A STUDY : USER AWARENESS OF LIBRARY SERVICES IN ENGINEERING COLLEGES OF SOUTH INDIA

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Abstract : The perceptions of the library users towards the facilities and services offered are presented in an objective manner. The study reveals that majority of the users are male and students from the largest number of library visitors. Most of the users are under 18 – 24 years age group. Many of them visit the library to purpose and access internet prepared for project and seminars. They find the library ambience homely and tidy. They find quality of the book collection in this library environment is very good. The Engineering college library users "Google" is the most preferred search engine for literate search. This article entitled "Perception and expectation of the users of Engineering college Library: A Study" is a case study of the Engineering college Library located at Tamilnadu, Kerala, Karnataka and Andhra Pradesh. This study is South State of India like Tamilnadu, Kerala, Karnataka and Andhra Pradesh. These states having around 2500 institutions are available. We have upload the online questionnaires only colleges of Engineering and Technology 105 questionnaire.

IndexTerms - **User study, Library services, Engineering, College, Library**

I. INTRODUCTION

The 21st century is the age of science. Scientific knowledge is created and communicated largely through teaching and research. Engineering college libraries are an integral part of teaching and research. Teaching and research depend upon the library, and achievements in teaching and research are not possible without the library. Expenses for library resources are considerable, and users should therefore be familiar with library materials and their applications. User education is a vital part of this process. Instruction in using reference works is an important and effective aspect of user education. Libraries is a critical of any higher education. To fulfill these essential goals, the Engineering college library must necessarily have the benefit of adequate information sources of the heritage of mankind's accumulated knowledge and wisdom. These information sources must be adequate in size and quality.

The changing nature of higher education worldwide, along with ever increasing growth of library collections, technological developments in handling and retrieving techniques, and information and fundamental changes in the nature of reference services, has justified the need of change in user education services, in order that new models of education can be effective and improve the academic performance of students. Perceptions are reality which presents actual situation of organization's services but may be influenced due to internal and external factors. Hernon and Altman (1998) found that" 'Perceptions' are the impressions formed when an individual encounters with the library" (p.9). The factors that form user's perceptions were investigated by Lilly & Usherwood (2000), they found that "user's experience, past experience, language and present motivational state or goals for the future influence our perception of the present. Past learning has a significant influence on our perception".

In India many studies have been conducted in the past but attempts to study the Perception and Expectation of the Library users are very few. In order to increase the utilization of the library documents and services by users, this study was carried out. So the present study tries to find out the **"A Case Study :User Perception of Library Services in Engineering Colleges of South India:"**.

1. PROFILE OF ENGINEERING COLLEGES

The Engineering College maintains high standards of education by providing a wide array of world-class academic facilities, employing highly qualified and experienced faculty members and creating an ambience conducive to quality education. The college offers Undergraduate courses in Engineering, Post Graduate courses in Engineering, Master of Computer Applications (M.C.A) and Master of Business Administration (M.B.A) Courses, where approved by AICTE, New Delhi. The engineering colleges of Tamilnadu state affiliated to Anna University, Chennai, Andhra Pradesh state engineering colleges affiliated to Jawaharlal Nehru Technological University and Kerala state engineering colleges affiliated to Kerala University. As per the norms all the College library is located in a spacious building. The library is open to students and staff members from 7.30 a.m. to 7.30 p.m. on all working days. The library has a rich collection of volumes of text books, reference books, national and international journals in all branches of Engineering, Science, Technology, Management and General Studies, and the collection is ever increasing. The books are classified according to Dewey Decimal Classification Scheme (as per the AICTE). Open access system is followed in the engineering college libraries.

2. LITERATURE REVIEW

Review of literature happens to be an important segment of the concerned topic. In this study an attempt has been made to cover few works which have been undertaken in India and abroad. Hussain & Kumar[1] carried out a survey the use, collection and services of IIRS library. The major findings of the study were:

• A majority of the users (41.25 %) of the IIRS library use the library services daily and a maximum number of respondents mainly used the library to borrow books and other materials (81.25 %).

Naushad Ali[2] focused the purpose of study that the use of electronic information services (EIS) among the users of the Indian Institute of Technology (IIT) Delhi library. The study found that Boolean logic and truncation are the most often used search facilities by IIT users. Lack of printing facilities, terminals and trained staff are the major reasons that would discourage users from accessing the EIS Rajeev & Amritpal[3] in their study found the following: • Majority of the respondents has more than two year experience of using the internet and use the internet services daily • Most frequently used places for accessing internet is the college (90 %) and followed by home (23.3 %) • E-mail service is the most preferred service by all the internet users. All the respondents face the problem of insufficient time slot allotted to per user in the college for internet use. Singh[4] analysed the emergence of IIT Kanpur. She discussed the methodology used for data collection, acquisition of periodicals and other documentary collection at IIT Kanpur. Majority of the users rated library collection, services and attitude of library staff was good. However, the users were not satisfied with the photocopying services.

Unomah[5] carried out a study about student utilisation of academic libraries in Nigeria. The important findings of the study were: • Most of the students found their lecture notes sufficient and felt there was no need to read textbooks. On borrowing, 68 % had no books on loan.

• On use of leisure time, most of the faculty members do not promote student use of the library that is, 76 % of the students said their lectures did not give them reading lists. The students were not equally given any guidance by faculty as to the use of the library and resource materials.

3. METHOD AND MATERIALS

The researcher has used structured online questionnaires for the purpose of data collection. The online questionnaire prepared and send to all the library located in the state of Tamilnadu, Kerala , Andra Pradesh and Karnataka. The total numbers of users in the questionnaire are about 858 in a week of the total users only 250 users were give the questionnaires which forms nearly 29% percent of the total numbers of users. A total of 180 responses was received, which amount to 72 percent response rate. All the responses were valid.

4. SAMPLE SELECTION

The study population consisted of students, research scholars and faculty members of the Engineering College Library users. The data was collected from the respondents through the online questionnaire. The collected data has been analysed with the help of SPSS (12.0) package and presented in the form of tables and graphs.

6. OBJECTIVES

The main objectives of the study are as follows.
1. To determine the users of the Engineering college Library of their type, gender and age.
2. To assess the perceptions of the Engineering college library users towards the library appeal, environment and services.
3. To study the expectations of the users with respect to the quality of the books and journals collection.
4. To understand the websites and databases most often used e-resources by the Engineering college library users.
5. To Know the usefulness of collections and services of the library
    6. To Study the various types of collections and services that are being used by faculty members and students in the library
7. To Identify the use of internet information Resources.
8. To Know the provisions of online search facilities provided by the library
9. To Identify the users' awareness about different types of library networks and their use for exchange of information.
10. To Suggest measure to make library services more effective and efficient.

7. ANALYSIS AND INTERPRETATION

Gender wise distribution

The gender distribution of users of the Engineering college library can be scan in Table- 1. The table – 1 shows that the majority of the respondents are male forming 48 percent. And the reaming 52 percent respondents are female users.

Table – 1 Gender wise distribution of the Engineering college library user

S.No	Gender	Frequency	%
1.	Male	94	52.2
2.	Female	86	47.8
	Total	180	100

Table - 2 Status wise Distribution

S.No	Category	Frequency	%
1.	Student(Graduate / Post Graduate	112	62.2
2.	Research Scholar	14	7.8
3.	Faculty(Engineering and Science and Humanities)	54	30.0
	Total	180	100

Thus the extent of the library use by female respondents seems to be more compared to male users.This fact is closely related to proportion of male-female users of Engineering college library. The obvious reason for this is that the numbers of female respondents at Engineering college library is more as compared to the male respondents.

Status wise Distribution

Table – 2 represents the status of the users of the engineering college library. It may be observed from the table that majority of the respondents scoring 62.2 percent are students, 7.8 percent of them are research scholars and about 30 percent of them faculty members.

Time spending

The table - 3 shows the time spending to use the library by the users. Among the total number of 47.8% respondents are using the library for one hour only. Among the total number of 30.6% respondents are using the library for two to three hours. Among the total number of 13.9% respondent s are using the library more than three hours. Among the total number of 7.7% respondents are using the library more than four hours.

Table 3 The Time spending to use the library by the users.

S.No	Time	Frequency	%
1	One hour	86	47.8
2	Two-three hours	55	30.6
3	More than three hours	25	13.9
4	Not ascertain	14	7.7
	Total	180	100

Perception about engineering college Library Rating

An attempt is made here to find out how the engineering college library users find their library. It may be observed from Table - 4 that more than 49 percent of engineering college library users find the library "very good" and nearly 19.5 percent of them find it "good" and only 30% of them considered the engineering college library to be excellent. Whereas the remaining 0.5 percent of the user's perception to engineering college library rating is just fine.

Table – 4 Perception about engineering college Library Rating

S. No	Quality	Frequency	%
1	Excellent	55	30.6
2	Very good	89	49.5
3	Good	35	19.5
4	Just fine	1	0.5
5	Not good	-	-
	Total	180	100

Purpose of visit to the library

The purposes for which engineering college library users visit the library and their variations are shown in Table - 5 of the various purposes enumerated in the table the purpose of visit to the library to b o r r o w t h e b o o k s r a n k first (49.5).

The second most purpose scoring 18.9 percent seems to be "to refer the Journal Article". To reading newspaper /magazines is the third most purpose of library visit by the engineering college library users. To "Reading Information" is the fourth purpose of the visit of the engineering college library users.

Table 5 Purpose of visit to the Library

S. No	Purpose	Frequency	%
1	To borrowing books	89	49.5
2	To refer journal article	34	18.9
3	To Reading information	20	11.1
4	To Reading newspapers/magazines	26	14.4
5	To finding information	6	3.3
6	To using the Internet	5	2.8
7	Any other purpose	-	-
	Total	**180**	**100**

Perception about engineering college library environment

As a part of the environment scanning process the opinion of the users of the engineering college library it was found that more than 40 percent of the users focused library very tidy. Nearly 15.5   percent opined that the library is homely" and 16.2 percent of them said it is "appealing" 11.11% expressed that the library is "just ok" and 17.2 percent found the library to the "cozy".

Table – 6 User perception about engineering college library environment

S. No.	Library Environment	No. of responding	%
1.	Cozy	31	17.2
2.	Homely	28	15.5
3.	Tidy	72	40.0
4.	Appealing	29	16.2
5.	Just ok	20	11.1

Method of searching information by engineering college library

Table – 7 shows various methods than engineering college library users employ for searching information within the library premises. The data given in the table shows that 63.88 percent "ask the library staff". About 62.22 percent "use OPAC". The third most frequently opted method of information search to access information "Search on the net". The fourth most often selected method of information search is by trial and error, the fifth methods being "ask friends". Besides the above preferred information search "asking the faculty" and back referencing (19.35% and 4.03%) rate 6th and seventh responds

Table–7 Methods of searching Information By engineering college libraryS. No.	Method of searching Information	No. of Responds	%
1.	Ask the library staff	115	63.88
2.	Use OPAC	112	62.22
3.	Ask friends	26	14.44
4.	Ask faculty	20	11.11
5.	Search on the net	69	38.34
6.	Trial and Error	46	25.56
7.	Any other	08	4.45

Quality of Book Collection of engineering college library

The quality of book collection in engineering college library an indicated by the users is shown Table – 8. It may be seem for the Table – 8 that majority of users says that the quality of book collection is "Good" Nearly 25 percent of users find the quality of book collection is "Very Good" and 25 percent of the users says quality of book collection is "Excellent". The remaining 10(5.56%) respondents are said that the Quality of books is just fine.

Table – 8 Quality of book collection

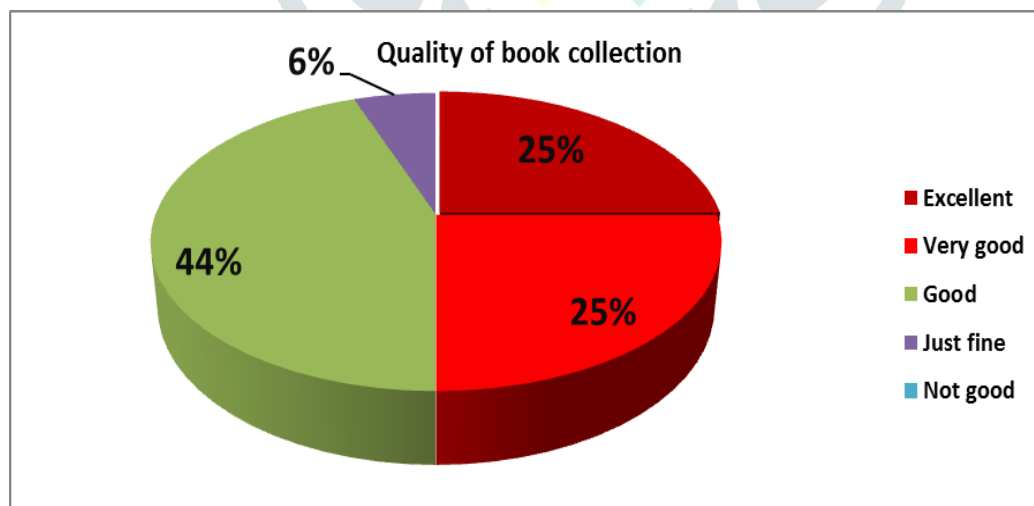| S.NO	Quality	Frequency	%
1	Excellent	45	25.00
2	Very good	45	25.00
3	Good	80	44.44
4	Just fine	10	5.56
5	Not good	-	-
	Total	180	100

Figure 1.1 : Quality of book collection in the library

Quality of Journal Collection of Engineering College Library

The quality of journal collection in engineering college library as indicated to the respondents is shown in Table - 9. It may be seen from the table – 9 that majority of users say that the journal collection is "Good". Nearly 17 percent of respondents find the journal collection "Very Good", some of the respondents (21.11%) find the journal collection excellent. A very small number of respondents amounting to a total of the consider the journal quality just fine.

Table – 9 Quality of Journal collections

S.No	Quality	Frequency	%
1	Excellent	38	21.11
2	Very good	32	17.77
3	Good	95	52.78
4	Just fine	15	8.33
5	Not good	-	-

Quality of Library Services

The table - 11 reveals the quality of library services. Here the services are categorized as Excellent. Very good, Good, Just Fine and not good. The 37(20.56%) respondents are said that the library services are excellent. 65(36.11%) respondents are said the library services are very good and 10(5.6%) respondents are said the library services are Just Fine.

Table - 11 Quality of library services

S.NO	Quality	Frequency	%
1	Excellent	37	20.56
2	Very good	65	36.11
3	Good	68	37.78
4	Just fine	10	5.6
5	Not good	-	-
	Total	180	100

Usage of search engines

A survey on the frequently used search engines by the engineering college library user reveals that Google, Yahoo and Alta vista are search engines most popularly used but of these search engines "Google" (73.89 percent) is ranked first followed by yahoo (20.56 percent) and Alta vista (2.78 percent)

Tables 12 Usage of search engines

S.NO	search engines	Frequency	%
1	Google	133	73.89
2	Yahoo	37	20.56
3	Alta vista	5	2.78
4	Hot bot	3	1.67
5	Others	2	1.11

User satisfactions with Electronic Resources

The table – 13 shows that the assessment of users satisfaction with Electronic Resources. The 4.78 per cent of the respondents are most satisfied with library electronic resources, 56.72 per cent of the respondents are satisfied with library electronic resources. The 35.3 per cent of the respondents are satisfaction is excellent with library electronic resources, 3.23 per cent of the respondent have not satisfied with library electronic resources.

Table – 13 Assessment of user satisfactions with Electronic Resources

S.NO	Types of Electronic Resources	Most satisfaction	satisfaction	Excellent	Less satisfaction	No satisfaction	Mean
1	E-Books	9(5.0%)	124(68.89%)	26(14.44%)	21(11.67%)	-	1.408
2	E-journals	12(6.67%)	153(85%)	14(77.78%)	1(0.5%)	-	1.4
3	E-Thesis	12(6.67%)	112(62.22%)	50(27.78%)	6(3.33%)	-	1.416
4	CD-ROM Resources	9(5%)	98(54.44%)	47(26.17%)	26(14.44%)	-	1.432
5	Online Database	15(8.33%)	116(64.44%)	48(26.66%)	1(0.5%)	-	1.352
6	Internet Services	6(3.33%)	123(68.33%)	50(27.78%)	1(0.5)	-	1.4

8. FINDINGS

✓ The implication of this result is that greater numbers of library users are female when compared with male. Here it is clear that the most of the uses obtained by the female respondents.

✓ The study revealed that majority of the respondents are regular uses of the library, they visit once in a week. Considerable respondents of the study use to visit to the library daily two or three times of a week.

✓ It is found that the 47 per cent of the respondents are using the library at every day. Here noticed that the 47.8 per cent of the respondents are using the library for only one hour.

✓ The pattering of library use with regard to the purpose of visit of library for users expounds that the main purpose of visit to library to browsing internet (49.5%) and to reading newspapers / magazine (14.4%).

✓ Majority of the respondents are used to get help from the library staff to locate the particular information in the library.

✓ It is found that nearly 50 percent of the library users focused the library rating are very good.

✓ It is found that more than fourty percent of the library users focused library very tidy.

✓ It is found that more than 52.78 % of the library users focused the quality of journals are good.

✓ It is found out the most of the respondents (44.44%) of the library users focused Quality of the books are good.

✓ Majority of the respondents are used Google search engine.

✓ Majority of the respondents are satisfied with library electronic resources.

✓ It is founded the most of the respondents are responses the Library services are excellent.

9. SUGGESTIONS

Based on the findings, the study made the following suggestions for further improvement of Library services.

• Proper training should be provided for faculty members, students and Research scholars for using the resources and services offered through the library portal by means of conducting orientation programmes from time to time.

• Adequate training should be provided for the library staff for updating and maintaining the library.

• Announcements should be made by the library about the availability of new e-resources or additions of new databases for the users of the library service.

• Library should provide the facilities for the user to get familiar with resources subscribed by the Library service.

• Special training programs should be organized for faculty members and research scholars to enhance usage level of resources and services so that users can access and use the relevant information effectively.

• Problems related to slow connectivity should be overcome by upgrading the bandwidth of the internet.

10. CONCLUSION

The results of this study are very interesting and encouraging. The users were extremely happy to participate in the survey. The suggestion offered by the users for improving the engineering college library indicates that they want easy and quick access to information. The users would like to have the journal articles indexed. It appears that the faculty users, who are not so regular in visiting the library, need to convert into active users. The users would like to have new books on emerging subject. This study shows that studies of this nature help the libraries in obtaining good feedback and there by upgrade the library services.

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