

Development of Yadanabon University Library (2000-2021)

Sanda Oo*, Ohn Mar Oo**, Aye Aye Myint***, Yu Yu Naing****, Yi Yi Aung*****

Abstract

The focus of this study was on the development of Yadanabon University Library during the 21 years period from 2000 to 2021. This study was set out to find out how the library developed to the current conditions, such as developing collection, providing customer services and facilities and fulfilling the information needs of the users. It elicited the users' opinions about the all-round performance of the library. Accordingly, they were asked to rank the degree by which such conditions in the library collections, services and facilities. Questionnaire based survey was employed in this study. In-depth literature search on the topics related to the research work was carried out and they were also reviewed. Descriptive statistics was used to analyze the data collected through questionnaire. The result reveals that the library users were satisfied with the overall library performance. It also pointed out the strength and weakness of the Yadanabon University Library. This paper suggests the ways how to improve the university libraries and overcome the issues faced by university librarians.

Keywords: university libraries, developing collection, customer services, facilities, information needs

Introduction

As academic libraries become more integrated into the total learning experience, the concept of the library as something greater than a physical place grows. The information services can now be provided remotely. The academic library plays a vital role in the academic achievement. It aims to provide needs of the faculty and student body, as well as the mission and academic programmes of university. The mission of university library is to help its parent university to achieve the educational goal of its students and faculty members.¹

To develop academic library, the emerging technologies, hardware and services are used equally in the information age. Nowadays, academic libraries in Myanmar are transforming from

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¹Denise K. Fourie and Nancy E. Loe, *Libraries in the Information Age: An Introduction and Career Exploration*. 3rd ed. (Santa Barbara, California: Libraries Unlimited, 2016), 70-71.

traditional system to e-library system. Responsible organizations and librarians are trying to upgrade their library systems and services to automation system. The research investigated how Yadanabon University Library developed during the year 2000 to 2021. The findings indicate that Yadanabon University Library plays a relevant role to assist students and faculty members on their academic and knowledgeable affairs.

Aim and Objectives of the Study

This study mainly aims to identify progressive situation of Yadanabon University Library during twenty-one years. The objectives are:

- (i) To identify current situation of Yadanabon University Library
- (ii) To identify the awareness, adequacy and the extent of the use of library resources, facilities and services
- (iii) To elicit the users' opinion about library services, resources and facilities offered by the library

Scope of the Study

This research studied the development of Yadanabon University Library from the year 2000 to the date 2021. It covers 21 years lifespan of the library identifying its progressive situation. It intends to identify the development of the library such as the use of library collections, services and other aspects of librarianship. Therefore, the focus was given on the awareness, adequacy and extent of the use of library resources, facilities and services. The background history to the current status of Yadanabon University Library was analysed and evaluated to define its real situation. It is also elicited to seek the opinion from selected group of users among faculty members, students and administrative staff.

Method of the Study

This research was conducted using a survey methodology. The survey instrument is a structured questionnaire adopted as a research tool for data collection. The survey was composed of 35 statements in 5-point Likert scale to collect data for users' opinions about library services, collections and other facilities offered by the library. The Likert scale range was strongly agree, agree, neutral, disagree moderately, and disagree at all. The quantitative data analysis provided strong evidence of the library situations. Respondents were randomly selected from the user community of Yadanabon University Library. The data were organized and analysed using simple percentage to produce result. The questionnaires were circulated among the respondents through Google survey. Literature survey method was also used to trace background information and related information.

Research Questions

The research addresses to answer the following questions:

- (i) What is the trend of the development of Yadanabon University Library during twenty-one years?
- (ii) Which types of services are provided by Yadanabon University Library?
- (iii) What is the attitude of users regarding the different services provided by university libraries?
- (iv) What is the role of Yadanabon University Library for the academic achievement of its users?

Literature Review

In this study, in-depth literature search on the topics related to the research work was carried out and they were also reviewed. It reviewed existing scholars' research papers related to the topic of the development of university libraries.

Nicole K. Peterson examined about the developing role of the university library as a student learning center. The author aimed to analyze current trends in the design of libraries, with a focus on how students learn in the library. She looked at current usage and satisfaction to determine what student's value in the current design of the university library. She verified the outcomes of this research such as better student learning spaces in the library through spatial definition, installation of outlets, increase of private and quiet study environments, workspace, and control for user spaces.²

Narit Nimsomboon and Haruki Nagata examined the service quality of Thammasat University Library System from users' perspectives. The result showed that Thammasat University Library System provided to its users to meet their expectations. The survey pointed out some useful recommendations to improve service quality of Thammasat University library system. The result of this study helps the librarians and staff understand the user problems and reducing the gap between user perception and expectation.³

Myo Myint Sein studied the development of academic libraries under the Ministry of Defense in Myanmar. This study analysed five academic libraries identifying the present situation of these academic libraries. Based on the analysis of these academic libraries, some obstacles

² Nicole K. Peterson, "The Developing Role of the University Library as a Student Learning Center: Implications to the Interior Spaces" (master's thesis, Iowa State University, 2013), 1-128, accessed July 18, 2021, <https://lib.dr.iastate.edu/cgi/viewcontent.cgi?article=4193&context=etd>.

³ Narit Nimsomboon and Haruki Nagata, *Assessment of Library Service Quality at Thammasat* (Tokyo: University Library System University of Library and Information Science, 2013), 55, accessed August 2, 2021, <https://fdocuments.in/document/>.

were found to the development of libraries such as co-operation and understanding from authorities, inadequate financial support, inadequate physical facilities, and so on.⁴

Yadanabon University Library (2000-2021)



Figure 1. Main Building of Yadanabon University



Figure 2. Yadanabon University Library

Background History

Yadanabon University Library was founded along with the establishment of Yadanabon University in the year 2000. Yadanabon University traced its origins to the Mandalay Division Regional College established on 1st June 1977. On 1st April 1980, the regional college was changed to Mandalay University (Yadanaboommi Campus). On 2nd September 1996, it was upgraded as Yadanabon College. On 22nd February 2000, Yadanabon College was again upgraded as Yadanabon University.

Yadanabon University is a public liberal arts and science university in Upper Myanmar. It is situated near Taung Thaman Village, Htan Taw Village and Oae Bo Village in Amarapura Township, Mandalay Region. The campus area is 84.49 acres. It is the largest university in Upper Myanmar according to the student population.

Yadanabon University Library started its collection with the old collection of Mandalay Division Regional College Library, Mandalay University (Yadanaboommi Campus) Library and Yadanabon College Library. The library was first founded at the southern part of the main building of Yadanabon University. In 2002, the library was moved to the east wing of the main building. In 2005, it was again moved to the CR 28 extension building. In 2014, the library was shifted to the current building. It is a new separate library building situated behind the main building of Yadanabon University Library.

The librarians who served at the library were Daw Tin Tin Win, Library Assistant-2 (1-8-2001 to 12-3-2002), Daw Aye Aye Win, Assistant Librarian (5-3-2001 to 11-12-2001), Daw Sanda Oo,

⁴ Myo Myint Sein, "An Analytical Study on the Development of Academic Libraries under the Ministry of Defence," (PhD diss., University of Yangon, 2013), 308.

Librarian (12-12-2001 to 6-4-2016). The current librarian is Daw Aye Aye Myint (7-4-2016 up to now).

Opening Hours

The educational trends in universities are compelling effects on students' request for longer opening hours in libraries for their learning processes.⁵ The doors of academic libraries cannot be closed due to the enormous information demands and expectations of users.

For these reasons, Yadanabon University Library keeps open from 8:00 AM to 4:30 PM on weekdays. For the purpose of extended service hours, it also keeps open 8:00 AM to 4:30 PM on weekends in December to March and June to September throughout each semester of academic years. The library has begun to extend its opening hours since December, 2014. Extended service hour means opening libraries beyond core schedules. This enables users to have maximum access to library facilities and gain professional assistance for their information desire. The extended library opening hours have positive effects on research works, academic activities as well as academic performance of students among others.

Library Equipment and Furniture

Good physical facilities in libraries help users to use the library collection to the maximum extent. The facilities required for effective library services depend upon the functions which the library must perform in the particular situation.⁶ In order to provide effective library services, it is fundamental to the provision of adequate equipment and furniture.

The library equipment and furniture should be convenient, comfortable and durable. Hence, the different sections of a library should be equipped with the essential equipment and furniture. Yadanabon University Library always tries to equip with modern library furniture and equipment in order to provide effective library services.

Collection Development

Developing a balanced and usable collection is an important aspect of library services. Academic library collections are built to meet specific research and information needs of the institution's academic programmes.

⁵ Diana Atuase and Charles Koufie, "A Survey of Extended Library-hour Service in Sam Jonah Library, University of Cape Coast," *Library Philosophy and Practice (e-journal)*, (September 2017): 1, accessed September 3, 2021, <https://digitalcommons.unl.edu/libphilprac/1625>.

⁶ Louis Round Wilson and Maurice F. Tauber, *The University Library*, 2nd ed. (New York: Columbia Press, 1956), 495.

At Yadanabon University Library, books and periodicals are mostly acquired by purchase. In addition, the library acquires these resources by accepting donations and gifts. The library receives one copy of MA/MSc theses submitted to the concerned departments of Yadanabon University every academic year. The exam and convocation section of the university hands over them to the library. Donations are accepted only if they meet stipulated standards.

The library collection covers variety of resources such as books, periodicals and theses and dissertations, etc. The current total collection is shown in Table 1.

Table 1 Total Collection of the Library

Types of Items	No. of Items
Books (Main library)	34651
Theses and Dissertations (Main library)	4779
Books (Departmental libraries)	19437
Periodicals (in volumes)	21550
Magazines (in titles)	25
Journals (in titles)	61
Newspapers (in titles)	8
CD-ROM	2641
Parabaik	81
Pay	143

Source: Annual Records of Yadanabon University Library

The following figure shows the annual growth of book collection of the main library during the year 2000-2021.

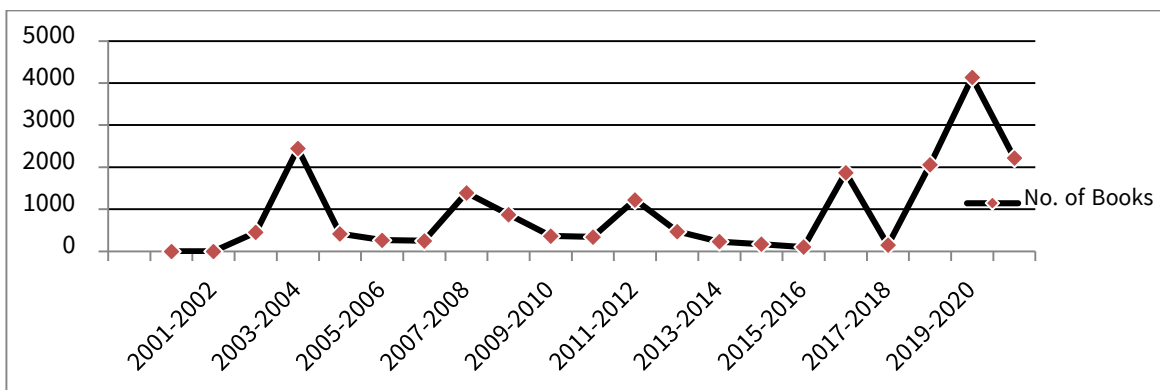


Figure 3. Annual Growth of Book Collection during the Year 2000-2021 (Main Library)

The flowing figure shows the annual growth of book collection of the departmental libraries during the year 2000-2021.

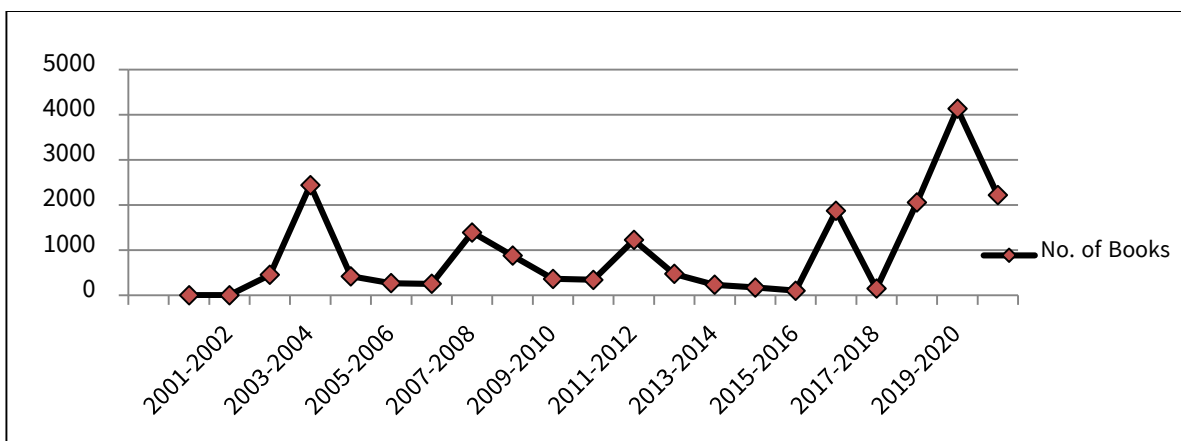


Figure 4. Annual Growth of Book Collection during the Year 2000-2021 (Departmental Libraries)

Library Services

The purpose of management level in libraries is usually to oversee units that perform specific functions either directly or indirectly. Today libraries have a major role to play the information cycle and in providing special services to today's society. Libraries are responsible for providing services and materials directly to the users. There are several service units depending on the conditions of the library. The principal objective of the library is to enable the service personnel to meet the instructional and research needs of academic staff, students and research scholars. Yadanabon University library offers the following services to its users.

- (a) Circulation Service
- (b) Online Public Access Catalogue
- (c) Reference Services
- (d) Reading Room Service
- (e) e-Library Services
- (f) Plagiarism Checking Service
- (g) Inter-library Loan Service
- (h) Photocopying Service
- (i) Preservation and Conservation Service
- (j) New Arrival Service
- (k) Orientation Programme and User Education Service
- (l) Other Personalized Services

In order to provide the above library services to the users, the library is divided into eleven sections. At the ground floor, there are four sections. They are reference room, reading room, circulation desk attached with stack room and information counter at the lobby. At the first floor, there are seven sections. They are e-Library, procession section, periodical section, study area, photocopying section, presentation room and librarian's office.



Figure 5. RFID Security Gates



Figure 6. Information Desk



Figure 7. Self-Check-in/Check-out

Figure 8. Online Public Access
Catalogue

Figure 9. Mobile Shelves



Figure 10. Presentation Room

Future Plans of Yadanabon University Library

Yadanabon University Library has been trying hard to develop the library since 2000. During the 21 years period, the library developed with the advanced library services offering to its user community. Along with the development of the library gradually, the library set up the future plan to become an advanced university library in Myanmar.

Installation of RFID Security Gates

In 2019-2020 fiscal year, the library initiated RFID Library Management System. Two RFID security gates were installed at the entrance of the library. RFID tags could be attached to the books. The library started check-in/check-out with the application of bibliotheca RFID workstation. In 2020-2021, one more gate was installed.

This bibliotheca RFID gates protect and secure the library materials. With a modern and attractive clear panel design, the bibliotheca RFID gate™ not only offers superior detection but perfectly integrates with any library environment. It reduces accidental or deliberate removal of library items by detecting RFID tags in any orientation. Upon detection, a configurable alert provides an immediate audible and/or visual warning. Yadanabon University Library is trying to accomplish overall functioning of this system.

Self-Check-in/Check-Out Service

In 2020-2021 fiscal year, Yadanabon University Library initiated the bibliotheca self-check 500 to provide the self-service to the users. This system offers the essential self-service experience to library users. It was powered by the intuitive quickConnect™ self-service software. It was designed to deliver an engaging user experience that also promotes the library collection,

services and events. It conveniently allows users to check-out, check-in, renew, and pay fines on their library account. At present, Yadanabon University Library is introducing this service to its users in hands-on approach in order to transform the traditional circulation system to the totally electronic circulation system.

Upgrading Library Management System

It is very important for a university library to upgrade its services and infrastructure along with the advancement of information and communication technology. The library will upgrade the existing EILB Library Automation System to the Metrix Library Management System based on Koha LMS. This system will be used for all library services. The library will also establish the library network connected to all departmental libraries using this system.

Digitization Service

In the future, the library has a plan to extend the digitization service. It will digitize the rare books, MA/MSc theses, old newspapers, and ancient Myanmar manuscripts, etc. in order to provide electronic resources to the users.

In this way, Yadanabon University Library is developing to stand an advanced digital library upgrading its infrastructure, its services, its resources, etc. with the support of the authorities concerned and with the effort of the librarian and library staff.

Data Collection and Analysis

Data collection and analysis of data is an important part of any research work. The analysis was conducted to examine the present conditions of the library based on users' point of view. It focuses on the effectiveness of existing library facilities, services, its collection development and the information needs of users of Yadanabon University Library. 100% duly filled questionnaire were received from all the respondents. Thus, it can be said that all respondents participated in this survey.

The study surveyed about the collection of library materials to users' needs. The respondents were asked to choose the stages of their opinions about the adequate collection of library materials, such as disagree, disagree moderately, neutral, agree and strongly agree. In addition, participants were asked how much they agreed with the statement that the library book collection meets the requirements of the faculty members and students.

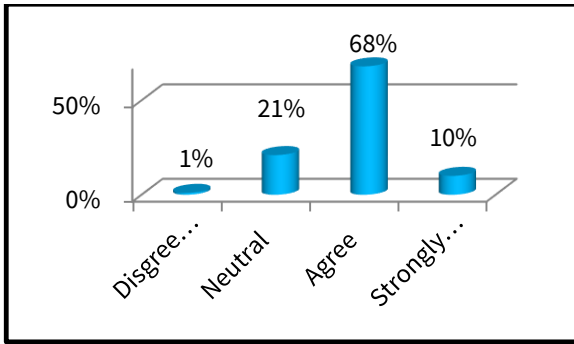


Figure 11. Sufficient Acquisition of Library Materials

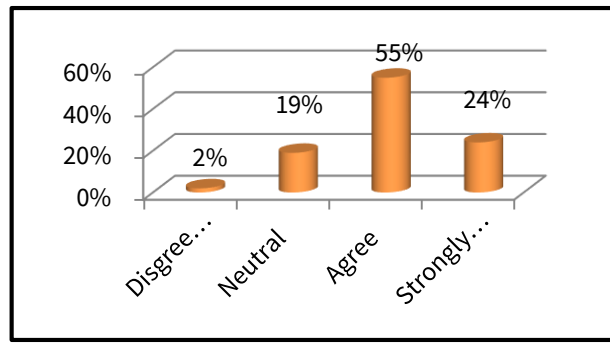


Figure 12. Meeting Library Collection with Users' Requirements

Regarding the sufficient acquisition of library materials, Figure 11 points out that 78% of respondents strongly agreed and agreed while 1% disagreed moderately.

Figure 12 shows that 79% of respondents strongly agreed and agreed the statement that the library collection meets their requirements while 2% disagreed moderately.

With regard to the library services, respondents were asked whether library opening hours, use of e-circulation, and service of Online Public Access Catalogue (OPAC) are convenient or not for their access to the library.

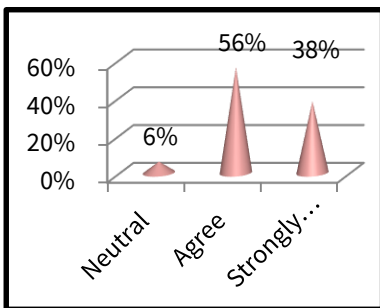


Figure 13. Library Opening Hours

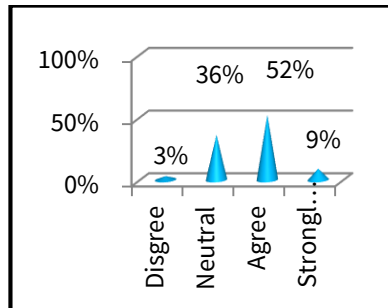


Figure 14. Use of e-Circulation

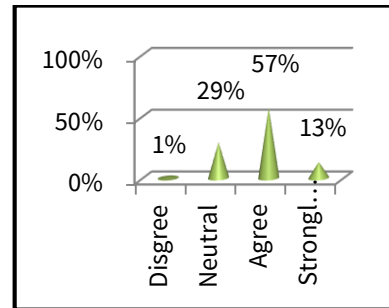


Figure 15. Service of Online Public Access Catalogue (OPAC)

Figure 13 indicates that 94% of respondents strongly agreed and agreed while 6% were neutral with library opening hours. According to Figure 14, the respondents felt that 61% of them strongly agreed and agreed while 3% disagreed with use of e-circulation. According to Figure 15, 70% of respondents strongly agreed and agreed that they are convenient in use of Online Public Access Catalogue (OPAC) while only 1% disagreed on it.

The respondents were asked to identify their satisfaction with reference services and reading room service, inter-library loan and new arrival service.

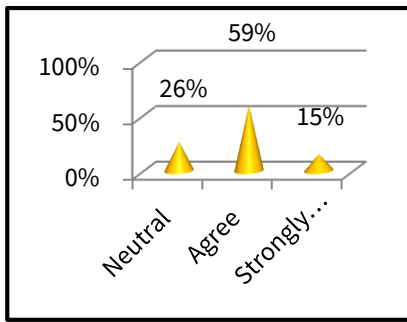


Figure 16. Reference Services and Reading Room Service

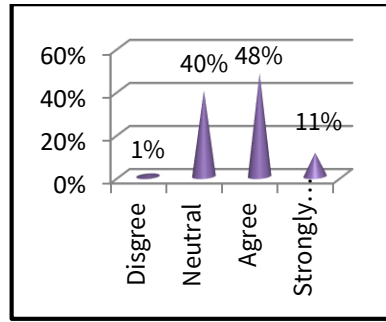


Figure 17. Inter-library Loan Service

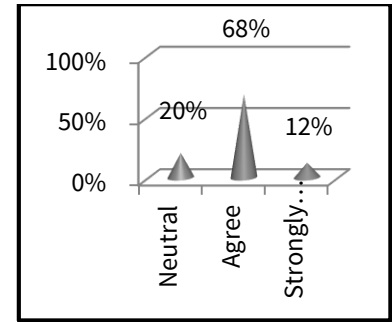


Figure 18. New Arrival Service

According to the survey, 74% of respondents strongly agreed and agreed with reference service and reading room service. It is clear from Figure 17 that majority of respondents, 59% strongly agreed and agreed with the inter-library loan service while only 1% disagreed on a Figure 18 indicated the respondents' satisfaction that 80% of respondents strongly agreed and agreed with new arrival service.

In addition, the respondents were asked how they agreed with the statement that the library has adequate library furniture, good lighting arrangement and ventilation and adequate library equipment.

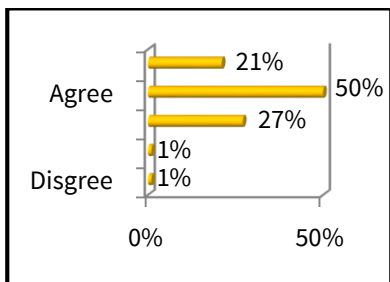


Figure 19. Facilitation of Adequate Library Furniture

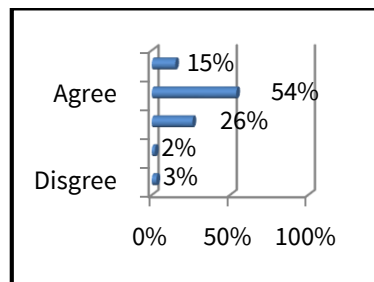


Figure 20. Good Lighting Arrangement and Ventilation

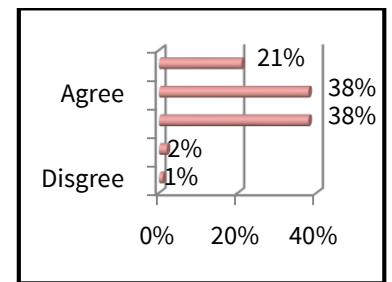


Figure 21. Availability of Adequate Library Equipment

Figure 19 reveals that most of the respondents, 71% strongly agreed and agreed with the statement of adequate library furniture while 1% disagreed with it. Regarding lighting arrangement and ventilation, Figure 20 identifies that the most of the respondents 69% showed strongly agreed and agreed while 5% disagreed and disagreed moderately with this statement. Figure 21 shows that 59% strongly agreed and agreed with the availability of adequate library equipment whereas 3% disagreed and disagreed moderately.

The respondents were asked to give their opinion how the library staff understands library users' needs. In addition, this survey investigated participant's opinions on skillfulness of library staff and their weakness in IT skills.

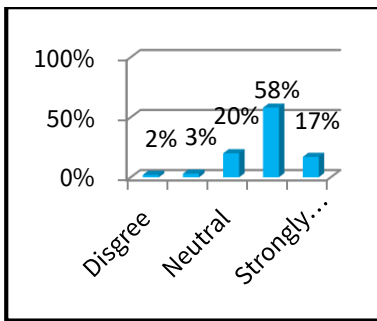


Figure 22. Understanding Library Users' Needs

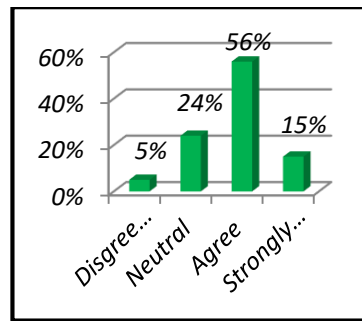


Figure 23. Having Library Staff's Skillfulness

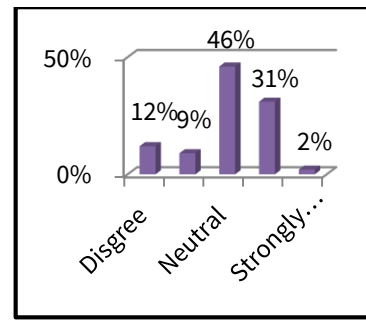


Figure 24. Library Staff's Weakness in IT Skills

According to Figure 22, 75% of respondents strongly agreed and agreed the statement that library staff understand library users' needs while 5% disagreed with this description. As shown in Figure 23, 71% of respondents pointed out strongly agreed and agreed with having professional skillfulness in their work whereas 5% disagreed on it. According to Figure 24, 33% respondents strongly agreed and agreed that library staff are weak in IT skills, while 21% of them disagreed with this statement.

Findings and Discussion

Based on the research findings, it can be identified that most of the users were satisfied with library collections, library services and library facilities provided by the library. This study not only based on the research findings from the data analysis but also focused on the annual records of the library from 2000-2021. The library usually keeps annual records of its various sections. According to these records, it was found that during twenty-one years, the library facilities, resources and services gradually developed up to existing advanced conditions.

One of the important factors to improve the university library is developing collections. Based on the annual records, it was found that the library collection gradually developed during the twenty-one year periods. In addition, it has gradually become a developing university library providing updated numerous academic e-Resources to its users since 2014.

It was found that the library has been trying to offer better services to its users since very beginning of the establishment of the library. At the end of 2017, the circulation service was transformed from manual system to the e-Circulation with the application ELIB Library Automation System using barcode technology. OPAC was also provided along with the manual card catalogue. In 2020, RFID technology was initiated for e-Circulation and installed RFID gates at the entrance for library security. In 2021, self-check-in/check-out service was initiated for self-service. According to the annual records, the library membership gradually increased and the number of books issued also increased year by year along with the advancement of the library.

In addition, as the library offered plagiarism checking service using Urkund software, it could provide the faculty members and students to check plagiarism of their research papers.

This service is very effective for faculty members and students in conducting their research. In this way, it can be identified that Yadanabon University Library developed better library services to its users during twenty-one year periods.

It was also found that all the authorities of Yadanabon University enthusiastically supported the library to be advanced in their times. This is one of the important and indispensable factors for the development of university libraries.

To sum up, Yadanabon University Library has been making an effort to do well in the collection development, services and infrastructure from the very beginning. Based on the users' opinion and annual records of the library, it can be said that the overall facilities and services are good and satisfactory. Although the library has some drawbacks, it is trying to overcome them keeping with university library status. Yadanabon University Library aims to promote effective academic action through knowledge available and through a rapid and effective dissemination of information. Efforts are also made to reduce the problems identified by the respondents in order to encourage use of the library. In view of the current situation, and changing pattern of library services, it is a great expectation that in the future, Yadanabon University Library will stand one of the highest developing university libraries in Myanmar.

Conclusion and Recommendations

Certain conclusions can be drawn from a careful analysis of the findings of this study. Based on the findings, it can be concluded that a well-developed library needs to be established in academic environment. Based on the users' opinions, it can be noted that the overall facilities and services provided by the library are satisfactory. Although the library has some requirements, it can be said that most of the users satisfied with services, resources and library facilities. The library can be a comprehensive university library if these requirements and weaknesses are provided.

Based on the findings, the following recommendations are provided;

- The librarian should always try to promote the awareness of the library's resources and services by the users.
- The librarian should try to recognize the information needs of the students, faculty and researchers by communicating directly with them.
- The librarian should educate the users regarding the various library services like OPAC, Self Check-in/Check-out, online database access, etc.
- Library webpages should be established on the university website in order to communicate users to library programmes.
- The library should have sufficient number of library staff to run the library effectively.

- The library should always try to develop library collection to meet the requirements of faculty, students and researchers.
- The library should be upgraded to provide ICT-based services to its patrons along with the advancement of ICT.
- The librarian should have the leadership competency among the library staff.
- Workshops, seminars, symposiums, local and overseas for librarians and library staff should be conducted.

In conclusion, at the library, individuals demand knowledge, and they need flexible and diversified resources. The library can organize its abundant amount of resources, advanced technology and facilities, and its understanding of users' demand to develop campaigns that support individuals' learning.⁷ University libraries are the main supporting departments in producing qualified human resources for national development as well as supporting educational goals. In this way, Yadanabon University Library is always making an effort to facilitate rich collection, advanced library services and facilities to its users. This research will be useful for the university librarians who are trying to develop the university libraries.

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