Library and Information Services in Gujarat Vidyapith: A User Survey

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Abstract:
Which library initiatives are really helping students succeed academically? This question is the focus of the present research. The present study also focused on user's attitude toward information source and services in the Gujarat Vidyapith library, Ahmedabad. Data was collect from 160 students and 40 faculties. The paper analyses use pattern, adequacy of library collection, user's opinion on library. Maximum users are found satisfied with the physical facilities and collection as well arrangement of library reading material.

Keyword: *Library Services, College Library, University Library Information Services*

1. Introduction

Gujarat Vidyapith is a deemed university which is located at Ahmedabad. The university was founded on 18 october 1920 by Mahatma Gandhi, who would serve throughout his life as the Kulpati (Chancellor). The library is the soul of his institute. Gujarat Vidyapith library is the biggest library of the Gujarat state by its collection. Library has also a separate collection of Gandhi's books. At present time the library has 6,54,212 books. Library is fully computerized with SOUL software.

2. 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 analyzed 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

3. Objectives

The study was undertaken to find out the existing library and information service facilities in the Gujarat Vidyapith Library, Ahmedabad for the year 2018-19. The specific objectives of the study are as an under

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

4. Methodology

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 university. Questionnaire consisting of 20 questions was designed to elicit the options of the users. Total 240 questionnaires were distributed, out of which 217 users responded. But 17 questionnaires were not fully filled, so 200 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	200	160	80.00
Teaching Faculty	60	40	66.67

5. Analysis and Interpretation of Data

5.1 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	57	16	73
2	Once in a Week	23	08	31
3	Twice in a week	42	11	53
4	Once in a Month	16	4	20
5	Occasionally	22	1	23
	Total	160	40	200

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 36.5 % of users are using the library everyday followed by 26.5 % of users are using the library twice in a week, 15.5% are using the library once in a week. The percentage of occasional visitors is very low, which is a good sign for library.

International Journal of Research in all Subjects in Multi Languages
[Author: Dr. Nilesh A. Patel] [Subject: Lib. & Inf. Science]

Vol. 5, Sp. Issue: 4, April: 2017
(IJRSML) ISSN: 2321 - 2853

6. 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	24	28	52
2	½ hour to 1 hour	91	7	98
3	1 hour to 2	45	5	50
Total		**160**	**40**	**200**

Table 3 indicates clearly that the majority of users spent ½ hour to 1 hour, whereas 25 % users spent 1 hour to 2 hour. It is noticed that 26% users spent only spent ½ hours.

7. 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	58	10	68
2	To consult periodicals	14	08	22
3	To read newspapers	31	13	44
4	To consult reference books	57	09	66
	Total	**160**	**40**	**200**

From Table 4 gives necessary information to the librarian on the documents and type of information that the library users are interested in . 34 % users visit library to borrow books and 33 % to consult reference books. Only 11% user came for reading periodical.

8. 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	82	54	28	12	-
2	Newspapers	64	64	36	38	-
3	Periodicals	6	30	32	88	22
4	Reference Books	26	30	76	40	4
5	CD-ROMs	-	-	04	22	150

International Journal of Research in all Subjects in Multi Languages
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Vol. 5, Sp. Issue: 4, April: 2017
(IJRSML) ISSN: 2321 - 2853

Table 5 depicts ranking of preferences stated by the users. Total 82 users have not responded on this question. Books are the most preferred resource used by users and 64 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.

9. 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 6: 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	44	06	50
2	Assistance of library staff	27	03	30
3	Guidance of Subject Expert	18	06	24
4	Help of Friends	12	04	16
5	Self	59	21	80
Total		**160**	**40**	**200**

Table 6 demonstrates that 40% users locate the required reading material by themselves, followed by 25% search by consulting catalogue and 15% users find their required information with the assistance of library staff.

10. 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 7: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	01	01	02
2	Less no. of copies of needed books	60	04	64
3	Latest books are not available	08	12	20
4	Important books are for reference only	24	12	26
5	No such problem exists	67	11	98
Total		**160**	**40**	**200**

Table 7 attempts to identify the reasons of user's dissatisfaction in the context of library collection. 49 % 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.

11. Evaluation of Library & Information Services.

Table 8: 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**	150	36	186	10	04	14
2	**Reference**	154	40	194	06	-	6
3	**Reading Facilities**	154	40	194	06	-	6
4	**CAS**	140	30	170	20	10	30
5	**Reprographic**	132	28	160	28	12	40
6	**OPAC**	56	22	78	84	18	102

Table 8 makes it clear that 97 % users are satisfied with reference and reading facilities, followed by 93 % users with circulation service. 51 % users are not satisfied with OPAC.

12. 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. User's responses are given here.

Table 9: Users Opinion on Behavior of Library Staff

Sr. No.	Attitude of Library Staff	Yes			No		
		Students	Teachers	Total	Students	Teachers	Total
1	**Friendly & easy to talk**	156	40	196	04	-	04
2	**Available when you need them**	144	38	182	16	02	18

Table 9 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.

13. Physical Facilities

Table 10: Users Opinion on Quality of Physical Facilities

Sr. No.	Physical Facilities	Satisfaction			Un satisfaction		
		Students	Teachers	Total	Students	Teachers	Total
1	**Reading Space**	144	36	180	16	4	20
2	**Cleanliness**	154	38	192	6	2	08
3	**Ventilation**	150	38	188	10	2	12
4	**Computing Facilities**	140	36	176	20	04	24
5	**Lighting**	156	38	184	14	02	16
6	**Security**	150	40	190	10	-	10
7	**Furniture**	144	38	182	16	2	18

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 10. Table shows that maximum users are satisfied with all mentioned physical facilities. Computing facilities need a little check.

14. 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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