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December 2008

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Sharma, Chetan, "Library Visits and Consultation: A Case Study of Universities in Northwestern India" (2008). *Library Philosophy and Practice (e-journal)*. 230.
<https://digitalcommons.unl.edu/libphilprac/230>

Library Visits and Consultation: A Case Study of Universities in Northwestern India

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Introduction

The primary focus of a library is service. It is widely recognized that service quality and consumer satisfaction are essential for retaining current consumers and attracting new ones. The traditional method of measuring the quality of an academic library in quantifiable terms of its collection and use does not offer an indication of the quality of service, and new ways to measure quality in libraries have emerged during the past decade. Although every teacher and research scholar now have ready access to online resources, the role of the traditional documents is still important.

Methodology

The present study is a survey of teachers and research scholars of different universities of Northwestern India . A questionnaires was distributed to the sample population selected for the study. Random sampling was used to select those surveyed. Out of 1,500 questionnaires distributed, 1,124 were returned. Of the 1,124 respondents, 57 percent are research scholars and the remaining 43 percent are faculty members. Data were analyzed using percentages chi-square and t-test. The universities surveyed under the study are:

State	University	Abbreviation
A. Haryana	Kurukshetra University Kurukshetra	KUK
	Maharishi Dayanand University, Rohtak	MDU
	Guru Jembheswar University, Hisar	GJU
	Chaudhary Charn Singh Haryana Agriculture University, Hisar	CCSHAU
B. Punjab	Punjab University, Chandigarh	PU
	Panjabi University, Patiala	Pbi Uni.
	Guru Nanak Dev University, Amritsar	GNDU
	Punjab Agriculture University, Ludhiana	PAU
C. Himachal Pardesh	Himachal Pardesh University, Simla	HPU
	Chaudhary Swarn Kumar Krishi Viswvidyalya, Palampur	CSKKVV
	Y.S. Parmar University of Forestry and Horticulture, Noani (Solan)	YS Parmar Univ.
D. Delhi	University of Delhi, Delhi	DU
	Jawahar Lal University, Delhi	JNU
	Guru Gobind Singh Indraprastha University, Delhi	GGSIU
	Jamia Millia Islamia University, Delhi	JMI

All these universities are recognized by the University Grants Commission (UGC) of India .

Previous Studies

Significant studies have been conducted on the use of libraries by students, research scholars, and faculty members. Jorosi (2006) looked at information needs and information seeking behaviours of small and medium-sized enterprise (SME) managers in Botswana 's manufacturing industry, using a self-administered questionnaire. The key findings of the study are that SME managers devote a significant amount of time to active information-seeking and spend an average of five hours per week seeking information on customer and competition information.

Bouazza and Mufaraji (2005) looked at school library use by teachers, finding that 36 percent use the library Once a week, while and 32 percent rarely use the library. Similarly, Shokeen and Kaushik (2002), who looked at the information-seeking behavior of social scientists found that a large majority of respondents visited the library daily, and a significant number twice a week. Singh (2002) conducted a study on faculty members at the University of Delhi . He found that 36 percent visit the library to prepare notes for teaching, and that nearly 60 percent visit the library two-to-four times a week.

Lohar and Kumbar (2002) found that a majority of respondents visit the library to consult textbooks or reference books and to read newspapers and popular magazines. Nearly 70 percent consulted the library catalogue. A comprehensive study by Rajagopal (1989) found that 80 percent of users use the library more than once a week, with more than three-quarters not satisfied with the arrangement of reading material on the shelves, and 83 percent not satisfied with the collection.<

Discussion

Chi-Square Showing Frequency of Library Visits

Table 1. Gender

Gender	Total	Daily	Once a week	2 to 3 times a week	Once a month	2 to 3 times a month	c2	df	P
Male	797	327	142	259	36	33	14.65	4	.005
Female	327	105	80	101	25	16			

Table 1 highlights the frequency of visits to the library made by the male and female respondents. The 327 males (41.03 percent) and 105 females (32.11 percent) visit the library daily, 142 males (17.82 percent) and 80 females (24.46 percent) visit Once a week; 259 males (32.5 percent) and 101 females (30.89 percent) visit 2 to 3 times a week; 36 males (4.52 percent) and 25 females (7.65 percent) visit once a month; 33 males (4.14 percent) and 16 females (4.89 percent) visit the library 2 to 3 times a month. The Table 1 shows that all the respondents visit the library regularly; however, the frequency differs among the respondents. The c 2 value of frequency of visits x males and females is 14.62 and the degrees of freedom (df) are 4. The probability (p) is significant at .005, showing that male respondents visited more frequently than females.

Table 2. Age

Age-group	Total	Daily	Once a week	2 to 3 times a week	Once a month	2 to 3 times a month	c2	df	P
25-30	680	316	106	208	33	17	86.77	20	.000
31-35	162	50	39	57	7	9			
36-40	105	29	27	33	10	6			
41-45	89	28	22	24	4	11			
46-50	41	4	14	19	2	2			
50+	47	5	14	19	5	4			

A total of 316 respondents (46.47 percent) age 25-30 visit the library daily, followed by the 28 respondents (31.46 percent) age 41-45. Nineteen respondents (46.34 percent) age 46-50, and the same number (40.43 percent) in age 50+ visit the library once a week. Five respondents (10.64 percent) age 50+ and 10 (9.52 percent) respondents age 36-40 visit the library 2-3 times a month. The c 2 value of age x visit is 86.77 and the degrees of freedom (df) are 20. The probability (p) is highly significant. It is found that the respondents age 25-30 visit the library more often than the other groups, which form the major part of the research scholars in the universities. This factor is further proved by the analysis of the data in Table 3

Table 3. Respondent categories

Respondents	Total	Daily	Once a week	2 to 3 times a week	Once a month	2 to 3 times a month	c2	df	P
Teachers	485	128	125	163	35	34	69.55	8	.000
Research Scholars	639	304	97	197	26	15			

It is noted that 304 (47.57 percent) research scholars and 128 (26.39 percent) teachers visit the library daily. Even though both research scholars and teachers visit the library, the frequency of their visits varies. The c 2 value is 69.55; the degrees of freedom (df) are 8 and the value of probability(p) is highly significant. Research scholars visit the library significantly more frequently than teachers.

Table 4. Subject

Subjects	Total	Daily	Once a week	2 to 3 times a week	Once a month	2 to 3 times a month	c2	df	P
Social Sciences	189	81	30	67	5	6	84.83	20	.000
Pure Sciences	565	168	126	196	43	32			
Humanities	64	28	6	28		2			
Engineering	22	8	5	5	4				
Agriculture	247	138	44	51	7	7			
Veterinary	37	9	11	13	2	2			

Agriculture has the highest number of respondents visiting the library daily with 38 (55.87 percent) respondents, followed by humanities and social Sciences with 28 (43.75 percent) and 81 (42.86 percent) respondents respectively. Visiting 2–3 times a week is chosen in by a higher number in humanities with 28 (43.75 percent), followed by veterinary and social sciences with 13 (35.14 percent) and 67 (35.45 percent) respondents respectively, further followed by pure sciences with 196 (34.69 percent). Once a week visits to the library is higher among the veterinary group, followed by engineering and pure sciences with 11 (29.73 percent), 5 (22.73 percent), and 126 (22.30 percent) respondents respectively. The c 2 value is 84.83 and the degrees of freedom (df) are 20. The value of Probability (p) is highly significant.

Table 5. Universities

University	Total	Daily	Once a week	2 to 3 times a week	Once a month	2 to 3 times a month	c2	df	P
HPU	107	67	16	23	1		208	56	.000
Y.S. Parmar	106	81	17	8					
CSKKVV	100	31	23	40	4	2			
PU	100	34	20	34	9	3			
PAU	100	36	23	28	8	5			
GNDU	104	18	29	41	7	9			
Pbi.Univ.	49	11	13	15	7	3			
JMI	80	27	21	24	5	3			
JNU	65	16	10	27	4	8			
DU	45	23	4	15	3				
GGSIU	25	10	5	8	1	1			
CCSHAU	100	40	19	32	1	8			
KUK	59	12	7	28	6	6			
MDU	41	17	4	18	2				
GJU	43	9	11	19	3	1			

In almost all the universities, daily visitors the most numerous, except in CSKKVV, GNDU, Pbi. Univ., JNU, KUK and GJU, in which users prefer to visit 2-3 times a week. The highest number of daily visitors are in YS Parmar univ. with 81 (76.42 percent) respondents, followed by HPU in which it with 62.62 percent. The c 2 value of universities x the frequency of visit to the library is 208.04 and the degrees of freedom are 56. The c 2 value is very significant. Respondents from all the universities under study are frequent visitors to the library, except HPU, YS Parmar, DU and MDU.

Conclusion

The result shows that in the time of technological advancement, where the Internet is easily available to every individual, respondents still visit the library regularly; however, the frequency of visits differs among respondents. Respondents age 25-30 visit the library more often than other groups, and form the major part of the research scholars in the universities. The respondents of all the universities under study are frequent library visitors, with the exception of a few institutions. Respondents from agriculture discipline are the most frequent library visitors, followed by those from humanities and social sciences.

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