

IMPACT OF LIBRARY SERVICES ON THE USERS ATTITUDE: A SHORT STUDY OF MADURAI KAMARAJ UNIVERSITY

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Abstract - We discuss in the present paper about develop an approach to understand Individuals perspective towards Impact of Library Services, its utility and importance. They propose and find that (a) Library Services are desired by people and they consider them to be relevant (b) Other than this concern, the factor that requires attention to be paid is the resource sharing and availability of matter on time as more than 70% of people feels that "time delayed is time wasted it puts adverse impact on users Attitude.

The author's findings are based on the analysis of 400 respondents of sample units comprises of Students, Faculty and staff of Madurai Kamaraj University.

Key words: Library Services, Resource sharing, e-journals, ILL, User study

1. INTRODUCTION

Libraries of any institute or organization play vital role in storage, retrieval along with dissemination of information to every user's irrespective time, costs and space factors. But performance of library services can be measured on the basis of their user's satisfaction and choice of their services being rendered and its impact of their users satisfaction and choice of their services being rendered and it impact directly on users. So users are key factor and impact evaluate any library services and its collection so any library with leading services with adequate collection doesn't means that it has reached to a good status of library.

The University has a modernized central Library with 3 laces books, 9,000 e-journals, 3,000 e-books, 55,000 reference and text books. High broadband internet connection, INFONET centre with large number of nodes and smart class rooms have enriched the ICT enabled teaching and learning.

2. OBJECTIVE OF SERVICES

Objectives of the given research are as follows:

- To study the importance of library services to the users.
- To study different elements affecting the users experience negatively.
- To study the perception of people towards Library services in general.

- To access the satisfaction of the user regarding the collection and services of library.
- To know about the limitations of the library services and systems
- To know users problems in getting library services
- To know impact of existing services on users
- To know role of infrastructure in library services
- To access the utility of library services to the users
- To access the satisfaction of the user regarding the collection and services of library.
- To know about the limitations of the library services and systems
- To know users choice of library services.
- To know users problems in getting library services
- To know impact of existing services on faculty and users
- To know role of infrastructure in library services

3. LITERATURE REVIEW

Study conducted by **Neena Singh (2001)** find that impact of Internet on various library processes, services and products. It also emphasizes the challenging role of librarians and information professionals in the present Internet era. Today the Internet has revolutionized the traditional library activities viz document acquisition, technical processing, circulation, reference service, resource sharing, document delivery, etc. The paper also emphasis the crucial role of librarians and information professionals in designing and maintaining libraries web page/website leading to increase in library efficiency.

Study conducted by **Prof. Dorothy Williams(2002)** There was a body of research supporting theview that primary school libraries can have a positive impact on academic achievement particularly when accompanied by appropriate action to ensure the service delivery is efficient and effective. However, much of this evidence was from countries where school librarians have a teaching qualification and more research is needed to determine the extent to which the evidence is transferable to England. There is limited research demonstrating the view that school libraries have the potential to impact on the Broader aspects of learning, including vulnerable or special needs students.

Study conducted by **Jan Ryan Novak, Legal reference services quarterly vol 26, no 1&2 (2007)** Technology increasingly drives the evolvingnature of the library's role in managing faculty publications. Libraries not only create

physical archives of faculty scholarship, but take on the active role of facilitating immediate access to content. Trends in legal scholarship, including new formats such as blogs and pod casts and the open access initiatives, compel libraries to develop creative solutions such as enhanced bibliographies, searchable databases, and digital repositories to manage access, preserve, and disseminate faculty writings.

4. LIBRARY SERVICES

Library services offered by the Madurai Kamaraj University continued to be conventional and largely automated.

These services provided by the library are:

- Circulation of documents
- Reprographic Services
- Reference Services
- ILL service
- Course Material
- e-journals downloading services
- Orientation
- Referral services
- Help in the trace the documents

5. METHODOLOGY

The present research study is Exploratory in nature as the results of the research work can be used for the purpose of enhancing Library Services in order to make the more presentable and effective so as to increase the user's base.

A survey method has been used to know the impact of library services on users and the role of users on library services for this questionnaire has been made and distributed to all users like faculty, student and staff of this institute.

Most studies solely neglect the user experience. As a result, users know a little about the availability of resources in the institute and they're proper usage and the degree to which lack of resources in an established institute undermines reputation of the Institute. Here is an attempt to study the various elements of Library Services in order to find those that impact users experience negatively.

All the users Library facility of Madurai Kamaraj University come under the gamut of the study.

For the purpose of conducting this study the Stratified Random Sampling plan was used. This research sample unit comprises of Students, Faculty and Staff of Madurai Kamaraj University. A total of 200 students, 150 Faculty and 50 Staff members of the organizations were selected for the purpose of study.

6. COLLECTION OF DATA

Data collected in this research study was Primary as well as Secondary data. Primary data was collected through structured questionnaire. The questionnaire used for survey consisted of open-ended questions. The scale used is Nominal for the study.

Secondary data has been collected from the sources like magazines, journals, and periodicals, Internet sites, which contained information related to the topic.

7. RESULT

7.1. Reference

References staff is available in the reading room to suggest sources of information and to assist in locating the required material; only a skeleton staff is available after normal working hours. Hence, at such times the senior staff is available after normal working hours. Hence, at such times the senior staff on duty at the information desk may be approached for any help in location of the required documents.

The library maintain a separate reference collection consisting of encyclopedias, dictionaries, directories, handbook, technical data, almanacs, atlases, bibliographies, CD-ROMs, audio and video cassettes, etc. reference book are marked "R" and rare reference are marked "RR". The collection marked "RR" are kept under lock and key.

7.2. Current Awareness Services

Monthly display periodicals and display of books. Display of announcements received from various institutions regarding the conferences, workshops, seminars etc

7.3. Inter-Library Loan

Interlibrary loan is a service where by a user of one library can borrow books, videos, DVDs, sound recording, microfilm, or receive photocopies of articles in magazines that are owned by another library. Sometimes for a small fee, or possible for no cost, a library that has the item will loan or copy it, and the item is transported to the requester's library to be checked out or used only within the library. The Madurai Kamaraj University libraries already have an ongoing inter-library cooperation programme. Under the programme, the photocopies of research article are exchanged on request amongst several libraries.

7.4. Photocopying

The Madurai Kamaraj University library offers photocopying service for academic or research purpose at the rate of Rs 1/- per page. This save the time of the users to a great extent. The service is free to all the faculty members of Madurai Kamaraj University. Private photocopying vendor operating from the Madurai Kamaraj University premises provide copies to all other users.

7.5. OPAC (Online Public Access Catalogue):

The library has fully computerized its most actively used collection, which is searchable through OPAC. The OPAC allows search by author, title. Subject. Call number. Keywords, and Boolean search. The call number call number indicates the location of the book on the self. The computer catalogue, OPAC is extremely user-friendly and enables searches to be conducted with ease and speed.

8. CONCLUSION:

The above paper discussed the importance of knowing user's view is necessary to evaluate the services. A study was based on the user's satisfaction for library services. Analysis the data relating to library services, collection etc. offer to suggestion for further improvement of the library services.

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