

**Exploring the Workforce Management in the College Library for the
Growth of Students Knowledge
(A Case study of Vivekananda College, Delhi University)**

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ABSTRACT

In the educational institution, the workforce management system is very important for the growth of student knowledge and wisdom. It can be increased only by a proper set of services, resources and by some tools like websites, link and information and communications technology etc., who can reduce students' stress and seek behaviours. The researcher felt the importance of workforce management in academic institutions for the growth of students' knowledge and also behaviour of staff's services. Therefore, the study found a case study of Vivekananda College, Delhi University with the help of the topic of "Exploring the Workforce Management in the College Library for Growth of Students Knowledge."

This research paper found four objectives with the help of the ratio of college staff and students discipline wise and library management facility with students' feedback, different facilities which are provided by library management and also collection, uses, environment situation and websites and ICT facility and their conclusion of the study.

KEYWORDS: Workforce management, Students, Library staff, Library Service, Website and ICT facilities.

INTRODUCTION

Workforce management is the strategic process which increases overall efficiency and resources and also can ensure in the workplace at the right time with right work activities. In the college library, the main objective of workforce management is to get students the right service, right collection of resources, support to reading and information at the right work time and also right stock with tasks. Because workforce planning can help students' skills and knowledge, forecasting of planning and also can provide a good quality of research.

The college library is important for long term strategics, planning, collecting, tracking and reviewing data. The plan always helps to identify changes and where intervention and strategy can develop and where the development is needed, that can point out easily.

Websites are the collection of web pages and the building, creating, and maintaining them is called web development. The world wide web allows computers to access a web page through the internet using an application called the web browser. Many people and organizations have created millions of pages, websites and share information

So, the world wide web is just one of the ways to make all information easily accessible and browsers such as internet explorer, google chrome, Safari and Mozilla Firefox help in the process.

Implementation of Information communication Technology (ICT) plays a vital role in connecting globally. It is also a way of dynamic promotion for higher educational institutions. ICT is the part of the technological culture in which we can expand our physical and mental abilities as well as there are possibilities of social development.

Even the impact of Covid-19 has been felt in all spheres of life. Especially the education sector, a major determination of the country's progress which has been significantly disrupted by it. With the worldwide implementation of social distancing, classrooms have been shut down and examinations postponed, creating an exceptional situation in the domain of education. The world witnessed the possibilities of the shift from traditional classroom setup to a new era of digital learning.

This research paper is exploring the workforce management in the college library for growth of students' knowledge. The aim of the study is to study the changes and challenges by web sites and ICT which are helping libraries survive, help in the growth of the students' knowledge and also improve in relation to workforce management sources. Through this study we will also come to know how internet and information software is helping the libraries workforce in expanding their services to the college students and management and the level of satisfaction of their patrons can be found out by participants in this study.

IMPORTANCE OF STUDY

ICT and web sites play a very important role in the education field specially workforce management. Nowadays both the internet and computers improve workforce management efficiency. The effectiveness of workforce management is just like the backbone of the education sector in these pandemic times. ICT has become the core of education, alongside reading, writing and numeracy. What is the impact of ICT on the library and its staff? How much are the college level students exploring it and library services provided by it.? How have our students grown in knowledge in an information age and which are the problems being faced by the students? These all are very important to study and evaluate. Vivekananda college is one of the good colleges of Delhi University. As researchers, it was felt very important at the present juncture of covid-19 to study under the title "Exploring the Workforce Management in the College Library for Growth of Students Knowledge: A Case study of Vivekananda college, Delhi University."

PRESENTATION OF THE STUDY

Vivekananda College started in 1970, in a school building with approximately 300 students. The building was dedicated by Swami Ranganatha Nanda of the Ramakrishna Mission in 1979. This college has witnessed a meteoric rise in the number of students seeking admission in the different courses (Arts, Humanities, Commerce Social Sciences and Sciences) offered by it. The college has a dynamic and empowering educational environment for young women seeking an undergraduate degree and now fifteen departments are running with 94 faculties in different disciplines and more than 2000 students. Though there have been 94 faculty, only 39 permanent faculty have been considered for Study.

Vivekananda College Library is equipped to meet essential academic and intellectual needs of its students. A spacious library, spread on three floors and has been renovated to make it more user friendly. A state-of-the-art library with Open access system, Online Public Access Catalogue and spacious reading rooms provide an atmosphere conducive to study. It has provision of 180 seats for users to be seated.

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It is well stocked and the collection consists of more than 65,000 books. Collection is continuously updated with changes in curriculum. It subscribes to many newspapers, national and international journals.

Library is connected to the Delhi University network (e-Shod Sindhu) with access to DULS databases and e-resources. It also has access to the Braille library of DULS. It is a member of N-LIST (a programme of INFLIBNET) to provide remote access to users to a huge number of e- resources. It is also a member of DELNET for Inter library loan and e- resources. Library is Wi-Fi enabled for internet connectivity. Many CD's and DVDs are also available in the library collection. It has implemented many information Communication Technology tools to provide various innovative information services.

LIMITATION OF STUDY

All the respondents are from Vivekananda College, University of Delhi and they all were third year outgoing students i.e., 2018-2021 batch. They have had good experiences in three years at college level. As the study has been confined to the Vivekananda college only, researchers could not make a study on the overall factor influencing the all colleges of the University of Delhi as different colleges may have different facilities in their libraries.

RESEARCH OBJECTIVE

For the above study, the following are research objectives:

- To examine the ratio proportion of college and students discipline wise and students' feedback.
- To evaluate the library facilities, library staff, service and sources provided by the library management.
- To examine how often students visit the library with how is library's collection and services, uses and environment of Library
- To examine the availability of services in the library with a web site and ICT facility in the library, satisfaction level of the students and conclusion of the study.

RESEARCH METHODOLOGY

The study is based on primary data. Primary data has been collected with the help of personal interviews by taking the aid of questionnaires for students as well as management of the samples.

The total numbers of students are more than 2000 in Vivekananda college. Out of 2000 questionnaires were sent through mail to the 731 students. Out of 731 students, 602 students responded and had been considered for the study. Out of these all 602 students were third year's students in the 2018-21 batch.

The primary data collected was further shown in the Master table. From the Master table, segmented tables were made and inferences drawn with the help of some statistical devices like Pie Chart, Bar Diagram etc. and also used non- parametric tests to find out significance by Linear equation and R square test and rank position.

FINDING AND DISCUSSION AND ANALYSIS OF STUDY

1.Observation of the survey of the ratio proportion college and students' discipline and management with the library's facility:

Before discussing and analysing any type of organization or institution profile, it is very essential to know about the organizations and the participation, what types of organizations, who have participated in study, who uses the facility of intuition etc. In this institution the

total number of permanent faculty is 39 without the ad-hoc faculty. The ratio of arts, commerce and science faculty of the college and students is 25:473, 11:193 and 5:48 respectively. The researchers present the following tables about college faculty and students ratio proportions and number of students stream-wise.

Table No. 1.1: Steam-Wise Number of Faculty and StudentsRatio Proportions

Sr. No.	Designate	Arts	Commerce	Science	Total
1	Faculty	25	11	5	39
2	Students	473	193	48	714
	Ratio Proportions	25:473	11:193	5:48	39:714

***Data from field survey**

Table No.1.2: Students Responses

Sr. No	Response/ not response	Arts	Commerce	Science	Grand total	%' OF Grand Total
1	Response of students	392(82.87)	162(84.46)	48(100.00)	602	(84.31)
2	No response of students	81(17.12)	31(15.54)	-	112	(15.69)
	Total	473(100.00)	193(100.00)	48(100.00)	714	(100.00)

***Data from field survey**

From the survey's total 84.31 percent of samples have responded to the mail, only 15.69 percent of samples have not responded to the mail. From 84.31 percent, 100 percent of the samples have been of science followed by commerce stream students.

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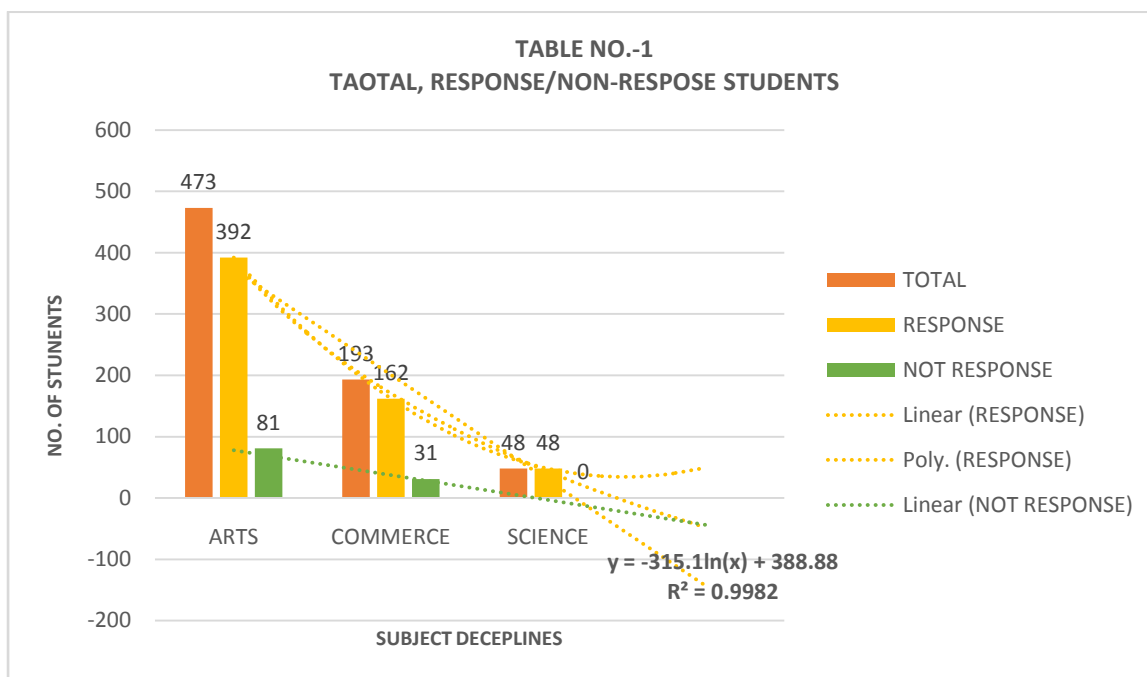


Fig. No.1 (Bar chart with linear line and R² value)

From the observation of the above table and Fig no. 1 bar chart with linear equations and polynomial curve: it was found that the R square value is 0.9982, so the variable is highly significant and the sample of respondents is very good. By the research the college students are very much involved and attested with the library and they have been devoting their time in the library also.

2. Observation of the survey about the facilities, library staff, service and sources provided by the library management:

‘Library’- traditionally is considered to be the collection of books, journals, magazines and media which is managed within the building itself (Physical library). In an educational institution, a library management facility is a very important part of educational growth that provides support about the information resources to the students. Space management affects the students in the library to maintain the environment. So, in an educational institution library management is a very important part of an academic institution. Library management encompasses normal management tasks as well as intellectual freedom. In Vivekananda college students have enjoyed this facility being provided by the library management and is divided four ways 1) infrastructural, 2) library sources,3) library services and 4) any other matter which is presented through Table no. 2.1 and table no. 2.2

Table No.2: Management Facility for Students

Sr. No	Facilities	No. of Students	%'age of students	Rank
1	Infrastructural,	101	16.78	3
2	Library sources	161	26.74	1
3	Library services	113	18.77	2

4	Any others matter	55	9.14	5
5	Preferred 1 &2	42	6.98	7
6	Preferred 1 &3	12	1.99	8
7	Preferred 1 &4	2	0.33	11
8	Preferred 2 &3	57	9.47	4
9	Preferred 2 &4	2	0.33	11
10	Preferred 1,2, &3	52	8.64	6
11	Preferred 2,3 &4	2	0.33	11
12	Preferred 1 ,2,3&4	3	0.50	9
	Total	602	100.00	

***Data from field survey**

The survey observed the maximum 26.74 percentage sample who gave their opinion about management facilities in this college's library sources is very good and is followed by 18.77 percentage sample who have preferred library services being provided by library management.

The researcher observed that in the Arts discipline 22 percent students are more satisfied with library sources facilities and 18 percent and 16 percentages samples have preferred infrastructural facilities and library service facilities respectively. In the arts discipline another 44 percent of samples were scattered in various facilities.

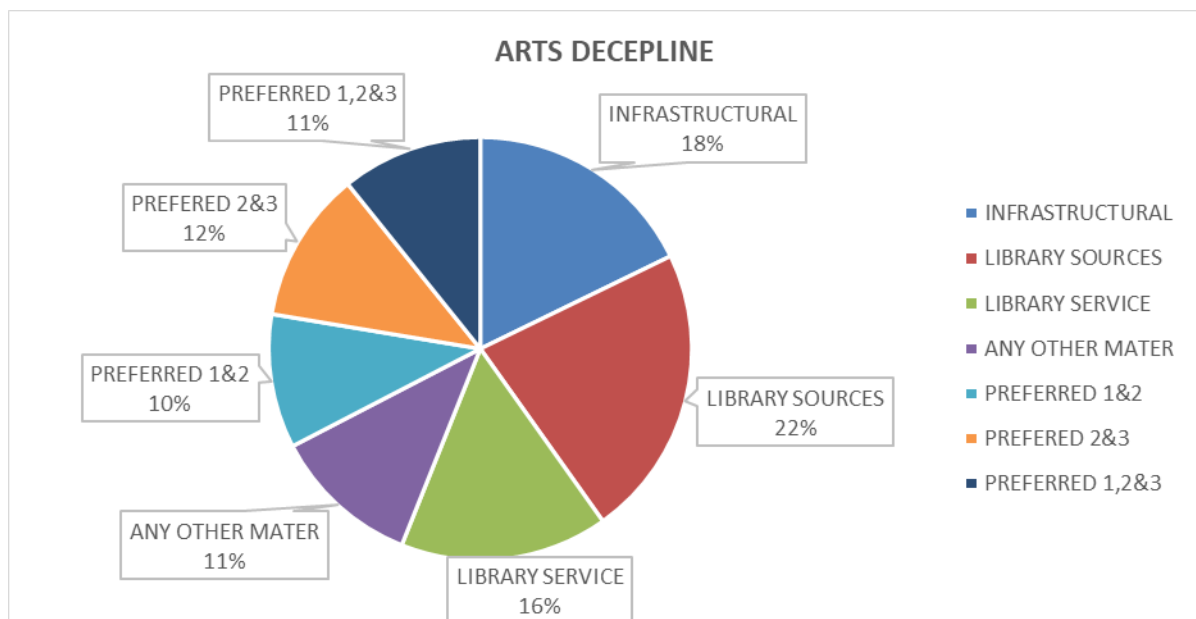


Fig. No.2.1 Pie Chart (Arts discipline)

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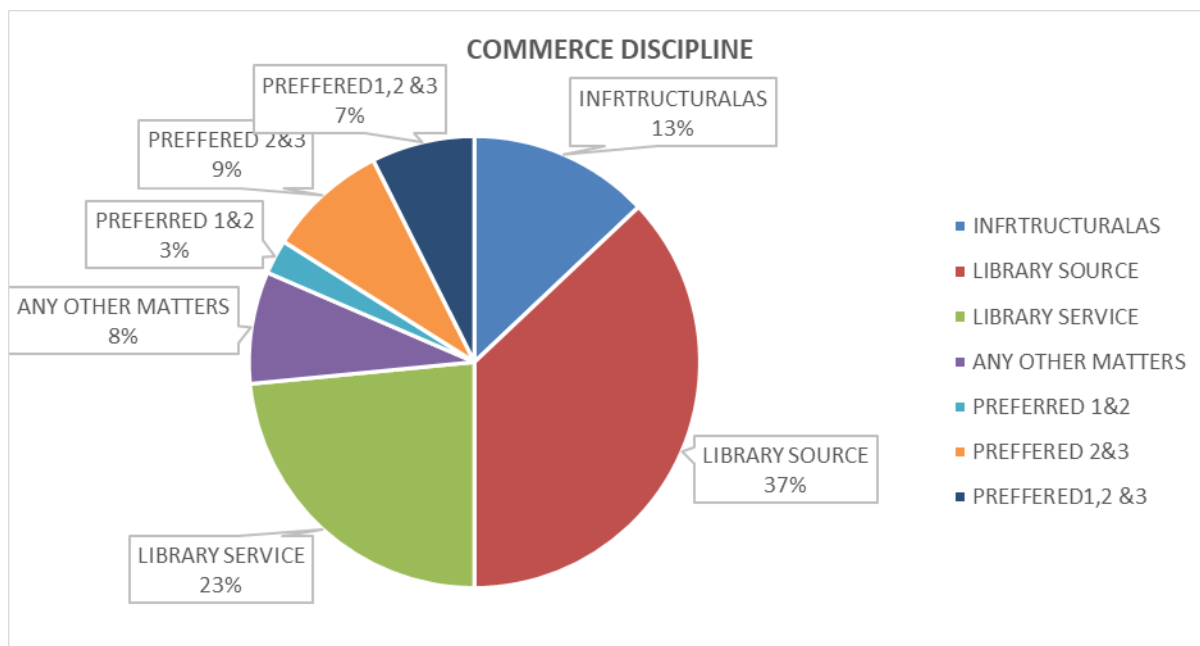


Fig.No.2.2 Pie Chart (Commerce discipline)

But in commerce discipline the maximum 37 percent sample have been satisfied with library sources followed by 23 percent sample being satisfied by library services and 13 percent satisfied with intercultural facilities. In the science discipline students also had the maximum sample of their satisfaction with library sources and it is followed by 33 percent and 29 percent sample with library service and infrastructural respectively. The survey has found that out of 602 samples, 472 samples have given their opinion that the staff of the college library are very good and helpful. Another 120 samples gave their opinion that staff are partially helpful and only 10 respondents have felt the library staff are not helpful.

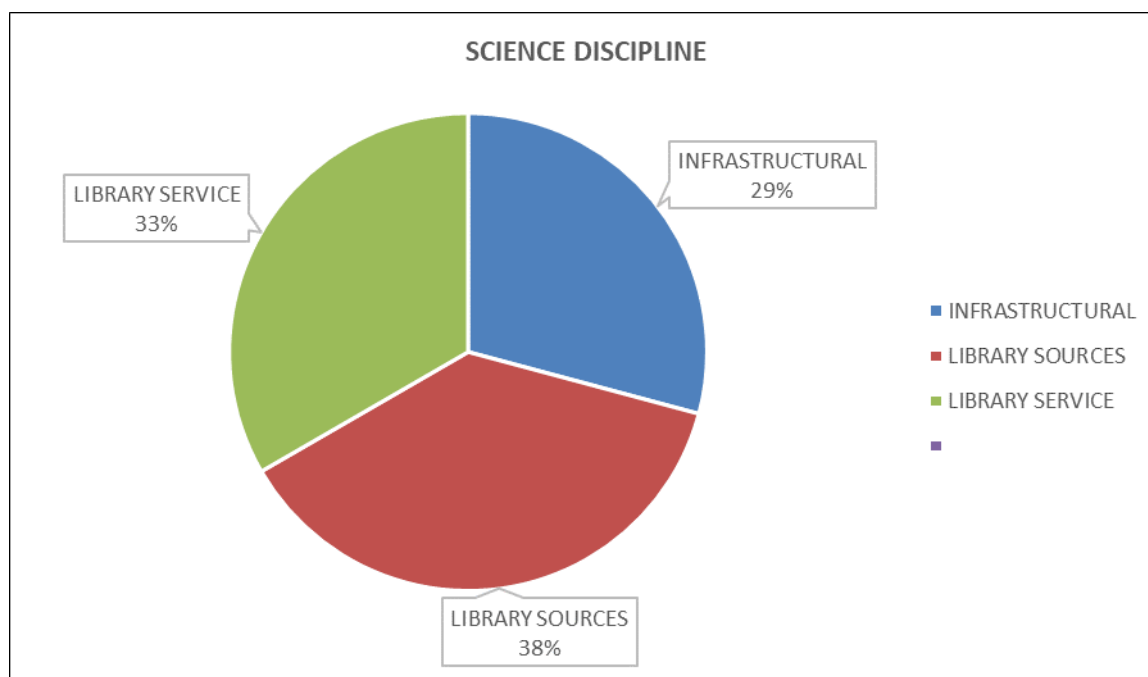


Fig.No.2.3 Pie Chart (Science discipline)

So, the researcher found out that all the students gave their feedback that the college library's management facility is very good and decent and well managed, whenever students want any help library management do cooperate. The study also observed whenever students wanted guidance or help from the library management, they immediately provided their services. Even the college students if they want for other sources guide, then also management to do help just like enquiry the books from college catalogues, website, Facebook link or bibliography etc. The survey has been finding, out of 602 samples, 472 samples have been giving their opinion the staff of college library are very good and helpful another 120 respondents gave their opinion staff are partially helpful and only 10 respondents.

3.1. Observation on “How often do students visit the library?”

Library is an integral component of an educational institution. Nowadays people are living in a high-tech, information driven world. The progression of technology has made information accessible with a click of a figure. So, the researcher highlights the students' learning outcomes by the students' visit to the college library. Table no. 3 presents the nature of visiting the library of different discipline students.

Table No. -3.1: Nature of Visit Library

Sr. No	Nature of visit	Arts	Commerce	Science	Grand Total	%'age of Grand total
1	Frequently	166	70	20	256	42.52
2	Occasionally	211	80	19	310	51.50
3	None	15	12	9	36	5.98
	Total	392	162	48	602	100.00

***Data from field survey**

The researchers found that the maximum 51.50 percent of samples have been visiting the library occasionally. As the sample of the study was final year students, they gave their opinion that they did not get time to visit the library due to their too many competitive examinations and also, they like to prepare for exams through home study. They do not get time to visit the college library. It is followed by 42.52 percent students frequently visiting the college library because they like the college library environment and they believe that the library can give to them on the spot a plethora of scholarly sources and can take additional mentorship and also increased awareness.

The researcher has been finding out the linear equation line and R square values which is 0.9991, so the variable of frequent position is highly significant and the college library is an important hub of college life and furnishes an opportunity to check out the books and conduct the research work.

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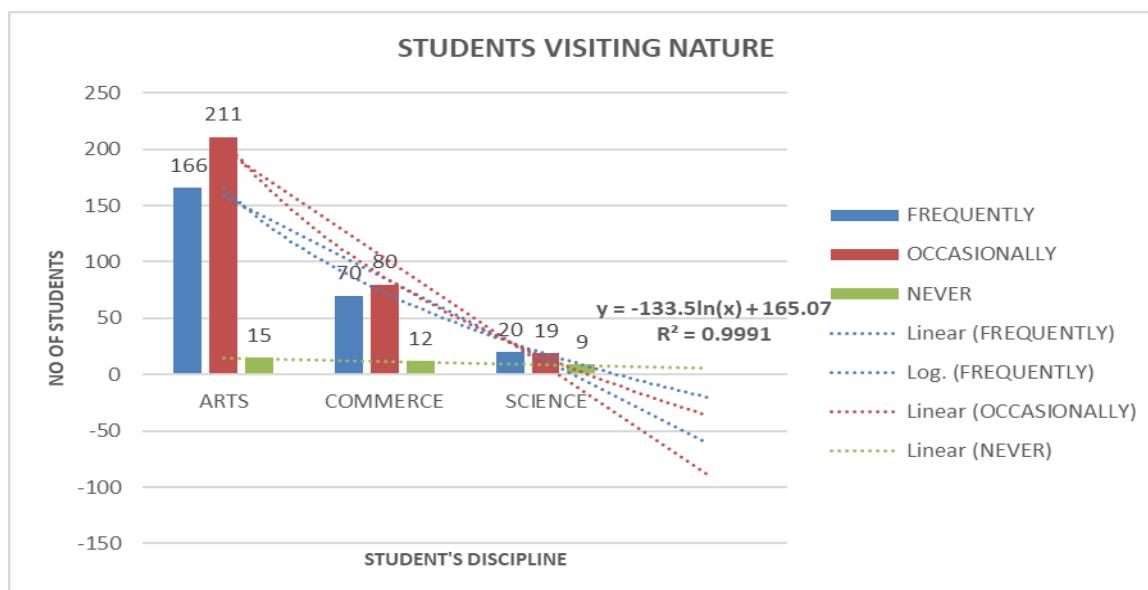


Fig. No -3.1(Bar chart with linear equation & value R square)

3.2. Observation of the survey about the situation of the library's collection and services, uses and environment of the library

Satisfaction of the library's collection, service and uses is another important part of student's research and intelligent growth. So, the different tables and bar charts represent the library collection, library services, usage and environment of the library.

Table No.-3.2: Number of Students with Satisfaction Level in Collection and Services of Library

Sr. No	Satisfaction Level	Library Collections	%'age of total	Library Service	%'age of total
1	Excellent	218	36.21	209	34.72
2	Good	353	58.64	375	62.29
3	Not satisfied	31	5.15	18	2.99
Total		602	100.00	602	100.00

***Data from field survey**

From the study researchers have found that out of 602 respondents, the maximum 58.64 percent level of satisfaction of the respondents was good, followed by 36.21 percent, their satisfaction level was excellent. Only 5.15 percent of respondents were not satisfied.

In the case of the college library service, it is found that out of 602 samples, 375 or 62.29 percent of samples responded that library services are good. It is followed by 209 which means 34.72 percent, they have been finding out the library services as excellent, and only 18 or 2.99 percentage students have not been satisfied with library services.

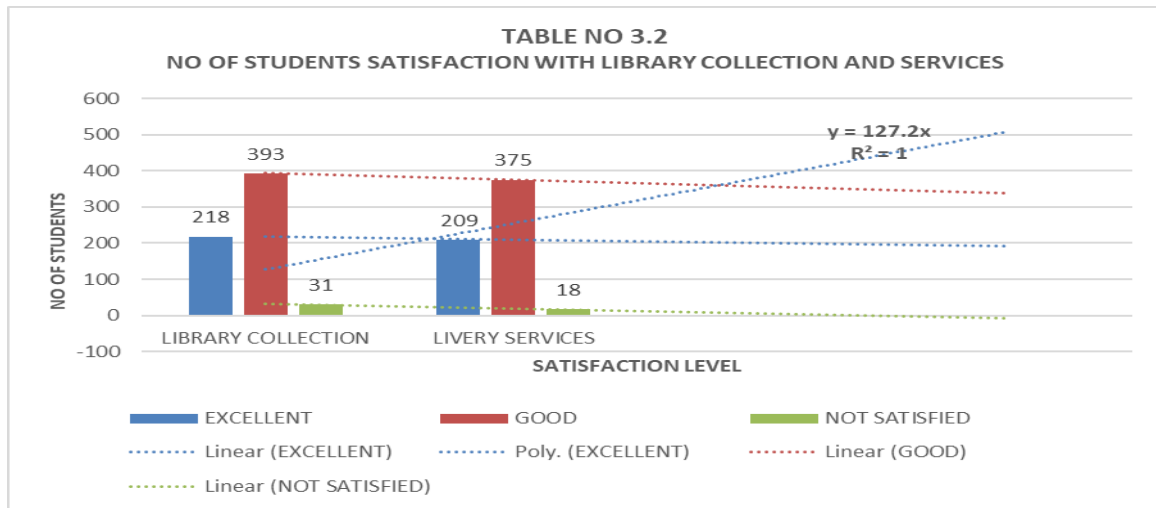


Fig. No. 3.2 (Bar chart with linear equations)

From the survey, the researchers found out the variables of satisfaction level of students with collection of library and library services is dependable to each other and R square value is 1, so reasons are perfectly significant. In case of use of the library by the students, out of 602 respondents 286 respondents have been using the library regularly and 316 respondents have not been using the library regularly. Fig no. 3.2 pie chart presents uses of the library by the students.

Another important factor is the library's environment. In the library, the natural environment is very important because of the reduced negative impact factor and increased positive indoor quality force. Maintaining a green building can be kept clean, pleasant, silent and eco-friendly tips. So, an educational institution, place of modern library study facilities is one of the important environment factors which can be increased by library management.

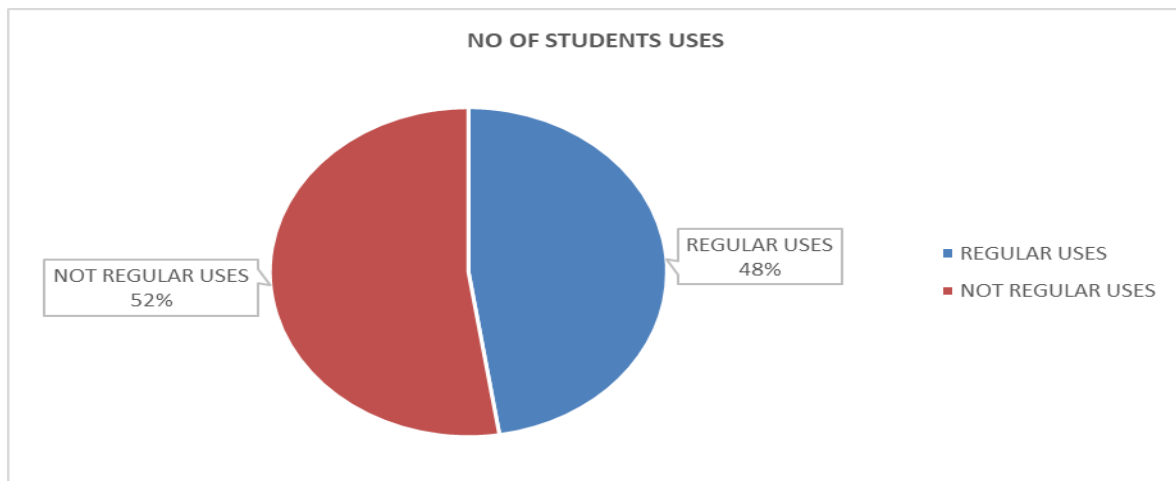


Fig. no.3.3 Pie chart of number of students uses

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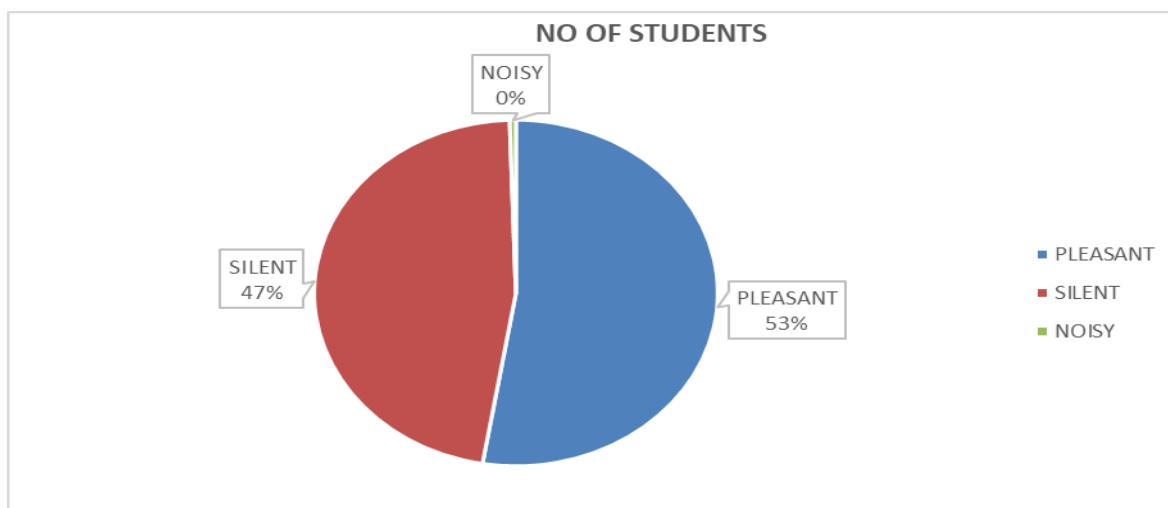


Fig. no 3.4 Pie chart presented library environment

It was observed from the study, out of 602 respondents, 599 respondents, meaning 99.50 percent of the samples, were very much happy with the college library's environment. It showed that 52.66 percentages of respondents they felt that college library environment is very much pleasant and it is followed by 282 respondents means 46.84 percentages have felt that library 's environment is silent nature, and only very few respondent's 0.50 percent respondents felt that environment is noisy.

4. Observation of the availability of the web site and ICT facility in the library and satisfaction level of the students and conclusion of the study.

Exploring the growth of the students' knowledge depends on the library's availability of services like timely library circulation notice, online public access catalogue, and new arrivals display, current awareness services etc. So, table no.4.1 presents the availability of service facilities in the library.

Table No. 4.1: Availability of Library Facilities

Sr. No	Services availability	No of students	%' age of total units	Rank of Preferred
1	Circulation	76	17.08	1
2	OPAC	38	8.54	6.5
3	New arrivals display	50	11.24	4
4	Current awareness Service	62	13.93	3
5	Reference Books	17	3.82	9.5
6	Online Services	67	15.06	2
7	Preferred 1 and 3	38	8.54	6.5

8	Preferred 3 and 4	20	4.49	8
9	Preferred 3 and 6	17	3.82	9.5
10	Preferred 4 and 6	14	3.15	11
11	Preferred 1,2,3,4,5 and 6	46	10.34	5
	Total	445	100.00	

From the survey the researcher found 17.08 percent of respondents were satisfied with the circulation facility, followed by 15.06 percent respondents who preferred online services. 15.06 percent of respondents were satisfied with the current awareness service and they said that the library website and technical facilities are very updated. Out of 602 respondents 445 respondents are very familiar and up to date with technology and they can use various types of tools and technology and 157 respondents say they have used the technology but are not too familiar with the whole technology and they have chosen their tools in different ways. The survey observed the satisfaction level of students by some observation questions such as they are getting their materials timely or not, they are familiar with library catalogue or not, they visit their library regular or not and they like the library Facebook page or not etc. Table No. 4.2 presents the respondent's satisfaction level.

Table No.4.2: Not of Students Positive/Negative Responses

Sr. No	Related Question nature	Respondents preferred (Yes)	%'age of students	Respondents not preferred (No)	% 'age of students	Total Students
1	Timely getting materials	529	87.87	73	12.13	602
2	Computer catalogue uses	282	46.84	320	53.16	602
3	Visiting the library website	460	77.41	142	23.59	602
4	Library's face-book page	392	65.11	210	34.89	602

*Data from field survey

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The survey observed 87.87 percent of respondents have been getting timely materials, 77.41 percent visit the library web site regularly and 65.11 percent like the library Facebook page. Only 46.84 percent of respondents did not use a computer catalogue. In the pie chart Fig. No.4.3 and Fig.no. 4.4 represents positive and negative responses of the students.

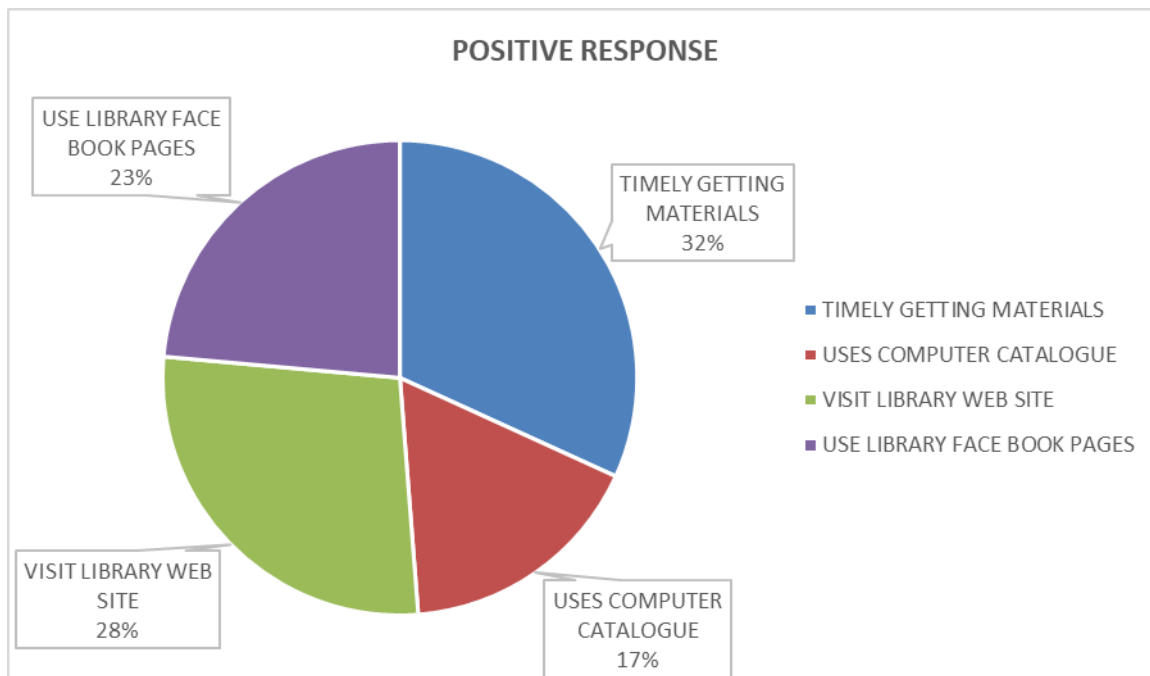


Fig No. 4.1 Positive response (Pie chart)

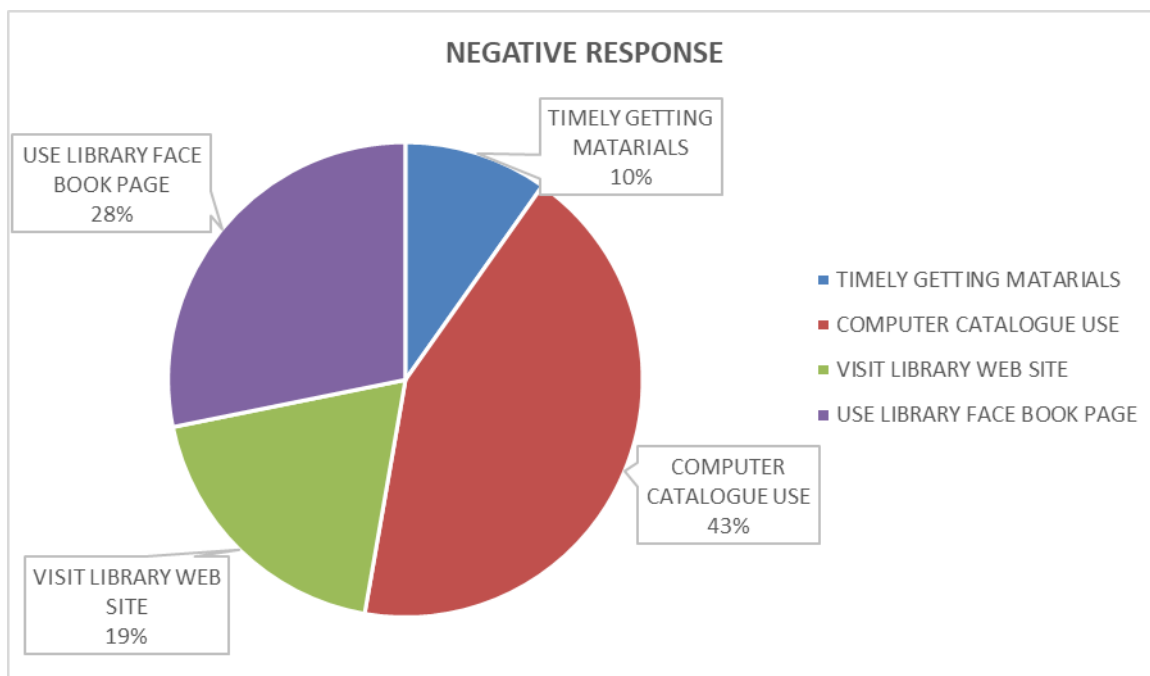


Fig No.-4.2 Negative response (Pie Chart)

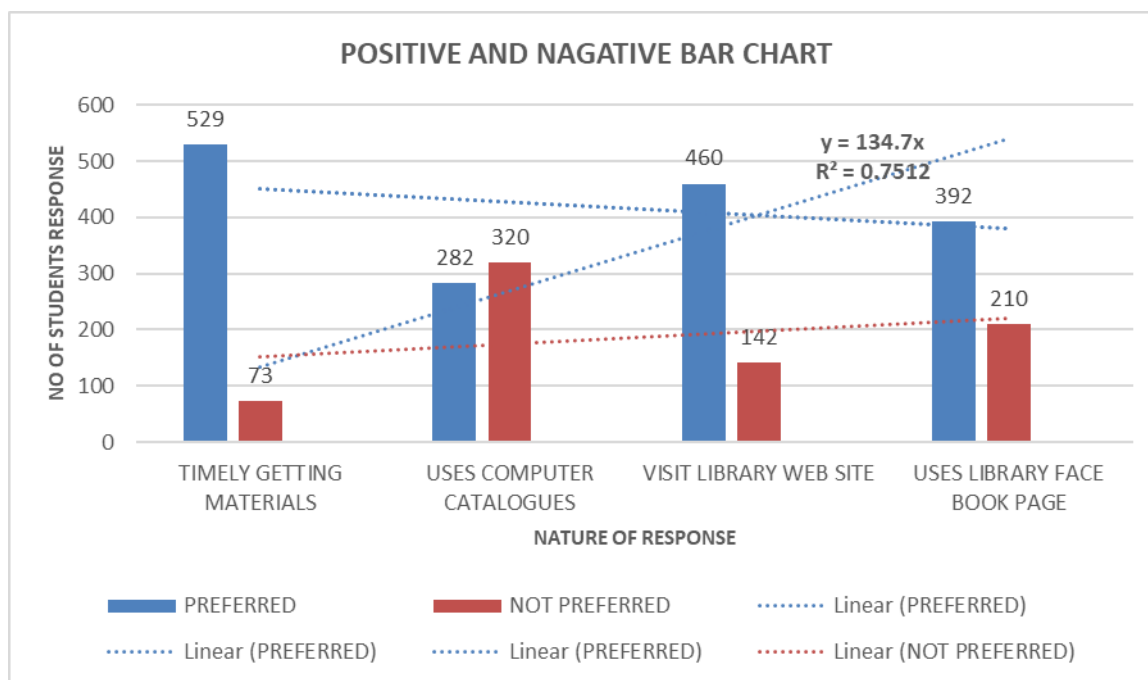


Fig No. 4.3 (Bar Chart with linear equation)

The bar chart represents the linear equation and R square value. In the non-parametric test R square value is 0.7512 and finds nonlinear regression, which is an extremely flexible analysis. Here, the calculation in R square value is more than 0.75 % of response variation within the data. So, the R- square is the better model and significance level is well fit. The survey can conclude the data and is a very good scenario between the variables.

CONCLUSION:

This study found out that the strategy of library workforce management is very important for the growth of young students’ knowledge. The student’s knowledge can develop through relationship buildings, collaboration, conversation and communication. The library workforce and library knowledge are both very important and essential components of the academic system because the library workplace can give information to students by various tools and techniques where students can continue teaching, learning and research. For the students in the college library, workforce management can make students better knowledgeable and scholar-able by better service, better staff, new collections and attention in time where it makes the organisational change. So, the library needs to pay attention to increasing their workforce and improve and solve the complex situation in knowledge, skills and abilities because empowering the workforce is a positive response of young generation students.

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