

Awareness and Opinion about Library Systems and Services: A Study

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(Received 23 March 2019; Revised 16 April 2019; Accepted 25 April 2019; Available online 3 May 2019)

Abstract - This study analyses the awareness and compliance to library rules and regulations by the students of Madurai Kamaraj University, Madurai. The objective of the study is to find out the student's level of awareness about the library rules and regulations and determine their compliance level of students and identify their opinions on library systems and services. Survey design was used to conduct the study and a structured questionnaire is used to collect data from students are randomly selected for the study. A sample of 96 was used for the study. The outcome of the study reveals that the awareness level is 92% and compliance level is 82.29%. The overall satisfaction level about the library systems and services is 89.17%.

Keywords: Library Systems, Awareness, Library Resource

I. INTRODUCTION

Academic library holds a central position in every higher education institution. The academic library supports higher education's core missions of education and research by means of organizing, preserving, making the knowledge widely accessible. It serves to a wide audience with significantly changing needs with its traditional and electronic services. It inspires the audience group which includes students, teachers, and researchers by providing a supportive environment for learning. Today library staffs are in position to do more vibrant activities to meet the user's demands along with the traditional library management activities. The library staff can be freed up for other effective activities besides the tradition management activities if the users are self-reliant about the library routines, procedures, rules and regulations. Library offers user education programmes to empower the audience to be self-reliant about using the library and its services. This user education programmes provides awareness on how to use the library space and resources effectively and also give insight about the library services and systems. Library also offers tailor made programmes for a specific occasion when a new service or system is introduced in library. These programmes help to bring together the users and library resources/system and help the library to achieve its mission.

II. STATEMENT OF THE PROBLEM

The academic library exists to serve the purpose of education and research. The library rules and regulations are framed to stay along with the purpose and enable the users to accomplish their learning objectives without any disruption. Usually the users are informed about the

library rules, regulations through user education programmes like library tours, orientation programmes, etc. The users should be well aware of the rules and regulations, adhere it and comply with it. This awareness will help them to:

1. Act professionally in the library.
2. Understand their responsibility and rights in library.
3. Understanding the value of further learning and professional development.
4. Build the capacity to apply disciplinary knowledge to solve real life issues.

If the users did not aware about the rules and didn't follow it, then it will affect the library activities and its purpose. In the same ways, the library rules should not be against the user's welfare. An assessment about user's level of awareness about the library rules, their compliance with it, opinion about the library systems and services will help to enhance the library activities to achieve its purpose.

III. OBJECTIVES OF THE STUDY

1. Find out whether the students are aware of the library rules and regulations.
2. Measure their awareness level about the library rules and regulations.
3. Determine the compliance level of users about the library rules and regulations.
4. Identify their opinions on library systems and services.

IV. LITERATURE REVIEW

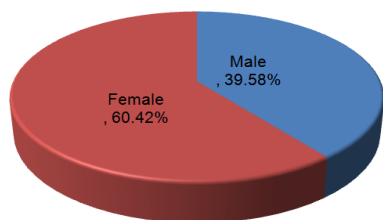
Umenwa *et al.*, (2016), assessed the available library resources and services provided in two medical libraries in South-east Nigeria. It sought to determine the type of medical library services provided in the two selected libraries, ascertain the extent of availability and the level of adequacy of the available resources. The findings show that reference services, searching medical databases, Current Awareness Services are rated by the respondents to be the most adequate of all the services listed. Conclusion and recommendations were made based on the findings of the study. Anandamurugan (2012), this study as a result, libraries is facing new challenges; new competitors, new demands, new expectations and a variety of information services from users tailored to their wants and needs. This study seeks to examine the Library professional's awareness, concept and experience on Digital Library.

Questionnaire method was adopted. Sixty questionnaires were distributed among the selected library professionals working in Engineering Colleges and University in Chennai. Forty seven responses were received. They were analyzed the same were discussed in this article. Singh (2008) discuss the impact of information technology and role of libraries in the age of knowledge and information societies. The paper highlights the problems faced by the Library & Information Service (LIS) sector in India and achievements over the years using modern information technologies. Stress the role of libraries in performing pivotal roles in disseminating and sharing the culture of knowledge. Developments in information communication technology (ICT) have enabled libraries to provide access to all, and bridge the gap between the local, the national and the global. Yet the Library and Information Services (LIS) sector in India has not kept pace with the paradigmatic changes taking place in society. Rajyalakshmi (2007) discusses the knowledge and skills required for information professionals with respect to the changing concept of Information management. Briefly describes the areas to be included in the curriculum for training of information personnel such as Artificial Intelligence, Economics of Information, Manpower skills, Information systems etc. The author also discusses the impact of information technology, resources in information management, the changes in work environment of libraries, and the current trends in information management. Rubina (2010) Teaching the users about library structure, location and layout, resources and services is of great value. Particular importance must be given to this, to enable users to make effective and efficient use of library for independent study and research. This purpose can be achieved by developing the orientation programmes, basic bibliographic instruction and advanced bibliographic instruction based on the demands of categories of users. The Researcher felt that the assessing the awareness and compliance level of the users will intensify the use of resources properly and help the library to attain its goal.

V. METHODOLOGY

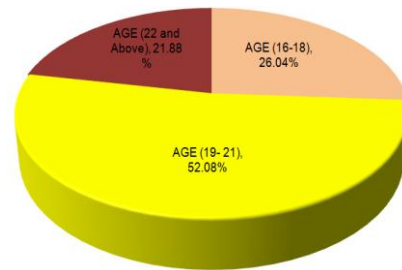
Survey method was used to conduct the study with a structured questionnaire is used to collect data. Students of Madurai Kamaraj University, Madurai are randomly selected for the study. A sample of 96 was used for the study. Data collected were analyzed through frequency count and percentage using excel.

VI. ANALYSIS AND PRESENTATION OF FINDINGS



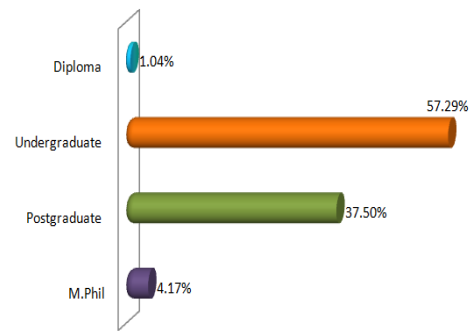
Source: Primary data
Fig. 1 Gender Distribution

Among them 58 students are female and 38 students are male. The percentage of female students is 60.42% and male students are 39.58% among the total 96 students. Most of the students belong Female in this study.



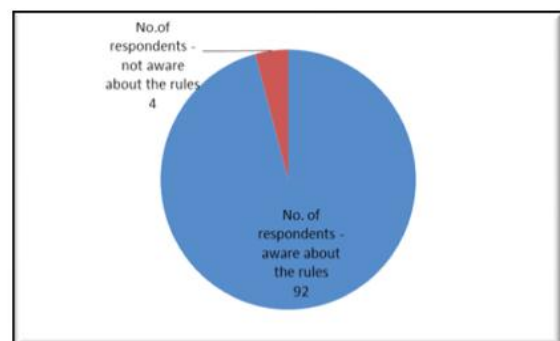
Source: Primary data
Fig. 2 Age wise Distribution

The Fig. 2 explains the details of age wise classification. It is observed from the chart that 26.04% of respondents are age of 16 to 18 years, 52.08% of the respondents are 19-21 years of age and 21.88% of the respondents are 22 years and above of age. So the majority of the respondents are in the age group of 19-21 years.



Source: Primary data
Fig. 3 Course Level Distribution

94.8% of respondents participated in the study are undergraduate and postgraduate students. 57.3% of the respondents are undergraduate students and 37.5% of the respondents are post graduates. 5.2% of respondents include M.Phil and diploma students.



Source: Primary data
Fig. 4 Percentage of Respondents who are aware about the Rules and Regulations

Awareness level about the rules and regulations among the users is gratifying. 95.83% respondents know about the library rules and regulations. Only 4.17% respondents don't know about the library rules and regulations. The library rules and regulations are categorized into three groups.

1. Rules regarding Admission to the Library.
2. Rules regarding Use of library.
3. Rules regarding Use of library resources and collections.

The users' responses are classified into these three categories and analyzed further.

A. Awareness Level: Admission to Library

The Table I shows up the 2 rules about "Admission to Library" and the respondent's awareness level. 97.92% of the users know that they must be registered in the library and 93.75% of the users know that they should follow biometric attendance system.

TABLE I RESPONDENTS AWARENESS LEVEL - ADMISSION TO LIBRARY

S. No.	Rules	Respondents			
		Aware	%	Not aware count	%
1	Users must be registered in the library	94	97.92%	2	2.08%
2	Biometric Attendance systems should be followed	90	93.75%	6	6.25%

B. Awareness Level: Use of Library

The Table II shows up the 9 rules about "Use of Library" and the respondents' awareness level. Majority of the users know that they should maintain silence in library. The top 3 popular rules are "Silence should be maintained in the

library", "Bags not allowed in the reading area", "Identity Card must be wore inside the library".

The rule "Mobile phones are prohibited inside the library" has the least awareness count 67 and 69.79% of the respondents didn't know this rules.

TABLE II RESPONDENTS AWARENESS LEVEL – USE OF LIBRARY

S. No.	Rules	Respondents			
		Aware	%	Not aware	%
1	Silence should be maintained in the library	93	96.88%	3	3.13%
2	Bags not allowed in the reading area	91	94.79%	5	5.21%
3	Identity Card must be wore inside the library	91	94.79%	5	5.21%
4	No group discussion is allowed in the library	88	91.67%	8	8.33%
5	No food items is allowed in the library	83	86.46%	13	13.54%
6	Payment of overdue fines	81	84.38%	15	15.63%
7	No reservation of seats for friends	78	81.25%	18	18.75%
8	Users should not fight with other library users	78	81.25%	18	18.75%
9	Mobile phones are prohibited inside library	67	69.79%	29	30.21%

C. Awareness Level: Use of Library Resource Collections

The Table III shows up the 3 rules about "Use of resources and collections" and the respondents' awareness level. 97.92% of the respondents know that they should handle the

library materials properly. 94.79% of the respondents know that the books are shelved in proper manner. 92.71% of the respondents know that the consulted books are to be left on the reading table.

TABLE III RESPONDENTS AWARENESS LEVEL – USE OF LIBRARY RESOURCE COLLECTIONS

S. No.	Rules	Respondents			
		Aware	%	Not aware	%
1	Handle the library materials properly	94	97.92%	2	2.08%
2	Books are shelved in proper manner	91	94.79%	5	5.21%
3	Consulted books are to be left on the reading table	89	92.71%	7	7.29%

D. Opinion about Library System and Services

The Table IV shows up the respondents' opinion about the library system and services in five point likert scale. It tabulates the opinion count and percentage. The percentage

is calculated by dividing the total opinion count with the total 96 responses. Majority of the respondents is satisfied with the library system and service "Digital knowledge Center". Majority of the respondents is dissatisfied with library system and service "OPAC/WEBOPAC".

TABLE IV RESPONDENTS OPINION ABOUT LIBRARY SYSTEM AND SERVICES

Library System and Services	Highly Satisfied	Satisfied	Partially Satisfied	No Idea	Dissatisfied
Library rules and environment	17 17.71%	65 67.71%	7 7.29%	3 3.13%	4 4.17%
Digital Knowledge Centre Resources	33 34.38%	52 54.17%	3 3.13%	7 7.29%	1 1.04%
OPAC/WEBOPAC for Searching Books	15 15.63%	49 51.04%	15 15.63%	8 8.33%	9 9.38%
Library Circulation	17 17.71%	60 62.50%	5 5.21%	10 10.42%	4 4.17%
Security systems in library	28 29.17%	55 57.29%	7 7.29%	3 3.13%	3 3.13%

The overall highly satisfaction level of respondents about the library system and services is 22.92%, satisfaction level is 58.54%, partial satisfaction level is 7.71%. The dissatisfaction level is 4.38% and no idea is about 6.46%. These two comprises a total 10.83% which is significant. The library should take necessary steps to improve the library resources and services and give awareness to the respondents.

VII. CONCLUSION AND RECOMMENDATIONS

This study is carried out to measure the user's awareness level about library rules, their compliance level regarding the rules and satisfaction level about the library system and sources. User's awareness level is 92% and compliance level is 82.29%. The overall satisfaction level about the library systems and services is 89.17%. Based on the findings, to fulfill the gap, the following recommendations are made

1. Library should continue their orientation programs in the existing manner to inform the library rules and regulations to the users.
2. The library should take necessary steps to improve the services and give awareness about the services.

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