International Journal of Applied Social Science *A CASE STUDY*
Volume 5 (2), February (2018) : 159-168 ISSN : 2394-1405 (Print)
Received : 03.01.2018; Revised : 18.01.2018; Accepted : 26.01.2018

User expectations in the context of library profile; A study of some North Indian States

MOHD. SULTAN OMAR*[1] AND M. RAFAT[2]
[1]MMAJ Academy of International Studies, Jamia Millia Islamia, New Delhi (India)
[2]Department of Applied Sciences and Humanities, Jamia Millia Islamia, New Delhi (India)

ABSTRACT

The tradition of libraries in India is time honoured one. However the parameters to make libraries really responsive to user needs are usually not studied systematically. In the present study libraries of some North Indian states have been observed. These libraries belong to technical Institutions and are expected to satisfy the needs of students, teachers and research scholars. Relevant information have been collected through a questionnaire. Important findings have been summarized which may form the basis of suitable measure of improvement.

Key Words : Library, Parameters, Engineering, Pharmacy, Management

INTRODUCTION

North India as a whole is not yet well developed in the educational sector. Even the growth during the last few decades has been significant. In response to the market demands, a number of technical institutions have been established in North India. These institutions provide instruction and training in Engineering, Technology, Pharmacy and management. Libraries are a necessary component for facilities that should be available in educational institutions. To be really useful the libraries should satisfy basic standards. In this respect, user expectations are very important because satisfactory perception would motivate the users towards optimum use of library resources.

With this and in view a systematic study was attempted in three states namely, Uttar Pradesh, Haryana and Delhi. Profiles of selected libraries of technical institutions in this region was observed. A questionnaire was prepared to collect the Information. The data obtained was analyzed to arrive at suitable recommendation for improving the libraries.

In order to collect Information about the libraries surveyed, a questionnaire was prepared. A sample of students and research scholars were requested to reply to questionnaire which consist of 15 questions. The questionnaire is reproduce below:

Questionnaire for Library Users :

Name (block letters) _____
Name of Institute _____
Profession _____

How to cite this Article: Omar, Mohd. Sultan and Rafat, M. (2018). User expectations in the context of library profile; A study of some North Indian States. *Internat. J. Appl. Soc. Sci.,* **5** (2) : 159-168.

1) How much experience do you have consulting this library? _____ years
2) How long have you been using the computers? _____ years
3) Do you search the bibliographic data base of the library through
   a) Computer
   b) Card catalogue
   c) Both
4) If you use the computer, do you need the help of library staff?
5) If you search yourself , what kind of search can you do?
   a) Simple
   b) Complex
6) If your library has internet connection how often do you use it?
7) Which of the following services do you use most on the WWW
   (give in order of preference)
   a) General searching
   b) E-mail
   c) OPAC
   d) Electronic Resources
   (e-journal etc.).
8) Is Internet connection always available?
9) If no, how frequently it does goes off?
10) Are you satisfied with the speed of internet connection?
11) Give your opinion about the various facilities available in the library

Facilities
   Space
   Seats
   Computers
   Information
   Resources
   Photocopying

12) Do you always find the terminal free or do you have to wait for some time?
13) After computerization do you spend less time on issue and return counter?
14) Due to networking can you get a book from your dept., lab or office itself?
15) Suggestions to improve library services:

Libraries Profile (Qualitative) :

The libraries were studied through qualitative features as well as quantative parameters. The qualitative features are presented below.

B S Anangpuria Institute of Technology and Management (Faridabad, Haryana) :

The library of B S Anangpuria Institute of Technology and management has 4000 square feet area. The computerization process in the library was started in 2001. Library has started doing most of its work on computer but still it is not connected with Campus LAN. E-journals are not available in the library. OPAC or Web OPAC is also not present.

YMCA Institute of Engineering (Faridabad, Haryana):

The computerization process of library of YMCA Institute of Engineering was started in 2004. Now it is using computers only in day-to-day office correspondence, acquisition and circulation work. The Library is not connected to campus LAN. E- journals and CD ROM facility is not available.

Ansal Institute of Technology (Gurgaon, Haryana) :

The Library of Ansal Institute of Technology was established in 2000. The computerization process was started in 2003. It is using computers only in day-to-day office correspondence, acquisition and circulation work. The Library is not connected to campus LAN. E- journals and CD ROM facility is not available.

Al-Falah School of Engineering and Technology (Faridabad, Haryana) :

The Library of Alfalah School of Engineering and Technology was established in 1997. The computerization was completed in 2004. Library has computerized almost all of its in-house activities. But have not started subscribing E-journals. OPAC and CD ROM facility is also available.

National Institute of Financial Management (Faridabad, Haryana) :

The Library of National Institute of Financial Management was established in 1994. It has 30000 $feet^2$ total area. The Library was computerized in 1997. All the in house routines are computerized. E-journals are not available.

Galgotia college of Engineering and Technology (Greater Noida, U P) :

The library of Galgotia college of Engineering and Technology was established in 2001. It has total 400m^2 stacking area. The library services was computerized in 2002. The library is not connected to campus LAN.

J S S Academy of Technical Education (Noida, U P) :

The library of J S S Academy of Technical Education was established in 1998. The library was computerized in 2003. All the in house activities off the library are computerized. The library has total 1258 m^2 area. E-journals and CD ROM facility is available.

Jaipuria Institute of Management (Greater Noida, U P) :

The Libray of Jaipuria Institute of Management was established in 2004. It has total 403 m^2 area. The library is computerized since its inception. All the in house activities off the library are computerized. E-journals and CD ROM facility is available.

Institute of Management Technology, (Ghaziabad, U P) :

The library of institute of management technology was established in 1980. It got computerized in 1997. The library is computerized since its inception. All the in house activities off the library are computerized. E-journals and CD ROM facility is available.

Ajay Kumar Garg Engineering College (Ghaziabad, U P) :

The Library of Ajay Kumar Garg Engineering College was established in 1998. It has total 494.8 m^2 area. The Library was computerized in 2002. All the in house activities off the library are

computerized. E-journals and CD ROM facility is available.

Institute of Hotel Management (Delhi) :

The library of Institute of Hotel management was established in 1962. The computerization work in the library was started in 2004. The library is still not able to use the computer in any in house library activity except office work. Neither library si connected to campus LAN nor it has e-journals or CD ROM facility.

Delhi College of Engineering (Delhi) :

The Library of Delhi College of Engineering was established in 1941. The library has total 5000 m^2 area. The library was computerized in 2004. All the in house activities off the library are computerized. E-journals and CD ROM facility is available.

Delhi Institute of Pharmaceutical Science and Research (Delhi) :

The library was established in 1964. It has total floor area 4400 m^2. though it has started its computerization in 2002 but still not able computerize all of its in house activities.. But the Library is connected to Campus LAN and E journals are also available. CD ROM facility is missing.

Jamia Hamdard (Delhi) :

The Library was established in 1989. The computerization was completed in 2002. The library has total 87000 $feet^2$ area. All the in house activities off the library are computerized. E-journals and CD ROM facility is available.

Central Road Research Institute (Delhi) :

The Library is Known as S R Mehra Library. It was established in 1950. The Library has started its computerization in 2003. Though lot of routine work is performed through computers but still lot of work is to be done. E journals are not available.

Apeejay Institute of Management and Information Technology (Delhi) :

The library was established in 1993. It has got computerized in 2001. All the in house activities off the library are computerized. E-journals and CD ROM facility is available.

Institute of Integrated Learning and Management (Delhi) :

The library was established in 1992. It was computerized in 2001. All the in house activities off the library are computerized. E-journals and CD ROM facility is available.

Guru Gobind Singh Indra Prastha University (Delhi) :

The Library was established in 1999. It was computerized in 2004. All the in house activities off the library are computerized. E-journals and CD ROM facility is available.

School of Planning and Architecture (Delhi) :

The school of Planning and Architecture was partially computerized in 1997. All the in house activities off the library are not computerized. E-journals and CD ROM facility is not available.

Tata Energy and Research Institute (Delhi) :

The institute library was established in 1982. In 1995. It was computerized. All the in house activities off the library are computerized. E-journals and CD ROM facility is available.

Users' Expectation (Quantative) :

The questionnaire mentioned above was filled up by the users to know their expectation, the users expectation was analyzed state wise. Findings are described below. The charts are also shown pictorially depicting the information.

Searching of Bibliographic Database :

It was observed that the users do the simple searching of the bibliographic database of the library through OPAC. Out of 1000 users surveyed in the three state i.e. Haryana, U P and Delhi only eight claimed that they do complex search using Boolean operators.

Users' Satisfaction :

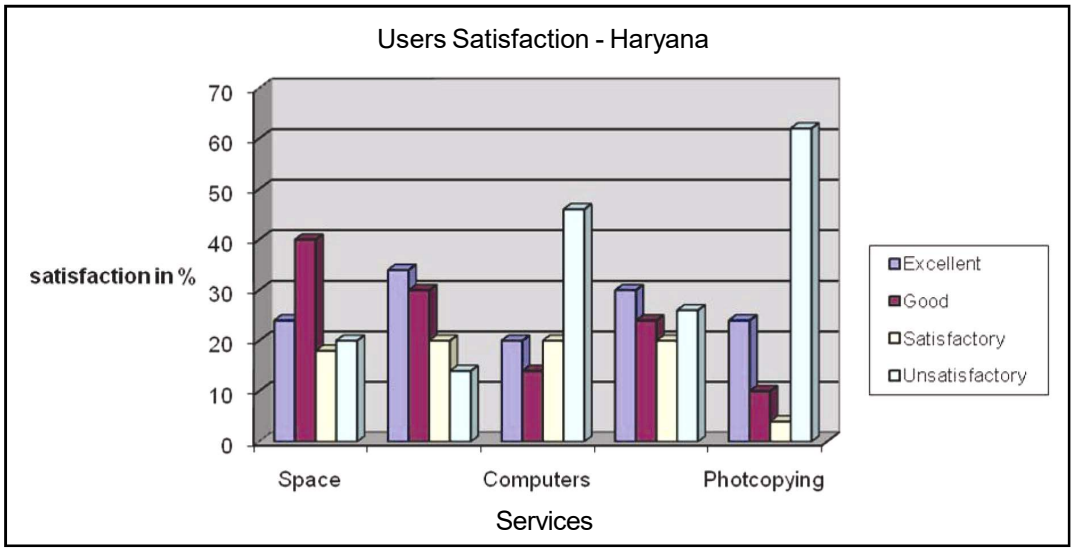
Users' satisfaction was studied for Space, Seats, Computers, Information resources and reprographic (Photocopying) facilities in three states, Haryana, UP and Delhi, surveyed.

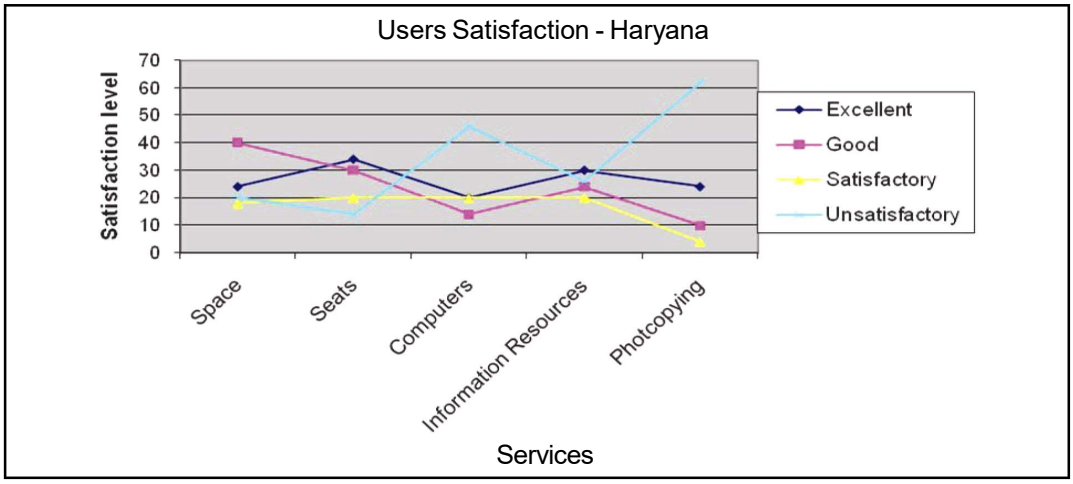
In Haryana it was observed that majority of the users are satisfied with the space and seating facility of the library but they are dissatisfied with the computers and reprographic facility. Around 25 % users' want better information resources.

In U P it was found that the majority of users' are satisfied with space and information resources. But like Haryana they are dissatisfied with the computers, reprographic facilities and form seating facility.

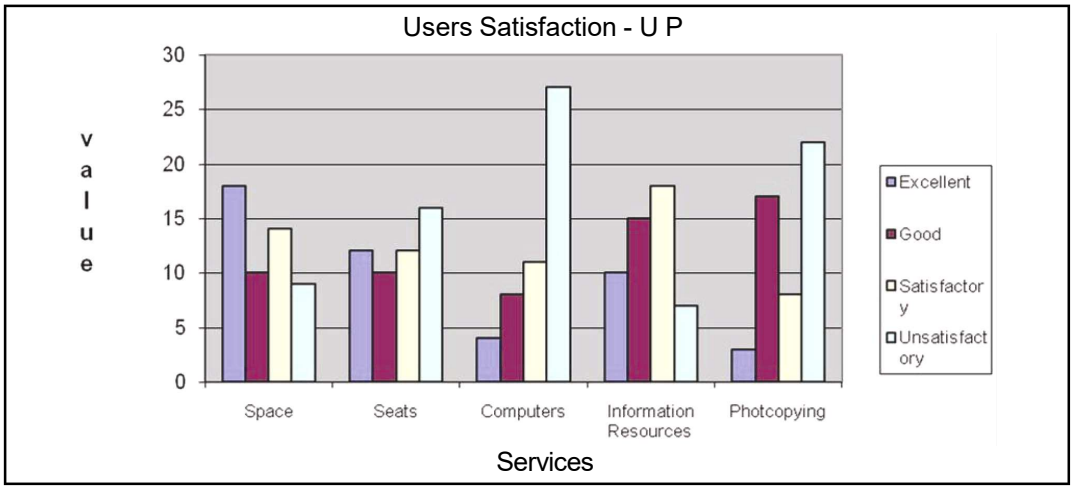
In Delhi too users are satisfied with space, seats and information resources. Around 20% users are dissatisfied with reprographic services. But regarding computer facility Delhi and UP has the highest dissatisfaction level. It was clear from the chart and graphs of these states that for users' computer and reprographic services should be improved.

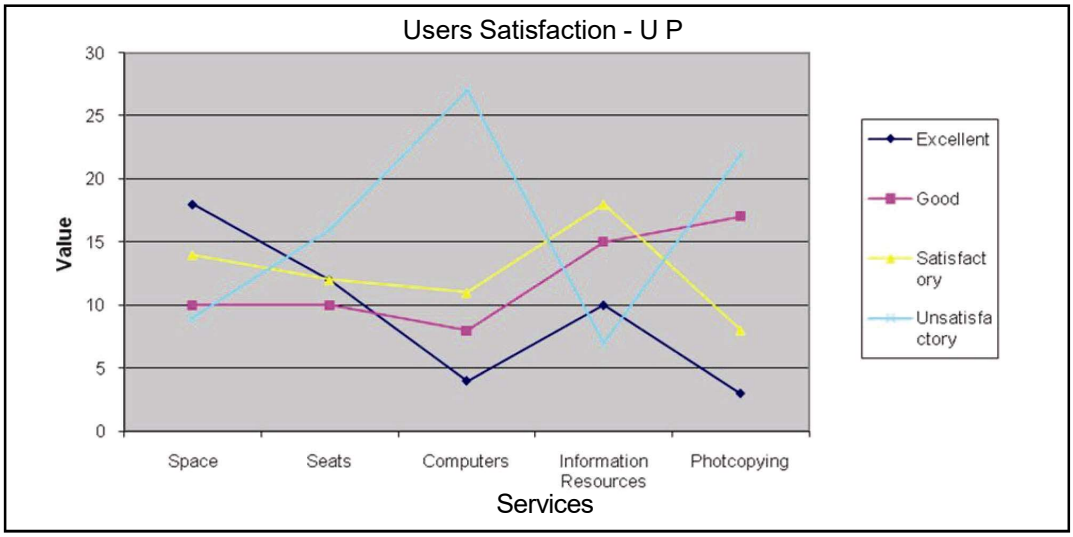
Haryana :



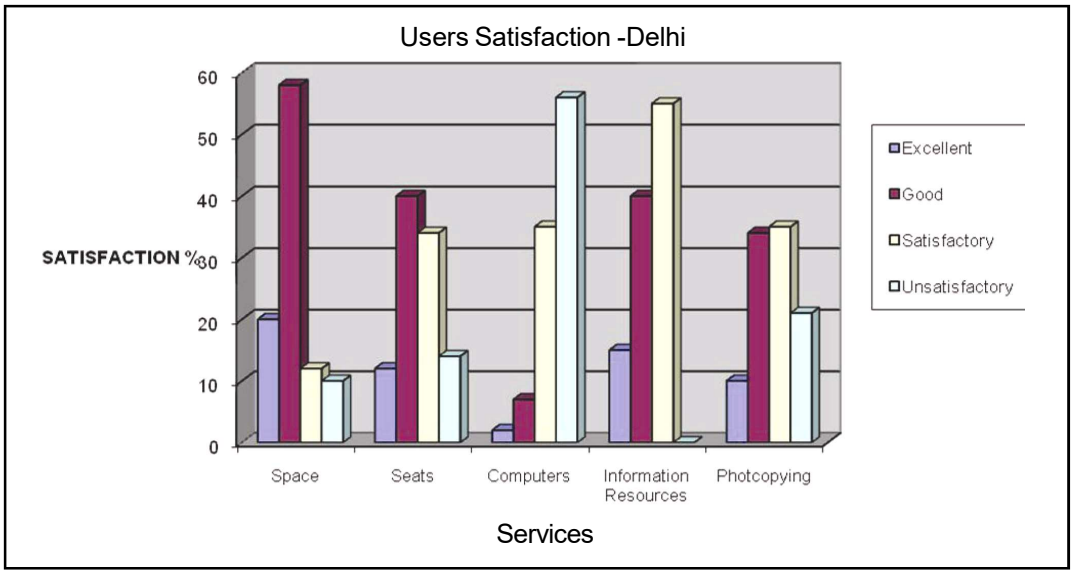


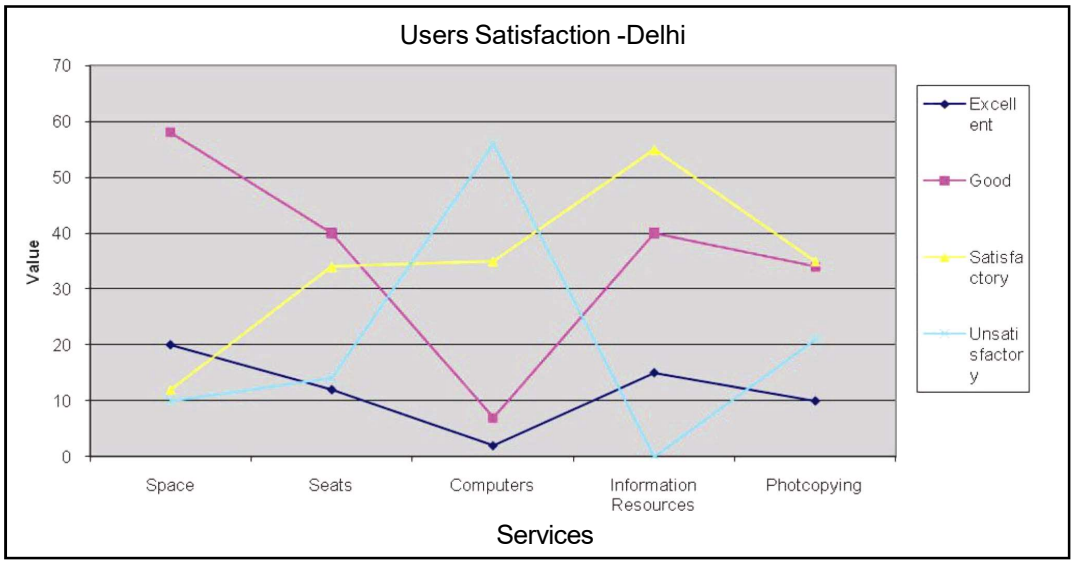
Uttar Pradesh :





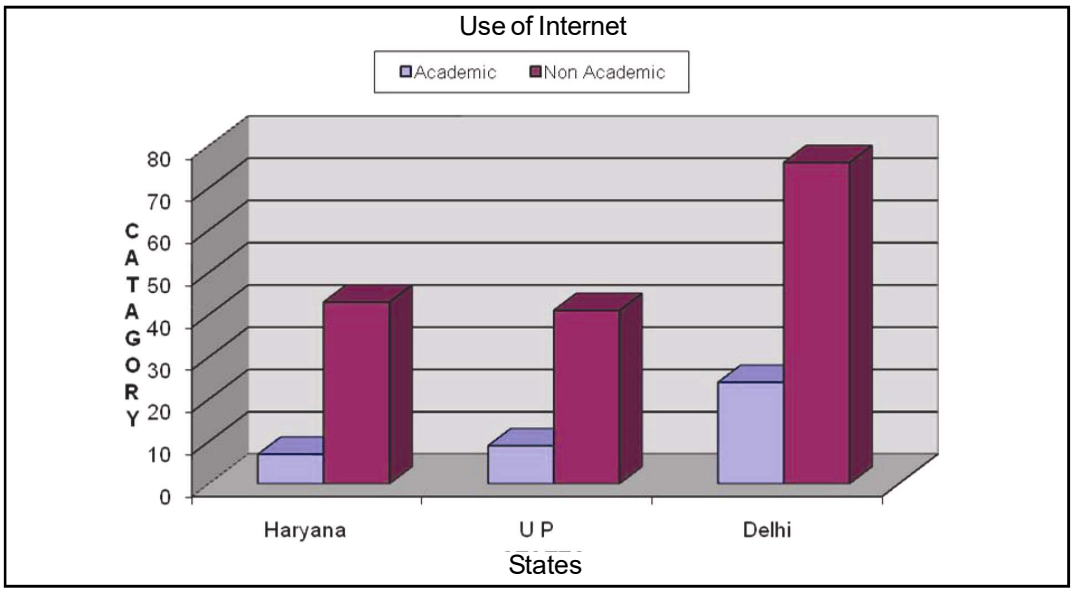
Delhi :

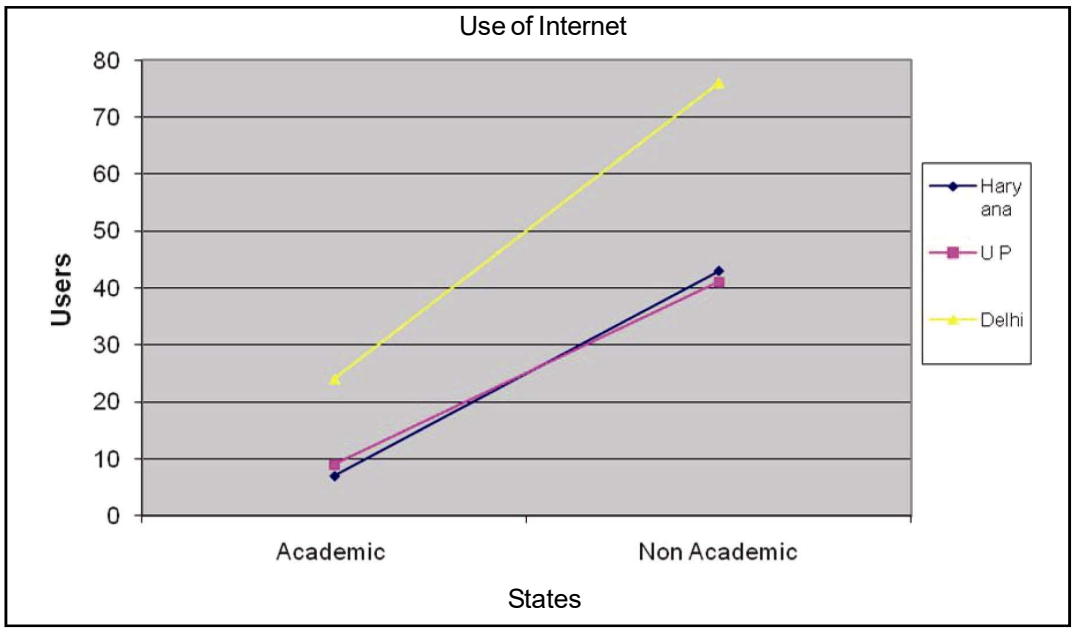




Use of Internet :

The pattern of use of internet in the library among the users of the libraries surveyed was studied. The use of internet is divided into two groups, use of internet for academic purpose and for non academic purpose. If a user do the general searching, browse bibliographic data base of the library through or use electronic resources including e-journals, it is supposed that he/she is using the net for academic purpose all other use were for non academic purpose. It was clear from the Chart and graph below that in the libraries there is low percentage of the persons who use the net for academic it means that most of the user use it for e-mail as their first choice.





Internet Usage pattern in Haryana, UP and Delhi :

Conclusion:

The results of the survey indicate that the users' expectations are moderate. Due to this they were usually satisfied with the existing state of services. However globally the importance of libraries is well recognized and even a cursory glance at our educational institutions shows that there is a lot of scope of improvement in the library infrastructure. The moderate expectations may be due to the overall North Indian situations, where educational sources are scarce and quality available are only average.

It may also be due to the strong desire of students to get admitted in technical programmes where admission itself is the central priority. They don't insist on availability of adequate infrastructure. They may not aware of global standards.

To improve the existing libraries, one may make a number of recommendations:

1. Keeping in view the teaching programme offered by the institutions, a list of books should be prepared which may be deemed necessary as reference books for students. Teachers may prepare such a list and the library should acquire them.

2. Adequate financial budget should be available for the library. Due to financial constraints co-operation of alumni should be sought who may donate books to the library.

3. At a number of places the space available is meager. The institution should explore avenues for larger space in which library resources may be stored.

4. A plan must be made for gradual digitalization of the libraries. This would provide for greater efficiency and would conserve space.

5. The librarian should be a person who is acquainted with technical fields and also well trained in modern library science. His role as facilitator should be realized.

6. In some libraries, catalogue is not in a satisfactory stage. Cataloguing must be done regularly, utilizing the latest development in techniques.

7. Reading room facility should be available keeping in mind that at any given time 10% of the user population may be accommodated in the reading room.

8. The facilities of photocopying the material available should be provided at low cost.

9. In addition to books, journals form an important component in academic material required by academic programmes. Within the resources available, the journals must be subscribed.

10. The Head of Institution should motivate scholars and teachers to benefit from the library. We should also make systematic attempts to secure feedback from users.

It is expected that a sample survey, similar to the one done by us, will help in improving the library.

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