

# Library and Information Services in College Library of Hisar: A User 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 deals with users attitude towards information sources and information services in the library of F.C.College for Women, Hisar. Data is collected from the students as well as faculty members of the college. 100 out of 125 questionnaires are taken for consideration. The paper attempts to analyse use pattern, adequacy of library collection, users opinion on information sources and services. Maximum users are found satisfied with the physical facilities and collection as well as arrangement of library reading material

**Index Terms-** Information resources, Library and information services, users, adequacy, college library

## I. INTRODUCTION

F.C.College was started in 1935 at Lahore and in 1954 college was reestablished in Hisar. Library has been an integral part of the college since its inception. Value of library for an educational institution is felt at that time by the governing body. Addition of new books has been a regular feature of the library.. Library was shifted to a separate new building in 2001. At present the library has over 36000 books related to different streams. Rapid accumulation and dissemination of information is the major concern of each academic library. Library is fully computerized and all sections are fully automated using LIBSYS software. Library has started its own blog for direct and online communication with users.

## II. LITERATURE REVIEW

Review of related literature is very important for every research. Many scholars have surveyed to get acquainted with user information seeking behavior and status of information sources and information services of library from user point of view. A few research works are reviewed in the present study. Tadasad and Talikoto (2000) have carried a survey to study the awareness and utilization of resources and services of City Central Library, Gulbarga. Major findings are that many users are unaware of the resources and services. Majority of users are satisfied with information services. Maximum users visit library to borrow and return books. Mahapatra and Panda(2000) in their study analysed reading interests and utilization of information resources by working journalists of Orissa. Study makes it clear that 79.64 % of the working journalists assigned top priority to reading newspapers and popular magazines compared to other form of documents. Khot and Patil (2002) studied the attitude of

scholars towards library and information services in Shivaji University's Barr. Balasaheb Khardekar Library. Majority of researchers were found to be aware of the information services. But CAS,SDI and ILL services were not satisfactory. Users were not satisfied with the availability of journals but physical facilities were up to the mark. Kannappanavar and Swamy (2004) in their work checked library and information services in University of Agricultural Sciences in Karnataka. It is seen that reading materials are adequate but users are not satisfied about the physical facilities of library. The users are unaware of the majority of library services. Singh (2013) in his paper studies information seeking behavior of users of Dr. B.R.Ambedkar NIT Central Library. His conclusion is that Most students use library daily. Users prefer to use books and CD –ROMs. Interestingly users use controlled vocabulary for information searching purpose.

## III. OBJECTIVES

The study was undertaken to find out the existing library and information service facilities in the Shrimati Janki Devi Library situated in Fateh Chand College for Women, Hisar for the year 2013-2014. The specific objectives of the study are as follows :-

1. To find out the information needs of the users.
2. To find out the method that the readers of the library adopt to locate the required information sources.
3. To ascertain the opinion of the users regarding the adequacy of information resources and services available in the library.
4. To find out the types of information sources required by the library users.
5. To know the problems faced by the users in using the library.
6. To know users opinion with regard to behavior of library staff.

## IV. METHODOLOGY AND DATA COLLECTION

The methodology adopted for this study was descriptive survey method. A structured questionnaire is prepared for the purpose of data collection and circulated to both the students as well as the faculty members of the college. Questionnaire consisting of 25 questions was designed to elicit the options of the users. Total 125 questionnaires were distributed, out of which 110 users responded. But 10 questionnaires were not fully filled, so 100 questionnaires are taken for analysis. The details of the sample size along with the responses have been provided in the following Table-1.

**Table – 1**  
**Sample Size and Responses for the Questionnaire**

Categories of Respondents	Questionnaires Distributed	Responses Responded	Responses Percentage
Students	75	60	80.00
Teaching Faculty	45	40	88.88

**Analysis and Interpretation of Data**

**Frequency of Visit to the Library**

Frequency of library visit of users is the best way to measure the use of the library. Table 1 is a great help in knowing this factor.

**Table – 2**  
**Frequency of Visit to the Library**

Sr.No.	Frequency of Library Visit	No. of Responses (Students)	No. of Responses (Teachers)	Total No. of Responses
1	Daily	23	16	39
2	Once in a Week	13	3	16
3	Twice in a week	20	16	36
4	Once in 15 Days	2	1	3
5	Once in a Month	1	1	2
6	Occasionally	1	3	4
	Total	60	40	100

Users are using the library frequently, but how frequently they use the library is a big question. Table 2 reflects the details of frequency of visit to the library by the users. It shows 39 % of users are using the library everyday followed by 36 % of users are using the library twice in a week, 16 % are using the library once in a week. The percentage of occasional visitors is very low, which is a good sign for library.

**Time Spent in the Library**

It is very important for a librarian to know that how much time users spend in the library for reading or some other purposes.

**Table – 3**  
**Time Spent in the Library**

Sr. No.	Time	No. of Responses (Students)	No. of Responses (Teachers)	Total No. of Responses
1	Below ½ hour	6	10	16
2	½ hour to 1 hour	31	18	49
3	1 hour to 2	18	8	26

	hour			
4	2 hour to 3 hour	4	1	5
5	More than 3 hour	1	3	4

Table 3 indicates clearly the time spent by the users in library. It shows majority of users spent ½ hour to 1 hour, whereas 26 % users spent 1 hour to 2 hour. It is interesting to notice that 4 % users are using the library more than 3 hours, although the percentage is very low yet this is very motivating.

**Purpose of Visit to the Library**

Every library wants to enhance and improve its services and for this purpose it becomes necessary to know the purpose of visit of the users to library.

**Table – 4**  
**Purpose of Visit to the Library**

Sr. No.	Purpose	No. of Responses (Students)	No. of Responses (Teachers)	Total No. of Responses
1	To borrow books	17	15	32
2	To consult periodicals	10	3	13
3	To read newspapers	19	13	32
4	To consult reference books	14	9	23

From Table 4 gives necessary information to the librarian on the documents and type of information that the library users are interested in . 32 % users visit library to borrow books and to read newspapers as well. Second preference is given to reference section by the users.

**Use of Library Information Sources**

Each and every type of information source has its own value.. Users use these kind of sources for their specific needs.

**Table – 5**  
**User's Preference to Information Sources**

Sr. No	Resource Type	User's Preference Order				
		1	2	3	4	5
1	Books	41	27	14	6	-
2	Newspapers	32	32	18	19	-
3	Periodicals	3	15	16	44	11
4	Reference Books	13	15	38	20	2
5	CD-ROMs	-	-	2	11	75

Table 5 depicts ranking of preferences stated by the users. Total 12 users have not responded on this question. Books are the most preferred resource used by users and 32 users have given first preference to newspapers. It is clear from the table that the

users are either not aware of CD-ROM or they do not use this type of resources.

**Users Opinion on Library Information Sources**

Each academic library has the responsibility to fulfill the needs of its patrons. Users need advanced study material which consists of various information sources like books, journals, reference books, CD-ROM etc. Table 6 clarifies what users think about the adequacy of library collection

**Table – 6  
Adequacy of Library Collection**

Sr. No.	User's Opinion	No. of Responses (Students)	No. of Responses (Teachers)	Total No. of Students
1	Adequate	47	30	77
2	Partially	10	8	18
3	Inadequate	1	-	1
4	No Response	2	2	4

Every library needs to know whether the existing collection of information sources is adequate enough to meet the information requirements of its users. 77 % users are satisfied with library collection and 19 % users are of the opinion that library collection is not adequate. Librarian must take care of this.

**Users Approach to Locate Information**

Every reader has its own specific needs of information for which she comes to the library. It is necessary to find out user's approach to locate required information.

**Table – 7  
User's Approach to Locate Information**

Sr. No.	Method	No. of Responses (Students)	No. of Responses (Teachers)	Total No. of Responses
1	Consulting Catalogue/OPAC	16	9	25
2	Assistance of library staff	9	15	24
3	Guidance of Subject Expert	11	1	12
4	Help of Friends	6	2	8
5	Self	18	13	31

Table 7 demonstrates that 31 users locate the required reading material by themselves, followed by 25 search by consulting catalogue and 24 users find their required information with the assistance of library staff.

**User's Views on Library Collection**

Collection development is the major concern area of every academic library. Libraries regularly update their collection with the inclusion of latest publications. 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	No. of Responses (Students)	No. of Responses (Teachers)	Total No. of Responses
1	Books are in bad condition	1	-	1
2	Less no. of copies of needed books	16	16	32
3	Latest books are not available	9	1	10
4	Important books are for reference only	12	1	13
5	No such problem exists	22	22	44

Table 8 attempts to identify the reasons of user's dissatisfaction in the context of library collection. 44 % readers stated that there is no such problem, 32 % readers feel that there is less number of copies of needed books, only 1 % reader feels that books are in bad condition.

**Arrangement of Library Collection**

Proper arrangement of reading material is very important for libraries. Users can not find the required material if it is not properly shelved. Users opinion in this regard is very important.

**Table – 9  
Arrangement of Reading Material in the Library**

Sr. No.	Type of Information Source	Satisfactory			Unsatisfactory		
		Students	Teachers	Total	Students	Teachers	Total
1	Text Books	58	39	97	2	1	3
2	Newspapers/Periodicals	58	39	97	2	1	3
3	General Books	56	38	94	4	2	6

Table 9 denotes maximum number of users have expressed their satisfaction with the arrangement of text books, periodicals, general books in the library. A few percent readers have shown their dissatisfaction regarding arrangement.

### 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		
		Students	Teachers	Total	Students	Teachers	Total
1	Circulation	55	37	92	5	3	8
2	Reference	55	37	92	5	3	8
3	Reading Facilities	55	39	94	5	1	6
4	CAS	39	28	67	21	12	33
5	Reprographic	35	28	63	25	12	37
6	OPAC	9	9	18	51	31	72

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.

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

### Evaluation of Library & Information Services

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

Sr. No.	Library and Information Services	Satisfactory			Unsatisfactory		
		Students	Teachers	Total	Students	Teachers	Total
1	Circulation	54	39	93	6	1	7
2	Reference	58	39	97	2	1	3
3	Reading Facilities	58	39	97	2	1	3
4	CAS	46	39	85	14	1	15
5	Reprographic	45	35	80	15	5	20
6	OPAC	24	15	39	36	25	61

Table 11 makes it clear that 97 % users are satisfied with reference and reading facilities, followed by 93 % users with circulation service. 61 % users are not satisfied with OPAC service.

### Attitude of Library Staff

The attitude of library staff towards users plays an important role. The reputation of the library is somehow based on the behavior of its staff also. Users responses are given here.

**Table – 12**  
**Users Opinion on Behaviour of Library Staff**

Sr. No.	Attitude of Library Staff	Yes			No		
		Students	Teachers	Total	Students	Teachers	Total
1	Friendly & easy to talk	58	40	98	2	0	2
2	Available when you need them	52	39	91	8	1	9

Table 12 reveals the data about users opinion on library staff. 98 % users believe that library staff is friendly and easy to talk

and 91 % users think that staff is always available to help them whenever they need them.

### Physical Facilities

**Table – 13**  
**Users Opinion on Quality of Physical Facilities**

Sr. No.	Physical Facilities	Satisfactory			Unsatisfactory		
		Students	Teachers	Total	Students	Teachers	Total

1	Reading Space	57	36	93	3	4	7
2	Cleanliness	60	36	96	-	4	4
3	Ventilation	55	37	92	5	3	8
4	Computing Facilities	51	30	81	9	10	19
5	Lighting	59	38	97	1	2	3
6	Property Counter	52	38	90	8	2	10
7	Furniture	58	40	98	2	-	2

Every library tries to provide good physical facilities to its users so that overall good reading environment could be given to the users. User's opinions are tabulated in table 13. Table shows that maximum users are satisfied with all mentioned physical facilities. Computing facilities need a little check.

#### V. CONCLUSION

From this study, it is found that majority of users visit library to read newspapers or borrow books. Users do not prefer to use CD-ROM as compared to other information sources. Less number of copies of needed books is another finding, hence library has to work in this direction so that users can take maximum benefit of library. A good percentage of users are not aware of CAS, reprographic and OPAC services. OPAC is not fully used by users is another finding. Almost every reader is satisfied with the behavior of library staff. Users are satisfied with physical facilities like reading space, cleanliness, lighting, ventilation, property counter and furniture etc.

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