six reference libraries undertaken for the studies have not been studied so far for their developmental status. The present studies have been done to address the following research questions:

- To know the growth and development of the libraries
- To know the collection and services available to users in the libraries
- To know the status of the library staff and the development policies followed by the libraries
- To know the modes of digitisation and automation adopted by the libraries
- To know the information security system equipped by the libraries
- To know the source of budget in the libraries.

The investigators have first designed a research-oriented questionnaire broadly accounting for the developmental status of libraries based on library-specific parameters discussed earlier. Thereafter, the library heads have been interviewed personally to collect adequate data specific to the abovesaid questionnaire for the present studies. Data were also collected by interviewing different members of the staff of these libraries followed by direct observation of the responses. The annual reports of the libraries were also taken into consideration for presenting a comparative analysis of the libraries under study. Finally, the six reference libraries have been assigned ranks among themselves by calculating total marks after awarding a unit mark subject to presence/availability of selected parameters.

4. DATA ANALYSIS AND INTERPRETATION

A comparative account of the developmental status of these libraries has been made by the authors. The data collected and interpretations made are presented as under:

4.1 Collection Development and Collection Management

Collection development is the process of selecting, acquiring, and organizing the information resources of a library. It is very important to know if the collection is organised with proper display techniques and guiding signs to make information resources easy to locate.

It is observed from the data collected that the Library under the Ministry of Commerce and Industry has the largest collection which ranges from 1 Lakh - 2 Lakh during 2010-11 to 2019-20 and has an increment of 1,000 library collections each year. The libraries of the Ministry of Law and Justice and the Ministry of Corporate Affairs have collections of 50,000-1 lakh during the period of the study with an increment of 400 and 3,000 per year respectively in their collections. The library collection of other libraries namely libraries of the Ministry of

Table 1. Sections maintained in the libraries

Library sections	Ministry of Law & Justice- Department of Legal Affairs	Ministry of Corporate Affairs	Ministry of Agriculture & Farmers Welfare	Ministry of Housing and Urban Affairs	Ministry of Commerce and Industry	Ministry of Consumer Affairs, Food and Public Distribution	Total
Acquisition section	Yes	Yes	Yes	Yes	Yes	Yes	6
Processing/technical section	Yes	Yes	Yes	Yes	Yes	Yes	6
Circulation section	Yes	Yes	Yes	Yes	Yes	Yes	6
Periodical section	Yes	Yes	Yes	Yes	Yes	Yes	6
Reference section	Yes	Yes	Yes	Yes	Yes	Yes	6
Stack area section	Yes	Yes	Yes	Yes	Yes	Yes	6
Binding section	No	No	No	No	No	Yes	1
Electronic data processing section	No	No	No	No	No	Yes	1
Audio visual section	No	No	No	No	No	No	0
Digital library section	No	No	No	No	No	No	0
Office	No	No	No	No	No	No	0
Total	6	6	6	6	6	8	

Agriculture and Farmers Welfare, the Ministry of Housing and Urban Affairs and the Ministry of Consumer Affairs, Food and Public Distribution have collection ranges from 20,00- 50,000 with an increment of approximately 2500 each year since 2010-11 till 2019-20.

4.1.1 Functions of the Libraries

Every library has its own strategy and systematic plan, depending upon its size and nature, to run itself effectively and efficiently. The functions of a library are divided into various sections like acquisition, technical, periodical, and others. Good libraries with huge collections mostly have all the sections but libraries with small collections may or may not have all the sections. Thus, it is important to know the existence of different sections. A overlook of various sections maintained in the libraries under reference are tabulated in Table 1.

It is observed from Table 1 that all six libraries have basic required sections which are Acquisition, Technical, Circulation, Periodical, Reference, and Stack area section (6 sections). But most of the libraries do not have electronic data processing, Audio Visual section, and Digital library section which shows these libraries lack automation in their functionality. Ministry of Consumer Affairs, Food and Public Distribution library do have binding and electronic data processing sections which helps it to work more effectively. It is found that all the sections have been existing at their initial places/position during reference period of the study i.e., 2010-11 to 2019-20.

4.1.2 Technical Processing

After the acquisition, information resources have to undergo technical processing to make them searchable and usable. The main course of action of technical processing involves Classification and Cataloguing.

As observed, the majority of the selected libraries use Dewey Decimal Classification (DDC) to classify their

collection and Anglo-American Cataloguing Rules (AACR-II) to catalogue their library collection. The library under Ministry of Law and Justice follows Colon Classification scheme to classify its resources and uses Classified Catalogue Code for cataloguing purposes. The Ministry of Housing and Urban Affairs library uses Online mode to catalogue without the help of any Cataloging Scheme. The MoCAFPD's library uses e-granthalaya software for cataloguing.

4.1.3 Accessibility of the Resources in the Libraries

An effort was made to ascertain the accessibility of resources under the six reference libraries. The type of access can be Open or Closed depending upon the accessibility to the resources. It was observed that all of the libraries except the library of the Ministry of Law and Justice provide open access to their users to facilitate the utilisation of the library collection. Further, the libraries do not have any security mechanism in their library to protect their collection as they do not need any since their users are government employees and no misconduct had happened in the past either.

4.1.4 Shelving and Display Infrastructure

A library needs to display its collection in such a way that it is easily noticeable to the library users. Different shelving techniques are used by libraries for different types of collection to make its members aware of the collection.

It is seen from data collected that, four (04) shelving techniques i.e. book end (to keep the collection on a shelf together), Magazine stand, Newspaper display and Periodical racks are available in all six libraries. None of the libraries uses Book easel (on which large or delicate books could be supported while reading), Brochure display, CD/DVD display, Desktop display, Wall mount display, Book ease trolley (to transfer book from one place to another), and Compact shelving for its collection.

4.1.5 Availability of Information Resources

Collections of government ministry libraries are associated with the need and requirements of the ministry itself. These libraries do not have a general collection like other public libraries but their collection is specialised in nature. An overview of the information resources in these libraries is given in the table below:

As shown in Table 2, these libraries have a record of government documents related to their respective Ministry which includes annual reports, gazettes, and rule books (SWAMI, FR&SR), etc. The library of the MoCA has research work documents from ICS/ICWA. The library of the Ministry of Commerce and Industry has a rare collection of copyright records, policymaking records, books on FDI, databases of CMIE, and a special document namely, Statistics of Foreign

Trade (Quarterly). It is observed that out of 13 above-mentioned collection types, books, newspapers, magazines, and Government documents are available in all the libraries. Except for the library under MoLJ, all other libraries also house Maps/Charts/Atlas, Periodicals, and Reference resources. Out of 13 above shown collection types, the library of the Ministry of Corporate Affairs has 10 different types of collections followed by the Ministry of Commerce and Industry which has 9 different types of collection in its library. Manuscripts and e-books are not available in any of the libraries under study.

4.1.6 Stock Verification and Preservation

Various stock verification and preservation tools utilised by the reference libraries were observed during the study. This is important as stock verification enhances the utilisation of

Table 2. Detail of collection of the libraries

Information resources	Ministry of Law and Justice	Ministry of Corporate Affairs	Ministry of Agriculture and Farmers Welfare	Ministry of Housing and Urban Affairs	Ministry of Commerce and Industry	Ministry of Consumer Affairs, Food and Public Distribution	Total
Books	Yes	Yes	Yes	Yes	Yes	Yes	6
Thesis/ Dissertations	No	Yes	No	No	No	No	1
Magazines	Yes	Yes	Yes	Yes	Yes	Yes	6
Newspapers	Yes	Yes	Yes	Yes	Yes	Yes	6
Maps/Charts/ Atlas	No	Yes	Yes	Yes	Yes	Yes	5
Periodicals	Yes	Yes	Yes	Yes	Yes	No	5
Reference Resources	No	Yes	Yes	Yes	Yes	Yes	5
Conference Proceedings/ Committee reports	Yes	Yes	No	No	No	No	2
Government documents/ Gazetteers/ Annual Reports	Yes	Yes	Yes	Yes	Yes	Yes	6
Manuscripts	No	No	No	No	No	No	0
CD/DVDs	No	Yes	Yes	No	Yes	No	3
E-Books	No	No	No	No	No	No	0
E-Journals	No	No	No	No	Yes	No	1
Total	6	10	8	7	9	6	

Table 3. Preservation Methods adopted by libraries

Libraries	Regular/ Periodical Dusting	Fumigation	Air-Conditioning	Chemicals/ Pesticides/ Pest control	Binding	Vacuum Cleaning	Total
Ministry of Law and Justice	No	No	Yes	Yes	Yes	No	3
Ministry of Corporate Affairs	Yes	Yes	Yes	Yes	Yes	No	5
Ministry of Agriculture and Farmers Welfare	Yes	Yes	Yes	Yes	Yes	Yes	6
Ministry of Housing and Urban Affairs	Yes	No	Yes	Yes	Yes	Yes	5
Ministry of Commerce and Industry	Yes	No	Yes	No	No	Yes	3
Ministry of Consumer Affairs, Food and Public Distribution	Yes	No	Yes	No	No	Yes	3
Total	5	2	6	4	4	4	

documents and prevents duplication whereas preservation of documents protects rare and expensive documents from damage and increases their life. The process of weeding out of the old and obsolete collection to provide space for introducing the latest and needful collection was also ascertained in the study.

All the libraries under study adopt the Accession Number List method to verify its collection which is usually done after 3 years in all the libraries.

Weeding out of stock has no fixed period in the libraries of the Ministry of Law and Justice, the Ministry of Agriculture and Farmers Welfare, and the Ministry of Housing and Urban Affairs. Stock weed out of around 200-300 books is being done annually in the library of the Ministry of Corporate Affairs. The library of the Ministry of Commerce and Industry weeds out its old collection after every 2 years. The library of the Ministry of Consumer Affairs, Food and Public Distribution follows instructions from its Local Management Committee to weed out its old stock.

Table 3 shows that the libraries are taking preventive steps to preserve their collection for future generations. Air-conditioning is installed in all the six libraries. As shown above, fumigation is the least used method of preservation of the collection as only two libraries are adopting this method. The library of the Ministry of Agriculture and Farmers Welfare is using all the six methods of preservation for the sustainability of its collection as shown above.

4.2 Information services

The libraries of government ministries serve their employees who work for the country. Thus, these libraries must offer the opportunity to keep their users up to date, to educate them continuously, and help them to work effectively and more creatively. It helps people to form their own opinion and develop their creative and critical capacities and power of appreciation.

Annexure I clearly shows that basic library services like circulation, cataloging, proper seating arrangement, proper lighting/ventilation, photocopy service, printout facility, Inter-Library loan, and newspaper display are available in all the six libraries under study. However, these libraries do not provide services like reservation of book, there is no Seminar/Conference room for organizing any seminar/conference/workshop, Popular Lectures, Public Meeting, Information Literacy Programme, Computer Literacy Programme, and Felicitation to retired persons. These libraries do not celebrate National Library Week and Cultural Activities. Services like document delivery, newspaper clipping, OPAC, Feedback through mail/telephone, Debate, Quiz, Abstracting, and Indexing services are not provided by the ministry libraries as any need for them never arises. Out of 45 services mentioned above, the library of the Ministry of Consumer Affairs, Food and Public Distribution provide 20 services followed by the library of the Ministry of Commerce and Industry which provides 19 services. The library of the Ministry of Law and Justice provides only 13 services.

4.3 Users of the Libraries

It should be ensured by the libraries that their members are registered and provided with a membership identity e.g. a card so that only library members can access the library and utilise the resources and services available in the library. It is observed from the survey that employees of the respective library can be a member of the library (except the library of the Ministry of Law and Justice) by following a basic procedure of membership via registration. The library of the Ministry of Corporate Affairs has its employees as well as Ministers as its members. The members of Ministry libraries are provided with passbooks along with library cards, on which entry of issue/return has been done.

4.4 ICT Facility/Infrastructure and Library Automation

In today's digital environment, every library needs to introduce digital resources therein to efficient working and serve its users with the best library services with the least consumption of time. It is only possible with the help of Library automation and ICT equipments. The concept of ICT and automation is more useful and helpful for library users in the existing pandemic situation.

4.4.1 ICT Facility/Infrastructure

With the advancement in technology to acquire, organise, store and disseminate information, ICT has become an integral part of the library these days. ICT equipments help to perform various library functions more effectively and efficiently.

It is observed that basic ICT equipments like computers, photocopiers, scanners, and printers are available in the libraries. The library of Ministry of Commerce and Industry has the highest number of computers, scanner and printers i.e. 11 computers (7 computers are for staff and 4 computers are for library users), 3 scanners, 1 photocopier and 5 printers. The library of Ministry of Corporate Affairs has 3 computers, 1 photocopier, and 1 printer. The Ministry of Agriculture and Farmers Welfare has 1 photocopier, 3 computers, 1 scanner and 2 printers in its library. The library of Ministry of Law and Justice has only 5 computers and 2 printers and the library of Ministry of Housing and Urban Affairs has 1 photocopier, 3 computers, 1 scanner, and 1 printer. The Ministry of Consumer Affairs, Food and Public Distribution has 3 computers, 1 photocopier, 1 scanner and 1 printer which are available for the use of library staff.

Other ICT equipments like barcode readers/scanners, web cameras, CCTVs, multimedia kits, teleconferencing devices, video-conferencing devices, and theft detecting alarms are not available in any of the libraries under study.

4.4.2 Library Automation

Nowadays, libraries are installed with automated software that has resulted in saving time and energy of staff as well as the users while performing library tasks. Library automation helps the library to serve its users at remote places which cannot be possible without automated gadgets.

It is observed that the library of the Ministry of Law and Justice is not yet automated, in fact, even the library software

Table 4. Availability of library staff in the libraries

Library Staff	Ministry of Law and Justice- Department of Legal Affairs	Ministry of Corporate Affairs	Ministry of Agriculture and Farmers Welfare	Ministry of Housing and Urban Affairs	Ministry of Commerce and Industry	Ministry of Consumer Affairs, Food and Public Distribution
Director	-	-	-	-	-	-
Under Secretary	-	-	-	1	-	-
Librarian	1	-	-	-	-	-
Section Officer	-	-	-	1	-	-
Library and Information Officer (LIO)	3	-	-	-	-	1
Assistant Library and Information Officer (ALIO)	-	-	1	-	1	-
Library and Information Assistant (LIA)	-	-	-	-	4	1
Assistant Section Officer (ASO)	-	-	1	-	-	-
Library Assistants	-	1	-	-	-	1
Library Attendant	3	-	1	-	-	-
Junior Library Clerk	-	-	1	-	-	-
Upper Divisional Clerk (UDC)	-	1	-	1	1	-
Lower Divisional Clerk (LDC)	-	-	-	-	-	1
Gate-Keeper	-	-	-	-	-	-
MTS	-	2	-	1	4	1
Sweepers	-	-	-	-	-	-
Total	7	4	4	4	10	5

is not available on which basic library functions can be performed. The library of Ministry of Corporate Affairs has initiated the library automation process and is currently working on LIBsys software and the link of the library is given on its Ministry's website. The libraries of the Ministry of Agriculture and Farmers Welfare and the Ministry of Consumer Affairs, Food and Public Distribution are fully automated libraries and they are currently working on E-granthalaya software. The library of the Ministry of Housing and Urban Affairs works with 3 different LMS namely, E-Granthalaya, E-Cloud, and LivAir, and the Ministry of Consumer Affairs, Food and Public Distribution has separate Homepages from which anyone can access the information about the library. The library of Ministry of Commerce and Industry is currently working on LIBsys-10 software and does not have a separate homepage or link on its ministry's website.

4.5 Human Resources

The human resources of a library/institute consist of all groups of paid employees working on various levels for the operation and management of the library and library system. An overview of the number of employees of the libraries is given in Table 4.

As mentioned in Table 4, the Library of Ministry of Commerce and Industry has the maximum number of library staff i.e. 10 out of which 5 employees are library science professionals. The library of Ministry of Housing and Urban Affairs has minimum employees i.e. only 4 members, and none of them is a library professional. These libraries are not provided with separate sweepers and book cleaners and these tasks are particularly performed by the sweeper of respective floors. It is found out that libraries lack staff (professional and non-professional both) and staff development policies which prevent libraries to operate effectively and serving better. The unavailability of proper staff hinders the overall working environment of any organisational system; thus, the current Heads are requesting for the recruitment of library professionals in the libraries.

4.5.1 Staff Development

Staff Development is a key aspect for analyzing the developmental status of a Library. Measures of training and development should be operated to make the library staff work efficiently so that they can perform better. There are various programs like In-house training, seeking help from Professional associations, Courses/Workshops, Tours to other

Table 5. Evaluation of library and its operations

Particulars	Ministry of Law and Justice-Department of Legal Affairs	Ministry of Corporate Affairs	Ministry of Agriculture and Farmers Welfare	Ministry of Housing and Urban Affairs	Ministry of Commerce and Industry	Ministry of Consumer Affairs, Food and Public Distribution
Collection	3	2	6	4	1	5
Sections operated	2	2	2	2	2	1
Shelving Techniques	1	1	1	1	1	1
Type of collection	5	1	3	4	2	5
Preservation method	3	2	1	2	3	3
Information services	6	5	4	3	2	1
ICT tools	4	6	3	2	1	5
Library automation	6	4	3	2	5	1
Human resources	2	4	4	4	1	3
Staff development program	3	3	3	1	2	3
Total	35	30	30	25	20	28
Final Rank	6	4	4	2	1	3

institutions, Web-based tutorials, Conferences/Seminars, Video-conferencing, and Self-study which helps library authority to make its library staff more skilled. It is seen that the Library of Ministry of Housing and Urban Affairs has been carrying out activities for staff development which are In-house training, training from the Professional association (NIC), and conferences/seminars. The library of Ministry of Commerce and Industry is adopting only 1 development program which is In-house training for its staff. The rest of the libraries have not adopted any of the above methods. It has been found that the library staffs are unhappy due to the unavailability of Staff Development Policy in the libraries of the Ministries. There are no fixed/regular promotion schemes available for the library staff like other employees of the Ministries although their recruitment process is the same as other employees.

4.6 Library Budget

Financial support is very necessary to run any organisation. In the case of the library system, the amount of budget determines the services which can be offered to the users and resources which can be purchased for use of library users.

It is observed that the government used to provide financial support to libraries of ministries directly or indirectly. The libraries of the Ministry of Law and Justice, Ministry of Corporate Affairs, Ministry of Agriculture and Farmers Welfare, and Ministry of Housing and Urban Affairs, do not have any separate budget allocation for their library related expenses but their expenditures are met alongwith other office expenses of the ministries. The details regarding new purchases or other services in the libraries are provided annually to the main office of the respective ministries and expenses are directly borne by the government itself. The libraries of the Ministry of Commerce and Industry and Ministry of Consumer Affairs, Food and Public Distribution get annual budgets as part of government grants.

5. FINDINGS AND RESULTS

Based on the comparative evaluation of the six libraries after taking into account their collection, services, staff, users, and other operations, they have been assigned with ranks depending upon major findings or results which is shown in the following Table 5.

It is observed from Table 5 that the library of the Ministry of Commerce and Industry has ranked first with better collection and collection development policy, staff and staff development policy, information services, and library automation tools and techniques followed by the library of Ministry of Housing and Urban Affairs with the second rank. The library of Ministry of Law and Justice has ranked last as compared to other libraries under study, thus this library should work more efficiently to improve its collection and library operations to cope up with the diversify and huge information resources demands.

The number of users and annual budget has not been taken into account while evaluating the reference libraries due to insufficient/inconsistent data. The reference libraries have not maintained any record of their users due to employee-specific operations, library internal policy, and unavailability of skilled and permanent staff. The allotted budgets of these libraries are adequate to all the needs and demands of the library, however, the exact amounts were not disclosed due to internal policies, etc.

6. CONCLUSION

The libraries are established to fulfill the needs and demands of their users through adequate resources and up-to-date services. The libraries under study are special as these libraries have collections directly associated with ministries of the government of India. It is noted that only the employees of the respective Ministry can be the users of these libraries, however, it is well-understood that a library should always strive to serve its purpose of providing the latest resources

and services to its users in the best possible way. It is found that there is the unavailability of professional and skilled staff coupled with the lack of staff development programmes which are the major hindrances for these libraries to develop and grow. Furthermore, these libraries have still not introduced ICT and automation in the library. Thus, there should be an introduction of staff by way of recruitment, induction programmes for the fresh recruits and other staff for their training, development, and also promotion schemes in these libraries. Library automation and the incorporation of advanced ICT components can increase the efficiency of work and make services appealing to the users of the libraries.

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CONTRIBUTORS

Ms Kimi Mahawariya is a PhD Scholar in Department of Library and Information Science, University of Delhi, Delhi. She has qualified NET-JRF conducted by UGC. She has collected data from surveying the libraries under study with the help of structured questionnaire and has finally drafted the article under guidance of the supervisor.

Ms Meera Yadav, is presently working as Associate professor, Department of library and Information science, University of Delhi, Delhi. Her areas of interests are Scientometrics, Library Cataloguing, Information Sources and Services etc. Her contribution in the study was to provide overall guidance in drafting and improving the contents of this paper.

Annexure I
Information services available in the libraries

Library services	Ministry of Law and Justice	Ministry of Corporate Affairs	Ministry of Agriculture and Farmers Welfare	Ministry of Housing and Urban Affairs	Ministry of Commerce and Industry	Ministry of Consumer Affairs, Food and Public Distribution	Total
Issue/Return system	Yes	Yes	Yes	Yes	Yes	Yes	6
Reservation	No	No	No	No	No	No	0
Reading Room Facility	Yes	No	No	Yes	Yes	Yes	4
Seating arrangement	Yes	Yes	Yes	Yes	Yes	Yes	6
Lighting/Ventilation	Yes	Yes	Yes	Yes	Yes	Yes	6
Proper arrangement of Library resources	No	Yes	Yes	Yes	Yes	Yes	5
User guidance/orientation	No	Yes	No	No	Yes	No	2
Help in searching/locating the required information	No	Yes	Yes	No	Yes	Yes	4
Facility for group discussion	No	No	No	Yes	Yes	No	2
Water/Toilet Facility	Yes	No	Yes	No	Yes	Yes	4
Proper Library Furniture	No	No	No	No	Yes	Yes	2
Seminar room/ Meeting Hall	No	No	No	No	No	No	0
Property counter facility	No	No	No	No	Yes	Yes	2
Cataloguing	Yes	Yes	Yes	Yes	Yes	Yes	6
Serial Management	No	No	No	No	No	Yes	1
Book Exhibition	No	No	No	Yes	No	Yes	2
Popular Lectures	No	No	No	No	No	No	0
Public Meeting	No	No	No	No	No	No	0
Felicitation to retired persons	No	No	No	No	No	No	0
National Library Week	No	No	No	No	No	No	0
Information Literacy Programme	No	No	No	No	No	No	0
Computer Literacy Programme	No	No	No	No	No	No	0
Cultural Activities	No	No	No	Yes	No	No	1
Conferences/Seminars/workshops	No	No	No	No	No	No	0
Photocopy service	Yes	Yes	Yes	Yes	Yes	Yes	6

Library services	Ministry of Law and Justice	Ministry of Corporate Affairs	Ministry of Agriculture and Farmers Welfare	Ministry of Housing and Urban Affairs	Ministry of Commerce and Industry	Ministry of Consumer Affairs, Food and Public Distribution	Total
Printing	Yes	Yes	Yes	Yes	Yes	Yes	6
Scanning	No	Yes	Yes	Yes	Yes	Yes	5
New arrivals list	No	Yes	Yes	Yes	Yes	Yes	5
Translation service	No	No	No	No	No	No	0
Inter-Library loan	Yes	Yes	Yes	Yes	Yes	Yes	6
Document delivery	No	No	No	No	No	No	0
CAS	No	No	No	No	No	Yes	1
SDI	No	No	No	No	No	No	0
Newspaper display	Yes	Yes	Yes	Yes	Yes	Yes	6
Newspaper Clipping Service	No	No	No	No	No	No	0
Abstracting	No	No	No	No	No	No	0
Indexing	No	No	No	No	No	No	0
Quiz	No	No	No	No	No	No	0
Debate	No	No	No	No	No	No	0
Internet service	Yes	No	No	Yes	No	No	2
OPAC	No	No	No	No	No	No	0
Referencing service	Yes	Yes	No	No	No	No	2
Alerts/ Notification to users	No	No	Yes	Yes	Yes	Yes	4
Feedback through mail/ telephone	No	No	No	No	No	No	0
Online Counselling/ Online conferencing/Online services	Yes	No	No	No	No	No	1
Total	13	14	14	17	19	20	