

Evaluation of Readers' Services Provided By Nit Libraries In North India

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Abstract - Evaluation must be based on sound guidelines and goals of the parent organization. It requires proper feedback from users for collection development and provision of information services. Evaluation is also essential to know the users' need and their satisfaction. Therefore, these are regarded as a means of systematic study of users need in using and accessing the library collection and services available to them under given circumstances. Collection development focuses on the building of library collections, ideally following guidelines already established and articulated in the libraries written collection development policy. It is a concept that fits most happily during times of expansion and financial prosperity, and one which has tended to be associated primarily with libraries with large research collections. Although this term is sometimes used synonymously with the term collection management, the two are not identical.

Key Words: NIT Libraries, User Satisfaction, State Central Library, Library Services.

1.INTRODUCTION

In library and information science literature the terms: Selection, Acquisition Collection Building and Collection Development are very often used interchangeably. Whereas selection is the process of deciding upon different documents- what to purchase and what not. Acquisition on the other hand is the process of acquiring documents by purchase, gift or exchange.

Collection building involves the selection and acquisition of materials, but is a systematic and planned development of an already existing collection. Collection development is a dynamic process, which involves the information professionals as well as the community of users. It is generally geared to the requirements must be satisfied with the help of a standard and balanced collection of library materials. Collection development is a universal process for all types of libraries. The main difference occurs when one moves from one environmental setting to another. Evaluation must be

based on sound guidelines and goals of the parent organization. It requires proper feedback from users for collection development and provide information services. Evaluation is also essential to know the users' need and their satisfaction. Therefore, these are regarded as a means of systematic study of users need in using and accessing the library collection and services available to them under given circumstances.

Collection and readers services are interrelated and go simultaneously to satisfy user's needs. And the evaluation is a technique that depicts the status of collection and readers services. Evaluation must be based on sound guidelines and goals of the parent organization. It requires proper feedback from users for collection development and provision for information services. Evaluation is also essential to know the users' needs and their satisfaction.

1.1.History

It was the dream of Pandit Jawaharlal Nehru to see India emerge as a leader in science and technology. In order to serve the growing demand for trained quality technical manpower, the Government Of India started fourteen RECs between 1959 and 1965 (NITs located at Bhopal,Allahabad, Calicut, Durgapur,Kurukshetra,Jamshed pur, Jaipur, Nagpur, Rourkela, Srinagar,Surathkal, Surat,Tiruc hirapally, and Warangal). Three other NITs were added between 1970 and 1990 (NITs located at Silchar, Hamirpur, and Jalandhar). Each college was a joint and cooperative enterprise of the central government and the concerned state government. Recently, MHRD issued NIT status to three more colleges which are located at Patna (Bihar Engineering College - a 110 year old college), Raipur (Government Engineering College),^[1] and Agartala (Tripura Engineering College).^[1] Based on the request of respective state government and feasibility, future NITs shall be either converted from the existing government institutes or can be setup as brand-new (Greenfield) NIT. The 21st (and the first brand-new) NITs

coming up at Imphal in the north-eastern state of Manipur at an initial cost of Rs. 500 crores. All the twenty NITs now offer degree courses at bachelors, masters, and doctorate levels in various branches of engineering and technology. The entire non-recurring expenditure and expenditure for post-graduate courses during the REC times were borne by the central government. On the other hand, the entire recurring expenditure on undergraduate courses was shared equally by the central and the state government. However, since being upgraded to NITs, the central government manages the entire funding for these institutes. The REC system served well initially, but as time passed some state governments did not shoulder proper responsibility to steer the institutes in the right direction. Following the long standing demand for more IITs, the then MHRD Minister Murli Manohar Joshi decided to upgrade the RECs to National Institutes of Technology (NITs). In 2003, all the RECs were hi and the central government took control to run these institutions.kind of pagination anywhere in the paper. Do not number text heads-the template will do that for you.

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2.LITERATURE REVIEW

Sharma et al. (2008) Evaluated the collection development in the libraries of 38 engineering colleges of Orissa Under title "Collectiion Management of Engineering College Libraries of Orissa: An Evaluative study". Information was collected from libraries using questionnaires. The Study concluded that the growing dissatisfaction of the user's arising from the non availability of needed documents and lack of provision of services could be boiled down to the same extent, by rendering at least CAS or current contents or information about latest addition to user's.

Kanakachary (1989) "user's survey of engineering college library, Osmania University, Hyderabad : A case study ". Author assessed the performance of the engineering college library, Osmania University, Hyderabad. For the study, total fifty questionnaires were distributed and 27 (54%) were received back. It was followed by personal interviews with users and library staff. 66.7% user was satisfied, while 33.3% were dissatisfied with regarded to the quality and standard of periodicals on subscription. About 85% users were unaware of the catalogue. The Majority of users wanted change in library timings. More that 90% users were not satisfied with physical facilities of libraries.

Sanjiv Kumar & Mishra (1993) " Use of National Institute of Fashion Technology Library". A survey." Author conducted a survey to ascertain the stability of the opening hours, frequency of library use, most frequently used services and help fullness of library staff. Library hours were found convenient for users. Borrowing books were the main reason to visit library followed by use of reference material and periodicals. Lending services were most frequently followed by photocopy service. The Majority of the users was satisfied with the library.

Haider (1996) discussed the lack of proper management, absence of competent personnel, non-existence of acquisition pocilty statements, non-existence of selection aids, ever shrinking library budgets, fluctuating rate of rupee, inflation, import policy, trade embargoes against some countries, fiscal policy etc. were the major hurdles found in the acquisition of books for Pakistan from abroad.

Snow (1996) in his articles provided that the bibliographers needed to concentrate on the selection and evaluation of the collection rather than writing policies at become outdated and irrelevant shortly.

Thornton (2000) concluded that consourtia will become more important sources in electronic information world. Martin (1976) provided various guidelines for conducting user studies and concluded that user data strengthens the planning and decisions making processes at several levels.Wildemuth (2003) provided that by gathering evidences about library users, their interactions with library services and materials and the context in which those materials and services are used librarians can make sound decisions for the future.Marshall et al (1993) brought forward that more students used libraries in problem based learning than in traditional programs.Lohar and Kumbar (2007) found that 52.25% user spent less than an hour and more that half an hour only in libraries per week. Only a small fraction of users was found familiars with interlibrary loan services.Achonna (2008) found that user of e - journal resources were low among students of engineering colleges. Lack of skills, inadequate provision of computer power outage, etc. where the problem faced in use of resources.

3. RESEARCH METHODOLOGY

In the present study mainly the questionnaire method is used to collect the data. The questionnaires used here have been so designed that there could be answered within a short time eliminating descriptive answers. Two questionnaires were designed for the purpose, one for Librarian and another for The Users. Both the questionnaire is appended in the appendices.

4. STATEMENT OF THE PROBLEM

As mentioned in the topic the focus of study is an **“Evaluation of readers’ services provided by the NIT Libraries in North India.”** In this context the topic includes following questions:

1. Are users able to use e-resources themselves or some kind of help is needed?
2. What are the hindrances faced by the users in the use of resources?

5. OBJECTIVES OF THE STUDY

1. To identify initiatives taken by NIT libraries with regards the application of computers for the different operations and services.
2. To study the library user and their information needs.
3. To know about the different services provided by NIT libraries and to ascertain how far these services are helpful to meet the users’ information needs in a changing environment.

6. DATA ANALYSIS & INTERPRETION

The questionnaire for librarian was designed with the objective in mind to collect data about the objectives, policies and programs, functions, future plans, resources and infrastructure of the library. This questionnaire is divided into 10 parts under separate headings.

The following table shows the distribution of questions under various headings:

Table 1: Structure of Librarian’s Questionnaire

Part of Questionnaire	Broad Headings	No. of Questionnaire
A	Bio data	3
B	General Information	3
C	Library Building	2
D	Library Timing	1
E	Personnel	3
F	Library Users	1
G	Finance and Expenditure	3
H	Library Collection	2
I	Technical Processing	1
J	Library services	8
	Total	27

6.1. Users’ Questionnaire

The questionnaire for users included questions on all aspects of the working in a library. The questionnaire consists of 7 parts.

Table 2: Structure of Users’ Questionnaire

Part of Questionnaire	Broad Headings	No. of Questions
A	Name of the college	1
B	Personnel Information	3
C	Use of Library	6
D	Collection	5
E	Library Services	6
F	Maintenance	2
G	General	2
	Total	24

6.2.Response and Sample size:

Details of the number of questionnaires distributed among different categories of users and the response received are as follows:

Table 3: Questionnaires Distributed, Response Received and Sample

Category of Users	Questionnaires Distributed	Response Received	%
Librarian	3	3	100
Faculty Members	75	60	80
Students	100	90	90
Total	178	153	85.95

A total of 178 questionnaires were distributed among various categories of users. Consistent efforts were made to collect the distributed questionnaires. Frequent visits and requests were made to the users; as a result 150 Questionnaires were collected.

Basic data required for the study were collected through questionnaires; however the gaps were filled through use of other methods like use of official records. Etc.

Table-4. Time spent per visit in the Library

NIT	Users	30 minutes to 1 hours	1 hour to 2hours	2hours to 3hours	More than 3 hours
		No. (%)	No. (%)	No. (%)	No. (%)
Kurukshetra	Faculty Members	10 (43.4)	7 (30.4)	5 (21.7)	1 (4.34)
	Students	9 (25)	7 (19.4)	9 (25)	11 (30.5)
Hamirpur	Faculty Members	12 (63.1)	5 (26.3)	2 (10.5)	----
	Students	1 (3.70)	7 (25.9)	8 (29.6)	11 (40.7)
Jalandhar	Faculty Members	10 (55.5)	6 (33.3)	2 (11.1)	----
	Students	3 (11.1)	6 (22.2)	----	18 (66.6)

Table 5. Assistance from the Library Staff

NIT	Users	Yes				No	
		Locate Book No. (%)	Consult Reference Book No. (%)	Locate Periodical No. (%)	OPAC No. (%)	No Need to help No. (%)	Hesitate No. (%)
Kurukshetra	Faculty Members	----	----	12 (52.1)	1 (4.34)	10 (43.4)	----
	Students	19 (52.78)	12 (33.3)	2 (5.55)	5 (13.8)	4 (11.1)	----
Hamirpur	Faculty Members	1 (5.26)	3 (15.7)	4 (21.03)	4 (21.03)	12 (63.1)	----
	Students	21 (77.7)	8 (29.6)	8 (29.6)	8 (29.6)	----	----
Jalandhar	Faculty Members	----	2 (11.1)	4 (22.2)	----	12 (66.6)	----
	Students	21 (77.7)	9 (33.3)	6 (22.2)	6 (22.2)	3 (11.1)	----

* Multiple responses to the question

It depicts that maximum numbers no of users, i.e. 62/150 take assistance form the library staff to locate books. Further 36 and 34 users have replied that they take staff assistance to locate periodicals, and to consult reference books respectively. 41/150 have replied that they don't need the staff assistance.

This shows that the users of all the libraries under study are familiar with the functioning of their respective libraries.

Table- 6 Frequency of Using Information Sources

NIT	Users		Most frequently No. (%)	Frequently No. (%)	Less Frequently No. (%)
K U	Faculty Members	Text Book	5(21.7)	8(34.7)	10(43.4)
		Reference Book	10(43.4)	6(26.08)	----
		General Book	1(4.34)	----	----
		Internet Services	12(52.1)	5(21.7)	6(26.08)
		Magazines	----	4(17.3)	----
		Database	----	2(5.55)	----
		Periodicals	14(60.8)	5(21.7)	3(13.04)
	Students	Text Book	33(91.6)	2(5.55)	----
		Reference Book	19(52.7)	11(30.5)	4(11.1)
		General Book	23(63.8)	3(8.33)	11(30.5)
		Internet Services	22(61.1)	4(11.1)	4(11.1)
		Magazines	7(19.4)	15(41.6)	13(36.1)
		Database	3(8.33)	4(11.1)	23(63.8)
		Periodicals	4(11.1)	15(41.6)	12(33.3)
Hamirpur	Faculty Members	Text Book	5(26.3)	6(31.5)	8(42.1)
		Reference Book	7(36.8)	11(57.8)	1(5.26)
		General Book	----	1(5.26)	2(10.52)
		Internet Services	6(31.5)	9(47.3)	3(15.7)
		Magazines	----	3(15.7)	----
		Database	----	2(10.52)	----
		Periodicals	5(26.3)	8(42.1)	5(26.3)
	Students	Text Book	23(85.1)	3(11.1)	----
		Reference Book	15(55.5)	6(22.3)	3(11.1)
		General Book	3(11.1)	11(40.7)	9(33.3)
		Internet Services	4(14.8)	5(18.5)	11(40.7)
		Magazines	9(33.3)	9(33.3)	7(25.9)
		Database	1(3.70)	6(22.2)	11(40.7)
		Periodicals	8(29.6)	9(33.3)	8(29.6)
Jalandhar	Faculty Members	Text Book	6(33.3)	----	10(55.5)
		Reference Book	12(66.6)	4(22.2)	----
		General Book	----	----	----
		Internet Services	10(55.5)	----	----
		Magazines	----	----	----
		Database	----	----	----
		Periodicals	8(44.4)	----	7(38.8)
	Students	Text Book	18(66.6)	6(22.2)	----
		Reference Book	9(33.3)	9(33.3)	3(11.1)
		General Book	6(22.2)	9(33.3)	6(22.2)
		Internet Services	6(22.2)	6(22.2)	6(22.2)
		Magazines	9(33.3)	6(22.2)	9(33.3)
		Database	----	6(22.2)	9(33.3)
		Periodicals	6(22.2)	9(33.3)	3(11.1)

Reveals the maximum number of users of all NIT Library uses textbooks most frequently.very less number of user i.e.

6/----- of NIT library Kurukshetra 8----- NIT Hamirpur and 6/----- of NIT Jalandhar use the Databases .

Table- 7. The Problem faced in Accessing Information.

NIT	Kurukshetra		Hamirpur		Jalandhar	
	Faculty Members	Students	Faculty Members	Students	Faculty Members	Students
Inadequate Library Resources	6(26.08)	10(27.7)	9(47.3)	7(25.9)	10(55.5)	9(33.3)
Unawareness of Library Resources	----	7(19.4)	1(5.26)	10(37.03)	----	9(33.3)
Availability of too much Information	----	12(33.3)	3(15.7)	4(14.8)	----	6(22.2)
Lack of Pin-pointed Information	16(69.5)	5(13.8)	6(31.5)	5(18.5)	8(44.4)	3(11.1)
Lack of Current/ Up to date Information	----	5(13.8)	1(5.26)	7(25.9)	----	12(44.4)
Lack of Co-operation from the Staff	----	1(2.77)	----	----	----	----

* Multiple answer to the question

Table 7- Reveals that faculty members of NIT Kurukshetra do not feel any problem in assessing information. However, faculty members of NIT Hamirpur have replied that they face different problems in assessing information. Student of all the NIT libraries have replied that they face one or the other problem in assessing information.

Table- 8. Use of Electronic Information Services.

NIT	Users	Yes (%)	No (%)	Total (%)
Kurukshetra	Faculty Members	19(82.6)	4(17.39)	23
	Students	36(100)	-----	36
Hamirpur	Faculty Members	12(63.15)	7(36.8)	19
	Students	12(44.4)	15(55.5)	27
Jalandhar	Faculty Members	10(55.5)	8(44.4)	18
	Students	15(55.5)	12(44.4)	27

Table 8. Shows the use of electronic information services. The maximum number of users' i.e. 104 out 150 use electronic information services.

Table- 9 Information Source Preferred.

NIT	Users	Printed No. (%)	Electronic No. (%)
Kurukshetra	Faculty	17(73.9)	6(26.08)
	Members		
	Students		
Hamirpur	Faculty	8(42.1)	11(57.8)
	Members		
	Students		
Jalandhar	Faculty	12(66.6)	6(33.3)
	Members		
	Students		
	Students	21(77.7)	6(22.2)

7.CONCLUSION AND SUGGESTIONS

On the basis of these observations conducted in respect of the libraries of all these three NIT with number of users selected, conclusion as summarized are given below followed by suggestion thereon :

A Library has been well described as the trinity of books, readers and staff. The number and quality of books in a library is of utmost importance and it is on these that the success of the library depends.

It is observed that the users are satisfied with the collection of their respective college libraries. Moreover, as results reveal the collection of NIT library is more relevant as compared to the collection of other libraries. The study reveals that the majority of users of all the three NIT libraries visit the library daily as in the table mentioned. This shows that in all the NIT libraries, collections and services are used to a great extent. However, this study depicts that very less number of users use the e-resources in NIT library Hamirpur & Jalandhar as compared to users of NIT library Kurukshetra. Hence, it is suggested that training program should be organized very frequently to make users aware of e-resources. This makes it clear the user of NIT library Kurukshetra is well acquainted with the functioning and services of library as compared to NIT Hamirpur and Jalandhar

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