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Use of Information Sources and Services with Special Reference to College of Engineering: A Study

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Abstract

A well-equipped and well organized library is the foundation of modem educational infrastructure for the successful implementation of any educational programme. The quality of education is determined by the quality of library's resources and services available in that library. For a library to function effectively and provide information support to enhance the institutions objectives there must be adequate resources and user should also be guided and motivated to make use of existing resources and facilities. The resources available in a college library generally effect the services rendered by it to its client. Library resources can satisfy varying needs of the staff and students of various disciplines of the college. The present study discusses the perception of the users of engineering college library towards information sources and services. The very purpose of this study is to identify the satisfaction level, awareness of information sources and services and various problems faced by users while using the GECT library.

Keywords: Engineering, Reading, Collection, Orientation, Staff, Computerized Services.

Introduction

The technological advancements and innovations that took place over the years have transformed libraries from mere store house of printed materials into gateways to the universe of information. Libraries are no longer stagnant reservoirs of books/documents. ICT has brought about radical changes in the way in which libraries gather, preserve and disseminate information. Information is one of the basic needs of human being. There is no field of human activity in the world wherein information is not a component. It plays an important role in decision making, planning, and every developmental activity. In all fields the need of information is inevitable. Information due to its characteristics is valuable resource and commodity and has become a powerful weapon in the world.

Basic Concept of Engineering

The term engineering is the professional art of applying science to the optimum conversion of the resources of nature to the uses of human-kind . Engineering is the application of scientific, economic, social, and practical knowledge in order to design, build, and maintain structures, machines, devices, systems, material and processes. The discipline of engineering is extremely broad, and encompasses a range of more specialized fields of engineering, each with a more specific emphasis on particular areas of technology and types of application. Engineering is based principally on chemistry, physics and mathematics and their extensions into materials science, solid and fluid mechanics, thermodynamics etc. A great body of special knowledge is associated with engineering; preparation for professional practice involves extensive training in the application of that knowledge. The present study is based on the resources and services of Government Engineering and Technology Library, Kot Bhalwal, Jammu.

Brief Profile of Government College of Engineering and Technology, (GCET) Jammu, J& K State

GECT was established in the year 1994 under All India Council of Technical Education (AICTE). The college was inaugurated on 5th October, 1994 by then his Excellency, the Governor of Jammu and Kashmir, General K.V Krishna Rao at old University Campus, Canal Road, Jammu. This was the first Institute of its kind in Jammu region and it is affiliated

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University of Jammu, Jammu. New campus of GCET has come up on an area of 869 kanals of land at Kot Bhalwal, Jammu near AmbGrota which is 22 kms away from old University Campus, Canal Road, Jammu. The college of new campus was inaugurated on 12th August,2006 by the then Hon'ble Chief Minister Jenab Ghulam Nabi Azad and as per his directions on that day, three Engineering Departments of Civil, Computer, Electronic and Communication Engineering stands shifted and are fully functional at New Campus, Kot-Bhalwal, Jammu. The five departments concerned with Engineering Departments i.e. Civil Engineering, Computer Engineering, Electrical Engineering, Mechanical Engineering, Electronics and Communication Engineering besides four Departments of Applied Physics, Applied Chemistry, Applied Mathematics and Humanities administrative department are presently functioning in the old campus of GCET. All the nine academic departments are involved in the teaching/training work from first to eighth semester.

GECT Library

The working hours of GCET library is from 9 A.M to 2 P.M on all working days. The selection of books and reading material is made by the Head of the Department of various subjects concerned. For periodicals, there is a selection and committee which is responsible for selection and purchase of periodicals for the reading room. The acquisition of the reading material accessioning, classification and various technical jobs are undertaken by the librarian. The current staff strength of GECT library is nine. The library follows closed access system and has a rich collection of 29,034 books and about 65 journals are subscribed by the library. About 4 newspapers i.e. Daily Excelsior, Kashmir Times, Amar Ujala and Hindustan Times are subscribed by the library.

Review of the Existing Literature

Literature search plays a very important role in research activities, as it forms the very first step of research pursuit. The study of related literature implies locating, reading, and evaluating reports of research as well as reports of casual observations and opinions that are related to the planned research project. In any worthwhile study, the researcher must have an adequate knowledge with in the work that has already been done or going on in the area of his/her proposed research. Some of the worth mentioning studies which are reviewed and deserve to be mentioned are as follows: -

Doraswamy (2006)[1] his study mentioned that about 30% of the students use the digital resources daily, while 8.75% rarely use it. Majority of students indicated that due to lack of training they are unable to access the online journals and online databases. As such the library staff should provide orientation programmes to the students about the existing library facilities and their utility. Moreover more number of computer terminals should be installed in the library for the maximum benefit of the students.

Amritpal Kaur (2006)[2] in her study stated that about 90% of the respondents use E-resources for research/project work followed by the 75% for finding relevant information in the area of specialisation. The

information available in E-resources has proved to be a great asset for many of the respondents as they are able to keep themselves abreast of the latest information and improve their academic and professional competence. In order to create awareness among the teachers and the researchers, it is suggested that training programmes regarding how to use E-resources effectively should be organised at regular intervals.

Sasikala and Mani (2010)[3] in their study reported that majority of the libraries are well equipped with ICT tools .In most of the libraries library operations are fully automated. Significant number of librarians are also accessing Internet to gather details about e-journals, e-books, publishers/vendors/ suppliers and forth coming conferences in various engineering subjects. About the impact of Internet, most of the librarians felt that there is growing dependency on Internet for information among user community.

Mulla (2011)[4] in his study revealed that majority (91.67%) of respondents use Internet and (50.00%) use CD-ROMs. About (33.33%) respondents take guidance from library staff regarding the use of electronic resources. And (51.67%) of respondents indicate that the information available in the electronic resources is always adequate. Based on the findings of the study, it is indicated that lack of training is the main problem among faculty members to use electronic resources .For this purpose faculty members suggested that library must conduct training programmes regarding how to use the electronic resources effectively and more number of computers should be installed in the library for the benefit of the faculty members and more funds should be given to the colleges to acquire electronic resources.

Kannappanavar and Manjunatha (2011)[5] in their study indicated that out of 45 engineering college libraries only some of the colleges have rich collection and infrastructure facilities. In order to extend better service to the engineering colleges to library users in the era of IT, libraries should provide more funds and trained manpower for the benefit of the users.

Parveen Kumar (2012)[6] in his paper identified the current position of engineering college libraries in ICT environment in Haryana state. The major findings of the study indicated that none of the engineering college libraries under study have modern ICT infrastructure in the libraries. The major problem for pre and post automation for librarians is insufficient budget for implementation of ICT. It is suggested that colleges must allocate certain amount of budget towards the updating and maintenance of infrastructure facilities. Each college must have networking facility connecting all the departments.

Review of literature showed that lack of knowledge in software handling skills and fear of using software are common among staff of the Libraries. Suggestive views have also been given wherein it is mentioned that there is need of training or orientation in library automation, which will improve the working efficiency of libraries and thereby attain maximum satisfaction of library users.

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Objectives of the Present Study

The objectives of the present study are:

1. To study the present status of use of library and information sources and services in the library under study.
2. To assess the awareness of information sources and services available in the GECT library.
3. To find out the level of satisfaction of users with regard to information sources and library services.
4. To identify the problems faced by users while using the GECT library.

Research Methodology

The proposed study is undertaken to explore in detail the information sources and services provided to the users of Government College of Engineering and Technology, (GCET). Jammu, J&K State. It also assessed in detail the use pattern of information sources, services and problems faced by the users in accessing these sources. The data of this study was collected both from primary and secondary sources which included books, reports, journals, theses, online sources etc. The principal method used for the data collection was, "Observation", "Questionnaire" and "Interview". About one hundred fifty questionnaires were personally distributed among the users of GECT library. Despite of several reminders and personal visits only 118 questionnaires were received back duly filled.

Table 1 : Responses from Users

Description	Total Number of Questionnaire Distributed	Total Number of Questionnaire Received Back	%age of Responses Received Back
Users	150	118	78.66%

After collecting data, it was organized, and interpreted by using simple statistical method. The data so collected is analyzed and tabulated with the help of simple mathematical and statistical techniques and is presented into following successive tables.

Data Analysis and Interpretation

Satisfaction with Working Hours of Library

The respondents were asked about their satisfaction with the working hours of the of GCET library. Their responses are indicated in Table 2

Table 2: Satisfaction with Working Hours of Library

S.No.	Description	No. of Responses N=118	% age of Responses
1	Satisfied	94	79.66%
2	Not Satisfied	24	20.33%
	Total	118	100%

From Table, it is indicated that about 94(79.66%) users are satisfied with the library working hours and 24(20.33%) users are not satisfied with their working hours. The users who are dissatisfied with the library working hours are of the opinion the working hours or days of the library should be increased.

Adequacy of Space in Reading Room

The respondents were asked about the adequacy of space in the reading room for reading purpose. Their responses are indicated in Table 3.

Table 3: Adequacy of Space in Reading Room

S.No.	Description	No. of Responses N=118	%age of Responses
1	Adequate	8	6.77%
2	Inadequate	110	93.22%
	Total	118	100%

From Table 3, it is indicated that 110(93.22%) of users feel that the space in the library is insufficient for reading purpose and only 8(6.77%) of users feel that the space in the library is sufficient for them. For reading purpose there should be sufficient space so that maximum number of users can make use of library. Presently there are only 40 chairs in the library which is quite insufficient for sitting purpose of users. Reading room of any library plays a very vital role in the up gradation of their library because good reading room facilities will motivate the students of that college to make use of that library to its fullest. The users suggested that there should be separate reading room and more furniture should be purchased and moreover seating capacity should also be increased.

Library Visit

The respondents were asked about the frequency of library visits. Their responses are indicated in the Table 4

Table 4: Frequency of Library Visit

S. No.	Frequency	No. of Responses N=118	%age of Responses
(i)	Daily	26	22.03%
(ii)	2-3 times in a week	34	28.81%
(iii)	Once in a week	38	32.20%
(iv)	Once in a month	13	11.01%
(v)	Rarely	07	5.93%
	Total	118	100%

It is evident from Table 4 that 38 (32.20%) of users visit library once in a week followed by 34 (28.18%) who visit library two to three times in a week, about 26(22.03%) daily and very few respondents 07(5.93%) users visit library rarely. This shows that maximum number of users visit the library once in a week and minimum number of users visit the library rarely. Adequate steps should be taken so that the users make maximum use of library and visit the library daily.

Purpose of Library Visit

The respondents were asked about their purpose of visit the library. Their responses are indicated in Table 5

Table 5: Purpose of Library Visit

S.No.	Purpose of visit	No. of responses N=118	% age of responses
1	To consult books	63	53.38%
2	To consult journals	07	5.93%
3	To read newspapers	19	16.10%
4	To reading for examination	29	24.57%
	Total	118	100%

From Table 5 it is indicated that about 63(53.38%) students purpose is to visit library to

consult books, while 19(16.10%) students purpose is to read newspaper and the 7(5.93%) users purpose is to consult journals. This shows that majority of users visit the library to consult books which are related with their educational needs for preparation of their assignments and notes for their examination and 29(24.57%) visit library for reading for their examination.

Sources Consulted by Users in the Library

The respondents were asked about the sources consulted by the users in the library. The responses are indicated in Table 6.

Table 6: Sources Consulted by Users in the Library

S. No.	Sources	No. of Responses N=118	%age of Responses
(i)	General Books	43	36.44%
(ii)	Reference Books	14	11.86%
(iii)	Text Books	39	33.05%
(iv)	Newspaper and Magazines	22	18.64%
	Total	**118**	**100%**

From Table 6 it is indicated that about43 (36.44%) of users consult general books in the library, about 39 (33.05%) of users consult text books, 22(18.64%) of users consult newspaper and magazines in the library. This indicates that the maximum number of users consult General Books in the library.

Satisfaction with Collection of the Library

The respondents were asked about the satisfaction with the collection of their library. Their responses are indicated in Table 7.

Table: 7 Satisfaction with Collection of the Library

S.No.	Description	No. of responses N=118	%age of responses
1.	Adequate	24	20.33%
2.	Non-adequate	94	79.66%
	Total	118	100%

From Table 7, it is indicated that majority of users 94(79.66%) state that the collection of their library is inadequate and only 24(20.33%) of users indicate that the collection is adequate. This indicates that the library should purchase adequate number of books and other documents so as to meet user's information need.

Satisfaction with the Circulation Service

The respondents were asked about their satisfaction with the circulation service in library. The responses are indicated in Table 8.

Table 8:   Satisfaction with the Circulation Service.

S.No	Description	No. of response	% of responses
1	Yes	67	56.77%
2	No	51	43.22%
	Total	**118**	**100%**

From Table 8 it is indicated that majority 67 (56.77%) user are satisfied with the circulation service of GCET and 51(43.22%) users are not satisfied with the circulation service of their college library. The respondents who are not satisfied with the circulation service of their library feel that the traditional services make it replaced by computerized service so as to make easier and convenient.

Satisfaction with the Number of Books Issued at a Time

The respondents were asked about their satisfaction with the number of books issued at a time. Their responses are indicated in Table 9.

Table 9:   Satisfaction with the Number of Books Issued at a Time

S.No	Description	No. of response N=118	%age of responses
1	Satisfied	72	61.01 %
2	Not Satisfied	46	38.98%
	Total	**118**	**100%**

From Table 9 it is indicated that about 72(61.01%) users show their satisfaction with a number of books issued at a time but 46(38.98%) users are not satisfied. The respondents, who are not satisfied, suggested that more number of books should be issued at a time so that they are able to consult more number of sources at a time.

Attitude of Library Staff towards the Users

The respondents were asked about the attitude of library staff towards the users of the library. Their Responses are indicated in Table 10

Table 10: Attitude of Library Staff towards the Users

S. No.	Description	No. of Responses N=118	% age of Responses
1	Always ready to Help	38	32.20%
2	Generally Helpful	63	53.38%
3	Not very Helpful	3	2.54%
4	No opinion	14	11.86%
	Total	118	100%

From Table 10 it is indicated that about 38 (32.20%) of users say that the library staff is always ready to help, about 63 (53.38%) of users say that staff is generally helpful, 3(2.54%) of users say they are not very helpful while14 (11.86%) of users show no opinion. This indicates that the maximum users say that staff is generally helpful.

Satisfaction with the Present Scheme of Classification

The respondents were asked about their satisfaction with the present scheme of classification. Their responses are indicated in Table 11

Table: 11 Satisfaction with the Present Scheme of Classification

S.No	Description	No. of response N=118	%age of responses
1	Satisfied	21	17.79%
2	Not Satisfied	97	82.20%

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	Total	**118**	**100%**

From Table 11, it is indicated that 97(82.20%) users are not satisfied with the present scheme of classification while only 21(17.79%) users were satisfied with present scheme of classification. The respondents who are not satisfied are not aware of the classification system which is used in the library.

Satisfaction with their Library Furniture and other Equipment

The respondents were asked about their satisfaction with furniture and other equipment of the library. Their responses are indicated in Table12.

Table 12 Satisfaction with their Library Furniture and other Equipment

S.No	Description	No. of response N=118	%age of responses
1	Satisfied	07	5.93%
2	Not Satisfied	101	85.59%
	Total	118	100%

From Table 12, it is indicated that 07(5.93%) users are satisfied with their library furniture and other equipment while 101(85.59%) are not satisfied. The users who are not satisfied indicated that the library does not have adequate number of reading tables and chairs to sit. There is no reprographic service in GCET library. The students of GCET suggested that there should be reprographic service in GCET library for their convenience. Good quality of photocopying facilities should be available in the library to photocopy reference books and journals at minimum rates. Even desktops with Internet facility should also be there in the library .The condition of GCET library is not so good. The condition of furniture and other equipment is also not good.

Orientation Course for Using Library

The respondents were asked whether the library provides training/orientation course for using library services. Their response is indicated in Table 13

Table: 13 Orientation Course for Using Library

S. No.	Orientation Course	No. of Responses N=118	% age of Responses
(i)	Yes	Nil	0%
(ii)	No	118	100%
	Total	118	100%

From Table 13 it is indicated that almost 118 (100%) respondents stated that there is no training and orientation course for using library services However at individual level whenever users ask the library staff about any kind of help related to use of library, the staff does help them.

All the students of GCET suggested that the orientation of fresher is necessary so as to make them familiar with the library services and its resources.

Findings

Based on the analysis of the survey the following are the findings:

1. Maximum number of users 94(79.66%) users are satisfied with the library working hours and 24(20.33%) users are not satisfied with their working hours as depicted in Table 2.
2. Majority 110(93.22%) of users are dissatisfied with the sufficiency of space for reading purpose in the library and 8 (6.77%) are satisfied, as depicted in Table 3.
3. Maximum numbers of users 38 (32.20%) visit library once in a week followed by 34 (28.18%) who visit library two to three times in a week, about 26(22.03%) daily and very few respondents 07(5.93%) users visit library rarely as evident from Table 4
4. Majority 63(53.38%) of users visit the library to consult books which are related with their educational needs for preparation of their assignments and notes for their examination while 19(16.10%) students purpose is to read newspaper and 7(5.93%) users purpose is to consult journals and 29(24.57%) visit library for reading for their examination as it is indicated Table 5.
5. Maximum 43 (36.44%) of users consult General Books in the library, about 39 (33.05%) of users consult text books, 22(18.64%) of users consult newspaper and magazines in the library as depicted in Table 6.
6. Majority 94(79.66%) of users state that the collection of their library is inadequate and only 24(20.33%) of users indicate that the collection is adequate as depicted in Table 7.
7. Majority 67 (56.77%) of users are satisfied with the circulation service of GCET and 51(43.22%) users are not satisfied with the circulation service of their college library. The respondents who are not satisfied with the circulation service of their library feel that the traditional services should be replaced by computerized service so as to make it easier and convenient as depicted in Table 8.
8. Majority 72(61.01%) of users show their satisfaction with a number of books issued at a time while 46(38.98%) users are not satisfied. as depicted in Table 9.
9. Maximum 63 (53.38%) of users say that staff is generally helpful, about 38 (32.20%) of users say that the library staff is always ready to help,3(2.54%) of users say they are not very helpful while14 (11.86%) of users show no opinion as depicted in Table10.
10. Majority 97(82.20%) of users are not satisfied with the present scheme of classification while only 21(17.79%) users were satisfied with present scheme of classification. as depicted in Table 11.
11. Majority 101(85.59%) of users are not satisfied with their library furniture and other equipment while 07(5.93%) users are satisfied as depicted in Table 12.
12. All 118 (100%) respondents stated that there is no training and orientation course for using library services GCET library depicted in Table 13.

Sugesstions

Following are some of the suggestions that should be followed for efficient and effective functioning of the library:-

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1. Working hours or days of the library should be increased.
2. Adequate steps should be taken so that the users make maximum use of library and visit the library daily.
3. Traditional services of the library should be replaced by computerized service.
4. The whole of the library collection system should be fully computerized, so that a reader can know a document is present in the library or not, without wastage of time.
5. There should be proper classification and cataloguing system in the library.
6. Library should purchase adequate number of books and other documents so as to meet user's information need. More magazines and current affair books should be available in the library.
7. Latest editions of books of all specialties in sufficient number should be available. Multiple copies of the latest editions of basic text books should be purchased every year for the benefit of the teachers and the students.
8. More number of books should be issued to the users at a time.
9. New arrivals of all the books and journals must be immediately displayed on the shelves.
10. As users are not satisfied with reading space, the number of study rooms should be increased. The reading room furniture available should be replaced by adequate number of reading tables and comfortable chairs. Proper arrangement for water, light and air should also be made.
11. Good quality of photocopying facility should be available in the library to photocopy reference books and journals at minimum rates. Even desktops with Internet facility should also be in the library.
12. The staff strength in the library should be increased. Staff should be helpful and well trained.
13. Orientation lectures should be delivered to the fresher's at the beginning of each academic session.

Conclusion

Today is the age of the information explosion growth of literature, diversified nature of user's requirements, interdisciplinary and multidisciplinary nature of research. The library can go a long way in meeting the information needs of faculty members and student. User satisfaction is the major focus of the library services. Both teachers and students are provided with ample library facilities and services.

There are many new technologies in the field of library and information science but still the students are not aware about it. So it is the duty of every Librarian to make every student fully aware about our new technologies for efficient and effective functioning of the library.

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