

# Library Collection and Services of University Libraries in Haryana State: An Introspection from Librarian's Perspective

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## ABSTRACT

This study examines the collections (print and electronic) and services provided by selected university libraries in the state of Haryana. It focuses on four government universities established between 1990 and 2017 that offer multidisciplinary programmes. A survey method was employed, using a structured questionnaire to collect data from the university librarians. The study aims to assess the current status of library collections and services, evaluate whether annual budgets are adequate for developing high-quality resources and delivering effective services, and identify promotional strategies to enhance the use of library resources. It also explores librarians' perspectives on ICT infrastructure, its usage, and the challenges affecting service delivery. The findings indicate that the libraries generally consider their budgets sufficient for developing quality collections and maintaining a substantial range of both print and electronic resources. The study also highlights the growing role of ICT in improving access and service efficiency. Although limited to four universities, the study provides useful insights for strengthening library systems. It suggests the need for continued adoption of ICT tools, development of high-quality collections, and improved responsiveness to user information needs, while addressing barriers that limit effective use of library resources and services.

**Keywords:** Library Collection, Library Services, University Libraries, Haryana, India.

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## 1. INTRODUCTION

A library earns a name and reputation for its informative, up-to-date collection and services, and for how effectively these quench the information needs of its user community. The library collection focuses on the accessibility of information resources, including books, journals, magazines, newspapers, fiction, inspirational sources, manuscripts, pamphlets, etc. Yes, libraries indeed offer various types of services to facilitate access to information resources ranging from Issue and Return, Reference Service, Interlibrary loan, Selective Dissemination of

Information (SDI), Current Awareness Services, etc. and thus play an incredible role in terms of bridging the gap between the information resources and their takers by providing the right information to the right user. Collection development is the primary activity of the academic library and should be planned with the needs and demands of the user community in mind. "Collection Development has come to encompass a broad range of activities related to the policies and procedures of selection, acquisition, and evaluation of library collection" (Sanjay, 2016)

In simple terms, a collection is the act of gathering something or things together. To build a strong and informative, updated collection in the library, collection development is an essential aspect, prudently formulated in line with the information needs of the clientele and suited to present and future needs. “Collection development is the process of acquiring books and other information resources for the information needs of the library patrons.” (Ali, 2020)

## **2. IMPACT OF ICT ON LIBRARY COLLECTION AND SERVICES**

The use of ICT in library collection and services is highly impactful. Libraries are becoming more transformative and attentive to patrons' information needs, successfully including a vast array of digital resources that have a significant influence on e-learning. In the digital age, libraries offer a variety of digital resources, such as e-books, e-journals, and e-magazines, ensuring quick and easy access to information. Many libraries offer subscription-based online databases that enable remote access and fulfil the information needs of the user community by providing more authentic and accurate information promptly. Libraries also use various software to digitize their collections to preserve long-term access. Various types of Library Management Systems (LMS), such as KOHA and SOUL, are used by libraries to organise their collections systematically and to focus on resource sharing to reduce financial strain on individual libraries. This collaborative method helps libraries in better utilization of resources and now-a-days libraries actively promote the use of remote access through mobile apps, online services, library websites, etc. For Instance, user assistance services provide direct answers via chat boxes and emails to educate users about the library's collection and services. Further to orient, train the users' libraries to organise information literacy programmes. “User demand for all types of electronic resources and records has brought collection development into the electronic age.” (Gregory, 2019)

## **3. REVIEW OF LITERATURE**

Rathod (2025) describes collection management as the core activity of the library, emphasizing that user needs should inform it. The focus should also be on the latest technologies related to open-access models that influence collection development. Additionally, it was observed that, in today's context, AI serves as a form of blockchain technology for managing library collections.

Lalitha et al. (2024) highlighted the importance of integrating IA-focused Artificial Intelligence (AI) into library services to ensure more accurate and authentic results and quick access to information. As per their study, we should use ICT-based services in libraries to improve library operations, and it also significantly highlights AI's role in semantic search, digital libraries, and library operations.

Yuliana and Ifadah (2022) identify various challenges faced by libraries in the post-pandemic period and how these challenges are overcome by providing services through remote logging facilities, digital access, and by satisfying users' information needs. The study focused on how libraries should maintain user-friendly library services and promote them through online platforms.

Arandhara (2021) explores the services of four university libraries in Assam and describes how some libraries offer digital collections and services, promote virtual reference and live chat, and more. The study focused on the need for libraries to design their services with a user-centred approach, promote the use of web-based services, and regularly update their library websites.

McAllister & Laster (2021), in their work, explore the dynamic needs of the user community and, for that purpose, the transformation from print collections to digitisation is an essential step to connecting the future, and they highlight libraries shifting from printed to hybrid collections as per the dynamically changing needs of the user community. Further, the work described aims to develop a clear policy to address users' information needs and to promote the digitalisation of library materials for long-term preservation.

Ali (2020) explained the terms of collection and the role of collection development policies and highlighted collection development policies necessary for the library to build a strong and accurate collection as per the information needs of the user communities, and described that collection development policies are an essential component of the library to create a balanced and unbiased collection.

Hernández-Pérez et al. (2020) explain the public library and its services and suggest a few promotional methods for the effective utilisation of library services in the digital age, highlighting the importance of technology for enhancing services to engage the user community and ensure that libraries remain relevant.

Gregory (2019) highlights the importance of collecting and the role of ICT in developing a high-quality collection for better management and greater accessibility for present and future use.

Sanjay (2016) explained the collection development policies in an academic library and how they are framed in response to users' information needs. While formulating the collection development policy, factors that influence it include user demand, budget, and other factors.

Slavin (2015) explores the challenges faced in providing digital library services and proposes ways to address them. The study emphasises the importance of online learning management systems (LMS). Customising library services to users' specific needs, along with the use of remote access facilities, supports flexible learning.

Poe (2015) highlights the significance of distance education and discusses the crucial role of libraries in this context. The study indicates that as the demand for library resources continues to grow, it is essential to provide these services to distance learners. Additionally, the research identifies significant challenges, such as the digital divide, and advocates solutions, including offering library services via remote access, to meet the needs of distance learners better.

Gregory (2019) has described the role of AI in collection development, the importance of Open access and institutional repositories, and how libraries are effectively providing services using AI technologies. The work highlighted various services and collections, such as eBooks, e-journals, and digital archives, that meet today's needs and align with user preferences.

Wood (2005) describes the collection development policies in academic, public, and special libraries, emphasizing that well-structured collection development policies must be applied at every stage of the library. A library collection is essential, so we must ensure that we create a high-quality collection by following the collection development policy at every stage. Collection development policies impact all aspects of the library, including management, budgeting, financial statements, and technical services.

Mouw (2004) identified the essential pillars of the library as the library collection, collection development policy, the acquisition section, etc., and also highlighted that, while planning collection development policy, factors to be considered include proper planning, strategic selection of documents, and promotion of resource sharing.

#### **4. STATEMENT OF THE PROBLEM**

A library cannot operate without its collection and services; therefore, the main pillar and essential assets of the library rely on its collection and services. University libraries in Haryana State receive substantial funding each year to develop a relevant, informative, and high-quality collection and to offer a wide range of library services, but still face many challenges that affect the promotion of the use of the library collection and services. The primary aim of this study is to obtain the librarian's perspective on the current status of the library collection and services, the application of ICT in their promotion and use, the barriers affecting the collection development process, and other related issues.

The study entitled "Library Collection and Services of University Libraries in Haryana State: An

Introspection from Librarian’s Perspective" covers four university libraries in Haryana State, which were established between 1990 and 2017 and offer multidisciplinary courses, namely: Chaudhary Bansi Lal University (Bhiwani), Chaudhary Ranbir Singh University (Jind), Gurugram University (Gurugram) and Maharshi Dayanand University (Rohtak).

**5. OBJECTIVES OF THE STUDY**

- To check the present status of the Library Collection (print and Electronic) and services being offered by the university libraries in the State of Haryana.
- To know whether the total annual budget of the libraries is sufficient for developing a good and informative library collection.
- To check out the e-resources facilities being offered by university libraries.
- To know the promotional methods used by the libraries to deliver their collections and services.
- To study the technological infrastructure in terms of software(s), hardware(s), and equipment in university libraries being used for providing library collection and services
- To study the current scenario and understand the major challenges libraries face in providing effective collections and services.

**6. RESEARCH METHODOLOGY**

Methodology is an essential step in the research study, and proper methodology is important at every stage of the research, without which no study can follow a systematic direction. In this study, researchers have reviewed previously published literature on library collections and services, budgets, and technical infrastructure to develop and understand the area of study. The survey method, in the form of a structured questionnaire, was designed as the primary tool for data collection. The questionnaire was distributed personally in every selected university library. A total of four librarian questionnaires were distributed to selected university librarians in Haryana State, namely: Chaudhary Bansi Lal University (Bhiwani), Chaudhary Ranbir Singh University (Jind), Gurugram University (Gurugram), and Maharshi Dayanand University (Rohtak). The data were collected through purposive sampling by personal visits and repeated communication. All four university librarians returned the questionnaire, resulting in a 100% response rate.

**7. DATA ANALYSIS AND INTERPRETATION**

The data is collected through the structured questionnaire administered in four university libraries in Haryana state. The questionnaire included both closed- and open-ended questions, and the results are based on the perspectives of four university librarians.

**Table 1: Library Profile**

1	University Name	Chaudhary Bansi Lal University	Chaudhary Ranbir Singh University	Gurugram University	Maharshi Dayanand University
2	Name of the Library	Central Library	Central Library	Vivekananda Central Library	Vivekananda Library
3	Year of Establishment	2014	2014	2017	1990
4	Type of Institution	Government	Government	Government	Government
5	Library Timing	9. A.M. to 5 P.M. P.M.	9 A.M. to 5. P.M.	9 A.M. to 5. P.M.	9 A.M. to 8. P.M.
6	Departmental Libraries	--	--	--	✓
	If Yes, State the Number	*	*	*	05
7	Total Library Staff	11	08	05	42

Source: Author’s own work.

Table 1 shows that both CBLU and CRSU libraries were established in 2014, while GU was founded in 2017. In contrast, the MDU library was established earlier, in 1990, and has longer operating hours, from 9 A.M. to 8 P.M. The other three university libraries in Haryana State, CBLU, CRSU, and GU, are open from

9 A.M. to 5 P.M. All of these institutions are categorised as government libraries. Additionally, only MDU has five departmental libraries and a significant number of library staff.

**Table 2: Library Budget**

S.No	Year	Name of the University			
		Chaudhary Bansi Lal University	Chaudhary Ranbir Singh University	Gurugram University	Maharshi Dayanand University
1.	2022-2023	2,00,00,000/-	1,20,00,000/-	1,00,00,000/-	7,66,98,182/-
2.	2023-2024	2,00,00,000/-	1,45,00,000/-	1,00,00,000/-	8,00,00,000/-
3.	2024-2025	2,00,00,000/-	3,00,00,000/-	2,00,00,000/-	8,00,00,000/-
4.	Is the Library Budget Sufficient to Develop a High-Quality Collection Development?	Yes	Yes	Yes	Yes

Source: Author’s own work.

Table 2 indicates that, except for the CBLU library budget, which has remained constant over the past three years, the budgets for the other three university libraries—CRSU, GU, and MDU, increased each year from 2024 to 2025. MDU received the highest budget allocation, totalling 8 crores. Librarians from all university

libraries agreed that their budgets are sufficient to develop a high-quality collection. A higher budget enables libraries to maintain an updated collection, provide quality services, hire supportive staff, and strengthen their technological infrastructure to support ICT-based services in their institutions.

**Table 3: Sources of Funding**

S.No.	Sources of Funding	Name of the University			
		Chaudhary Bansi Lal University	Chaudhary Ranbir Singh University	Gurugram University	Maharshi Dayanand University
1.	UGC Grants	✓	✓	✓	✓
2.	Institutional Grants	*	*	*	✓
3.	Special Grants	✓	*	*	✓
4.	Government Funding	*	*	✓	✓
5.	Library Membership Fee	*	*	*	✓
6.	Library Fines and Fees	✓	*	*	✓
7.	Donation/ Endowments	*	*	*	--
8.	For Any Other, Please Specify	*			

Source: Author’s own work.

Table 3 data indicate that the CRSU library relies solely on UGC Grants for funding, while GU receives funding from both UGC Grants and government sources. The CBLU library obtains funding from UGC Grants, Special Grants, and Library Fines and Fees. In contrast, MDU has a more diverse range of funding sources, including UGC Grants, Institutional Grants, Special Grants, Government Funding, Library Membership Fees,

and Library Fines and Fees. It is important to note that UGC Grants serve as the primary funding source for all institutions. Furthermore, libraries with diversified funding sources, such as MDU, tend to achieve better outcomes in collection development and services. Finally, having multiple funding sources enables libraries to enhance their capacity to build a rich collection and provide user-oriented services.

**Table 4: Document Selection Committee**

S.No	University Name	Does The Library Have A “Document Selection Committee”?	
		Yes	No
1.	Chaudhary Bansi Lal University	✓	*
2.	Chaudhary Ranbir Singh University	✓	*
3.	Gurugram University	✓	*
4.	Maharshi Dayanand University	✓	*

Source: Author’s own work.

Table 4 indicates that all university libraries have a document selection committee, which plays a pivotal role in selecting print and digital collections and thus supports effective collection development. An active

document selection committee is necessary for academic institutions to utilise budget resources better and ensure that the library builds a valuable, diverse collection that meets the current and dynamic needs of academic users.

**Table 5: Member(s) of the Committee**

S.No	Member	Name of the University			
		Chaudhary Bansi Lal University	Chaudhary Ranbir Singh University	Gurugram University	Maharshi Dayanand University
1.	Vice-Chancellor/ Nominee	✓	*	*	*
2.	Registrar/Nominee	*	*	*	*
3.	FO/ Nominee	✓	✓	*	*
4.	Librarian	✓	✓	✓	✓
5.	Library Staff	*	✓	✓	*
6.	Professional Reviews	*	*	*	✓
7.	Head of Concerned Departments	✓	✓	✓	*
8.	Faculty	✓	*	✓	*
9.	Research Scholars and Students	✓	*	*	*
10.	For Any Other, Please Specify	*	*	*	*

Source: Author’s own work.

Table 5 reveals that only the CBLU Document Selection Committee includes the Vice-Chancellor/nominee as a member, along with the FO/Nominee, Librarian, Head of Concerned Departments, Faculty, Research Scholars, and Students. Whereas, the CRSU committee includes the FO/Nominee, Librarian, Library Staff, and the Head of the Concerned Departments. In GU, the members are the Librarian, Library Staff, Head of Concerned Departments, and

Faculty, but MDU has only the Librarian and Professional Reviews. It is well known that the Document Selection Committee plays a major role in the collection development process, and more stakeholders and responsible members ensure a qualitative and informative collection. In this regard, the members should have subject expertise and, more importantly, familiarity with user interests and needs, as well as experience to ensure that the collection meets users' information needs.

**Table 6: Library Print Collection**

SHEETAL & MANISH KUMAR: LIBRARY COLLECTION AND SERVICES OF UNIVERSITY LIBRARIES IN HARYANA STATE: AN INTROSPECTION FROM LIBRARIAN'S PERSPECTIVE

S.No	Print Collection	Name of the University			
		Chaudhary Bansi Lal University	Chaudhary Ranbir Singh University	Gurugram University	Maharshi Dayanand University
1.	Books	26,496	33,316	15,105	3,92,563
2.	These and Dissertation	12	✓	781173	17,564
3.	Magazine	14	27	13	✓
4.	Journals	53	172	✓	328
5.	Newspaper	16	17	14	✓
6.	Reference Sources	--	✓	✓	✓
7.	Government Documents	--	✓	--	✓
8.	Research Report	--	✓	✓	✓
9.	Patent Records	--	*	--	*
10.	Maps	--	*	--	✓
11.	Visual Arts	--	*	--	*
12.	Special Collections (Rare Materials)	--	--	--	✓
13.	For any other, please specify	*	*	*	*

**Note:** Some university libraries provided the actual numerical data of present status regarding library collection, whereas the university libraries do not provide the numerical data; they only show with the icon as Yes: (✓); No: (--) or Not Mentioned (\*). **Source:** Author's own work.

Table 6 clearly shows that, out of the 12 categories of print collection, CBLU provides 05: Books, Theses and Dissertations, Magazines, Journals, and Newspapers. At the same time, CRSU offers 08 such as Books, Theses and Dissertations, Magazines, Journals, Newspapers, Reference Sources, Government Documents, and Research Reports. GU offers 07, including Books, Theses and Dissertations, Magazines, Journals, Newspapers, Reference Sources, and Research Reports. In contrast to others, only MDU provides the maximum number (10) categories of print collections, including Books, Theses

and Dissertations, Magazines, Journals, Newspapers, Reference Sources, Government Documents, Research Reports, Maps, and Special Collections (Rare Materials), with the highest number of Book and Journal collections. The main strength of the library lies in its collection, and libraries with comprehensive, up-to-date collections are better positioned to support teaching, learning, and research activities within their institutions.

**Table 7: Library Electronic Collection**

S.No	Electronic Collection	Name of the University			
		Chaudhary Bansi Lal University	Chaudhary Ranbir Singh University	Gurugram University	Maharshi Dayanand University
1.	E-Database	✓	✓	✓	✓
2.	Discipline-Specific E-Resources	✓	*	✓	✓
3.	E-Books	--	✓	18,372	57,024
4.	E-Journals	7129	*	6235	11,173
5.	Digital Archives and Repositories	--	✓	--	*
6.	Streaming Media Such as Multimedia Resources	--	*	131792	1354
7.	Audiovisual Materials	--	*	--	✓
8.	E-Newspapers	--	*	--	*
9.	E-Magazines	--	*	--	*
10.	E-Theses and Dissertations	✓	✓	781173	✓
11.	For any Other, Please Specify	*	*	*	*

**Source:** Author's own work.

Table 7 shows that, among the 10 types of electronic collections, CBLU offers only four: e-databases, discipline-specific e-resources, e-journals, and e-theses and dissertations. Similarly, CRSU provides four types, including e-databases, e-books, digital archives and repositories, and e-theses and dissertations. In comparison, GU offers six types of electronic resources, namely e-databases, discipline-specific e-resources, e-books, e-journals, streaming media (multimedia resources), and e-theses and dissertations. MDU offers the widest range, including seven types of electronic

collections: e-databases, discipline-specific e-resources, e-books, e-journals, streaming media, audiovisual materials, and e-theses and dissertations.

Electronic collections, such as e-books, e-databases, and e-journals, are essential in today's information environment and are a priority for modern users. Universities that offer today's diverse range of electronic resources are better equipped to support distance education by ensuring continuous, 24/7 access to information.

**Table 8: Library Classification Scheme**

S.No	Classification Scheme	Name of the University			
		Chaudhary Bansi Lal University	Chaudhary Ranbir Singh University	Gurugram University	Maharshi Dayanand University
1.	Dewey Decimal Classification (DDC)	✓	✓	✓	✓
2.	Universal Decimal Classification (UDC)	*	*	*	*
3.	Colon Classification (CC)	*	*	*	*
4.	Library Of Congress Classification (LCC)	*	*	*	*
5.	For Any Other, Please Specify	*	*	*	*

Source: Author's own work.

Table 8 shows that all the university libraries (CBLU, CRSU, GU, MDU) in Haryana use the Dewey Decimal Classification scheme to classify library

resources. From the above table, it is evident that DDC is a widely used classification scheme for organising books in libraries and enhancing their functional efficiency.

**Table 9: E-Resource Access Facility**

S.No	E-Resources Through	Name of the University			
		Chaudhary Bansi Lal University	Chaudhary Ranbir Singh University	Gurugram University	Maharshi Dayanand University
1.	Remote Login (Access 24/7)	✓	*	✓	✓
2.	Library Website Access	✓	✓	✓	✓
3.	Online Catalogue Access	✓	*	--	✓
4.	Mobile Library Application	--	*	✓	✓
5.	Access Facility Within the Campus Only	✓	✓	--	*
6.	For Any Other, Please Specify	*	*	*	*

Source: Author's own work.

Table 9 shows that CBLU provides e-resource access via remote login (24/7), the library website, the online catalogue, and on-campus access. CRSU, however, offers more limited access, restricted to the library website and within-campus use. In comparison, GU enables access through remote login (24/7), the library website, and a mobile library application. MDU offers the most comprehensive access, including remote

login (24/7), the library website, the online catalogue, and a mobile library application. With the rapid growth of information, access to e-resources has become essential. Libraries that provide multiple access options are better positioned to support self-paced learning and bridge the gap between users and information by ensuring round-the-clock availability.

**Table 10: Conservation and Preservation of Collection**

S.No	Name of the University	The library has Facilities for conserving and preserving its collection	
		Yes	No
1.	Chaudhary Bansi Lal University	✓	*
2.	Chaudhary Ranbir Singh University	✓	*
3.	Gurugram University	✓	*
4.	Maharshi Dayanand University	✓	*

Source: Author's own work.

Table 10 data indicate that all university libraries ensure the collection, in both physical and digital formats, have facilities for conserving and preserving their collections, ensuring long-term access to information resources. The core responsibilities of the libraries are to remain safe and usable for future generations. For that purpose, libraries should preserve their collections.

**Table 11: Library Services**

S.No	Service	Name of the University			
		Chaudhary Bansi Lal University	Chaudhary Ranbir Singh University	Gurugram University	Maharshi Dayanand University
1.	Alerting Services	--	✓	✓	✓
2.	Current Awareness Service	--	✓	✓	✓
3.	Circulation Services	✓	✓	✓	✓
4.	Document Delivery Service	--	--	--	✓
5.	Indexing / Abstracting Service	--	--	--	✓
6.	Inter-Library Loan	--	--	--	✓
7.	Internet /Wi-Fi Service	✓	✓	✓	✓
8.	Lending Service	--	✓	--	✓
9.	Library Orientation	✓	✓	✓	✓
10.	Reference Service	✓	✓	✓	✓
11.	Referral Service	--	--	✓	✓
12.	Renewal of Books	✓	✓	✓	✓
13.	Reprographic Service	✓	--	✓	✓
14.	Reservation of Books	✓	--	✓	✓
15.	Resource Sharing	--	--	--	✓
16.	Newspaper Clipping Service	--	✓	✓	✓
17.	SDI (Selective Dissemination of Information)	--	--	--	✓
18.	Services to Assist Special (Disabled) Patrons	--	--	--	✓
19.	Translation Services	--	--	--	*
20.	Virtual Reference Services	--	--	--	✓
21.	For Any Other Please Specify	--	*	*	*

Source: Author's own work.

Table 11 shows that among 20 library services, the MDU library is first, offering the most (19). In contrast, the CBLU library has the fewest services, offering only (07), while the CRSU provides (09) and the GU library provides (11). A library that provides a comprehensive range of services directly demonstrates that it focuses on user needs and aims to improve user satisfaction by offering high-quality services.

**Table 12: Library Promotion**

S.No	Methods	Name of the University			
		Chaudhary Bansi Lal University	Chaudhary Ranbir Singh University	Gurugram University	Maharshi Dayanand University
<b>Traditional</b>		✓	✓	✓	✓
1.	Annual Report	✓	✓	✓	✓
2.	Display of the library collection	✓	✓	✓	✓
3.	Orientation programmes	✓	✓	✓	✓
4.	Notice Board	✓	✓	✓	✓
5.	Distribution pamphlets or brochures	--	--	✓	✓
6.	Library workshop and training program	✓	✓	✓	✓
7.	Word of Mouth/Personal Interaction	--	✓	✓	✓
8.	For any other, please specify	*	*	*	*
<b>Internet</b>		✓	*	✓	✓
1.	Library Website	✓	*	✓	✓
2.	Social Media Marketing	--	*	✓	✓
3.	Email Newsletters	--	*	✓	✓
4.	Online Exhibits	--	*	--	✓
5.	Instant Messaging (IM)	--	*	--	✓
6.	Virtual webinars or workshops	--	*	--	✓
7.	For any other, please specify	--	*	*	*
<b>Both</b>		✓	*	✓	✓

Source: Author’s own work.

The data in Table 12 shows that, except for CRSU, which offered only the Traditional method for library promotion, other CBLUs, GU, and MDUs have used both the traditional and internet methods for library

promotion. Effective library promotion techniques play an important role in raising users' awareness of the library's collection and services.

**Table 13: Technological Infrastructure**

S.No	Hardware equipment	Name of the University			
		Chaudhary Bansi Lal University	Chaudhary Ranbir Singh University	Gurugram University	Maharshi Dayanand University
1.	Desktop Computer	✓	✓	✓	✓
2.	Laptops	✓	--	--	✓
3.	Tablets	--	--	--	✓
4.	RFID Systems	--	--	--	✓
5.	Self-Check-in/Check-out Machines	--	--	--	✓
6.	Printer Device	--	✓	✓	✓
7.	For any other, please specify	--	*	*	*

Source: Author’s own work.

Table 13 indicates that CBLU offered only desktop computers and laptop hardware in Technological Infrastructure, while CRSU and GU libraries provided facilities with desktop computers and printers. In contrast,

MDU provided all the necessary hardware in its library. A well-maintained technological infrastructure enables libraries to better position themselves to support innovative services.

**Table 14: Library Management Software**

S.No	software	Name of the University			
		Chaudhary Bansi Lal University	Chaudhary Ranbir Singh University	Gurugram University	Maharshi Dayanand University
1.	e-Granthalaya	*	*	*	*
2.	LIBSYS	*	*	*	*
3.	SOUL	*	*	*	*
4.	KOHA	✓	✓	✓	✓
5.	Liberty	*	*	*	*
6.	For any other, please specify	*	*	*	*

Source: Author's own work.

**Table 15: Institutional Repository Services**

S.No	Name of the University	Does the library provide institutional repository services	
		Yes	No
5.	Chaudhary Bansi Lal University	*	✓
6.	Chaudhary Ranbir Singh University	*	✓
7.	Gurugram University	*	✓
8.	Maharshi Dayanand University	✓	*

Source: Author's own work.

Table 14 shows that all university libraries use the open-source Koha Integrated Library System (ILS) for library operations and management.

Libraries use the IR to collect, preserve, and disseminate intellectual output, and they reflect the institution's dedication through visibility, open access, and long-term preservation for future use.

Table 15 clearly shows that of the four university libraries, only the MDU library has an IR and provides

**Table 16: Major Challenges Encountered**

S.No	Statement	Name of the University			
		Chaudhary Bansi Lal University	Chaudhary Ranbir Singh University	Gurugram University	Maharshi Dayanand University
1.	Insufficient funds	*	--	--	✓
2.	Insufficient knowledge among higher authorities	*	--	✓	*
3.	Lack of ICT infrastructure	*	--	✓	*
4.	Lack of Technical expertise	*	--	✓	*
5.	Software licensing is becoming more expensive every day.	*	--	--	✓
6.	Resistance to change from traditional to digital resources	*	--	--	✓
7.	Outdated hardware/software	*	--	--	*
8.	Limited remote access to resources	*	--	--	*
9.	Users' reluctance to pay for services	*	✓	--	*
10.	Others(specify)	*	Insufficient space to expand the collection and services	Not sufficient knowledge among higher authorities	*

Source: Author's own work.

Table 16 shows that the librarian from CBLU did not respond to the questions. The CRSU librarian agreed that major challenges include users' reluctance to pay for services and insufficient space to expand collections and services. The GU librarian strongly agreed that key barriers are the lack of awareness among higher authorities regarding collections and services, inadequate ICT infrastructure, and insufficient technical expertise. The MDU librarian indicated that, although the current budget is adequate for maintaining a quality collection, challenges persist, such as limited funds for introducing new services and expanding collections, rising software licensing costs, and resistance to shifting from traditional to digital resources.

The findings highlight several common challenges faced by libraries, including financial constraints, insufficient institutional support, inadequate ICT infrastructure, limited technical expertise, rising costs, and resistance to change. These issues significantly affect library operations, limiting their ability to develop infrastructure, manage rising subscription costs, expand collections, and deliver high-quality services to users.

## 8. DISCUSSION

MDU, established in 1990, is the oldest among the four university libraries and is supported by five departmental libraries along with a well-established staff structure. In contrast, CBLU and CRSU were established in 2014, while GU was founded later in 2017 (Table 1). Among all, MDU receives the highest budget allocation. While CBLU's budget has remained constant over the past three years, CRSU, GU, and MDU have experienced consistent annual increases (Table 2).

MDU also benefits from diverse funding sources, including UGC grants, institutional and special grants, government funding, membership fees, and fines, whereas CRSU relies solely on UGC grants (Table 3). All libraries have document selection committees, which play a crucial role in selecting print and digital resources (Table 4). CBLU's committee is more diverse, with subject experts, whereas MDU's committee includes librarians and professional reviewers (Table 5).

MDU holds the largest and most diverse collection, offering 10 types of print resources, including books, theses, journals, and special

collections (Table 6). It also leads in electronic resources with seven types, followed by GU (six), and CBLU and CRSU (four each) (Table 7). All libraries use the Dewey Decimal Classification system (Table 8).

In terms of access, MDU provides the most comprehensive e-resource access, including remote login (24/7), website, OPAC, and mobile application, while GU offers similar services except OPAC (Table 9). All libraries ensure preservation and conservation of resources (Table 10).

MDU offers the widest range of services (19 out of 20), whereas CBLU provides only seven. Common services across all libraries include circulation, Wi-Fi, orientation, reference, and book renewal (Table 11). For promotion, MDU, CBLU, and GU use both traditional and digital methods, while CRSU relies only on traditional approaches (Table 12). Regarding infrastructure, MDU is the most advanced, offering a full range of hardware facilities, while others provide limited resources (Table 13). All libraries use the KOHA open-source ILS (Table 14), but only MDU has an institutional repository (Table 15).

In terms of challenges, MDU notes funding constraints for expansion despite adequate current budgets. At the same time, GU highlights issues such as a lack of awareness among authorities, insufficient infrastructure, and limited technical expertise. Responses from CBLU and CRSU on challenges were minimal (Table 16).

## 9. SUGGESTIONS

- (i) The library remains in constant demand due to its resources and services. To enhance membership and encourage greater user management and visits, it is essential to develop high-quality collections and expand electronic resources supported by modern technologies.
- (ii) University libraries should adopt and integrate the latest ICT tools to improve service delivery and ensure seamless access to both print and digital resources.
- (iii) Library timings should be user-friendly, and the use of advanced technologies should enable 24×7 access to resources from anywhere.

- (iv) Regular information literacy programmes should be organized to increase awareness and promote effective use of library resources.
- (v) Establishing institutional repositories will enhance research visibility and improve access to scholarly output.
- (vi) Skill-based training programmes and seminars should be conducted for library staff to equip them to handle emerging challenges in managing collections and delivering efficient services.

## 10. CONCLUSION

The study demonstrates that university libraries in Haryana are progressively strengthening their collections, services, and technological capabilities, with MDU emerging as a leading institution in terms of infrastructure, resources, and service delivery. While most libraries have adequate funding and essential systems in place, there remains a clear need to enhance the effective use of these resources through better planning and user-focused strategies.

The findings highlight that adopting advanced ICT tools, expanding electronic collections, and ensuring 24×7 access are crucial to meeting users' evolving information needs. At the same time, promoting services through both traditional and digital channels, improving staff competencies through training, and establishing institutional repositories can significantly enhance research visibility and service efficiency.

To conclude, the study highlights the importance of continuous ICT integration, strengthened promotional efforts, and a user-centric approach to improve access, utilisation, and the overall quality of library services in Haryana's university libraries.

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