RESEARCH ARTICLE

EXPECTATIONS OF STUDENTS AND TEACHING FACULTY ON USING THE LIBRARY RESOURCES AND SERVICES: A CASE STUDY OF G.V.N.COLLEGE, KOVILPATTI (INDIA)

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ARTICLE INFO	ABSTRACT
	The present study was carried out to the expectation of Students and Faculty members on using the library Resources and Services of G.V.N.College Library, Kovilpatti (India). The study mainly focused on the utilization of various resources, location of access, learn to access, experience of using e-resources and need for improving various skills in the usage of library resources and services. For this purpose the researcher prepared a well structured questionnaire as a tool for data collection and presented with useful percentage analysis and suitable table for presentation of data. On the basis of result, some suggestions have been put forwarded for improving the usage of library resources and services.

INTRODUCTION

Information is the basic resource for carrying out an extensive research leading to better standing for living and prosperous development of the country. Hence, the academic library and the electronic based information facilities available in the parent institution will play a significant role in disseminating the information to the users at the right time and at the right place. The information and communication technology has to be effectively utilized in library activities and services by building a network. This will enhance efficiency of library in extending electronic based information resources and services to the users and to satisfy the needs of the students, faculty members and research scholars of the Institutions.   The major intension of this study is to know and understand the students and faculty member's expectation of using library resources and services and infrastructure facilities which are available at the institution to access all resources.

Literature Review

Numerous studies have been undertaken to explore the information need and information seeking behaviour of users belonging to an academic faculty. A study by Ramlogan, Rabia and Tedd (2006) also studied use and non-use of electronic information sources by undergraduates at the University of the West Indies. The findings reveal that over half of the total respondents had not accessed any of the Electronic Information Services (EIS). It is concluded that undergraduates' make irregular or no use at all of certain EIS largely due to lake of awareness. Mulla and Chandrashekara

(2006) conducted a study on Internet users of Mysore University. The study was conducted using faculty, students and researchers in different science subjects. The study revealed that a majority of users used the Internet and were satisfied with the information available. Kumar,Devendra (2009), study on information needs of faculty and research scholars at Chaudhary charan Singh University in India, he found that most users visit the library to borrow books, study, search for information and reading. The purpose of their visits depends on time available and needs. Most users depend on publisher catalogues, bibliographies, indexes, abstracts or book reviews to keep ideas current in their area of study. Internet, e-journals or CD-ROMs are used less often due to the lack of availability of these resources as well as personal skills which are used by them.

ABOUT THE COLLEGE

G. Venkataswamy Naidu College was established at Kovilpatti (India) on 30th June 1966 under the Management of G.Kuppuswamy Naidu charitable trust for Education and Medical Relief, Coimbatore, with the intention of providing Educational opportunities at an affordable cost to the rural based population in and around the Kovilpatti town.   The college consists of 11 UG Courses and 4 PG Courses with 1331 students and 83 Faculty members. The college library is one of the most important units on campus. Every effort is being made to have its own space at a central location with functional structure built on modern architectural principles. As of 31st March 2011, the college had a collection of 67,000 books, 87 periodicals, 21 magazines and 7 Newspapers.

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Objectives of the study

The main objectives of the study are the analyses depending on the students and Teaching Faculty members.

- To know different types of library resources used by students and faculty members.
- To assess the various types of information used by students and teaching faculty members.
- To find out the multi purpose and various frequency of using the library.
- To study the satisfaction about the library services and infrastructure facilities.
- To identify the issues faced by students and faculty members in searching for information in the library
- To identify their needs for improving their skills in the use of electronic resources.

Hypothesis

In this study, the following hypotheses have been framed.

- All the students and faculty members are using Internet facility in the library and lab.
- Most of the students are accessing resources only carrier and curriculum development.
- The experience professionals are eager by using e-resources fully.

Limitations of the study

The present study is confined to Students and faculty members of G.V.N.College, Kovilpatti (India). The college had 11 UG Courses and 4 PG courses are conducted. The College had total 1331 students and 83 teaching faculty. Data has been collected from selected faculty members and students. 300 Questionnaires were distributed, 210 both male and female students and 40 male and female faculty members have responded.

METHODOLOGY

For the present study, a questionnaire method was used for data collection. A random sampling technique was adopted to select students and faculty members at GVN College Kovilpatti (India). The researcher has prepared well structured questionnaires for collecting the primary data from the users of college. Filled in questionnaire were received from 210 students and 40 from faculty members

Data analysis and Interpretation

The data was collected by different methods were analyzed and interpreted and same presented in the following tables.

Category wise Distribution of Respondents

The Table 1 clearly indicates the categories of different users. Total 300 questionnaires were distributed among students and faculty. Out of 300 questionnaires, 210 questionnaires from students and 40 from faculty were received. The total 250 questionnaires were received.

Table 1. Category wise Distribution of Respondents

S.N0	Category	Male	(%)	Female	(%)	Total	(%)
1	Students	42	16.80	168	67.20	210	84.00
2	Faculty	8	3.20	32	12.80	40	16.00
3	Total (250)	50	20.00	200	80.00	250	100.00

Gender wise Distribution of Respondents

The study of data in table 2 indicates the Gender distribution of respondents. It could be noted that out of 250 respondents, majority of the respondents (80.%) belong to the female student users and rest of them (20%) are male.

Table 2.Gender wise Distribution of Respondents

S.No	Category	Male	(%)	Female	(%)	Total	(%)
1	Students	42	16.80	168	67.20	210	84.00
2	Faculty	8	3.20	32	12.80	40	16.00
3	Total (250)	50	20.00	200	80.00	250	100.00

Frequency of Library Visit

Table 3. Frequency of Library Visit

S. No	Frequency	Students	(%)	Faculty Members	(%)	Total	(%)
1	Daily	105	50.00	8	20.00	113	45.20
2	Alternative Day	58	27.62	6	15.00	64	25.60
3	Once a week	30	14.29	13	32.50	43	17.20
4	Alternative Week	12	5.71	9	22.50	21	8.40
5	Once a month	5	2.38	4	10.00	9	3.60
	Total	210	100	40	100	250	100.00

The above table-3 shows that the usages of scholars are more (50%) than faculty members (20%) visited the library on a daily basis. On the other hand, more faculty members than students visited the library in a longer period of time: 32.50% as against 14.29% for once a week,22.50% as against 5.71% for alternative week, and 10.00% against 2.38% for once a month.

Time Spent in Library

Table 4. Time Spent in Library

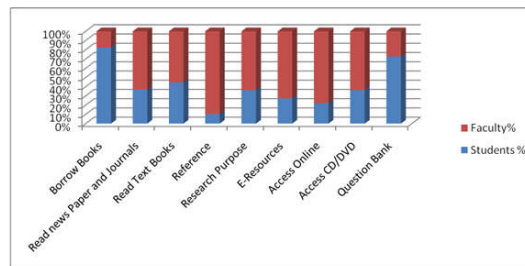| S.No	Time	Students	(%)	Faculty Member	(%)	Total	%
1	Less than one Hour	165	78.57	13	32.50	178	71.20
2	One Hour	33	15.71	19	47.50	52	20.80
3	Two to Three Hour	12	5.71	8	20.00	20	8.00
Total		210	100.00	40	100.00	250	100.00

Table 4 shows that, 94.29% of students and 80% of faculty members spent an hour in the library and 5.71% students and 20% of faculty members spent more than two hours in the Library.

Purpose of visiting library

Table-5. (Chart-1) Shows that the details of library visitors and their purposes in library. The primary reason for going to the library was to borrow books 59.05% of the users were acted as primary users. 32.50% and 27.50% of faculty members using the library for Reference as well as Reading the news paper and Journals. So there are changes in the students and faculty members when they visit on different periodicities. Hence it is known that the periodicity factor influences information seeking behavior of students as well as faculty members.

Table 5. Purpose of visiting library

S.N0	Purpose	Students	%	Faculty	%	Total	%
1	Borrow Books	124	59.05	5	12.50	129	51.60
2	Read news Paper and Journals	34	16.19	11	27.50	45	18.00
3	Read Text Books	17	8.10	4	10.00	21	8.40
4	Reference	8	3.81	13	32.50	21	8.40
5	Research Purpose	3	1.43	1	2.50	4	1.60
6	E-Resources	4	1.90	2	5.00	6	2.40
7	Access Online	3	1.43	2	5.00	5	2.00
8	Access CD/DVD	3	1.43	1	2.50	4	1.60
9	Question Bank	14	6.67	1	2.50	15	6.00
	Total	210	100.00	40	100.00	250	100.00

Chart 1. Purpose of visiting library

Table 6. Familiarity/Awareness of online databases

S.No	Category	Yes	(%)	No	(%)
1	Students	146	69.52	64	30.48
2	Faculty	28	70.00	12	30.00
	Total (250)	174	69.60	76	30.40

Table 7. Using E-Resources

S.No	Sources and services	Students	(%)	Faculty Member	(%)	Total	(%)
1	Academic Study	156	74.29	16	40.00	172	68.80
2	Research work	16	7.62	5	12.50	21	8.40
3	Update knowledge	23	10.95	11	27.50	34	13.60
4	Finding relevant Information	15	7.14	8	20.00	23	9.20
Total		210	100.00	40	100.00	250	100.00

Table 8. Library Services

S.N0	Services	Students	(%)	Faculty Member	(%)	Total	(%)
1	Lending Services	121	57.62	12	30.00	133	53.20
2	Reference Services	35	16.67	9	22.50	44	17.60
3	Inter Library Loan	8	3.81	2	5.00	10	4.00
4	Bibliographic Services	12	5.71	3	7.50	15	6.00
5	CD-ROM Database Services	8	3.81	4	10.00	12	4.80
6	Photo Copy	15	7.14	5	12.50	20	8.00
7	E-Journals	2	0.95	1	2.50	3	1.20
8	Indexing	1	0.48	1	2.50	2	0.80
9	Book Bank	5	2.38	2	5.00	7	2.80
10	Others	3	1.43	1	2.50	4	1.60
	Total	210	100.00	40	100.00	250	100.00

Table 9. Satisfaction about Library Services

S.No	Services	Students	(%)	Faculty Member	(%)	Total	(%)
1	Highly Satisfied	143	68.10	19	47.50	162	64.80
2	Satisfied	51	24.29	15	37.50	66	26.40
3	Fairly Satisfied	11	5.24	4	10.00	15	6.00
4	Not Satisfied	5	2.38	2	5.00	7	2.80
	Total	210	100.00	40	100	250	100

Familiarity/Awareness of online databases

Table 6 discusses the details of the online databases. 69.60% are familiar with online databases and the remaining 30.40% are not familiar in using it

Using E-Resources

The Table- 7 indicates the benefits that the respondents get due to the access of e-resources. It is identified from the table that the use of e-resources gives better access of information
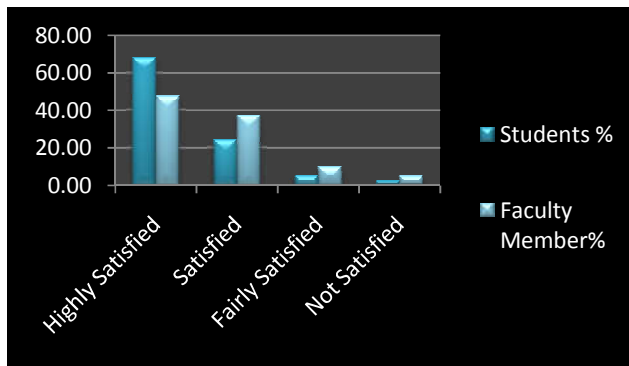
Chart 2. Satisfaction about Library Services

of 68.80% for the users in their academic purpose. It also reveals that 13.60% of users also prefer for update knowledge and 9.20% of users also finding relevant information about their study.

Library Services

According to the table 8, lending service was used by 53.20% of the respondents and Reference services by 17.60%

Satisfaction about Library Services

From the above table-9, (Chart-2) 64.80% students as well as faculty members were highly satisfied with the quality of Library services and 26.40% were very satisfied.

Findings, Suggestion and Conclusion

One of the important findings of the study is that the library remaining the predominant primary source among the students. Another interesting finding is that the information seeking process of students is dominated rather than faculty members by the visiting behavior of Library. The study revealed that most of the users are completely aware of the availability of e-resources and services given by the library. The users are appreciating the services provided by library but at the same time expect more.

Adequate steps are have to be taken provide the requisite basic infrastructure for fast internet access followed by resource availability and user orientation programme are of great importance to meet the emerging need for the higher education to the students in the academic library. A better policy should be formulated and implemented in order to improve the quality of the library collection. Focus groups, advisory groups, etc, should be established to solicit suggestions or recommendations on information sources. A systematic training of library staff on the use of latest technology should be implemented to improve the quality of library services and user orientation should be offered on a regular basis. There should also be some way of users to judge the value of library sources.

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