STUDENTS ATTITUDE TOWARDS LIBRARY AND INFORMATION SERVICES IN ACADEMIC LIBRARIES OF HISAR: A SURVEY

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ABSTRACT

Knowledge about the users and their demands is necessary to make library and information services more effective and user oriented. The present study is conducted with a sample of 155 students of three colleges of Hisar. It is an attempt to identify users attitude towards adequacy of library resources, their frequency of visit, their use of the library and their views on library services. The major findings of the study are: Majority of the users visit the library Occasionally, maximum users spend ½ hour to 1 hour in library, that maximum users visit library to borrow books, library collection is adequate and books are the most preferred information source, Users seem to be satisfied with the arrangement of reading material and Users are found satisfied with the Library services and physical facilities available in their respective libraries.

KEYWORDS: Information Resources, Library and Information Services, Users, Adequacy, College Library

INTRODUCTION

Today Libraries are not mere store houses of documents but also disseminators of information. The incessant output of scientific literature in varied forms has created a fuss for the readers to retrieve information from the vast complex of materials for their research. The librarians are expected to increase the effectiveness and efficiency of library services to stand by the needs and expectations of users. The effectiveness of a library can be measured in terms of its resources and the services rendered to its users. As a result of frequent rise in prices of documents and budget cuts, we are helpless to fulfill all demands regarding resources. But library services can be improved to stand by the expectations of the library users only if we know the needs of its users and their level of satisfaction regarding services rendered to them. For this purpose feedback from the users is of great importance(Kaur, 2004). In Hisar, there are a number of degree colleges. The present study takes into account three main colleges of Hisar. Information about these colleges is taken from their respective websites. F.C. College for Women at Hisar is a premier institution devoted to empowerment of the rural and under privileged urban girls was a women's education and development. Rai Fateh Chand, the founder of the college, visionary who felt the need of women empowerment

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many years ago. In order to fulfil this need he established this institution in 1935 in Lahore (Pakistan) so that every women could attain her goals and realize her dream to reality. After the partition, this institution was re-established at Hisar in year 1954. When the college started functioning in Hisar, it offered graduate level courses in arts. The college now offers UG courses in Science, Commerce and Computers and post graduate courses in Commerce and Psychology. Dayanand College, Hisar owes its existence to the dream, vision and missionary zeal of a selfless and distinguished educationist Late Lala Gian Chand Mahajan, this college was founded in the historic city of Hisar in the year 1950. Dayanand College, Hisar is a multi-faculty co-educational government-aided institution affiliated to Kurukshetra University, Kurukshetra It imparts instruction in different streams including Arts, Commerce, Science , Diploma in Computer Maintenance and Networking and Instrumentation). It also runs P. G. Course in English. Chajju Ram Memorial Jat College was established in 1967. The primary objective of the institution has been to bring about awakening among the rural youth by imparting higher education. College imparts education in arts, science and commerce faculty.

LITERATURE REVIEW

Many scholars have conducted survey to exactly know about user information seeking behavior and their awareness and satisfaction level towards library and information services. Some of the research works are reviewed here. Mahapatra and Panda(2000) analysed reading interests and use of information resources by working journalists of Orissa. Study clarifies that majority of journalists assigned top priority to reading newspapers and popular magazines. Singh and Singh (2004) conducted a study to identify the impression of scholars towards the adequacy of library resources, their use of the library and their view on library services. As a result, there is a big difference in the attitude of scholars toward library resources as compared to their need. Kannappanavar and Swamy (2004) analysed the use of library tools, information needs and library and information services in University of Agricultural Sciences in Karnataka. It is seen that the users are not aware of many library services. So they need to be restructuring their use education programme and it should be in such a way that all the users are well versed about the sources and services of library. Burman and Khan (2004) concentrated on the role of library and information system to highlight the reading habits of PG students in Bundelkhand University, Jhansi. Singh (2013) studied information seeking behavior of Dr. B.R.Ambedkar NIT Central Library users. It was found

that most of the students visit library daily. Users give higher preference to books and CD – ROMs. Moreover majority of users use controlled vocabulary for information searching purpose.

OBJECTIVES

The specific objectives of the study are as follows:-

1. To find out the information requirements of the users at all levels..
2. To find out the method that the readers of the library adopt to locate the required information sources.
3. To assess the users satisfaction level with library services.
4. To ascertain users attitude towards library collection.
5. To find out the awareness of library services among the users.
6. To identify the problems of users, which seem to discourage the use of library.
7. To know users opinion with regard to behavior of library staff.
8. To assess users' satisfaction with physical facilities of library.

METHODOLOGY AND DATA COLLECTION

The present study was done with the help of survey method. A Questionnaire consisting of 25 questions was designed to understand users views about library. Out of 200 questionnaires only 155 were received back (fully filled). The data of response received was analyzed and presented in tabular form.

ANALYSIS AND INTERPRETATION OF DATA NUMBER OF RESPONDENTS

The details of the sample size along with the responses have been provided in Table-1.

Table – 1 Number of Questionnaires Distributed and Responses Received

Categories of Respondents	No. of Questionnaires Distributed	Response Received	% to Distributed Questionnaires
F.C.	75	60	80.00%
D.N.	65	50	76.92%
C.R.M.	60	45	75.00%
Total	200	155	77.5%

Total 200 questionnaires were distributed to the students of three different colleges and 155 were received back. The highest percentage has come from F.C. College, followed by D.N. College and C.R.M. College respectively.

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FREQUENCY OF LIBRARY VISIT

Frequency of library visits by users is given in Table -2.

Table – 2 Frequency of Library Visit

Sr. No.	Frequency of Library Visit	F.C.	D.N.	C.R.M.	Number of Responses	% of Responses
1	Daily	23	6	2	31	20%
2	Once in a Week	13	8	3	24	15.5%
3	Twice in a week	20	10	1	31	20%
4	Once in 15 Days	2	4	3	9	5.8%
5	Once in a Month	1	6	10	17	10.9%
6	Occasionally	1	16	26	43	27.7%

It was found that 27.7% users visit library occasionally and 20% users visit daily as well as twice in a week. Occasional visits is not a good sign for libraries.

TIME SPENT IN THE LIBRARY

Users are asked to indicate against the specified time slots to know quantity of time spent by them in library.

Table – 3 Time Spent in the Library

Sr. No.	Time	F.C.	D.N.	C.R.M.	Total Responses	Percentage of Responses
1	Below ½ hour	6	10	20	36	23.2%
2	½ hour to 1 hour	31	18	20	69	44.5%
3	1 hour to 2 hour	18	16	4	38	24.5%
4	2 hour to 3 hour	4	2	-	6	3.9%
5	More than 3 hour	1	4	1	6	3.9%

Table 3 indicates clearly the time spent by the users in library. It shows majority of users i.e. 44.5 % users spend ½ hour to 1 hour, whereas 24.5 % users spent 1 hour to 2 hour. Only 3.9% users spend less time comparatively.

PURPOSE OF LIBRARY VISIT

The Students were asked to indicate their purpose of library visit. Their responses are as follows

Table – 4 Purpose of Library Visit

Sr. No.	Purpose	F.C.	D.N.	C.R.M.	Total	% of Responses
1	To borrow books	17	30	37	84	54.2%
2	To consult periodicals	10	12	-	22	14.2%
3	To read newspapers	19	4	7	30	19.3%
4	To consult reference books	14	4	1	19	12.3%

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Four aims were suggested to the users. Table 4 makes clear that 54 % users visit library to borrow books, 19.3 % readers came to read newspapers. Third preference was given to periodicals and reference books were least consulted.

INFORMATION SOURCES USAGE

Each and every type of information source has its own value. Users were asked to mention their preference while selecting information source.

Table – 5 User's Preference to Information Sources

Sr. No.	Resource Type	User's Preference Order				
		1	**2**	**3**	**4**	**5**
1	Books	86	33	16	8	-
		55.48%	21.29%	10.32%	5.16%	-
2	Newspapers	34	60	35	10	4
		21.93%	38.71%	22.58%	6.45%	2.58%
3	Periodicals	7	18	29	81	8
		4.52%	11.61%	18.71	52.26	5.16%
4	Reference Books	15	31	62	31	4
		9.68%	20%	40%	20%	2.58%
5	CD-ROMs	2	2	-	12	127
		1.29%	1.29%	-	7.74%	81.93%

It is clear from Table 5 that books are kept on first preference by the users, followed by newspapers. 12 users have not responded on this question. Users kept CD-ROMs on last number, either due to lack of awareness about CD-ROM or they do not use this type of resources.

ADEQUACY OF LIBRARY COLLECTION

Adequate collection of information sources like books, journals, reference books, CD-ROM etc. is an identity of good library. Table 6 clarifies what users think about the adequacy of library collection

Table – 6 Adequacy of Library Collection

Sr. No.	User's Opinion	Adequate	Partially	Inadequate	No Response
1	F.C.	47	10	1	2
2	D.N.	8	2	18	22
3	C.R.M.	4	3	12	26
4	Total	59	15	31	50
5	Percentage	38.1%	9.7%	20%	32.3%

Table 6 shows adequacy level of library collection from users point of view. Because every library tries to know whether the existing collection of information sources is adequate

enough to cater to the needs of users. 38.1 % users are satisfied with library collection but this figure must be increased. 20 % users are of the opinion that library collection is not adequate whereas 32.3 % users did not respond to this question

Users Approach to Locate Information

Laws of library science insist that every reader should be able to get his/her required book. So users are asked to give their approach to locate their required information.

Table – 7 User's Approach to Locate Information

Sr. No.	Method → College Wise	Consulting Catalogue/OPAC	Assistance of library staff	Guidance of Subject Teacher	Help of Friends	Self
1	F.C.	16	9	11	6	18
2	D.N.	4	16	2	6	22
3	C.R.M.	4	17	1	6	17
4	Total	24	42	14	18	57
5	Percentage	15.48%	27.10%	9.03%	11.61%	36.77%

Table 7 demonstrates that 36.77 % users locate the required reading material by themselves, followed by 27.10 % users take help of library staff in locating the required information and 15.48 % users consult OPAC.

IDENTIFICATION OF PROBLEMS

Collection development is the major concern area of every academic library. To add a good number of books every year in the library, is a regular feature. Its very important to know user's opinion about library collection.

Table – 8 Types of Problems Faced by the Users

Sr. No.	Users views on collection	F.C.	D.N.	C.R.M.	Total	Percentage
1	Books are in bad condition	1	16	10	27	17.42%
2	Less no. of copies of needed books	16	18	11	45	29.03%
3	Latest books are not available	9	14	21	44	28.39%
4	Important books are for reference only	12	2	-	14	9.03%
5	No such problem exists	22	-	3	25	16.13%

Table 8 can be of great help to librarians. It attempts to identify the reasons of user's dissatisfaction in the context of library collection. 29.03 % users think that there are fewer copies of required books and 28.39 % readers stated that latest books are not available.

ARRANGEMENT OF LIBRARY COLLECTION

Proper arrangement of reading material is very important for libraries. Every book cannot find its readers if it is not properly and systematically shelved. Users can not find the required material if it is not properly arranged. User's opinion in this regard is very much important.

Table – 9 Arrangement of Reading Material in the Library

Sr. No	Categories	Text Books		Newspapers/ Periodicals		General Books	
		Satisfied	Unsatisfied	Satisfied	Unsatisfied	Satisfied	Unsatisfied
1	F.C.	58	2	58	2	56	4
2	D.N.	28	22	24	26	30	20
3	C.R.M.	9	36	22	23	20	25
4	Total	95	60	104	51	106	49
5	Percentage	61.29%	38.71%	67.10%	32.90%	68.39%	31.61%

Table 9 shows that above 60% users are satisfied with the arrangement of library collection but approx. 30 % users expressed their dissatisfaction with the arrangement of different reading material.

READERS VIEWS ON LIBRARY SERVICES

Academic libraries provide various information services to its readers. Library wants to investigate whether the users are aware of these services.

Table – 10 User Awareness of Library and Information Services

Sr. No	Library and Information Services	Yes					No				
		F.C.	D.N	C.R.M	Total	Per. %	F.C.	D.N.	C.R.M	Total	Per. %
1	Circulation	55	16	12	83	53.5	5	34	33	72	46.4
2	Reference	55	30	16	101	65.2	5	20	29	54	34.8
3	Reading Facilities	55	44	34	133	85.8	5	6	11	22	14.2

Table 10 shows that 94 % readers are aware of reading facilities, 92 % readers know about both circulation and reference services. Only 18 % users are aware of OPAC service.

EVALUATION OF LIBRARY & INFORMATION SERVICES

Every library introduces many information services for the benefit of user community. For the betterment of services, it is required to measure satisfaction level of users.

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Table – 11 Rating of Satisfaction of Users with the Library Services

Sr. No	Library and Information Services	Satisfactory					Unsatisfactory				
		F.C.	D.N.	C.R.M	Total	Per. %	F.C.	D.N.	C.R.M	Total	Per. %
1	Circulation	54	30	24	108	69.7	6	20	21	47	30.3
2	Reference	58	24	19	101	65.2	2	26	26	54	34.8
3	Reading Facilities	58	34	39	131	84.5	2	16	6	24	15.5

AS it is seen in Table 11 a good number of users are satisfied with almost all services. Improvement can improve the satisfaction level of users regarding library services.

LIBRARY STAFF

The behavior of library staff towards readers always plays a crucial role. Users can easily come and enquire about their required books if they feel comfort in talking with library staff. Users responses in this regard are given here.

Table – 12 Users Opinion on Library Staff

Sr. No.	Attitude of Library Staff	Friendly & easy to talk		Available when you need them	
	Categories	Yes	No	Yes	No
1	F.C.	58	2	52	8
2	D.N.	30	20	16	34
3	C.R.M.	14	31	22	23
4	Total	102	53	90	65
5	Percentage	65.8%	34.2%	58.1%	41.9%

Table 12 reveals the data about opinion of the user's about library staff. 65.8 % users think that staff is friendly and 58.1 % users think they are available to them but 41.9 % users do not agree with this.

PHYSICAL FACILITIES

Library should provide good environment for reading. Physical facilities play an important role in this. It is required to know what users think about physical aspects.

Table – 13 Users Opinion on Quality of Physical Facilities

Sr. No	Physical Facilities	Satisfactory					Unsatisfactory				
		F.C.	D.N.	C.R.M	Total	%	F.C.	D.N.	C.R.M.	Total	%
1	Reading Space	57	24	32	113	72.9	3	26	13	42	27.1
2	Cleanliness	60	38	38	136	87.7	-	12	7	19	12.2
3	Ventilation	55	24	17	96	61.9	5	26	28	59	38.1
4	Computing Facilities	51	14	2	67	43.2	9	36	43	88	56.8
5	Lighting	59	28	26	113	72.9	1	22	19	42	27.1
6	Property Counter	52	22	19	93	60	8	28	26	62	40
7	Furniture	58	20	25	103	66.4	2	30	20	52	33.5

Table 13 shows that although the users are satisfied with available physical facilities. But there is a need to improve computing facilities because 56.8 % users are not satisfied.

CONCLUSION

While conclude the paper, it seems that frequent visit of users is not up to the mark. Up gradations must be introduced in library services. Mostly users preferred to read books and newspapers. Users awareness about CD-ROMs is negligible. According to users the required books are less in number, so libraries must concentrate on this aspect. A good number of users are satisfied with library services as well as behavior of library staff. Staff need to give some time to users to solve their problems. The study shows that users are satisfied with physical facilities except computing facilities.

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