

**PUBLIC LIBRARIES IN POKHARA VALLEY:
THEIR SERVICES AND USERS' SATISFACTION**

A thesis

**Submitted to the Central Department of Library and Information Science,
Tribhuvan University, Kirtipur, Kathmandu, Nepal,
in partial fulfillment of the requirements
for the Degree of
MASTER OF ARTS
in
LIBRARY AND INFORMATION SCIENCE**

Submitted by:

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LETTER OF RECOMMENDATION

This is to certify that the thesis submitted by Kishor Subedi entitled “**PUBLIC LIBRARIES IN POKHARA VALLEY: THEIR SERVICES AND USERS’ SATISFACTION**” is an original work prepared under my supervision and guidance. I, hereby, recommend the thesis for final evaluation.

.....
Bishnu Prasad Aryal
(Thesis Supervisor)

Date: May 2010



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LETTER OF ACCEPTANCE

The thesis prepared and submitted by Kishor Subedi entitled “**PUBLIC LIBRARIES IN POKHARA VALLEY: THEIR SERVICES AND USERS’ SATISFACTION**” has been evaluated and accepted as a partial fulfillment of the requirements for the degree of Master of Arts in Library and Information Science.

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ABSTRACT

Public library is a busy centre where people of all ages can seek and find knowledge from books and other materials. It is also a place where the experiences of the past can meet the needs of the present. So, it helps to develop the local community as well as country. But in our context, PLs have always been beyond the shadow. Here, the study entitled **“PUBLIC LIBRARIES IN POKHARA VALLEY: THEIR SERVICES AND USERS’ SATISFACTION”** has tried to study whether the PLs of Pokhara valley are supportive in providing relevant services or not, and what are the main income sources and how they are providing services to users.

It covers six chapters, where the first chapter is introduction of the study. In this chapter, different sub-titles are also presented. In background of the study, simply types of libraries; definitions, functions and services of PLs have been described. Services, income sources and standard of PLs in Pokhara valley are presented as the statement of problems. To find out present status, income sources, services and users’ satisfaction of them have been presented in objectives of the study. This study is limited only the study of six PLs in Pokhara valley of Kaski district. And also it studies only services, income sources, and users’ satisfaction.

The second chapter is review of literature which reviews on the relevant topic. Literature on PLs, their services, PLs in Nepal, PLs in Pokhara valley have been reviewed from sixteen different books, journals articles, websites etc. The third chapter is focus of the study where PLs in Nepal and especially PLs in Pokhara valley are discussed. Chapter four is research methodology where research design, source of data, population of the study, sampling procedure, data collection procedure and data analysis procedure are included. Selected PLs of Pokhara valley, staffs and their users are the population of this study. The sampling method is being used to select the libraries which is done on the basis of purposive non-probability sampling method and users are selected on the basis of convenience non-probability sampling method. Primary and secondary data are used for the study and the data were collected through observation, interview and questionnaire. One check list and two different types of questionnaires for staffs and users where twenty-seven questions (in total) were designed for fact finding. In chapter five, data are presented and analysed using percentage. The data are categorized in three groups. Data are tabulated wherever

necessary. Relevant data are presented in the same table to make the comparison and analysis easier. By the analysis of the respondents' shows that Pokhara Public Library (PPL) is largest PLs in terms of collection and users which has 10691 collections. PLs at Pokhara Valley, other than PPL have not professional staffs. Only around 50% users got the service regarding use of library on an average. There is low users' satisfaction as opening hour is not suitable for 40% users. Only around 50% users are satisfied from the library materials available to them.

In the sixth chapter, summary, conclusion and recommendation of the study are presented. The finding of the study shows that all PLs of Pokhara valley are providing poor services to users. Among them PPL is providing services better than others. All PLs of Pokhara valley have not met the standard as prescribed by UNESCO. Library orientation class should be provided to new users, all PLs of Pokhara valley should prepare library catalogue, funding through district/ Municipality level should be made available, etc. have been recommended by the study.

Kishor Subedi

PREFACE

The study has been conducted for the partial fulfillment of the requirements for the degree of Master in Humanities and Social Science in Library and Information Science (MLISc). With the pace of time, it becomes harder and almost impossible to receive the desired information without any means. Library, in this regard, plays a vital role in providing valuable information. Public libraries, in worldwide manner, are crucial in providing reliable information charging cheaply or almost nil charge.

The research study consists of six chapters. The first chapter has described the background of the study, statement of the problem, objectives, significance of the study, scope and limitations of the study.

The second related literatures have been reviewed on PLs and their services.

The third chapter has focused on selected PLs in Pokhara valley.

Under the chapter four, research methodology, research design, source of data, population, sampling procedure, data collection procedure etc. have been included.

Chapter fifth has represented the data analysis, presentation and interpretation. To describe collected data from the users, tables have been included. Data are analyzed on the basis of quantitative values.

The last chapter has described summaries, conclusion and recommendation of the study. Summary has been taken on the basis of analyzed data. Conclusion is driven from the summaries of the findings. On the basis of conclusion, some recommendation is given.

I think the study will be beneficial for future study.

.Kishor Subedi

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LIST OF ABBREVIATIONS

AACR-2	Anglo American Cataloguing Rules (Second edition)
AJP	Aranya Jyoti Pustakalaya
AP	Abhidhamma Pustakalaya
A/V	Audio / Video
B.S	Bricram Sambat
CC	Colon Classification
CCC	Classified Cataloguing Code
CDs	Compact Disks
CIS	Community Information Centre
DDC	Dewey Decimal Classification
E-mail	Electronic Mail
i.e.	That is
IFLA	International Federation of Library Associations and Institutions
IT	Information Technology
LC	Library of Congress Classification
NBMSP	Nepal-Bharat Maitri Sangh Pustakalaya
No.	Number
OPAC	Online Public Access Catalogue
PERI	Programme for Enhancement of Research Information
PLs	Public Libraries
PPL	Pokhara Public Library
PV	Pokhara Valley
SP	Siddhartha Pustakalaya
USA	United States of America

CHAPTER I

Introduction

1.1 Background of the Study

In the ancient period library was presumed just as a store house of books, only aim of which was to preserve the rare books. However in the present era, the aims and objectives of libraries are going to cover wider scope and are being adjusted in accordance to necessity also. As for example, library aiming at enhance formal education called academic library, library aiming at providing materials for particular subject called special library, library aiming at preserving published materials within and related to the nation called national library, and library aiming at providing service to the all type of users called public library and so forth. Objective of all libraries, in general, is to provide books and other service in accordance with the need of users. However, different types of materials are collected to serve different types of users, thereby classifying them differently.

Among the various types of libraries, public libraries are opened to all types of users, for example – teachers, students, peasants, children etc. without any discrimination. They are handled by local or government bodies to fulfill their needs. In general, access to most of the public libraries is cost free, however, nominal cost may be charged owing to financial weak position of the libraries concerned.

The term public library can be defined as the library established by local authority to provide facilities at low cost to the local peoples where people of all age can seek and find knowledge from books and other materials which makes it possible for its users to share the experiences of many other people by reading about their thoughts and achievements.

“A public library is an organization established, supported and funded by the community, either through local, regional or national government or through some other form of community organization. It provides access to knowledge, information and works of the imagination through a range of resources and services and is equally available to all members of the community regardless of race, nationality, age, gender, religion, language, disability, economic and employment status and educational attainment.” (IFLA, 2001, p.2)

According to Dr. S.R Ranganathan the public library is, “Any library established and or maintained by a local library authority including the traveling

libraries, and services stating any library, open to the public free of charge and maintained and managed by the government as public library.” (Ramaiah, 1997, p.93).

From the above definitions, we can conclude that public library is established and maintained by the community, either through local or national government which provides its services to its users free of costs or nominal cost and is managed by government.

“Public libraries services include lending and reference collection. Services may be housed in dedicated buildings, in the premises of other organizations such as prisons and social care homes, and/or taken to rural and other communities by mobile library and outreach services of various kinds. Services to children and young people are regarded as especially important. All services should reflect the needs and aspirations of the communities that they serve. At the same time the local library should provide access to national and international collections by participating in cooperative schemes and networking activities. Public library services should be equally accessible to all members of the community. This includes people who are unable to use library buildings because they are institutionalized or cannot visit a library for some other reasons. In principle all libraries, including mobile libraries, should provide access for people with disabilities, including those with wheel chairs”. (Usherwood, 1997, p.381).

In general, public library provides different services to its users for recreation, education and information. To fulfill this purpose, circulation or issue of document, inter-library loan, library orientation program, assistance in searching the documents, reference service etc. are the main services which are given by the public library. Apart from these services; photocopy service, readers’ advisory service, community information service, cultural development service, mobile library service, internet service etc. are also given by public library.

Public Libraries are through public funding for public use and the public good. Public libraries make use of materials in printed, audio-visual and electronic formats in order to collect, preserve, organize, retrieve, disseminate and communicate information, ideas and the creative product of the human imagination.

The functions of public libraries are as follows,

- Collects, processes, preserves, safeguards books and non-book materials acquired through purchase, gifts or donations and allocations from the National Library.

- Facilitates informal self-education.
 - Supports and complements research in all fields of endeavor.
 - Provides bibliographic access to City's information resources.
 - Provides wholesome use of leisure time in a most conducive learning environment.
 - Establish reading centers in barangays to serve those in depressed areas.
- (<http://www.qcpubliclibrary.org>)

IFLA (2001) has shown the purposes of public library as,

The primary purposes of the public library are to provide resources and services in a variety of media to meet the needs of individuals and groups for education, information and personal development including recreation and leisure. They have an important role in the development and maintenance of a democratic society by giving the individual access to a wide and varied range of knowledge, ideas and opinions. (p.2)

Further it listed purposes of public library as follows;

1. Education
'Supporting both individual and self conducted education as well as formal education at all levels.'
2. Information
'The public library is the local centre of information making all kinds of knowledge and information readily available to its users.'
3. Personal development
'Providing opportunities for personal creative development.'
4. Children and young people
'Creating and strengthening reading habits in children from an early age.'
5. Public libraries and cultural development

An important role of the public library is providing a focus for cultural and artistic development in the community and helping to shape and support the cultural identity of the community.

In the world, the first truly public libraries were established in USA and Britain in middle of nineteenth century (Usherwood, 1997, p.380). But in Nepal, the first public library named "Shree Gorkha Sarada Bhawan Pustakalaya" Siraha was established in 1972 B.S. (Regmi, 2047 B.S. as cited in Bhattarai, 2007, p. 23)

The concept of public libraries now has been materialized in main cities of Nepal. As such, there are nine public libraries in Pokhara Valley (Kaski bastugat

bibarana, 2062 B.S). Only six public libraries namely- Aadarsa Pustakalaya (which was not included in Kaski bastugat bibarana, 2062 B.S), Aranya Jyoti Pustakalaya, Siddhartha Pustakalaya, Pokhara Public Library, Nepal-Bharat Matri Sangh Pustakalaya and Abhidhamma Pustakalaya are sampled in this study.

1.2 Statement of the Problem

It is thought that present world is informational world where developed and developing countries can be categorized in information rich and poor countries. So we can say that development and progress of nation is dependent upon the library or information centre because it collects and stores past experiences, thoughts and disseminates it in present according to the needs of users. So, PL plays vital role to develop public awareness through its' different services. Especially mission of the PL is to provide services according to users' need. But for providing services, library budget plays vital role. Library budget and its' services are directly linked with each other. So, library budget affects directly to its performance. PLs, in general, are funded by public fund. But what if the fund provided is insufficient to manage collections as of users' need, this calls for examining how adequate are the fund provided.

Vision and mission of library cannot be achieved until and unless they are behaving in accordance with their goals. Hence, it is requisite to investigate whether the public libraries in Pokhara valley are supportive in providing relevant services or not.

UNESCO defines PL as charge free library wholly funded by public fund. Whether or not this is applicable in Pokhara valley it is also to be studied.

1.3 Objective of the Study

The general objective of the study is to study the services provided by public libraries in Pokhara Valley and their attention to users' satisfaction. However the specific objectives are;

1. To find out present status of the public libraries in Pokhara Valley.
2. To find out income sources of PLs in Pokhara valley.
3. To find out services provided by the public libraries.
4. To assess users' satisfaction of the libraries.

1.4 Significance of the Study

This kind of research has not been conducted focusing on public libraries of Pokhara valley. The study provides information regarding public libraries in Pokhara

valley. As such policy makers, investors, users and library staffs may be benefited either for the fulfillment of necessary conditions of the existing and planned public libraries so that mission and vision of public library has been materialized. It is also equally helpful for those who are potential researchers on the functioning of public libraries at different location also.

1.5 Scope and Limitations of the Study

This study is limited only the study of public libraries in Pokhara valley of Kaski district. It studies only the present status of PLs, services provided by them to users, their income sources and users' satisfaction. Only six libraries namely Aadarsa Pustakalaya, Aranya Jyoti Pustakalaya, Siddhartha Pustakalaya, Pokhara Public library, Nepal-Bharat Maitri Sangh Pustakalaya and Abhidhamma Pustakalaya have been sampled. This is applicable only at the time of conducting research i.e 2066/10/27 (10th Feb. 2010).

1.6 Organization of the Study

This study has been organized in six different chapters. The headings of each chapter are as follows:

Chapter one contains the introduction of the study. This chapter introduces with the background of the study along with the problem and objectives of the study. Other parts of this chapter include significance of the study, limitations of the study, and organization of the study.

Chapter two contains review of literature. Different books, journals, articles and past researches have been collected during the study. Out of them, those literatures relating to the subject matter of this study have been reviewed in this chapter.

Chapter three, focus of the study, discusses the specific topics which are mainly focused by the study. Here, Pokhara public libraries, their services and users' satisfaction are explained so as to make clear their meanings.

Chapter four contains research methodology. Here, the methodology used in order to carry out the study to meet the predefined objectives has been discussed. This chapter has been divided into different subheadings like- research design, population and sampling procedure, data collection procedure, and data analysis procedure.

Chapter five contains analysis and presentation of data. In this chapter data collected during the study have been tabulated and analyzed with detail interpretation. The conclusions and recommendations are based on this chapter.

Chapter six contains summary, conclusion and recommendation. This chapter concludes the study with brief summary and findings. Then, recommendations developed from the study have been included. At last reference is included.

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CHAPTER II

2.1 Review of Literature

Review of literature is the fundamental basis which provides necessary information regarding the relevant topics. It is the way of locating, obtaining, reading and analyzing the past studies that are interlinked with the purposed study in one way or other. Here some related books, journals, articles etc are studied and reviewed.

2.1.1 Definitions of public library

Unesco defines public or popular libraries as, “those which serve the population of a community or region free of charge or for a nominal fee. They may serve the general public or special categories of the public such as children, members of the armed forces, hospital patients, prisoners, workers and employees.” (Krishan, 1978, p.73)

Atkinson (1970) has tried to focus public library with the free access of various users. To him, public library may provide wide range of services freely commensurate with the reading needs of the people who use the library.(pp.1-2)

UNESCO manifest defines a public library as a library:

1. which is established under “ the clear mandate of law”;
2. Which is “ maintained wholly from public fund”;
3. Which levies no “ direct charge ” (Fees) from its users of any of its services;
4. Which is open “for free and equal use by all members of the community” regardless of race, colour, caste, creed, religion, age, sex, nationality, language, status or level of education attainments. (Khanna, 1994, p.30)

This definition says that public library is established under the clear mandate of law and maintained wholly from public fund. And it is opened for local community so all members of that community are its users. They can use it without any social discrimination and also direct charge of fees of its services.

But in our context, this definition may not completely applicable because of financial problem and poor rules and regulation of the government.

Khanna (1994) says public library should be provided by local authority and financed for the most part out of its funds. It should be governed and managed by the local authority or a committee wholly or largely appointed by itself. It serves either at a nominal charge or a free of cost and it must provided to its users the words best thought giving reliable information in an unbiased and balance way.(p.30)

2.1.2 Services of public library

Hurrynag (1996) tries to show in terms of service and function. According to him public library provides liberal and comprehensive service, performing a wide range of functions such as providing information, education, recreation, entertainment and inspiration.(p.32)

Unesco (1956) tries to show that the important of public library services in modern state for the diffusion of ideas, the creative use of leisure and the preservation of nation culture. And also it is an independent service for use according to the individual needs of the citizen which doesn't focus on formal education but it can give special assistance in the advancement of technical knowledge and skills. And the service should be opened to the public without any charge.

IFLA (2001) tries to show the services of public library to users which is given below,

The public library must provide services based on an analysis of the library and information needs of the local community. In planning services, clear priorities must be established and a strategy be developed for service provision in the medium to long term. Services should be developed for identified target groups and only provided if such groups exist in the local Community.

The services of the library should not be subject to any form of ideological, political, religious or commercial pressure. Services must be able to adjust and develop to reflect changes in society, for example, variations in family structures, employment patterns, demographic changes, cultural diversity and methods of communication. They should take account of traditional cultures as well as new technologies, for example, support for oral methods of communication as well as making use of information and communication technology. In some countries the services that the public library must provide are defined in library legislation". (P.25)

It has also shown the provision of services where said that, "Public libraries provide a range of services, both within the library and in the community, to satisfy their users' needs. The library should facilitate access to its services for all, including those who have difficulty reading print. The

following services, which should be easily accessible to the user in a variety of formats and media, should be provided:

- loan of books and other media
- provision of books and other materials for use in the library
- information services using print and electronic media
- readers' advisory services including reservation services
- community information services
- user education including support for literacy programmes
- programming and events.

This is not an exhaustive list but an indication of some of the key services of the public library. The range and depth of provision will depend on the size of the library and the community it serves.” (p.26)

Further these services, it has shown services to different age group's users and others. Which are given below,

1. Services to children

Public libraries have a special responsibility to support the process of learning to read, and to promote books and other media for children. The library must provide special events for children, such as story telling and activities related to the library's services and resources. Children should be encouraged to use the library from an early age as this will make them more likely to remain users in future years. In multilingual countries books and audiovisual materials for children should be available in their mother tongue.

2. Services for young adults

Young people between childhood and adulthood develop as individual members of society with their own culture. Public libraries must understand their needs and provide services to meet them. Materials, including access to electronic information resources that reflect their interests and culture should be provided. In some cases this will mean acquiring materials that represent youth culture, in a variety of media that are not traditionally part of a library's resources, for example, popular novels, book and television series, music, video tapes, teenage magazines, posters, computer games, graphic novels. It is important to enlist the help of young people in selecting this material to ensure that it reflects their interests. In larger libraries this material, with appropriate furniture, can form a special section of the library. This will

help them to feel that the library is for them and help to overcome a feeling of alienation from the library, which is not unusual among this age group.

3. Services for adults

Adults will have different requirements of an information and library service related to the variety of situations they will encounter in their studies, employment and personal life. These requirements should be analysed and services be developed on the outcome of that analysis. They should include support for:

- lifelong learning
- leisure time interests
- information needs
- community activities
- cultural activity
- recreational reading.

Services meeting these needs should also be available to children and young adults.

4. Lifelong learning

The public library supports lifelong learning, working with schools and other educational institutions to help students of all ages with their formal education. The challenge of providing educational support provides an opportunity for public libraries to interact and network with teachers and others involved in education. The public library should also provide a range of materials on a variety of topics which will allow people to follow their interests and support their formal and informal education. It should also provide materials to support literacy and the development of basic life skills. In addition the library must provide study facilities for students who have inadequate or no access to these facilities in their homes.

5. Leisure time interests

People need information to support their leisure time interests and meeting this need by a range of resources in a variety of formats is another key role of the public library. Public libraries must be aware of the cultural, social and economic changes in the community and develop services that are sufficiently flexible to adjust to these changes. The public library should also help to preserve the culture, history and traditions of the local community and make them readily available.

6. Information services

The rapid development of information technology has brought a vast amount of information within reach of all those with access to electronic media. Information

provision has always been a key role of the public library and the ways in which information can be collected, accessed and presented have changed radically in recent years. The public library has a number of roles in providing information:

- providing access to information at all levels
- collecting information about the local community and making it readily accessible, often in co-operation with other organizations
- Training people of all ages in the use of information and the associated technology
- guiding users to the appropriate information sources
- providing opportunities for disabled people to have independent access to information
- acting as a gateway to the information world by making it accessible to all, thus helping to bridge the gap between 'the information rich' and 'the information poor'.

The dramatic development of the Internet has been largely unstructured and uncontrolled. The vast amount of information that can be accessed via the Internet is of variable quality and accuracy and a key role of the librarian is to guide users to accurate information sources, which will meet their requirements.

7. Services to community groups

The public library should be at the centre of the community if it is to play a full part in its activities. It should, therefore, work with other groups and organizations in the community.

8. Services to special user groups

Potential users who, for whatever reason, are unable to use the regular services of the library have a right to equal access to library services. The library should, therefore, establish ways of making library material and services accessible to these users.

9. The library in the community

Library services can also be provided in a variety of places in the community where people congregate.

10. Reading promotion and literacy

Reading, writing and the ability to use numbers are basic prerequisites to being an integrated and active member of society. Reading and writing are also the

basic techniques needed for making use of new communication systems. The public library should support activities that will enable people to make the best use of modern technology. It should support other institutions that are combating illiteracy and promoting media competence. It can achieve this by:

- promoting reading
- providing appropriate materials for those with poor literacy skills
- working with other agencies in the community involved in combating illiteracy
- participating in campaigns to combat illiteracy and improve numeracy
- organizing events to promote an interest in reading, literature and media

culture

- promoting and providing training in the use of computer technology
- promoting awareness of new developments in the media market
- helping people to find the information they need in the appropriate

Format

- co-operating with teachers, parents and other contact persons to help new citizens acquire the necessary educational skills that will help them to manage their lives in the new context. The public library provides a range of creative literature and can use promotional techniques to bring its variety and range to the attention of its users. It can also organize interactive programmes that enable users to exchange views about books that they have read. (pp. 25-35)

But in our context, most of the above mentioned services may not be available due to lack of professional manpower, financial problem, infrastructure of library etc.

Krishan Kumar has defined that public library is basically services library which is meant to provide free services or charge a nominal fee for its services. And it is available for use to all who are capable of using it. It must be readily accessible to all members of the community, irrespective of race, religion, color, sex, age, status, educational attainment. They are all allowed free and equal use. He has defined some services of public library which are as follows.

- i. Issue of document;
- ii. Inter-library loan;
- iii. Provision of general and specific information;
- iv. Assistance in the searching or locating of documents or use of library catalogue or understanding of reference books;

- v. Readers' advisory services;
- vi. Compilation of bibliographies;
- vii. Referral services;
- viii. Library orientation and bibliographic instruction; and
- ix. Extension service. (Krishan, 1987, pp.91-92)

According to Krishan Kumar "A public library serves the public. A public library is expected to perform the functions of providing for recreation, information, inspiration and education. It serves the local community and is open to public without any distinction. Obviously, the clientele to be served would cover a wide spectrum. It may include students, teachers, research scholars, businessmen, professionals, housewives, retired persons, neo-literates, etc. Their educational attainments, interests, cultural background will vary a great deal. Therefore, their range of questions will cover wide areas of knowledge." (Krishan, 1996, p.16)

Above quoted paragraph simply shows that public library services to the public. So its all activities are driven according to the needs of local community peoples' and all the people can use it without any discrimination. It provides access to all aspects, as far as possible which are requested by its users.

Kumbar and Hadagali outlined the services to be provided by public library. These are:-

- A. Inter-library loan,
- B. Photocopying,
- C. Document delivery including electronic document delivery,
- D. Extension services for women, children, senior citizens and physically challenged persons,
- E. Community information service,
- F. Online Public Access Catalogue (OPAC),
- G. Electronic, A/V resources, workstations and appropriate infrastructure for use and delivery,
- H. Training users in information literacy,
- I. Identify non-users and promote the use of libraries among them, and
- J. A periodical review to determine the needs of users and effectiveness of services should be conducted by libraries.

They further have discussed about mission of public library as to contribute as

Community Information Centre (CIC). The suggested missions of public library are:-

- A. Creating and strengthening reading habits in children from an early age,
- B. Supporting for formal and informal education as well,
- C. Promoting awareness in the society,
- D. Facilitating the development of information and computer literary skills,
- E. Ensuring access for citizens to all sorts of community information. .

(Kumbar & Hadagali, 2008, pp.304-311)

Shrestha shows the main role of public library to eradicate illiteracy. From this we can conclude that public library plays the main role for development of nation because literacy is the main factor of development. According to her, a public library should provide services in order to:-

- “A. give some education,
- B. provide with information,
- C. give recreation to the people and
- D. to develop culture

And it must be concerned that a public library services should be to whole community and that the services offered should be open to all without barrier.” (Shrestha, 2000, pp.6-9)

2.1.3 Public libraries in Nepal

“It is said that Nepal has 400 public libraries. But they can hardly be called true public libraries judged by professional standards because of deficiencies in objectives, space, budget, books and newspapers collections. They have randomly donated collections and often have difficulty in keeping open a few hours a day or a week at a time. Pradipta library started in 1946 in Kathmandu, Dhawal library established in 1936 in Palpa and Adharsha library founded in 1946 in Biratnagar are among the leading library. The collection of public library in Nepal ranges from 200 to 10,000 volumes.” (American Library Association, 1980, p.596)

Sharma tries to show the public libraries services, access and numbers of public libraries in Nepal. According to him “The king has also been promoting public library services. There are now about 500 public libraries in Nepal. Nepal being a mountainous region, access to public library is not very easy. Therefore a system of delivery service-using the mule or the pony as the carrier of books package- will have to be restored to.” (Sharma, 1972, pp.336-337)

Kshetri (2008) tries to show historical background of public libraries in Nepal and also attempts to show some efforts for development of libraries, major problems, major challenges and policies to be adopted for the institutional development. At last he has given conclusion and some suggestions for development of public libraries.

According to him, it is now expected that total number of public libraries are near about 1000 in Nepal. However their exact number and situation can not be stipulated in the lack of detailed investigation. (pp.35-44)

From the above we can predict that the exact number of public libraries in Nepal is not clear because of lack of detailed investigation.

Dangol (1984) has attempted to interlink the presence of public libraries with social/ national development. As it is owned and established by local authorities, its services should be commensurate with the need of society in an adaptive way. Better services of public libraries pave the way for the creation of public awareness equipped with advanced knowledge, thereby developing not only particular society but nation as a whole. (pp.46-50)

2.1.4 Public libraries in Pokhara Valley

Kshetri (2003) has explained the historical development of public library of Pokhara valley in four stages, they are as follows

- a) Before 2007 B.S
- b) 2007-2017 B.S
- c) 2017-2046 B.S
- d) 2046 B.S till now (pp. 52-60)

He has also shown that how the libraries were established and how they faced different problems in changing scenario for in the course of their development. He has also recommended improving the libraries' conditions of Pokhara valley and as a whole Nepal. But he hasn't depicted the services of public libraries in Pokhara valley.

Subedi (2009) has tried to take a survey of public libraries which are actively providing services to the users in Pokhara valley. He has described historical background of public libraries in Pokhara valley, their size of collection, their services, size of users, opening time, and their staffs and how they manage the libraries, their aims, present condition and future plans, records of daily users etc. through interview in his field study. (pp.63-67)

Various scholars talk about public libraries and their services. Some scholars give detail on Nepalese public library system. But very few scholars talk about public

libraries in Pokhara Valley. No one talks about the services provided by libraries in Pokhara. Similarly no research has done in library services and users' satisfaction in Pokhara Valley.

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CHAPTER III

Focus of the Study

3.1 Public libraries

These are the libraries established with the assistance of government or state and are handled by local or national government bodies. Libraries in Britain and elsewhere had been open to the public in the seventeenth and eighteenth centuries, but the first truly public libraries were established in USA and Britain in the middle of nineteenth century. (Usherwood, 1997, p.381)

3.2 Public libraries in Nepal

In Nepal, first public library named “Shree Sharada Bhawan Pustakalaya” Siraha was established in 1972 B.S but it was existed for short time. This was a division of Chandramanik School opened by Swami Damodarananda taking approval of Chandra Samser. It used to be opened at the evening time and for all kind of persons. So it can be said as public library”. (Regmi, 2047 B.S. as cited in Bhattarai, 2007, p. 23). Presently there are about 400-1000 public libraries in Nepal.

3.3 Public libraries in Pokhara Valley

With the pace of time, it was felt the need of the public libraries at Pokhara. So, later on, first public library - Aadarsha Pustakalaya established in 2008 B.S (Kshetri, 2003, p.55). There are nine public libraries in Pokhara Valley (Kaski bastugat bibarana, 2062, p.94).

3.3.1 Aadarsha Pustakalaya

After establishment of democracy in 2007 B.S. Aadarsa Pustakalaya was the first established Public Library in Pokhara valley which was established in 2008 B.S. It was closed in 2019 B.S. because of poor economic conditions. At that time many libraries of Pokhara Valley were facing such poor economic problem, so most of them could not run smoothly. So, in 2020 B.S, Aadarsa Pustakalaya and others (which are not in existence in present time) merged in “Aadhunik Pustakalaya” (Modern Library) by social workers. But this Pustakalaya was also closed in 2041 B.S. because of same financial problem.

Now, Aadarsa Pustakalaya is restored in 2059 B.S. in old building of ward number four at Ramkrishna Tole. Here interesting thing is, this building’s land was given to Aadarsa Pustakalaya by local people in 2009 B.S. to make building but that could not complete at that time. So lover of this library put hoarding board of this library in this building. Now, this building is using for social or community’s

program. But it has no opening hour, income sources, collections, staffs etc. So it is out of operation now. (S. Kshetri, personal communication in 2066/10/26)

3.3.2 Aranya Jyoti Pustakalaya

According to Sanjaya Kant Sigdel president of this library, it is second public library of Pokhara valley. It was established in 2009 B.S. Initially, there were 5000 books in it's own building.

Later on, the management team was blamed for political nomination and decision as well. This resulted into firing the building in 2036 B.S. by Protestants. This led destruction of books and furniture as well.

However, re-establishment of the library was become possible in 2049 B.S. through the support of local households. This assisted to collect 300 books.

In the span of time, the library extended its service on sports and health activities as well to increase the number of users. At that time, the library provided services from 5:00 P.M. to 7:00 P.M. except in Saturday and public holidays by volunteer librarian. At that time 26 different news papers, weekly and other journals were provided by different donors and the size of collection was nearly about 500 books.

It has not fixed opening hour and it is providing poor services free of cost.

In present time it has 600-700 books among them, some are text books, rare books and religious books also. But now, it has not librarian because of financial problem. This library is located in the same building of ward office Kundhar-13, Pokhara. So users of this library are visitors of ward office. And also this library is opened and closed by ward secretary. It has not used any classification scheme and also prepared catalogue. Similarly it has not membership provision and also provided regular services.

Now, it is nearly in closed because of political conditions, lack of budget, security problem etc. It is theft three times from 2056 B.S. It has still being providing very poor services to users. This is located in Kundhar - 13, Pokhara.

3.3.3 Shiddhartha Pustakalaya

This library is running under Siddhartha club. So, at first we have to know about the club. This was established as NGO in 2041 B.S and it was registered with social welfare council in 2043 B.S. in Kaski district. This club was dedicated toward the development of society. So, it realized that members of the club have to develop awareness of people at first, for this purpose, in 2044 B.S. it established "Siddhartha

Bachanalaya” At that time social workers “Shree Prasad Gurung, Yuba Raj Shrestha, Agni Kumar Shrestha, Amrit Marsani etc. dedicated to develop this Bachanalaya. Later it focused its all activities toward users through users’ suggestions. So, “The Asia Foundation” helped to it to develop library by providing Rs. 1,27,000 and 1500 books.(Shrestha, 2060, p.25).

After getting that assistance, that Bachanalaya was changed in “Pokhara Pustakalaya” through the decision of that club which was inaugurated by Saru Bhakta in 2049 B.S. In this way that was changed from Bachanalaya to Pustakalaya.

Later, name of “Pokhara Pustakalaya” has been changed in “Siddhartha Pustakalaya” because to make Siddhartha Club as a mother institution. It has different working areas such as, health, ambulance, child and women, HIV and AIDS, environment, different training and education.

It is opened 10.00 A.M. and closed 5.00 P.M. and closed in Saturday and public holidays.

It is providing services free of cost.

This Pustakalaya’s main income source is Siddhartha club, so through the decision of this club, it purchases books and other needed materials from the club’s fund. And different news papers, weekly, journals etc. are provided by different donors.

Now it has 3073 books and 43 news papers and journals.

It has one librarian who is not trained or professional.

Its’ collection has been shelved randomly. No classification scheme has been used and it has not prepared cataloguing.

It has around 15 daily users.

Anyone can use its’ collection without being member inside the Pustakalaya because it has no provision of membership.

Now it is providing only reading service to its’ users.

It is located at Shiddhartha Chowk Pokhara-8, Kaski.

(Note: this is based on Former president of this club Krishna Marsaini, managing director- Dharma Raj Gurung, www.siddharthaclub.org’ and others articles)

3.3.4 Pokhara Public library

After establishment of democracy in 2007 B.S. many libraries were established in Pokhara Valley but after the autocracy of 2017 B.S., many libraries

were closed. Pokhara's people disagreed with it and opposed strongly to government. So, "in 2038 B.S. the government established a library in Mahendrapul Pokhara and named 'city library'. At that time it had only limited news papers and books. Later, it was changed in 'Pokhara Public Library' in 2049 B.S. (Kshetri, 2003, pp.52-60) which is running till now.

Rapidly growing city with numerous schools, colleges and two universities the Pokhara Public Library has taken first position to serve the information need of the society. It has some objectives which are given below.

- “Library service without any discrimination to all,
- Promote the reading habit of the society,
- Enhance the collection, publication, and fine arts of Western Region and District Kaski,
- Promote Pokhara as an intellectual meeting place in National and International level” (Brochure of Pokhara Public Library, 2049 B.S)

It has one community information centre which was established “Under the signed memoranda of understanding between American Centre and Pokhara Public Library in September, 2003 Sambandha Kendra (Information Center) came into being as a unit of Pokhara Public Library from February, 2004.

American Center provided all the materials to Information Center including furniture, computers, photocopier, AV materials and collection of reference books on wide range of subjects eg. the Encyclopedia Americana, Encyclopedia of contemporary American culture, the Concise Encyclopedia of Democracy, Encyclopedia of Terrorism, Trade directories to learn more about American industries and trade, AV materials for English language learners, Video cassettes on American culture, history and society etc., magazines, CD-ROM's and other information materials” (Brochure of Pokhara Public Library, 2049 B.S). So, it is also called American Corner or Centre.

It provides information about the United States, its culture, people, American education system and, supports everyone learning English language or preparing for TOEFL, GRE, GMAT and SAT examinations through books, magazines, CD-ROM's, AV materials etc. to students, learners and professional and all library users. It has some reference books like, the Encyclopedia Americana, Encyclopedia of contemporary American culture, the Concise Encyclopedia of Democracy,

Encyclopedia of Terrorism, Trade directories to learn more about American industries etc. So, users of this library can study only inside the library.

It is opened Sunday to Friday 11.30 A.M. to 5.30 P.M. in winter and 11.30 A.M. to 6.30 P.M. in summer. And closed in Saturday and Public holidays.

It collects entry fees from the users.

Its main income sources are Pokhara Sub-Metro-Politancity which provides three lakhs annually and Chamber of Commerce Pokhara which provides ten thousands annually. So, these two are guardian institutions of this library. Others are entry fees, membership fees, and charge of hoarding board.

It holds a large collection of reference materials, textbooks, books on Nepali literature published, created in Western Region and Kaski. It has 1570 books in children collection to cater young learners and children, 7432 books in Nepali collection and 1689 books in American collection. In total, it has 10691 books, 43 news papers and news magazines and 53 journals, and 350 visual and 175 audio cassettes and CDs.

It has one semi-professional, one non-professional and three volunteer librarians (some are professional). In total it has five librarians.

It has used DDC for classification but not prepared catalogue.

It has around 65 daily users.

It has three types of members, they are: - Reading members, life members and Institutional members.

A. Reading members-

To be this type of member, users have to pay Rs. 350 at first. Where Rs. 50 is for form and Rs. 300 is for membership charge and its valid date will be one year. Later users can renew only Rs. 300. If the users want to take circulation service they must deposit Rs. 1000 for this service which is refunded. Users can get three books and one back volume of journal for only two weeks at a time. It has no discrimination between students and other people. Now it has 123 members in this type.

B. Life members-

Anyone can be a life member by paying Rs. 3000. This type of members has not allowed using circulation service but they can read it in the library. It has 24 life members right now.

C. Institutional members-

After paying Rs. 5000, any institution can be a member of this type. Every institutional member must renew annually by paying Rs. 5000 to use its materials. Inter Library loan service is available if needed only for Institutional members. It has 22 members of this type. Different Radio stations, Banks, Schools, Colleges, Press council of Pokhara, Chamber of commerce of Pokhara etc. are its institutional members.

This library was providing mobile library service from 2052 B.S.-2062 B.S. At first, it was providing this service to five School Resource Centers around Pokhara since 2052 B.S to 2060 B.S. Similarly, to 'Hariyali Yuba Club', Lumle this service was provided since 2057 B.S to 2062 B.S. After this, this club established its own library, at that time Pokhara Public Library donated some library materials with furniture to that club. But now this service is not available.

Circulation service is available only for reading members. Every member must deposit Rs. 1000 for this service which is refunded. Every member can get three books and one back volume journal at a time which is only for two weeks.

It has also Internet facility which is available to search information to members of this library. Every member can search information through online journal PERI and other database through internet but they can not check e-mail from here.

Photocopy service is another service providing by this library. Only its own collection can be photocopied paying certain charge.

Inter Library loan is available only for institutional members. Maximum 100 books can be issued at a time for only three months. Now Manipal College of Medical Science, Janapriya Multiple College, and Pokhara College of Management are using this service.

It is located in Mahendra Pul, centered part of Pokhara valley.

(This is based on personal communication with Surya Kshetri- joint secretary and volunteer librarian of Pokhara Public Library, librarian of Janapriya Multiple College; Ram Chandra Karki, librarian of Pokhara Public Library; Brochure of Pokhara Public Library)

3.3.5 Nepal-Bharat Matri Sangh Pustakalaya

According to Samjana Pande librarian of this library, it was established in 2055 B.S. with the assistance of Indian embassy and local traders; at Mahendra pul, Pokhara in starting time.

It is opened 11.00 A.M. to 4.30 P.M. in winter and 11.00 A.M. to 5.30 P.M. in summer and also closed in Saturday and public holidays.

It is providing service free of cost.

Nepal-Bharat Maitri Sangh established fund in SBI bank which is main income source of this library. It's all activities are running through this fund.

This library has 2707 books, 16 news papers (daily, weekly) and 12 journals. Most of its collection, especially books were donated by Indian embassy, so most of them are related to India. News papers and journals are provided by different donors.

It has one librarian who is not professional or trained.

Its collection has been shelved randomly because any classification scheme has not used and it has not prepared catalogue also.

Around 30 users visit it daily.

Anyone can use it's collection without being member only inside the library because it has not membership provision.

It is providing reading service regularly. Most of its users visit this library only for news paper reading purpose. It has till being providing services to users. But now it is located in Nadipur -3, Pokhara.

3.3.6 Abhidhamma Pustakalaya

It was established in 2058 B.S. It is religious library where all collections are collected related to Buddha religion.

It is opened from 1.00 P.M. to 5.00 P.M. by volunteer librarian and closed in Saturday and public holidays.

It is providing services free of cost.

Its' main income source is donation from Buddhist and different Buddha Bihars.

It has around 2500 books and 3 local daily news papers now.

In 2058 / 2059 B.S. it had one librarian who left it after one year. But now there is one volunteer librarian.

It has not used any classification scheme and prepared catalogue.

Hardly one or two users visit this library in once a week.

It has still being providing poor services to users.

It is located in same building of 'Dharmasala Buddha Bihar' and it has one room which is provided by same Bihar. It is located in Nadipur -3 Pokhara, Kaski.

(Sradananda, Vikkshu Personal communication, dated on 10/27/2066. who is volunteer librarian of this library.)

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CHAPTER IV

Research Methodology

As research is a systematic and organized effort with the aim of seeking answer to the problem of the researcher's concern, research methodology should be integral part of the overall research. Various methods were followed so as to get the appropriate information regarding public libraries at Pokhara valley.

4.1 Research Design

Research design is the plan of investigation which provides road-map for the proposed research to the researcher. Hence, it is an integrated system that guides the researcher in formulating, implementing, and controlling the study. The research study attempts to describe the services provided by Public libraries at Pokhara valley along with their income sources and users' satisfaction. Hence a quantitative-descriptive research design is used. However, there is also space for comparative research as data collected from sampled libraries are compared and analyzed.

4.2 Source of data

Most of the data are from primary sources. It consists of observation, interview and questionnaire. However, to some extent secondary sources like unpublished dissertation, brochures etc. were also used as secondary source.

4.3 Population

Selected six public libraries at Pokhara valley, staffs and their users are the population of this study.

4.4 Sampling procedure

Six libraries were selected using purposive or judgemental sampling method. They were: Aadarsa pustakalaya, Aranya Jyoti pustakalaya, Shiddhartha Pustakalaya, Pokhara public library, Nepal-Bharat Maitri Sangh Pustakalaya and Abhidhamma Pustakalaya. Researcher had distributed 55 questionnaires to users by using convenience sampling method of these libraries where 50 were returned, and structured interview was conducted with staffs of the libraries, on the basis of which analysis has done.

4.5 Data collection procedure

The researcher has got relevant information with the use of different methods, namely- observation, interview and questionnaire with the relevant persons. The effort has been made in order to get valuable information in the cost and time effective way.

4.5.1 Observation

It is direct way or self realization process of data collection without asking for information to others. Here present status and physical facilities of these libraries were observed by the researcher in his field visit.

This has been presented in Annex-I

4.5.2 Interview

Interview is a process of face-to-face conversation between the researcher and the respondent. Valuable information we extracted through the interview with related librarians, and administrator. Here, structured interview method is used.

This has been presented in Annex-II

4.5.3 Questionnaire

Questionnaire is a list of questions which is designed according to the objectives of the study. Here questionnaires were prepared for the user group only. These were structured and close-ended with multiple alternatives. However, attempt had been made so as to include open-ended questionnaire also.

Most of the users provided their keen interest as to fill the questionnaires. 10 % users, however, didn't return the questionnaires.

This has been presented in Annex-III

4.6 Data analysis procedure

The collected data through questionnaires has been processed by editing, coding and tabulating. After this, these are planned to be presented in the form of tables for quantitative analysis with the use of observation, interview and qualitative data was obtained subject to further analysis.

These data have been analyzed in a systematic manner.

CHAPTER V

Analysis and Presentation

Six public libraries at Pokhara valley, namely Aadarsa Pustakalaya, Aranya Jyoti Pustakalaya, Shiddhartha Pustakalaya, Pokhara Public library, Nepal-Bharat Matri Sangh Pustakalaya, Abhidhamma Pustakalaya were visited and representative data had been collected for this study through observation, interview with librarians and questionnaire with users.

5.1 Physical structure of the libraries

Firstly, the researcher had observed all the sampled libraries about location of libraries, libraries' space, sanitation, furniture, light, toilet, drinking water, air pass and others.

From the observation in his field survey, the researcher found that Pokhara Public Library, Shiddhartha Pustakalaya and Nepal-Bharat Matri Sangh Pustakalaya are located in centre of the Pokhara valley where many people pass nearby it.

Only Pokhara Public Library has enough space, furniture, clean where air passes from one side to another. It has also toilet and natural light but not drinking water.

Shiddhartha Pustakalaya has congested space and furniture. But it is clean and it has also toilet and natural light but not drinking water.

Other libraries are dusty, congested in both space and furniture. They have no drinking water, toilet, air passes, and sanitation.

5.2 Services provided by libraries

The researcher observed and consulted with librarians regarding the present status of libraries through interview in Pokhara valley. Among them, firstly, he tried to know about opening hour.

The PPL is opened from 11:30 A.M. to 5:30 P.M in winter and 11:30 A.M. to 6:30 P.M. in summer. Similarly, SP is opened 10:00 A.M to 5:00 P.M in both seasons. NBMSP is opened from 11:00 A.M to 4:30 P.M in winter and 11:00 A.M to 5:30 P.M in summer. AP is opened from 1:00 P.M to 5:00 P.M. daily. Remaining other libraries have no fixed library hour. And also all libraries are closed in Saturday and public holidays.

Similarly, the researcher tried to know the present collections of libraries. The finding has been presented in the table no 1.

Table no. 1

Collections of libraries

library materials	Pokhara public library	Siddhartha Pustakalaya	Nepal-Bharat Matri sangh	Abhidhamba Pustakalaya	Aranya Jyoti Pustakalaya
Nepali collection	7432	-	-	-	-
Children collection	1570	-	-	-	-
American collection	1689	-	-	-	-
Total books	10691	3073	2700	2500	700
Journals	53	-	12	-	-
Newspapers	43	43	16	3	-

Source: Field Survey

From the table no. 1, Pokhara public library has collected different materials in different collection where, Nepali collection has 7432, Children collection has 1570, and American collection has 1689. In total it has 10691 books. It has also 53 journals and 46 newspapers. Similarly, Siddhartha Pustakalaya has 3073 total books and 43 newspapers; Nepal-Bharat Matri Sangh Pustakalaya has 2700 total collections, 12 journals and 16 newspapers; Abhidhambha Pustakalaya has 2500 total collections and 3 local newspapers and last Aranya Jyoti Pustakalaya has 700 total collections.

From this, Pokhara public library has the highest number of collections and Aranya Jyoti has the lowest number of collections.

Next question was regarding to the library staffs.

Table no. 2

Number of Staffs

Name of libraries	Number of staffs				
	Professional	Semi-professional	Non-professional	Volunteers	Total
Pokhara public library	-	1	1	3	5
Siddhartha Pustakalaya	-	-	1	-	1
Nepal-Bharat Maitri Sangh Pustakalaya	-	-	1	-	1
Abhidhamma Pustakalaya	-	-	-	1	1
Aranya Jyoti Pustakalaya	-	-	-	-	-

Source: Field Survey

From this table, we know that there is no professional librarian in all libraries. Only Pokhara public library has one semi-professional librarian. It has three volunteer librarians among them some are professional also. Similarly, Siddhartha Pustakalaya and Nepal-Bharat Matri Sangh Pustakalaya have one-one non-professional librarian. Abhidhamma Pustakalaya has one volunteer librarian. Aranya Jyoti Pustakalaya has not any librarian. It is located in same building of ward office of Pokhara- 13 and ward secretary opens and closes it.

Similarly, next question was related to number of daily users.

PPL has 65, SP has 15, NBMSP has 30 daily users. In AP hardly 1 or 2 users visit this library once a week. Remaining other libraries have not provided regular service.

Questions no. 6 and 7 were related to availability of computers in libraries.

Only Pokhara public library has used computers in library. It is used for searching information, official use, to show films to users, for e-mail-internet use, to create data etc. It has three computers, two T.Vs and one projector.

From this we know that only Pokhara Public library is trying and running to use modern technologies in library field but remaining other libraries are running traditionally.

Question no. 8, 9, 10, 11 were requested about organization of library materials.

Only Pokhara Public library has used classification scheme, i.e. DDC for the organization of library materials. But it has not prepared the library catalogue.

Remaining others libraries have not adopted any classification scheme and also prepared the catalogue. And library materials are placed randomly.

Question no. 12 was asked regarding for the library building i.e. does the library have its own building or not? Then finding is given below.

Among sampled six libraries (100%), only two libraries- Pokhara Public library and Nepal-Bharat Matri Sangh Pustakalaya around (33%) have not their own building but remaining others four libraries around (67%) have their own building.

Question no. 13 was requested physical facilities like, drinking water, toilet etc.

But all the libraries of Pokhara Valley have no such service.

Question no. 14 was asked about the services provided by the libraries.

Only PPL has circulation service, reference service, photocopy service, internet facilities but others libraries have only reading service.

Similarly, question no. 15 was requested to librarians regarding to income source of libraries.

Among sampled libraries, financial sources of Pokhara Public Library have been found more predictable than others. Its main income sources are hoarding board, library entry fees, library membership fees, chamber of commerce of Pokhara, Pokhara sub-metropolitan city. Shiddhartha Pustakalaya's main income source is

Shiddhartha club because this library is running under that club and some newspapers are provided by different donors. Similarly, Nepal-Bharat Matri Sangh Pustakalaya's main income source is Indian embassy. The financial source of Abhidhamba Pustakalaya is the donation of Abhidhamba Bihar and rational Bhudhists.

Question no. 16 was designed to know the major problems of libraries. Where main problems were seen financial, professional manpower, building, drinking water, toilet etc.

5.3 User services of libraries

In the time of field survey, the researcher had distributed some questionnaire to users to know users' view toward present services provided by sampled six libraries.

Out of these six libraries, numbers of users on three were almost nil, they are Adarsha Pustakalaya, Aranya Jyoti pustakalaya and Abhidhamba pustakalaya. Remaining three libraries were visited and 55 questionnaires had been distributed out of 134 users. However 50 questionnaires were returned.

Question number 1 was developed to know personal information of users which was optional.

Question number 2 was developed to know the purpose of visiting library. The responses to this question are presented in table number 3.

Table no. 3

Purpose of library visit

Name of libraries	Purpose of library visit					
	To specific study		To general study		Total	
	No.	%	No.	%	No.	%
Pokhara Public Library	2	11%	16	89%	18	100%
Siddhartha Pustakalaya	2	12.5%	14	87.5%	16	100%
Nepal-Bharat Maitri Sangh Pustakalaya	2	12.5%	14	87.5%	16	100%
Total	6	12%	44	88%	50	100%

Source: Field Survey

Table no. 3 shows the purpose of library visit. Where out of 18 (100%) users of Pokhara Public Library, 2 of 18 users or 11% users visit this library for to specific study and remaining 16 (89%) users visit to general study. Similarly, out of 16 users of Siddhartha Pustakalaya, 2 (12.5%) users visit this library for specific purpose and remaining other 14 (87.5%) users visit this library for to general study. Nepal-Bharat Maitri Sangh Pustakalaya has same result of Siddhartha Pustakalaya.

Out of 50 (100%) users, 6 (12%) visited for specific study and 44 (88%) visited for general study on an average i.e. taking average of the three libraries.

Question number 3 was designed to know the purpose of frequency of libraries visit.

Table no. 4

Frequency of library visit

Name of libraries	Frequency of library visit							
	Daily		Weekly		Sometimes		Total	
	No.	%	No.	%	No.	%	No.	%
Pokhara Public Library	6	33.3	-	-	12	66.7	18	100
Siddhartha Pustakalaya	6	37.5	4	25	6	37.5	16	100
Nepal-Bharat Maitri Sangh Pustakalaya	4	25	2	12.5	10	62.5	16	100
Total	16	32	6	12	28	56	50	100

Source: Field Survey

The table no. 4 shows the frequency of library visit. Where, in Pokhara Public Library, out of 18 (100%) users 6 (33.3%) visit this library daily, it has no weekly users and 12 (66.7%) users visit this library sometimes. Similarly, Siddhartha Pustakalaya 6 of 16 users (37.5%) visit daily and sometimes, 4 (25%) users visit weekly and in Nepal-Bharat Maitri Sangh Pustakalaya, out of 16 users 4 (25%) visit daily, 2 (12.5%) visit weekly and 10 (62.5%) visit sometimes.

The frequency of library visit has been found that most of the users use libraries sometimes. To be more explicit, 28 (56%) users use library sometimes. Whereas 16(32%) users use library on daily basis and 6 (12%) use library once week on an average.

Question no. 4 was developed to know suitability of opening time.

Table no. 5

Suitability of opening time

Name of libraries	Suitability of opening time					
	Suitable		Not suitable		Total	
	No.	%	No.	%	No.	%
Pokhara Public Library	12	66.7	6	33.3	18	100%
Siddhartha Pustakalaya	10	62.5	6	37.5	16	100%
Nepal-Bharat Maitri Sangh Pustakalaya	8	50	8	50	16	100%
Total	30	60	20	40	50	100%

Source: Field Survey

The table no. 5 shows the suitability of opening time. In Pokhara Public Library, out of 18 users, 12 (66.7%) users feel suitable and 6 (33.3%) feel not suitable of present opening time. Similarly, in Siddhartha Pustakalaya, out of 16 users 10

(62.5%) feel suitable and remaining other 6 (37.5%) users feel not suitable. In Nepal-Bharat Maitri Sangh Pustakalaya, out of 16 users 8 (50%) feel suitable and same number of users feel not suitable.

From the above table, we observed that opening hour of library, which shows suitable to 30 (60%) users. So only 20 (40%) feel for the adjustment of the opening time.

Next question no. 5 was related to receipt of services regarding the use of library.

Table no. 6

Receipt of services regarding the use of library

Name of libraries	Receiving services for the use of library					
	Received		Not received		Total	
	No.	%	No.	%	No.	%
Pokhara Public library	10	55.6	8	44.4	18	100
Siddhartha Pustakalaya	6	37.5	10	62.5	16	100
Nepal-Bharat Maitri Sangh Pustakalaya	10	62.5	6	37.5	16	100
Total	26	52	24	48	50	100

Source: Field Survey

Table no. 6 shows the receipt of services regarding the use of library. Where, out of 18 (100%) users of Pokhara Public library 10 (55.6%) receive services regarding the use of library and rest 8 (44.4%) not receive services for the use of library. Similarly, Siddhartha Pustakalaya and Nepal-Bharat Maitri Sangh Pustakalaya both have 16 (100%) users where 6 (37.5%) and 10 (62.5%) users receive services regarding the use of library respectively and also 10 (62.5%) and 6 (37.5%) users has not received services for the use of library respectively.

In general, this table has presented the data according the availability or non-availability of the service regarding the use of library. To sum up, out of 50 (100%) users, majority of users i.e. 26 (52%) have received the relevant services whereas 24(48%) have not received the services.

Question no.6 was related to need for guidance for library use was asked and information is presented below.

Table no. 7.

Need for guidance for library use

Name of libraries	Need for guidance for library use					
	Yes		No		Total	
	No.	%	No.	%	No.	%
Pokhara Public library	14	77.8	4	22.2	18	100
Siddhartha Pustakalaya	12	75	4	25	16	100
Nepal-Bharat Maitri Sangh Pustakalaya	12	75	4	25	16	100
Total	38	76	12	24	50	100

Source: Field Survey

Table 7 outlines the need for guidance for library use. Where out of 18 (100%) users in Pokhara Public Library, 14 (77.8%) users need for guidance for library use remaining others 4 (22.2%) users do not need for guidance for library use. Similarly, Siddhartha Pustakalaya and Nepal-Bharat Maitri Sangh Pustakalaya both have 16 (100%) users where 12 (75%) users of both libraries need and 4 (25%) users do not need for guidance for library use.

Most of the users need guidance as to how to use the library so as to get desired materials. Presenting numerically on an average, 38 (76%) are seeking for appropriate guidance whereas 12 (24%) users do not need the guidance.

Question no. 7 was relating to availability of materials in accordance with the needs have users been asked and responses have been presented below.

Table no. 8

Availability of library materials

Name of libraries	Availability of library materials					
	Yes		No		Total	
	No.	%	No.	%	No.	%
Pokhara Public library	14	77.78	4	22.22	18	100
Siddhartha Pustakalaya	4	25	12	75	16	100
Nepal-Bharat Maitri Sangh Pustakalaya	5	31.25	11	68.75	16	100
Total	23	46	27	54	50	100

Source: Field Survey

Table no. 8 sheds the light into the availability of sought materials. Distribution of responses shows that Pokhara public library was able to provide materials according to demand. From table, 14 (77.78%) users are satisfied and 4

(22.22%) users are not satisfied from the availability of materials in Pokhara public library. However, other two public libraries do not meet the demand of majority of the users. Where 4 (25%), 5 (31.25%) users are not satisfied and 12 (75%), 11(68.75%) users are not satisfied from availability of library materials of Siddhartha Pustakalaya and Nepal-Bharat Maitri Sangh Pustakalaya respectively.

On an average, 23 (46%) users got library materials according to their needs whereas 27 (54%) were unable to get the needy materials.

Question no. 8 was requested to know users' familiar with different services provided by library. Where different sub-numbers were included for different services.

Circulation service

Questionnaires regarding circulation service of library and its use and satisfaction were asked and the responses are presented below.

Among the studied public libraries only Pokhara public library was found providing circulation service. However to get this service users need to get membership of library.

The collected data shows that out of 18 (100%) users of Pokhara public library, only 6 (33%) had received circulation service and 12 (67%) did not have access to circulation service.

Reference service

Questionnaires relating to reference service were provided to users. No one was known about the service. However, reference service, though poor, has been provided by Pokhara public library.

Internet facility

Only Pokhara public library was equipped with Internet facility. It is provided only for searching information. Taking users of Pokhara public library i.e. 18 as 100%, only 8 (45%) have received and 10 (55%) have not received this service. E-mail service is not allowed for users.

Photocopy services

This service was also limited within Pokhara public library. Out of 18 (100%) users in Pokhara public library, 12 (67%) had received photocopy service whereas 6 (33%) had not received.

Question no. 9 was asked to know users' satisfaction from present library services and information is presented in table no. 9.

Table no. 9

Users' satisfaction from present library services

Name of libraries	Users' satisfaction from library services					
	Yes		No		Total	
	No.	%	No.	%	No.	%
Pokhara Public library	12	66.67	6	33.33	18	100
Siddhartha Pustakalaya	6	37.5	10	62.5	16	100
Nepal-Bharat Maitri Sangh Pustakalaya	6	37.5	10	62.5	16	100
Total	24	48	26	52	16	100

Source: Field Survey

This table shows the satisfaction of users from current library services. Where 12 (66.67%) users are satisfied and 6 (33.33%) are not satisfied in Pokhara Public Library in total 18 (100%) users. Similarly, in remaining two libraries, Siddhartha Pustakalaya and Nepal-Bharat Maitri Sangh Pustakalaya, the same number of users 6 (37.50%) are satisfied and 10 (62.50%) are not satisfied in total 16 (100%) users.

On an average, this table reflects the percentage of users satisfied and not-satisfied from the currently available library services. It has been observed that only 24 (48%) are satisfied whereas majority 26 (52%) are not satisfied.

CHAPTER VI

Summary, Conclusion and Recommendation

6.1 Summary

Common motto of public library is to provide library service to all type of users in accordance with their requirement. Access to public library to main parts of academic and non-academic sector certainly bring about drastic change in socio-cultural-economic change of the society concerned.

From the study conducted by the researcher in the Pokhara valley, the findings have been summarized below.

1. Pokhara Public Library, Shiddhartha Pustakalaya and Nepal-Bharat Matri Sangh Pustakalaya are located in centre of the Pokhara valley where many people pass nearby it.

2. Only Pokhara Public Library has enough space, furniture, clean where air passes from one side to another. It has also toilet and natural light but not drinking water.

3. Shiddhartha Pustakalaya has congested space and furniture. But it is clean and it has also toilet and natural light but not drinking water.

4. Other libraries are dusty, congested in both space and furniture. They have no drinking water, toilet, air passes, and sanitation.

5. PPL is opened from 11:30 A.M to 5:30 P.M in winter and 11:30 A.M to 6:00 P.M in summer, SP is opened from 10:00A.M to 5:00 P.M in whole year, NBMSPP is opened from 11:00 A.M to 4:30 P.M. in winter and 11:00 A.M to 5:30 P.M in summer. A.P is opened from 1:00 P.M to 5:00 P.M daily. Remaining other libraries have not fixed library hour. All libraries are closed in Saturday and public holidays.

6. PPL is the largest PLs in Pokhara valley. Which has 10,691 books in different collections, 46 newspapers and 53 journals. SP has 3073 books and 43 newspapers, similarly NBMSPP has 2707 books, 16 newspapers and 12 journals. AP has 2500 books and 3 local newspapers. AJP has only around 600 books. Aadarsa Pustakalaya has no collection.

7. Only PPL has professional (who are volunteer) and semi professional librarians, remaining other libraries have no professional or semi-professional librarians.

8. PPL has 65, SP has 15, NBMSP has 30 daily users. In AP hardly 1 or 2 users visit this library once a week. Remaining other libraries have not provided regular services.

9. Only PPL has computer which is used for searching information, official use, e-mail internet use etc.

10. Only PPL has used classification scheme i'e DDC, other remaining libraries have no used any classification scheme.

11. All libraries of PV have not prepared the library catalogue.

12. Only PPL has enough space, physical facilities and furniture but remaining other libraries have congested space and other facilities.

13. PPL and NBMSP have not their own building.

14. Out of 50 users, 6 (12%) visited library for specific study and the remaining 44 (88%) for general study.

15. In terms of number of times the users visit the library, 16 (32%) were daily users, 6 (12%) were weekly users and the remaining 28 (56%) were sometimes users.

16. Regarding the suitability of opening time, for 30 (60%) users' present opening time is suitable whereas it is not suitable for the remaining 20 (40%) users.

17. 26 (52%) users got the service as to how to use the library. However next 24 (48%) did not able to get such service.

18. Most of the users 42 (84%) had intensively felt for the guidance of library use. But the remaining 8 (16%) were not seeking for such guidance.

19. Majority of the users 27 (54%) were unable to have availability of library materials. However, others 23 (46%) were satisfied from the library materials available to them.

20. Among the studied public libraries, only Pokhara public library was found providing circulation service. However, to get this service, users need to get membership of library.

21. Assuming 18 as 100% in Pokhara public library, only 6 (33%) had access to circulation service and remaining 12 (67%) did not have.

22. Only Pokhara public library was able to provide reference service as if by poor. But none of the users were informed about that.

23. Internet service was availed only at Pokhara public library. Out of the users of Pokhara public library, 8 (45%) received internet service where as the remaining 10 (55%) did not receive. It is provided only for searching information.

24. Photocopy service was also limited in Pokhara public library. Out of 18 (100%) users, 12 (67%) received photocopy service and 6 (33%) did not receive.

25. Out of 50 (100%) users, 24 (48%) were satisfied from library service and the remaining 26 (52%) were not satisfied.

26. Only PPL collects entry fee from users but other libraries do not collect such fee.

6.2 Conclusion

Based on the summarized facts, conclusion of the study may be presented in the following manner. Most of the Public libraries at Pokhara Valley are equipped with feeble availability of materials. There is the situation that evens the existing materials and technologies are not properly managed owing to lack of trained manpower. Hence, most of the users' needs are far from fulfillment. However, Pokhara Public Library (PPL) is in the vicinity of the requirement so as to satisfy the users' needs.

In Pokhara Valley, public libraries have been providing services to users regularly or irregularly. Here, among sampled six public libraries, SP, PPL, NBMSP and AP have been providing services regularly and remaining two libraries Aadarsa Pustakalaya and AJP have been providing services irregularly.

In regular services providing libraries, they have been providing services minimum four hours to maximum seven hours which are AP and SP respectively. All sampled six PLs closed in Saturday and public holidays.

Collections of the libraries range is 700 to 10691 books which shows vast different between each other which are AJP and PPL respectively.

Only PPL has trained and professionals (volunteer) librarians and library collection have been partially classified according to DDC but not prepared catalogue. It has been providing circulation service, reference service, photocopy service, inter-library loan service, on-line service to users. Similarly membership provision, enough space, furniture, A/V materials etc. are also limited in it.

Remaining other libraries have only reading service to users and they have poor physical facilities and no professional or trained librarian.

From this, we can conclude that only trained or professional librarian can organize library materials properly and provide more services to users, this is proved by PPL. So, one public library should have at least one professional or trained librarian for better performance.

6.3 Recommendation

On the basis of users' and librarians' suggestions, the researcher has drawn certain factors that should be followed from the respective authority, institution, users and so forth. Only then the envisioned obstacles can be removed thereby materializing the prospects and mission of public libraries in our practical life.

The researcher, hereby come up with following recommendations for the improvement in the situation.

1. Public library should be located at proper location.
2. Public awareness programs should be launched and publicized so as to effective use of public libraries.
3. Regular programs should be organized to get familiarized with the changing technology.
4. Libraries should provide all the library materials to all sorts of users.
5. Trained and professional manpower is prerequisite for effective delivery of intended library services so there should be at least one professional librarian in one Public library that may be able to adjust content and arrangement in libraries as per the need of users and time.
6. Library orientation class should be provided to the new users.
7. All PLs of Pokhara valley should be prepared library catalogue and used classification scheme.
8. Access to library circulation services, reference services, E-mail / Internet services to the users are urgently called for through launching such services.
9. Wider availability of all types of materials should be made available as far as possible. For this, financial funding from local government is of great essence.
10. Funding through district / municipality level should be made available so as to equip with wider availability of materials.
11. Top level government officers should provide high priority regarding development of public libraries.
12. Library act should be made.
13. Facilities provided by public libraries should be adjusted with innovation.
14. Library committee should be active.
15. Networking between public libraries at Pokhara valley should be set up in order to provide uniformity in services.

16. Services provided by PLs should be commensurate with prescription of IFLA and UNESCO standards.

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Appendices**Annex-1****Checklist**

1. Does the library locate in centre of the city?
I. Yes ☐ II. No ☐
2. Space of the library.
I. Enough ☐ II. Congested ☐
3. Sanitation of the library
I. Clean ☐ II. Dusty ☐
4. Furniture of the library.
I. Enough ☐ II. Congested ☐
5. Light of the library.
I. Natural ☐ II. Artificial ☐
6. Toilet of the library.
I. Yes ☐ II. No ☐
7. Drinking water facility.
I. Yes ☐ II. No ☐
8. Air passes from one side to another side
I. Yes ☐ II. No ☐

Annex-II

(Structured) Interview questionnaires for staffs

Public library in Pokhara Valley: their services and users' satisfaction

In the fulfillment of master degree, I am conducting a thesis on the title mentioned above. So you are requested for cooperation.

1. Personal Information

Name of the library:

Address:.....

Name of the librarian:.....

Qualification of librarian:.....

Date/...../.....

2. Opening hour of the library

I. A. Sunday to Friday Open ☐ Close ☐

B. Saturday Open ☐ Close ☐

II. Winter: Fromto

Summer: From.....to

3. Library collections

S.N	Name of document	Number of collections
1.	Books	
2.	Newspapers	
3.	Journals	
4.	Audio-video & others	
5.	Total collections	

4. Number of staffs

S.N	Staffs	Number of staffs
1.	Professional	
2.	Semi-professional	
3.	Non-professional	
4.	Volunteer	
5.	Total	

5. Number of users

S.N	Users	Number of users
1.	Members	
2.	Visitors	

6. Does your library have computer?

I. Yes ☐ II. No ☐

7. If yes, for what purpose is the computer being used?

I. To search the information ☐II. For official use ☐III. To create data ☐IV. E-mail & Internet ☐

8. Does the library use any scheme of classification for organization of document?

I. Yes ☐ II. No ☐

9. If yes, which scheme of classification has been used?

I. DDC ☐ II. LC ☐ III. UDC ☐ IV. CC ☐ V. others ☐

10. Does the library prepare the catalogue?

I. Yes ☐ II. No ☐

11. If yes, mention the name of catalogue rule.

I. AACR-2 ☐ II. CCC ☐ III. Others ☐

12. Does the library have its own building?

I. Yes ☐ II. No ☐

13. Are there enough physical facilities in your library?

- I. Comfortable tables and chairs ☐
- II. Lights (natural & artificial) ☐
- III. Drinking water ☐
- IV. Telephone ☐
- V. Toilet ☐
- VI. All of the above ☐

14. Does the library provide following services?

- I. Circulation Yes ☐ No ☐
- II. References services Yes ☐ No ☐
- III. Photocopy service Yes ☐ No ☐
- IV. E-mail / Internet facility Yes ☐ No ☐
- V. Online library services Yes ☐ No ☐
- VI. Inter-library loan service Yes ☐ No ☐
- VII. And others Yes ☐ No ☐

15. What are the main income sources of your library?

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16. What are the major problems seen in your library?

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17. Give your suggestions for improvement of public library services.

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Thanks for cooperation

Annex-III

Questionnaire for users

Public libraries in Pokhara Valley: Their services and users' satisfaction

Dear users,

I am a student of Library and Information Science of Master Degree. For partial fulfillment of my academic purpose, I am conducting a thesis on mentioned above with having following objectives namely to find out present status of public libraries, their services and users' satisfaction of Pokhara Valley. All information provided in the questionnaire will treat as strictly confidential. So, you are requested to fill up the questions listed below by using tick marks.

1. Personal Information (Optional)

Name:

Sex : I. Male ☐ II. Female ☐

Profession:

Level:

Name of the library:

Date:/...../.....

2. For what purpose do you visit the library?

I. To specific study ☐ II. To general study ☐

3. How frequent do you visit the library?

I. Daily ☐ II. Weekly ☐ III. Sometimes ☐

4. Are the present opening hours of library suitable to you?

I. Yes ☐ II. No ☐

5. Have you received any services regarding the use of library?

I. Yes ☐ II. No ☐

6. Do you wish for more guidance for library use?

I. Yes ☐ II. No ☐

7. Have you got your needed materials from the library?

I. Yes ☐ II. No ☐

8. Have you received the following library services?

A. Do you know the circulation service of library? I. Yes ☐ II. No ☐

B. If yes, have you received this service? I. Yes ☐ II. No ☐

C. If yes, how many books and other materials can you receive at a time?

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 D. If no, give your suggestion for this service.

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 E. Do you know the reference services of the library?

I. Yes ☐ II. No ☐

F. If yes, have you received following services?

I. User advisory services I. Yes ☐ II. No ☐

II. Educational services I. Yes ☐ II. No ☐

III. And others I. Yes ☐ II. No ☐

G. Online library services I. Yes ☐ II. No ☐

H. E-mail/ internet facilities I. Yes ☐ II. No ☐

I. Photocopy service I. Yes ☐ II. No ☐

J. Inter-library service I. Yes ☐ II. No ☐

K. Other new service I. Yes ☐ II. No ☐

9. Are you satisfied with the library services?

I. Yes ☐ II. No ☐

10. If you have any further suggestions for improvement and development
 of this library, please mention briefly.

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Thanks for your kind help

CURRICULAM VITAE

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