

A STUDY ON PERCEPTIONS OF FACULTY MEMBERS ON INFORMATION SOURCES, SERVICES AND FACILITIES OF ENGINEERING COLLEGE LIBRARIES IN HYDERABAD

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ABSTRACT

Analysis of data collected from 210 faculty members belonging to 6 Engineering colleges in Hyderabad using questionnaire method reveals that one-third of the faculty members (36.66%) are visiting the library once in a week and one-third of them (33.33%) are visiting the library twice in a week. Nearly two-thirds of the faculty members (63..80%) are satisfied with the present collection of the library. The majority of them (81.42%) are satisfied with the library working hours. They are also satisfied with the reference service, circulation service, reprographic service, newspaper clipping service, Current Awareness Service, Selective Dissemination of Information service and Internet facility and are not satisfied with orientation programme, translation service, referral service, Online Public Access Catalogue and inter-library loan.

Key words: Information sources and services, Engineering College libraries, User surveys.

1.INTRODUCTION

Information is knowledge, facts or data, which can be used, transferred or communicated. It is the result of research, experience and observation. It is regarded as a resource of resources. It plays a key role in economic, social, educational and cultural realms of the society. It is very important in transforming society speedily and it is a vital resource and input in the overall development and growth of a country. The supply of correct and reliable information at the right time to the right person helps in minimizing wastage of resources and avoids duplication of work. Information plays a vital role in the growth of knowledge and wisdom, research and innovation, development and design, production and marketing, decision making and management, and education and training.

The users of engineering college libraries are students, research scholars and faculty members. They require information for learning, research and teaching purposes. The engineering college libraries contain various kinds of information resources and they provide various information services and facilities to meet the information needs of their user community. A study on information sources, services and facilities of engineering college libraries based on the perceptions of faculty members help the library authorities in the better organization and restructuring of their resources to meet the information requirements of users.

Gautam and Srivastava¹ examined the prevailing position of documentation and information services of libraries of 30 agricultural universities in India. It has been reported that all libraries were providing CAS and bibliographical services. Jagga Rao and Kanakachary² explore the information seeking behaviour of the humanities scholars in the form of a literature survey. Krishan Kumar³ conducted a survey on the needs of the users of Department of Chemistry, University of Delhi, using a questionnaire. Kunungo⁴ made an attempt to investigate the methods of seeking information by the women researchers in the disciplines of History and Political science in the University of Delhi and Jawaharlal Nehru University. Prasad and Manorama⁵ studied the similarities and differences in the information seeking behaviour of physical scientists and social scientists in Banaras Hindu University, Varanasi. Rajagopal⁶ made a study on the information seeking behaviour of medical specialists in Madras city. Sasikala⁷ conducted a study to know the information seeking behaviour of managers working in 20 industrial organizations of Andhra Pradesh using a questionnaire. Singh⁸ conducted a comparative study of reader services provided by IIT libraries of India. It has been found that circulation, Inter-library loan, reference, Current Awareness Service, photocopy, translation and bibliographical services are existing in all the IIT libraries. Usha Devi⁹ examined the information needs and information seeking behaviour of physical education teachers in India. White¹⁰ conducted a survey of academic economists using questionnaire method. The study indicated that their information gathering behaviour varies as they progress through research projects. The present study has been undertaken as no study has been conducted on faculty members with regard to their perceptions on information sources, services and facilities of engineering college libraries.

2. OBJECTIVES OF THE STUDY

- The following are the specific objectives of the study:
- To know the frequency of visit to the library by the faculty members;
- To know the time spent by them in the library;
- To assess the satisfaction of faculty members with the present collection of the library;
- To know their satisfaction with regard to latest editions of books and availability of multiple copies for important titles;
- To examine their views with regard to sufficiency of reference sources;
- To examine the various ways of procuring new publications by faculty members to keep themselves up-to-date in their respective fields;
- To know the services provided by the library;
- To know the satisfaction of faculty members with the library services;
- To know their satisfaction with the library working hours; and
- To know their satisfaction with physical facilities.

3. METHODOLOGY

Generally questionnaire, interview and observation methods are used for collection of primary data. In this study survey method is used. Questionnaire is used for collection of data. There are 65 Engineering colleges in Hyderabad, Andhra Pradesh, India. Out of them, 6 colleges were selected. There are 600 faculty members working in these 6 colleges. Out of them, 210 persons were selected as sample by simple random method. The investigator personally distributed the copies of questionnaire to the faculty members. The doubts of respondents if any, were clarified and the filled in copies of questionnaire were collected. The total data needed for the study was collected.

4. ANALYSIS OF DATA AND DISCUSSION OF RESULTS

The collected data has been analyzed and interpreted as per the objectives stated above.

4.1. Frequency of library visit

A question has been posed to the faculty members to know their frequency of library visit. The replies given by them are shown in Table 4.1.

Table 4.1.
Frequency of visit to the college library

S. No.	Frequency of visit	Number	Percentage
1	Daily	36	17.14
2	Once in a Week	77	36.66
3	Twice in a Week	70	33.33
4	Rarely	27	12.85
	Total	210	100.00

It is evident from Table 4.1 that more than one-third of the faculty members (36.66%) visit the library once in a week. It is also evident from the table that one-third of them (33.33%) visit twice in a week, (17.14%) of them visit daily, and the remaining (12.85%) of them visit the library rarely.

4.2. Reasons for not visiting the library

A question has been put to those faculty members, who are not visiting the library daily, to mention the reasons for their infrequent visit to the library. The answers given by them are shown in Table 4.2.

Table 4.2
Reasons for not visiting the library daily

S. No.	Reasons	Number	Percentage
1	Non-availability of needed materials	78	61.90
2	Library is far away	19	15.07
3	Maintenance of the library is not good	29	23.01
	Total	126	100.00

Note : Respondents are permitted to tick more than one answer.

Table 4.2 shows that non-availability of needed materials (61.90%); maintenance of the library is not good (23.01%); and Library is far away (15.07%) are the reasons for not visiting the library daily.

4.3. Time spent in the library per week

A question has been posed to the faculty members to know the time spent by them in the library per week. The replies given by them are shown in Table 4.3.

Table 4.3
Time spent in the library

S. No.	No. of hours	Number	Percentage
1	1 hour or less than 1 hour	27	12.85
2	2 hours	36	17.14
3	3 hours	30	14.28
4	More than 3 hours	98	46.66
5	Not responded	19	9.04
	Total	210	100.00

It is observed from Table 4.3 that a high percentage of the faculty members (46.66%) are spending more than 3 hours in the library per week. It is followed by 2 hours (17.14%), 3 hours (14.28%) and 1 hour or less than 1 hour (12.85%). A few of them (9.04%) did not respond to this question.

4.4. Satisfaction with collection of the library

A question has been put to the faculty members to know the satisfaction with present collection in the library. The replies given by them are shown in Table 4.4.

Table 4.4
Distribution of faculty members according to their replies with regard to their satisfaction with the present collection of the library

S. No.	Level of satisfaction	Number	Percentage
1	Satisfied	134	63.80
2	Dissatisfied	76	36.20
	Total	210	100.00

It is observed from Table 4.4 that the majority of faculty members (63.80%) are satisfied with present collection of the library and the remaining of them (36.20%) are not satisfied in this regard.

4.5. Satisfaction with availability of latest editions

A question has been put to the faculty members to know their satisfaction with the availability of the latest editions of books in the library. The replies given by them are shown in Table 4.5.

Table 4.5

Distribution of faculty members according to their replies with regard to their satisfaction with the availability of latest editions of books

S. No.	Level of satisfaction	Number	Percentage
1	Satisfied	138	65.71
2	Dissatisfied	72	34.28
	Total	210	100.00

It is evident from Table 4.5 that the majority of faculty members (65.71%) are satisfied with the availability of latest editions of books in their respective libraries and the remaining of them (34.28%) are not satisfied in this regard.

4.6. Satisfaction with availability of multiple copies

The faculty members were asked to assess their satisfaction with multiple copies for important titles available in the library. The replies given by them are shown in Table 4.6.

Table 4.6

Distribution of faculty members according to their satisfaction with the multiple copies for important titles available in the library

S. No.	Level of satisfaction	Number	Percentage
1	Satisfied	110	52.38
2	Dissatisfied	100	47.61
	Total	210	100.00

It is observed from Table 4.6 that more than half of the faculty members (52.38%) are satisfied with the availability of multiple copies for important titles in the library and the remaining of them (47.61%) are not satisfied in this regard.

4.7. Satisfaction with reference sources

The faculty members were asked to indicate their opinion on the sufficiency of reference sources in their respective libraries. The replies given by them are shown in Table 4.7.

Table 4.7

Distribution of faculty members according to their replies on sufficiency of reference sources

S. No.	Reference sources	Sufficient		Insufficient	
		Number	Percentage	Number	Percentage
1	Maps/ Charts	64	30.47	146	69.52
2	Indexes / Abstracts	136	64.76	74	35.23
3	Research reports	108	51.42	102	48.57
4	Doctoral theses	64	30.47	146	69.52

5	Patents	17	8.09	193	91.90
6	Conference proceedings	102	48.57	108	51.42
7	Standards	74	35.23	136	64.76
8	Newspapers	198	94.28	12	5.71
9	Audio-video cassettes	64	30.47	146	69.53
10	Microforms	18	8.57	192	91.42

It is clear from Table 4.7 that the majority of faculty members opined that the indexes and abstracts (64.76%), research reports (51.42%) and newspapers (94.28%) are sufficient for their needs. Most of them also opined that maps/charts (69.52%), doctoral theses (69.52%), patents (91.90%), conference proceedings (51.42%), standards (64.76%), audio-video cassettes (69.52%) and Microforms (91.42%) are insufficient for their needs.

4.8. Procurement of new publications

The faculty members were asked to reveal the ways of procurement of new publications to keep themselves up-to-date in their respective fields. The replies given by them are shown in Table 4.8.

Table 4.8

Ways of procurement of new publications required by the faculty members

S. No.	Reply	Number	Percentage
1	Purchase personally	113	53.80
2	Borrow from library	44	20.95
3	Procure by inter-library loan	21	9.99
4	Others	32	15.23
5	Not responded	15	7.14

Note : Respondents are permitted to tick more than one answer.

It is evident from Table 4.8 that most of the faculty members (53.80%) are getting new publications to keep themselves up-to-date in their respective fields by purchasing. It is also evident from it that (20.95%) of them are borrowing books from library, 9.99% of them are getting through inter-library loan and (15.23%) of them are procuring from other sources. A few of them (7.14%) did not respond to this question.

4.9. Services of the library

A question has been put to the faculty members to mention the services provided by the library. The replies given by them are shown in Table 4.9.

Table 4.9

Provision of library services

S.No.	Services	Replies			
		Yes	Percentage	No	Percentage
1	Orientation programme	20	9.52	190	90.47
2	Reference service	194	92.38	16	7.61
3	Circulation service	187	89.04	23	10.95

4	Current Awareness Service	166	79.04	44	20.95
5	Selective Dissemination of Information service	123	58.57	87	41.42
6	Newspaper clipping	183	87.14	27	12.85
7	Reprographic service	147	72.60	63	30.00
8	Display of new additions	137	65.23	73	39.76
9	Translation service	9	4.28	201	95.71
10	Referral service	48	22.85	162	77.14
11	Online Public Access Catalogue	70	33.33	130	61.90
12	Inter-library loan	22	10.47	188	89.52
13	Internet facility	144	68.57	66	31.42

It is evident from Table 4.9 that the majority of faculty members replied that their libraries provide reference service (92.38%), circulation service (89.04%), current Awareness Service (79.04%), Selective Dissemination of Information service (58.57%), newspaper clipping (87.14%), reprographic service (72.60%), display of new additions (65.23%) and Internet facility (68.57%). The majority of them also replied that their libraries did not provide orientation programme (90.47%), Online Public Access Catalogue (61.90%) and Inter-library loan (89.52%).

4.10. Satisfaction with library services

A question has been asked to the faculty members to know their satisfaction with the services provided by their libraries. Their replies are shown in Table 4.10.

Table 4.10
Satisfaction with library services

S.No.	Services	Replies			
		Yes	Percentage	No.	Percentage
1	Orientation programme	30	14.28	180	85.71
2	Reference service	184	87.61	26	12.38
3	Circulation service	184	87.61	26	12.38
4	Current Awareness Service	165	78.57	45	21.42
5	Selective Dissemination of Information service	118	56.19	92	43.80
6	Newspaper clipping	177	84.28	33	15.71
7	Reprographic service	144	68.57	66	31.42
8	Display of new additions	134	63.80	76	36.19
9	Translation service	19	9.04	189	88.09
10	Referral service	36	17.14	174	82.85
11	Online Public Access Catalogue	59	28.09	154	73.33
12	Inter-library loan	43	20.47	167	79.52
13	Internet Facility	108	51.42	102	48.57

It is evident from Table 4.10 that the majority of faculty members replied that they are satisfied with the reference service (87.61%), circulation service (87.61%), Current Awareness Service (78.57%), Selective Dissemination of Information service (56.19%), newspaper clipping (84.28%), reprographic service (68.57%), display of new additions (63.80%), and Internet facility (51.42%). Most of them also replied that they are not satisfied with the orientation programme (85.71%), translation service (88.09%), referral service (82.85%), Online Public Access Catalogue (73.33%) and inter-library loan (79.52%).

4.11. Satisfaction with library working hours

The faculty members were asked to reveal their satisfaction with the library working hours. The replies given by them are shown in Table 4.11.

Table 4.11
Distribution of faculty members according to their satisfaction with library working hours

S.No.	Level of satisfaction	Number	Percentage
1	Satisfied	171	81.42
2	Dissatisfied	39	18.57
	Total	210	100.00

It is observed from Table 4.11 that the majority of faculty members (81.42%) are satisfied with the library working hours and the remaining of them (18.57%) are not satisfied in this regard.

4.12. Timings of the library

A question has been posed to those faculty members, who are dissatisfied with the working hours of the library, to suggest the convenient timings of the library. The replies given by them are shown in Table 4.12.

Table 4.12
Distribution of faculty members according to their suggestions with regard to library working hours

	Working hours	Number	Percentage
1	A.M. to 6 P.M. (10 hours)	2	5.12
2	A.M. to 9 P.M. (12 hours)	17	43.58
3	A.M. to 10. P.M. (13 hours)	16	41.04
4	Not responded	4	10.26
	Total	39	100.00

It is evident from Table 4.12 that a high percentage of faculty members (43.58%) suggested the timings of the library from 9. A.M. to 9. P.M., 41.04% of them from

9. A.M. to 10. P.M., and 5.12% of them from 8. A.M. to 6. P.M. A few of them (10.26%) did not suggest in this regard.

4.13. Facilities in the library

A question has been asked to the faculty members to reveal their satisfaction with various facilities provided by the library. The replies given by them are shown in Table 4.13.

Table 4.13

Distribution of faculty members according to their satisfaction with the various facilities available in the library

S.No.	Facilities	Number			Percentage		
		Satisfied	Not Satisfied	Total	Satisfied	Not Satisfied	Total
1	Maintenance	175	35	210	83.33	16.66	100
2	Ventilation	205	5	210	97.61	2.35	100
3	Furniture like tables, chairs etc.	194	16	210	92.38	7.61	100
4	Study halls or cubicles	161	51	210	76.66	24.28	100
5	Drinking water	136	74	210	64.76	35.23	100
6	Toilets	134	76	210	63.80	36.19	100

It is evident from Table 4.13 that the majority of the faculty members are satisfied with the maintenance of the library (83.33%), ventilation (97.61%), furniture (92.38%), study halls or cubicles (76.66%), drinking water (64.76%) and toilets (63.80%).

5.FINDINGS

The summarized findings of the study are given below:

- More than one-third of the faculty members (36.66%) are visiting the library once in a week and one-third of them (33.33%) are visiting library twice in a week. The reasons given by them for not visiting the library daily are non-availability of needed materials (61.90%); the maintenance of the library is not good (23.01%); and the library is far away (15.07%).
- A high percentage of faculty members (46.66%) are spending more than 3 hours in the library per week.
- Nearly two-thirds of faculty members (63.80%) replied that they are satisfied with the present collection of the library. The majority of faculty members (65.71%) are satisfied with the availability of latest editions of books in their respective libraries.
- More than half of them (52.38%) are satisfied with the multiple copies available in the library for important titles.
- Most of them also opined that the Indexes and Abstracts (64.76%), Research Reports (51.42%) and Newspapers (94.28%) are sufficient. Most of them also opined that conference proceedings (51.42%), Standards (64.76%), Maps/charts (69.52%), Doctoral

theses (69.52%), Audio video cassettes (69.53%) and Microforms (91.42%) are insufficient.

- More than half of them (53.80%) are getting new publications to keep themselves up-to-date in their respective fields by purchasing personally.
- The majority of the faculty members replied that the library is providing reference service (92.38%), circulation service (89.04%), Current Awareness Service (79.04%), Selective Dissemination of Information service (58.57%), newspaper clipping service (87.17%), reprographic service (72.60%), display of new additions (65.23%), and Internet facility (68.57%). They also replied that the library is not providing orientation programme (90.47%), translation service (95.71%), referral service (77.14%) and Online Public Access Catalogue facility (61.90%).
- The majority of faculty members (87.61%) are satisfied with reference service circulation service (87.61%), newspaper clipping service (84.28%), Current Awareness Service (78.57%), reprographic service (68.57%), Selective Dissemination of Information service (56.19%), and Internet facility (51.42%). The majority of them are not satisfied with Online Public Access Catalogue (73.33%), inter-library loan (79.52%), referral service (82.85%), orientation programme (85.71%) and translation service (88.09%).
- Most of the faculty members (81.42%) are satisfied with the library working hours. The majority of them are satisfied with the maintenance of the library (83.33%), ventilation (97.61%), furniture (92.38%), study halls or cubicles (76.66%), drinking water (64.76%) and toilets (63.80%).

5. RECOMMENDATIONS

The following recommendations have been made by the investigator based on the analysis of data and his personal experience.

1. The study shows that only (17.14%) of faculty members are visiting the library daily. Hence, the following steps are to be taken to convert the remaining (82.86%) of them into regular users.
 - a) The reading materials required by the faculty members should be procured.
 - b) All the faculty members should be educated about the print and electronic resources available in the library.
2. A considerable percentage of faculty members (36.20%) are dissatisfied with the present collection of library. Nearly one-third of the faculty members (34.28%) are dissatisfied with the availability of latest editions of books in their respective libraries. Nearly half of the faculty members (47.61%) are not satisfied with the multiple copies for important titles available in the library. Hence, the library authorities should take necessary steps to improve the collection of library with sufficient number of multiple copies for important

titles. The required latest books and latest editions for existing books in the library should be acquired.

3. The majority of the faculty members opined that maps/charts, doctoral theses, patents, conference proceedings, standards, audio-video cassettes and microforms are insufficient for their requirement. Hence the library authorities should take necessary steps to procure the various categories of reference sources to satisfy the information requirements of faculty members.
4. The study reveals that the majority of faculty members (79.52%) are not satisfied with inter-library loan service. There is need to improve this service in engineering college libraries which are already providing this service. Inter-library loan service is to be provided in those engineering college libraries which are not providing this service at present.
5. The majority of faculty members (73.33%) are dissatisfied with Online Public Access Catalogue. Hence, it is necessary during this IT era to computerize the engineering college libraries and to provide Online Public Access Catalogue so that the faculty members can easily know the books available in their respective libraries.
6. The study shows that nearly half of the faculty members (48.57%) are not satisfied with the Internet facility provided in their respective libraries. Hence, the library authorities should take necessary steps to improve this service by providing sufficient number of systems without interruption of power supply. The libraries which do not have Internet facility should introduce this facility so that the faculty members can get the required information.
7. The study shows that a few faculty members (18.57%) are not satisfied with the working hours of the library. Most of these faculty members suggested the library working hours from 9. A.M. to 9. P.M. Or 9. A.M. to 10 P.M. Hence the authorities of libraries should take necessary steps to enhance the working hours of the library if feasible.
8. More than one-third of faculty members (35.23%) are not satisfied with the drinking water facility. Almost the same proportion of them (36.19%) replied that the provision of toilets is not satisfactory. Hence, the authorities concerned should take necessary steps to improve the facilities of drinking water and toilets in their respective libraries.

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