

# Analysis of Academic Library Services Available to the Users: With Special Reference to Puducherry Region

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## Abstract

*In every academic institution, libraries are the central nerve system which enables the effective functioning of all academic related programs. In fact the trend in providing the services to the user community in most of the academic libraries has changed radically. The expectations from the users have also increased at an enormous level. Consequently the libraries in academic institutions are expected to equip it with the adequate infrastructure facilities, and latest technology devices, well trained staff structure and so on. This paper envisages the fact that the services provided in academic libraries and effectiveness among its users of Puducherry region.*

**Keywords:** Document Delivery Services, Information and Communication Technology, User Community

## 1. INTRODUCTION

The Libraries in Academic Institutions are considered to be a prime source of imparting knowledge among the learning community [1]. The libraries are becoming Knowledge Centers. Academic libraries support and supplement the academic programs. Academic libraries are important resource of the academic community and help their members for their self development, fulfillment of curriculum requirements and for promotion of study and research.

Academic libraries are considered to be a backbone of any academic institutions [2]. They need to be equipped with adequate infrastructure namely sufficient space with necessary furniture for users, well trained staff so as to provide services to the users for making use of the library resources at a maximum level [3]. Essential technological devices are also equally important to help in speedy and efficient provision services [4]. This paper aim in bringing out the effective and efficient means of services provided in the academic libraries of Puducherry region.

## 2. OBJECTIVES

- a) To know the existence of ICT based service in academic libraries in Puducherry region;
- b) To know the level of document delivery service;
- c) To analyze the Inter Library Loan Service in academic libraries of Puducherry region;
- d) To emphasize the effective ways and means for providing improved services.

## 3. METHODOLOGY

A questionnaire had been designed and the same were distributed among the users of academic libraries of Puducherry region. The respondents mainly consist of students as well as faculties both male and female library users of Puducherry region after having necessary approval from concern authorities. The collected data were analyzed and interpreted in the form of tables.

#### 4. DATA ANALYSIS AND INTERPRERATION

**Table 1 ICT Based Services**

Service Category	Availability		Total
	Yes	No	
Internet Service	653 (72.6%)	247 (27.4%)	900 (100%)
Access to Web Based Resources	555 (61.7%)	345 (38.3%)	900 (100%)
E - Journals	627 (69.7%)	273 (30.3%)	900 (100%)
E - Books	507 (56.3%)	393 (43.7%)	900 (100%)
Electronic Thesis Dissertations	257 (28.6%)	643 (71.4%)	900 (100%)
Access to Web Based Course Materials	391 (43.4%)	509 (56.6%)	900 (100%)

From the Table 1, it is evident that service category of internet service, e-journals, access to web based resources have occupied a higher level of satisfaction by the users. 72.6% of users are availing the facility of internet service, 61.7% of users are accessing the web based resources from their library. Like wise the facility of accessing e-journals also being benefited by the 69.7%of users. The remaining service category of e-books, electronic thesis dissertation, access to web based course materials are being provided by lesser number of academic libraries

**Table 2 College - Wise ICT Based Services**

Factors	College/University Libraries														
	PEC			PU			RGCET			CEC			SMVEC		
	Service Level			Service Level			Service Level			Service Level			Service Level		
	H	M	L	H	M	L	H	M	L	H	M	L	H	M	L
Internet Services	1			1					3			3			3
Access to Web Based Resources	1			1					3			3			3
E-Journals	1			1				2			2			2	
e-Books		2			2				3			3		2	
E-Theses and Dissertation	1			1				2				3			3
Access to Web Based Course Materrials		2			2				3			3			3

H - Highly M - Moderate L - Low

- PEC - Pondicherry Engineering College
- RGCET - Rajiv Gandhi College of Engineering and Technology
- CEC - Christ Engineering College
- SMVEC - Sri Manakula Vinayagar Engineering College

From the Table 2, it is clearly evident that Pondicherry Engineering College and Pondicherry University are providing ICT Based Services to its users effectively when compare to other colleges.

**Table 3 Document Delivery Services by Academic Libraries**

College/University Libraries															
Factors	PEC			PU			RGCET			CEC			SMVEC		
	Service Level			Service Level			Service Level			Service Level			Service Level		
	H	M	L	H	M	L	H	M	L	H	M	L	H	M	L
DELNET	1			1			2					3		2	
INFLIBNET	1			1					3		2			2	
BLDSC		2			2		1			1					3
E-mail from Network Libraries	1			1					3			3			3
Web based Services	1			1				2				3			3

From the Table3, it is observed that Pondicherry Engineering College and Pondicherry University have occupied the H position in providing the Document Delivery Service, when compare to other colleges. Among the five colleges PEC library and PU library have

almost in the same level of position in providing the service. Likewise the RGCET and SMVEC have occupied same level of second position. The C E C has occupied the third position in providing the above said service.

**Table 4 Inter Library Loan Service**

Factors	Faculty		Students		Overall		Total	%
	Male	Female	Male	Female	Male	Female		
Search / access the printed union catalogue of partner libraries	12 (1.3%)	4 (0.4%)	186 (20.7%)	41 (4.6%)	198 (22.0%)	45 (5.0%)	243	27.0
Search/access the database on CD ROM of Partner Libraries	6 (0.7%)	2 (0.2%)	152 (16.9%)	40 (4.4%)	158 (17.6%)	42 (4.7%)	200	22.2
Search / access the Web OPAC, Web based Union Catalogue of Partner Libraries	23 (2.6%)	9 (1.0%)	89 (9.9%)	22 (2.4%)	112 (12.4%)	31 (3.4%)	143	15.9
No Such Service	22 (2.4%)	2 (0.2%)	239 (26.6%)	51 (5.7%)	261 (29.0%)	53 (5.9%)	314	34.9
Total	63 (7.0%)	17 (1.9%)	666 (74.0%)	154 (17.1%)	729 (81.0%)	171 (19.0%)	900	100.0

The Table 4 shows the distribution of sample on the basis of Inter Library Loan service. Out of 900 library users 243 (27.0%) of them declared search/access the printed union catalogue of partner libraries, 200 (22.2%) of them declared search/access the database on CD ROM of partner libraries, 143 (15.9%) of them declared

search/access the Web OPAC, Web based union catalogue of partner libraries and 314 (34.9%) of them have No Such Service. The statistical result shows that P value is < 0.001, which are significant shows that there is an association in type of respondents and Inter Library Loan service.

## 5. FINDINGS

1. Adequate infrastructure for providing the library services to the users can be seen at a satisfactory level in Pondicherry University and Pondicherry Engineering College when compare to other Colleges.
2. Students are the major user of libraries than faculties.
3. Inadequate fund allocation reflects in providing library services to the users.
4. Lack of adequate trained and skilled staff in providing ICT based services.

## 6. CONCLUSION

Based on the study, it can be concluded that the Library Services to the users are depending on the financial support and proper infrastructure provided by the management. Moreover lack of adequate skilled staff also plays an important role in providing the library and information services effectively.

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