

# Information Use Pattern of Library by Faculty Members of Bannari Amman Institute of Technology, Sathyamangam, Erode, Tamil Nadu: A Case Study

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**Abstract** - In this study, the purpose is to investigate the information use pattern of library resources and related issues among faculty members of Bannari Amman Institute of Technology, sathyamangam. The study is to find out the various information seeks by the users may be helpful to the library authorities in organizing their acquisition programmes effectively and to introduce appropriate services. Information technology involves acquiring, storing, processing and distributing information by electronic means including radio, television, telephone and computers. Information is available in a range of formats including texts, images and sounds. Libraries are looking towards information technology as a tool to solve number of problems encountered in providing library services to users. Information technology is now perceived as an enabler that can facilitate in the transformation process. A total of 150 questionnaires were distributed but 120 were returned duly filled in. A structured questionnaire was designed for collecting data from the chosen sample group. The study was aimed at identifying the needs and the level of awareness of the student community on networks such as internet and the like. The data obtained were analyzed using Simple Percentile analysis to generate tables and to arrive at conclusion.

**Keywords:** Academic library, User survey, Library Resources, Search engines, Digital library, Web resources

## I. INTRODUCTION

The user may seek information in a number of ways such as reading books, browsing periodicals, consulting, abstracting and indexing periodicals, contacting colleagues and friends, seeking information from guides and senior co-workers, gathering information from library and information centers, and attending seminars, conferences, etc. The spectrum of IT includes devices and strategies running from computer to communications from video games to virtual photography. Information technology may be called as the mother of technologies. IT has create or made possible the availability of awesome quantities of information IT provides a number of value added information services and facilitates electronic information transfer. It is well recognized that IT can help to reduce cost and time, improve user services and increase efficiency of staff in the libraries. IT has assumed more significant role in the libraries world wide. The IT infrastructure has an advantage that it encourages the non-enthusiast majority of users to make use of the library. Information technology has eliminated many routine tasks

and has increased speed in the acquisition of relevant material in the libraries. However, there is still a need to promote the use of computers in academic libraries, especially in rural areas. This study is an investigation on the use pattern by the faculty of Bannari Amman Institute of Technology, Sathyamangalam.

## II. OBJECTIVES

1. To assess the information needs and information use pattern of faculty of Bannari Amman Institute of Technology, Sathyamangalam.
2. To study how far the faculty are library dependents.
3. To assess the purpose of library visit.
4. To study the information gathering methods and procedures followed.
5. To study the different access of Engineering and Technology information sources.
6. To understand the awareness of available Electronic information sources and services.
7. To identify the types of information sources required.
8. To evaluate the adequacy and accessibility of the library collection and services.
9. To invite suggestions for the improvement of library services

## III. REVIEW OF LITERATURE

Sethi made a study on information seeking behaviour of Social scientists. Results indicated that they did not differ in respect to how they seek their information in their choice of channels and sources of information. The information seeking behaviour of social scientists in developing and developed countries tend to be different on account of differences in the social systems,

Each year a review of user studies is made in the 'Annual Review of Information Science and Technology'. Also user studies are currently indexed in 'Library Literature; Library and Information Science Abstracts, and 'Research in Education' (ERIC). Along with the user studies that have been published, there is little doubt that there are many that never see the light as printed reports. There probably are some unpublished studies in every library's files, perhaps

originally undertaken to prove a point or to justify a new service.

Gratch (1979) conducted a survey of the use of student and faculty of Drake Memorial Library, State University of New York, College at Brockport, to evaluate user perceptions of library effectiveness and to obtain further information about user expectations and requirements. This study was used to identify gaps in total library service.

Minner-van-neygen (1982) conducted a study of students' attitudes towards the behavioural approach to library and information sciences : an experiment involving the group as an agent of change. The purpose of this study was to develop and test a training design that would modify library student's attitudes towards a behavioural approach in library and information science and to examine several predictors of such attitude.

Chris Mulder and Ed Parr, the librarians of two Western Australian College of Advanced Education, have combined to carry out surveys of student attitudes to their respective college libraries. Both colleges have substantial teacher education programmes, have similar enrolments and library holdings, yet library use patterns differ significantly between them.

In 1983, a survey on library use was carried out among over 500 teaching staff at Vienna University library. Information is included about literature needs, type of library preferred, university library facilities, user training, criticism of services and the need for improvement.

Dhyani (1974) conducted a survey of 100 readers at Rajasthan University library, Jaipur. The study revealed that generally the readers showed interest in using the library at the college level. However, only a few made use of the library at the university level. The users who were surveyed did not clearly reveal that there was general ignorance about the subject approach of the catalogue. The survey recommended that library instruction should be imparted to the students, reference services by competent staff should be given, every member should be given a library handbook, library service should be properly organized, and documentation list including current awareness list should be circulated.

A recent university library survey indicated that both librarians and the user community have only imperfect knowledge about each other; supply or provision of library service is made not according to the real demand, no effective demand exists for the major portions of the supplied resources and services, and both library resources and library personnel are not fully utilized or employed due to misallocation of resources and manpower.

A study measuring the user satisfaction over the important services offered by the Central Library, Sambalpur University was undertaken<sup>30</sup>. The services evaluation covered the document acquisition policy, document delivery

service, technical processing and documentation service offered by the library. The users community included only staff members of the postgraduate teaching departments.

Saha, Karuna (1978) describes the survey and findings from the point of view of quantum of library use, pressure of demand from various category of users, peak hours of library usage at various service points such as reference, text book binding, etc. The observations noted help in making library services more need oriented and satisfy greater percentage of demand in a better way.

Sathyanarayana in his findings reported that information is a powerful instrument in the society and it is a large part in improving the quality of life for individuals. The library should become a source of information for decision-making and socio-economic development. Each community requires library services to be tailored to meet out the individual needs. Support and co-operation of the community are essential to develop the library, as an effective community center for their information needs.

Lohar and Kumar evaluated the use of Sahyadri college libraries in Shimoga, Karnataka through a survey from 91 teachers using questionnaire. The analysis of the collected data covers the use of library resources, classification and catalogue, library services and physical facilities. The study concluded that the chief intention for the use of libraries has been academic interest of the users.

#### IV. RESEARCH METHODOLOGY

##### A. Population of the Study

195 faculty members and 68 non teaching staff members from 14 departments of Bannari Amman Institute of Technology, Sathyamangalam were selected as the population for the present study.

##### B. Sample Selection

In order to study the information use pattern of faculty of Bannari Amman Institute of Technology, Sathyamangalam, samples are selected at random basis from the faculty from each department. Among 195 faculties 21 Professors, 25 Assistant Professors, 45 Senior Lecturers and the remaining are 104 Lecturers. The instrument used for data collection is a structured questionnaire. The sample study was taken with the ratio of 1:2:2:3:2 ie 1P, 2AP, 2 SL, 3L and 2NT.

##### C. Methods of Data Collection

The instrument used for the data collection was a structured questionnaire. The questionnaire consisted of two sections. Section I included the general information about the staff members and the section II consisted of questions on their information use pattern. At first, a pilot study was conducted to test the feeling of the respondents in answering the questions then the well-tested questionnaires were distributed personally to the staff members selected at

random of Bannari Amman Institute of Technology, Sathyamangalam.

*D. Statement of the Problem*

The present study is confined to the information use pattern of faculty of Bannari Amman Institute of Technology, Sathyamangalam. The main aim of the study is to know the information needs and use pattern of faculty in their fields, and also to provide guidance to the librarians to accord needy services in an effective and efficient way.

*E. Methodology*

The study is mainly based on the primary data collected from the faculty of Bannari Amman Institute of

Technology, Sathyamangalam through a well-designed questionnaire. Besides, the secondary data have also been collected from the sources like textbooks, reference books, and National and International Journals, magazines and websites.

**V. ANALYSIS AND INTERPRETATION**

The aim of this study is to know the “Information use pattern of Library by faculty of Bannari Amman Institute of Technology, Sathyamangam”. The samples are carefully chosen to be the representative of all departments and status Stratified Random sampling technique was used in choosing the sample size.

TABLE 1 FREQUENCY OF VISIT TO LIBRARY

S. No.	Frequency	L		SL		AP		P		NT		Total	%
		No.	%										
1	Every Day	9	25	4	16.7	6	25	1	8.3	5	20.8	25	20.83
2	Twice in a week	14	38.9	9	37.5	11	45.8	5	41.7	7	29.2	46	38.33
3	Once in a week	6	16.7	3	12.5	4	16.7	3	25	4	16.7	20	16.67
4	Once in a fortnight	3	8.3	4	16.7	2	8.3	1	8.3	2	8.3	12	10.00
5	Once in a month	1	2.8	4	16.7	1	4.2	1	8.3	2	8.3	9	7.50
6	Occasionally	3	8.3	-	-	-	-	1	8.3	4	16.7	8	6.67
	Rounded off		+01		-01		+01		+01				
	Total	36	100	24	100	24	100	12	100	24	100	120	100

Analysis of respondent’s frequency of visit reveals that 38.88% of staff members prefer to go twice a week to the library; 20.83% of staff members use the library everyday; 16.67% of staff members use library once a week. 25% of lecturers use library everyday; 38% of senior lecturers, 45%

of Assistant Professors, and 42% of Professors use library twice a week. 40.8% of staff members spend one hour each during visit to the Library.25% of Staff members spend 30 minutes and 16.67% of staff members spend 2 hours.

TABLE 2 QUANTUM OF THE TIME SPENT IN THE LIBRARY

S. No.	Time	L		SL		AP		P		NT		Total	%
		No.	%										
1	Below30 Minutes	2	5.6	3	12.5	2	8.3	1	8.3	7	29.2	15	12.50
2	30 Minutes to 1hour	10	27.8	5	20.8	4	16.7	6	50	5	20.8	30	25.00
3	1hour to 2 hour	15	41.7	11	45.8	13	54.2	4	33.3	6	25	49	40.83
4	2 hour to 3 hours	6	16.7	4	16.7	3	12.5	1	8.3	6	25	20	16.66
5	More than 3 hours	3	8.3	1	4.2	2	8.3	-	-	-	-	6	5.00
	Rounded off		-01						+01				+01
	Total	36	100	24	100	24	100	12	100	24	100	120	100

Table 5.3 shows 40.8% of Staff members spending one hour during each visit of the Library.25% of Staff members spend 30 minutes and 16.67% Staff members spend 2 hours in each visit. The maximum duration of more than 2 hours was to be used by only a very few 5.0% staff members.

From Table 5.3 shows that staff members visit the library mainly with the purpose of collecting current information, conceptual information and bibliography information and moreover to collect marginally Retrospective information and statistical information.

TABLE 3 PURPOSE OF VISITING LIBRARY

S. No.	Purpose	L		SL		AP		P		NT		Total	%
		No	%										
1	For relaxation	-	-	1	4.2	-	-	-	-	1	4.2	2	01.67
2	To get bibliographic information	5	13.9	4	16.7	5	20.8	2	16.7	4	16.7	20	16.67
3	To get current information	18	50	12	50	9	37.5	6	50	13	54.2	58	48.33
4	To get retrospective information	3	8.3	2	8.3	2	8.3	1	8.3	2	8.3	10	08.33
5	For conceptual information	8	22.2	4	16.7	5	20.8	2	16.7	3	12.5	22	18.33
6	For statistical information	2	5.6	1	4.2	3	12.5	1	8.3	1	4.2	8	06.67
	Rounded off				-01		+01				-01		
	Total	36	100	24	100	24	100	12	100	24	100	120	100

TABLE 4 REASON BEHIND GATHERING INFORMATION FROM LIBRARY

S. No	Reason	L		SL		AP		P		NT		Total	%
		No	%										
1	For lecture Material	11	30.6	12	50.0	5	20.8	1	8.3	0	0	29	24.17
2	For writing journal articles	3	8.3	2	8.3	3	12.5	2	16.7	1	4.2	11	9.16
3	For Preparing Seminar / Conference	6	16.7	4	16.7	5	20.8	3	25.0	4	16.7	22	18.33
4	For writing books	3	8.3	2	8.3	4	16.7	1	8.3	0	0	10	8.33
5	Research purpose	6	16.7	1	4.2	7	29.2	3	25.0	0	0	17	14.17
6	General purpose	7	19.4	3	12.5	0	0	2	16.7	19	79.2	31	25.83
	Rounded off										-01		
	Total	36	100	24	100	24	100	12	100	24	100	120	100

Table 5.4 shows that staff members visit the library with the reason of preparing lecture materials 29% and only very few 8.33% staff members come for collecting information

for writing books.79% of non teaching staff members the library for general purpose and 29% of Assistant Professors visit the library for further research purpose

TABLE 5 SOURCES USED TO COLLECT BIBLIOGRAPHICAL INFORMATION

S. No.	Sources	L		SL		AP		P		NT		Total	%
		No	%										
1	Catalogues	2	5.6	1	4.2	1	4.2	0	00	3	12.5	7	5.83
2	Reviews	3	8.3	2	8.3	0	0	0	0	1	4.2	6	5.00
3	New addition list	2	5.6	1	4.2	3	12.5	1	8.3	5	20.8	12	10.00
4	OPAC	16	44.4	10	41.7	6	25.0	6	50.0	11	45.8	49	40.83
5	Colleagues / Students	1	2.8	2	8.3	3	12.5	1	8.3	1	4.2	8	6.67
6	Internal / E-mail	7	19.4	5	20.8	7	29.2	1	8.3	3	12.5	23	19.17
7	Periodicals	5	13.9	3	12.5	4	16.7	3	25.0	0	0	15	12.50
	Rounded off						-01		+01				
	Total	36	100	24	100	24	100	12	100	24	100	120	100

Table 5.8 shows that staff members use the OPAC, Internet, Periodicals, New addition list in the order of preference as the source used to know bibliographic information.44% of

lecturers and 41% Senior Lecturer collect via OPAC. 29% of Assistant professors collect bibliography information from the internet.

TABLE 6 USE OF THE LIBRARY SERVICES

S. No	Services	L		SL		AP		P		NT		Total	%
		No.	%										
1	Circulation service	11	30.6	6	25.0	7	29.2	2	16.7	0	0	26	21.67
2	Reference service	2	5.6	0	0	3	12.5	0	0	4	16.7	9	7.50
3	Current Awareness Service (CAS)	6	16.7	7	29.2	4	16.7	1	8.3	6	25.0	24	20.0
4	SDI Service	3	8.3	1	4.2	3	12.5	0	0	2	8.3	9	7.50
5	Inter library loan service	0	0	3	12.5	4	16.7	3	25.0	0	0	10	8.33
6	Reprography (Xerox) service"	9	25.0	5	20.8	2	8.3	3	25.0	5	20.8	24	20.0
7	OPAC	5	13.9	2	8.3	1	4.2	3	25.0	7	29.2	18	15.0
	Rounded off		-.01										
	Total	36	100	24	100	24	100	12	100	24	100	120	100

Table 5.5 shows that staff members use the circulation services, Reference services and Reprography services of the library frequently. The current awareness services is having very good response from the teaching faculty.

TABLE 7 AWARENESS OF ELECTRONIC INFORMATION SOURCES IN ENGINEERING AND TECHNOLOGY

S. No	Sources	L		SL		AP		P		NT		Total	%
		No	%										
1	IEEE	6	16.7	3	12.5	6	25.0	2	16.7	8	38.3	23	19.17
2	IEE - INSPEC	2	5.6	2	8.3	5	20.8	1	8.3	3	12.5	13	10.83
3	Springer – Verlog	2	5.6	1	4.2	1	4.2	1	8.3	0	0	5	4.17
4	ACM - Digital Library	3	8.3	2	8.3	3	12.5	2	16.7	4	16.7	14	11.67
5	EI - Compendex	5	13.9	3	12.5	0	0	1	8.3	1	4.2	12	10.00
6	ASTP	14	38.9	8	33.3	6	25.0	3	25.0	5	20.8	38	31.67
7	Directory of Open Access journal	0	0	2	8.3	0	0	1	8.3	1	4.2	4	3.33
8	Indian Academy of Science	4	11.1	2	8.3	3	12.5	1	8.3	2	8.3	10	8.33
9	Others	0	0	1	4.2	0	0	0	0	0	0	1	0.83
	Rounded off		-.01		+.01				+.01				
	Total	36	100	24	100	24	100	12	100	24	100	120	100

Table 5.6 shows clearly that 31.67 % of staff members know the Applied Science Technology Plus (ASTP) . A good numbers of staff members have IEEE, ACM Digital library and Elsevier Engineering Information. 39% of Lecturers and 33.33% of Senior Lectors are familiar to access ASTP- Proquest consortium. Each 25% of Assistant Professors know that IEEE and ASTP- Proquest consortium

## VI. FINDINGS

Analysis of respondent's frequency of visit reveals that 38.33% of staff members prefer to go twice a week to the library; 20.83% of staff members use the library everyday; 16.67% of staff members use library once a week. 25% of lecturers use library everyday; 38% of senior lecturers, 45% of Assistant Professors, and 42% of Professors use library twice a week.

40.8% of staff members spend one hour each during visit to the Library.25% of Staff members spend 30 minutes and 16.67% of staff members spend 2 hours.

58.33% of staff members have the habit of visiting other libraries, 16.67% of staff members visit other libraries occasionally. The other libraries that are most often visited by the staff members are listed below in the order of preference

The main purpose of the visit of staff members is to collect current information, conceptual information and bibliographical information. Usages of library for collection of retrospective and statistical information are marginal level.

The analysis shows that the staff members also visit the library for preparing lecture materials is 29%, and for collecting information for writing books is 8.33%.

Assistant Professors visit the library for further research purpose is 29%, and 79% of Non teaching staff members come to library for general purpose.

Among the Library services, most of the staff members' utilize circulation service, reference service and reprography services frequently. CAS is frequently used by the faculty members and it is very much appreciated by them. The staff members moderately use the SDI service and inter library loan (ILL) services.

All the faculty members have the knowledge of e-sources and their usage. The analysis of the awareness regarding electronic information sources in Engineering and Technology levels no significance difference between Professors, Assistant Professors, Senior lecturers and Lecturers.

The utilization of reference books, text books and current periodical by the staff members ranked as high while usage of back volumes of periodicals, internet/e-mail are ranked average. The newspaper and non-book materials are ranked low utility.

The usages of circulation service, reference service, and digital library are ranked as good category. SDI service, reprography, OPAC, routing of periodicals are ranked as fair and poor category. Though the library offers these services the members are not aware of these concepts. Hence they ranked for the services poor and fair category.

The staff members are fully satisfied with the collections and services of the library. They are also satisfied with the attitude of library staff members, and infrastructural facility.

Majority of staff members prefer print/ paper formats. One by third of the staff members prefer non print / electronic documents. Only a very few staff members like to access the other formats.

## VII. SUGGESTIONS

The following suggestions were observed from the questionnaire by the faculty members in order to improve the services and facilities of the Bannari Amman Institute of Technology library.

1. Back volumes of reputed journals like IEEE, IEE, Elsevier and Springer – Verlog may be added in the library for research purpose.
2. More number of copies of books related to competitive examinations like UPSC, CAT, GRE, GMAT and

TOFEL are may be added for the students' higher education.

3. Separate room may be provided in the library to discuss subject matter.
4. Web OPAC services may be introduced to access library bibliography through internet.

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