

LIBRARY AND INFORMATION SERVICES IN COLLEGE LIBRARY OF IDHAYA COLLEGE FOR WOMEN: A USER SURVEY.

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ABSTRACT

Knowledge about the users and their demands is necessary to make library and information services more effective and user oriented. The present study deals with users attitude towards information sources and information services in the library of Idhaya College for Women, Kumbakonam. Data is collected from the students as well as faculty members of the college. The data were collected by using questionnaire from the faculty students. The total respondents are 200 (40 faculty members and 160 students). The study has analyzed the time spent in the library, purpose of visit in the library. Which type of material used respondents in the library. And analyzed the satisfaction level, uses of information services and what are the problem facing the respondents while enter the library.

Keywords: Information resources, College library, Library and information services, Users.

INTRODUCTION

The availability of information at right time and in the right form is of utmost importance in the development of knowledge as well as in all the development activities. It has become very difficult to manage the information manually due to the explosive growth knowledge. A modern college is no longer confined only to the traditional functions of teaching and advancement of knowledge, but assuming new functions according to the changing pattern of education. Idhaya College for women was started in 2000 at Kumbakonam. Library has been an integral part of the college since its inception. Value of library for an educational institution is felt at that time by the governing body. Addition of new books has been a regular feature of the library. At present many number of books related to different streams. Rapid accumulation and dissemination of information is the major concern of each academic library. Library has started its own blog for direct and online communication with users.

OBJECTIVES OF COLLEGE LIBRARIES

The objectives of college libraries are such as to support and fulfil the objectives and goals of their parent institutions. These include the following:

- To develop collections of document, both print and electronic so as to support the teaching and research activities.
- To develop policies, procedures, and standards for acquisition of documents that would support teaching and research programmes;
- To provide services that would meet the information needs of faculty and students; and
- To conserve knowledge and ideas for posterity.

FUNCTIONS OF COLLEGE LIBRARIES

The functions of a college have undergone change from time to time in order to meet the needs of the society. In the modern times, the college have a crucial role to play in the life, welfare and strength of the nation. More than half a century ago, L.R. Wilson and M.F. Tauber in their classic book on the college library, described the following functions of a college:

- Conservation of knowledge and ideas

- Teaching
- Research
- Publication
- Extension and service
- Interpretation.

REVIEW OF LITERATURE

Keeping in view the objectives and functions of college education in India, the college library system has to shoulder onerous responsibilities. In order to achieve the above mentioned objectives and functions of university education, university libraries should redesign their activities in such a way that they may prove to be significant partners, as stated by Mukherjee, in “conservation of knowledge and ideas, teaching, research, publication, extension and service, and interpretation of results of research.” Thus a college library exists to help instructional and research programmes of the university. It also functions, as Gelfand defines it, “as a dynamic instrument of education, to feed the intellect of student, encourage the researchers of the faculty and invite all who enter its house to partake fully of its intellectual and cultural contents.

The Radhakrishnan Commission, in its Report on College Education (1948-49), while realising the importance of libraries in the fulfillment of the objectives, observed that “the library is the heart of all the college work; directly so, as regards its research work, and indirectly as regards its educational work...”

Later, the Kothari Commission in its Report on Education and National Development (1964-66), laid emphasis on the proper development of college library system. It defined the functions of the college libraries as under:

- A. Provide resources necessary for research in fields of special interest to university;
- B. Aid the college teacher in keeping abreast of developments in his field;
- C. Provide library facilities and services secondary for success in all formal programmes of instruction;
- D. Open the doors to the wide world of books, that lie beyond the borders of one’s own field of specialization; and
- E. Bring books, students and scholars together under conditions which encourage reading for pleasure, self discovery, personal growth and sharpening of intellectual curiosity.

INFORMATION RESOURCES

Wilson and Tauber have suggested that besides books and periodicals, the college library must satisfy demands for materials which is neither books in the generally accepted sense nor periodicals. It includes materials such as dissertations, newspapers, rare books and manuscripts, maps, fugitive materials of many kinds, music, archives, films, micro reproductions, and museum objects.

Now a days, a college library also acquires documents in microform, audio-visual or electronic formats. In addition, the collections include programs or data files, software, information resources in CD-ROMs, Databases, or online databases, electronic books, electronic journals, etc. These types of print and e-documents have all type of current and global information required by the university faculty, researchers and students. The information resources of a college library must strike a balance between traditional formats of print documents, and emerging electronic formats. The information resources as mentioned above and any other such resource must be acquired by a Library Committee of the university as appointed by the university authority.

COLLECTION MAINTENANCE

The various types of collections as described above need adequate storage space, proper shelving, and preservation. For the preservation of books college libraries generally follow the traditional methods of pest control, etc. Some of them may need binding, others may require lamination, and still others may need to be kept in the fumigation chambers. But for the non-document and electronic documents special preservation techniques need to be adopted. Similarly, rare books and manuscripts also require special handling with care, and now these two types of documents are being digitized all over the country to preserve them for posterity. For the preservation of such collections as serial publications, theses and dissertations, manuscripts and rare books, newspapers and reports, and even books, many programmes for digitization are in place. These include, among others, Digital Library of India, National Mission for Manuscripts Digitization, Traditional Knowledge Digital Library, Electronic Theses and Dissertations Project of India, and so on. However, the following activities may form part of collection maintenance:

- a. Stock verification
- b. Weeding
- c. Preservation
- d. Binding, etc.

MANPOWER RESOURCE

One of the most essential components of a college library is manpower resource. The performance of manpower plays a vital role in the success or failure of a college library. For ensuring effective and efficient library and information services, there is need to employ competent personnel with proper training and education. The college library manpower must match the quality of the teaching and research community in terms of academic and professional qualifications, experience, and expertise. The constant interaction of college library manpower with students, faculty, research scholars, computer experts, management experts of the university should ensure credibility and appreciation from the user community.

FINANCIAL RESOURCES

Financial resources are the soul of an institution and so of a college library. It is like a heart which circulates blood to all parts of human body. Therefore, finance is all important for the effective functioning, organization, and management of a college library. A college library is a spending, and not a revenue generating institution. It has to employ qualified and experienced manpower, purchase various types of reading material, furniture and other equipments, and maintain library building, and so on for its users. For all these functions, library needs financial resources. It is incumbent on the university authority to ensure adequate supply of funds to render the library services efficiently and effectively.

PHYSICAL RESOURCES

College libraries are generally developed for the use of the faculty, research workers, and post-graduate students. In order to provide them intensive information services, the building should have many unique features. Therefore, a functional design of library building is the most important requirement of the college library system keeping in view the design of inner lay-out, utilization of inner space, etc. The architectural design of college libraries must take into consideration the implication of the Fifth Law of Library Science, ie, the library is a growing organism. The college libraries grow in terms of information resources, users, manpower, furniture and other equipments. The description of the college library as a heart of the college should be reflected in its geographical location, while constructing the library building. It will also satisfy the requirements of at least the first four laws of library science as enunciated by S.R. Ranganathan. Now a days, the emerging information technologies and their application to library house keeping operations is further necessitating the designing and redesigning of library buildings suitable for current requirements. An example of such a change is the replacement of old catalogue cabinets meant for users of college libraries by the new generation Online Public Access Catalogue (OPAC).

STANDARDS

The Bureau of Indian Standards, in its earlier avatar, had prepared some standards for the design of library buildings for architectural guidance. These were developed to increase, among other things, the usefulness of libraries. These include the following:

IS:1553-1960 Code of practice relating to primary elements in the design of library building.

IS:1172 -1957 Code of basic requirements for water supply drainage and sanitation.

These lay down the standards for basic elements only. For example, the first code mentioned above lays down standards for number of rooms to be provided, depending upon the size of library (ie, collection, users, staff, etc), floor area, circulation space, relative positions of the rooms, etc.

FURNITURE AND EQUIPMENTS

The following items of furniture and equipments are required in a college library:

- a. Book racks
- b. Catalogue cabinets
- c. Reading tables and chairs
- d. Circulation counter furniture and other counters
- e. Display racks
- f. Tables and chairs for technical staff

- g. Office tables and chairs
- h. Computer tables and chairs
- i. Racks for display and storage of periodicals
- j. Newspaper stands
- k. Book trolley, and so on

EQUIPMENTS

The following items of equipments are required in a college library:

- a. Computer systems, printers, and communication links
- b. Telephones
- c. Fax machine
- d. Photocopying machines
- e. Telex machine
- f. Microform readers
- g. CD ROM readers
- h. Multimedia equipments
- i. Fumigation chamber
- j. Fire extinguishers

More items of furniture and equipments can be added to this basic list at any time as and when required. Bureau of Indian Standards has come up with standards and specifications for various items of furniture built of wood and steel which need to be followed by the librarian. It was published as IS : 1829 (Part-I) – 1961 The standards as mentioned above are unquestionably outdated; they need to be updated to keep up with the changing education system and information scenario. In the present electronic information environment the college library system need to be equipped with more number of computers and communication links. The computer systems are necessary for library staff for house-keeping operations, and for library users for Internet access and information retrieval.

LIBRARY AND INFORMATION SERVICES

All the activities of college libraries revolve round the concept of services to users. The college libraries are established to provide various services to students, research scholars, faculty and others. the college library could be defined as the heart of the institution it serves, the library and information services can conveniently be described as the heart of the library. Although the nature and efficiency of services provided vary from one college library to another, yet traditionally they have all been offering the following to their clientele:

- Circulation / lending services
- Reference services
- Current awareness services

At the same time, college libraries, perhaps for lack of adequate funds and professional manpower, cannot provide the whole range of intensive information services offered by the special libraries/ information centres. However, with the coming of computers and their application in housekeeping operations college libraries are in a position to offer a wide variety of services over a wide range of areas. Of late, the professional manpower of college libraries is developing new skills and competence considered necessary to provide a range of computer-based services.

The services (traditional and new) offered by college libraries include the following:

1. Circulation services and interlibrary loan
2. User education and information literacy
3. Literature / Information search
4. Circulation of lists of new additions
5. Display services

6. Reference service
7. Referral service
8. Current Awareness Service
9. Selective Dissemination of Information
10. Indexing and abstracting services
11. Reprographic services
12. Maintenance of newspaper clippings
13. Internet access
14. Access to e-journals

It is through these library and information services that the college libraries can ensure the effective use of their information resources. This is what reflects the suggestions of the UGC (UK) Committee that “each college library should do all that it can to ensure that its resources are fully known”. On the other hand, the UGC (India) Library Committee went a step further and suggested that in a college library there should be a documentation section and a reference section charged with the responsibility of providing various services to teachers, research workers and students.

STATEMENT OF PROBLEM:

In this study attempt to analyze the empirical resources available from the library and how the faculty members and students utilizing the library resources in their (effective teaching) need so this study was conducted to analyze the utilization of library by faculty and students of Idhaya College for Women at Kumbakonam.

OBJECTIVES OF STUDY:

The main objectives framed for the purpose of the study are information services of Library by the Faculty Member and Students of Idhaya College for Women, Kumbakonam.

1. To access the time spent in the library.
2. To access frequency of visit in the library.
3. To assess the information need of the faculty member.
4. To assess the information needs of the students.
5. To assess the utilization of library and its services.
6. To know how for the staff members and students are dependent library.
7. To determine the problem faced by the respondents while using the library services.
8. To assess the adequacy, availability and accessibility of the library collection.
9. To assess the user satisfaction.

PROFILE OF IDHAYA COLLEGE FOR WOMEN

Idhaya College for women is an affiliated to Bharathidasan University, Thiruchirapalli. The college to serve the causes of higher education in the academic year 2000-2001. The college provides educational opportunities to students of following under graduate and post graduate and research course.

	UG	PG
1.	B.Sc	M.Com
2.	B.Sc. Microbiology	M.Sc Mathematics
3.	B.Sc. Mathematics	M.A English
4.	B.Com.	M.A Tamil
5.	BBA	
6.	BCA	

7.	B.Sc. Computer Science	
8.	B.Sc. Physics	
9.	B.A. English	

There are 113 teaching and 10 non-teaching staff members working in this college. The library attached to college campus, the library has more than 5000 collection of books, subscribe 25 journals and 4 periodicals.

METHODOLOGY

Samples are collected from the faculty and students of Idhaya College for women through well designed questionnaire method is used to analyze the study.

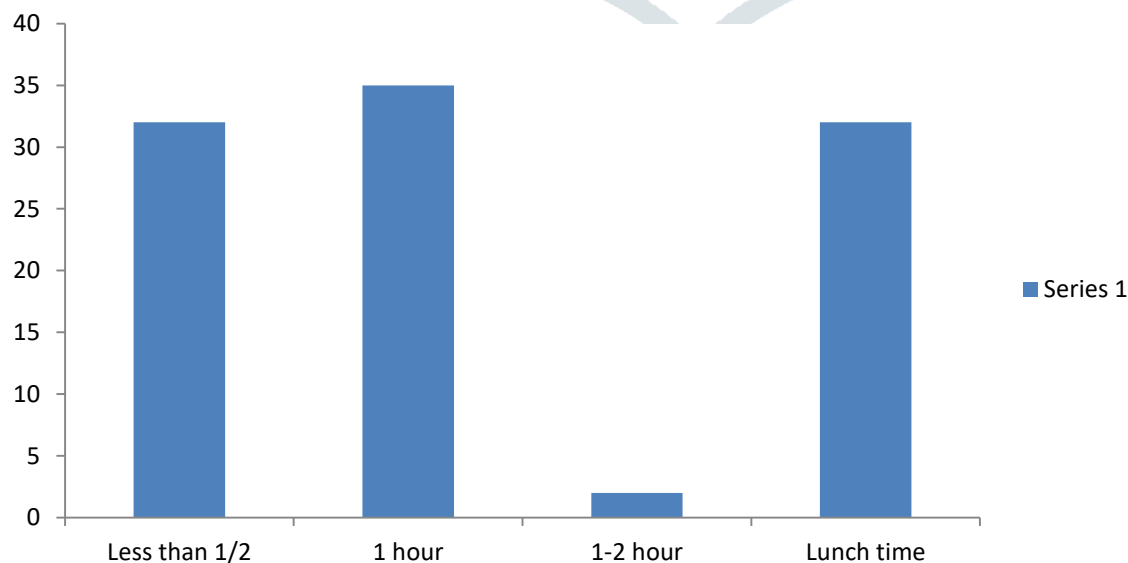
COLLECTION OF DATA:

TABLE: 1 TIME SPENT IN THE LIBRARY

Time Spent in the Library	No of Respondents		Total Respondents	No.of %
	Staff Members	Students		
Less than ½ hour	11	53	64	32
1 hour	19	51	70	35
1-2 hour	2	-	2	1
Lunch time	8	56	64	32
Total	40	160	200	100

The data was collected by using questionnaire method. The well tested questionnaire was distributed to the staff (40) and students (160) of Idhaya college for women. So that 200 filled questionnaire collected from the respondents.

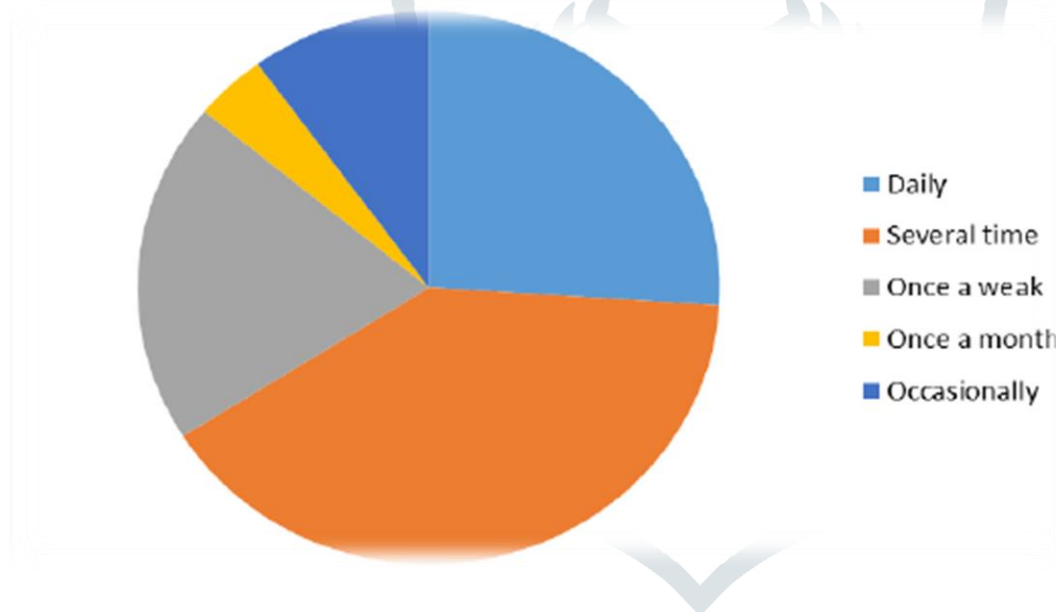
Series 1



From the table 1, it could be determined that 35% of the respondents are spending their time in the library for less than half an hour 32% of respondents are spending their time in the library for 1 hour. 1% of the respondents spending 1-2 hour in the library. 32% of respondents spending their time in the library at the lunch time.

TABLE-2: FREQUENCY OF VISIT IN THE LIBRARY

Frequency of Visit	No of Respondents		Total No.of Respondents	%
	Staff Members	Students		
Daily	20	32	52	26
Several Time	10	70	80	40
Once a Week	2	38	40	20
Once a month	4	4	8	4
occasionally	4	16	20	10
Total	40	160	200	100

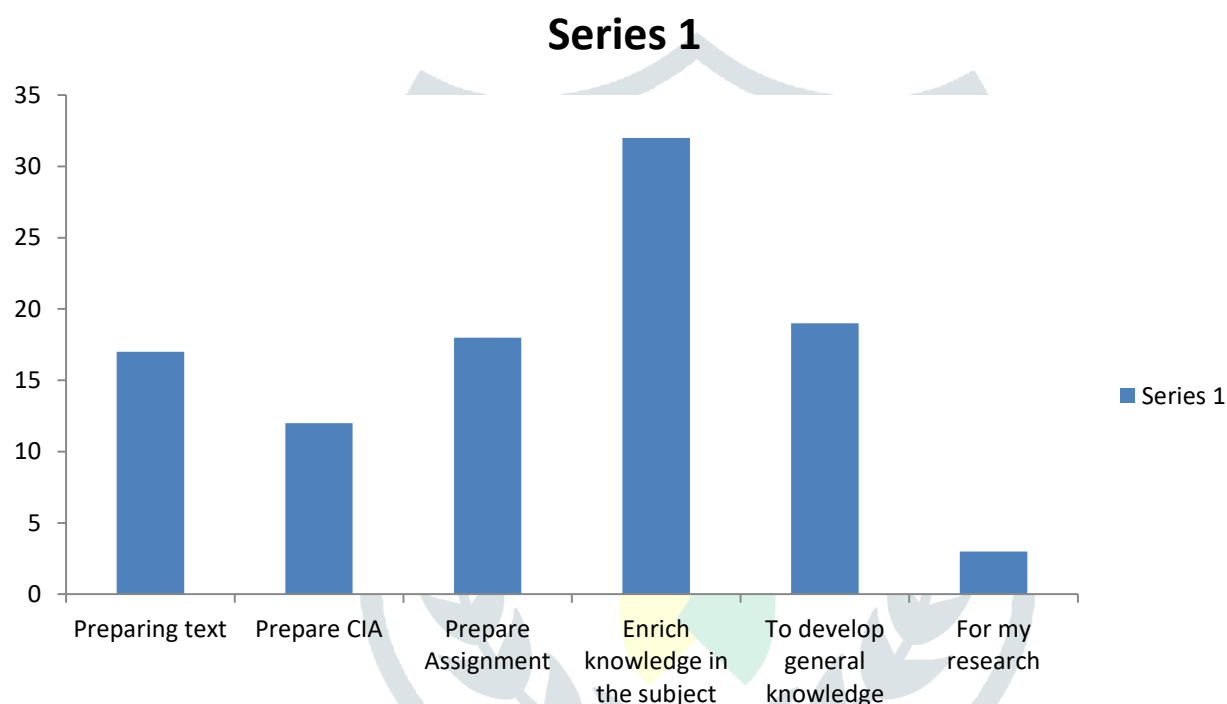


From the above table, it could be determined that 26% of the respondents are using the library daily, 40% respondents are using the library several time, 20% respondents using once a week 4% respondents using once a month 10% of the respondents are using the library occasionally

TABLE -3: PURPOSE OF VISIT IN THE LIBRARY

Purpose of Visit	No of Respondents		Total No.of Respondents	%
	Staff Members	Students		
Preparing text	11	28	34	17
Prepare CIA	-	28	28	14

Prepare Assignment	-	32	32	16
Enrich knowledge in subject area	26	41	67	33.5
To develop general knowledge	6	81	37	18.5
For my research	2	-	2	1
Total	40	160	200	100



From the above table, it could be observed that 17% of respondents are utilizing the library to prepare text. 14% of the respondents are utilizing the library to prepare examination purpose 16% of the respondents are utilizing the library to prepare assignment 33.5% of the respondents are utilizing the library to enrich knowledge in subject area 18.5% of the respondents are utilizing the library to develop general knowledge only one percent of the respondents using the library for their research purpose

TABLE--4: TYPE OF MATERIAL REFERRED IN THE LIBRARY

Type of Material	Respondents		Total No. Of Respondents	%
	Staff Members	Students		
Newspaper	14	56	74	37
Journals	11	32	43	21.5
Story books Tamil	13	38	51	25.5
Story book English	14	22	36	18

Department related books	15	30	29	21.5
Spoken English	57	29	86	43

From the above table, it could be observed that 37% of the respondents referred their library for newspaper reading 21.5% of the respondents referred the library for journal reading 25.5% of the respondents referred the library for story book reading 18% of the respondents referred the library for English story book reading 21.5% of the respondents are referred the library for spoken English book 43% of the respondents are referred their department oriented books.

SERVICE SATISFACTION IN THE LIBRARY

TABLE:5: SERVICE SATISFACTION IN THE LIBRARY

Type of Services	Respondents		Total No. Of respondents	%
Circulation service	36	88	124	62
Reference source	20	62	82	41
Photocopy service	12	33	45	22.5
Internet Service	-	40	40	22.5

From the above table, it could be found that 62 % of the respondents satisfying circulation service. 41 % of the respondents are satisfying reference service. 22.5 % of the respondents are satisfying photocopy service.

SUGGESTIONS

- Majority of the respondents are time spent in the library in one hour.
- Majority of the respondents are visiting the library several time.
- The findings the purpose of majority visiting to library by the (respondents) faculty members and students to enrich knowledge in subject area and some of the students visiting the library to preparing assignment and examination purpose.
- Most of the respondents are given the suggestion library service is satisfaction of level.
- Some of respondents are suggested to make the digital library.
- Some of the respondents are suggested that multiple the copies.
- Most of the respondents suggested that the satisfying the circulation and reference services.

CONCLUSION

Today the growth of library was very fast compared to pre- independence days. The college library plays a substantial role in the development of information staff for students as well as faculty members, so library has been to the faculty members, students and researcher. From the above study, the information about collection and services are useful to the user and the user details and their needed documents and services also to identify through this study. From this study gathering points are very useful to the future development of library.

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