An Evaluation of Information Services in University Libraries of Tirupati, Andhra Pradesh

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ABSTRACT

This study evaluated the use of library services in University Libraries of Tirupati, Andhra Pradesh. The study adopted descriptive survey research method and employed a structured questionnaire and observations as instruments for data collection. The entire population of 250 students of 5 University Libraries of Tirupati involved in the study. The data collected were analyzed using descriptive statistics which include percentages, frequencies and mean rating. Findings revealed that students fairly use the library for their studies. Observation shows that they use the library most during examination periods. It was recommended among others that the habit of using the Library should be inculcated into students through avenues such as organizing library display, library exhibition, library orientation, and inclusion of use of library as a course in the University's curriculum so as to attract students to the Library.

Keywords: Information Services, User studies, University Libraries, Tirupati, Evaluation of Information Services.

Introduction

Evaluation is the systematic assessment of the operation and/or the outcomes of a program or policy, compared to a set of explicit or implicit standards, as a means of contributing to the improvement of the program or policy (Weiss, 1998). Neal (2006), in the context of academic libraries, says that "decisions are routinely not supported by the evidence of well-designed investigations" and that "research in the field is poorly communicated, understood and applied" (quoted by Peter Hernon, in the forward to Matthews, 2007). In addition, more and more libraries are either closing down or being forced to cut down on services due to recession (Powell, 2009; Applegate, 2009). Thus, identification of different areas of library services for systematic evaluation becomes extremely imperative in the current economic scenario. This study examines problem statements adapted from an assignment submitted by students. Using the areas of library (and archive) evaluation identified by the students as a case study, this study seeks to propose research questions and current areas of interest in the evaluation of library services. The study should shed light on the evaluation areas of importance in the current economic scenario and also help drive future research in this area.

University library is a dynamic centre of knowledge for explaining the expanding the expanding the horizons of knowledge. The library endeavors to make the legitimate needs and demands of the patrons, from the senior academics engaged in advanced research to the fresh entrant stimulate and encourage students to develop the habits of reading, study and research and to be the academic centre of university for educational and scholarly pursuit.

Review Literature

Chopra (1986) presented the result of a survey of teachers and students of 15 colleges of Chandigarh and highlighted their library needs, purpose of visit, type of library material often consulted or borrowed and their information seeking behavior. He brought out the extent of library and information services being provided in these college libraries and the user education programmes being organized by some of the college libraries. **Pathak (1999)** realized the necessity of Internet-based information systems and services for any university library. Providing outlines of the experiences of the K. K. Handiqui Library of Gauhati University in developing Internet services, he recommends the other 11 Universities of north east region too for the adoption of the said technology to take advantage of the advanced facilities. **Pawan, B.V. (2000):** Detailed web-based education in India in the presence of great social diversity, it is difficult to change the social background of students, parent, and their economic condition. Quality education is possible through national wide network. **Padmamma and Vijay Kumar (2002)** conducted an opinion survey, to ascertain the views of the respondents on the library sources, services and facilities available to them in their medical college library.

Objectives:

- To study available of Information Services in University Libraries.
- To study information services provided by the University Libraries of Tirupati.
- To study the awareness and satisfactory levels of library information services.

Scope of the Study

There are five university libraries in Tirupati in which all the PG Students of five university libraries have been covered under the study. List of university libraries selected under the study as follows:

1. Acharya N.G Ranga Agricultural University Library
2. Sri Padmavathi Mahila Viswavidyalayam Library
3. Rashtriya Sanskrit Vidyapeetham Library.
4. Sri Venkateswara University Library
5. Sri Venkateswara Veterinary University Library

Methodology

The questionnaire was prepared for university librarian to collect the data regarding the present position of the library regarding services. There will be a group of questions based on the study. From each university library 100 questionnaire was distributed out of 500 only 300 were responded, the data were collected on the basis of the questionnaires and these data's were analyzed and interpretation made through tables, charts, diagrams to highlight the status of the library. These data were organized, calculated, tabulated, analyzed and presented by using simple arithmetic and statistical methods in order to arrive for its result.

Data Analysis

Gender-wise Distribution Respondents

Table-1 shows the gender-wise respondents, among 300 respondents there were 198(66%) male respondents, and remaining 102(24%) were female respondents from five universities which is shown in the table.

Table-1 Gender-wise Respondents

Gender	S.V.U	S.P.M.V.V	S.V.A.U	S.V.V.U	R.S.V	Total	%
Male	45	38	41	35	39	198	66
Female	22	19	23	20	18	102	34
Total	67	57	64	55	57	300	100

Availability of Library Information Services

Table-1 shows the responses of librarians with regard to the provision of different information services in their respective libraries are presented in table. Almost all five university libraries are having all services listed in the table

Table-2 Availability of Library Information Services

Types of Services	Universities				
	S.V.U	S.P.M.V.V	S.V.A.U	S.V.V.U	R.S.V
Bibliographic service	Yes	Yes	Yes	Yes	Yes
Circulation Service	Yes	Yes	Yes	Yes	Yes
Curent Awareness Service	Yes	Yes	Yes	Yes	Yes
Document delivery services	Yes	Yes	Yes	Yes	Yes
Inter-library loan	Yes	Yes	Yes	Yes	Yes
Internet Service	Yes	Yes	Yes	Yes	Yes
News paper clipping service	Yes	Yes	Yes	Yes	Yes
OPAC Service	Yes	Yes	Yes	Yes	Yes
Orientation programme Service	Yes	Yes	Yes	Yes	Yes
Reprographic service	Yes	Yes	Yes	Yes	Yes
Rreference service	Yes	Yes	Yes	Yes	Yes
SDI Service	Yes	Yes	Yes	Yes	Yes
Translation service	Yes	Yes	Yes	Yes	Yes

Awareness on Information Services

It is evident form the above table that majority of the respondents (53.27%) mentioned that they are aware of the Bibliographic services rendered by their respective university libraries, followed by the number of respondents who mentioned that their libraries are not providing (5.25%) and they do not have idea (41.71%)., similarly Circulation Service, Current Awareness Service, Document delivery services, Inter-library loan, Internet Service, News paper clipping service, OPAC Service, Orientation programme Service, Reprographic service, Reference service, SDI Service, Translation service, some are aware of these services which is shown in the table-3, some are not ware and some are no idea about these services.

Table-3: Awareness on Information Services

Service	Providing	%	Not Providing	%	No Idea	%	Total
Bibliographic service	212	53.27	20	5.25	166	41.71	398
Circulation Service	260	80.75	10	3.16	52	16.15	322
Current Awareness Service	112	42.26	34	12.83	119	44.91	265
Document delivery services	140	37.04	156	41.27	82	21.69	378

Inter-library loan	60	13.57	200	45.25	182	41.18	442
Internet Service	230	79.04	52	17.87	9	3.09	291
News paper clipping service	165	41.25	119	29.75	116	29	400
OPAC Service	211	48.17	82	18.72	145	33.11	438
Orientation programme Service	115	25.16	186	40.7	156	34.14	457
Reprographic service	250	89.61	9	3.226	20	7.17	279
Reference service	213	62.83	116	34.22	10	2.95	339
SDI Service	160	47.2	145	42.77	34	10.03	339
Translation service	130	29.41	156	35.29	156	35.29	442

Satisfaction regarding library services

Table-4 shows the satisfaction level of different library services and information resources, 47.27% respondents are 'highly satisfied' with the Bibliographical services, 25.15% are 'satisfied' and 27.58% respondents are 'dis-satisfied' services. Similarly Circulation Service, Current Awareness Service, Document delivery services, Inter-library loan, Internet Service, News paper clipping service, OPAC Service, Orientation programme Service, Reprographic service, Reference service, SDI Service, Translation service, some are 'highly satisfied' of these services which is shown in the table-3, some are 'satisfied' ware and some are 'dis-satisfied'with these services. Majority of the research scholars are fully satisfied with the 'Bibliographical services'.

Table-4: Satisfaction regarding library services

Service	Highly satisfied	%	Satisfied	%	Dis Satisfied	%	Total
Bibliographic service	312	47.27	166	25.15	182	27.58	660
Circulation Service	260	50.78	52	10.16	200	39.06	512
Curent Awareness Service	211	42.63	119	24.04	165	33.33	495
Document delivery services	115	32.03	82	22.84	162	45.13	359
Inter-library loan	250	45.29	182	32.97	120	21.74	552
Internet Service	213	35.03	213	35.03	182	29.93	608
News paper clipping service	165	28.45	165	28.45	250	43.10	580
OPAC Service	211	35.95	211	35.95	165	28.11	587
Orientation programme Service	115	26.08	115	26.08	211	47.85	441
Reprographic service	250	40.00	260	41.6	115	18.40	625
Rreference service	116	22.79	211	41.45	182	35.76	509
SDI Service	145	30.66	115	24.31	213	45.03	473
Translation service	156	36.62	156	36.62	114	26.76	426

Conclusion

Libraries in higher education intuitions occupy an important position. One of the most important components of library is "The user". To satisfy the changing information

requirements of the user is the key responsibility of libraries in general and university libraries in particular. They should offer required services to ensure the effective use of the resources available. Assessing the needs and requirements as well as the satisfaction of the students, researchers and teachers with regard to the library and information services is highly necessary. The functioning of the library should be user focused and librarian should be the interpreter of thought and content and user satisfaction should guide the libraries. Basing on the above, the present study has been conducted to evaluate the information services offered in University libraries at Tirupati. Basing on the analysis the following conclusions are drawn relating to awareness of electronic sources, adequacy of collection of documents in terms of quality and quantity, information sources, awareness on information services, utilization of information services, satisfaction on information services, Current Awareness Services, News paper clipping services, and I.T based service

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