

A User's Study on Library Services in Engineering Colleges at Coimbatore, Tamil Nadu

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Abstract – This paper describes about the user's study in library services in engineering colleges at Coimbatore. The survey has been conducted in 32 engineering college libraries. The data were collected in the form of questionnaire stating the opinion on access to full text database in library, access to digital repository, issue of books to the users, opinion on gate register, facilities and services offered by the library and library staff supporting for discovering the information. The study revealed that all users' wants basic services, reliability, responsiveness, timeliness, honesty and a caring approach. They want assistance for information access, and to read materials in both print and online formats.

Keywords: Users Study, Full text Data Base, Institutional Repository, Facilities & Services

I. INTRODUCTION

Libraries today introduce many new services, either by converting existing services into e-services, or by developing and implementing entirely new services for search, delivery and use of information. Such new or converted services include online delivery, portals, personalized services, online teaching modules, online reference, digitized collections, or electronic publishing. In most cases, introducing new services requires special funding. For reporting to funding agencies, but also for management and further planning, libraries need to assess the impact of new services on users, staff and the library's organization.

Libraries are changing in terms of their collection, facilities and services owing to constant changing scenario of information on account of Information and Communication Technology [ICT] applications and information seeking behavior of clientele. Libraries are no longer considered as store house of knowledge rather they now act as Learning Resource Centre. Libraries are social institutions, they are playing very crucial role in the society. As society change Libraries should be changed. The libraries have created to full fill all needs of the society in terms of information. The main reason for keeping out the consumer is the indifferences to them, therefore service is primary concern. Services and activities of libraries are depending up on the librarian. The prime responsibilities of a librarian is implementing and supporting the modern technology. The activities of the libraries, from back to front, off the screen to on the screen depend on the efficiency of a librarian. Librarians provide the right information at the right time to right person. It is the information which allows us to improve the society. The researcher, the scientist, the teacher, the students, the industrial and business personalities, the Politicians, the farmer and common people of all the corner of the society. All needs information to furnish them formatting revolution; Libraries are in a state of transition. Librarians are facing a lot of challenges due to advent of information communication technologies and its development.

II. REVIEW OF LITERATURE

Al-Ansari, and Al-Kulalb, (2011) investigated library use, information seeking patterns, and user satisfaction with library resources and services at three colleges at Kuwait University. Data were gathered through questionnaires from 381 full-time students registered at the College of Arts, College of Social Sciences, and the College of Administration Sciences. The majority of respondents make limited use of the library; they use the library mainly as a place to study and for borrowing and returning books.

Ezeala, and Yusuff, (2011) discovered the user satisfaction with library resources and services in Nigerian Agricultural Research Institutes (NARIs). In conducting this study, the survey research design was adopted with User Satisfaction with Library Resources and Services Questionnaire (USLRSQ) and structured interview as major instruments for data collection. The study revealed that research library materials are obsolete.

Kiran, (2010) describes the results of a study to examine the perception of academic staff on the quality of academic library services. It also attempts to assess the impact of library services on their work and their perceived level of satisfaction towards university library services. Results reveal that academic staff perceives the quality of library services to be just above average.

Kassim, (2009) reports a part of a quantitative study that aims to evaluate the library's performance by measuring the users' satisfaction with (a) library services, (b) infrastructure/place/space and (c) collection/information provided by an academic library in Malaysia. The results of the study revealed that on the average, the respondents were only quite satisfied with the library services, infrastructure, place, space, collection, information of the library as a whole.

III.OBJECTIVES

1. To find out the users opinion on issue of books;
2. To find out the users satisfaction level about the full text databases available in the Library;
3. To find out the users opinion on gate register;
4. To find out the supporting level of the library staff for discovering the information.
5. To find the satisfaction level of the users about the facilities and services offered by Library.

IV. METHODOLOGY

The questionnaire method was adopted and the researcher prepared a questionnaire which was circulated to students, research scholars and teachers in the respective areas to solicit their opinion about the library facilities are satisfied to them or not. The size of population under study was very large and only 800 users (students) were contacted to whom the questionnaires were distributed. Data collected through questionnaires were properly analyzed and interpreted using quantitative data analysis.

V. DATA ANALYSIS

TABLE I ACCESS TO FULL TEXT DATABASE IN LIBRARY

S.No.	Database	No. of Respondents	% of Respondents
1	Elsevier	92(800)	11.50
2	Springer link	92(800)	11.50
3	Emerald	92(800)	11.50
4	Ebsco	96(800)	12
5	Proquest	100(800)	12.50
6	Jstor	100(800)	12.50
7	Taylor & Francis	92(800)	11.50
8	Royal Society	92(800)	11.50
9	IEEE	68(800)	8.50
10	ACM	88(800)	11.00
11	ASME	94(800)	11.75
12	ASCE	92(800)	11.50
13	Lexis/nexus	100(800)	12.5
14	Project muse	110(800)	13.75
15	Nature	100(800)	12.5
16	Other	0(800)	0.00

Table I shows that out of 800 respondents 110 (13.75%) respondents accessed Project Muse database, each 100 (12.5%) respondents used Proquest, Jstor, Lexis/Nexus and Nature. Ebsco database was used by 96 (12%) respondents. Each 92 (11.5%) respondents have used Elsevier, Springer Llk, Emerald, Taylor & Francis, Roayl Society, and ASCE .

TABLE II ACCESS TO DIGITAL REPOSITORY

S.No.	Details	No. of Respondents	% of Respondents
1	Internet	320(800)	40.00
2	Intranet	150(800)	18.75
3	D space	40(800)	05.00
4	E-Print	10(800)	01.25
6	Greenstone	24(800)	03.00

The above table II describes about the access to digital repository. The internet is being utilized by majority of the users (40%). 150 respondents (18.75%) utilized intrant facility, 40 respondents accessed D Space repository, 10 (1.25%) respondents accessed E-Print and only 3% of the respondent utilized Greenstone repository.

TABLE III BOOKS ISSUED TO THE USERS

Users Opinion	No. of Respondents	% of Respondents
Sufficient	630	78.75
Very Sufficient	110	13.75
Insufficient	60	7.50
Total	800	100

The above table III describes about the user’s opinion on books issued for home reading. Out of 800 respondents, 630 (78.75%) have given their opinion that the number of books and loan period is sufficient for their study. 110 respondents has opined htat very sufficient and only 60 (7.5%) respondents have a opinion the number of books issued by the library is insufficient.

TABLE IV USERS SATISFACTION ON OVERDUE CHARGES

Users Satisfaction	No. of Respondents	% of Respondents
Moderate	410	51.25
High	190	23.75
Very High	200	25
Total	800	100

The above table IV describe about the users satisfaction on overdue charge. Out of 800 respondents, 410 (51.25%) respondents have given their satisfaction level as Moderate on overdue charges collected by the Library for non return of books in time. 190 (23.75%) respondents had a high satisfaction level and 200 (25%) of the respondents had a very high satisfaction level towards overdue charges.

TABLE V USER’S OPINIONS ON LIBRARY STAFF FOR DISCOVERING THE INFORMATION

Users Opinion	No. of Respondents	% of Respondents
Always	340	42.5
Often	100	12.5
Rarely	260	32.5
Never	100	12.5
Total	800	100

The Table V describes about the user’s opinion on library staff in supporting and discovering the information. Majority (42.5%) of the respondents have given an opinion that the library staff always support them for discovering the information. 260 (32.5%) and 100 (12.5%) of respondents had given their opinion as Rarely and Offen respectively towards supporting them for discovering the information. Only 12.5% of respondents has given a negative opinion that the library staff are not supporting for finding of resources.

TABLE VI USER’S OPINION ON GATE REGISTER

Users Satisfaction	No. of Respondents	% of Respondents
To know the number of users	180	22.5
To know the growth of users	120	15
To know the growth of library	180	22.5
To know the library users	320	40
Total	800	100

The above table VI describes about the user’s opinion on gate register usage in the library. 320 (40%) respondents said that it is useful to know the library users. Each 180 respondents have given their opinion that the gate register is useful to know the number of users and to know the growth of library respectively. Only 15% of the respondents have given their opinion that the gate register is used to know the growth of users.

TABLE VII USERS’ SATISFACTORY ON FACILITIES AND SERVICES OFFERED BY THE LIBRARY

Users Satisfaction	No. of Respondents	% of Respondents
Good	425	53.12
Satisfactory	255	31.87
Not Satisfactory	120	15
Total	800	100

The above table VII describes about the users satisfaction on services and facilities offered by the library. Majority (53.12%) of the respondents have given their opinion on the facilities and services offered by the library is good. 255 (31.87%) and 120 (15%) of the respondents have given their opinion as Satisfactory and not satisfactory respectively.

VI. CONCLUSION

All libraries are facing new challenges such as a changing client base, multiple information formats, multiple information and communication technologies and changes in methods of teaching and learning. Most library surveys, however, find that few users are aware of existing library services, let alone new services when they are introduced. One of the problems lies in the fact that little emphasis has been placed upon the understanding of users and their needs, and services. The study revealed that all users' wants basic services, reliability, responsiveness, timeliness, honesty and a caring approach. They want assistance for information access, and to read materials in both print and online formats.

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