

Collection and Services of Special Libraries in Aizawl: A Survey

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Abstract - *Today more and more organizations are involved in research, action-research and advocacy on various development issues, particularly in the Social services and Human Development sector. Most of these issues and themes are interdisciplinary in nature and are characterized by overlapping subject boundaries. Research on such areas therefore generates information which is consequently interdisciplinary innature. In order to manage such information and also to make more information available, special libraries and thematic, issue-based information centers have come up. Such libraries are peculiar as far as their collection, users, services; queries and information processing are concerned. This article is also based on the special libraries of Aizawl where in we cumulated several findings and suggestions from the librarians under study. It may also provide readers with insight and in depth knowledge to make them aware the present conditions of the special library that exist in Aizawl till date.*

Key words: Academic Libraries, Librarian, Collection Development, Services.

1. Introduction

Libraries are service points where information is preserved, processed and disseminated to community of users. Libraries serve numerous purposes and objectives, for instance - education, research, provision of information for its users etc. Library plays a pivotal role in research activities for national development and its advancement. It also provides information in printed and non-printed documents. These documents are made readily available and accessible for its clients and users. Libraries which promote teaching, learning, research and societal development can broadly be grouped into three types such as, (i) Academic Libraries, (ii) Special/Research Libraries and (iii) Public Libraries.

To give focus on prevailing situation of special libraries which otherwise also known as Research Libraries reveal the sense of the libraries which are being maintained by Government, Parliament, Research Institution (excluding University), Learned society, Professional Association, Museum, Business firm, Industrial Enterprise, Chamber of Commerce, and Professional Institutes etc or other organized group. Majority of their collection are being focused to a specific field or subject, e.g. Natural sciences, Social sciences, Agriculture, Chemistry, Medicine, Economics, Engineering, Management, and

Engineering etc. The idea of special library began when few large enterprises, private, public and quasi-public offer interest and employ skilled person to gather and arrange printed materials out of which they then supply the parent organization with the latest information of their work. (John Cotton, 1991).

2. Reviewed Studies

Sneha (2014) urge the need that a library staff is supposed to know their library users, their library collection and should be active in finding required information because the services of a library are taken as successful only when they are essential and crucial to their client expectation. Yahya (2013) in his study evaluated the collection of two special libraries in Malaysia. The finding indicates that, both the two libraries keep current and relevant materials. Accessibility is high in both libraries but in terms of quality materials, users generally complained of not having comprehensive quality materials. The materials found in these libraries are current, relevant and accessible. The only complain received is in the area of quality of the materials and flexibility of the library staff in terms of rendering assistance to the library patrons. Haq (2009) reported that there is acute shortage of professional librarians to serve medical libraries in Pakistan . He also emphasized on need for increase in number of medical librarians to meet the minimal standards and that medical librarians should enhance their IT skills.

S.P Singh (2004) observed that collection development and collection management have been used almost synonymously, although they are different. Collection development is the selection and acquisition of library materials, considering the users' current needs and future requirements. Collection management on the other hand is more of managing the use, storage, and organization of the collection, and making it accessible to users. Balakrishnan and Paliwal (2001) mention the importance of management for library in which they said that for long library and information technology seems to have meant little more than knowing what tasks had to be performed in libraries and being able to do. But after that management come to be concerned with such abstraction as planning, coordinating, controlling etc. for the library service. Chopra (2001) feel the need of information technology for the services in library. He said that, information on internet is increasing day by day. The libraries and the librarians will have to adjust themselves with the changing phase of libraries. In the developing countries, including India are passing through the polymedia phase. Internet has made accessibility of libraries and documents of the complete world very easy. Branin (1994) found that the paradigm of librarianship is changing and the librarian's role is diversifying. Librarians are now more concerned with collection management than collection development. They are acting increasingly as interpreters of information rather than selectors. Some sorts of training/working experience/guiding tour/special course about the Special Library is essential in the curriculum of Library and Information science as a syllabi component to get acquainted with the new technologies and proactive in the field.

3. Objectives of the study

- Ascertain the type of collections available in the special libraries under study,
- Find out the type of services provided by the special libraries,
- Assess the use of the special libraries under study,
- Suggest for improvement.

4. Scope and limitation of the study.

There are several numbers of special libraries in Aizawl undertaken by their parent organization in offices, institutions, company and so on. 15 special libraries have been recognized so far in Aizawl. The present study is limited to all the librarian of 15 special libraries located in Aizawl. The list of Special Libraries is given in the following table 4.1.

Table 4.1 Lists of Special Libraries in Aizawl

Sl.no	Name of Library
1	Civil Hospital
2	Health and Family Welfare Department
3	District Institute of Education and Training
4	State Council of Educational Research and Training
5	Aizawl Theological College
6	Academy of Integrated Christian Studies
7	Regional Institute of Paramedical and Nursing Sciences
8	Administrative Training Institute
9	College of Veterinary Science and Animal Husbandry Central Agriculture University
10	Women Polytechnique
11	Doordarshan Kendra
12	Presbyterian Hospital
13	Mizoram College of Nursing
14	Mizoram Law College
15	Law and Judicial

5. Methodology of the study

The present research is carried out with the following methods throughout the research work for the innovative conclusion of the research problem.

Data Sources

The primary data is collected through a structured questionnaire, interview method and schedule method. Questionnaires are prepared for the study which is distributed to the librarians/librarian-in charge to obtain data relevant to the study.

Data Analysis and Interpretation

The analysis and interpretation was based on the feedback from librarian of the Special Libraries, Aizawl. The primary data collected were analyzed and interpreted with the help of Microsoft Excel Software. Simple analysis tools such as mean scores, median scores and mode scores were used so as to derive appropriate statistical measures and findings.

6. Analysis and findings

Data collected from the respondents are analyzed and interpreted in order to present the factual findings stated below.

6.1 Respondent Rate

Altogether, a total number of 15 questionnaires were distributed among the librarians working in Special Library in Aizawl which is shown in the following Table 6.1.

Table 6.1 Respondent Rate

Name	Questionnaire Distributed	Questionnaire Received	Percentage
Library Professionals	15	15	100%

While analyzing the Table 6.1 “Respondent Rate,” it is revealed that out of the 15 questionnaires circulated among the librarian and library users, 15 constituting 100% were received back from the librarian of the different special libraries under study.

6.2 Total number of staff

Data collected through questionnaire method were tabulated and analyzed for further interpretation of results. The Table 6.2 shows the strength of staffs in each library.

Table 6.2 Total number of staff

Name of the Library	No. of non-professional staffs	No. of professional staffs	No. of semi professional staffs	Total no of staffs
Civil Hospital	1	1	0	2
Health and Family Welfare Department	0	1	0	1
District Institute of Education and Training	0	1	0	1
State Council of Educational Research and Training	0	1	0	1
Aizawl Theological College	9	2	0	11
Academy of Integrated Christian Studies	2	2	0	4
Regional Institute of Paramedical and Nursing Sciences	5	4	0	7
Administrative Training Institute	0	1	1	2
College of Veterinary Science and Animal Husbandry Central Agriculture University	2	2	0	4
Women Polytechnique	1	2	0	3
Doordarshan	0	0	0	1
Presbyterian Hospital	1	1	1	3
Mizoram College of Nursing	0	1	0	1
Mizoram Law College	2	2	0	4
Law and Judicial	1	1	0	2
TOTAL	22 (46%)	24 (50%)	2 (4%)	47 (100%)

(Source: Research Questionnaire)

The table 6.2 shows that there are a total of 47 staffs in the libraries under study. Of the total staffs, 22(46%) are professional staffs with a degree in Library Science .4 (2%) are semi professional staffs and 24(50%) are non-professional staffs. The above table also reveals that 22 staff constituting 46% is non-professionals who do not have a degree in Library and Information Science. Some are promoted to the status of Librarian through Departmental promotion. Analysis also shows that 13% of the Special Libraries has a total of more than 5

staffs. 20% has 4 staffs, 13% has 3 staffs, 20% has 2 staffs and 34% are maintained single-handed by one Librarian. Of the total staffs, 50% are professional, 4% semi professional and 46% non-professional staffs.

6.3 Nature of the Library

A questionnaire was asked based on whether the library was Attached or Separated from the main facility/department. The data analysis mentioned in the Table 6.3 represents the nature of library.

Table 6.3 Nature of the Library

Name of the Library	Separate	Attached
Civil Hospital	✓	✗
Health and Family Welfare Department	✗	✓
District Institute of Education and Training	✓	✗
State Council of Educational Research and Training	✗	✓
Aizawl Theological College	✗	✓
Academy of Integrated Christian Studies	✗	✓
Regional Institute of Paramedical and Nursing Sciences	✓	✗
Administrative Training Institute	✗	✓
College of Veterinary Science and Animal Husbandry Central Agriculture University	✓	✗
Women Polytechnique	✓	✗
Doordarshan	✗	✓
Presbyterian Hospital	✗	✓
Mizoram College of Nursing	✗	✓
Mizoram Law College	✗	✓
Law and Judicial	✓	✗
TOTAL	6 (40%)	9 (60%)

(Source: Research Questionnaire)

Analysis of the above Table 6.3 reveals that out of the 15 special libraries, 60% libraries were attached while 40% were separated. Most of the attached libraries occupy a small space in the office with little reading room and study room. These attached libraries are less developed compared to separated libraries in terms of number of collections, budget, internet facility etc.

6.4 Mode of Acquisition

Mode of acquisition is an important aspect of collection development in a library. The Table 6.4 given below is related to mode of acquisition adopted by the library. The data received from the questionnaire were tabulated supported with graph number 4. The questions have been split into four kind i.e, purchase, exchange, gift and others.

Table 5.2.4 Mode of Acquisition

Name of the Library	Purchase	Exchange	Gift	Others
Civil Hospital	✓	-	-	-
Health and Family Welfare Department	✓	-	✓	-
District Institute of Education and Training	✓	-	-	-
State Council of Educational Research and Training	✓	-	-	-

Aizawl Theological College	✓	-	-	-
Academy of Integrated Christian Studies	✓	-	✓	-
Regional Institute of Paramedical and Nursing Sciences	✓	-	-	-
Administrative Training Institute	✓	-	✓	-
College of Veterinary Science and Animal Husbandry Central Agriculture University	✓	-	✓	-
Women Polytechnique	✓	-	-	-
Doordarshan	✓	-	✓	-
Presbyterian Hospital	✓	-	✓	-
Mizoram College of Nursing	✓	-	-	-
Mizoram Law College	✓	-	✓	-
Law and Judicial	-	-	✓	-

(Source: Research Questionnaire)

While analyzing the above Table 6.4, it is found that some libraries acquire book only by purchase while some acquire books by both purchase and gifts. Study reveals that 46% of the special libraries purchase books, 47% by purchase and gifts and the remaining 7% by gifts and other means. Study shows that these libraries do not acquire books by exchange method.

6.5 Total Number of Collections

The total library holdings of the special libraries under study show that there is a huge variation in the number of collections ranging from a few 500s or so to more than 60,000 books. Table 6.5 shown in such a manner that will represent the strength of collections from magnetic tapes, video films and pictures collections of each studied library.

Table 6.5 Total number of Collections

Name of the Library	Books	Magnetic tapes	Video films	Pictures
Civil Hospital	500	300	101	0
Health and Family Welfare Department	3373	0	0	0
District Institute of Education and Training	6800	0	0	0
State Council of Educational Research and Training	20400	0	0	0
Aizawl Theological College	63489	0	52	328
Academy of Integrated Christian Studies	20123	0	0	0
Regional Institute of Paramedical and Nursing Sciences	20126	0	0	0
Administrative Training Institute	5109	0	80	0
College of Veterinary Science and Animal Husbandry Central Agriculture University	10050	0	0	0
Women Polytechnique	7130	16	742	8
Doordarshan Kendra	0	0	1028	0
Presbyterian Hospital	5629	0	12	5
Mizoram College of Nursing	2624	0	0	0
Mizoram Law College	11208	0	0	0
Law and Judicial	2347	0	0	0
TOTAL	178908	316	2015	341

(Source: Research Questionnaire)

The library holdings in the studied libraries show that there is a huge variation in the number of collections ranging from a few 500s or so to more than 60,000 books. A table is shown in such a manner that will represent the strength of collections. Apart from book collections, the library also holds a number of collections in the form of magnetic tapes, video films and

pictures. Some libraries have huge collections of videos and magnetic tapes while others have big collections of books and pictures. From the above table 6.5 it is observed that DDK has a large collection of Video films and no other collections whatsoever. Thus there is a huge variation in types of collection in each library studied. Study reveals that majority of the collections are books 98.52%, video films accounts for 1.9% of the total collection and a few collections of magnetic tapes 0.17% and pictures 0.19%.

6.6 Newspaper subscription

The Special Libraries under study subscribe to various local newspapers as well as national newspapers in the form of Mizo, English and Hindi. A table is drawn that shows the number and types of newspaper subscribed by each library under study.

Table 6.6 Newspaper Subscription

Name of the Library	Mizo	Hindi	English	Others
Civil Hospital	0	0	5	0
Health and Family Welfare Department	8	0	0	0
District Institute of Education and Training	3	0	1	0
State Council of Educational Research and Training	5	0	3	0
Aizawl Theological College	6	0	4	0
Academy of Integrated Christian Studies	3	0	4	0
Regional Institute of Paramedical and Nursing Sciences	2	0	2	0
Administrative Training Institute	3	0	2	0
College of Veterinary Science and Animal Husbandry Central Agriculture University	1	1	5	0
Women Polytechnique	2	0	1	0
Doordarshan Kendra	3	0	5	3
Presbyterian Hospital	3	0	1	0
Mizoram College of Nursing	1	0	0	0
Mizoram Law College	1	0	1	0
Law and Judicial	1	0	0	0
TOTAL	42 (52%)	1 (1%)	34 (43%)	3 (4%)

(Source: Research Questionnaire)

The above Table 6.6 shows that subscription of Mizo newspaper is the highest which constitute 52%, English newspaper by 43% and Hindi subscription with 1%. Besides these, others newspaper which are not subscribe exactly by the library but is received sometimes as gift due to the introduction or advertisement of their products, institutions etc in order to get attention by the library is also received which is 4%.

6.7 Journal Subscription

A table is drawn using data collected from the questionnaire and these are represented graphically in Table 6.7 below. The journal subscribe by special library are characterized into four languages such as Mizo, Hindi, English and others.

Table 6.7 Journal subscription

Name of the library	Mizo	Hindi	English	Others
Civil Hospital	0	0	0	0
Health and Family Welfare Department	0	0	0	0
District Institute of Education and Training	3	0	2	0
State Council of Educational Research and Training	0	0	13	0
Aizawl Theological College	36	0	162	0

Academy of Integrated Christian Studies	0	0	68	0
Regional Institute of Paramedical and Nursing Sciences	0	0	37	0
Administrative Training Institute	0	7	0	0
College of Veterinary Science and Animal Husbandry Central Agriculture University	0	0	9	0
Women Polytechnique	2	0	6	0
Doordarshan	0	0	0	0
Presbyterian Hospital	7	0	5	0
Mizoram College of Nursing	2	0	10	0
Mizoram Law College	4	0	10	0
Law and Judicial	1	0	3	0
TOTAL	55 (14%)	7 (2%)	325 (84%)	0

(Source: Research Questionnaire)

The libraries under study subscribed various journals in the form of Mizo, English and Hindi. 84 % of English journals are subscribed by the special libraries with 14% Mizo journals and 2% of Hindi journals. Also from the analysis we can know that Aizawl Theological College is the highest in English journals subscription whereas DIET, Law and Judicial libraries comes to the lowest subscription. Mizo journals subscription is highest in Aizawl Theological college and lowest in Law and Judicial Library. Hindi journal is subscribed by Administrative Training Institute ATI.

6.8 Type of Classification Scheme Used

The table 6.8 below mentioned the types of classification practice in each special library under study for clear understanding.

Table 6.8 Type of Classification Scheme

Name of the Library	Others	CC	UDC	DDC
Civil Hospital	-	-	-	✓
Health and Family Welfare Department	-	-	-	-
District Institute of Education and Training	-	-	-	✓
State Council of Educational Research and Training	-	-	-	✓
Aizawl Theological College	-	-	-	✓
Academy of Integrated Christian Studies	-	-	-	✓
Regional Institute of Paramedical and Nursing Sciences	-	-	-	✓
Administrative Training Institute	-	-	-	✓
College of Veterinary Science and Animal Husbandry Central Agriculture University	-	-	-	✓
Women Polytechnique	-	-	-	✓
Doordarshan	-	-	-	-
Presbyterian Hospital	-	-	-	✓
Mizoram College of Nursing	-	-	-	✓
Mizoram Law College	-	-	-	✓
Law and Judicial	-	-	-	-
TOTAL	0	0	0	13

(Source: Research Questionnaire)

Four choices of classification system were given viz. DDC, CC, UDC and others (if there is any other system of classification used). 80% of libraries under study uses DDC classification scheme whereas 20% responded unknown/others. Besides the DDC scheme of classification there is no respond from library about other way of library materials classification. So, the study reveals that only DDC is used for classification among the special library.

6.9 Cataloguing System

The table below 6.9 presents the cataloguing system practice in the special library under study.

Table 6.9 Cataloguing System

Name of the Library	Catalogued	UnCatalogued
Civil Hospital	-	✓
Health and Family Welfare Department	-	✓
District Institute of Education and Training	-	✓
State Council of Educational Research and Training	-	✓
Aizawl Theological College	-	✓
Academy of Integrated Christian Studies	-	✓
Regional Institute of Paramedical and Nursing Sciences	-	✓
Administrative Training Institute	-	✓
College of Veterinary Science and Animal Husbandry Central Agriculture University	✓	-
Women Polytechnique	✓	-
Doordarshan	-	✓
Presbyterian Hospital	✓	-
Mizoram College of Nursing	-	✓
Mizoram Law College	-	✓
Law and Judicial	✓	-
TOTAL	4 (27%)	11 (73%)

(Source: Research Questionnaire)

The table given above indicates about the cataloguing, whether the libraries are using cataloguing system for the library service. Out of the 15 special libraries only four libraries are practicing the cataloguing system which is 27% of the library. 11 libraries do not use the cataloguing system which is 73%. The main reason for not using cataloguing system is due to the lack of professional staff and less demand from users too.

6.10 Library Budget

The libraries under study received fund mostly from their parent body. The following Table 6.10 reveals the various funding scheme that are being enjoyed by the special libraries in Aizawl.

Table 6.10 Library Budget

Name of the Library	Budget (in Lakh)	Source of Budget
Civil Hospital	250	NECS
Health and Family Welfare Department	-	Health and Family Welfare Department
District Institute of Education and Training	-	Collected from Trainees
State Council of Educational Research and Training	2	-
Aizawl Theological College	10	Mizoram Synod
Academy of Integrated Christian Studies	8	BCM Headquarter
Regional Institute of Paramedical and Nursing Sciences	20	Central Sponsored Scheme
Administrative Training Institute	-	-
College of Veterinary Science and Animal Husbandry Central Agriculture University	10	ICAR
Women Polytechnique	0	-
Doordarshan	0	-
Presbyterian Hospital	1.5	Hospital Budget
Mizoram College of Nursing	-	State Government
Mizoram Law College	-	UGC, RUSA and Library Development Fund
Law and Judicial	10	Law Department

The analysis of the above Table 6.10 shows that out of the 15 special libraries, 8 libraries have estimate budget for the library while the other 7 libraries do not have answer regarding library budget. Most of the fund in the special library are received from their parent organization and collected from their library users as well.

6.11 Library Automation

Question on whether the library is automated or not was asked among the special libraries. The table below indicates the Library Automation services which means the use of computer to automate the typical procedures like cataloguing, classification for easy retrieval and save man power. The questionnaires circulated among the librarian were sum up in the table below 6.11

Table 6.11. Library Automation

Name of the Library	Automated	Not-automated
Civil Hospital	-	✓
Health and Family Welfare Department	-	✓
District Institute of Education and Training	-	✓
State Council of Educational Research and Training	-	✓
Aizawl Theological College	✓	-
Academy of Integrated Christian Studies	✓	-
Regional Institute of Paramedical and Nursing Sciences	✓	-
Administrative Training Institute	-	✓
College of Veterinary Science and Animal Husbandry Central Agriculture University	-	✓
Women Polytechnique	-	✓
Doordarshan	-	✓
Presbyterian Hospital	-	✓
Mizoram College of Nursing	-	✓
Mizoram Law College	✓	-
Law and Judicial	✓	-
TOTAL	5	10

(Source: Research Questionnaire)

From the analysis of the above table, it can be seen that out of the 15 libraries only 5 constituting 33% of the special libraries are automated and the rest 10 constituting 67% are not aware about the library automation. This is mostly due to insufficient library budget from their parent organization and secondly due to lack of awareness among the library staff and employment of non-professional staff.

6.12 Internet Facility

An issue relating to the use of internet facilities provided in the library by using computers to access internet services such as email, the world wide web and the electronic journals and different library software is also maintain by some of the special libraries. Questioned were asked among the circulated questionnaires to librarian. Results have been placed below in table 6.12. The question has been split into two ways.

Table 6.12 Internet Facility

Name of the Library	Yes	No
Civil Hospital	-	✓
Health and Family Welfare Department	-	✓
District Institute of Education and Training	✓	-
State Council of Educational Research and Training	✓	-
Aizawl Theological College	✓	-

Academy of Integrated Christian Studies	✓	-
Regional Institute of Paramedical and Nursing Sciences	✓	-
Administrative Training Institute	✓	-
College of Veterinary Science and Animal Husbandry Central Agriculture University	✓	-
Women Polytechnique	✓	-
Doordarshan	-	✓
Presbyterian Hospital	-	✓
Mizoram College of Nursing	✓	-
Mizoram Law College	✓	-
Law and Judicial	-	✓

(Source: Research Questionnaire)

The internet facilities provided in the library by using computers to access internet services are also maintained by some of the special libraries. This is shown above in the table 6.12. 10 special libraries constituting 67% of the total population uses internet facilities whereas 5 constituting 33% do not use internet services. This is due to the lack of sufficient fund from the parent organization and also due to the lack of awareness from the librarian and the library staff.

6.13 Registered Users

The special libraries under study were analyzed below in Table 6.13 which gives the number of registered users in the library.

Table 6.13 Registered Users

Name of Library	No. of users
Civil Hospital	-
Health and Family Welfare Department	-
District Institute of Education and Training	-
State Council of Educational Research and Training	-
Aizawl Theological College	-
Academy of Integrated Christian Studies	150
Regional Institute of Paramedical and Nursing Sciences	700
Administrative Training Institute	-
College of Veterinary Science and Animal Husbandry Central Agriculture University	380
Women Polytechnique	258
Doordarshan	0
Presbyterian Hospital	104
Mizoram College of Nursing	150
Mizoram Law College	265
Law and Judicial	92

(Source: Research Questionnaire)

The special library hardly maintains a uniform system of registered users since the members comprises of different types with different status who have different job and timing in the organization. Some special libraries do not even have a proper membership registration list. Yet so far the registered users list of some libraries are mention in the table above. From the above Table 6.13 we can see that among the 8 libraries which maintain proper users registration, RIPANS library have the highest library member of 700 whereas Law and Judicial library have the lowest library members of 92.

6.14 Circulation System

Circulation timing for the libraries under study are shown below in table 6.14. A question was asked among the librarians to find out the period for issue and return of books among the special libraries.

Table 6.14 Circulation system

Name of the Library	Circulation(in Days)
Civil Hospital	not specified
Health and Family Welfare Department	7
District Institute of Education and Training	7
State Council of Educational Research and Training	7
Aizawl Theological College	14
Academy of Integrated Christian Studies	7
Regional Institute of Paramedical and Nursing Sciences	15
Administrative Training Institute	not specified
College of Veterinary Science and Animal Husbandry Central Agriculture University	30
Women Polytechnique	15
Doordarshan	not specified
Presbyterian Hospital	15
Mizoram College of Nursing	7
Mizoram Law College	15
Law and Judicial	not specified

(Source:Research Questionnaire)

Book lending and circulation period varies among the different libraries studied. Veterinary College has the longest period of 30 days. Other libraries such as ATC, RIPANS, Women Polytechnique, Presbyterian Hospital, and MLC restrict circulation period for 14 days. H&FW, DIET, SCERT, AICS and MCON further restrict it to only 7 days. Civil Hospital, ATC, DDK and Law & Judicial did not respond to the questionnaire.

7. Findings

- Professional staffs in the special libraries under study are less in number. Some are only semi-professional while some library staffs have no library background at all.
- The libraries modes of acquisition are mostly from purchase. Books are the commonly used materials in every library except for the Doordarshan Kendra where there is only a collection of magnetic tapes. Besides books, newspapers and journals are also subscribed by most of all the libraries.
- Classification and cataloguing scheme are practice only among few libraries. This is due to the lack of professionals staff.
- Only 5 special libraries are automated and the rest 10 are not aware about the library automation. The internet facilities are also available among 10 libraries whereas 5 libraries do not have connection at all. This is mostly due to insufficient library budget from their parent organization and secondly due to lack of awareness among the library staff and employment of non-professional staff.
- The libraries timing are mostly between 9:00 A.M to 5:00 P.M during summer and 9:30 to 4:30 during winter. The circulation timing is mostly between 7 to 15 days while some libraries do not practice any circulation system.
- From the librarian statement we can know that the funding system is very poor. Only few libraries received funding system.

8. Conclusion

The field of special library has also witnessed tremendous development during the past few decades. A special library as an integral part of the parent body serve the entire organization or a department, it provide information pin pointedly thereby saving the time of the users. So, the existence of this type of library cannot be neglected. In fact, they assist every patron in their doubts. Ideally speaking, the study of special library collection and services among Aizawl will be beneficial for the concern higher authorities to know the present status, progress, activities and above all to fulfill the need of the users which is always the primary objective of every library through decades.

9. Suggestions

Suggestions are made by the librarian so that change can be made in every possible way in future.

Areas for improvement in special library:

Human resources: Trained, specialize staff with up to date knowledge and skills could deliver good library services and up to date library collection. To achieve the standards of excellence sound professional knowledge and good communication skills are the two essential characteristics of a good staff.

Book Selection: Ideally speaking, a special library should have all books that are relevant for the organization they serve which are published up to present. No library can dream of collecting all books due to limited finance. Book selection need to be done judiciously so that the collection meets demands of the users adequately.

Skills and Competencies: The skills and competencies expected from librarian in term of computer skill in order to adjust to changing library professional to handle sophisticated technology including networking and internet skill.

Information Management: The ability to collect, access, store, retrieve and disseminate information to users. Signs and symbols should be used in order to save the time of the users. Besides these, the library staff should thoroughly perform weeding process, stack verification. So as to know the lost and damage book and see what can be done to overcome the problem.

Communication Skills: Effective and interactive communication skills of the library staff add value to the library to cater the potential users. Good communication skills make users to understand library services and collection

In-service training: Seminars, conferences, workshop, special training program at regular intervals may be conducted .This will provide a platform to library staff to expose themselves the latest trend and developments.

Library is taken as successful only when they are essential and crucial to their clients. Thus, libraries need to formulate effective measures to ensure that they stay ahead of their client expectation. Physical resources include building; furniture and equipment are one of the foundations for a library in order to meet the user's satisfactions.

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