

Full Length Research Paper

User study of library services of MM Engineering College Library: A case study

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Information is a basic necessity of everybody life. Information is required for anything and everything and can be retrieved from a variety of sources. Libraries are hub for provide the right information to the right people at all times. User studies are an important part of the Libraries. Library and information centers need to be aware of user's information requirements so that they might be able to provide better services. This paper is study of library services and its users in MM Engineering College Library at MM University, Mullana, Haryana. This study examines several aspects of library use, including frequency of visiting the library, use of computer base services in the library. Some suggestions are also provided on the basis of study for enhancing the user satisfaction.

Key words: Information seeking behavior, library user survey, CD ROM, INDEST, search engines, information resources.

INTRODUCTION

Libraries are key instrument for collection, processing and dissemination of Information. Libraries provide a platform for access and retrieval of knowledge. A good library is expected to have a rich collection and services. The developments in Information communication and technology have changed the user's expectations from the Libraries. To effectively meet the demands of the present day users, libraries need to adopt good practices and benchmarks. MM Engineering College Library serves as a hub around which scholarship revolves and hence an intellectual development. Library is fully computerized with seating capacity of 522 users having a rich collection of 57061 books with 15582 Titles. It is well equipped with sufficient number of reference as well as text books, Bound Volumes, Theses/dissertations, CDs, Standards and E-Resources to cater the needs of the users. Users can access Soul Web OPAC to see library collection of books. The Library subscribes about 369 current periodicals and IEEE database which has 148 online full text journals (Ram et al., 2013).

Objective

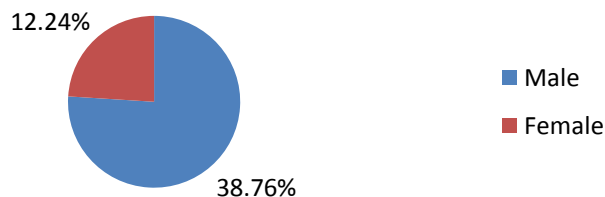
1. To know user satisfaction of facilities and services in MM Engineering College Library.
2. To know the viewpoints of library users about provided services.
3. To identify the user Interest and needs regarding collection development.
4. To give suggestions for improving the services for Users on the basis of their inputs.

RESEARCH METHODOLOGY

The survey method was adopted for the study. The study used a questionnaire to collect data, which is consisted of 11 questions. The data were collected on a sample of 50 users of MM Engineering College Library. Questionnaires were personally distributed to the users and were returned with 100% response (Obioma, 1986).

Table 1. Gender wise respondents.

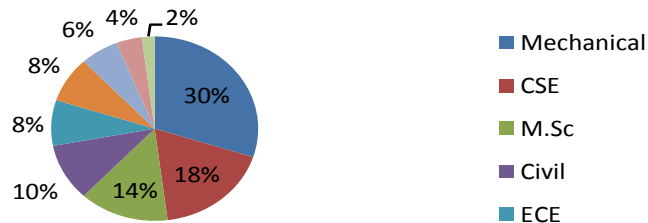
Gender	Respondents	%age
Male	38	76
Female	12	24
Total	50	100

**Figure 1.** Gender wise respondents.**Table 2.** Age wise distribution of respondent.

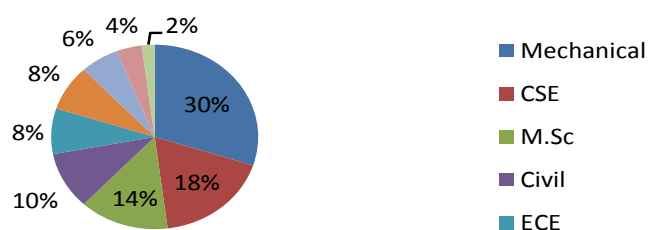
Age	Respondents	%age
19-30	44	73
31-60	16	27

**Figure 2.** Age wise distribution of respondent.**Table 3.** Stream wise distribution of respondents.

Stream	Respondents	%age
Mechanical	15	30
CSE	9	18
M.Sc	7	14
Civil	5	10
ECE	4	8
EE	4	8
Ph.d	3	6
EC	2	4
Biotech	1	2

**Figure 3.** Stream wise distribution of respondents.**Table 4.** Category of library users.

Mode	Respondents	%age
Graduate	36	72
Post Graduate	7	14
Teacher	5	10
Research scholar	2	4

**Figure 3.** Stream wise distribution of respondents.

FINDINGS

Gender wise respondents

The gender wise distribution of MMEC users is shown in Table 1 and Figure 1. It may be seen from the table that majority 38(76%) respondents are male and the remaining 12(24%) are female respondents.

Age wise distribution of respondents

The age wise distribution of MMEC respondents is shown in Table 2 and Figure 2. Most of them 44 (73%) are in the age range of 19 to 30. Only 16(27%) of them are in the age range of 31 to 40 years.

Stream wise distribution of respondent

Table 3 and Figure 3 shows that out of 50 respondents 15(30%) respondents are from Mechanical stream, 9 (18%) are from CSE, 7 (14%), are from M.Sc, 5 (10%) are from Civil, 4 (8%) are from ECE, 4 (8%) are from EE, 3 (6%), Ph.D, 2 (4%) are from EC and 1 (2%) are from Biotech stream.

Category of library users

Table 4 and Figure 4 reveals that highest 36(72%) are

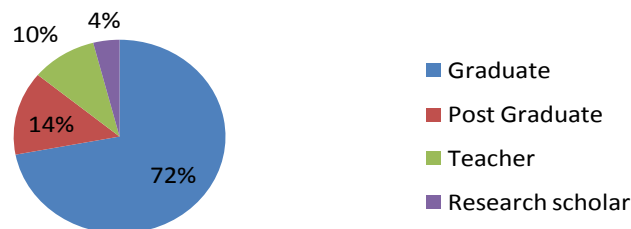


Figure 4. Category of library users.

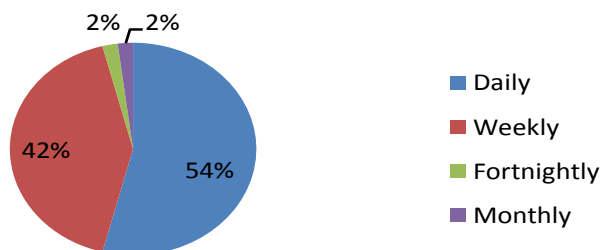


Figure 5. Frequency of library visiting.

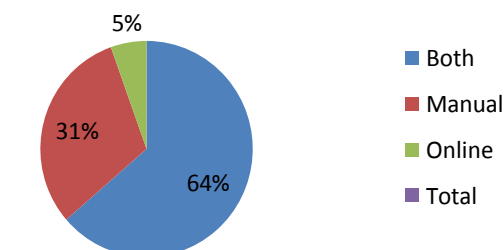


Figure 6. Preference of mode of information accessibility.

Table 5. Frequency of library visiting.

Frequency	Respondents	%age
Daily	27	54
Weekly	21	42
Fortnightly	1	2
Monthly	1	2
Total		

Table 6. Preference of mode of information accessibility.

Mode	Respondents	%age
Both	35	64
Manual	17	31
Online	3	5
Total		

Table 7. Use of computer based services.

Services	Yes	% age
Internet service	29	45
E-Mail service	19	30
E -journal users	6	9
Database Service	5	8
CD ROM Data base	3	5
On Line Database	2	3

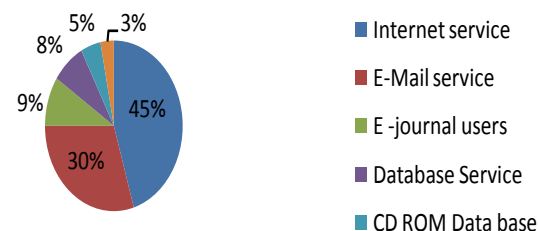


Figure 7. Use of computer based services.

Graduate Users, 7 (14%) postgraduate students, 5 (10%) are Teachers, and only two (4%) users are Research Scholars.

Frequency of library visiting

Table 5 and Figure 5 indicates that the majority 27(54%) of users visited the library every day. The 21 respondents (42%) visited the library once a week. One respondent (2%) visited the library fortnightly and monthly.

Preference of mode of information accessibility

Table 6 revealed that 35 (64%) of the respondents preferred the both manual and online search access approaches for seeking information, 17 (31%) preferred manual mode and only 3 (5%) used online search of information accessibility.

Use of computer based services

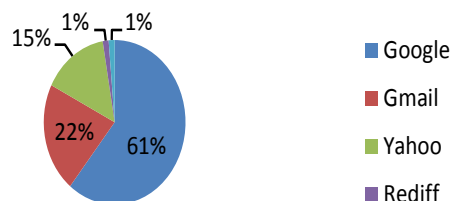
Table 7 and Figure 7 gives data on the use of computer based services. Out of 50 respondents, 29(45%) browsed internet, 19 (30%) used E-mail service, 6 (9%) accessed e-journals, 5 (8%) searched database service, 3 (5%) were interested in CD ROM databases and 2 (3%) looked for online data bases.

Use of web search engines

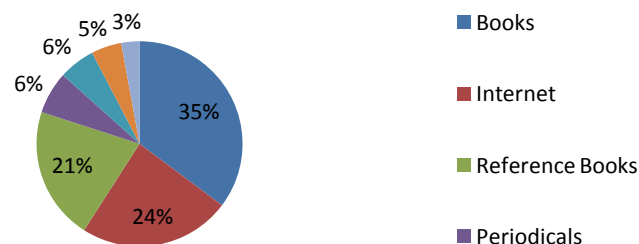
In Table 8 and Figure 8, 45 (61%) users used the

Table 8. Use of web search engines.

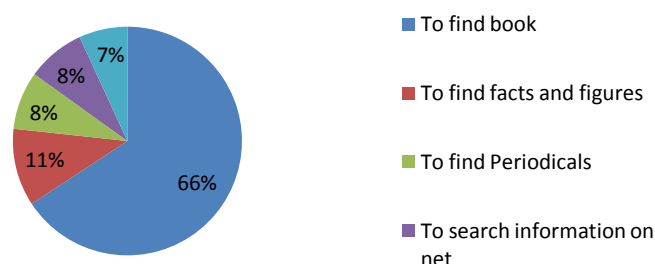
Search Engine	Yes	% age
Google	45	61
Gmail	16	22
Yahoo	11	15
Rediffmail	1	1
Any Other	1	1

**Figure 8.** Use of web search engines.**Table 9.** User preference for mode of information resource.

Mode	Yes	% age
Books	37	35
Internet	25	24
Reference Books	22	21
Periodicals	7	6
On line Information Resource	6	6
E- Journals	5	5
CD ROM	3	3

**Figure 9.** User preference for mode of information resource.**Table 10.** Consulting the library staff for services.

Consulting Library Staff	Yes	% age
To find book	48	66
To find facts and figures	8	11
To find Periodicals	6	8
To search information on net	6	8
To find Bound volumes of Periodical	5	7

**Figure 10.** Consulting the library staff for services.

Google, 16(22%) used the Gmail, 11 (15%) Yahoo and only 1(1%) users used Rediffmail and Any Other search Engine.

User preference for mode of information resource

Table 9 and Figure 9 reveals the preference for mode of information resource. It is observed that the majority of users 37 (35%) used books as an information resource. 24 (25%) used Internet, 22 (21%) Used Reference books, 7 (6%) used Periodicals, 6 (6%) used on line Information Resource, 5 users (5%) used E- Journals. The number of users using CD-ROM was only 3 (3%).

Consulting the library staff for services

Table 10 and Figure 10 shows that 48(66) users took the help to locate the books, 8 (11%) looked into facts and figures, 6 (8%) took the help to locate the periodicals, 6(8%) took the help of the library personnel to search the

information on the net since they were not well versed with netsurfing and 5 (7%) to find the bound volumes (Oyesiku and Oduwale, 2004).

Conclusion

Only 10% faculty members are using the library compared to other users. It is expected, because other categories of users comes daily for Internet Surfing and internet connections provided to the faculty members in their rooms or respective departments so they visit library at any given time during the day for use of library services. It has been noted that the majority of the users 64% in this study Preferred both manual and online search access approaches for seeking the information of the computer based services available in the library, the study indicates that the majority of respondents used Books and internet based services. The number of users searching on line databases was fewer. Google is very

popular search engine among users as 61% respondents were using it. The maximum number of respondents 35% used books as an information resource; only 3% users are using CD -ROM. The majority of the users 66% sought the help of the library professional staff to locate the books. Since most of the new library members are not familiar with the library collections and services, there should be an orientation programme for them and also for using online databases. The facilities available in the library should be fully notified to the users (Saha, 2011).

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