CHAPTER -6

USERS' STUDY IN THE SURVEYED COLLEGE LIBRARIES

6.0 INTRODUCTION

Reading maketh a full man;
Conference a ready man and
Writing an exact man.

……Francis Bacon

The researcher has collected users' responses from 57 colleges under study. As the stratified random sampling technique was used to select the respondents / users, the questionnaires were distributed to 10 students, 5 teachers and 2 staff members in each library of the colleges those who were present in the reading hall. Thus, total population of the users of the study was 969.

6.1 USERS' CATEGORY AND RESPONSES

The users' category comprises of the students, faculty members and staff of the respective colleges under study. From the Table 6.1, it is found that, there are 570 students (58.82%), 285 teachers (29.41%) and 114 staff (11.76 %) respondents were selected for the study. Total 969 users' responses were collected.

.

Table 6.1: Users' Category

User Category								
Student			Teacher			Staff		
Male	Female	Total	Male	Female	Total	Male	Female	Total
234	336	570	152	133	285	78	36	114
Total User		969						

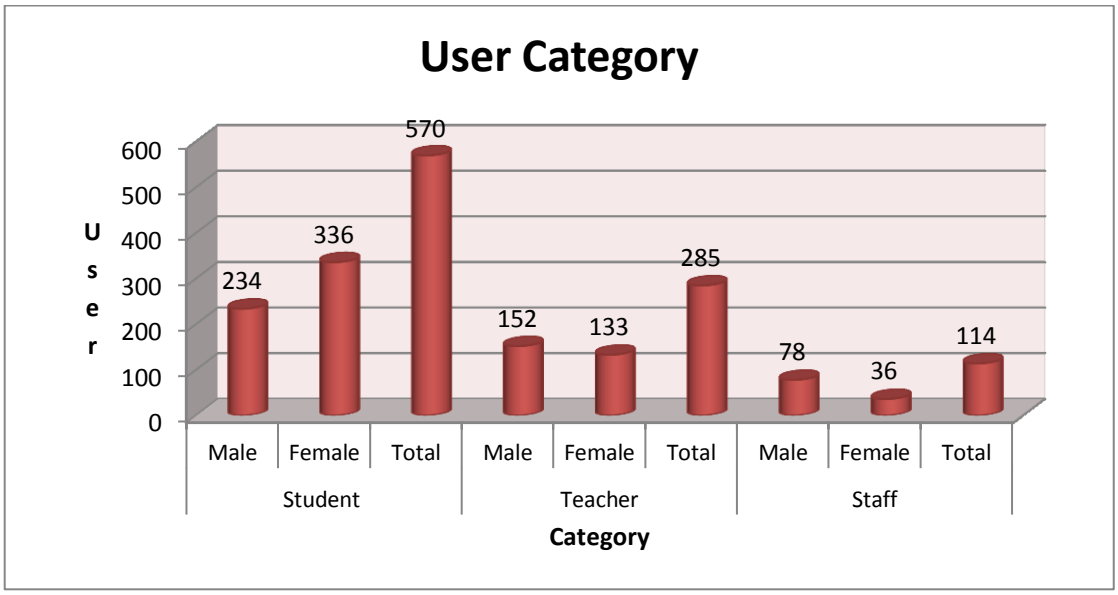

Figure 6.1: User Category

6.1.1 Users' Responses

The users of the libraries were found very co-operative in giving responses. The Table 6.2 reveals that, among the users, 570 students (58.82%), 285 teachers (29.41%) and 114 staff (11.76%) of the colleges responded.

Table 6.2: User's Responses

Users Responses			
Student	Teacher	Staff	Total
570	285	114	969
58.82%	29.41%	11.76%	100 %

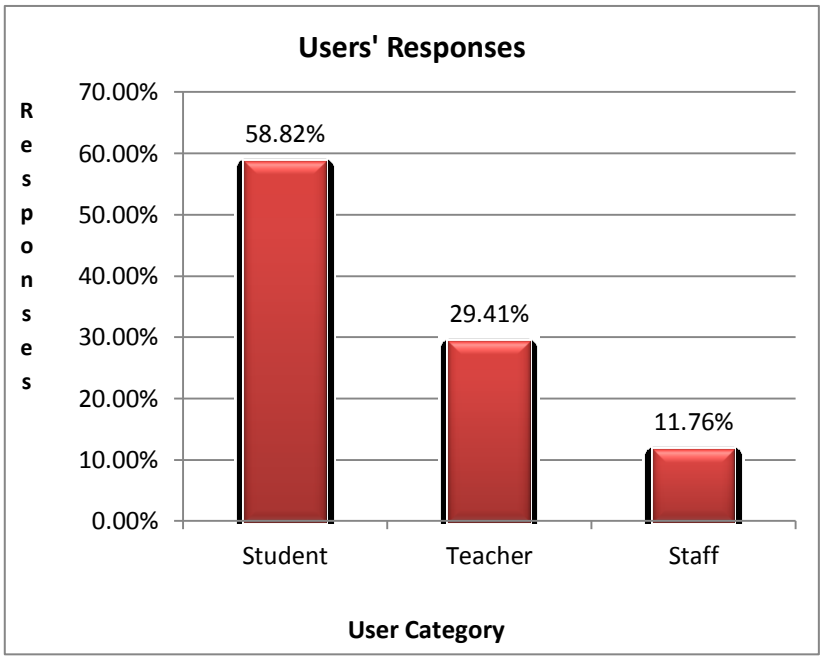

Figure 6.2: Users' Responses

6.1.2 Gender Wise Responses of the Users

From the Table 6.3, it is observed that more than half of the respondents were female (52.12%) against male (47.88%). Female responded more in student (58.95%) category.

Table 6.3: Gender wise Responses of the Users

User category	User's Responses	Percentage
Male	464	47.88%
Female	505	52.12%
Total	969	100%

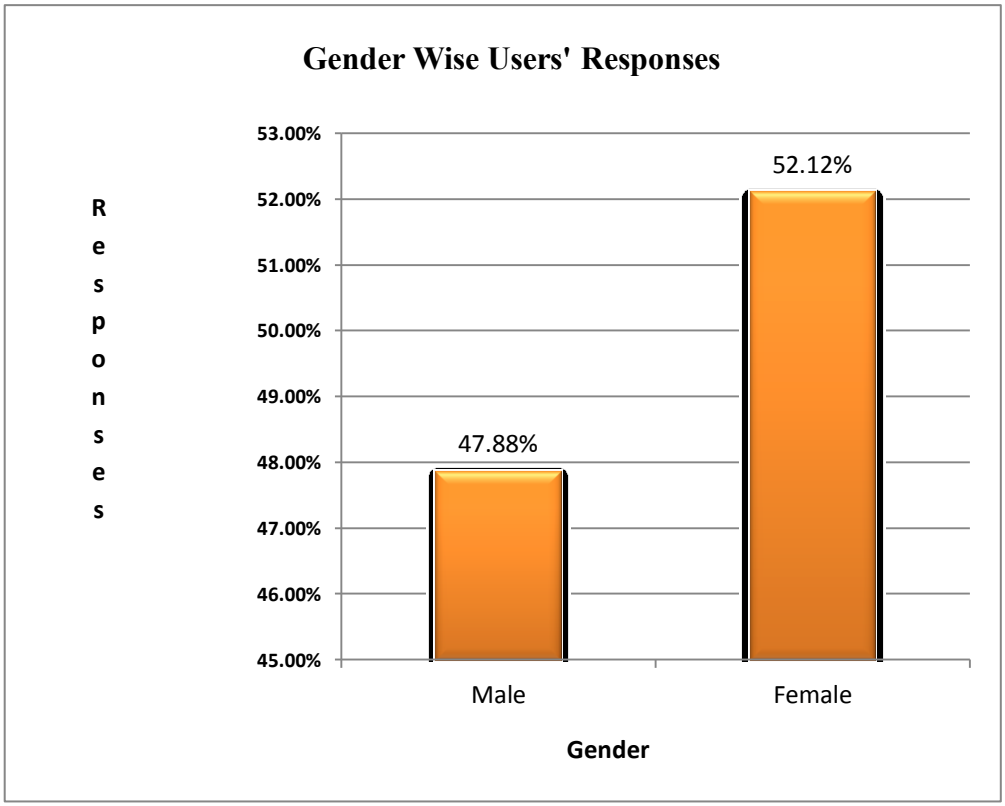

Figure 6.3: Gender wise Responses of the Users

6.1.3 Users' Library Visit

The Table 6.4. depicts that nearly seven tenth of the users (68%) visit the library daily followed by weekly (21.26%) and sometimes (9.6%). The library daily visit by the students is more than the teachers and staff.

Table 6.4 : Nature of Library Visit

User Category	Nature of Library Visit				Total
	Daily	Weekly	Sometimes	Rarely	
Student	438	120	12	0	570
Teacher	212	63	7	3	285
Staff	9	23	74	8	114
Total	659	206	93	11	969

Most of the users (89.26%) visit the library daily and weekly against only 11% reader's visit sometimes and rarely. Only a very small readers visit the library rarely (1.14%). Majority of the students and teachers visit the library daily and weekly. The staff visit more libraries sometimes.

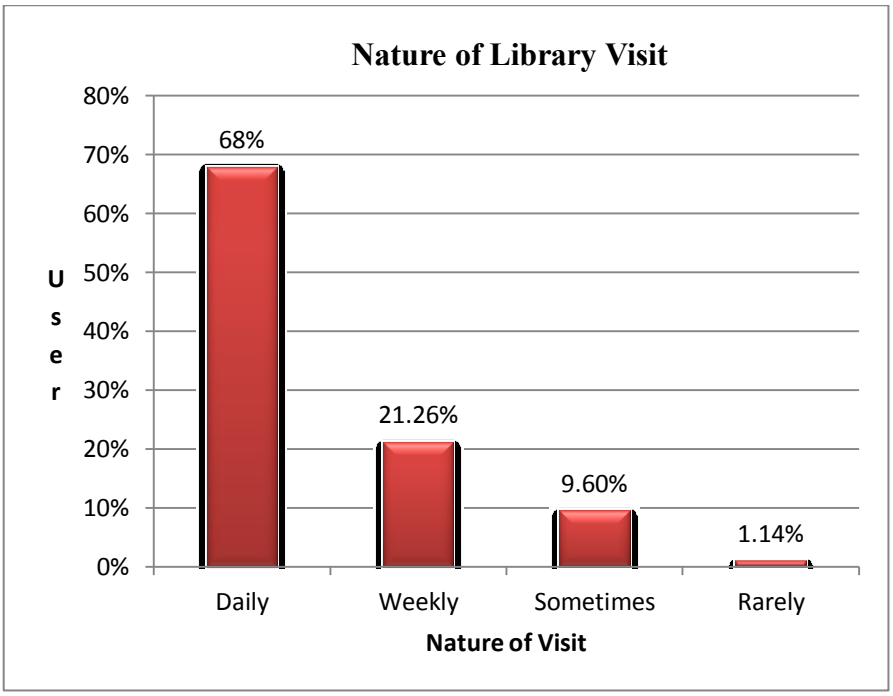

Figure 6.4 : Nature of Library Visit

6.1.4 Users' Awareness about the Resource, Services and Facilities of the Libraries

From the Table 6.5, we find that awareness about the resource, services and facilities of the libraries of the user community is satisfactory. More than three fifth of the users (61.61%) fully aware of the resource, services and facilities of the libraries followed by awareness is limited (36.33%). Only 2.06% readers responded as not at all aware about them.

Table 6.5: Users' Awareness about the Resources, Services and Facilities

Users Category	Users Awareness about the Resources, Services and Facilities			Total
	Fully Aware	Awareness is Limited	Not at all Aware	
Student	383	184	3	570
Teacher	206	79	0	285
Staff	8	89	17	114
Total	597	352	20	969

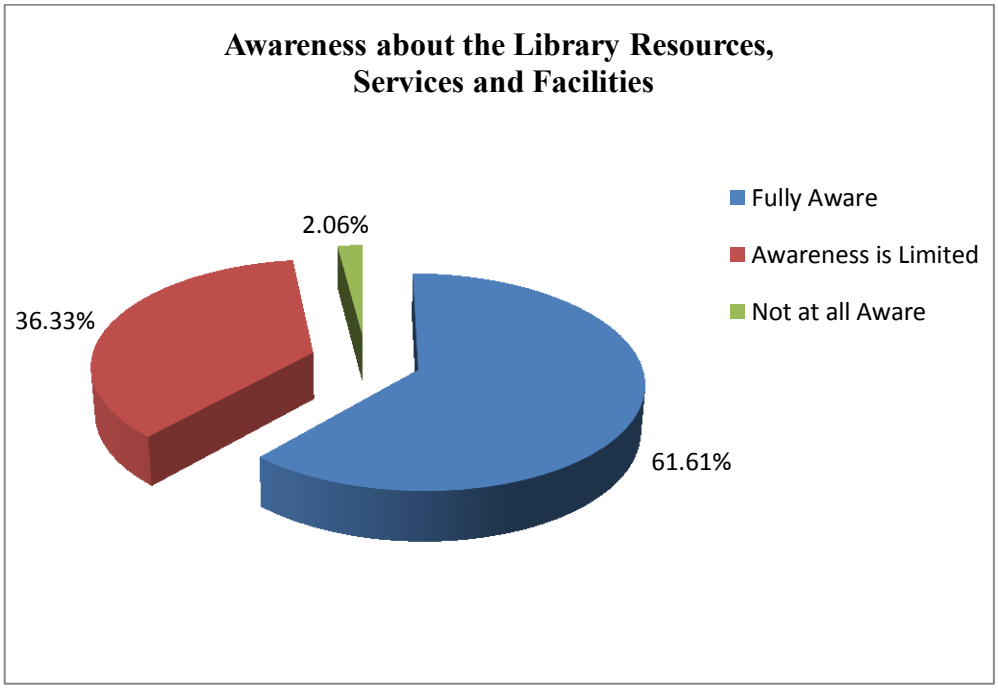

Figure 6.5 : Users' Awareness about the Resource, Services and Facilities

6.1.5 Quality of the Resources of the Libraries

A library must attract the users through its best collection. The Table 6.6. shows the quality of the resources of the libraries. More than half of the users (51.08%) responded that they find the resources very good followed by good (32.51%), excellent (14.86%) and average (1.55%). It is found that there are no any responses regarding poor quality of the resources.

Table 6.6: Quality of the Resources of the Libraries

User Category	Quality of the Resources					Total
	Excellent	Very Good	Good	Average	Poor	
Student	66	312	180	12	0	570
Teacher	42	150	93	0	0	285
Staff	36	33	42	3		114
Total	144	495	315	15	0	969

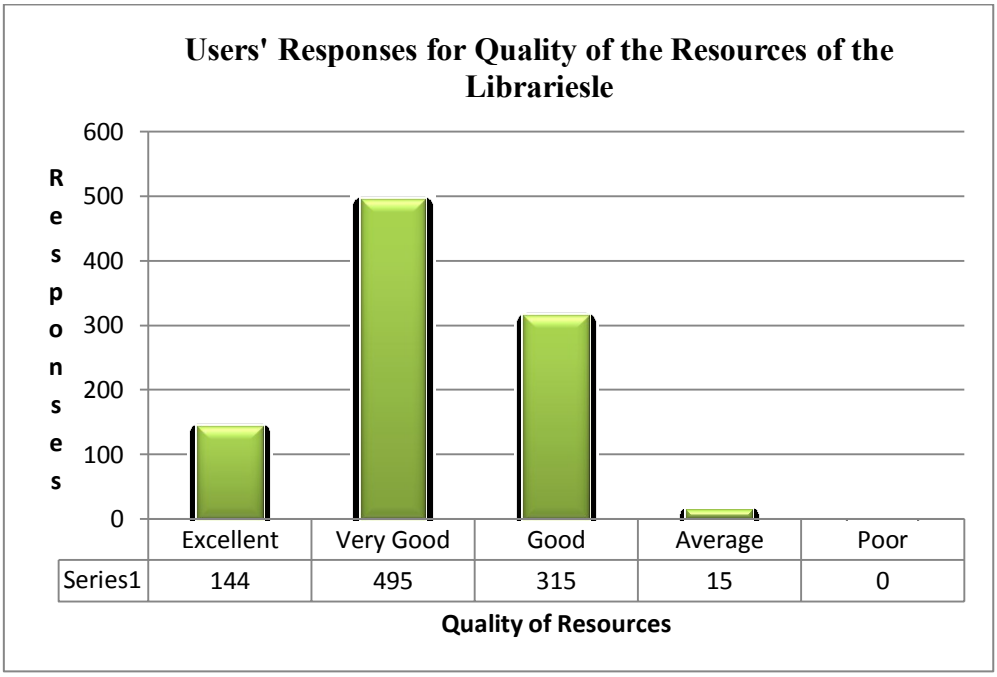

Figure 6.6 : Quality of the Resources of the Libraries

6.1.6 Fulfillment of Users' Requirement

The library must fulfill the user's requirements. The Table 6.7. depicts that nearly three fifth of the reader's (58.51%) requirements is met above 50% by the library's collection followed by above 75% (348 users) and above 25% only (54 users).

Table 6.7: Percentage of Users' Requirements is met by the Library's Collection

User Category	Percentage of Users' Requirements Fulfillment			Total
	Above 25 %	Above 50%	Above 75%	
Student	18	351	201	570
Teacher	25	176	84	285
Staff	11	40	63	114
Total	54	567	348	969

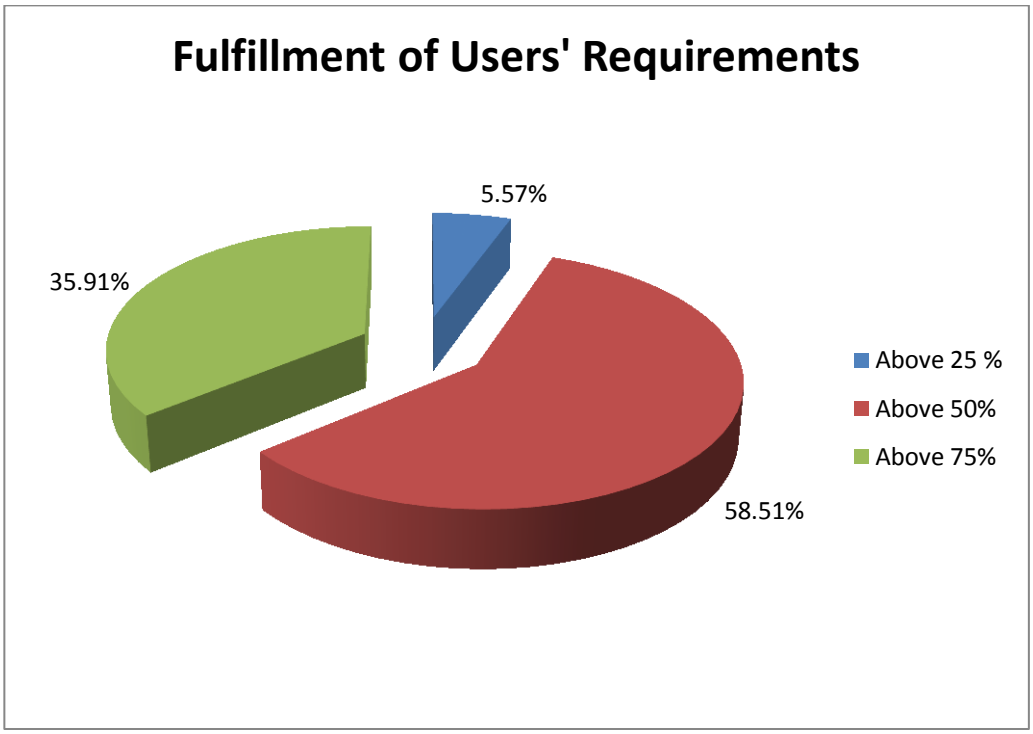

Figure 6.7 : Fulfillment of Users' Requirements

6.1.7 Users' Thinking about Essentiality of the Best Practices and Modernisation of Libraries

The users always think for quality resources and services in the libraries. The Table 6.8 deals with users' thinking about the best practices and modernisation of libraries. Most of the users (98.24%) think about the best practices and modernisation of libraries as

essential. Only a small part of users (1.75%) think about the best practices and modernisation of libraries as not essential. All the teachers responded positively about the best practices and modernisation of libraries.

Table 6. 8 : Users' Thinking about Essentiality of the Best Practices and Modernisation of Libraries

Users' Category	Thinking About the Best Practices and Modernisation		Total
	Yes	No	
Student	562	8	570
Teacher	285	0	285
Staff	105	9	114
Total	952	17	969

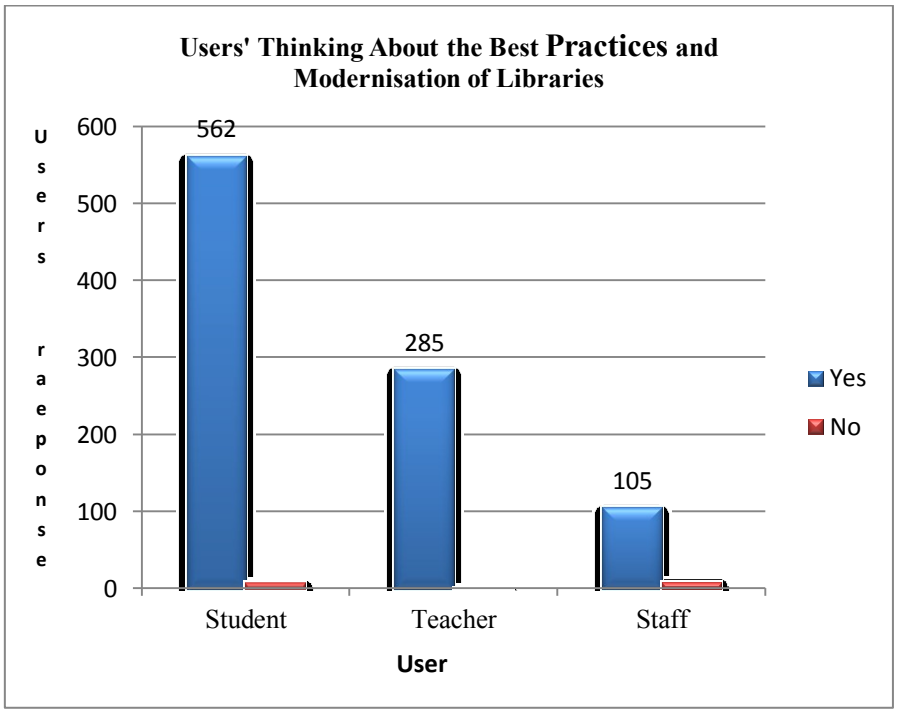

Figure 6.8 : Users' Thinking About the Best Practices and Modernisation

6.1.8 Users' Awareness about the Best Practices and Modernisation of the Libraries

The Table 6.9 reveals that about the users' awareness about the best practices and modernisation of the libraries. About half of the users (48.9 %) aware fully about the best practices and modernisation of the libraries followed by awareness is limited (48.30%). Only 3% of users not at all aware about the best practices and modernisation of the libraries.

Table 6.9: Users' Awareness about the Best Practices and Modernisation

Users' Category	Users' Awareness about the best Practices and Modernisation of the Libraries			Total
	Fully Aware	Awareness is Limited	`Not at all Aware	
Student	246	316	8	570
Teacher	194	89	2	285
Staff	34	63	17	114
Total	474	468	27	969

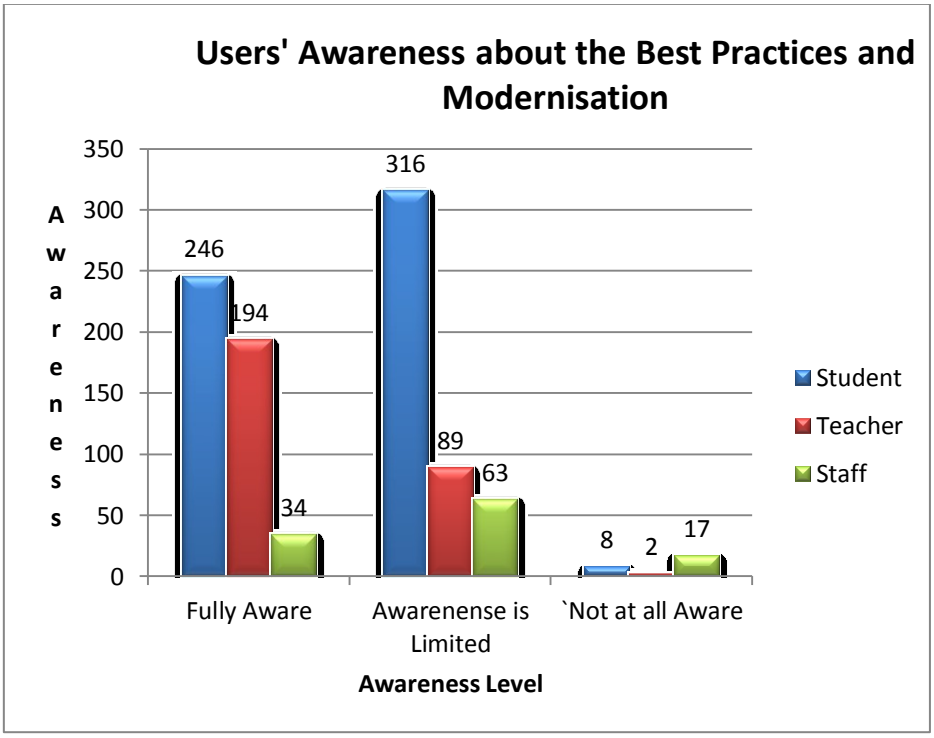

Figure 6.9: Users' Awareness about the Best Practices and Modernisation

6.1.9 Users' Knowledge about Libraries having Computerised Services

Computer application in the present day libraries is essential to fulfill the Five Laws of Library and Information Science. The Table 6.10. shows that three fourth of the users' (74.72%) knowledge about libraries having computerised services is positive. Rest 25.28% users responded negative towards libraries having computerised services.

Table 6.10: Users' Knowledge about Libraries having Computerised Services

Users' Category	Libraries having Computerised Services		Total
	Yes	No	
Student	409	161	570
Teacher	228	57	285
Staff	87	27	114
Total	724	245	969

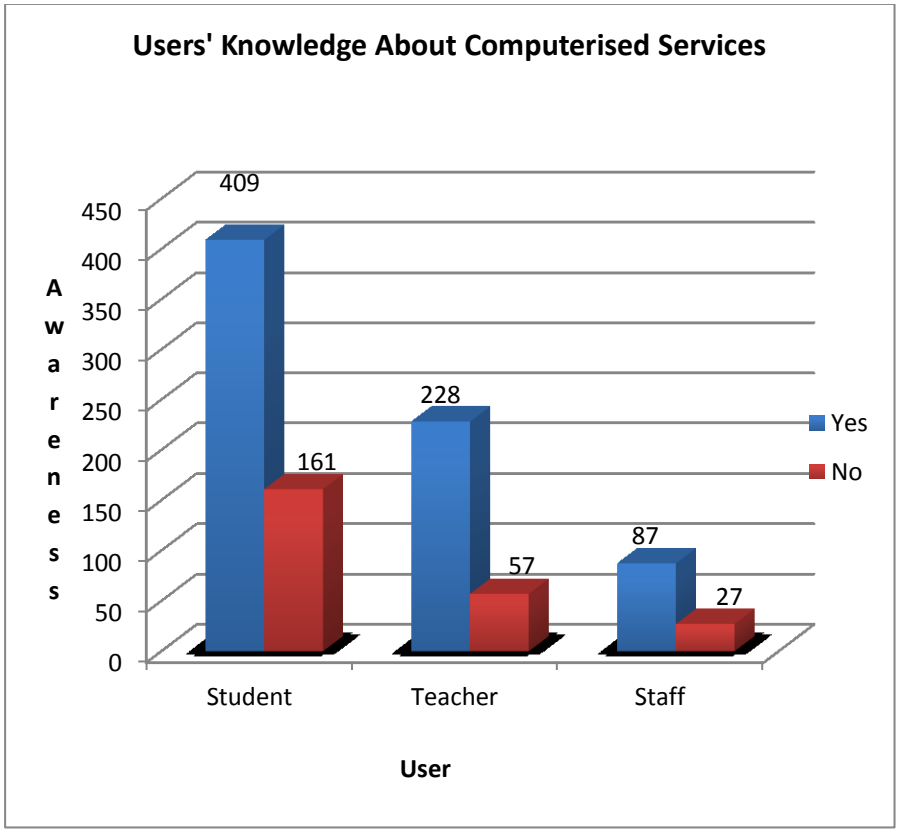

Figure 6.10 : Users' Knowledge About Libraries having Computerised Services.

6.1.10 Up to date Library Bulletin Board in the Library

An up to date bulletin board in the library is essential for dissemination of information. From the Table 6.11 we have come to know that about three fourth of the readers (74.51%) find up to date library bulletin board in the library. Rest 25.49% readers not find up to date library bulletin board in the library.

Table 6.11: Up to date Library Bulletin Board

Users' category	Up to date Library Bulletin Board		Total
	Yes	No	
Student	403	167	570
Teacher	231	54	285
Staff	88	26	114
Total	722	247	969

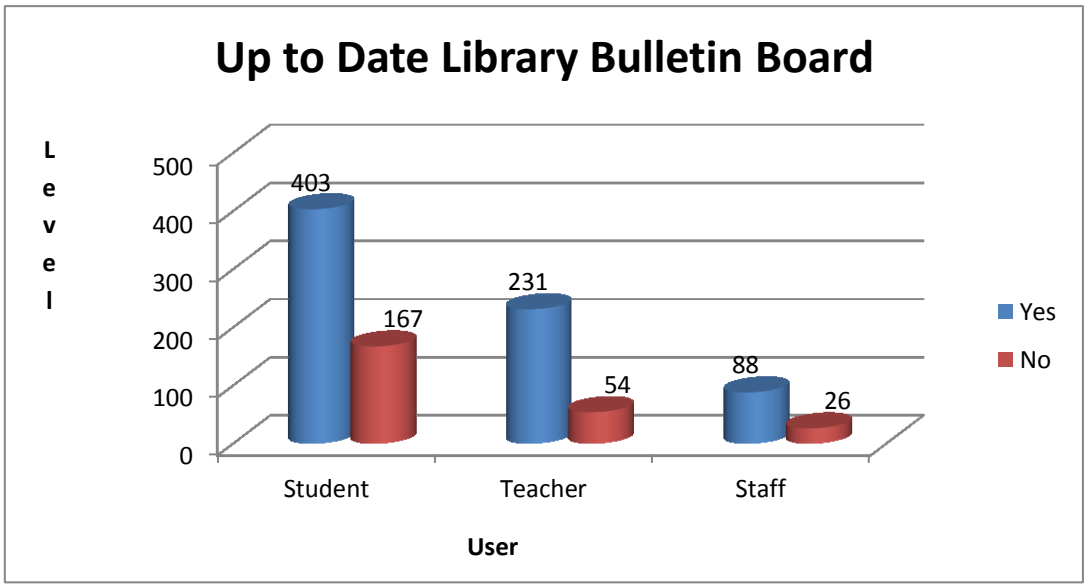

Figure 6.11 : Up to date Library Bulletin Board

6.1.11 Users' Requirements for the Web Based Services

In the present day, there exists a strong user's demand for Web Based services like Ask the Librarian / Help Desk/ FAQ etc. Table 6.12 which deals with users requirements for the

Web Based services depicts that, most of the users (90.51%) demand the Web Based services against only 9.49 % respondent's negative response.

Table 6.12: Users' Requirements for the Web Based Services

Users' Category	Users' demand for Web Based Services		Total
	Yes	No	
Student	504	66	570
Teacher	274	11	285
Staff	99	15	114
Total	877	92	969

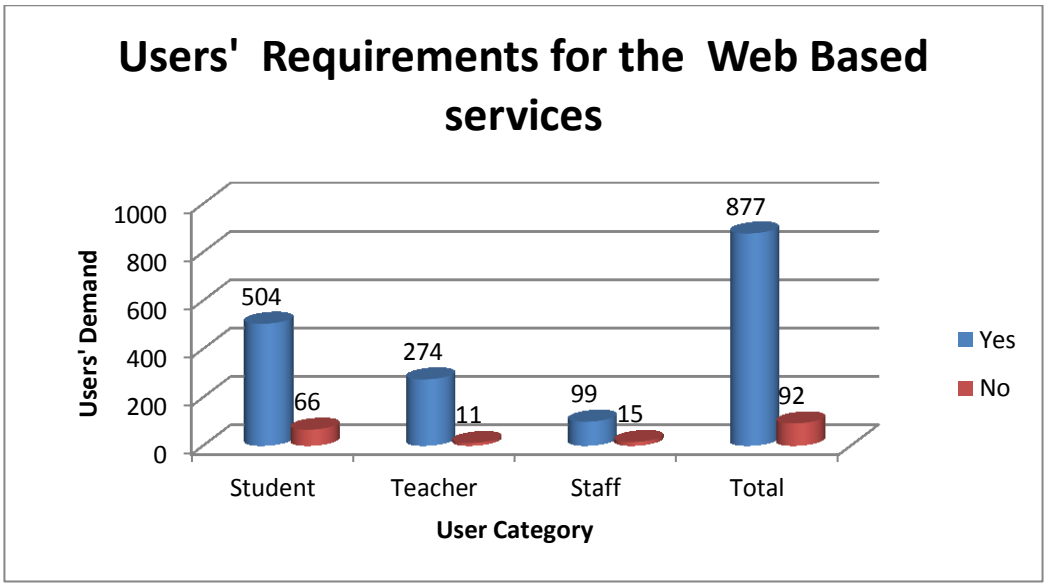

Figure 6.12 : Users' Requirements for the Web Based Services

6.1.12 Users' Find Availability of Terminal (s) / Computer (s) in the Libraries

There must be provision of terminal (s) / computer (s) for the users in the libraries. The Table 6.13 deals with the libraries availability of terminal (s) / computer (s) for the users', depicts that nearly seven tenth of the users (66.36%) find available the terminal (s) / computer (s) for the users' against 33.64% negative responses.

Table 6. 13: Availability of Terminal (s) / Computer (s) for the Users'

Users' Category	Availability of terminal (s) / Computer (s) for the Users'		Total
	Yes	No	
Student	356	214	570
Teacher	209	76	285
Staff	78	36	114
Total	643	326	969

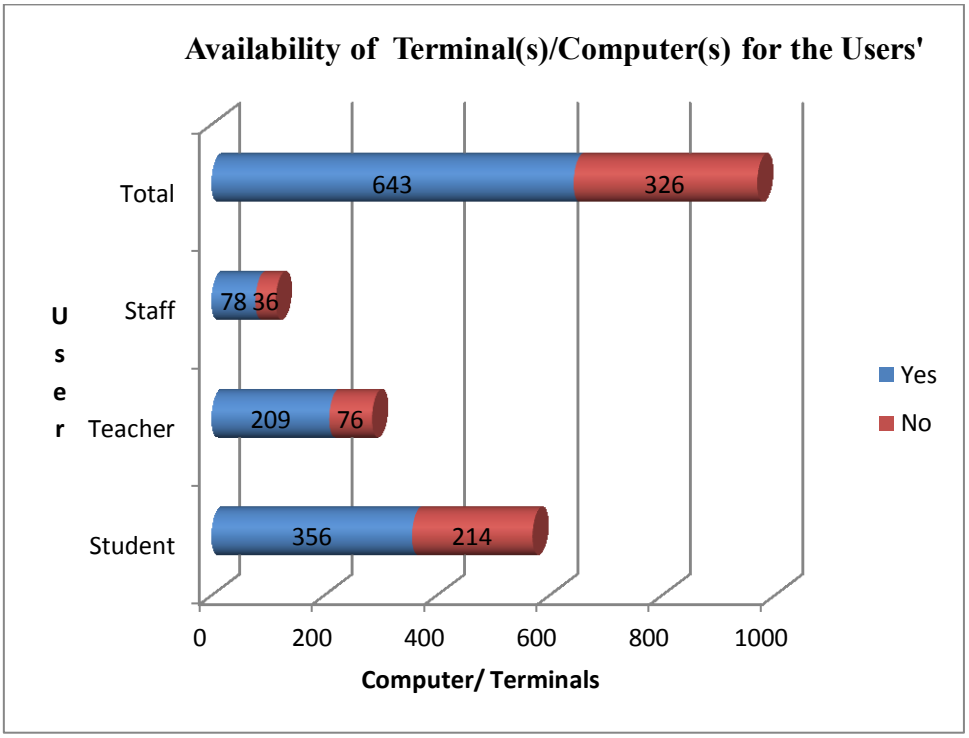

Figure 6.13: Availability of Terminal (s) / Computer (s) for the Users

6.1.13 Use of OPAC by the Users

The use of OPAC by the users' is shown in the Table 6.14. It is found that satisfactory sections of the users (66.25%) use OPAC against a small part of the users (33.75%) do not use.

Table 6.14 : Use of OPAC by the Users

Users' Category	Use of OPAC by the Users		Total
	Yes	No	
Student	374	196	570
Teacher	219	66	285
Staff	49	65	114
Total	642	327	969

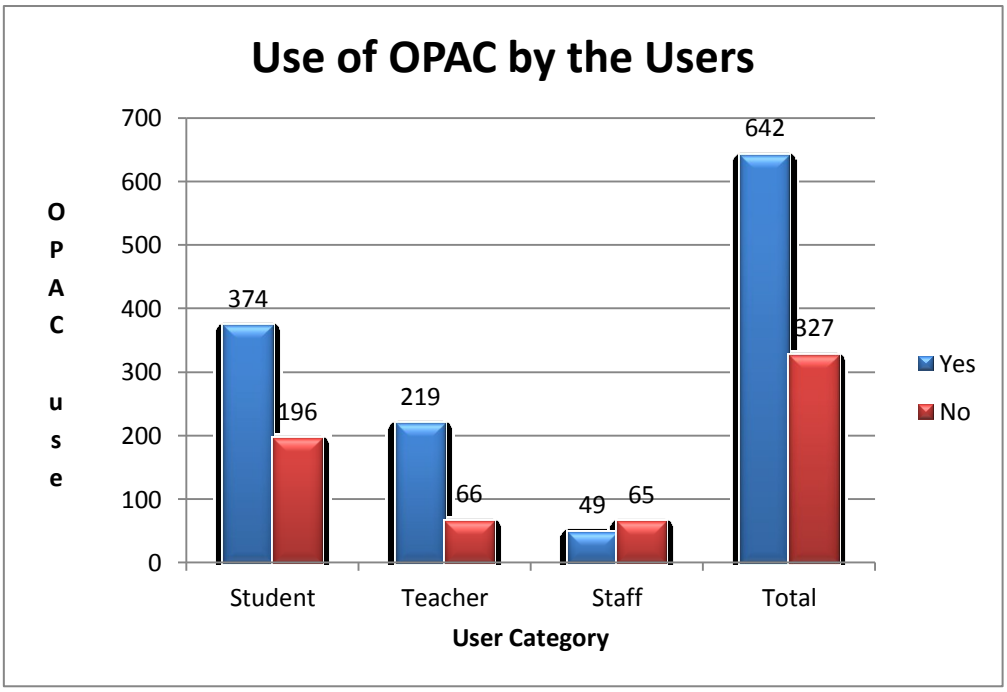

Figure 6.14 : Use of OPAC by the Users

6.1.14 Availability of Electronic Resources like CDs, DVDs, E-Books etc.

Today's users' needs electronic resources like CDs, DVDs, E-books etc. in the libraries besides traditional print materials. Table 6.15 deals with availability of electric resources like CDs, DVDs, E-books etc. It is found from the table that about seven tenth of the users responded (66.46%) positive regarding availability of electronic resources in the libraries against 33.54% users do not find electronic resources in the libraries.

Table 6.15 : Availability of Electronic Resources like CDs, DVDs, E-books etc.

Users' Category	Availability of Electronic Resources like CDs, DVDs, E-books etc..		Total
	Yes	No	
Student	362	208	570
Teacher	206	79	285
Staff	76	38	114
Total	644	325	969

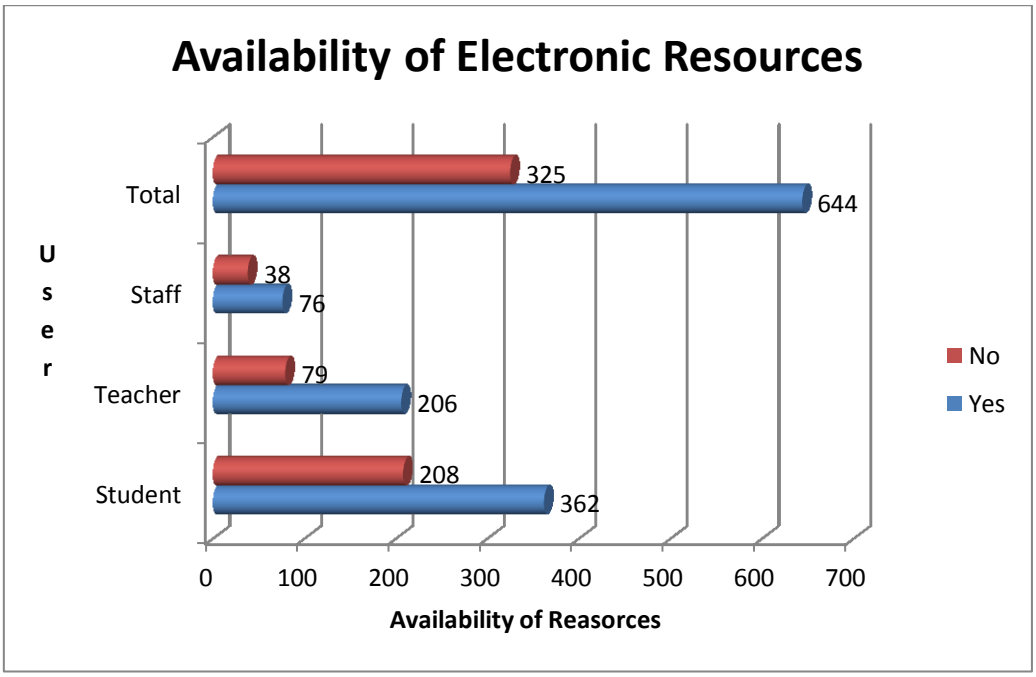

Figure 6.15 : Availability of Electronic Resources like CDs, DVDs, E-books etc.

6.1.15 Users' Awareness about the Library Best User Award

Libraries can attract users, especially the students by providing the best user award. Table 6.16 deals with the users' awareness about the library best user award. It is observed that, more than three fifth of the users (66.98%) aware of the library best user award. It is also found that some users (33.02%) not aware of the best user award of the library.

Table 6.16 : Users' Awareness about the Library Best User Award

Users' Category	Users' Awareness about the Library Best User Award		Total
	Yes	No	
Student	355	215	570
Teacher	211	74	285
Staff	83	31	114
Total	649	320	969

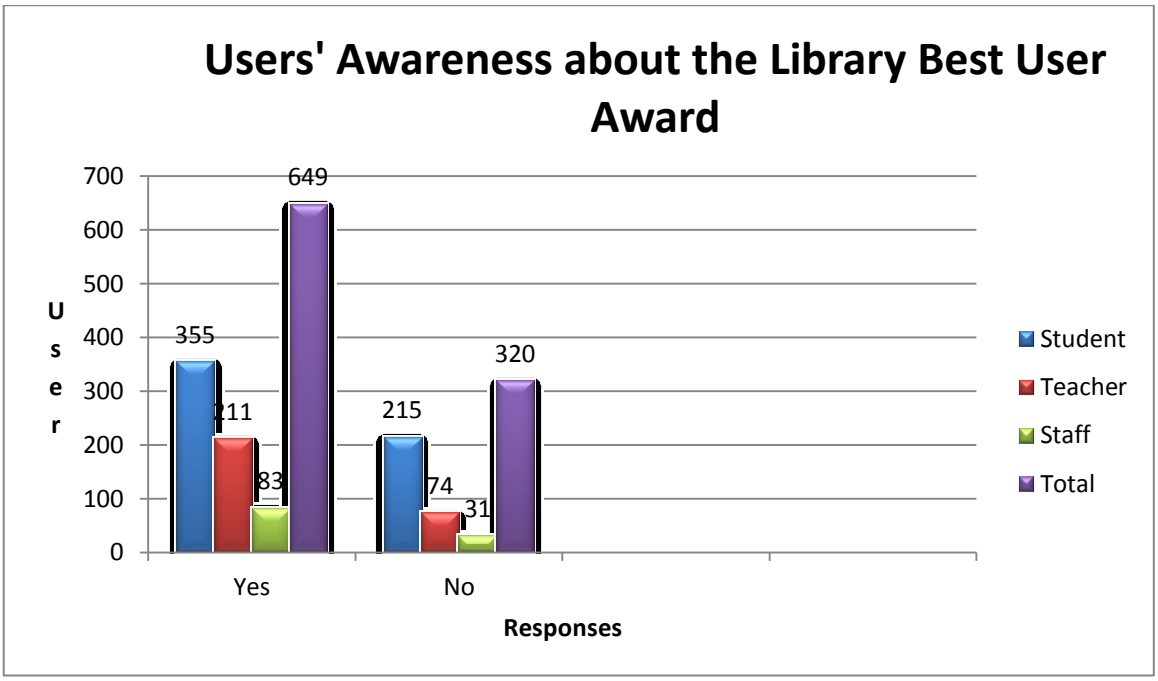

Figure 6.16 : Users' Awareness about the Library Best User Award

6.1.16 Availability of Suggestion Box in the Libraries and Timely Responses

Libraries can improve their services and fulfill the user's requirements by taking suggestions through providing a suggestion box in the library and its timely responses. Table 6.17 deals with the availability of suggestion box in the libraries and timely response. It is found that six tenth of the users' (59.65%) find having this facilities in the libraries against 40.35% users not find this facility.

Figure 6.17 : Availability of Suggestion Box and Timely Response

Users' Category	Availability of Suggestion Box and Timely Response		Total
	Yes	No	
Student	306	264	570
Teacher	212	73	285
Staff	60	54	114
Total	578	391	969

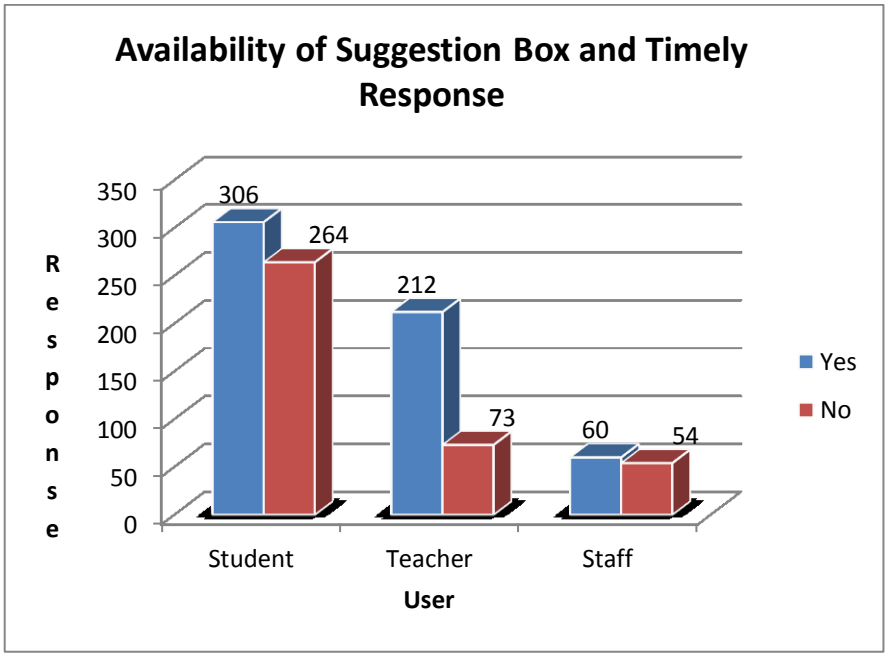

Figure 6.17: Availability of Suggestion Box and Timely Response

6.1.17 Users' Demand for a Strong and Dynamic Library Website

A strong and dynamic library website is essential for dissemination of information. The Table 6.18 deals with users' demand for a strong and dynamic library website. It is found that most of the users (95.98%) demanded a strong and dynamic library website. Only 4.02% users do not want library website. The demand for strong and dynamic library website is found more in students and teachers.

Table 6.18: Users' Demand for a Strong and Dynamic Library Website

Users' Category	Users' demand for a Strong and Dynamic Library Website		Total
	Yes	No	
Student	561	9	570
Teacher	280	5	285
Staff	89	25	114
Total	930	39	969

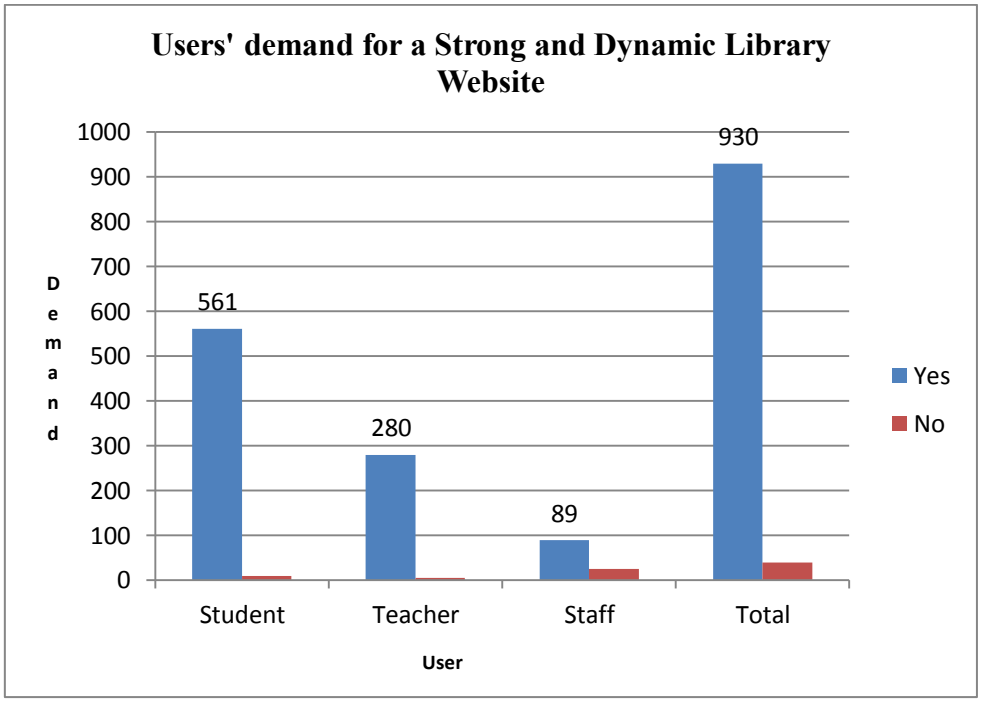

Figure 6.18: Users' Demand for a Strong and Dynamic Library Website

6.1.18 Availability of Internet Search Facility in the Libraries

Internet is pre-requisite for resource sharing among the libraries today. We can share resources locally, nationally or globally through use of Internet in the libraries. The Table 6.19 shows the availability of Internet search facility in the libraries. About seven tenth of the users (67.80%) find Internet search facility in the libraries against 32.2% users do not find the facility.

Table 6.19 : Availability of Internet Search Facility in the Libraries

Users' Category	Availability of Internet Search Facility in the Library		Total
	Yes	No	
Student	351	219	570
Teacher	233	52	285
Staff	73	41	114
Total	657	312	969

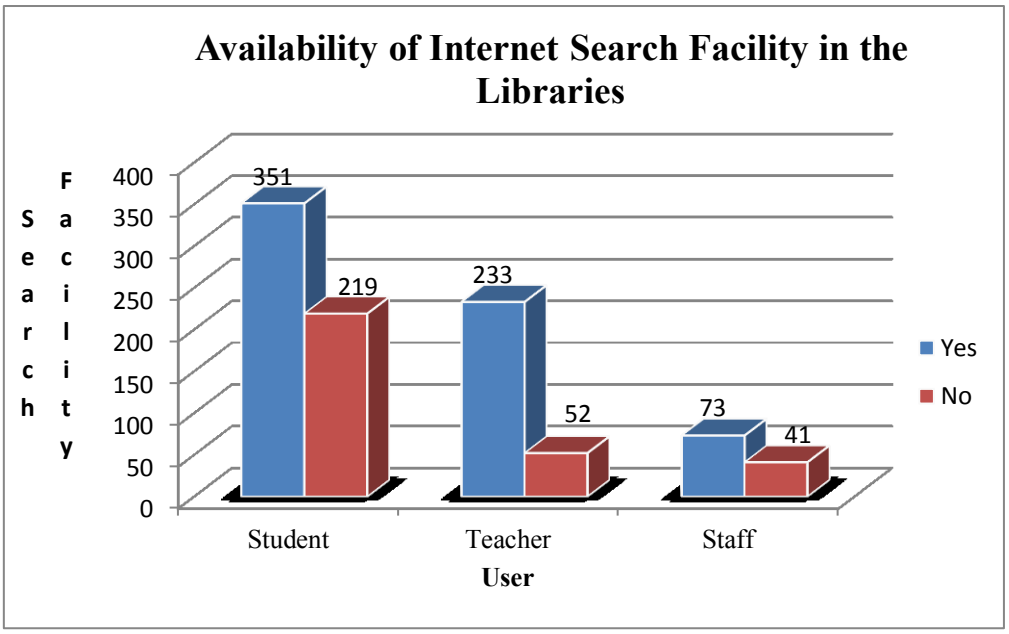

Figure 6.19: Availability of Internet Search Facility in the Libraries

6.1.19 Users' Regular Education Programme Regarding use of Modern Technology

Users always need regular orientation programme regarding use of library resources, especially for the modern technologies. The Table 6.20. depicts the users' education programme regarding use of modern technology in the libraries. It is found that nearly four tenth of the users (37.56%) get the programme frequently followed by regularly (33.33%), sometimes (21.98%) and rarely with 7.12%.

Table 6.20 : Users' Regular Education Programme Regarding use of Modern Technology

Users' Category	Users' Education Programme Regarding use of Modern Technology in the Library				Total
	Regularly	Frequently	Sometimes	Rarely	
Student	182	220	108	60	570
Teacher	126	113	44	2	285
Staff	15	31	61	7	114
Total	323	364	213	69	969

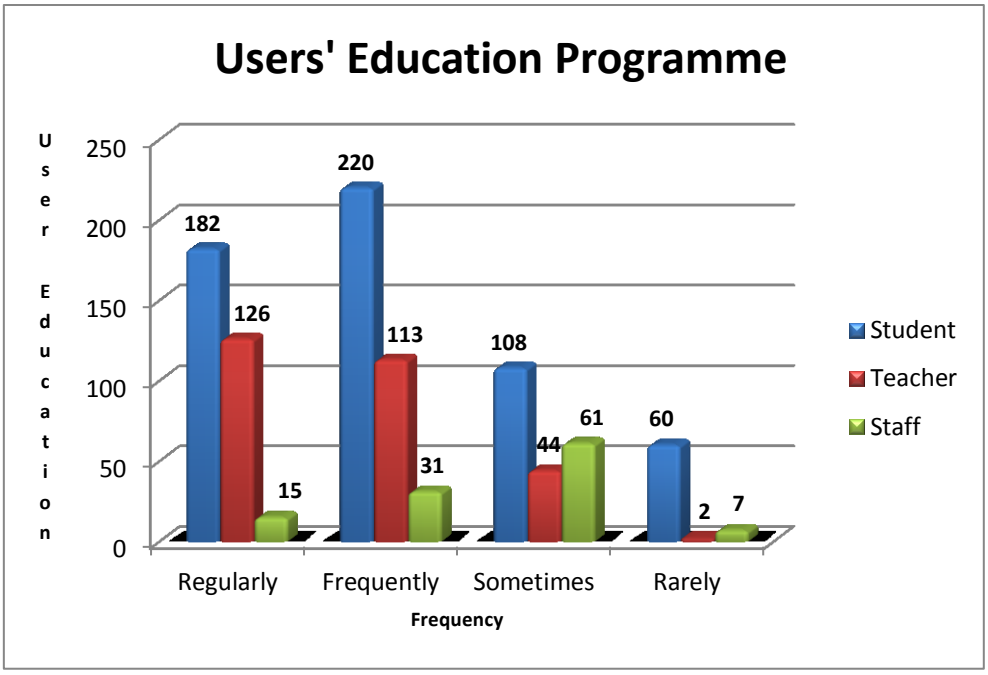

Figure 6. 20: Users' Regular Education Programme Regarding use of Modern Technology

6.1.20 Users' Demand for Library Home Page /Website

The Table 6.21. shows the users' demand for library Home Page /Website for information dissemination. It is observed that most of the users (92.47%) have strong demand for library Home Page / Website for information dissemination. Only 7.53% users have no demand for this.

Table 6. 21: Users' Demand for Library Home Page /Website

Users' Category	Users' demand for Library Home Page /Website		Total
	Yes	No	
Student	542	28	570
Teacher	279	6	285
Staff	75	39	114
Total	896	73	969

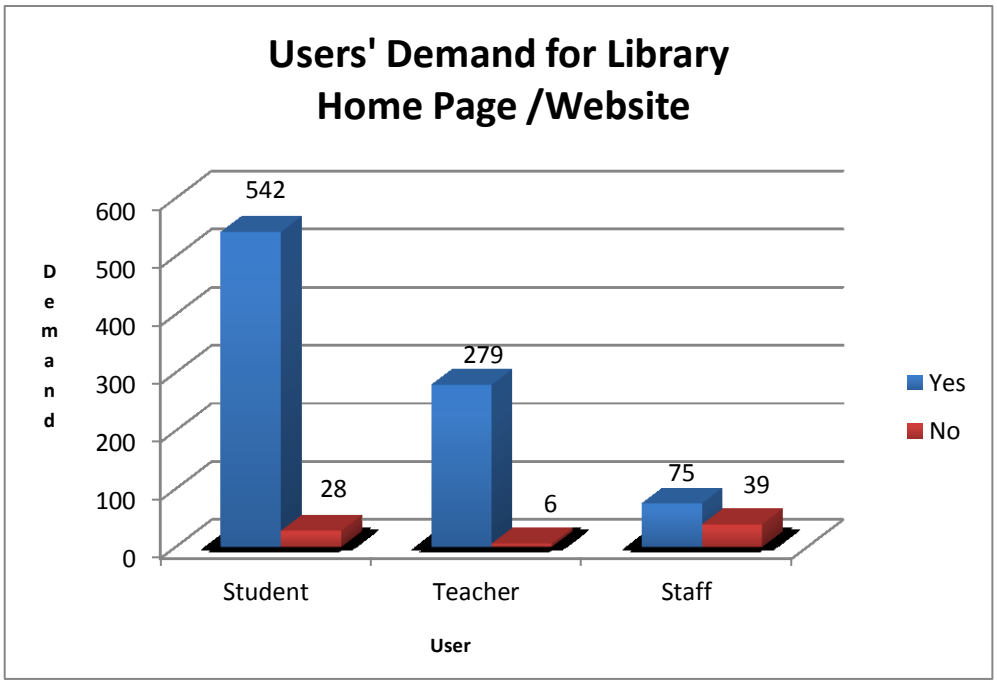

Figure 6.21 : Users' Demand for Library Home Page/Website

6.1.21 Users' Demand for Campus LAN

The Table 6.22 depicts the users' demand for campus LAN in the institution. It is found that most of the users (93.4%) have strong demand for campus LAN in the institution. Only 6.6% users do not have the demand for the campus LAN in the college.

Table 6.22: Users' Demand for Campus LAN in the Colleges

Users' Category	Demand for Campus LAN in the College		Total
	Yes	No	
Student	528	42	570
Teacher	281	4	285
Staff	96	18	114
Total	905	64	969

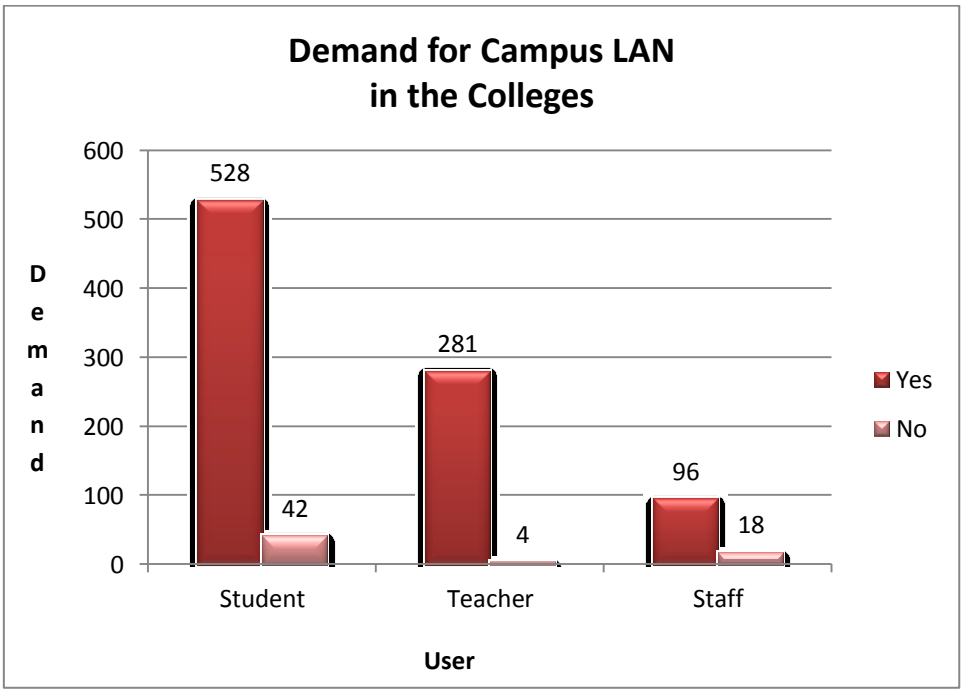

Figure 6. 22: Users' Demand for Campus LAN in the Colleges

6.1.22 Users' Feedback Practice through Deferent Formats

Table 6.23 deals with the users'' feedback practice through deferent formats. The analysis shows that most of the users (95.36%) demand for feedback practice through deferent formats against only 4.64% negative responses.

Table 6.23 : Users' Feedback Practice through Deferent Formats

Users' Category	Users' Feedback Practice Through Deferent Formats		Total
	Yes	No	
Student	548	22	570
Teacher	278	7	285
Staff	98	16	114
Total	924	45	969

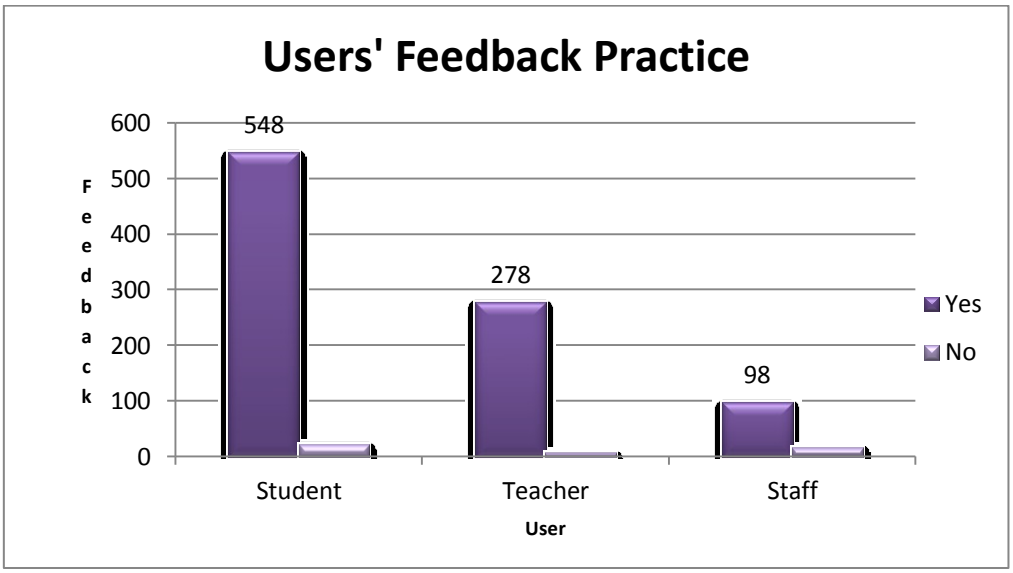

Figure 6.23 : Users' Feedback Practice through Deferent Formats

6.1.23 Users' Suggestions/Comments on Best Practices and Modernization

The Table 6.24 depicts users' suggestions/comments on best practices and modernization of the libraries. A section of the users (40.87%) provided some suggestions/comments on best practices and modernisation of the libraries. More than half of the users (59.13%) do not provide any suggestions/comments on this.

Table 6.24: Users' Suggestions/Comments on Best Practices and Modernization

Users' Category	Suggestion/comment		Total
	Yes	No	
Student	228	342	570
Teacher	119	166	285
Staff	49	65	114
Total	396	573	969

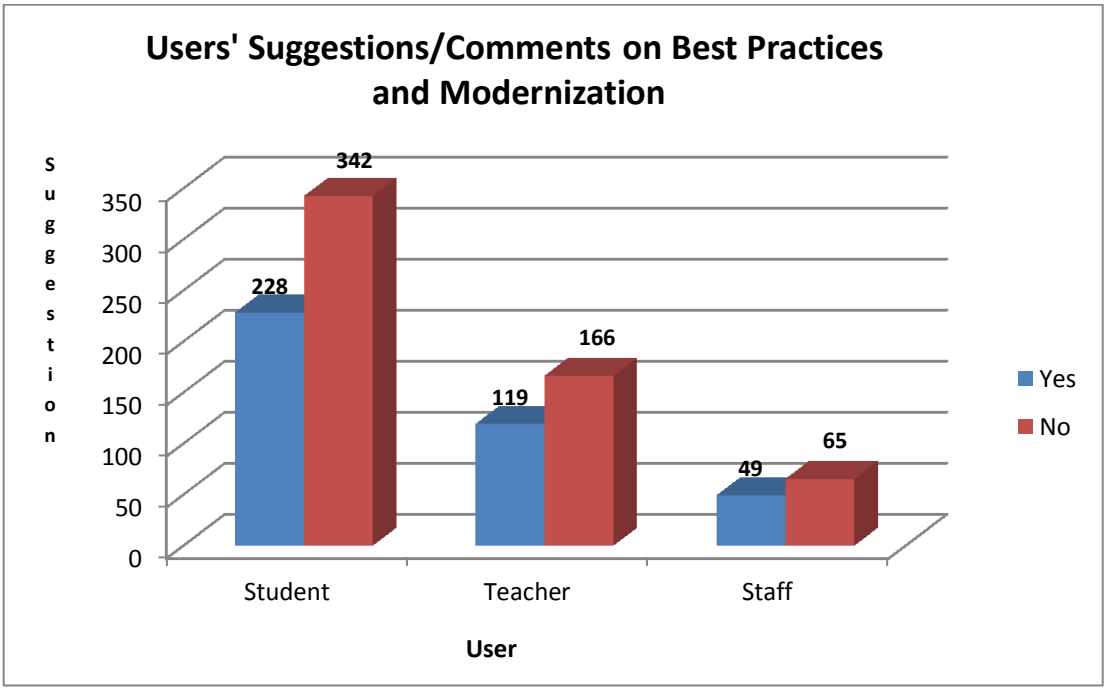

Figure 6.24: Users' Suggestions/Comments on Best Practices and Modernization

6.2 CONCLUSION

Any addition of new service (s) or deletion of existing service (s) of libraries may be done in accordance with the understanding users demand by conducting regular user study. User satisfaction is the ultimate aim of the libraries concerned. The study reveals that it is found that about seven tenth of the users (66.25%) use OPAC and about half of the users (48.9 %) aware fully about the best practices and modernisation of the libraries followed by awareness is limited (48.30%).