

TIKA RAM COLLEGE OF EDUCATION LIBRARY: A USER SURVEY

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Abstract

The present study highlights the weakness and strengthens of Tika Ram College of Education Library. Users are the mirror of any library, we may see the face of any library through users. For this study researcher distributed total 220 questionnaires to different categories of users and got back 187 (85%) filled questionnaires. Present study also highlights the behavior of users in searching their required material and evaluation of library services.



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Introduction

Information technology has changed the entire library scenario and in changing environment the resources and expectation of users has also changed. Libraries are facing new challenges to cop up the increasing needs of users and for survival in this electronic age. Now days internet itself is a big library and users are moving towards it. Therefore to know the requirement of user and turn them towards libraries it is essential to study them through survey. Tika Ram College of Education was established in 1975, it is a Govt. Aided College. Its library had 13550 books of different subjects, there are reference books, text books, general books, religious books, competitive exam books etc. encyclopedia of different subjects, journals, dictionaries, surveys, dissertations etc. in periodical section it has different types of educational magazines. Wi-Fi facility with five computer system.

Objective of the Study

The study found out the problems faced and also suggested the solutions. The objectives of the study are as follow:

- ❖ To know the purpose for which the users used the library.
- ❖ To determine the frequency of the visit of library.
- ❖ To finding the problems faced by the users of the library.
- ❖ To evaluate and measure the service of library.
- ❖ To determine the satisfaction level of the users.
- ❖ To finding out the problems faced by the users in accessing the Internet.
- ❖ To suggest the remedies of problems faced by the users and library staff as per the users and library staff as per based on the study.

Methodology

To this study descriptive method is used by the researcher. In descriptive research survey method is used. Survey provides a means of measuring a population’s characteristics, self-reported and observed behavior, awareness of programs, attitudes or opinions, and needs. In the present study a questionnaire is framed with conclusions and specific suggestions have made.

Data Analysis

Library services are aimed to fulfill the requirements of its users. Users are the mirror of library services through which the image of a library is reflected. For the present study researcher distributed total 220 questionnaire to different categories of users and got back 187 filled questionnaires. The data is analyzed as follow in tabular form.

Table 1: Response to the Questionnaire

S.No.	Category of Users	No. of questionnaire distributed	of No. of questionnaire received	Percentage(%)
1.	Teachers	20	17	85%
2.	Students	200	170	85%
3.	Total	220	187	85%

The above table indicates that total response from different categories is 85 % which is quite good response for the library.

Table 2: Frequency of visit to the library

	Total no. of respondents	Almost daily	Weekly	Monthly	Rarely
No. of users	187	95	84	6	2
Percentage(%)	85%	50.80%	44.91%	3.20%	1.06%

The sample reveals that although all the respondents visit the library with the varied frequency. The frequency shows that above 50.80% users visit the library daily,44.91 % weekly, 3.20% monthly, 1.06% rarely.

Purpose for visiting the library

Table 3

S.No.	Purpose of visit	No. of respondents	Percentage(%)
1	Taking Text Books	203	92.27%
2	Consulting reference books	190	86.36%
3	Reading newspapers	172	78.18%
4	Consulting Periodicals (Print)	136	61.81%
5	Access E-Journals	140	63.63%

6	For recreational reading	139	63.18%
7	Reading magazines	173	78.63%
8	Internet Use	160	72.72%
9	Others	12	5.45%

All the users visit the library for more than single purpose. Mostly they visit for consulting reference books and taking text books and also reading magazines and newspapers.

Table 4: Number of respondents for borrowing books

	Do you borrow books from library	
	Yes	No
No. of users	200	20
Percentage(%)	90.90%	9.09%

The above table reveals that most of the library users borrow books from library.

Table 5: Number of respondent and their reasons for not borrowing books from library

S.No.	Reason	No. of respondents	%age
1.	Do not need books	6	30%
2.	Do not find books on your subjects	6	30%
3.	Purchase your own books	5	25%
4.	Issuing days & time are insufficient	4	20%
5.	Books are not in proper condition	2	10%
6.	Latest editions are not available	2	10%

The above table indicates that 203 out of 220 users borrow books from library and 20 respondents are not borrowing books due to 1)30% do not need books 2) 30%do not find books on their subjects and lastly 3) 10% books are not proper conditions are not available.

Table 6: of respondents enquired for reserving books or not

	No. of respondents	Unaware of the service	Do not need	Any other
No. of Users	160	90	30	40
Percentage(%)	85.56%	48.12%	16.04%	21.39%

It shows that 48.12% user are unaware of the service being provided and 16.04% do not need the service.

Table 7: use of library OPAC

	Do you use OPAC	
	YES	No
No. of users	180	40
Percentage(%)	81.81%	18.18%

Table 8: Use of DELNET Service

	Do you use DELNET and OPAC	
	YES	No
No. of users	122	98

Percentage(%) 55.45% 44.45%

Table 9: Reasons for non-using of the library OPAC and DELNET

	No. of Respondents do not use catalogue	OPAC INCOMPLETE	IS Do not use of OPAC	Do not need it	Consumed much time
No. of users	40	10	8	12	10
Percentage(%)	18.18%	25%	20%	30%	25%

Table shows that 180 users consult the library OPAC and 40 do not consult. The reasons for non-using the catalogue 8 are those who do not know the use of catalogue @) 10 for non-completeness of OPAC 3) 10 say that consumed much time.

Table 10: Personal assistance from the librarian and other staff

Asking for Assistance	Percentage(%)	Not Asking	Percentage(%)
112	50.90%	98	44,54%

Table 11: Assistance required for

S.No.	Reasons for asking the assistance from library staff	No. of respondents	%age
1.	To search Books	70	62.50%
2.	To search periodicals/ e-journals	8	7.14%
3.	To consult Ref. books	20	17.85%
4.	To consult catalogue(OPAC)	12	10.71%
5.	Any Other	12	10.71%

Table 12 for not asking assistance

S.No	Reason of not requiring the assistance	No. of Respondents	%age
1.	Hesitation in asking	60	61.22%
2.	Indifferent attitude of Staff	8	8.16%
3.	Do not need help	20	20.40%
4.	Staff is not available	10	10.20%

From the above tables it is clear that most of the users are assisted by the library staff in locating their required material to greater extent. 8 out of 98 do not ask for any assistance because of the indifferent attitude of the staff and 20 do not ask for any assistance as they do not need.

S.No.	Physical working condition	No. of Respondents			
		Satisfied	%age	Not Satisfied	%age
1.	Water facility	180	81.81%	40	40.81%
2.	Lighting	152	69.09%	68	69.38%
3.	Furniture	188	85.45%	32	32.65%
4.	Seating arrangement	192	87.27%	28	28.57%

The reason behind the non satisfaction of users are shown in above table.

Table 13

S.No	Physical condition of books	Furniture	Lighting	No. of Respondents/Books	%age
1.	Very Good	160	158	160	72.42%
2.	Good	50	48	52	22.72%
3.	Poor	10	12	8	4.54%

Table shows that the majority of users are satisfied with the physical conditions of the library.

Suggestions/ Findings And Recommendations :

On the basis of the survey conducted, a number of useful suggestions were submitted by some of the users of the library, on analysis library have arrived at some conclusions as summarized below with the suggestions:

- ❖ The building of college library is sufficient in terms of space to fulfill the requirement of the users but need modernization with digital section, more space is required
- ❖ A number of students are not aware fully by the services provided by library, hence recommended for orientation programs for the services provided by college library.
- ❖ Students hesitates in asking assistance. One more reason is that students are less interested to spend more time in library and prefer to use Wi-Fi facility on their personal phones, laptops etc.
- ❖ To overcome the hindrance coming in availing library services. Facilities like book conditions, lighting, furniture etc. should be improved.
- ❖ Most of the users are unaware of many system and services of library. It is suggested that in addition to the orientation programme at the commencement of the session, the staff should instruct the readers from time to time about the new services of library, use of OPAC, arrangement of books on the shelves, the method to locate and search information with the help of catalogue and different services being provided.
- ❖ It is observed that a large number of user want that increase the no. of books for issue.

References

Annual reports of Tika Ram college library.
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