

Role of Library in Promoting Quality Education in Higher Educational Institutions.

Gulnasin¹ & Reshma Khatun²

Abstract

Libraries are integral part in promoting Quality Education in Higher Educational Institutions, serving as a dynamic hub for learning, research, and collaboration. This abstract explores the multifaceted contributions of libraries towards enhancing the educational experience in higher education settings. Libraries serve as repositories of knowledge, offering access to diverse collections of print and digital resources that support curriculum objectives and scholarly inquiry. The objectives of the study are to encompass the understanding of multifaceted contributions of libraries to academic success, analysing the impact of library resources and services on student learning outcomes, and identifying best practices for leveraging library resources effectively. Through a comprehensive review of scholarly literature, case studies, and empirical research, libraries' diverse contributions to the educational process are explored. Mixed Method Analysis is utilized to assess the efficacy of library programs in enhancing student engagement and academic achievement. The findings of Quantitative study state the level of student's satisfactions of their library in their educational institution, the findings of qualitative method, underscore the indispensable role of libraries in fostering a culture of inquiry, critical thinking, and lifelong learning within higher institutions. This study concludes by emphasizing the significance of evidence-based practices in optimizing library services and education, thereby enhancing the quality and relevance of higher education in the digital age.

Key words: *Library, Quality Education, Higher Education.*

Introduction

The role of libraries in higher education is of immense significance, as they are considered essential components of university education. The academic and research processes heavily rely on library networks for their success. Libraries are integral to the facilitation of educational programs, acting as essential resources in the teaching, learning, and research endeavours within Institutions of Higher Education. Library plays a crucial role in achieving the goals and objectives of the Higher Education. Top of Form Libraries stand as vast reservoirs of

knowledge, encompassing scholarly outputs accumulated over time. They not only preserve this wealth of academic content but also disseminate it across generations. Ranging from textbooks and research articles to theses and dissertations, libraries offer scholars a rich repository tailored to their specific interests. The scope of information resources transcends physical boundaries, with academic communities gaining access to a global array of documents. Moreover, the transition from print to digital media has expanded the avenues for accessing information, now accessible via cloud platforms. Libraries serve as indispensable mediators between knowledge and seekers, catering to the scholarly community's needs within their respective institutions. Neglecting or assigning low priority to libraries, as highlighted by the Kothari Education Commission (1964-65), can have detrimental effects on educational institutions. The Commission emphasized the vital role of libraries in higher education, underscoring their essential contribution to the successful implementation of educational programs. It highlighted how detrimental it is to ignore libraries and give them no importance. Academic library is the vital component which develops the teaching-learning and research activity (Bhagvanhai & Chaudhari 2018). The University Education Commission (1948-49), led by Dr. S. Radhakrishnan, also emphasized the fundamental importance of libraries and laboratories in facilitating quality teaching. Radhakrishnan viewed libraries as the heart of university endeavours, vital for both research and educational activities. In his vision, libraries served as indispensable tools for students' learning, enabling them to explore higher branches of knowledge and engage in scholarly research effectively. In 1957 when S. R. Ranganathan participated in UGC agenda regarding 'Role of library in academic development he stated the pivotal role of libraries in academic development highlighting the enduring nature of libraries as the heart of education, ensuring the continuity of knowledge across generations. Ranganathan's "five laws of library science" provide timeless principles for maximizing library utilization, emphasizing the importance of accessibility, efficiency, and adaptation to evolving informational needs.

Amidst the advancements in Information and Communication Technology (ICT) and consistent support from government agencies like the UGC and ICAR, libraries continue to evolve as indispensable components of higher education. These agencies provide support to ensure optimal utilization of informational resources, aligning with Ranganathan's principles of library science. In today's context, the laws emphasize the dynamic nature of libraries and the imperative of efficiently managing burgeoning informational resources to meet the evolving needs of scholars and researchers.

Library and resource centre: The library is more than just a place for books; it is a key resource for learning and research. To strengthen quality education, it should include National and International Journals such as IJCRT, INSPA, KS, *SODH SAMIKSHA* etc. for the latest

research, a section for dissertations and thesis by students and teachers, books in multiple languages are to be available in the library to support all learners, and rare collections of old or out-of-print books, e-book, e-journals, magazines such as Careers 360 is India's largest Career counselling organization to help students take a more informed decision, Economic and Political Weekly, Prati Yogita Darpan English, etc. are more such, Newspapers and reputed magazines from organizations like NCERT and UGC keeps students updated on current trends and policies. These resources make the library a valuable centre for both preserving knowledge and supporting academic growth. An institutional Library should also organise thematic programme on scholar communication, orientation program, reference programme, for the upliftment of the quality education.

Review of Literature

Lan Yang (2011) emphasizes the vital role of libraries in promoting quality education in higher education institutions. The paper positions libraries as a "second classroom," contributing to students' moral, cultural, scientific, and technological development. The author outlines libraries' key functions: cultivating students' morals, enhancing scientific and cultural literacy, supporting professional and technical education, and improving overall student quality. The paper advocates for people-oriented management, modern service facilities, humanized services, and librarian capacity development to strengthen the library's educational function. The study concludes that libraries are indispensable for achieving comprehensive quality education, as they foster independent learning, creativity, and innovation among students.

Chaudhari (2018) provides insights, the instrumental role played by the University Grants Commission (UGC) in India in advancing libraries through initiatives like the Information and Library Network Centre (INFLIBNET). The development of the Software for University Libraries (SOUL) by INFLIBNET and the establishment of the *Shodhganga* database for citing theses from various Indian universities are highlighted as significant milestones in modernizing academic. Challenges in leveraging digital technologies and supporting Open Access Resources are acknowledged. Overall, the paper underscores libraries' vital contribution to knowledge dissemination and academic excellence in higher education.

Kuh and Gonyea (2023) examined the nature and value of students' experiences with the academic library. Its goal is to ascertain the distinctive ways in which libraries enhance the calibre of work students put forth and the progress they make while attending college. Its aim is to discover the unique contributions of library to the quality of effort students

expend in other educationally purposeful activities, the gains they report making during college, and their overall satisfaction with the college experience. Their study examines over 300,000 undergraduate students' experiences with academic libraries between 1984 and 2002 using the Questionnaire on College Student Experiences. Findings of the study show how use of the library by the students has evolved over time. The research emphasizes information-literacy's importance, suggesting campuses prioritizing it are more likely to produce information-literate graduates.

Kaur (2021) has given literature review, which examines the pivotal role of libraries in higher education, tracing their historical evolution and highlighting their multifaceted functions. The review emphasizes the transformative impact of technology on library services, underscores the importance of librarians as educators, and addresses emerging trends and challenges. Kaur's synthesis of scholarly literature provides a comprehensive understanding of how libraries serve as dynamic spaces for learning, research, and academic support within the higher education ecosystem, emphasizing their indispensable role in fostering academic excellence. In conclusion, Kaur's literature review provides a thorough explanation of the function of libraries in higher education, synthesizing key themes, trends, and challenges from a diverse range of scholarly sources, illuminating the multifaceted functions of libraries and their evolving significance in supporting teaching, learning, and research endeavours.

Parmar and Rajive (2019) discussed in their paper the pivotal role of libraries in advancing higher education, particularly within the context of government initiatives and technological advancements. It highlights various strategies employed by libraries, such as digital collection development and information literacy programs, to assist with research, teaching, and extension initiatives in universities. Additionally, the paper emphasizes the multifaceted roles played by libraries, including their function as educators, learning spaces, and knowledge managers. While providing valuable insights, the paper could benefit from further exploration of specific case studies and challenges faced by libraries in fulfilling their roles effectively. Overall, it serves as a comprehensive resource for understanding the evolving landscape of libraries in higher education and the importance of leveraging technology and governmental support to enhance academic endeavours.

Nworie *et al.* (2018) explore the role of academic libraries in advancing Sustainable Development Goal 4 (SDG 4)—ensuring quality education and lifelong learning—through digital platforms. The authors argue that libraries contribute significantly to educational quality by offering digital reference services, information literacy training, and institutional repositories. They also emphasize the importance of social media engagement, mobile

technology integration, and digitization of archival materials to enhance accessibility and inclusiveness. The paper notes that achieving these goals requires institutional support, staff capacity building, and improved ICT infrastructure. By linking library innovation with sustainable educational development, the study highlights libraries as essential partners in achieving quality education in Nigeria.

M. K Abubakar's (2022) paper explores the often-overlooked role of academic libraries in enhancing teaching and learning for sustainable development in Nigeria. The author contends there have been substantial attempts to enhance instructional strategies and curricular content, the potential contributions of academic libraries remain underappreciated. Through a review of the literature and personal experience, the author emphasizes the value of well-run libraries in giving people access to information that is essential for efficient teaching, learning, and research. The author also suggests that academic libraries could handle the difficulties. The government faces in promoting high-quality education by utilizing social media and ICT literacy. While the paper offers valuable insights, further exploration of specific case studies and challenges faced by academic libraries would enhance its depth.

A. Ullah and Usman (2023) highlight that libraries serve as repositories of knowledge, providing access to diverse resources including books, journals, databases, and digital materials. They emphasize that libraries play a crucial role in facilitating research, promoting literacy, and creating conducive learning environments. Through methodologies utilizing subject-specific databases and targeted keywords, the authors demonstrate the significance of libraries in fostering academic success and lifelong learning among students and faculty in Pakistan's higher education landscape.

SIGNIFICANCE OF THE STUDY

From the review stated above it can be concluded an enormous study has been conducted on the role of library and its significance in the higher educational institutions, but very few or no importance has been given to the need of fostering and maintaining the library for promoting the quality education in the institutions of higher education.

Objectives

In order to collect the data, the researcher has constructed a Self-Standardised tool named as Student's Satisfaction Scale. The tool comprised of five items on the facilities provided in their Institutional Library and was analysed on the basis of 5 Point Likert Scale, namely, *Fully Satisfied, Partly Satisfied, Not Sure, Partly Dissatisfied, Fully Dissatisfied*. The data was collected from the sample was analysed by converting them into percentages. Item analysis

was done of each item. The obtained percentages were represented using a bar graph to draw conclusion regarding the presence of Role of Library in Promoting Quality Education in the institution.

Method of Analysis

The analysis was done in two parts. Firstly, for the first objective, a conceptual analysis was done by referring to various books, journals and thesis. Secondly, descriptive analysis was done of the data collected from the samples for second objective. For descriptive analysis, each statement had five options; namely, *Fully Satisfied*, *Partly Satisfied*, *Not Sure*, *Partly Dissatisfied*, *Fully Dissatisfied*. The data collected from the samples were analysed by converting them into percentages. Thereby the percentages of student's responses for each opinion were calculated for the analysis of the items. The percentages calculated were represented in a bar graph. This draws the conclusion regarding the presence of Role of Library in Promoting Quality Education in the institution.

Objective Wise Analysis:

OBJECTIVE 1

The objective of the paper was to analyse the Role of Library in Promoting Quality Education in Higher Educational Institution.

AUTHOR	YEAR	TITLE	ROLE OF LIBRARY IN PROMOTING QUALITY EDUCATION
Lovepreet Kaur	2021	The role of libraries in higher education: A literature review	- Academic libraries have always provided accountability for the training, knowledge access and consultation of faculty in the design of courses. - Libraries strive to offer networked resources to employees; they can support their students best in distant places
Bhagvanhai H. Chaudhari,	2016	The role of library in higher education	- Library emphasizes the equity as well as access to all who are keen to learn, read and conduct research work. - Libraries serve mankind, As using technology wisely to improve services, protecting open access to knowledge, and honouring the past and fostering the future.
George D. Kuh and Robert M. Gonyea	July 2023	The Role of the Academic Library in Promoting Student Engagement in Learning	A key component of the institution's ability to fulfil its academic goal is the library. The academic library is especially regarded by students as a safe place that fosters academic success in cooperation with peers and ethnic backgrounds, much like the campus union offers a space for social events. The library provides valuable service for higher education students that is increasing in number

Role of Library in Promoting Quality Education in Higher Educational Institutions.

Seema Parmar	2019	Role of Libraries In Higher Education System In India In 21st Century Seema Parmar	• Leads in bringing Institutional Effectiveness • Enhance Professional Values in Users • Libraries serve as educational institutions on how to use the Internet effectively, and get necessary data, and seek scientific information efficiently, it also • In order to extend learning and foster new innovation and ideas, intellectuals are given a platform to engage with one another and share ideas.
Lan Yang	2011	Orientation and Functions of Library in Quality Education of College	• Libraries are the ideal environment for fostering students' moral development. • Libraries play a crucial role in enhancing students' scientific knowledge and overall cultural development. • Libraries are the Effective Helper for Developing Professional Technology Education. • The Open University system, online learning, and continuing education are all important components of the library's role in knowledge transmission and dissemination. . • The higher educational institution's libraries have assumed greater importance in a country like India where the majority of students, cannot afford books. • Its excellence is the extent to which its resources and services support the institution's academic pursuits.

From the Reviews it could be stated that in order to maximise the benefits of libraries, advancement of resources should be used, to benefit the students and adequate infrastructure has to be maintained. Good internet facilities have to be installed for the library. The institutional Libraries cannot be neglected otherwise it will bring down the quality of education and if these are maintained and managed well, will support future of higher education in India. Libraries, conversely, must prioritize user-centric approaches. Services should revolve around the needs of the users. To achieve these, libraries must establish clear priorities; such as, manage user expectations effectively and embrace innovative methods to deliver swift and reliable services. It is imperative for libraries to adopt new mechanisms that enable them to provide consistent and efficient services, thereby enhancing the user experience and meeting the evolving needs of their patrons.

Objective 2

The objective of the paper is to find out the Student's Satisfaction in their Institutions' Library for Promoting Quality Education.

In response to this object, data was collected and percentage was calculated of the responses and the results are represented graphically for the Interpretation of the data.

Table 7: Responses of students on Library

	ITEMS				
SCALE	1. Peaceful Environment	2. Sufficient Books	3. Computers con- nected to speed Internet	4. Hassle-free Procedure	5. Updated Books and well main- tained
Fully satisfied	72%	36%	28%	33%	42%
Partly satisfied	19%	30%	23%	27%	19%
Not sure	5%	11%	25%	20%	20%
Partly dissaisfied	4%	19%	9%	11%	7%
Fully dis- satisfied	1%	5%	15%	9%	12%

Figure 7: Graphical Representation of Students on Library

Observation

Item 1: Peaceful Environment

In this item 60% student are Fully Satisfied and 19% are Partly Satisfied while 5% are Not Sure and remaining 4% and 1% are Partly Dissatisfied and Fully Dissatisfied respectively.

Item 2: Sufficient Books

In this item 36% are Fully Satisfied while 30% is Partly Satisfied and 11% is Not Sure while 19% is Partly Satisfied and remaining 5% are Fully Dissatisfied with the statement that there are sufficient Books available in their Institutional Library.

Item 3: Computers are connected to speed Internet

In this item 28% are Fully Satisfied while 23% are Partly Satisfied and another 25% are Not Sure while the remaining 9% and 15% are Partly and Fully Dissatisfied respectively, with the speed of internet connection in their Library.

Item 4: Hassle-Free Procedure

In this item 33% are Fully Satisfied while 27% are Partly Satisfied and 20% is Not sure whether the Library has a Hassel free Procedures for issuing books and remaining 11% and 9% are Partly and Fully Dissatisfied respectively to the item.

Item 5: Books are Up-dated and well maintained

In this item 42% students are Fully Satisfied and 19% are Partly Satisfied while 20% are Not sure and the remaining 7% and 12% are Partly Dissatisfied and Fully Dissatisfied of the item that whether the books are updated and well maintained in their institutional Library.

Interpretation

The interpretations outline student perceptions of their Library in their institution. Majority of the students are fully satisfied with the peaceful environment of the library. Most students are also highly satisfied with the availability of books in the library. Significant number of students is fully satisfied with the high-speed internet in the library and internet connectivity. A substantial percentage of students find library procedures hassle-free. Only a few expressed uncertainty or dissatisfaction. The highest percentage of students are satisfied with the library's updated books and their maintenance, while some are uncertain or dissatisfied with the tranquillity and calmness of the environment.

Recommendations:

The institution has maintained the calm and peaceful ambience in the library. It also has considerably increased collection of books and optimized their distribution, with the hassle-free processes in the library. The Institution also acknowledges concerns of students with the fresh collection and maintenance of books. Measures are taken to ensure that the library's collection is updated and well-maintained. However, there is little Dissatisfaction addressed with the concerns raised by students on Internet speed. Overall, the analysis indicates more areas of satisfaction but still there are areas that need improvement. Tailoring interventions based on these insights can enhance the overall library experience for students. Regular feedback mechanisms can also help in continuously refining library services. The institution needs to setup with more high-speed connectivity to resolve the issues. Huge data download can be a reason for disturbed internet because more user and heavy download does affect the speed. The overall analysis indicates areas of satisfaction and areas that need improvement. Tailoring interventions based on these findings can enhance the overall library experience for students. Regular feedback mechanisms can also help in continuously refining library services

Conclusion

Libraries are crucial for education and should be an integral part of our learning system. They provide essential resources for students and for academic growth. Every country needs libraries to ensure that people have access to knowledge and have learning opportunities. Insufficient library facilities can hinder educational progress, so it is important to encourage their use by students and educators. Libraries play a vital role in offering resources to students, especially those in remote areas, through network services. Despite challenges in access and resource allocation, libraries strive to serve a diverse range of users and provide valuable support for curriculum development and academic consultation. Academic libraries are key in fostering learning environments and supporting faculty and students in their educational endeavours. They are essential for accessing information and promoting research. To conclude, libraries may adopt innovative approaches like online resources and distance education to better serve the needs of students and educators. These advancements can enhance the popularity and effectiveness of libraries in higher educational Institutions.

References

- Abubakar, M. 2022. 'The Role of Academic Libraries in Restoring Quality Teaching and Learning in Education for Sustainable Development in Nigeria'. *The Role of Academic Libraries in Restoring Quality Teaching and Learning in Education for Sustainable Development in Nigeria*. <https://digitalcommons.unl.edu/libphilprac/7366>.
- Asif, M., & Singh, K. 2022. 'Libraries @ national education policy (NEP 2020) in India'. *IP Indian Journal of Library Science and Information Technology*, 7(1), 18–21. <https://www.ipinnovative.com/open-access-journals>
- Bhavanishankar, B. 2018. 'ROLE OF UNIVERSITY LIBRARY IN HIGHER EDUCATION'. *Journal of Emerging Technologies and Innovative Research*, 5(7), 56–58. <https://www.jetir.org>
- Chaudhari, B. H. 2018. 'The Role of Library In Higher Education'. *Scholarly Research Journal for Humanity Science & English Language*, 6(26), 7616–7621. <https://doi.org/https://doi.org/10.21922/srjhse1.v6i26.11849>.
- Cyr, C., & Connaway, L. S. 2020. 'Libraries and the UN Sustainable Development Goals: The past, present, and future'. *Proceedings of the Association for Information Science and Technology*, 57(1). <https://doi.org/10.1002/pra2.237>
- Dei, D. J., & Asante, F. Y. 2022. 'Role of academic libraries in the achievement of quality education as a sustainable development goal'. *Library Management*, 43(6/7), 439–459. <https://doi.org/10.1108/lm-02-2022-0013>
- Jalil, A. 2022. 'ROLE OF LIBRARIES AND LIBRARIANS IN PROMOTING OPEN EDUCATIONAL RESOURCES'. *International Journal of Library & Information Science (IJLIS)*, 11(1), 37–46. <https://doi.org/10.17605/OSF.IO/5RVY4> <https://iaeme.com/Home/issue/IJLIS?Volume=11&Issue=1>.
- Kaur, L. 2021. 'The role of libraries in higher education: A literature review'. *International Journal of Multidisciplinary Research and Development*, 8(9), 1–3. <https://doi.org/www.allsubjectjournal.com>
- Kuh, G. D., & Gonyea, R. M. 2003. 'The Role of the Academic Library in Promoting Student Engagement in

Role of Library in Promoting Quality Education in Higher Educational Institutions.

- Learning'. *College & Research Libraries*, 64(4), 256–282. <https://doi.org/https://doi.org/10.5860/crl.64.4.256>.
- Narayan, R., Pradhan, B., & Mandal, S. 2023. 'Role of Libraries In Higher Education In India With Reference To Central University Of Odisha'. *Science and Culture*, 89 (July-August). https://doi.org/10.36094/sc.v89.2023.role_of_libraries_in_higher_education_in_india.narayan.272
 - Negi, I. S. (n.d.). 'Role of University Libraries in Higher Education in India'. *Quest : The Journal of UGC-ASC Nainital*, 6(3), 515. <https://doi.org/10.5958/j.0974-5041.6.3.043>
 - Nworie, J., Obinyan, G. A., Nworie, A., & Irunebo, E. 2018. 'Exploring the roles of libraries in using digital platforms to achieve quality education for sustainable development in Nigeria'. *Library Philosophy and Practice (e-journal)*, 1–15.
 - Ogbobor, O. (2011, December 30). *LIBRARY RESOURCES AND THEIR ROLE IN EDUCATION*. Retrieved January 24, 2024, from <https://osarome.blogspot.com/2011/12/library-resources-and-their-role-in.html>
 - Parmar, S. 2019. 'Role of Libraries In Higher Education System In India In 21st Century'. *Library Philosophy and Practice (E-journal)*. <https://digitalcommons.unl.edu/cgi/viewcontent.cgi?article=6108&context=libphilprac>
 - Raju, K., APARNA, S.D, & Muthu, M. 2021. 'A Vital Role of Academic Library in Higher Education in the Digital Age'. *Journal of Emerging Technologies and Innovative Research*, 8(11). <https://www.jetir.org>
 - Samantaray, M. 2017. 'Role of Libraries in Quality Education for Achieving SDG'. *Journal of Advances in Library and Information Science*, 6(1), 31–35. <https://www.jalis.in/>
 - Singh, M., & Arora, A. 2015. 'Library resources and services in the selected University Libraries of Haryana, India'. *DESIDOC Journal of Library & Information Technology*, 35(1), 47–53. <https://doi.org/10.14429/djlit.35.1.7967>
 - Some, A. K. 2018. 'The Higher Education System in India: Role of Library and Information Resource Centres'. *Educational Quest: An Int. J. of Education and Applied Social Science*, 5(1), 53–36. <https://doi.org/10.30954/2230-7311.2018.04.08>
 - Urkunde, G. (n.d.). 'Role of Libraries in Higher Education in India'. *Social Science Research Network*. <https://doi.org/10.2139/ssrn.3636129>
 - Ullah, A., & Usman, M. 2023. 'Role of Libraries in Ensuring Quality Education at Higher Education Institutions: A Perspective of Pakistan'. *Research Gate*, 2(4), 13–22. <https://invergejournals.com/>
 - Yang, L. 2011. 'Orientation and functions of library in quality education of college'. *International Education Studies*, 4(1), 200–203. <https://doi.org/10.5539/ies.v4n1p200>.
 - Yang, L. 2011a. 'Orientation and Functions of Library in Quality Education of College'. *Canadian Center of Science and Education*, 4(2), 195–197. <https://doi.org/10.5539/ies.v4n2p195>.

Bio Profile of the Authors:

¹Ph.D. Research Scholar, Department of Education, Aliah University, Kolkata, West Bengal

Email: gulnasin@gmail.com &

²Assistant Professor, Department of Education Aliah University, Kolkata, West Bengal

Email: dr.reshmakhatun@aliah.ac.in