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Work Place Evaluation and Change Demand in State University Libraries, Odisha: A Future Perspective Based on Users Opinion's

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Abstract

This study proposes to investigate the wish and demands possessed by the users of state university libraries of Odisha with regards to their services, areas in the library, and products. The online questionnaire has been chosen as a suitable method of data collection. The selected sample of this study are belonging to the LIS background. Although the change demanded by the users of Odisha state university libraries is fulfilled in other parts of the country still it is a dream for the ongoing users of the respected university libraries. Users' opinions have been taken into consideration for forecasting the future services that should be provided by these state university libraries. The result shows that many areas like circulation, acquisition, and security-related need to be changed in the future.

Keywords: Future libraries, University libraries, Change demand, User's demand, Change in libraries.

Author Biography

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1. Introduction

Visualizing future needs and the perception of any entity just works as a boosting element for that entity. So, we can say that, if there are no visions, no change, and no perception then there are no developments further in the future. Another influencing factor for the developing future perception is by considering the 'change demand by the users' which means the change required now will provide a direction towards the future libraries. Like the internet which is eventually developed from Web 1.0 (developed in 1996) – Web 2.0 (developed in 2006) – Web 3.0 (developed in 2016) and now knocking on the door for Web 4.0, libraries are also developed Library 1.0 (traditional libraries till 2005), Library 2.0 (digital library till 2010), Library 3.0 (virtual library till 2020) and facing toward furthermore development that is Library 4.0. Library 1.0 is associated with Web 1.0 and similarly, Library 2.0, Library 3.0, and Library 4.0 are also associated with Web 2.0, Web 3.0, and Web 4.0 respectively.¹ As the feature and characteristics of the internet are changing day by day, the outer and inner appearance of libraries is also changing. Again, as per the feature and characteristics of recent technologies, the library is moving towards the future. So, with this changing environment, perception can be taken into consideration to visualize the skeletal structure of the growing libraries after several years.

2. Statement of the Problem

As compared to the corporate, private, and state government libraries in Odisha there will be a clear indication that services, products, and materials provided by all these libraries are not in balance form. In the majority of cases, the post of Librarian does not exist in the respected libraries. Till now libraries, with special reference to state government university clientele are serving traditionally their user and very few of them are converted to the electronic library by providing electronic materials as well as printed materials. In this research, we have forecasted the future change required and some technological implementation in the state university libraries in Odisha.

3. Objectives of this Study

This research has enlightened the following major objectives;

- To analyze whether change is needed or not.
- To find out the area that, need to be changed in the future.

- To find out the services that should need to be changed in future.
- To highlight some smart technologies for upcoming future libraries.
- To know the current library status of state government university libraries.

4. Review of Literature

Assuming the future perception of the libraries has been stated before many years ago. Various researchers have elaborately described various requirements and needs of future libraries. Out of all related work that has previously been done some major-related works of literature are being reviewed here.

Before judging Library 4.0 we have to understand the features and services that are provided by Web 4.0 because as per Noh, Y. (2015) the movement of future libraries will be parallel to the movement of the future web. Generally, in the context of Library 4.0 terminologies used are intelligent library, big data, cloud-based services, augmented reality, virtual reality, etc. In the electronic context, the library collection should emphasize the need of the user base, and at the organizational level that collection should be procured which is based on licenses. The libraries should provide access to those services which are web-based and mobile communication should be implemented. As per Akeroyd, J. (2001) every library should be self-efficient which means if any technical or physical problems appear inside the library then they could take the necessary steps to resolve them. By highlighting the library function the author also said that customization, representation, and rights management, will be important factors in future libraries.

On the other hand, a study conducted by Aguolu, I. E. (1996) where the author stated that the government body and requirement of resources also change the institutions as well as their libraries. When the administrative body will implement some policy parallel to the institution the library also changes to certain dimensions. Another study was conducted by Lippincott, J. K. (2010) where the author analyzed the future of mobile-based services in libraries. While in now a day's mobile devices are being more used for video games, texting messages, searching the internet, voice, and video calling so, mobile services like mobile-based payments, e-book readers, and others could be more useful in the future libraries (Lippincott, J. K. (2010)).

Change is an important factor for taking necessary steps for the future. A report was undertaken to the SCONUL by Pinfield, S., Cox, A., & Rutter, S. (2017) where the change management and user perception towards the future have been analyzed in various areas of the library. IT Utilities influence the structure of the library like blended learning, 24*7 access resources stated by Tait, E., Martzoukou, K., & Reid, P. (2016). Now a day's library services are provided by a wide range of media, including social network sites, mobile phones, and virtual worlds. Institutional repositories, creating new knowledge systems, creating new knowledge products, and information access systems are some key factors that revamp the existing library toward future perspectives (Brewer, J. M., et.al, 2004). trends in collection, system, space, services, and expertise will also direct the way of future libraries. The collection is transforming from digital to

license-based collection and reduction from physical to digital to manage the space, in the system so, the systems are transforming from institutional to the shared system, and the shift of service from focusing on collection to focusing on the uses is some major pathfinders to future libraries by Gul, S., & Bano, S. (2019).

5. Methodology Used

In such an ongoing pandemic situation the online questionnaire method is considered a useful method for collecting the data. The questionnaire has been sent to five Library and Information Science (MLIS) courses providing universities and the snowball sampling method has been used in this research while choosing the sample. The selected universities are Fakir Mohan University (FMU), Utkal University (UU), North Odisha University (NOU), Sambalpur University (SU), and Gangadhar Meher University (GMU). Although this research uses library-related terminology so, the questionnaire has been distributed among the LIS students only. The questionnaire includes a close-ended questionnaire only and a total 10 number of questions including demographical question (2-4) has been designed for this research. There was a total of 135 questionnaires have been distributed to the passed out and continuing students of Library and Information Science only and 111 returned back and out of which 113 were considered to be useful. Table- 1 shows the characteristics of the responses and response rates that have been collected.

6. Results and Analysis

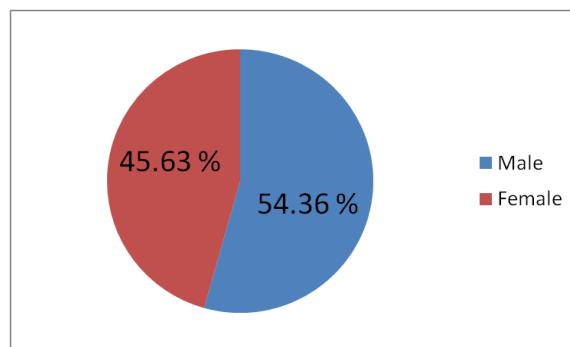
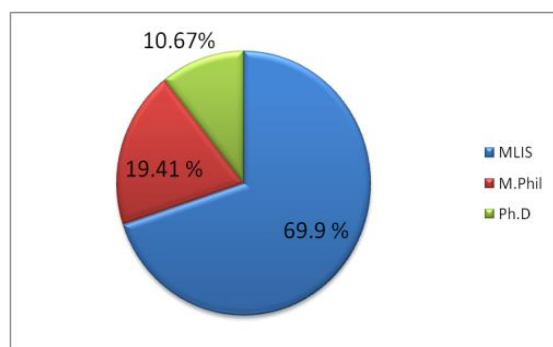
6.1 Demographic Characteristics of the Respondents

Demographic characteristics represent the age, gender, courses they were pursuing and pursuing, and the response percentage. As we stated above there are 103 respondents' answers are considered to be useful out of 135 which is 76.29 % of the response rate. According to the gender-wise respondents, there were 56 (54.36%) respondents who belonged to the male and 47 (45.63%) of the respondents belongs to the female category. Table – 1 shows that the maximum number of respondents is 43 (41.74) falling under the age group of 24-25 followed by 34 (33%) coming under 21-23 followed by 22 (21.35%) between 26-30. As far as the course was concerned there was a maximum number which was 72 (69.90%) respondents belonged to the MLIS course followed by 20 (19.41%) who belongs to M.Phil. and the last 11 (10.67%) were from the Ph.D. course.

[Table-2 Demographic Character of respondents]

Variables (n=103)	Sub Variables	F					Total	%	Cumulative %
		FMU	UU	NOU	SU	GMU			
Gender	Male	14	14	9	9	10	56	54.36	54.36

	Female	9	11	9	11	7	47	45.63	100
Age	18-20	0	0	0	0	0	0	0	0
	21-23	10	8	8	5	3	34	33	33
	24-25	9	6	8	11	9	43	41.74	74.74
	26-30	3	9	1	4	5	22	21.35	96.09
	31 +	1	2	1	0	0	4	3.88	99.97
Courses	MLIS	23	10	18	14	7	72	69.90	69.90
	M.Phil	0	10	0	4	6	20	19.41	89.31
	Ph.D	0	5	0	2	4	11	10.67	99.98



[Figure - 1 Gender wise respondents]

[Figure – 2 Course wise respondents]

6.2 Types of Libraries as per Users' Perception

Respondents were asked to choose a particular term that will represent correctly their respective university libraries. As described in table – 2 there were five types of libraries were given by the authors in the option level. As per the analysis of data, we can consider that the maximum number of respondents that is 49 (47.57%) from the Odisha state universities considered the term that is Electronic Library to represent their university library followed by 34 (33%) replied that Digital Library will be the correct term to represent their university libraries followed by 16 (15.53%) replied that traditional library. As per the final analysis, the author decides that the state university libraries are coming under the umbrella of electronic Libraries.

[Table – 2 Kinds of University Libraries]

Variables (n=103)	F					Total	%	Cumulative %
	FMU	UU	NOU	SU	GMU			
Traditional Library	4	4	6	2	0	16	15.53	15.53
Electronic Library	12	10	5	11	11	49	47.57	63.1
Digital Library	7	9	6	7	5	34	33.00	96.1
Virtual Library	0	2	1	0	1	4	3.88	99.88

6.3 Change Required for Current Library Situation

Change is the major factor for the development of any organization/institution and it helps to cope with the emerging society. While the respondents are being asked whether they are requiring or required a change to their existing libraries and the majority of the respondents relied on yes. The linear scale has been used to collect the data where 4 means fully believe and 1 means never believe. Out of the total observations (see table - 3) author found that 37 (35.92%) respondents clicked on 4 (belief) followed by 30 (29.12%) clicked on 5 (fully believe), 29 (28.15%) respondents clicked on 3 (slightly believe) and very few that is 7 (6.79%) respondents clicked on 1 (never believe). As per the university wise, the Utkal University (UU) mean score is highest that is 2.36 than other universities followed by Fakir Mohan University (FMU) which was 2.08 mean score, 2.05 from each Sambalpur University (SU) and Gangadhar Meher University (GMU) and at last from North Odisha University (NOU) where the mean score was 2. In the part of the final analysis that is the decision taken from the data that 'Yes' means change must be implemented in the respective university libraries in Odisha for better development.

[Table – 3 Users' perception towards change]

Variables (n=103)	Fully Believe	Believe	Slightly Believe	Never Believe	Mean	SD	Decision
	F and %	F and %	F and %	F and %			
FMU (n= 23)	8 (34.78%)	7(30.43%)	6 (26.08%)	2 (8.69%)	2.08	2.62	Yes
UU (n= 25)	4 (16%)	11(44%)	7 (28%)	3 (12%)	2.36	3.59	Yes
NOU (n= 18)	6 (33.33%)	6(33.33%)	6 (33.33%)	0 (0%)	2	3	Yes
SU (n= 20)	7 (35%)	6 (30%)	6 (30%)	1 (5%)	2.05	2.70	Yes
GMU (n= 17)	5 (29.41%)	7(41.17%)	4 (23.52%)	1 (5.88%)	2.05	2.5	Yes
Total	30	37	29	7			
%	29.12	35.92	28.15	6.79			

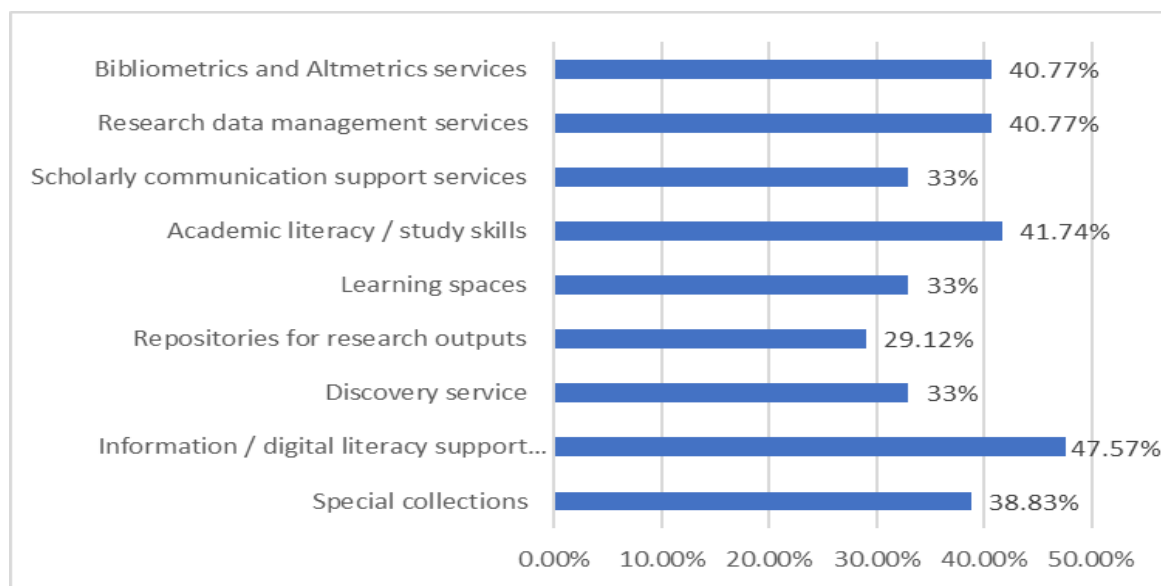
6.4 Areas need to be Changed

In another section, the changed required areas in the university libraries are analyzed and the selected areas are provided in the options section of the questionnaire. As in table – 4 library security is the most vulnerable area as supported by 55 (53.10 %) of respondents. The library security includes all the security-related work of the materials and the users themselves. After that, the second vulnerable areas were the reading room area and stack room which 46 (44.66%) respondents supported, followed by circulation by 44 (42.71%), and the attitude of the library staff by 34 (33 %), journal related by 33 (32.03%).

Variables (n=103)	F		%	Cumulative	Rank
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Special collections	11	8	8	5	8	40	38.83	38.83
Information / digital literacy support services	9	13	7	13	7	49	47.57	86.4
Discovery service	9	8	6	5	6	34	33.00	119.4
Repositories for research outputs	8	8	3	3	8	30	29.12	148.52
Learning spaces	8	5	5	9	7	34	33.00	181.52
Academic literacy / study skills	8	12	9	9	5	43	41.74	223.26
Scholarly communication support services	8	8	7	6	5	34	33.00	256.26
Research data management services	9	8	6	12	7	42	40.77	297.03
Bibliometrics and Altmetrics services	7	8	8	9	10	42	40.77	337.8

[Figure – 3 Services for future perspectives]



6.6 Future Perspectives towards Library Professionals

Table – 6 shows a dream toward the position of LIS professionals in the future of these selected university libraries. According to the analyzed data, there were found that 53 (51.45%) of respondents presume that the ‘Number of library professionals will increase’ in respective libraries may be an increase in the future followed by 45 (43.68%) of respondents who presumed that ‘Library roles will be more diverse and specialist’, 41 (39.80%) respondents presumed that ‘There will be fewer library-related jobs in future’ and 34 (33%) respondents wish for ‘Salary of professional will increase’.

[Table – 6 Perception towards professionals’ status]

Variables (n=103)	F					Total	%	Cumulative %
	FMU	UU	NOU	SU	GMU			
Number of professionals will increase	11	12	8	9	13	53	51.45	51.45
Salary of professional will increase	10	7	2	8	7	34	33.00	84.45
There will be fewer library related jobs in future	7	8	5	11	7	41	39.80	124.25
Library roles will be more diverse and specialist	9	11	6	10	9	45	43.68	167.93

7. Findings & Conclusions

As per the author’s objective - 1 change was the most demanded factor in their current university library situation because data revealed that 37 (35.92%) respondents ‘believe’ followed by 30 (29.12%) clicked on ‘fully believe’, 29 (28.15%) respondents clicked on ‘slightly believe’ and very few that is 7 (6.79%) respondents clicked on ‘never believe’. As far as the areas are concerned then the most vulnerable areas are ‘library security’ as supported by 55 (53.10 %) of respondents followed by the reading room area and stack room where 46 (44.66%) respondents supported. As per the user's demand for services, there were 49 (47.57%) respondents demanded the ‘Information/digital literacy service’ followed by 42 (40.77%) respondents for both the ‘Research data management services’ and ‘Bibliometrics and altmetrics services’, 43 (41.74%) respondents for ‘Academic literacy/study skills services’, 34 (33%) for both the ‘Discovery service’ and ‘Learning spaces. As per the users’ perceptions, 49 (47.57%) replied that their university libraries are coming under ‘Electronic Library’ followed by 34 (33%) for ‘Digital Library’ and 16 (15.53%) said that ‘Traditional Library’. It was a positive sign that maximum university libraries in Odisha state are not Traditional Library anymore, but still, user's demands were not fulfilled. as per the user’s perception towards the current library professionals in the selected libraries, it was found that 53 (51.45%) of respondents presumed that the ‘Number of library professionals will increase’ followed by 45 (43.68%) for ‘Library roles will be more diverse and specialist’, 41 (39.80%) for ‘There will be fewer library-related jobs in future’ and 34 (33%) respondents presumed for ‘Salary of professional will increase’.

As per the author's idea if these selected libraries will implement some smart library technology for providing the day-to-day services to the users, then it may be revamping the user's demand and increasing the satisfaction level. Library professionals should possess polite behavior towards their respective users because some of the users required change in this area. At last,

although these libraries are serving the users of university clientele so, they should provide services like a research assistant, cloud-based and mobile-based services to their users.

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