



Use of information services in the library of NIT Kurukshetra and GJUS&T, Hissar: A comparative study

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Abstract

The purpose of the study is to find out the use of information services by the users of NIT Kurukshetra Guru Jambheshwar University Science and Technology, Hissar. Data for the study was collected via a well-structured questionnaire that was administered to 400 users of library. Out of 400, a total of 370 questionnaires were completed and received back by respondents, showing an overall response rate of 92.5 percent. The study findings reveal that 63.68% respondents of NIT and 64.44% respondents of GJUS&T Hissar used the issue/return of books service while 47.37% respondents of NIT and 16.11% respondents of GJUS&T used the book bank service. It was noted that 74.21% respondents on NIT followed by 77.78% respondents of GJUS&T used the information services for get the study related material. The purpose was to investigate the type of information services used by the respondents. The study reveals that 31.05% respondents of NIT and 38.89% respondent of GJUS&T faced the time consuming problems followed by 35.78% respondents of NIT and 27.22% respondents of GJUS&T faced the not easy to search problems.

Keywords: information services, NIT Kurukshetra, library services, GJUS&T Hissar

Introduction

The university library, as a service centre, has always played an important role in developing collections, services, and organizational structures that facilitate users' needs. The quality of teaching, research, and community service of social scientists in any university system depends on information sources and services. Information availability, accessibility, and use are essential to the teaching, research, and service activities of social scientists in these technical universities (Popoola, 2008) [3]. The information has been the basic need of the society always but at no point of time, it has played such a crucial role as it is playing today. Information is the basis of all communication. The intrinsic value of information lies in its transmission and utilization. The communication of information from the generation point to use point is a multistage process. The users would like to access information that should be relevant to the context, accurate for the purpose, complete for the problem and reliable. Sridhar observed that "A reader may need a specific type of information for a specific purpose. The number of documents are produced is very large, so large that it is impossible for the reader to keep track of its information". Kumar observed that "A reader may need a specific type of information for a specific purpose. The number of documents are produced is very large, so large that it is impossible for the reader to keep track of its information" Hence the library's / librarians' main function is to provide the 'connecting link' between the reader and the book and set the ideas observed that "A reader may need a specific type of information for a specific purpose. The definition given by A. L. A. Glossary of Library Terms will enable you to understand the concept more clearly. According to it, service means "An agency which supplies information especially current data, in easily available form, not readily available otherwise".

There are two type approaches that can be followed in providing information services to readers. In fact certain services can be given anticipating that these services are beneficial to the users. These types of services are known as anticipatory services. The aims of this approach are to keep the users abreast with the current developments in their field. Services such as documentation services, current awareness services etc. can be grouped under this category. While certain services are provided on demand or based on specific request of the users. These types of services are known as responsive services. Services such as reference service, referral service, information consolidated products services etc are grouped under this category.

Objectives

The following are the objectives of the study

1. To find out the frequency and purpose of visit to the libraries by the students.
2. To find out the frequency of information services used by the students.
3. To know the purpose of using information services.
4. To identify the problems faced by students while using information services.
5. To find out satisfaction level with the use of Information services.
6. To suggest the ways and means for the improvement of the library services.

Review of literature

Kumari and Others (2014) [2] conducted a study on Awareness and Utilization of Library Services among users of Selected Women's College Libraries in Aligarh and found that the highest percentage of users from WC preferred to visit library for borrowing books (64.44%) followed by study purpose

(32.22%). All the respondents in TRKM (100%) and majority of library users in WC (97.78%) were aware of circulation services. A good percentage of library users in WC (70%) and about half of the respondents in TRKM (51.76%) were aware about newspaper services. Newspapers and reference books were mostly used information resources available in WC and TRKM. More than half of the users of TRKM (60%) and WC (53.33%) considered library staff as helpful. The study illustrated that highest percentage of respondents from TRKM (62.35%) and (51.11%) were satisfied with the overall functioning of library. Prakash and others (2014) [4] conducted a study on Library Collection, Facilities and Services of the Central University of Karnataka and found that the 36% of the users visited the library almost daily. Majority of the research scholars 40% visited the library for professional purpose. Most of (92%) users of CUK library were using general book followed by usage of reference books (87%).majority of the respondents (96%) use circulation services followed by Reference Services (92%) and Internet browsing (89%) respectively. The study also found that 70% respondents are Newspaper clipping services followed by OPEC (50%). Sharma (2013) [6] conducted a study on User study of Library Services of Punjab University Library, Chandigarh and found that 84% of the respondents preferred the both, manual and services and 78% access e-journals. The majority of the users i.e. (86%) use books as an information resource and 10% were interesting in CD ROM databases. Doraswamy (2012) [1] conducted a study on Information Use the Pattern towards Library Services and Facilities by Faculty Member of Siddhartha Educational Institutions Vijayawada and found that 48.57% of the faculty members are using the borrowing facilities substantially and 52.75% of the members of the faculty are using the reference services substantially where as 30.77% of them are using marginally. It is evident that 40.22% of members of the faculty are using the CAS/SDI marginally and 39.34% of members of the faculty are using the interlibrary loan marginally. It's evident that 48.57% of the faculty is using the reprographic services substantially and 39.55% of them are using marginally. Tamrakar and Others (2010) [8] conducted a study on Use of Information Sources and Services by the Research Scholars of CDRI Library, Lucknow and found that 38.94% of research scholars were using the library daily. 45.26% devoted one to two hour in the library, 75.78% visited the library for borrowing books/journals, 68.42% of research scholars' purpose of seeking information was to solve immediate practical problems related to their research work, 66.31% of research scholars were using online databases/journals on the basis of top priority, and Borrowing service has been given top priority.

Research Methodology

The questionnaire was designed for the users to assess their need about information services. The questionnaire included different types of questions such as multiple choices. The various aspects covered in the questionnaire. The well-structured questionnaire was administered to the students. The investigator personally visited libraries and departments for taking response through the questionnaire. For filling up the questionnaire from students, questionnaires were randomly

distributed in the departments and libraries. Random sampling process was followed for data collection. The sample was random in the sense that the present study consisted of male and female students randomly selected from different department of NIT Kurukshetra and GJUS&T Hisar. 400 questionnaires were distributed among the male and female respondents of these Universities and out of 400 questionnaires only 370 questionnaires were received back. The data so collected was tabulated and analyzed with help of statistical software SPSS and observation made during the study. The quantitative data collected with the help of questionnaire was analyzed with the help on percentage method

Analysis of data

Table 1: Gender wise Distribution of Respondents

Gender	NIT Kurukshetra	GJU &T Hissar	Total
Male	149 (56.01)	117 (43.98)	266 (71.90)
Female	41 (39.42)	63 (60.57)	104 (28.10)
Total	190 (51.35)	180 (48.64)	370 (100)

Source: Table compiled from the data collected from the questionnaire.

Table-1 Shows that 51.35% respondents were from NIT Kurukshetra and 48.65% respondents were from GJUS&T, Hisar. The Table also indicates that 56.01% and 43.98% respondents were male and 39.42% and 60.57% respondents were female of NIT, Kurukshetra and GJUS&T, Hisar.

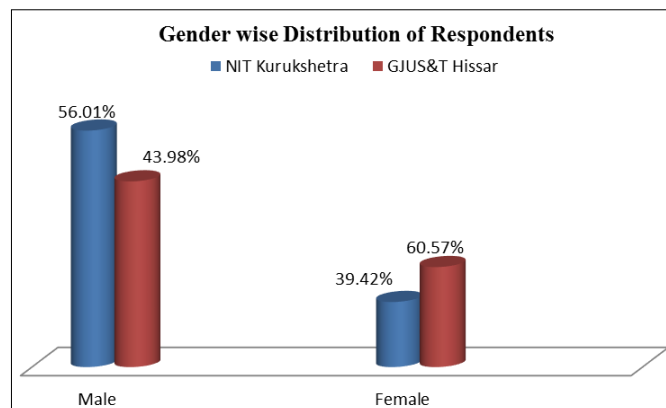


Fig 1: Gender wise Distribution of Respondents

Table 2: Frequency of Library Visit

Institute	Daily	Twice a week	Weekly	Once a Month	Total
NIT	27 (14.21)	58 (30.53)	59 (31.05)	46 (24.21)	190 (51.35)
GJUS&T	51 (28.33)	42 (23.33)	68 (37.78)	19 (10.56)	180 (48.64)
Total	78 (21.08)	100 (27.03)	127 (34.32)	65 (17.57)	370 (100)

Source: Table compiled from the data collected from the questionnaire.

Table-2 highlights that 37.78% respondents of GJUS&T and 31.05% respondents of NIT visited library weekly and

followed by 30.53% respondents of NIT and 28.33% respondents of GJUS&T visited the library twice a week and daily respectively.

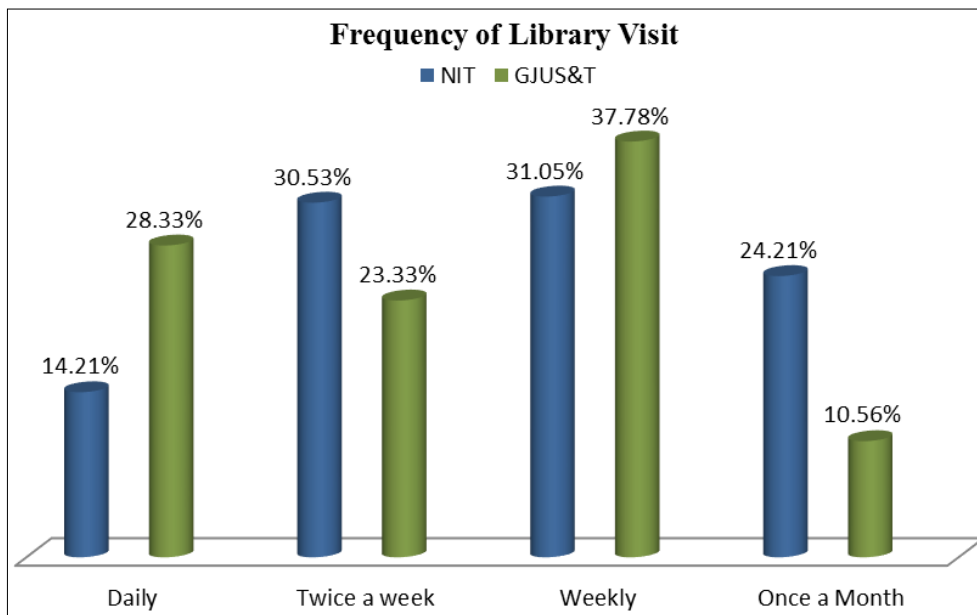


Fig 2: Frequency of Library Visit

Table 3: Use of Information Services

Institute		Issue/Return of the Books	Reference Services	Photocopy Services	ILL Services	Online Search Services	OPAC	CAS/SDI	Book Bank Services
NIT	Frequently	121 (63.68)	20 (10.53)	51 (26.84)	9 (4.73)	23 (12.11)	11 (5.79)	9 (4.74)	90 (47.37)
	Sometime	61 (32.11)	95 (50)	80 (42.11)	35 (18.42)	62 (32.63)	25 (13.16)	26 (13.68)	65 (34.21)
	Never	8 (4.21)	75 (39.47)	59 (31.05)	146 (76.84)	105 (55.26)	154 (81.05)	155 (81.58)	35 (18.42)
GJUS&T	Frequently	116 (64.44)	25 (13.89)	23 (12.78)	11 (6.11)	24 (15.33)	15 (8.33)	10 (5.56)	29 (16.11)
	Sometime	43 (23.89)	70 (38.89)	75 (41.67)	12 (6.66)	48 (26.67)	17 (9.44)	11 (6.11)	33 (18.33)
	Never	21 (11.67)	85 (47.22)	82 (45.56)	157 (87.22)	108 (60)	148 (82.33)	159 (88.33)	118 (65.56)
	Total	370 (100)	370 (100)	370 (100)	370 (100)	370 (100)	370 (100)	370 (100)	370 (100)

Source: Table compiled from the data collected from the questionnaire

Table-3 highlights the majority of respondents i.e. 63.68% of NIT and 64.44% GJUS&T were used issue/return of the books services frequently whereas 47.37% respondents of NIT and 16.11% respondents of GJUS&T used Book Bank services frequently. The majority of the respondents i.e. 50% of NIT and 38.89% of GJUS&T used reference services sometime

whereas 39.47% respondents of NIT and 47.22% respondents of GJUS&T are not used reference services. Table also reveals that 26.84% respondents of NIT and 12.78% of GJUS&T used photocopy services frequently whereas 32.63% of NIT and 26.67% of GJUS&T used online search services in sometime.

Table 4: Purpose of Information Services

Institute	To get study related material	To get print out of required material	To get material for class prepare assignments	To get literature for search	To know the availability of material
NIT	141 (74.21)	42 (22.11)	68 (35.79)	23 (12.11)	36 (18.95)
GJUS&T	140 (77.78)	28 (15.26)	53 (24.44)	19 (10.56)	39 (21.67)

Source: Table compiled from the data collected from the questionnaire

The table no. 4 shows that Most of the respondents used information services for more than one purpose. 74.21% respondents of NIT and 77.78% respondents of GJUS&T used information services to get study related material whereas 35.79% respondents of NIT and 24.44% of

GJUS&T used information services to get material for class assignments. The table also indicates that 22.11% respondents of NIT and 15.25% respondents of GJUS&T used information services for printout purpose.

Table 5: Problems in using Information Services

Institute	Time consuming	Slow Speed	Not easy to search	Not enough terminals to access	Lack of trained staff
NIT	59 (31.05)	57 (30)	68 (35.78)	31 (16.31)	35 (18.42)
GJUS&T	70 (38.89)	56 (31.11)	49 (27.22)	33 (18.33)	28 (15.56)

Source: Table compiled from the data collected from the questionnaire

Table-5 clearly indicates that 38.89% respondents of GJUS&T and 31.05% of NIT faced the problem of time consuming whereas 35.78% respondents of NIT and 27.22% faced

problem of not easy to search. The problem of slow speed faced by 31.11% respondents of GJUS&T and 30% respondents of NIT.

Table 6: Satisfaction with Information Services

Institute	Highly satisfied	Satisfied	Partially satisfied	Not satisfied	Total
NIT	15 (7.89)	76 (40)	79 (41.57)	20 (10.52)	190 (51.35)
GJUS&T	14 (7.77)	82 (45.55)	70 (38.88)	14 (7.77)	180 (48.64)

Source: Table compiled from the data collected from the questionnaire

Table-6 shows that 45.55% respondents of GJUS&T and 40% respondents of NIT were satisfied whereas 41.57%

respondents of NIT and 38.88% respondents of GJUS&T were partially satisfied.

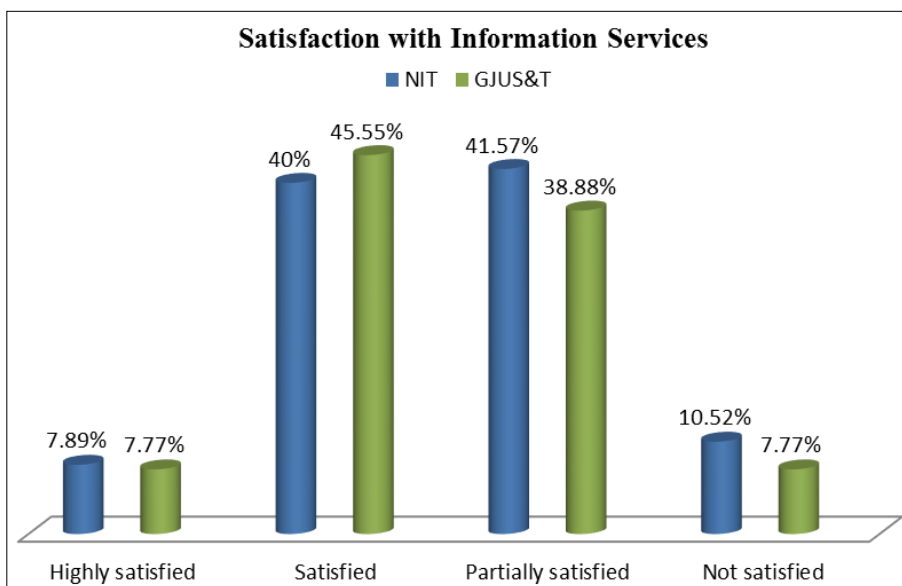


Fig 3: Satisfaction with Information Services

Major Findings

On the basis of survey, conducted in respective institutes, the NIT Kurukshetra and GJUS&T Hisar, following are the Major finding of the study.

37.78% respondents of GJUS&T and 31.05% respondents of NIT visited the library weekly. 30.53% respondents of NIT and 23.33% respondents of GJUS&T visited the library twice a week. 14.21% respondents of NIT and 28.33% of GJUS&T visited the library daily. 24.21% respondents of NIT and 10.56% respondents GJUS&T visited the library once in a month. 64.44% respondents of GJUS&T and 63.68% respondents of NIT used of issue and return of the books frequently and 32.11% respondents of NIT and 23.89% respondents of GJUS&T used the book bank services frequently. 13.89% respondents of GJUS&T and 10.53% respondents of NIT used the reference services. 32.11% respondents of NIT and 23.89% respondents of the GJUS&T used issue and return of the books services sometime and 47.37% respondents of NIT and 16.11% respondents of

GJUS&T used the book bank services frequently. 77.78% respondents of GJUS&T and 74.21% respondents of NIT used information services to get study related material. 21.67% respondents of GJUS&T and 18.95% respondents of GJUS&T used information services to know the availability of material. 38.89% respondents of GJUS&T and 31.05% respondents of NIT faced problem time consuming regarding problem in using information services and comparatively lesser number of 35.78% respondents of NIT and 27.22% respondents of GJUS&T faced problem not easy to search information. 45.55% respondents of GJUS&T and 40% respondents of NIT were satisfied with the information services. 41.57% respondents of NIT and 38.88% respondents of GJUS&T were partially satisfied with the information services.

Suggestion and Recommendation

The following are few suggestions and recommendations for the awareness of use of information source and services in libraries.

1. The library should update the services frequently.
2. Library should organize workshop, orientation programme on regular basis to enhance usage of information sources and services.
3. Skilled library professionals that not only know the traditional skills of librarianship but also have expertise in modern information and communication technology should be recruited.
4. The libraries should regularly organize Information Literacy programme in library regarding services.
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Conclusion

The study was investigating the use of information services by the respondents of NIT Kurukshetra and GJUS&T Hisar. An analysis of the present study shows that almost all the respondents visit the library. It was found that a majority of respondents were knowledgeable about the information services. Majority of the respondents had been using issue/return of the books, although a majority of them were using the book bank services. Though the information services are sufficient but the frequency of use of services like inter library loan, CAS/SDI, OPAC and reference services is very low. These services are less used perhaps owing to shortage of awareness or inconvenience in use of these services. Today libraries are giving emphasis to use of information services. The main purpose of a University library is to provide relevant and up to date services with a view to satisfying the growing information needs and requirements of users. Study clearly shows that all engineering University library should update and improve the services i.e. use the available modern technologies.

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