Users' Responses towards Rendering of Library Services

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Abstract:

Academic libraries like University and College Libraries render services to their users. Types of services are also changed in terms of quality as well as quantity. But, there is no such mirror, from where responses of respondents can be reflected. i.e. whether they are satisfied with the services rendered to them, what is their needs and expectations, or what is their feedback about these services. In India and particularly in Gujarat, such types of user studies are seldom held. Hence, the researcher has decided to explore research work in this field.

The results indicated that almost all the users (respondents) were satisfied with the services rendered by their respective libraries.

Keywords: *Library services, Rendering*

1. Introduction

It has often been complained that libraries had for a long time neglected one of the most important component of an information services, namely, the user. They were more concerned with the services and their bibliographical organisation and control. It is true this organisation was ultimately meant to satisfy the information need of user. But very little was known about the exact nature of this need. How exactly the user behaved when he was looking for some information, what type of services were used in which situation, how the information was used when obtained, all these were not very clearly known to the library services all these were not clearly known to us.. Gradually, the users came to be observed like 'bright dolphins' from a distance without being asked anything about their information behaviour.

It is only in recent years that systematic studies of the user community and the information behaviour of various groups within it have started. It should be obvious that the ultimate objective of all such studies is to improve the information system. If it is known how exactly the present system is functioning, how far the users are able to get information, then it may be possible to devise improved or new bibliographical tools or open new channels of communication, so that the system improves.

2. Objectives of the Study

1. To know responses of users of academic libraries regarding services, rendered by them.
2. To know needs and expectations of users of academic libraries.
3. To know feedback of users of academic libraries.

4. To suggest various ways and keys to academic library services according to expectations of users.

5. To Follow up of user studies both to libraries as well as users.

3. Research Questions

1. Whether users are satisfied with services rendered by libraries?

2. Whether they are provided reading material by their respective college libraries?

3. Are users happy with the services rendered to them by their respective college libraries?

4. Methodology

4.1 Sampling

In the present study a sample of 399 students from nineteen different engineering colleges affiliated to South Gujarat randomly selected as follow:

1. Government Engineering College, Bharuch
2. Dr.S. & S.S.Gandhy Govt. Eng. College, Surat
3. Government Engineering College, Valsad
4. GIDC Degree Engineering College, Abrama
5. Bhagwan Mahavir College of Eng. & Technology, Surat
6. C.K. Pithawala College of Engineering & Technology, Choryasi
7. Chhotubhai Gopalbhai Patel Institute of Technology, Bardoli
8. Faculty of Engineering Technology & Research, Isroli (Bardoli)
9. Laxmi Institute of Technology, Sarigam. (Bhilad)
10. Leads Institute of Technology & Engineering, Matar
11. Mahatma Gandhi Institute of Technical Education and Research Center, Bhanunagar
12. Mahavir Swami College of Engineering & Technology, Bharthana
13. Pacific School of Engineering, Sanki
14. Sarvajanik College of Engineering & Technology, Surat
15. Shri S'AD Vidya Mandal Institute of Technology, Bharuch
16. Shri Swami Atmanand Saraswati Institute of Technology, Surat
17. Shroff S.R. Rotary Institute of Chemical Technology, Valia
18. Valia Institute of Technology, Valia
19. Vidhyadeep Institute of Management & Technology, Olpad

4.2 Tools used

A Self-made questionnaire was prepared as per following sub-divisions.

1. General information schedule

   It consisted of items like name, address, name of institute, name of library etc.

2. Conducting an interview study

A questionnaire was prepared and was given to each student (respondent) and data were collected personally by the investigator by making visit to respective college.

4.3 Data Analysis

Simple percentage was calculated to find out satisfaction of library users with respect to services rendered to them by respective libraries.

4.4 Results

1. Does your library arrange book fairs and exhibition of new books?

Sr.No	College Name	No
1	Government Engineering College, Bharuch	12
2	Dr.S. & S.S.Gandhy Govt. Eng. College, Surat	11
3	Government Engineering College, Valsad	13

4	GIDC Degree Engineering College, Abrama	10
5	Bhagwan Mahavir College of Eng. & Technology, Surat	14
6	C.K. Pithawala College of Engineering & Technology, Choryasi	11
7	Chhotubhai Gopalbhai Patel Institute of Technology, Bardoli	11
8	Faculty of Engineering Technology & Research, Isroli	10
9	Laxmi Institute of Technology, Sarigam. (Bhilad)	10
10	Leads Institute of Technology & Engineering, Matar	13
11	Mahatma Gandhi Institute of Technical Education and Research Center, Bhanunagar	13
12	Mahavir Swami College of Engineering & Technology, Bharthana	14
13	Pacific School of Engineering, Sanki	14
14	Sarvajanik College of Engineering & Technology, Surat	12
15	Shri S'AD Vidya Mandal Institute of Technology, Bharuch	13
16	Shri Swami Atmanand Saraswati Institute of Technology, Surat	11
17	Shroff S.R. Rotary Institute of Chemical Technology, Valia	12
18	Valia Institute of Technology, Valia	11
19	Vidhyadeep Institute of Management & Technology, Olpad	13
Total		**228**

2. Whether computer based services provided by your library?

Sr.No	College Name	No
1	Government Engineering College, Bharuch	18
2	Dr.S. & S.S.Gandhy Govt. Eng. College, Surat	19
3	Government Engineering College, Valsad	20
4	GIDC Degree Engineering College, Abrama	17
5	Bhagwan Mahavir College of Eng. & Technology, Surat	16
6	C.K. Pithawala College of Engineering & Technology, Choryasi	18
7	Chhotubhai Gopalbhai Patel Institute of Technology, Bardoli	18
8	Faculty of Engineering Technology & Research, Isroli	19
9	Laxmi Institute of Technology, Sarigam. (Bhilad)	19
10	Leads Institute of Technology & Engineering, Matar	20
11	Mahatma Gandhi Institute of Technical Education and Research Center, Bhanunagar	20
12	Mahavir Swami College of Engineering & Technology, Bharthana	17
13	Pacific School of Engineering, Sanki	17
14	Sarvajanik College of Engineering & Technology, Surat	16
15	Shri S'AD Vidya Mandal Institute of Technology, Bharuch	16
16	Shri Swami Atmanand Saraswati Institute of Technology, Surat	21
17	Shroff S.R. Rotary Institute of Chemical Technology, Valia	21
18	Valia Institute of Technology, Valia	21
19	Vidhyadeep Institute of Management & Technology, Olpad	25
Total		**358**

3. Does your library allow user to do searches yourself?

Sr.No	College Name	No
1	Government Engineering College, Bharuch	17
2	Dr.S. & S.S.Gandhy Govt. Eng. College, Surat	18
3	Government Engineering College, Valsad	19
4	GIDC Degree Engineering College, Abrama	16
5	Bhagwan Mahavir College of Eng. & Technology, Surat	15

6	C.K. Pithawala College of Engineering & Technology, Choryasi	13
7	Chhotubhai Gopalbhai Patel Institute of Technology, Bardoli	18
8	Faculty of Engineering Technology & Research, Isroli	19
9	Laxmi Institute of Technology, Sarigam. (Bhilad)	16
10	Leads Institute of Technology & Engineering, Matar	15
11	Mahatma Gandhi Institute of Technical Education and Research Center, Bhanunagar	18
12	Mahavir Swami College of Engineering & Technology, Bharthana	17
13	Pacific School of Engineering, Sanki	16
14	Sarvajanik College of Engineering & Technology, Surat	17
15	Shri S'AD Vidya Mandal Institute of Technology, Bharuch	18
16	Shri Swami Atmanand Saraswati Institute of Technology, Surat	19
17	Shroff S.R. Rotary Institute of Chemical Technology, Valia	21
18	Valia Institute of Technology, Valia	19
19	Vidhyadeep Institute of Management & Technology, Olpad	21
	Total	**332**

4. Whether library staff behave positive with you?

Sr.No	College Name	No
1	Government Engineering College, Bharuch	14
2	Dr.S. & S.S.Gandhy Govt. Eng. College, Surat	15
3	Government Engineering College, Valsad	14
4	GIDC Degree Engineering College, Abrama	15
5	Bhagwan Mahavir College of Eng. & Technology, Surat	14
6	C.K. Pithawala College of Engineering & Technology, Choryasi	14
7	Chhotubhai Gopalbhai Patel Institute of Technology, Bardoli	13
8	Faculty of Engineering Technology & Research, Isroli	13
9	Laxmi Institute of Technology, Sarigam. (Bhilad)	14
10	Leads Institute of Technology & Engineering, Matar	13
11	Mahatma Gandhi Institute of Technical Education and Research Center, Bhanunagar	14
12	Mahavir Swami College of Engineering & Technology, Bharthana	13
13	Pacific School of Engineering, Sanki	12
14	Sarvajanik College of Engineering & Technology, Surat	16
15	Shri S'AD Vidya Mandal Institute of Technology, Bharuch	17
16	Shri Swami Atmanand Saraswati Institute of Technology, Surat	16
17	Shroff S.R. Rotary Institute of Chemical Technology, Valia	18
18	Valia Institute of Technology, Valia	17
19	Vidhyadeep Institute of Management & Technology, Olpad	17
	Total	**279**

5. Are librarian and library staff help in searching the reference material in library?

Sr.No	College Name	No
1	Government Engineering College, Bharuch	15
2	Dr.S. & S.S.Gandhy Govt. Eng. College, Surat	14
3	Government Engineering College, Valsad	17
4	GIDC Degree Engineering College, Abrama	16
5	Bhagwan Mahavir College of Eng. & Technology, Surat	17
6	C.K. Pithawala College of Engineering & Technology, Choryasi	16
7	Chhotubhai Gopalbhai Patel Institute of Technology, Bardoli	12

8	Faculty of Engineering Technology & Research, Isroli	13
9	Laxmi Institute of Technology, Sarigam. (Bhilad)	14
10	Leads Institute of Technology & Engineering, Matar	15
11	Mahatma Gandhi Institute of Technical Education and Research Center, Bhanunagar	13
12	Mahavir Swami College of Engineering & Technology, Bharthana	02
13	Pacific School of Engineering, Sanki	11
14	Sarvajanik College of Engineering & Technology, Surat	21
15	Shri S'AD Vidya Mandal Institute of Technology, Bharuch	11
16	Shri Swami Atmanand Saraswati Institute of Technology, Surat	21
17	Shroff S.R. Rotary Institute of Chemical Technology, Valia	21
18	Valia Institute of Technology, Valia	11
19	Vidhyadeep Institute of Management & Technology, Olpad	20
	Total	**280**

1. Total 228 (40%) users told that they arranged book fairs and exhibition of newly purchased books.
2. Total 358 (58%) users answered that, they were provided computer based services.
3. Total 332(59%) users were to search for books in their respective library.
4. Total 279 (51%) users told that their respective library staff was behaving positively with them.
5. Total 280 (49%) users told that library staff helped them in searching the reference material in library.

5. Conclusion and Findings

1. Total 228 (40%) users told that they arranged book fairs and exhibition of newly purchased books.
2. Total 399 (61%) users answered that, they were provided computer based services.
3. Total 332(59%) users were to search for books in their respective library.
4. Total 279 (51%) users told that their respective library staffs were behaving positively with them.
5. Total 280 (49%) users told that library staff helped them in searching the reference material in library.

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