EXAMINING THE IMPACT OF ACADEMIC LIBRARIES IN FACILITATING THE LEARNING OF FOREIGN LANGUAGES IN PAKISTAN

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Abstract: The field of language education is thoughtfully evolving in the 21st century, since libraries around the world are offering substantial numbers of language learning resources to its users. Therefore, a decent number of learners are counting on libraries to infuse their thirst for knowledge. In Pakistan, learners are also zealously devoting their time in learning other languages. The present study examines the impact of the academic libraries in facilitating the learning of foreign languages in Pakistan. This paper highlights the opportunities academic libraries are providing to languages learners in Pakistani educational setup. It also inquires that language learners are satisfied with the services and facilities provided by academic libraries. A quantitative study is conducted based on the nature of this paper. The data is collected from four different academic libraries in the city Lahore. The tool is used in collection of the data is a self-developed questionnaire. This study analyses the data on SPSS statistical software. The result will help in finding out the needs of the learners. It will help and motivate the academic libraries to improve their facilities, services and systems. Likewise, the result will be valuable for libraries to better understand the expectations of the users and fulfill them.

Keywords: Learners, Languages, Foreign languages, Libraries, Facilities, E-sources

I. INTRODUCTION

Chronics of history unveils, that there are number of factors associated with successful academic education, for instance, before and after school programs activities, financial aids, parental supports, socioeconomic background, strong mentorship, learners attitude, positive self-concept. But one of the most influential factor has been overlooked and underestimated in many societies. Without it: success of any academic program is not guaranteed, and that is the access to library or library’s material (De Souza, 2009). History declares, that libraries have always supported the education not only by providing treasure of books to man’s quest of knowledge, but also by providing diverse teachings resources, numerous informational, and referral services over the time (Ogbebor, 2011).

All the developed nations of past paid a special attention to their libraries, and made them accessible to common people. History also reveals that, if any nation tried to eradicate the other, the assailant first attacked the libraries systems. Hence, the role of libraries in education system and in developing a society became more indispensable. Over the time, revolutionary changes have taken place in the field of education. These changes introduced a new era of learning. To catch up with the swiftly changing structure, libraries are also embracing new approaches of imparting information, and facilitating the learners. These immediate changes in the field of library and information sciences have entirely altered the image of library.

The traditional image of library was a quiet and a big place of study, which accommodates numbers of printed collection, but with the advent of new age of technology, this old concept is fading away. In developed countries, the so called portray of traditional libraries with lots of printed documents and books is transformed into paperless libraries containing a numerous collection of digitized documents (Ogbebor, 2011). Here is the traditional definition of library according to American Library association

“A library is a collection of sources, resources and services and the structure in which it is housed: it is organized for use and maintained by public body, an institution or a private individual.” (Genber, 2010).

The advance definition of library according to American Library Association (ALA) is

“A library as a collection of organized material to provide physical bibliographical and intellectual access to group with a staff that is trained to provide services and program related to informational needs of target group.” (Ashikuzzaman, 2014).

A library is like a store house of knowledge, where content and development material on any world topic can be easily found. This information and development material can be obtained from different languages. As a matter of fact, it is important to understand this crucial factor that, in one society, where one language is spoken why it is important to provide information in different languages, because of mobilization of human race. Human being are traveling from one part of the world to the other for multiple reasons like for gaining knowledge, earning money for better life style or many other reasons. It is important to learn other languages for better communication, and to have a clear prospective of the world. In countries, where it is hard to find books about other languages, libraries are considered as a valuable assets. Indeed, libraries are playing agreeable and meaningful role in learning of foreign languages in many countries, but this role of libraries varies from area to area, and region to region.

In Pakistan, the libraries survive on Federal and Provisional funding without it survival of the libraries is burdensome. Therefore, libraries in Pakistan have to face many problems. The Government of Pakistan has realized this critical situation of the libraries, therefore, the Government took an initiative to encourage the private sector to play its supporting role in providing higher education facilities all around the Pakistan. Consequently, a number of academic libraries came into sight. These academic libraries are financed and supported by their parent institutes, and comparatively, these libraries are better than public libraries. (Mahmood, Hameed & Haider, 2006).
1.1 Research Objectives:
Here are the objectives of the study:
1) To examine the impact of Academic libraries in foreign languages learning in Pakistan
2) To investigate the nature of facilities, Academic libraries provide to the foreign languages learners in Pakistan
3) To identify the needs and expectations of the foreign language learners in Pakistan
4) To make suggestions to improve libraries systems in Pakistan

1.2 Research Questions:
The current study answers the following questions:
1) What is the impact of Academic libraries in foreign languages learning in Pakistan?
2) What kinds of facilities Academic libraries are providing to the foreign languages learners in Pakistan?
3) What are the needs and expectations of the foreign languages learners in Pakistan?
4) How to improve the libraries systems in Pakistan?

1.3 Significance of the research:
This study is beneficial, because it does not only highlight the impact of Academic libraries in Pakistani society; in fact, it draws attention toward a surprisingly emerging trend of foreign languages learning in Pakistani learners. Furthermore, this study brings into light a societal thought about the very image of libraries and the rising mania of learning foreign languages. Which further leads toward the decision making process, either the libraries in Pakistan are playing a constructive role in meeting the language learning needs of the learners or not. With lens of this paper a better understanding about these two notions can be achieved. The result of this study will be helpful in determining the needs of the learners and in improving the image of libraries in Pakistan.

1.4 Delimitation of the study:
Libraries are playing diverse role in the field of education in different countries but this study only examines the role of Academic libraries in foreign languages learning in Pakistan. The current study is conducted in the city Lahore but this fact cannot be ignored that in this populous city it was not possible to collect data from all academic libraries and every single person because of time constraint and expense element. Therefore, the data is presented in this research is collected from four selected Academic libraries of the Lahore city.

2. LITERATURE REVIEW

Wilkin said in his book that very word “library” means four pillars. These four pillars have magnified the importance and complexion of the nature of the library and these are curation, engagement, publishing and space (Wilkin, 2015).

Curation:
Means the selection, preservation, maintenance, collection, archiving and provision of access to, materials pertaining to the cultural record for libraries, predominantly books and manuscripts, but often images and audio items also.

Engagement:
Means connection with research, teaching and learning.

Publication:
Means ranging from the most modest reproduction and dissemination of materials to full-blown editorial processes with peer review.

Space:
Creating and managing spaces devoted to users and collections.

2.1 Library and languages learning
Libraries are helping in construction of information, access of information and the dissemination of information. It is common knowledge that library and learning goes hands in hands. This inseparable relationship between library and learning started in the ancient city of Thrace. In modern era, this city is known as Istanbul. (Jato, Ogunniyi, & Akerele, 2019) The very image of library had influenced the learning process from primary school student to the highest level of education. According to Marchionini and Maurer, in this era, the libraries are providing three different types of learning
1. Formal learning
2. Informal learning
3. Professional learning

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Formal learning is systematic study and guided by instructions. Formal learning takes place in courses, which are offered at schools universities, institutes, training courses and programs on jobs of various kinds. Learning of languages falls in this category. The important role that libraries serve in formal learning is illustrated by their physical prominence in university campuses, schools and institutes and...
the number of courses which make direct use of library services and materials. Most of the informational resources in schools are tied directly to the instructional mission (Marchionini & Maurer, 1995).

Languages learning programs and practices have been highly improved from the library system around the world. As the resources provided in the libraries are conveniently exchangeable like Books, Audio, Audio-books, Languages reference books, bilingual dictionaries, educational workshops, DVDs, CDs, Internet and many more. Language learning is a bit of struggling experience. In order to guarantee the success of learners, on the journey of language learning in developed countries libraries have gone out of their way to facilitate the language learners and these libraries have assembled all the information and contacts detail of the different language programs offered in different institutes of the city. So that the learners can get all the information about the different languages courses offered by different institutes of the city in libraries. Besides this some libraries offer language classes which host by different professors of school and colleges who have free evenings. Likewise, libraries keep collection of foreign languages films, documentaries, and music collections, in order that learners can understand different languages with the help of these materials (Russel, 2017).

2.2 Library and languages learning in Pakistan

In Pakistan, the survival of libraries is on Federal and Provisional funding. Since last two years, Libraries have witnessed a decline in their funding because of the poor economy situations. Therefore, libraries in Pakistan have to face many problems like inadequate collection of books, space problems, cutting in the library opening hours, cancellation of periodical subscriptions, cutting in the working staff and poor services (Mahmood, Hameed & Haider, 2006). In Pakistan, libraries count on a large import from the US and UK. According to Kyrillidou and Young the Pakistani libraries get 90 percent of the resource material from the UK and USA (Kyrillidou & Young, 2004). In most instances, these books are not relevant to the local needs of the libraries. Moreover, in Pakistan libraries have inadequate basic and technical necessary tools for classification and cataloguing the material available in libraries. On the top of that, there is no informational cataloguing policy which is according to the national requirements. Unfortunately, there are no educational opportunities for library staff as well. Wistfully, in Pakistan librarians do not cherish their profession as physicians, engineers, lawyers, and other professionals do, because their status and salaries are not equal to that of teachers and other administrative officers. As a rule, librarians are considered no more than clerks, while in most Government departments there is no service structure or promotion formula for librarians (Mahmood, Hameed & Haider, 2006). The Government of Pakistan became aware of this serious matter of the libraries, therefore the Government took an initiative to encourage the private sector to play its supporting role in providing higher education facilities all around the Pakistan. As a consequence, now libraries have to compete with other libraries and information institutes. In order to win this race, these libraries are giving vigilant attention to the needs and wants of the users and learners. In Pakistan, presently youngsters are showing their interest in learning different languages. Lately but fortunately, the youngsters became wise to the well-known quote of Nelson Mandela.

“If you talk to a man in a language he understands, that goes to his head. If you talk to him in his own language that goes to his heart”.

Many youngsters in Pakistan are learning other languages besides English, Arabic and Persian. Due to the fact that there will be more favorable and better job and foreign opportunities for them and will have a brighter future. These language learners are eagerly enrolling themselves in different languages classes and earnestly dedicating their time in learning these languages. According to the Dr. Anwer Mahmoud, the Dean of faculty languages at NUML classes of Chinese, German, French and Korean are crowded with the students. Among Asian languages, Chinese and Korean languages are becoming favorite in youngsters. The main charm for students to study Chinese and Korean languages is to get employment or training opportunities in the respective countries. Among European languages, German and French languages are becoming beloved languages in younger. The main charm for studying these languages is the free tuition fee education, welcoming policies and educational activities (Jamal, 2017). In order to achieve their goals, these sizeable numbers of serious learners depend on libraries to get first-hand information about the certain language. The books and helping materials they could not get in the classroom by the teachers. They dig up that book and helping material in the libraries (Khan, Bhatti, Khan & Ismail, 2014).

In 2010, Arif and Mahmood conducted a study on the satisfaction level of users with the libraries. They collected data from Allama Iqbal Open University (AIOU), Islamabad, Pakistan. The findings of the study unveiled that 52% of the respondents regularly visited the library, whereas 47% respondents went to library rarely. The participants showed displeasure with the collection of material available in the library, online databases, virtual reference services, interlibrary loan, photocopy facilities, and journals related to subjects. Nevertheless, they were pleased with the location and the physical setup of the library. The study also uncovered that most of the respondents used library for teaching and research. About 54% of the respondents demanded that the library should provide information literacy programs. They also demanded that competent and qualified library staff should be appointed at senior positions in the central library (Arif & Mahmood, 2010).

Another study was conducted by Khan and Bhatti in 2012 in University of Peshawar. The results indicated that most of the departmental library services were below standards. Major issues were identified as lack of budget, inadequate information technology infrastructure, inadequate administrative parameters, and poor physical facilities (Khan & Bhatti, 2012).

3. RESEARCH METHODOLOGY

The current research is quantitative in nature. The researcher used a self-constructed detailed questionnaire to collect the data in order to achieve the objectives of the study. The questionnaire was comprised of fifteen statements. These statements were about the staff working in library and about the facilities library provides to its users. The responses of the statements were close ended. In the preparation of this questionnaire likert scale of five points was used to gather the responses of the respondents. The responses were coded as strongly agree 5, agree 4, neutral 3, disagree 2, strongly disagree 1. The population of the study is all the academic libraries in Lahore. In order to collect the data, the researcher survey Main Library of The University of the Punjab and Oriental Languages Department of The University of the Punjab, Library of National University of Modern Languages and Language & Linguistics Department of NUML University, Government College University Library and Oriental Learning Department of GC University Kinnaird College Library and French & Arabic Departments of Kinnaird College. Random sampling technique is used in the selection of the participants. A sample size of 100 participants was selected for the study. These participants were studying different foreign languages like German, French, Korean, Chinese, Turkish and Arabic in respective universities. Participants were informed about the nature, aim and objectives of the study. The responses of the participants were analyzed on SPSS software. The descriptive analysis is performed on the collected data to obtain the frequency and percentage for the individual item.
4. RESULT & DISCUSSION

The data of this study was collected from the 100 participants aged from 18 to 25. They belong to four different universities of Lahore city, The University of the Punjab Lahore, National University of Modern Languages Lahore, Government College University Lahore and Kinnaird College for Women Lahore. 57% female were the total of the selected sample size and 43% male were the total of the selected sample size. 35% participants were studying Chinese language, 10% were studying German language, 31% were studying Arabic language, 7% were studying Korean language, 13% were studying French language and 4% were studying Turkish languages. The Figure 1 given below shows the distribution of the above mentioned percentages.

![Figure: 1 Distribution of the foreign languages](image)

The statements in questionnaire were mainly about resources, appliances and facilities which libraries are providing to the users. For instance, the statements number 5, 6, 7 and 8 in the questionnaire were about the demeanor of staff working in the respective libraries. When participants were asked to respond to these statements accordingly, a high percentage of the participants showed negative attitude (strongly disagree & disagree) towards these statements. The Table 1 portrays the variations in the responses.

<table>
<thead>
<tr>
<th>No</th>
<th>Statements</th>
<th>SD%</th>
<th>D%</th>
<th>N%</th>
<th>A%</th>
<th>SA%</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>Library staff keeps me informed about new services related to my language course.</td>
<td>20</td>
<td>33</td>
<td>28</td>
<td>11</td>
<td>8</td>
</tr>
<tr>
<td>6</td>
<td>Library staff keeps me informed about of collection of books related to my language course.</td>
<td>20</td>
<td>37</td>
<td>22</td>
<td>12</td>
<td>8</td>
</tr>
<tr>
<td>7</td>
<td>I usually ask library staff for assistance/help.</td>
<td>9</td>
<td>20</td>
<td>26</td>
<td>27</td>
<td>18</td>
</tr>
<tr>
<td>8</td>
<td>Library staff has the knowledge about the language I am learning.</td>
<td>13</td>
<td>18</td>
<td>32</td>
<td>26</td>
<td>10</td>
</tr>
</tbody>
</table>

In response to statements 5 and 6, the respondents exhibited high percentage of negative responses (strongly disagree 20% + disagree 33%) & (strongly disagree 20% + disagree 37%). They were not satisfied with the staff working in libraries because they did not inform them about the new services related to their languages programs neither did they inform them about new collection of books and other helping materials related to their languages programs. It can be evidently seen in the

![Figure: 2 Graphical representation of statement 5](image) ![Figure: 3 Graphical representation of statement 6](image)

In comparison to disagreement, the second most important figure was the neutral response of the participants in both statements. 28% participants in statement 5 and 22% participants in statement 6 stay at neutral position.

When the responses of the statement 7 were calculated, it revealed that a huge number of the users asked the library staff for help. It can be seen in figure 4 that 27% of the respondents showed their agreement and 18% of them were strongly agreed with this statement. In contrast to agreement another category becomes center of attention also. It is neutral response of the participants which is 26%. Figure 4 is illustrating the variations in the responses.
In answer to statement 8, a ratio of neutral response is prominent with 32%. Moreover, the second noticeable ratio of agree and strongly agree responses (26%+10%). The third distinct ratio is (strongly disagree and disagree) which is (18%+13%). It can be seen in figure 5.

<table>
<thead>
<tr>
<th>Table: 2 Statements about user’s guidance/ approach</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
</tr>
<tr>
<td>3</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>4</td>
</tr>
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<td></td>
</tr>
</tbody>
</table>

The statements number 3 and 4 in the questionnaire were about user’s guidance and approach. When participants were asked to respond to these statements accordingly, a high percentage of the participants showed their feedback by selecting agree and strongly agree options in connection to both statements. The table 2 displays homogeneity in the responses of the both statements.

Figure 6 shows that 36% participants have neutral reaction towards the statement 3, because sometimes they can easily locate their targeted book and sometimes it takes few minutes to them to find a particular book. And participants showed their contentment with statement number 4. They can easily and freely make recommendations of their desired books in the library.

The table 3 comprises of statements 1, 2, 9, 10, 11, 12, 13, 14 and 15 these are about different facilities libraries provide to its users. The basic purpose of this questionnaire is to inquire about the facilities and appliances libraries provide to foreign languages learners. Therefore, most of statements in this questionnaire were about the services and facilities libraries in Lahore are providing to foreign languages users.
Table: 3 Statements about the facilities provided in library

<table>
<thead>
<tr>
<th>No</th>
<th>Statements</th>
<th>SD%</th>
<th>D%</th>
<th>N%</th>
<th>A%</th>
<th>SA%</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The library provides me appropriate resources for my language course.</td>
<td>11</td>
<td>16</td>
<td>22</td>
<td>29</td>
<td>22</td>
</tr>
<tr>
<td>2</td>
<td>The library provides most current and relatable resources according to my language course.</td>
<td>6</td>
<td>22</td>
<td>31</td>
<td>34</td>
<td>7</td>
</tr>
<tr>
<td>9</td>
<td>The library provides collection of audio and videos related to my language course.</td>
<td>28</td>
<td>32</td>
<td>30</td>
<td>7</td>
<td>3</td>
</tr>
<tr>
<td>10</td>
<td>The library provides computer and internet to facilitate my language learning needs.</td>
<td>11</td>
<td>17</td>
<td>17</td>
<td>31</td>
<td>24</td>
</tr>
<tr>
<td>11</td>
<td>The library provides adequate space for group study or language practice.</td>
<td>11</td>
<td>15</td>
<td>21</td>
<td>32</td>
<td>21</td>
</tr>
<tr>
<td>12</td>
<td>The library arranges gathering and events for foreign languages learners to practice their language skills.</td>
<td>23</td>
<td>43</td>
<td>25</td>
<td>6</td>
<td>3</td>
</tr>
<tr>
<td>13</td>
<td>The library provides information of the all the languages courses offered in different universities and institutes of the city.</td>
<td>22</td>
<td>45</td>
<td>30</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>14</td>
<td>The library arranges training classes and sections for foreign languages learners.</td>
<td>20</td>
<td>56</td>
<td>21</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>15</td>
<td>The library has a web guide which gives instructions to users in different foreign languages.</td>
<td>13</td>
<td>30</td>
<td>28</td>
<td>15</td>
<td>14</td>
</tr>
</tbody>
</table>

There are two graphical representations of this table Figure 8 and Figure 9. This Figure 8 is based on all favorable statements representing immense approval of the participants.

In answer to first statement (29%+22%) the participants believed that libraries provide them correct and proper material, whereas (11%+16%) participants showed dissatisfaction with statement. In the same way (34%+7%) respondents exhibited their satisfaction with statement 2 which was about the availability of the current relatable resources in library, and less respondent showed their discontentment.

When they were asked about the availability of the computers and internet in the library a decent size of the participants promptly declare their fulfillment with the statement. The table 3 is revealing that (31%+24%) participants declared their satisfaction. In comparison to this less number of the participants declared their disapproval. Likewise, when the participants were asked about availability of the adequate space and proper setting arrangements in library, a sizable number of participants (23%+21%) actively selected (agree & strongly agree). Figure 8 shows all the significant fluctuations in the percentage of different responses of these four statements.

Figure 8: Graphical representation of statements 1,2,10, 11

And Figure 9 is based on all unfavorable statements representing high disapproval.
Also, in Pakistan. Moreover, it will help to upgrade our library services among students. A huge number of students of NED, embrace reign languages. It can be extended to impact of public libraries as well. Moreover, this study talks about different foreign language learners. But these services and resources are not enough because libraries are no longer a room of four walls which contain printed collection. Our libraries have to welcome the new image of libraries which contain papered and paperless collections of sources of learners. But these services and resources are not enough because libraries are no longer a room of four walls which contain printed collection. Our libraries have to welcome the new image of libraries which contain papered and paperless collections of sources of learners.

As a rule, most of the learners visit the library to seek information from books or from reference materials while only a small number of learners visit to borrow books. The use of electronic resources and non-book materials is very less, as these supplies are scant in libraries. There is absolute need to purchase generic as well as course books to escalate the use of library resources and services web guides. Unlike other countries libraries web guides, our libraries web guides are complex, dull and dry. There is lack of serious attention being paid on the upgrading of libraries web guides. It is revealed that there is hardly any library which is providing audio visual material to the languages learners. The neutral responses of the participants show that they were clueless because they never asked about such type of helping material. The learners also rejected the thought that libraries arranging gatherings and events for the practice of foreign language learners. In addition to this, a huge number of participants also selected the neutral responses because they have never seen libraries organizing such gathering and event in their past. But there can be a possibility that in future they will arrange such events or gatherings. Therefore, they selected the safe option. The highest value in denial response reached to (56% + 20%), when the learners were asked about statement 14 that libraries are arranging languages training classes for them. When the learners were asked about libraries web guides majority of them rejected the idea but some showed positive attitude towards the statement. But they can’t stop themselves to make these complaints that libraries have web guide but some web guides just provide the rules and policies of using library and some web guides are not users friendly. There is arrangement of orientation lecturer or tutorial lecturer on how to get maximum benefit from this web guide. Unlike other countries libraries web guides, our libraries web guides are complex, dull and dry. There is lack of serious attention being paid on the upgrading of libraries web guides.

5. RECOMMENDATION

This research study examined a small sampled population. The survey was conducted in one city of Pakistan and that was Lahore. Replicating this study in other cities of Pakistan and increasing the number of statements in the questionnaire may yield more intriguing, interesting and valuable results and information. This study examined only the impact of academic libraries in facilitating foreign language learning. It can be extended to impact of public libraries as well. Moreover, this study talks about different foreign languages. It can be limited to any specific language which is soaring among Pakistani youngsters and enthusiastic language learners. Besides this, the title of this study can be customized and impact of libraries can be investigated in promoting the learning of other social, technical and non-technical subjects as well. The attainment of the information will glean about perceptions of foreign language learners and students of other subjects which will help in determining the impact of libraries in Pakistan. Moreover it will help to upgrade our libraries system according to modern day’s libraries systems.

6. CONCLUSION

The findings of this study shows that our academic libraries need to embrace the new and innovative ways to approach the emerging and evolving needs of the foreign language users. Learners are appreciating the services and resources which libraries are providing to them. But these services and resources are not enough because libraries are no longer a room of four walls which contain printed collection. Our libraries have to welcome the new image of libraries which contain papered and paperless collections of sources, resources etc. The findings of the study also indicate that the libraries are incapable to arrange new and advance facilities along with healthy reading and learning environment.

As a rule, most of the learners visit the library to seek information from books or from reference materials while only a small number of learners visit to borrow books. The use of electronic resources and non-book materials is very less, as these supplies are scant in libraries. There is absolute need to purchase generic as well as course books to escalate the use of library resources and services among learners.

In this rapidly changing age, the critical challenge for libraries is to stay relevant to its users’ needs and demands. This world of education, teaching, learning and research is changing quickly. Therefore, it is obligatory for the Academic and public libraries to maintain their position religiously in the diffusion of information of foreign languages and in the promotion of research by understanding, anticipating, and highlighting the challenges in their respective domains. Rather than assuming these challenges as obstacles, embrace them as opportunities to improve the quality of services to support teaching and learning of foreign languages activities more effectively. Besides this libraries should take a motivating initiative is to conduct training session for the practice and training of foreign language.

All the individuals, who participated in this research showed their high level of displeasure with the following statements. As it can be clearly seen that in responses to these statement the percentage value of scale strongly disagree and disagree is high, contrary to agree and strongly agree responses.

It is revealed that there is hardly any library which is providing audio visual material to the languages learners. The neutral responses of the participants show that they were clueless because they never asked about such type of helping material. The learners also rejected the thought that libraries arranging gatherings and events for the practice of foreign language learners. In addition to this, a huge number of participants also selected the neutral responses because they have never seen libraries organizing such gathering and event in their past. But there can be a possibility that in future they will arrange such events or gatherings. Therefore, they selected the safe option. The highest value in denial response reached to (56% + 20%), when the learners were asked about statement 14 that libraries are arranging languages training classes for them. When the learners were asked about libraries web guides majority of them rejected the idea but some showed positive attitude towards the statement. But they can’t stop themselves to make these complaints that libraries have web guide but some web guides just provide the rules and policies of using library and some web guides are not users friendly. There is arrangement of orientation lecturer or tutorial lecturer on how to get maximum benefit from this web guide. Unlike other countries libraries web guides, our libraries web guides are complex, dull and dry. There is lack of serious attention being paid on the upgrading of libraries web guides.

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learners to make this language learning process interesting for them. And there is a high need to upgrade the web guide system of the libraries according to the needs of electronic age.

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