

# Users Opinion about the Library Collection and Services in the Arts and Science Colleges in Coimbatore, Tamil Nadu

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**Abstract** - The aim of the present study is to assess the user opinion about the library collections and services in the arts and Science College in Coimbatore. The researcher has circulated three hundred questionnaires to selected respondents on the basis of the convent sampling method. Out of the three hundred questionnaires, two hundred and seventy questionnaires were received with the required information. The study found that the majority of the respondents gave a very good opinion about the library collection, services and facilities available in the selected arts and science colleges in Coimbatore.

**Keywords:** Library Collection, Library Services, E-Resources, Library Facilities, Library Users Information, User Opinion

## I. INTRODUCTION

Library collection development (also known as collection management, materials management, or information resources management) is an important activity of any type of library. The main goal of the library is to provide the right information to the right person at the right time. While it is the goal of collection development to meet the information needs of everyone in a user community, this is not ever entirely realized due to financial constraints, the diversity of user information needs, and the vast amount of available information. Nonetheless, academic libraries strive to provide the greatest number of library resources to meet the teaching, learning and research process of their user community, within the confines of fiscal realities. Library materials are acquired through individual purchase, approval plans, standing orders, deposit and donation. Cooperative purchases through consortiums are increasingly common for the acquisition of electronic resources. Electronic resources are also acquired from publishers as "packages". The processes of identifying the strength and weakness of the library resource these types of studies are needed. The present study's main objective is to identify the strength and weakness of the information resources and services in the selected arts and science colleges in Coimbatore and level of satisfaction about the library collection and services.

## II. REVIEW OF LITERATURE

In recent days, a number of studies related to the use of library resources and services have been undertaken by professionals and scholars in the field of the library and information science. Some of the studies which are referred

to as regards to literature review are presented in the following paragraphs. Nkechi, O.E. R. (2015) conducted the study on "Users' Perception of University Library Resources and Services in the South East Zone of Nigeria". The study found that the majority of the respondents (60%) reported that the university libraries do not have current materials on Science and Technology. The latest foreign journals are not available in the libraries and the local journals are not coming properly. Fund allocated to the University libraries is not sufficient, especially the state and private university libraries. Federal university libraries have more advantages over the state and private university libraries. The printed books and journals are not sufficient for users in mechanical engineering. The universities are overpopulated with students and researchers lacking sufficient information. Dodamani and Brahma (2016) conducted a survey on "Users' perception of library services in Tata Institute of Social Sciences, Mumbai". The findings reveal that the library hosts a large number of collections both in print and non-print formats related to social sciences and associated disciplines. It has designed and implemented its own digital repository; created and implemented 24x7 cyber libraries and has established a state the art computer lab for the people with visual impairment. In short, the library has made available all those facilities and services to its patrons to enable them to take their academic endeavours to new heights.

## III. OBJECTIVES OF THE STUDY

The objectives of the study are as follows:

1. To identify the purpose of the visit to the library,
2. To find out the frequency of use of the library,
3. To find out the user's awareness about library collections,
4. To assess the users' satisfaction with the library collection and services,
5. To know the user's perception about the overall infrastructure and facilities available in libraries and
6. To identify the problems faced by users while using library resources and services.

## IV. METHODOLOGY

The present study followed a survey method for collecting data. As a part of the survey method, properly designed

questionnaires were used to collect data from users of the selected libraries. The structured questionnaires have been distributed among the conveniently selected users such as undergraduate students, postgraduate students, and research scholars in the selected arts and science colleges in Coimbatore. Every thirty questionnaires were distributed to users in the ten arts and science colleges in and around Coimbatore. Out of the three hundred questionnaires distributed, two hundred and seventy questionnaires (90 %) have been collected from the respondents with the required information. On the basis of filling up the questionnaire, the data has been analyzed and tabulated using MS Excel. Statistical tools used in this study are the percentage and Mean score. On the basis of the mean score, ranks were assigned.

**V. DATA ANALYSIS AND INTERPRETATION**

The collected data through the questionnaire are analyzed on the basis of the objectives of the study and results are presented in the following tables with interpretations.

*A. Frequency of the Visit to the Library*

It is evident from table I that 40.7% per cent of respondents visited the library daily, 30.4% of respondents visited once in two days. 16% of the respondents visited once in a week; 9% visited once in two weeks and one and 4% visited occasionally.

TABLE I FREQUENCY OF THE VISIT TO THE LIBRARY

S. No.	Frequency of Library Visit	Nos.	%
1	Daily	110	40.7
2	Once in two days	82	30.4
3	Once in a week	42	15.6
4	Once in two weeks	25	9.3
5	Occasionally	11	4.1
	Total	270	100.0

*B. Purpose of Library Visit*

Table II indicates the purpose of the visit to the library by the respondents. To verify the purpose of the library visit made by the respondents in a scientific way, weight ages were given to the factors by giving scores and the mean values arrived. Ranks assigned on the basis of the mean values.

On the basis of the mean score and ranking, the analysis showed that the respondents, most often them visited the library for the purpose of borrowing books; using internet services and updating knowledge. These are ranked first, second and third respectively. The respondents visiting the library for reading periodicals /Newspapers and reference work are ranked fourth and fifth respectively.

TABLE II PURPOSE OF LIBRARY VISIT

S. No.	Purposes	Mostly	Moderately	Rarely	Mean	Rank
1	Borrowing Books	130	115	25	2.4	1
2	Using Internet Service	123	117	30	2.3	2
3	Updating Knowledge	120	92	58	2.2	3
4	Reading Periodicals/Newspapers	110	85	75	2.1	4
5	Reference Work	88	105	77	2.0	5

*C. Opinion about the Print Materials*

Users’ opinion about the print materials collections exhibits in table III. Table III reveals that the majority of the respondents gave a very good opinion about the textbooks collection and ranked first.

The other print materials like reference collection, print journals subscribed, question papers collections and thesis/ dissertation and got similar scores and this collection ranked second, third, fourth and fifth respectively.

TABLE III OPINION ABOUT THE PRINT MATERIALS

S. No.	Printed Materials	Excellent	Good	Moderate	Mean	Rank
1	Text Books	173	82	15	2.6	1
2	Reference Collections	161	69	40	2.4	2
3	Print Journals	143	74	53	2.3	3
4	Question Papers	110	104	56	2.2	4
5	Thesis /Dissertation	98	85	87	2.0	5

*D. Opinion about the E-Resources*

Users’ opinion about the electronic resources collections are indicated in Table IV. Table IV indicates that the majority of the respondents gave a very good opinion

about e-journals collection and ranked first. E-books and online databases subscribed by the libraries got second and third rank respectively. E-newspapers and e-thesis/ dissertations have moderate in libraries under study and they ranked fourth and fifth rank respectively.

TABLE IV OPINION ABOUT THE E-RESOURCES

S. No.	E-Resources	Excellent	Good	Moderate	Mean	Rank
1	E-Journals	149	92	29	2.4	1
2	E-Books	124	90	56	2.3	2
3	Online Databases	116	87	67	2.2	3
4	E-News Papers	110	82	78	2.1	4
5	E- Thesis / Dissertation	98	82	90	2.0	5

### E. Use of Print Materials

Table V indicated the use of print materials by the respondents. The result reveals that the textbooks collections, question papers collection and print journals subscribed are the major print materials preferred by the

majority of the respondents and these collections usage occupies the first three ranks respectively. The next levels of usage of print collections are theses/dissertations and reference collections and these collections occupied the fourth and fifth ranks respectively.

TABLE V USE OF PRINT MATERIALS

S. No.	Print Materials	Mostly	Moderately	Rarely	Mean	Rank
1	Text Books	160	92	18	2.5	1
2	Question Papers	147	95	28	2.4	2
3	Print Journals	139	82	49	2.3	3
4	Thesis /Dissertation	128	75	67	2.2	4
5	Reference Collections	112	72	86	2.1	5

### G. Use of Electronic Resources

Table VI indicates the use of e-resources by the respondents. The result shows that among the listed five e-resources, e-journals are mostly used by the respondents and it occupies the first rank. E-books and e-thesis / dissertation

are the next preferred e-resources and these resources occupied second rank and third rank. Online databases and e-Newspapers are the next levels using e-resource among the respondents and occupy the fourth and fifth positions respectively.

TABLE VI USE OF ELECTRONIC RESOURCES

S. No.	E-Resources	Mostly	Moderately	Rarely	Mean	Rank
1	E-Journals	162	95	13	2.6	1
2	E-Books	158	84	28	2.5	2
3	E- Thesis / Dissertation	138	97	35	2.4	2
4	Online database	127	93	50	2.3	3
5	E-Newspapers	111	72	87	2.1	4

### H. Use of Online Databases

Table VII examines the use of different types of online databases by the respondents. Ranks are assigned on the basis of the mean values. Google Scholars, NLIST and

Open sources are the major used online databases of the respondents. These online databases ranked one, two and three respectively. DELNET and ACM Digital Library is the least used database and it occupies the fourth and fifth ranks respectively.

TABLE VII USE OF ONLINE DATABASES

S. No.	Online Databases	Mostly	Moderately	Rarely	Mean	Rank
1	Google Scholars	175	70	25	2.6	1
2	NLIST	170	65	35	2.5	2
3	Open Sources	155	75	40	2.4	3
4	DELNET	86	75	109	1.9	4
5	ACM Digital Library	75	72	123	1.8	5

*I. Tools / Methods Used for Searching Library Collections*

The result of the respondents most used tools/methods for search library collections are listed in Table VIII. Table VIII indicated that most of the respondents consulted the library catalogue (manual catalogue or OPAC) and colleagues for

searching the required documents in the library and these tools/methods occupy the first and second rank respectively. The consulting librarian or library staff members and searching directly to the bookshelves are the next tools/methods adopted by the respondents and these tools/methods are ranked third and fourth respectively.

TABLE VIII TOOLS / METHODS USED FOR SEARCHING LIBRARY COLLECTIONS

S. No.	Tools/ Methods	Mostly	Moderately	Rarely	Mean	Rank
1	By consulting library catalogue /OPAC	168	78	24	2.5	1
2	Consulting colleagues	157	68	45	2.4	2
3	Consulting librarian/library staff	145	73	52	2.3	3
4	Searching directly to the bookshelves	132	64	74	2.2	4

*J. Satisfaction Level of Library Services*

To find out the overall satisfaction level of the respondents in using the various library services offered by arts and science colleges under study, researcher asked to give their satisfaction level in the form of highly satisfied, satisfied and dissatisfied the respondent's responses are statistically presented in the order of mean and rank in the

Table IX. Table IX reveals that most of the respondents are highly satisfied with the circulation service and OPAC/ Web OPAC service and these services are ranked first and second respectively. The third and fourth ranks are occupied by reprographic service and internet service. On the basis of the mean score, reference services and inter-library loan services are ranked fourth and fifth respectively.

TABLE IX SATISFACTION LEVEL OF LIBRARY SERVICES

S. No.	Services	Highly Satisfied	Satisfied	Dissatisfied	Mean	Rank
1	Circulation Service	172	83	15	2.6	1
2	OPAC/Web OPAC	169	74	27	2.5	2
3	Reprographic Service	158	72	40	2.4	3
4	Internet Service	139	82	49	2.3	4
5	Reference Service	126	71	73	2.2	5
6	Inter Library Loan	110	63	97	2.0	6

*K. Opinion about the Infrastructures and Facilities*

The student's opinion about the overall infrastructures and facilities available in the libraries under study were presented in Table X. It describes that the majority of the student gave an excellent opinion about the reading space,

lighting and library timings of the arts and science college libraries under study and on the basis of the mean score these are ranked first, second and third respectively.

The furniture and fittings and arrangement of the collection in the libraries are ranked fourth and fifth respectively.

TABLE X OPINION ABOUT THE INFRASTRUCTURES AND FACILITIES

S. No.	Infrastructure and Facilities	Excellent	Good	Moderate	Mean	Rank
1	Reading Space	185	60	25	2.6	1
2	Lighting and Ventilation	174	54	42	2.5	2
3	Library Timing	158	74	38	2.4	3
4	Library Furniture and Fittings	142	68	60	2.3	4
5	Arrangement of Collections	122	73	75	2.2	5

**VI. FINDINGS OF THE STUDY**

The important findings of the study are presented as follows:

1. It is evident that 40.7% of respondents visited the library daily and 30.4% of respondents visited once in two days.

2. On the basis of the mean score and ranking, the analysis showed that the respondents, most often them visited the library for the purpose of borrowing books; using internet services and updating knowledge. These are ranked first, second and third respectively
3. The majority of the respondents gave a very good opinion about the textbooks collection and ranked first.

4. The majority of the respondents gave a very good opinion about e-journals collection and ranked first. E-books and online databases subscribed by the libraries got second and third rank respectively
5. The textbooks collections, question papers collection and print journals subscribed are the major print materials preferred by the majority of the respondents and these collections usage occupies the first three ranks respectively
6. Among the five e-resources, e-journals are mostly used by the respondents and it occupies the first rank. E-books and e-thesis / dissertation are the next preferred e-resources and these resources occupied second rank and third rank.
7. Google Scholars, NLIST and Open sources are the major used online databases of the respondents. These online databases ranked one, two and three respectively
8. Most of the respondents consulted the library catalogue (manual catalogue or OPAC) and colleagues for searching the required documents in the library and these tools/methods occupy the first and second rank respectively
9. Most of the respondent are highly satisfied with the circulation service and OPAC/Web OPAC service and these services are ranked first and second respectively
10. The majority of the student gave an excellent opinion about the reading space, lighting and library timings of the arts and science college libraries under study and on the basis of the mean score, these are ranked first, second and third respectively.

## VII. CONCLUSION

The present study assesses the user opinion about the library collection and services in the selected Arts and Science College in Coimbatore. In overall, the respondents gave a very good opinion about the library collection and services in selected colleges. The result also pointed out that library working hours and arrangement of library collection are not up to the satisfaction level of the users. The authorities of the colleges have given more attention to increasing the library working hours and proper maintenance of the library collections.

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