

LIBRARY AND INFORMATION SOURCES AND SERVICES IN COLLEGE LIBRARIES OF TIRUCHIRAPALLI DISTRICT: USER SURVEY

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Abstract

In the digital era, knowledge plays a vital role and the use of library resources and its services have to be user-oriented way. The present study deals with the users' perception towards library services and infrastructure available in the college libraries of Tiruchirappalli District. The structured questionnaire was framed and distributed among 14 selected colleges in Tiruchirappalli District. 1400 questionnaires were distributed among the colleges and the response was 1101 that is 78.6 percent. The maximum users are satisfied with the facilities available and the collections in the library.

Keywords: Information resources, Library services and User Perception.

Introduction

The quality of research and academic activities are strengthened with the resources available in the library of that institution. Higher academic activities like teaching, learning and research are based on the sources updated according to the requirements and the changing technical applications used in the libraries for updated syllabus and trends in progressive development in social and scientific research. The libraries becoming the gateway of knowledge in providing required information to the users through various types of information sources like books, journals in printed form in earlier days. Presently e-resources such as e-books, e-journals and e-databases are being used by the users for their information needs.

Recently the information is delivered to the users through various information agencies like knowledge resource centers and internet café etc.-personal computers, laptops, smart phones etc. The gadgets update the information resources in every second. The sharing of information and the use of the shared information to create intellectual outputs to make the pleasure in making productivity of information through its publication is the need of the hour globally. To compete with the ranking of the institutions worldwide to attract the financial aid from the Government and other agencies the quality is considered as the yardstick to measure its impact our personal growth and to the society at large.

Digital libraries are helping the academic community to make their pursuits with accuracy and relevant materials.

Review of Literature

Agboola& Bamighoye (2012) studied that the use of library resources both in printed and electronic form in three universities.. It is found that 49 present of the respondents make use of these resources very often, 32 present of them use it often and 11 present said occasionally in the libraries.

Arrowolo and Onasote (2014) studied that the online databases are most frequently used by the respondents. It is followed by text-books, dictionaries and encyclopedia etc are being used daily

Barfi, Afful-Arthur and Agyupong (2018) Observed that the lecturers are not interested in book selection process, few updated materials, the users are not properly communicated about new arrivals, poor orientation programme, power fluctuation and inadequate library staff are the factors are the problems encountered by the library users.

OLAJIDE, Olabode, Mr and Adio, Ghoyega. (2017) surveyed the use of library resources of Federal University Oye-Ekiti (FUOYE) Library, Ekiti-State, Nigeria studied the level of use of information resources and its satisfaction among the undergraduate students. Among the 400 questionnaires distributed, 384 filled up questionnaires were received. The response rate is 96 present. The problems of inadequate space, erratic power supply, lack of infrastructure facilities are identified and solar energy are positively recommended.

Daramola (2016) Observed that the basic function of the library is to preserve the existing Knowledge and encourage the teaching and learning activities to create new knowledge. It is possible in the libraries and the services provided to make it available for the user community.

Research Questions

The following questions were framed to conclude the study.

- A) Do the faculty members and students are sharing the resources?
- B) What are the problems encountered by the user while acquiring the resources? And
- C) What are they suggest to maximize the utilization of the library resources?

Methodology

The following procedure was adopted to make this study systematically.

Among the Arts Science colleges imparting education in Trichy district, 14 colleges were selected randomly to collect data. The well-structured questionnaire was framed with the consultation of the subject experts as a research tool. 100 questionnaires per college was distributed for data collection. Hence 1400 questionnaires were distributed as a whole and 1101 filled in questionnaires were received. The response rate

in this study 78.5% the data were stored in MS-Excel after coding and tabulated with the help of SPSS Package.

Analysis and Discussions:

In this study, the researcher identified the level of satisfaction on library collections, library services and the help rendering by the library staff in their libraries.

1. Level of satisfaction with library collections:

Collection	Highly Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Highly Dissatisfied
Library Provide Multiple copies of books	879 (79.8)	118 (10.7)	62 (5.6)	50 (2.7)	12 (1.0)
Library provides materials as per my needs	846 (76.8)	93 (8.4)	96 (8.7)	41 (3.7)	25 (2.2)
Library has adequate, up to date and relevant collections	912 (82.2)	80 (7.2)	64 (5.8)	30 (2.7)	15 (1.3)
Books are available in the library when I need	936 (85.0)	65 (5.9)	42 (3.8)	38 (3.4)	20 (1.8)
Books are available for higher studies	919 (83.4)	82 (7.4)	56 (5.0)	29 (2.6)	15 (1.3)
Books available for research purpose	176 (15.9)	652 (59.2)	160 (15.5)	83 (7.5)	30 (2.7)
Print journals/periodical available when I need	643 (58.4)	158 (14.3)	120 (10.8)	96 (8.7)	84 (7.6)
Library provides text books to meet my needs	867 (78.7)	114 (10.3)	65 (5.9)	36 (3.2)	19 (1.7)
Print journals helpful for my research	149 (13.5)	565 (51.3)	216 (19.6)	86 (7.8)	85 (7.7)
E-journals are easy to access and easy to download	617 (56.0)	184 (25.7)	112 (10.1)	54 (4.9)	34 (3.0)
Previous exam question papers available	944 (85.7)	86 (7.8)	30 (2.7)	26 (2.3)	15 (1.3)
Library materials/ collections helpful to improve my communication skills	829 (75.2)	162 (14.7)	42 (3.8)	38 (3.4)	30 (2.7)
Theses/ Dissertations	821 (74.5)	118 (10.7)	69 (6.2)	49 (4.4)	44 (3.9)
e-journals are helpful for my research	809 (73.4)	172 (15.6)	59 (5.3)	39 (3.5)	22 (1.2)
Collection of videos	317 (28.7)	614 (55.7)	110 (9.9)	31 (2.8)	29 (2.6)
Collection of Rare books	312 (28.3)	289 (26.2)	260 (23.6)	152 (13.8)	88 (7.9)
Collection of CD-ROMs	293 (24.6)	510 (46.3)	186 (16.8)	62 (5.6)	50 (4.5)
Library collections help me to abreast in my subjects	947 (86.0)	86 (7.8)	44 (3.9)	14 (1.2)	10 (0.9)

Regarding the library collections as a whole and the different aspects about the library collections in their libraries, the maximum of 947 respondents (86 percent) are highly satisfied with the library collections, which helped them to abreast their knowledge in their subjects followed by 944 respondents (85.7 percent) are highly satisfied with the collection of previous examination question papers in their libraries. It is also observed that 652 respondents (59.2 percent) are of the opinion that they are satisfied with the books available in the libraries for their research work.

2. Awareness and use of the library services:

Services	Aware	Not Aware	Used	Not Used
Current Article alert service	417(37.8)	684 (62.2)	400 (36.3)	701 (63.6)
Reference service	1075(97.6)	26 (2.3)	965 (87.6)	136 (12.3)
Research Services	212(19.2)	889 (80.7)	119 (10.8)	982 (89.1)
Library orientation	1090 (99.0)	111 (10.0)	996(90.4)	105 (9.5)
Newspaper clippings	825(74.9)	276 (25.0)	814 (73.9)	287 (26.0)
Inter Loan library	419 (38.0)	682 (61.9)	386(35.0)	715 (64.9)
Internet browsing	924 (83.9)	177 (16.0)	897 (81.4)	204 (18.5)
Scanning	810 (73.5)	291 (26.4)	620 (65.3)	381 (34.6)
Printing	727 (66.0)	374 (33.9)	696 (63.2)	405 (36.7)
Information services	419 (38.0)	682 (61.9)	385 (34.9)	716 (65.0)
Bibliographical services	275 (24.9)	826 (75.0)	119 (10.8)	982 (89.1)

The analysis of data presented in the table indicates the awareness and usage of library services. It is observed that the maximum of 1090 respondents (99 percent) are aware of the library orientation programme given to them. Out of these respondents 90.4 percent of them (996) are getting benefit out of the programme for their library usage. Next to this, 1075 respondents (97.6 percent) are having the awareness about the reference services and among them 965 of them (87.6 percent) used the reference section for their academic requirements.

3. Opinion on the request assistance for information-gathering from library staff in a month

	Opinion	Respondents
1	Very often(Daily)	876 (74.1)
2	On a regular basis (Weekly or bi-weekly)	185 (16.8)
3	Seldom (Not often)	100 (9.0)

It is observed from the table that the maximum of 876 respondents (74.1 percent) are using the library very often (daily) in a month and 16.8 percentages of them (185) are using the library on a regular basis (weekly or bi weekly) for their information needs.

4. Level of satisfaction about library staff:

Satisfaction	Highly Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Highly Dissatisfied
Library staff understand my needs	820(74.4)	112(10.1)	81(7.3)	58 (5.2)	30 (2.7)
Approachability and friendliness	892(81.0)	109(9.6)	46 (4.1)	34 (3.0)	29 (1.8)
I get timely response from them	765(69.4)	261(23.7)	40 (3.6)	25 (2.2)	10 (0.9)
Provides quality service	689(62.5)	217(19.7)	107 (9.7)	46 (4.1)	42 (3.8)
Furnish accurate answers	525(47.6)	300(27.2)	166 (15.0)	69 (6.2)	41 (3.7)
Giving individual attention	479(43.5)	326(39.6)	197 (17.8)	76 (6.9)	23 (2.0)
Keep me informed about new services and collections(arrivals)	410(37.2)	289(26.2)	160 (14.5)	130 (11.8)	112 (10.1)
Motivate me to use library	600(54.4)	306(27.7)	117 (10.6)	58 (5.2)	20 (1.8)
Treat me courteous	626(56.8)	275(24.9)	109 (9.9)	61 (5.5)	30 (2.7)
Getting needed assistance/guidance in library	529(48.0)	316(28.7)	208 (18.8)	34 (3.0)	14 (1.2)
Assistance remotely(email/Web/Phone)	165(14.9)	610(55.4)	170(15.4)	126 (11.4)	30 (2.7)
Willingness to help others	216(19.6)	625(56.7)	160 (14.5)	82 (7.4)	18 (1.6)
Readiness to help others	236(21.4)	585(53.1)	249 (22.6)	69 (.2)	31 (2.8)
Readiness to respond to user	309(28.0)	392(35.6)	260 (23.6)	80 (7.2)	60 (5.4)
Deal users with caring manner	475(43.1)	519(47.1)	67 (6.0)	28 (2.5)	12 (1.0)
Giving awareness of library resources and services	569(51.6)	332(30.1)	112 (10.1)	67 (6.0)	21 (1.9)
Skills of library staff	631(56.4)	319(28.9)	100 (9.00)	36 (3.2)	15(1.3)

The above table states the level of satisfaction about the library staff by the respondents in their colleges. Among the respondents, 74.4 percent of the respondents (820) are highly satisfied that the library staff

understands their needs. It is also clear from the table that the maximum of 81 percent of the respondents (892) are satisfied with the approachability and friendliness of the library staff is highly satisfied. It is found from the table that 69.4 percent of them are highly satisfied with timely response from them. It is noted from the table that 62.5 percent of the respondents (689) are highly satisfied with the quality service provided by the library staff and 47.6 percent of the respondents (525) are of the view that they are highly satisfied with the accurate answers furnished by the library staff. Taking individual care and responses is most important. 43.5 percent of the respondents (479) are of the opinion that the library staffs are paying individual attention to the users of the library. It is also observed that 37.2 percent of the respondents (410) are opined that the library staffs are informed about the new services and collections to the user community. It is found from the table that 54.4 percent of the respondents are of the opinion that the library staff are motivating the users and attract them to make use of the library to the maximum. It is observed that 55.4 percent of the respondents (610) are of the view that the library staffs are assisting the users remotely through e-mail/web/mobile. It is found that 56.7 percent (625) of the respondents are satisfied with the quality of willingness to help others is able to found among the library staff. It is also observed from the table that 56.4 percent of the respondents (631) are of the opinion that they are highly satisfied with the skills of the library staff. It is inferred that the quality of the library staff and their approach to the user community is highly satisfied.

5. Level of satisfaction on Infrastructure facilities:

FACILITIES	Highly Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Highly Dissatisfied
1. Location of the building	826 (75.0)	125 (11.3)	80 (7.2)	36 (3.2)	34 (3.0)
2. Working hours	819 (74.3)	165 (14.7)	66 (5.9)	31 (2.8)	23 (2.0)
3.No. of seats	725 (65.8)	216 (19.6)	61 (5.5)	63 (5.7)	36 (3.2)
4. Environment/ Cleanliness	800 (72.6)	201 (18.2)	46 (4.1)	29 (2.6)	25 (2.2)
5. General Facilities (air, light, water, etc.)	819 (74.3)	162 (14.7)	64 (5.8)	36 (3.2)	20 (1.8)
6. Interior decoration	830 (75.3)	166 (15.0)	76 (6.9)	19 (1.7)	10 (0.9)
7. Reading room	765 (69.4)	219 (19.8)	87 (7.9)	18 (1.6)	12 (1.0)

It is observed from the table that more than 75 percent of the respondents are highly satisfied with the location of the library building and the interior decoration of the library. It is also found from the table that 74.3 percent of the respondents each (819) are highly satisfied with the convenient library working hours and the general facilities like fan, light, water etc. provided in the library. It is also noted that 72.6 percent of the respondents (800) are of the opinion that the environment/cleanliness of the library is very much appreciable. The ambiance of the reading room facility is highly satisfied to 69.4 percent of the respondents. The availability of the number of seats in the library is highly satisfied to 65.8 percent of the respondents. It is inferred from the table that more than 65 to 75 percent of the respondents are quite satisfied with the infrastructure facilities of the library.

6. Library Facilities:

Facilities	Highly Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Highly Dissatisfied
1. Permitted to browse the library collection	919 (83.4)	112 (10.1)	26 (2.3)	28 (2.5)	16 (1.4)
2. Are you allowed to suggest books for the library	896 (81.3)	106 (9.6)	34 (3.0)	36 (3.2)	29 (2.6)
3. Does the library purchase books as per your needs/suggestions	875 (79.4)	126 (11.4)	60 (5.4)	21 (1.9)	19 (1.7)
4. Is the library staff helpful while getting information	840 (76.2)	161 (14.6)	42 (3.8)	38 (3.4)	20 (1.8)
5. Is the arrangement of books in the library useful to users	921 (83.6)	86 (18.7)	44 (3.9)	26 (2.3)	24 (2.1)
6. Do you use the reading room facility of the library for:					
a) Reading	960 (87.1)	84 (7.6)	29 (2.6)	19 (1.7)	9 (0.8)
b) Assignment writing	819 (74.3)	162 (14.7)	58 (5.2)	42 (3.8)	20 (1.8)
c) Laptop and internet usage	725 (65.8)	206 (18.7)	79 (7.1)	56 (5.0)	35 (3.1)
d) Examination preparation	926 (84.1)	109 (9.9)	42 (3.8)	14 (1.2)	10 (0.9)

It is derived from the table that more than 80 percent of the respondents are highly satisfied and opined that they are permitted to browse the library collections; they are allowed to suggest books for the library and the arrangement of books in the library. It is also observed that more than 75 percent of the respondents are highly satisfied with regard to the library purchase of books according to the needs and suggestions of the users and the library staff are helpful for getting information.

With regard to the purpose of using the reading room facility of the library, 87.1 percent of them are using the library for reading and 84.1 percent for Examination preparations. It is also observed that 74.3 percent of them are using the library only for Assignment writing. It is found from the table that 65.8 percent of the respondents are highly satisfied with using Laptop and Internet usage from the library.

7. Problem Encountered in Information seeking:

S.No.	Content	Mean value	Rank
1	Material is not available	4.39	4
2	Library staff is unwilling for service	4.19	6
3	Information resources are located at different places	4.87	1
4	Lack of knowledge of using the library	4.68	2
5	Information is too vast	4.54	3
6	Some information materials are too old	4.30	5
7	Incomplete information available in the library	4.12	7

Among the various problems encountered in information seeking, “Information resources located at different places” is having the mean value of 4.87 and ranked in the pre dominant position. Next to this, lack of knowledge of using the library with the mean value of 4.68 placed in the second position. Availability of vast and too much information is placed in the 3rd rank with the mean value of 4.54.

8. TABLE SHOWING INTER CORRELATION MATRIX FOR ALL THE INSTITUTIONS

	LOS	LSER	LCOL	LSTA	INFRA	LIBFAC
LOS	1					
LSER	.031	1				
LCOL	0.53	0.60	1			
LSTA	0.54	0.53	0.74	1		
INFRA	0.58	0.59	0.70	0.73	1	
LIBFAC	0.54	0.55	0.76	0.81	0.88	1

The Level of Satisfaction (LOS) is influenced significantly by the major factors library Collections, Library Staff service, Library Infrastructure facilities etc. The Inter Correlation Matrix vouch the fact that the above factors have got significant influence on the level of satisfaction of influencing the users towards the library.

Conclusion:

The information seeking behavior of the users in the Colleges affiliated to Bharathidasan University, Tiruchirappalli is analyzed in this study and the level of satisfaction among the users on library services, collections, infrastructure facilities to be improved at the expectation of them is recommended in this study.

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