

User Attitude of Palamur University Library, Mahabubnagar, Telangana: A Study

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***Abstract** - In the 21st Century considering the objectives of University education today, the university library and information system has to shoulder onerous responsibilities. This university library not only complements the class room study but also aids the research and also they invent, design, and produce they find out solutions to practical problems faced by society and play a role in socio economic development. In this paper deals with utilisation of library resources, user satisfaction, optimum utilisation of resources for the update their knowledge and the research also.*

Keywords: *Uer studies, e-books, e-journals, e-resources, Palamur University, University Library,*

Introduction

In the modern India higher education system transferring from traditional teaching to e-teaching(e-classes rooms, digital class rooms and virtual class rooms) in the same the resource are also changing printing to e-forms such as e-books, e-journals, CD ROM, DVD's etc. "Especially in University Education sectors library and information centres delivers a wide spectrum of services, by helping students with textbooks, parallel studies, thesis, dissertations, reports, surveys, reference books and periodicals; by providing a large number of bibliographic tools and up-to-date literature on every subject for students, teachers and research scholars and providing efficient quality information services to their clientele"¹.

Users of this University Library are utilising for Students need information for exam preparation, writing assignments scholarships, preparation for competitive exams, web browsing etc. Faculty need information for successful class room teaching, seminars, workshops and update their knowledge fellowships advising students, grading papers, student's instructional laboratory. "The main intention of role of a University library is to satisfy the needs of its users and to provide the optimum utilisation of resources. The services of librarian also make good customer satisfaction among users. Librarian should observe the user satisfaction. The university library collection contain Text books, journals, periodicals, scholarly journals, research reports, theses, conference proceedings, seminar proceedings, standards, patents, maps, atlas, globes, microfilms , fiche ,manuscripts, slides, A-V materials, Databases, CDROMS, E journals, Databases online, bibliographic databases, E books and other Online e resources etc. These resource are shows great impacts on the students, research scholars and teachers also"⁸.

Palamur University: Palamuru University, Mahubnagar, Telangana was established in 2008. It has been pleased with the opportunities of cross fertilisation of ideas and research that have become available across their university. The university has attracted many of the most dynamic scholars working internationally from all fields of the inquiry who have

galvanised their campus community of the students and researchers.

University Library: The main library was established in 2008 along with the University. The devoted building of General Library is sprawling and spacious with indoor auditorium, reading section, reference section etc. PU library opens at 9:00 AM and closes at 10:30 PM. It is a user-centred academic library. A special section known as Competitive Examination Reference Library established during the year 1997 to facilitate the University students to prepare for the various competitive examinations. This Section provides reading materials for various competitive examinations conducted at the State and Central levels. The Section also helps its members in preparing for **TOFEL, IELTS & GRE** examinations by providing books, cassettes and CDs. The Library currently houses more than 15,000 books and nearly current 3000 titles.

e-Library : The main /general library provides online access to thousands of academic e-journals, e-books, databases, article, consortiums streamed audio and video, and datasets. The Library is well equipped with online and Internet facilities that provide users with fast and comprehensive access to information. The library has wonderful periodicals, scholarly journal collections related to Political science and commerce. The Library is well-equipped with online facilities, allowing users fast and comprehensive access to information. This library providing WiFi facility to all the library users of Palamur University .

Review Of Literature

Pradeep Nathish (2003) on his study on user satisfaction of the IIT libraries in India. This study focus on user needs level. These institutions are providing services for their users demand especially in latest literature in engineering and technology. And also focus the project and dissertation information user are highly satisfied while making their projects. And majority (72%) of the users are satisfying the availability of resources. **Anirudha and Bhavan (2005)** on their study information seeking behaviour of Clinical Students of AIIMS and National Board of Examinations students” this paper deals with user needs of Clinicians and Medical professionals in Delhi. Focuses availability of medical/Health science information resources in their institutions and accessibility of resource also analysed in this paper. Highest i.e. 61.25% of the users are accessing online medical databases that means medical professionals are utilising latest e-medical information for their regular medical practice in New Delhi. **Anwar Ali & Jagan Bihari (2004)** in their study Utilization of Library Resources in Degree Colleges in Tamilnadu. This paper mainly expressed the utilization and satisfaction degree college libraries. Most (75%) of the Teaching community is utilising e-resources i.e., CD-ROM and e-journals, e-books in the Degree College libraries (N-LIST & Shodganga) and also focused on N-List journals accessibilities & usage of e-resources in degree colleges.

Scope of the Study: Higher Education system Particularly in Indian universities, the individual users are influenced by the attitude they have developed on their own or and those imposed on them by community of scholars. So therefore, it was considered, for the purpose of the present study, to examine the attitude of selected population of students belonging to University library.

Objectives of the Study:

- To know the attitude of Palamur university library users
- To find out the availability of resource in Palamur university library

- To know suggestions if any to improve the existing library system in Palamur university library.

Methodology:

A structured questionnaire having 12 statements was distributed to 100 students randomly and got filled in questionnaire from 84 students of the Palamur university Library users. The population of users attitudes towards library was measured in terms of 12 items each with a 5 point scale covering various aspects of library services, collection and satisfaction etc . The Answer categories ranged from strongly agree to strongly disagree. The degree of agreement indirectly reflects the intensity of their attitude towards library.

Table: 1 : In order to measure the seriousness of the user in the study towards library Likert five point attitude scale of SA = Strongly Agree A= Agree UC= Uncertain DA= Disagree SDA= Strongly Disagree used.

Statement of the Data

SN	Statement	SA	A	UC	DA	SDA
1	Availability of Collection in the library such as printed books, journals etc helping for your study.	35(41.6%)	13(15.4%)	24(28.5%)	6(7.1%)	6 (7.1%)
2	Electronic collections in the library i.e databases journals UGC-infonet Consortium and N-List Resource from INFLIBNET	20(23.8%)	14(16.6%)	26(30.9%)	10(11.9%)	14(16.6%)
3	ICT infrastructure facilities(such as terminals servers, speed of net for accessing e resources are adequate)	34(40.4%)	18(21.4%)	8(9.5%)	10(11.9%)	14(16.6%)
4	Library Professionals are helping and guiding you in locating, using collections in the library	27(32.1%)	30(35.4%)	6(7.1%)	10(11.9%)	11(13.0%)
5	Periodic training is important for users for accessing resources of University library.	29(34.5%)	9(10.7%)	16(19.0%)	20(23.8%)	10(11.9%)
6	Library software KOHA is helping much to search, locate and access the database contain books etc through OPAC.	35(41.6%)	22(26.1%)	11(13.0%)	7(8.3%)	9(10.7%)
7	Physical facilities(such as reading rooms chairs electricity ventilation water generator, cleanliness) are sufficient/excellent to sit and read in the library for long Hours.	36(42.8%)	5(5.9%)	9(10.7%)	24(28.5%)	10(11.9%)
8	Library Professionals are supporting locating the document from shelf (getting required information) are good in the library	27(32.1%)	34(40.4%)	11(13.0%)	8(9.5%)	4(4.7%)
9	Referral Information Service (Required information is not available in your library you are consulting other libraries, friends internet etc)	15(17.8%)	22(26.1%)	17(20.2%)	10(11.9%)	20(23.8%)
10	Collections and services in the library users are satisfying to get the information	29(34.5%)	26(30.9%)	11(13.0%)	7(8.3%)	11(13.0%)
11	Your library had positive impact on your academic and career development.	28(33.3%)	23(27.3%)	14(16.6%)	9(10.7%)	10(11.9%)
12	Cumbersome procedures(issue of limited number of books, limited time for accessing non issue of reference books etc discourage you in using the library effectively often discourage the user from seeking information(positive)	24(28.5%)	22(26.1%)	19(22.6%)	11(13.0%)	8(9.5%)

Table 2: Availability of Resources in Palamur University Library

Sl.No.	Resources	No of Resources
01	Books	15000
02.	Journals	112
03	CD'S & DVDs	150
04.	Projects	220

Analysis

For analysis point of view Strongly Agree and Agree taken as one unit and Strongly Disagree and Disagree taken as one unit. From the above data for (Statement No 1) it can be noted 48 (57%) of the students opined that collections available in the library such as printed books, printed journals etc are helping in their study..This is favourable attitude of students about printed books, journals in the library and concluded that they are serious about printed collections in the library. However 15.2 % opined that the printed collections in the library are not helping in their study. On the whole printed collections are helping them very much it in their study and it indicates majority users had positive attitude on printed collections.

From the above statement No 2 is shows that 24 (50.4 %) users opined that electronic collections in the library i.e databases, e journals, UGC Infonet, NLIST, INFLIBNET Resource(s) are adequate according to syllabus. This indicates that e resources are adequate in library and students are serious about e resources and want to seek information from them. However 37.05 % of the students in the study opined that e-resources available in the library are inadequate. Now this University is transferring their resources to print to electronic form.

From the above statement No 3 focus that approximately 52 (61.8 %)of the students said that ICT Infrastructure facilities such as terminals, servers, speed of internet for accessing e resources i.e online data bases and e journals) are adequate it indicates majority having a positive attitude towards infrastructural facilities available in the library. However 24 (28.5 %)of the students opined that ICT infrastructural facilities in the library are not adequate.

From the above statement No 4 shows that 57 (67.5 %) users opined that library staff is helping and guiding them in locating, using collections in the library properly and it reflects that user have positive attitude towards staff. It reflects that staff in the library are co-operative with users in information accessing, 21 (24 %)of the students opined that library staff is not helping them in getting needed information, it indicates they have negative attitude about staff. Majority users had good opinion about staff and staff is working effectively in fulfilling user needs.

From the above statement No 5 indicated that the students need training for using of online databases and journals. 38 (45.3%) users said periodic training is important for accessing E resources available in the library. Training would help them a lot to access information easily from e resources without wasting time. This data indicates that users are serious about periodic training. However 30(34.7%) students do not require training on usage of e resources.

From the above statement No 6 shows that 57 (67.8%) of the users felt that Library software KOHA is helping more to search and locate the document available in the library through OPAC. It indicates that they had positive attitude towards library software and are retrieving information easily. On other hand 16 (19%)users opined that library software is not helping them to retrieve the information in the library.

From the above statement No 7 indicates that physical facilities in the library are important to attract the users and utilize the library materials effectively. The data shows that 41(48.7%)of the users opined that physical facilities (such as reading rooms, chairs, reading tables, electricity, ventilation, water, generator cleanliness) are sufficient/excellent to sit and read in the library for long hours and 30(40.44 %) users opined that physical facilities are not sufficient to utilise the resources for long hours in the library.

From the above statement No 8 shows that 61 (72.6%)of the user expressed satisfaction on library timings, staff support , locating the document from the shelf(getting required information) and 12 (14.2 %) are said that Library timings, staff support ,etc not good and locating the document from the shelf is also difficult . The above data indicates majority users had positive attitude about library timings and staff and finding of the document from the shelves.

From the above data statement No 9 shows that 37(44%) of the users said that library professionals are advising the referral service due to not availability of resources in the libraries/centers/friends/internet for information. It is a favourable attitude and user are serious about the information and getting information from any source if the library does not have needed information. 17 (20 %) users were uncertain. However 31 (35.7 %) users said if required information is not available in the library they are not consulting other libraries/centers/friends/internet for information.

From the above statement No 10 indicates that majority of the users are i.e 55 (65.4 %) opined that services and collection in the library are satisfying their information needs. It reflects that majority user had positive attitude about collections and services available in the library. Only 19 (21.3 %) users said services and collection in the library are not satisfying their information needs. It is an indifferent attitude of the users towards library collections and services.

From the above statement No 11 to indicate that 51 (60.7 %) of the students opined that library had positive impact on their academic and career development. However 19 (22.6 %) said library and its collections had no positive impact on them. On the whole it indicates that library is useful to majority users in their academic and career development.

From the above statement No 12 focus that the 46 (54.7 %) of the users said that cumbersome procedure such as issue of limited books, limited time for accessing e resources, non issues of printed journals, and reference books discourage them in using library to the full extent. It is interesting that 19 (22.6%) are not certain about this. Only 19 (22.6 %) of the users felt that cumbersome procedure such as issue of limited books, limited time for accessing e resources, non issues of printed journals, and reference books are not discouraging them in using library.

Table: 2

It shows that availability of resources in Palamur University Library i.e. Books are 15000 it contain more than 3000 titles, Journals =112 print journals in various discipline's , CDs & DVDs =150 and Pharmacy and Education departments projects 250 are available. Also this university library subscribing N-LIST (e-Books and e-Journals) and member of National Digital Library for accessing of free resources in various disciplines.

Suggestions: 1. User Education programme is requiring for the users in every year while starting of new academic year 2. Institutional repository require for the University library to utilisation of resources for users to present in future also. 3 lack of manpower for the providing of services in University Library and Qualified library professionals are require 4. Wi-fi facility require in library premises for the accessing the resources 5. Lack of Internet facility in the Computer Lab it is mandatory to improve the speed of Internet for accessing the resources.

Findings

Majority users in the study had positive attitude towards Palamur University General Library and users are more serious about seeking information from the library. Major findings in the study user are utilizing/accessing of print and electronic resources. Now the University library authorities are to subscribe more number of e- resources than print resources. Majority users' are requiring periodic training to accessing of the resources. Users are satisfied with the physical exposure of the general library and users are satisfied with their collection.

Conclusions

In the context ICT-era library user requirements are mostly electronic resource based. In the university education system library and Information centres are playing a pivotal role to providing information to users (students, research scholars & teachers) for their demands. University library professionals have to well-versed in serving the required and quality resources to the users and ultimate goal of university library is user satisfaction by providing the quality of information.

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