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A User Survey of Five Women's College Libraries in South Campus, University of Delhi, India

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Introduction

Library play a pivotal role in providing valuable services to the academic community by selecting and organizing information resources that support research, education and extension activities of the organization. "Information is regarded as a critical resource, ranking just after air, water, food, and shelter (Kemp, 1976). People need information for making decisions. They may acquire information through the research process, which is the process of finding ideas, facts, and new in a row by systematic study. The new facts and ideas will be based on existing ones, which are found in the existing literature. Information is acquired, processed, and disseminated through the university library, "a place, where books and users interact together for the transmission of civilization and cultivation of human beings" and "the most important resource in the tracking down of the general goals and objectives of the institution of higher learning" (Nwosu, 2000)."(Reddy, 2010) For the library manager, it is necessary to understand how resources are being used, the changing needs of users, and their levels of satisfaction. The present study looks at the user survey of five women's college libraries in south campus, University of Delhi. Survey is a way and a supremely useful one of exploring the field, of collecting data around as well as directly on the subject of study so that problem is brought in to focus and points worth studying are suggested. (Moser & Kalton, 1986)

The Five Women's Colleges of South campus, University of Delhi

The University of Delhi is the premier university of the country and is known for its high standards in teaching and research and attracts eminent scholars to its faculty. The University of Delhi was established in 1922 as a unitary, teaching and residential university by an Act of the then Central Legislative Assembly. South Campus was established in 1973 by the University of Delhi for the convenience of students residing in South Delhi. It moved to its present location on the Benito Juarez Road, near Dhaula Kuan in 1984. The Campus is spread across 69 acres of green, hilly terrain of aravali and its buildings blend beautifully with their natural surroundings. The various departments are located in the Arts Faculty Building and the buildings of the Faculty of Inter-disciplinary and Applied Sciences and the S. P. Jain Centre for Management Studies. The South Campus offers its members a range of modern and state of the art facilities. Our library has an excellent collection of books, and it subscribes to a number of national and international journals.

The South Campus there are twenty five colleges, out of those we have taken user survey for five women's college libraries for study namely: Gargi College, Institute of Home Economics, Jesus & Mary College, Lady Shri Ram College for Women and Maitreyi College.

Objectives of the Study

The present study is aimed at and tried to achieve the following major objectives.

1. To know the use of collections and services of the libraries;
2. To determine the way of documents location and search elements of the libraries;
3. To identify the infrastructure facilities are being provided by the library.

4. To find out the overall user satisfaction with the resources and services facilities provided in the five women college libraries users in south campus in university of Delhi.

Methodology

The study uses the survey method. A well structured questionnaire was designed and used for collecting data. Therefore, suitable sampling method has been used. 500 questionnaires were disseminated to the users of selected suitably from the Five Women College Libraries in South Campus, University of Delhi. Therefore, a total of 425 questionnaires were returned and used for this study. The results of the findings were accessible in tables using percentage.

Literature Review

A number of few studies have been abided on use of information sources by the Bachelor of Technology students. Siddiqui (2001) conducted a study on the use of library collection of Jawaharlal Nehru University Library. A questionnaire was used to collect the data, which covered 99 scholars. The study found that 69 percent visit the library daily, and 31 percent found the library collection adequate to meet their information needs. Kawatra (1988) undertook a study on attitudes of research scholars towards use of resources and services. A sample of 109 research scholar drawn from three universities of Rajasthan found that a majority of scholars visit the library one to four times a week and scholars at all the three universities are not adequately involved in using the sources. Mallaiah and Badami (1993) studied

the use of services and facilities of Mangalore University Library, covering 60 scholars. The majority of the research scholars visited the library for borrowing books, consulting periodicals, and more than half complained about the non-availability of current issues.

Data Analysis

Data collected from the questionnaires were analyzed using in tabular form, along with brief descriptions.

Sample

There are large numbers of users in University of Delhi and the investigator has taken study in Five Women College Libraries in South Campus, University of Delhi. A sample from all categories of users was taken to find out their opinion about the services provided by the library. The table below gives the categories of users and the size of sample of the study.

Table 1: Size of the sample

College Library Users	Total No. of Users included in the study	Sample Population in Percentage
Gargi College (GC)	90	21.17
Institute of Home Economics(IHE)	40	09.42
Jesus & Mary College(JMC)	100	23.53
Lady Shri Ram College(LSRC)	80	18.83
Maitreyi College (MC)	115	27.05
Total	425	100.00

The above table shows that 27.05% of the total population under study consists of Maitreyi College (MC) library users, 23% Jesus & Mary College (JMC), 21% Gargi College (GC), 18.83% of Lady Shri Ram College(LSRC) for women and 9.42% of those studying Institute of Home Economics(IHE). The size of the sample chosen for study is quite large so that the formalities of finding can be facilitated.

Table 2: Frequency of visit the library

S. No.	Frequency	Percentage of users					Average % age of Users
		GC	IHE	JMC	LSRC	MC	
1	Daily	41.11	37.50	37	31.25	39.14	37.20
2	Two to three times in a week	23.33	25.00	23	20.00	21.73	22.62

3	Once in a 15 days	18.89	17.50	19	18.75	18.27	18.48
4	Once in a Month	12.23	12.50	12	16.25	13.04	13.20
5	Occasionally	4.44	7.50	9	13.75	7.82	8.50
	Total	100	100	100	100	100	100

The above table shows that 37.20% of the users visit the library 'almost daily', while 22.62% visit it two to three times in a week. There are only 18.48% of users who visit the library once in 15 days, but 13.20% users visit once in a month. Only a small percentage of users who occasionally visit the library i.e., 8.50%.

Thus, it is clearly shows that 91.50% of the users are regular visitors of the Library, while the remaining 8.50% are not regular visitors of the Library.

Table 3: Adequacy of Library Hours

S. No.	Adequacy	Percentage of users					Average % age of Users
		GC	IHE	JMC	LSRC	MC	
1	Yes	66.67	75	75	68.75	82.60	73.60
2	No	33.33	25	25	31.25	17.40	26.40
	Total	100	100	100	100	100	100

Adequate Library hours facilitate the use of the resources of the Library. The users were asked to indicate if the Library hours were adequate for study and research. The analysis shows that users of all categories are satisfied with library hours while very little percentage users are not satisfied and are demanding that Library should be kept open for 18 hours throughout the year. While MC, JMC and IHE users are exclusively satisfied with library hours and feel that they are adequate.

Table 4: Purpose of visit to the Library

S. No.	Purpose	Percentage of users					Average % age of Users
		GC	IHE	JMC	LSRC	MC	
1	Professional	23.33	22.5	23	20	18.27	21.42
2	Academic	41.11	32.5	29	31.25	39.13	34.60
3	Preparation for competitive examination	16.67	25	25	18.75	21.73	21.43
4	Recreational	10	5	9	16.25	9.57	9.96
5	Reference & Information Service	8.89	15	14	13.75	11.30	12.59

	Total	100	100	100	100	100	100

The above table reveals that 34.60% of the respondents use the library, for academic purpose, followed by 21.42% respondents for the professionals as well as preparation for competitive examination, further followed by 12.59% for the Recreational. Only 12.59% users go to the Library for reference and information service purposes.

Consequently, it is clearly highlighted that majority of respondent use the library for academic purpose.

Table 5: Use of Documents

S. No.	Frequency	Percentage of users					Average % age of Users
		GC	IHE	JMC	LSRC	MC	
1	General Books	41.11	37.5	37	31.25	39.13	37.19
2	Reference Books	23.33	25	23	20	21.73	22.56
3	Bound Volumes of Journals	18.89	17.5	19	18.75	18.26	18.48
4	Standards	12.22	12.5	12	16.25	13.04	13.20
5	Technical Reports	4.44	7.50	9	13.75	7.82	8.50
6	Pamphlets	7.78	12.50	3	6.25	6.08	7.12
7	Microfilm/Microfiche	4.44	20	9	2.50	6.95	8.57
8	Compact Discs	6.67	20	5	11.25	6.08	9.80
9	Video Cassettes	10	5	4	10	6.95	7.19
10	CD-ROM database	7.78	12.50	3	6.25	2.60	6.42
11	Others	3.33	10	11	13.75	7.82	9.18

Note: Multiple answers were permitted

The above table indicates that an average percentage of users i.e., 37.19% users were using general books, while 22.56% users were using reference books. Followed by 18.48% users were using bound volumes of journals while 13.20% users were using standards. Further followed by 9.80% users who used Compact Discs, 9.18% used others documents, 8.57% and 8.50% users used microfilm/microfiche as well as technical reports. Only small percentage of users who uses pamphlets and video cassettes.

As a result, it is found that mostly college library users were using general as well as reference books.

Table 6: Documents Location

S. No.	Document Location	Percentage of users					Average % age of Users
		GC	IHE	JMC	LSRC	MC	
1	Consulting the Library Catalogue	38.89	7.50	28	31.25	39.13	34.95
2	By Assistance of Library Staff	21.11	20	25	20	18.27	20.87
3	Searching the shelves yourself	17.77	22.50	21	18.75	21.73	20.35
4	Taking the help of friends/Colleagues	12.23	12.50	15	16.25	11.30	13.46
5	Others	10	7.50	11	13.75	9.57	10.37
	Total	100	100	100	100	100	100

The above table focuses that an average percentage of users like 34.95% users of all college libraries were consulting the library catalogues for borrow the documents in the library, where as 20.87% and 20.35% users who locate the documents by assistance of library staff and searching the shelves yourself. There were only 13.46% users who locate the documents by taking the help of friends and colleagues. Only small percentage of users locate the documents by others like.OPACs.

Therefore, it is clearly indicates that majority of users (i.e., 34.95%) of all college libraries were consulting the library catalogues for borrow the documents in the library

Table 7: Document searching through catalogues

S. No.	Search Elements	Percentage of users					Average % age of Users
		GC	IHE	JMC	LSRC	MC	
1	By Title	32.22	32.50	25	26.25	30.44	29.28
2	By Author	27.78	20	23	25	22.60	23.67
3	By Subject	16.67	22.50	25	16.25	23.48	20.78
4	By Call No.	14.44	17.50	15	18.75	13.04	15.75
5	Others	8.89	7.50	12	13.75	10.44	10.52
	Total	100	100	100	100	100	100

The above table reveals that 29.28% users of all categories have been searching the document records in a catalogue by the title, whereas 23.67% users have been searching the documents by author. Followed by 20.78% users have been searching the document by the subject, but 15.75% users who have been searching the documents by call numbers and 10.52% users search the

documents by others search elements like date of birth of author, publisher, place etc.

Hence, It is noticed that majority of users of all categories have been searching the document records in a catalogue by the title.

Table 8: Use of Services

S. No.	Services	Percentage of users					Average % age of Users
		GC	IHE	JMC	LSRC	MC	
1	Lending services	27.78	22.50	24	31.25	30.44	27.19
2	Reference service	23.33	17.50	19	13.75	18.27	18.37
3	Inter library loan(ILL)	14.44	20	15	11.25	13.04	14.75
4	Reservation service	14.44	12.50	10	12.50	11.30	12.15
5	Bibliographical	8.89	7.50	11	13.75	9.56	10.15
6	CAS/SDI	6.67	7.50	7	6.25	5.21	6.52
7	Reprography	4.45	12.50	14	11.25	12.17	10.87
	Total	100	100	100	100	100	100

Users' awareness about the library services is prerequisite for proper utilization of the library and its resources. Therefore the responses of the users in this regard have been analysed in the above table. The table indicates that an average percentage i.e., majority of users of all college libraries such as 27.19% used lending service, 18.37% users used reference service, 14.75% users used ILL service, 12.15% users used reservation service, 10.15% users used bibliographical service, 10.87% users used reprography service. They were a small percentage of users i.e., 6.52% used CAS/SDI service.

Therefore, it is found that majority of users of all college libraries such as 27.19% used lending service, after that 18.37% users used reference service.

Table 9: Infrastructure Facilities

S. No.	Infrastructure Facilities	Percentage of users					Average % age of Users
		GC	IHE	JMC	LSRC	MC	
1	Furniture	27.28	20	21	17.50	25.22	22.20
2	Lighting	23.33	25	23	21.25	18.26	22.17
3	Ventilation	16.67	22.50	19	12.50	20	18.13
4	Drinking water	12.22	17.50	15	11.25	10.44	13.29

5	Cleanliness	11.11	7.50	12	13.75	13.04	11.48
6	Toilet	8.89	7.50	10	23.75	13.04	12.63
	Total	100	100	100	100	100	100

Users' satisfactions with infrastructure facilities are important because reader's dissatisfaction means that the service provided by the library is not good. In order to promote the use of books it is advisable to have a functional building with provision for pleasant, natural and electrical light, soothing interior, good-looking furniture, comfortable chairs and other such facilities. They increase the use of books. The above table reveals that 22.20% users satisfied with infrastructure facilities available of the library as furniture's, while 22.17% users satisfied with lighting facilities. Followed by 18.13% users satisfied with ventilation, while 13.29% and 12.63% of the users satisfied with drinking water and toilet. Only 11.48% users satisfied with the cleanliness facility available in the library. The study found that majority of users in all college libraries are satisfied with the furniture and lighting.

Table 10: Satisfaction with Overall Functions of the Library

S. No.	Satisfaction	Percentage of users					Average % age of Users
		GC	IHE	JMC	LSRC	MC	
1	Excellent	23.33	25	25	26.25	29.56	25.82
2	Very Good	32.22	32.50	30	30	22.60	29.46
3	Good	27.28	22.50	28	25	30.44	26.66
4	Poor	16.67	20	17	18.75	17.40	17.96
	Total	100	100	100	100	100	100

It is important to find out the image of the Library in general. It includes all aspects such as buildings, physical facilities, services collections, etc. The above table shows that maximum percentages of users have rated the library as 'very good', while 26.66%of users have rated the library as 'good' and 25.82% as 'excellent'. Followed by 17.96% users who have rated overall functions of the library as 'poor' category.

Conclusion

The intangible and uniqueness changes in natural/applied science research demands support from the library or information centers, since sorting are not so satisfactory. Hence, the following suggestions, if considered, may help to bring a face-lift to the present position of the library. There are a number of problems which create barriers in providing information services to users such as user education, lack of professional and non-professional staff, policy matters, lack of autonomy for the library professional etc. Hence the urgent attention of the authority is invited in this regard. It is very difficult to make available all the desired documents to users but it can be managed to some extent, by keeping views of

user's demand while purchasing new books, periodicals, and other print and non-print information materials. Thus more books, periodicals, and other print and non-print information materials should be added in the library to meet the requirements of the user community. A suitable policy should be formulated and implemented in order to improve the quality of the library collection.

Library, as an entity, has a bearing on organizational development. Hence the parent organization is requested to recognize the contribution of their library and support the library in their activities. To cater for the needs of the country, library service are absolutely essential to achieve development goals.

The management of parent organization is requested to encourage user surveys at regular intervals in order to increase the response rate for any user survey and to implement the recommendations that emerge after the survey. To establish a good rapport between the user community and library personnel, a proper paradigm for same should be developed.

Suggestions from Users

- Reading materials should be arranged in the proper sequences on the shelves.
- The timing of the library services should be extended to round the clock.
- Library authority should be provided with refresher course to users seeking information and introduced with new aspects of information technology. This proper orientation courses should be made available to enable users to use the traditional as well as digital library in a better way. The training program should be organized for users to seek their desired information from the library.
- Personal computers should be provided to seek the desired information from the library.
- The library collection should be increased.
- Most users suggested that the library should reduce reprography charges.

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