Challenges Associated with Resource Selection in Public Libraries of Khyber Pakhtunkhawa, Pakistan

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Abstract
Resource quality and users satisfaction in public libraries are correlated factors. In resource selection for both the formats i.e. (soft and hard) professional involvement as well as geographical and cultural position of people is mandatory for consideration. The unilateral decision making power of few under the centralized system has left no gap for policy designing by sitting across the table. This study was conducted to explore the challenges faced by Khyber Pakhtunkhawa public libraries in resource selection. A quantitative based study was conducted to collect the relevant data from twelve out of seventeen library professionals in the whole directorate of public libraries and its sub-offices. An in depth study of the relevant literature was carried out to collect the data through questionnaire. The data were later analyzed using SPSS. Results of the study showed that Khyber Pakhtunkhawa public libraries having no set pattern and concept for printed and e-resource selection and automation of printed materials. In the cyber age e-resources are superseding the printed materials Khyber Pakhtunkhawa public libraries are far away from e-resource provision which need serious consideration on immediate basis.
Keywords: Library resources, library materials, resource management, resource selection, resource mechanism, Khyber Pakhtunkhawa public libraries.

1. INTRODUCTION

Collection development in libraries reflects the rising intellectual growth in society for which below quality collection can never be expected. Library resources in any format have its own unique significance to its users. In the world e-resources are very quickly getting popularity due to their easy data based access anywhere away from library. In front of reducing budget, inflation and currency devaluation for a country like Pakistan where multifaceted users demand on latest titles on different disciplines created a complex situation during resource selection. Most of the Universities prefer monographs and e-resources to meet the rising users demand.

The Kansas University has developed a model demand driven acquisition (DDA) for monographs selection and maintaining statistical record which also acts as catalogue for the available resources (Association, 2011). E-libraries are always remained open for public services therefore all the possible attempt are taken for balanced selection to support learning and research. Public libraries beyond curriculum need plethora of literature on general study which means exceptional service to all sects to build an educated society to enhance the knowledge by promoting the literary need using bibliometric for information selection. (Naseer & Mahmood, 2009). Libraries are facilitating public through both the information format remaining within the limited sources and resources. The history of printed material is very old to facilitate public through traditional way of issue and return by maintaining register. The Khyber Pakhtunkhawa public libraries being in 21st century still serve in the formal way without automation and e-resource facility. The young generations in the age of technology prefer quick access to required literature through technology but absence of IT environment, unfamiliarity with e-resources and administrative weaknesses in giving a good technological structure has affected the public library system. The advent and implementation of technology in libraries have facilitated access to desired information using local and non-local access. Public libraries in Khyber Pakhtunkhawa gives digital facility with in local range and still there is no concept of e-resources like e-journals e-books and its significance due to the complexities in its management, acquisition, licensing, increasing cost and delay in publishing. (Walters, 2013). Khyber Pakhtunkhawa public libraries neither have resource selection policy on printed and electronic materials nor staff training on latest technology like automation, e-resource selection, database arrangement, cataloguing and classification of these resources which shows the administrative incompetency and lack of futuristic vision in policy designing needs immediate consideration (Behera & Singh, 2011).

Library resources are not limited to books and periodicals here the electronic and digital contents in the shape of online research papers and e-books are also one of the significant parts of library for academic and general research. Research reveals that lack of adequate physical description, absence of policy on resource selection, lack of technological skill, insufficient library professionals and their suggestions; no IT infrastructure and IT obsolescence are the major challenges in resource selection and management in public libraries. Public libraries need a complete infrastructure for resource selection and durable policy in collaboration with higher education commission (HEC) to save this profession in future. (Haider, 2007).

2. LITERATURE REVIEW

(Woodley, 2004) explored that the development of e-resources in the goggle age is a silent threat for libraries to revisit the previously designed policy. In detail selection beyond the specific area different other qualitative contents need inclusion for routine revive the progress and user confidence on information not its format. Users know about the available information in libraries but do not know about the selection criteria.

(Johnson et al., 2012) summarized that electronic resources can easily be assessed remotely to its database materials through net facility. The various data based reference contents such as indexing and abstracting service, statistical data, periodicals and journals, data selection on author, title, relevancy and date etc. Support of skilled workforce need user guide to access various types of data, customization and data security along with supplying and it's licensing.

(Association, 2011) revealed that Kansa University introduced a new model demand driven acquisition (DDA) for purchasing monographs as library catalogue to monitor the circulation statistics of collected data. Roughly 60% collections circulated with 88% ratio through DDA. To save money and for circulation facilitation DDA prefer monographs and e-resources which also helps inter library loans and order rather than to purchase it.

(Webster, 2002 explored that higher education in North America makes 40% information resources available to scholars by spending $ 727 million on acquisition $123 million on electronic resources. The cost of scientific journal in 2001 increased 226% in USA 57% UK 36% and Australia 474% which can be saved by web availability $3000 per month of research publication as roughly $ 200 to $ 1000 per article.

(Mahmood, Hameed, & Haider, 2006) recommended that public libraries in Pakistan need to upgrade their poor collection and below quality service. Pakistan spend (80%) budget on defense after 1965-71 ware as a result Universities and public libraries had to serve with the old literature for four decades until new literature contributed by foreign agencies, private vendors, NGOs in the form of gifts, donations e.g. USAID, UNESCO, CODE and BAI etc.

(Behera & Singh, 2011) discussed that electronic publications need specific terminal, data base and Wi-Fi facility to access. Public libraries need to manage training on ICT in information retrieval, management and free access to e-contents. Traditional method of classification and cataloguing through DDC or CC is a time consuming process which can be replaced through automated text classification (ATC) for printed and digital contents through trained staff potentials. Libraries have no digital contents selection and preservation tools hardware/software and marketing facility. In front of rapidly changing technological generation the transformation of data from one hardware/software to another is also a challenging task which not only affects the library budget but also need willing IT skills.

(Naseer & Mahmood, 2009) evaluated that for information provision in libraries collection development should be part of library policy. Information apart from general topics need subject based (related to curriculum) and maintaining quality is mandatory for reference and research resource using bibliometrics.

(Haider, 2007) explored that traditional teaching of LIS need to put on new lines of ICT with practical involvement in managing libraries. Few schools have libraries and four Universities are offering Ph.D. in Pakistan where the old syllabus needs to replace. Lack of administrative co-operation, no proper national policies for libraries on operation collection development, satisfactory service delivery, absence of union catalog, no futuristic library networks and poor wages compel the expert professionals to leave for the oily rich countries in search of standardized career. For better service delivery higher education commission (HEC) should prepare durable policy to save and promote this discipline and profession.

(Waller & McShane, 2008) examined that digitized libraries have changed the whole traditional library fabric. Libraries are confronting to mold the formal system according to the new change and challenge of latest technology to get the information dissemination objective. The latest system badly exposed the technical side of libraries e.g. classification, cataloguing, circulation and reference services rendering manually in developing world. Libraries in Australia established during colonialism to preserve culture, protection of human rights, information dissemination, and access to e-sources.

(Jiang & Zhai, 2013) suggested the University library management needs improvement in information supply, work force and hardware facility and service reforms in information facilitation in front of reduced budget. The available literatures like audio video materials, computer files and serials including maps and manuscripts need proper classification on subject basis for quick access along with user education. This facilitation gives a positive and co-operative impression for students in considering library their second class room to advantage the wealth of knowledge.

3. RESEARCH OBJECTIVES

Research was conducted
1. To find out the challenges related to resource selection in KP public libraries.
2. To know about the deficiency in resource selection.
3. To explore the technological barriers in resource selection.

4. RESEARCH METHODOLOGY

For this study quantitative method was adopted. Since public libraries have to depend on a large number of their customers, registered members and general public which are dealing by concern Librarians, therefore quantitative research method is proposed for data collection amongst professionals. For the study of relevant literature besides books, digital access provided by public was also approached to the desired literature.

An open ended questionnaire was designed with free options for data collection among twelve out of seventeen Librarians in the whole Directorate and its sub-offices, it was not necessary to collect data from all the serving professionals therefore it was decided to include all senior professionals from head office and branch offices including one Chief Librarian (M) one Deputy Chief Librarian (F) three senior Librarians from directorate and seven Librarians from its sub-offices serving as library Directors. All the twelve completed copies were returned. The data was tabulated using SPSS.

5. RESULTS

5.1 Ineffective Resource Selection Mechanism

Table 1 shows that 7(58.3%) respondents are of the opinion that centralized resource selection without professionals inclusion in making decision for KP public libraries aggravated the users satisfaction on public libraries due to their below quality collection. In the selection of resources it needs a committee of experts and intellectuals keeping in view the geographical situation language and culture of people. In the technological age the new generations are entering into libraries with latest information searching techniques. Libraries need to facilitate users through e-resources apart from printed materials where readers can get access to their desired e-contents through public IP net access without consuming time. The alarming situation of KP public libraries are unfamiliarity with automation and no concept about how important are e-resources being in 21st century for which a serious consideration is necessary on urgent basis. Library personnel need training on IT and operation. However 5(41.7%) respondents said that de-centralization has affected resource selection where a single person as in-charge exercises delegation of power. But reality is those branches of public libraries have not always sufficient budget they are always remain in need of central support for grant. The in depth analysis shows neither the central directorate has clear policy nor the sub-office vision which need a clear mechanism through legislation.

Table 5.1 Resource selection mechanism

Variables	Frequency	Percent	Valid Percent	Cumulative Percent
Due to the centralized system	7	58.3	58.3	58.3
Due to the de centralized system	5	41.7	41.7	100.0
Total	12	100.0	100.0	

5.2 Deficiency to electronic resource access

Table 2 reveals 7(58.3%) respondents favored that the provision of electronic resource facility and digital access is as important for libraries as food for human being that is why information is considered fifth in ranking after oxygen, water, food and shelter. KP public libraries spend its budget formally on printed materials and still no idea about e-resources. The recently established digital libraries in KP gives limited literature access to un-popular digital libraries and online journals which need global access to famous journals and popular digital libraries which must include

- IEEE Xplore(www.ieeexplore.ieee.org)
- ACM Portal (www.acm.org)
- Science Direct (www.sciencedirect.com)
- CiteSeer Digital Library (citeseer.ist.psu.edu)
- Google Scholar (scholar.google.com)
- SpringerLink (www.springerlink.com)

Libraries need to introduce e-resources due to their rising significance in the age of technology to save budget in front of multidisciplinary titles demand of readers. A periodical training need on IT, selection and management of e-resources, digitization of records and other technicalities such as its cataloguing, classification, database creation and security and access to reference and other materials. Researchers and students are much in demand of e-resources which is nonentity in KP libraries due to the lack of planning and administrative weaknesses. Some of the expert opinion respectively each 2(16.7%) shows that non availability of external library catalogue such as on publications, graphs, indicators, maps and e-resources are the weak areas of e-resources in libraries. However 1(8.3%) said non availability of database for storing e-resources is a major concern.

Table 5.2 Deficiency of electronic resource

Variables	Frequency	Percent	Valid Percent	Cumulative Percent
Database	1	8.3	8.3	8.3
E journals	2	16.7	16.7	25.0
External library catalogue	2	16.7	16.7	41.7
Digital access	7	58.3	58.3	100.0
Total	12	100.0	100.0	

5.3 Background information resources

Table 3 shows that majority of experts 8(66.7%) are of the opinion that public libraries do not provide statistical resources on government performance, census, agriculture, literacy, health, industries and factories etc. which are significant for public information collected on regular basis through administrative sources or survey from respondents. Yet 3(25.0%) respondents expressed their need of directories in public libraries for information gathering purposes of various departments. This reference material facilitates public by providing information on detailed profile of public, college and University libraries and other related institutions along with their address, phone and fax number, e-mail address, expenditure, network participation and key persons. However 1(8.3%) of the view public libraries does not provide bibliographic information on author, publisher, title, subject and date in public libraries in the absence of database.

Table 5.3 Background information resources

Variables	Frequency	Percent	Valid Percent	Cumulative Percent
Bibliographies	1	8.3	8.3	8.3
Directories	3	25.0	25.0	33.3
Statistical resources	8	66.7	66.7	100.0
Total	12	100.0	100.0	

5.4 Access provision

Table 4 shows that majority of the respondents 7(58.3%) are of the view that public libraries give very little access to archive materials. It is not mandatory for researchers to go always in behind of fresh information but some time they are in need to look into the past experience in order to know the exact scenario of any phenomena or situation which had occurred in the past have been preserved in the shape of old or Archives materials. These may include of government policy decisions, reports of various institutes, census, decisions of judiciary and amendments in constitution or law by National or Provincial Assembles etc. for making decisions keeping in view the past experience. Public libraries are supposed to provide these facilities to its citizens but the situation is opposite in KP where still the archives materials are to be digitized, preserved and database maintenance for easy access. The involvement of technology has facilitated human being but KP public libraries have lagged behind in the implementation of technology due to the defective planning from passive administration. Although these records can be used in a very restricted way however it is incumbent upon the archives and library authorities to make available these precious materials in soft form. Some of the respondents 3(25.0%) demands for an open access to research collections and the rest of respondents 2(16.7%) favored access to thesis and dissertation. Public libraries need to make available and free access provision of these contents to its reader which is difficult for researchers to manage it in markets.

Table 5.4 Access provision

Variables	Frequency	Percent	Valid Percent	Cumulative Percent
Access to Archival materials	7	58.3	58.3	58.3
Access to Thesis and dissertation	2	16.7	16.7	75.0
Open research collection	3	25.0	25.0	100.0
Total	12	100.0	100.0	

5.5 Periodical Service

Table 5 finding shows 7(58.3%) respondents said that public libraries provide enough periodical service to public which is a pre-requisite for keeping readers updated on current state affairs. In the matter of periodicals public satisfaction seems unhealthy in the sense that at least public should have constrictive periodicals demand like Herald, the cricketer and fashion central etc. shows the below intellectual growth in KP society. However 5(41.7%) respondents were not satisfied with the current periodical service with a reservation from both the groups respectively 11(91.7%) on the non-availability of scholarly journals which are the most active demand of readers

and research scholars for their respective field for which enough part of budget need to be reserved.

Table 5.5 Periodical service

Variables	Frequency	Percent	Valid Percent	Cumulative Percent
Yes	7	58.3	58.3	58.3
No	5	41.7	41.7	100.0
Total	12	100.0	100.0	

Table 5.5 If Yes what need improvement further improvement

Variables	Frequency	Percent	Valid Percent	Cumulative Percent
Scholarly journal	11	91.7	91.7	91.7
Newspapers	1	8.3	18.3	100.0
Total	12	100.0	100.0	

5.6 Challenges in Resource Management

Table 6 shows about the challenges of resource management in public libraries where each group of respondents respectively 3(25.0%) are of the view that lack of adequate physical description in resource management such as pagination (extent of items) illustration (physical details) dimensions and accompanying materials are lasting challenges in resource management.

However in the implementation of ICT difficulties due to the lack of infrastructure, paucity of IT and professional experts, no proper budget allocation to expend IT infrastructure and training arrangement are the rising challenges in printed and e-resource management in KP public libraries subjected to treatment on urgent basis.

Table 5.6 Challenges in resource management

Variables	Frequency	Percent	Valid Percent	Cumulative Percent
Lack of adequate physical description	3	25.0	25.0	25.0
Copy right challenge	1	8.3	8.3	33.3
Lack of information communication technology(ICT)skills	3	25.0	25.0	58.3
Insufficient number of professionals	3	25.0	25.0	83.3
Lack of adequate basic infrastructure	2	16.7	16.7	100.0
Total	12	100.0	100.0	

5.7 Space for Library materials

Public libraries are being information supplier to public are also a huge center of record preservation and maintenance. Libraries provide all the National and local newspaper, periodical service and also preserve these source of information in register form after binding to its user. Libraries in order to create space replace the old books lying on the shelves not used by readers due to their old version called write off. Preserving periodicals and other precious records on monthly and annual basis shrinks the existing space in libraries due to the unavailability of record section. In table 8 majority of the respondents 7(58.3%) answer on whether space for record is future concern was in no however 5(41.7%) response received from its sub-offices in yes. Most of the public libraries building had been established without considering a good reading room, record sections and suitable room for e - resources.

Table 5.7 Space for library materials

Variables	Frequency	Percent	Valid Percent	Cumulative Percent
Yes	5	41.7	41.7	41.7
No	7	58.3	58.3	100.0
Total	12	100.0	100.0	

5.8 Barriers in the establishment of e- library

In 21st century no library can be claimed a library in real sense if it has no access to latest literature through networking. The establishment of Digital library has become the fundamental objective of modern library system. Most of the Pakistan libraries due to the provision of local access to its clients are not getting satisfactory response from its user. But the major cause is little budget allocation to libraries inflation and currency devaluation. Table 9 shows that majority of the respondents 5(41.7%) says that lack of IT infrastructure such as composite hardware

and software, resources for networking and network administrators are the major barriers in e-library establishment. On the technological obsolescence such as data shifting, system security, arrangement of information and making them available to readers and training on the latest databases system needs enough budget and time favored by 4(33.3%) experts however each 1(8.3) says that preservation of e-resources, licensing and copy right privilege in the absence of legislation e-resource environment and infrastructure are the core barriers in the way of e-libraries.

Table 5.8 Barriers in the establishment of e library

Variables	Frequency	Percent	Valid Percent	Cumulative Percent
Technological obsolescence	4	33.3	33.3	33.3
Preserving e- resources	1	8.3	8.3	41.7
Licensing issues for e resources	1	8.3	8.3	50.0
Copy right	1	8.3	8.3	58.3
Infrastructure requirement	5	41.7	41.7	100.0
Total	12	100.0	100.0	

6. DISCUSSION

Dynamism in public libraries has become a part of policy designing at the advent of computer technology. Once the printed materials used to give preference by users have overtaken by e-resources due to their more updated status and easy access provision. Most of the world libraries in front of multifaceted demands of users for latest titles on different discipline and limited budget provision opted monographs and e-resources to meet the rising demand of users specially by Kansa University through a new model (Association, 2011). In a situation when there is no resource selection mechanism on library materials libraries need to design a futuristic acquisition policy and professional involvement to remove the barriers in future. Organizations in private are government sectors achieve the set goals through unity and involvement of personnel's in decision making. In KP public libraries centralization of power and unilateral decisions by few persons without professional involvement in resource selection pushed libraries on to the back foot. KP libraries still rendering public service within the formal method which is being practiced in Pakistan for the last six decades with no concept of e-resources, IT infrastructure and staff training on latest system which is the base of modern information super highway(Behera & Singh, 2011). Libraries besides e-resource provision need to extend its digital access for its local access status to famous journals. Public libraries need to improve its service quality by providing access to digital libraries database contents such as article and scholarly journal, statistical resources, directories and bibliographic contents and other research literature thesis-dissertation through local area networking (LAN) using public IP net facilities. The archive materials need to digitize in order to make it available for public on open basis. For the maintenance of records libraries need to manage record rooms and special room for e-resources to facilitate public. In the absence of IT environment it will be quite crazy approach to throw light on the merits and draw backs of e-resources and when there is no administrative support, interest and idea about that.

7. RECOMMENDATIONS

To address the challenges of resource selection and user reservations on quality collection development the weak areas need to remedy on urgent basis. The readers once dissatisfied will never come to library because there are abundant sources to get access to information through various mediums of technology. The following recommendations are suggested to improve the selection mechanism

1. Public libraries in KP should focus to prepare a durable resource selection policy on printed and e-resources in collaboration with library professionals and experts. Bothe the center and sub-offices should have clear vision and complete pattern for acquisition on subjective and general topics.
2. The serving professional should be given maximum time for resource selection and involvement in routine library activities.
3. Library staff should have familiarity with the latest technology through training on automation of books, web administration and database maintenance where e-resource can be arranged for remotely access. Database and automated materials can help to avoid double selection the previously held information. For ICT implementation in libraries a complete IT infrastructure should be provided which also boosts up e-resource facility. Public libraries apart from printed materials should spend a part of its budget on e-resources due to their rising clients demand.

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