

## STATUS AND CHALLENGES OF PUBLIC LIBRARIES AUTOMATION IN GOA STATE

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The present paper is an attempt to report the current status of the public libraries in the State of Goa. It discusses about the revolutionary changes that the concept of Information Technology have brought in the libraries today. It draws our attention to the advancement in Information and Communication Technologies and their need for adoption in the present library system. On one side there is a sea change in methods of seeking the information, on the other side, there are equally powerful tools for information dissemination. The public libraries are the only place where information can be accessed freely without any discrimination and open to all common man in the society. This study helps to assess the status of the automation in the State Central Library, its District Libraries and Taluka Libraries of the Goa State. Eventually, it would also focus on the hardships to implement the IT based operation or automation in these libraries.

**Keywords:** Library, Public Libraries, Goa State, Automation, Library Automation, Status and Challenges

### INTRODUCTION

Rapid and very exciting developments in the Information and Communication Technologies in the 21st century make it necessary that public libraries have to change the way in which information is collected, displayed and accessed. They need to plan an important role in eliminating the digital divide, created due to the gap between the information rich and poor. Libraries can achieve this by offering the public access to information technology, by teaching basic computer skills and by participating in programmes conducted to spread knowledge and combat illiteracy. They should however continue to provide information through traditional methods like print and the oral tradition.

In order to meet these challenges, various statements, guidelines and recommendations have been issued by international and national

organizations such as UNESCO, IFLA and National Knowledge Commission, India (NKC). In this new situation, libraries in India need to make a paradigm shift from present strategy of collection or acquisition of knowledge to a strategy of knowledge access. In this context an effort is made to know how Goa's public libraries have adopted the ICT for delivering services to the user community.

### GOA STATE - AN OVERVIEW

Goa is the state on the south-western coast of India within the region known as Konkan, and geographically separated from the Deccan Highlands by the Western Ghats. It is surrounded by the Indian States of Maharashtra to the north and Karnataka to the east and south, with the Arabian Sea forming its western coast. It has inherited the cultural traditions of Portuguese and coastal India. The territory of Goa is spread over an area of 3,702 Sq. Km. "It has a population of

14,57,723, with a density of 394 per km. Goa is the state with highest proportion of urban population with 62.17% of the population living in urban areas. As per projection, population of Goa in 2020 was 15.22 Lakh's. It ranks fourth amongst the states of India in terms of its literacy rate, which is 87.40%, according to the census of 2011".

### PUBLIC LIBRARIES IN GOA

Until nineteenth century, there existed no public libraries in Goa. The concept of a public library entered into Goa in 1832. The establishment of the Publica Livraria (public library) in 1832, by the Government, marked the beginning of the public library movement in Goa. The library continues to function. After Liberation, it was renamed as central library and has played the role of a State library since Goa attained its Statehood in 1987. After Goa was liberated from Portuguese rule in December

**Table 1: State, District and Taluka Libraries of Goa State**

Sl. No.	Name of The Library	Year of Establishment
1	KrishnadasShama Goa State Central Library	September 15, 1832 (Renamed in the year 2012)
2	Dr. Fransico Luis Gomes District Library, Navelim, Salcete – Goa	November 21, 2010
3	Govt. Taluka Library, Curchorem, Goa	December 12, 1975
4	Govt. Taluka Library, Valpoi, Goa	March 20, 1976
5	Govt. Taluka Library, Canacona, Goa	May 23, 1976
6	Govt. Taluka Library, Bicholim, Goa	February 15, 1984
7	Govt. Taluka Library, Sanguem, Goa	June 6, 1988
8	Govt. Taluka Library, Ponda, Goa	November 16, 2002
9	Govt. Taluka Library, Mandrem, Pernem, Goa	February 21, 2004

1961, the Government of India's Ministry of Education and Youth Services, New Delhi, approved the Goa, Daman and Diu Rules for Recognition and Grants-in-Aid to Libraries in 1969".

These rules provided for a network of Libraries consisting of a Central Library, District Library, Taluka Library for every Taluka and village libraries for every village having a population of over one thousand. Functions of the Central Library and Recognised Libraries were enumerated. Regulations were laid down for the management, housing, acquisition and maintenance of books, facilities for the public, restriction on the use of library premises, prohibition of purchase of certain types of books, maintenance of records and registers, submission of returns, inspections, library staff and grants. Further, time to time revision of the rules were made to receive the recognition and meet the grant-in-aid to the libraries approved by the Government of India, Ministry of Education and Social Welfare, New Delhi. The table 1 shows the list of the existing State, District and Taluka Libraries in Goa State

### **PUBLIC LIBRARY LEGISLATION IN GOA**

The Goa Public Libraries Act was assented by the Governor of Goa on July 29, 1995 and was further amended in April 1997. Its implementation started from Goa Statehood Day on May 30, 1997. Following are some of the important features of the Act:

- \* Enrolment of every student in a public library on reaching Standard VIII

- \* Constitution of a State Library Development Cell under the Directorate of Education to perform various functions connected to public libraries, including administering the grant-in-aid system.
- \* Constitution of the State Library Council to advise the government on all matters related to the establishment of library service.
- \* Libraries at State, Municipal, Taluka and Panchayat Levels.
- \* Collection of a Library cess in the form of a surcharge on excise duty payable under the Goa Excise Duty Act, 1964
- \* One percent of the Education Budget to be provided for promoting the services to the public".

### **REVIEW OF LITERATURE**

Numbers of articles have been published on the status of ICT in the public libraries in India in general. However, in specific to Goa research work has been carried out briefing architectural view of public libraries in Goa only. A significant studies among them have been reviewed here.

Gopinath (1992) points out the scenario of public libraries in 19th century and the need to shape the libraries with existence of information technology. Ramesh Babu (1995) studied the development of the public libraries in India outlining the role of computers in day to day library functionality. Gadgilwad (2015) addressed the concern of the public library development and library automation history in India. This paper briefed about the history about the library automation, its need and growth structure, pre and post implementation issues etc. Adhe (2014) highlighted the significance of the automation in

the libraries to deliver better plan and strategy in delivering its services. Aswal (2006) in his document highlights the role of Information and Communication Technology to develop advanced networking system to promote resource sharing activities.

Further, Singh (2008) in his study “Library automation in modern age” explained about the various techniques and tools developed using automation of the libraries for simple accessibility delivering high professional services. Ingale (2014) in her paper highlights the importance of ICT in automating library services like acquisition, cataloguing, circulation, OPAC, Web OPAC for public access and Serials management. Shuji (2007) focused on the contribution of the latest technologies like RFID, Smart card etc. to deliver services at the public library in Naka City. It also highlights the need for the technical verifications, biometric technology to move a step forward from card society to card-less one. The review of literature indicates that there is a need to study the status to provide more insights into the topic. Hence the study has been undertaken.

### **OBJECTIVES OF THE STUDY**

The purpose of this research work is to critically study and analyze the growth and development of the public libraries under study in view of its automation. The specific objectives of the study are:

- \* To study the current status of automation in the public libraries in Goa State.
- \* To find out which areas are automated in these public libraries.

- \* To study the provision of the budget for Library automation in the public libraries under study
- \* To study the barriers in the implementation of IT based operations and services or automation of public libraries.

### **METHODOLOGY**

The study intends to project the data depicting the current situation and focus on the challenges being faced by the libraries during automation. The study has been conducted on the State Central Library, District and Taluka Library System in Goa State. The primary data has been collected using the survey instrument. A structured questionnaire was designed to satisfy the objectives of the study which was distributed among librarians in State Central Library, District and Taluka Libraries of Goa State. Further, as questionnaire method has some limitations to collect the data, the informal interview and the observation methods were also used to supplement the questionnaire method and bring more clarity to the data.

### **LIMITATION OF THE STUDY**

The Public Library System in Goa State comprises of State Central Library, District/ Taluka/Town Libraries and Villages Libraries (Taluka Wise). The present study has its scope of investigation limited to State Central Library (1), its District (1) and Taluka Libraries (7).

### **DATA ANALYSIS AND FINDINGS**

#### **Opening and Closing Hours of the Libraries under study**

The table 2 states that almost all the libraries are open to public for nearly 12 hrs a day and are

closed according to calendar public holidays in Goa State. The timing of the libraries well serves the needs of their local community. This study reveals that 7 out of 9 libraries serves their users

on Sunday too, whereas, only Govt. Taluka Library, Canacona, Goa and Govt. Taluka Library, Sanguem, Goa are closed for their users on Sunday.

**Table 2: Opening and Closing Hours of the Libraries under study**

Sl. No.	Name of the library	Monday to Friday	Saturday & Sunday
1	KrishnadasShama Goa State Central Library	08:45 AM to 7:30 PM	9:30 AM to 5:45 PM
2	Dr. Fransico Luis Gomes District Library, Navelim, Salcete – Goa	09:00 AM to 7:00 PM	9:30 AM to 5:45 PM
3	Govt. Taluka Library, Curchorem, Goa	09:00 AM to 6:30 PM	9:00 AM to 5:00 PM
4	Govt. Taluka Library, Valpoi, Goa	09:00 AM to 6:30 PM	9:30 AM to 5:45 PM
5	Govt. Taluka Library, Canacona, Goa	09:00 AM to 6:30 PM	09:00 AM to 6:30 PM (Saturday)
			Closed on Sunday
6	Govt. Taluka Library, Bicholim, Goa	09:00 AM to 6:30 PM	9:30 AM to 5:45 PM
7	Govt. Taluka Library, Sanguem, Goa	09:00 AM to 6:30 PM	09:00 AM to 6:30 PM (Saturday)
			Closed on Sunday
8	Govt. Taluka Library, Ponda, Goa	08:00 AM to 8:00 PM	08:00 AM to 8:00 PM (Saturday)
			9:30 AM to 5:45 PM (Sunday)
9	Govt. Taluka Library, Mandrem, Pernem, Goa	09:00 AM to 7:00 PM	9:30 AM to 6:45 PM

### Resource Collection of the Libraries

The table 3 shows the collection of printed and non-printed materials according to the annual library report 2019-20 at the libraries under study. In all the libraries, the library holdings include the printed collection of which KrishnadasShama Goa State Central Library has the maximum collection with 292341 Books, 31 different newspapers, 402 journals/magazines, and 2500 CD'S/DVD'S. In addition, KrishnadasShama Goa State Central Library has

additional holdings such as E-Books and E-Journals with count as 1,50,000 and 2500 respectively.

### Staff position at the studied public Libraries in Goa state

The table 4 represents the current staff position at the libraries under study. A total of 173 staff members are currently working in the libraries under study in Goa. The study also shows that there are total of 72 appointed professional

**Table 3: Resource Collection of the Libraries**

Sl. No.	Name of the Library	PRINTED			NON-PRINTED	
		Books	News Papers	Journals/ Magazines	CD/ DVD's	E-Books / E-Journals
1	KrishnadasShama Goa State Central Library	292341	31	402	2500	1,50,000 (E-Books) + 2500 (E-Journals)
2	Dr. Fransico Luis Gomes District Library, Navelim, Salcete – Goa	78002	26	381	274	
3	Govt. Taluka Library, Curchorem, Goa	40597	21	115	385	
4	Govt. Taluka Library, Valpoi, Goa	25173	15	120	25	
5	Govt. Taluka Library, Canacona, Goa	27279	17	70	32	
6	Govt. Taluka Library, Bicholim, Goa	23656	20	71	450	
7	Govt. Taluka Library, Sanguem, Goa	20289	17	124	37	
8	Govt. Taluka Library, Ponda, Goa	30535	22	172	284	
9	Govt. Taluka Library, Mandrem, Pernem, Goa	24436	23	317	252	

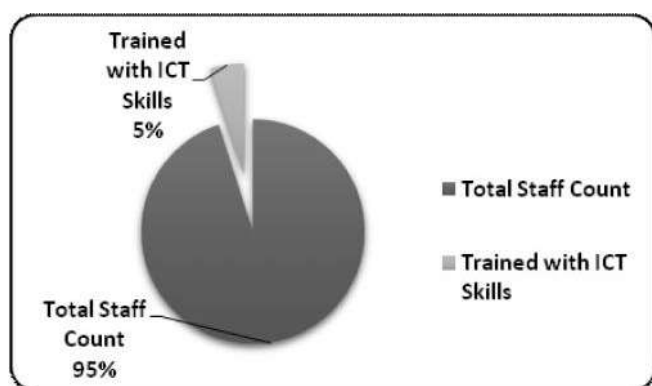
**Table 4: Staff position at the studied public Libraries in Goa state**

Sl. No.	Library Name	Professional Staff	Semi-Professional Staff	Non-Professional Staff	Total Staff Count	Trained with ICT Skills
		(Librarian, Assistant Librarian)	(Library Assistant, Library Attendant, Library Clerk)	(Library Peon)		
1	KrishnadasShama Goa State Central Library	60	20	20	100	6
2	Dr. Fransico Luis Gomes District Library, Navelim, Salcete – Goa	4	7	11	22	2
3	Govt. Taluka Library, Curchorem, Goa	2	2	3	7	1
4	Govt. Taluka Library, Valpoi, Goa	1	2	3	6	0
5	Govt. Taluka Library, Canacona, Goa	1	1	4	6	0
6	Govt. Taluka Library, Bicholim, Goa	1	2	5	8	0
7	Govt. Taluka Library, Sanguem, Goa	1	1	4	6	0
8	Govt. Taluka Library, Ponda, Goa	1	3	6	10	0
9	Govt. Taluka Library, Mandrem, Pernem, Goa	1	3	4	8	0

staff say Librarian, Assistant Librarian working in these libraries. However, only 9 out of 72 professional staff appointed at library have training in accessing Information and Communication Technology (ICT) tools. Thus, only 12.5% staff have been given either training or are trained with ICT skills. In-case of 7 Taluka libraries, except the Govt. Taluka Library, Curchorem, Goa the rest 6 Taluka libraries have none professional staff trained with ICT.

The Figure 1 gives us a clear idea that among the total appointed staff at the libraries say Professional Staff, Semi-Professional Staff and Non-Professional Staff only 5% of the staff have been trained with ICT skills.

**Figure 1: Staff position at the studied public Libraries in Goa state**



### **Total Budget Allocation for the Public Libraries in Goa State**

The table 5 demonstrates us about the existing budget allocation system carried out for the public libraries in Goa state. The study reveals that 30% of the total amount allocated is spent towards acquiring the printed resources and 2% is spent towards non-printed resources. Further, the expenditure incurred for the staff payment,

library furnishing, library stationery, and binding is 35%, 7%, 5% and 2% respectively. Even in the current scenario of ICT in libraries, only 15% of the amount is spent to carry out library automation and networking work in these libraries.

**Table 5: Total Budget Allocation for the Public Libraries in Goa State**

Sl. No.	Particulars	Total Budget Allocation %
1	Books / Magazines / Newspaper	30%
2	Staff Payment	35%
3	Library Automation and Networking	15%
4	E-Books / E-Magazines	2%
5	Back Volumes	2%
6	Library Furnishing	7%
7	Library Stationery	5%
8	Binding (Books and Magazines)	2%
9	Library Building	1%
10	Others	1%

### **Status of automation in the studied public libraries in Goa state**

The table 6 states the current status of the automation in the libraries under study. According to the studied data, Libraries with Code ‘ KrishnadasShama Goa State Central Library and Dr. Fransico Luis Gomes District Library, Navelim, Salcete – Goa ‘ have been fully automated in the year 2012 and 2010 respectively. While, the Govt. Taluka Libraries at Curchorem, Valpoi, Canacona, Bicholim, Sanguem, Ponda, and Mandrem are currently partially automated and would be moving towards using the same software

**Table 6: Status of automation in the studied public libraries in Goa state**

Name of the Library	Fully	Partially	No automation	Year of automation	Software used
KrishnadasShama Goa State Central Library	Yes	-	-	2009	Libsys
Dr. Fransico Luis Gomes District Library, Navelim, Salcete – Goa	Yes	-	-	2010	Libsys
Govt. Taluka Library, Curchorem, Goa		Yes	-	-	-
Govt. Taluka Library, Valpoi, Goa		Yes	-	-	-
Govt. Taluka Library, Canacona, Goa		Yes	-	-	-
Govt. Taluka Library, Bicholim, Goa	-	Yes	-	2014	-
Govt. Taluka Library, Sanguem, Goa		Yes	-	-	-
Govt. Taluka Library, Ponda, Goa	-	Yes	-	2015	-
Govt. Taluka Library, Mandrem, Pernem, Goa	-	Yes	-	-	-

‘LIBSYS’ in the near future and currently these 7 libraries are serving their circulation or reference services manually.

#### **Areas of automation covered by the surveyed libraries in Goa State**

The table 7 states that there is a changing scenario according to the development in Information and Communication Technologies. The study reveals that KrishnadasShama Goa State Central Library and Dr. Fransico Luis Gomes District Library, Navelim, Salcete – Goa are totally automated with the areas such as Acquisition, Cataloguing, Circulation, Serial Control and OPAC. It is a good sight to analyse that the rest 7 libraries are partially automated and have automated the basic necessary feature for their users i.e., Online Public Access

Catalogue (OPAC) to search the available resources in the libraries. The libraries under study are also connected through networking system. Thus, any user can access the online catalogue and search for the resources of any library in the connected network connection.

#### **Various Services available at the Libraries under Study**

The table 8 explains that the Circulation Services, Periodical / Newspaper Services, Reference Services, Own Reading Book Services, Computer / Internet Services, Children Services, CD’s/DVD’s Services, OPAC etc. are being provided by all the libraries under study in Goa State. However, the services such as Braille Services, Goa Section Books Services and other



**Table 7: Areas of automation covered by the surveyed libraries in Goa State**

Sl. No.	Code of the Libraries	Acquisition	Cataloguing	Circulation	Serial control	OPAC
1	KrishnadasShama Goa State Central Library	Yes	Yes	Yes	Yes	Yes
2	Dr. Fransico Luis Gomes District Library, Navelim, Salcete – Goa	Yes	Yes	Yes	Yes	Yes
3	Govt. Taluka Library, Curchorem, Goa	No	No	No	No	Yes
4	Govt. Taluka Library, Valpoi, Goa	No	No	No	No	Yes
5	Govt. Taluka Library, Canacona, Goa	No	No	No	No	Yes
6	Govt. Taluka Library, Bicholim, Goa	No	No	No	No	Yes
7	Govt. Taluka Library, Sanguem, Goa	No	No	No	No	Yes
8	Govt. Taluka Library, Ponda, Goa	No	No	No	No	Yes
9	Govt. Taluka Library, Mandrem, Pernem, Goa	No	No	No	No	Yes

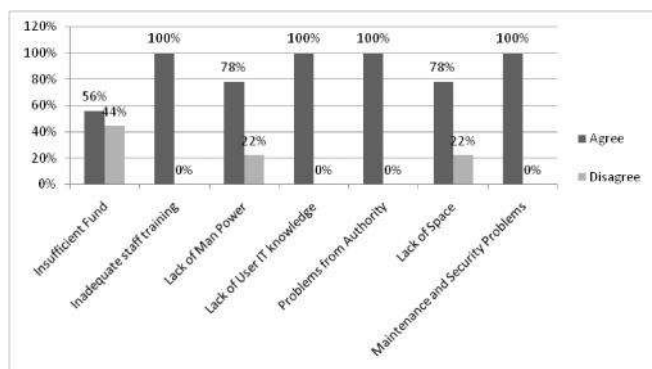
**Table 8: Various Services available at the Libraries under Study**

Sl. No.	Type of Services	Code of the Libraries								
		A	B	C	D	E	F	G	H	I
1	Circulation Section	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
2	Periodical/Newspaper Section	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3	Braille Section	Yes	Yes	No	No	No	No	No	No	No
4	Reference Section	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
5	Own Book Reading Section	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
6	Computer / Internet Section	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
7	Childrens Section	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
8	Goa Section	Yes	Yes	No	No	No	No	No	No	No
9	CD-ROM/DVD Documentaries	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
10	OPAC	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
11	Other Services (Union catalogue, DELNET Online Database, Inter Library Loan, Book Lending, multimedia, referral services, print images, reprography etc).	Yes	Yes	No	No	No	No	No	No	No

services like Union Catalogue, Online Database, Inter Library Loan, Book Lending, Reprography Services, Referral Services etc. are being currently served by only two libraries with Code 'A' and 'B' only.

From the figure 2, one can get a clear picture that 5 out of 9 libraries i.e., 56% of the libraries are facing the issues of insufficient funds for carrying out library automation work. On the other hand, the survey says 100% of the staff have inadequate staff training opportunities at the libraries and at the same time lack of user IT knowledge. Further, 78% of the libraries are facing the issue towards the lack of man power and the space constraints. Libraries are also facing 100% security and maintenance issues. However, it is good to know that the librarians have 100% support from higher authorities.

**Figure 2: Challenges faced by the surveyed public Libraries in Goa State**



## SUGGESTIONS

1. No library can have in its collection all the material required by the community it serves. An efficient and effective Inter-library loan system should be developed and policy decisions should be taken as regards to type

of material, length of time, and other process involved in its implementation.

2. There is a need for activities of the libraries to be diverted from the traditional ones to the automated technology of the modern times to respond to users with ease.
3. There is an urgent need to revive the library movement in the state. The Goa Public Libraries Act, 1993, amended in 1997, has been partly implemented mainly as regards to cess collection. It requires revision and full implementation.
4. A resource plan should be drawn, especially for sharing databases and content access and dissemination of information and conducting other activities of common interest.
5. There is a need to offer borrowing facilities and other digital resources available to the readers regardless of geographical and other limitations.

## CONCLUSION

In the recent times, Information and Communication Technology has become the important tool to satisfy the users demand efficiently and with ease. From the current study, we understand that automation of libraries has gained momentum in the libraries of Goa State. However, there is a far way to reach to the goal. There is a need for the Public libraries administration to take a quick steps and measures in completing the automation work in rest of the libraries in Goa. There is a need for the library professionals at the libraries to upgrade their skills to meet the growing needs and expectations of the users from the libraries in this era.

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