

Full Length Research Paper

## User study of services of Kalasalingam University library

D. Chinnadurai<sup>1</sup> and D. Balamurugan<sup>2</sup>

<sup>1</sup>Kalasalingam University, Anand Nagar, Krishnankoil – 626 126. Virudhunagar Dist. Tamil Nadu. India.  
<sup>2</sup>Veerammal Engineering Collage, Singarakottai, Dindigul Dist. Tamil Nadu. India.

Accepted 10 September, 2013

To conduct a user study requires a significant amount of time and effort. The understanding of user behavior that can be gained through a particular user study must be valuable enough, in terms of improving the practice of library professionals. A rationale for evidence-based librarianship, based on studies of user behaviors and the information needs that motivate those behaviors, will be presented. This paper undertakes to study the library services and its user's behaviour in Kalasalingam University library. This study analysis various aspects of library use, including user satisfaction, frequency of visiting the library and quality of library staff. The importance of the considering the context in which the people seek information from libraries will be discussed.

**Key words:** User studies, KLU library, users, library service.

### INTRODUCTION

User studies are an area that combines some of the most used and the least precisely defined concepts of library and information science. These concepts such as information use or need, information seeking behavior, channel of communication, exist in a system of complicated and interdependent relations (Barbara 2003).

User studies is the same as evaluation – in fact, user studies and evaluation are different activities, and while evaluation can (and often does) involve users, users can be involved before a product is designed and during development.

Quality means innovation, is another common attitude when the effort of a project is primarily targeted to introducing the newest gadgets and technologies without really understanding how to support users better.

### NEED OF USER STUDIES

User is a key and dynamic component of any library and information system. User studies are a must at the time

of designing a system or service. The efficient and effective operation of the library system and service also call for periodic user studies. The effectiveness of a library and information system depends on the extent to which the system characteristic correspond with the users and in how much the potential users are willing and able to make use of it (Sridhar 2002). User studies help to the library administrator to identify the user needs and behavior and also maintain the library services effectively.

### PROFILE OF KALASALINGAM UNIVERSITY LIBRARY

*Kalasalingam University (formerly Arulmigu Kalasalingam College of Engineering) was established in the year 1984 by the Kalasalingam Anandam Ammal Charities. "Kalvivalal" Thiru T. Kalasalingam, veteran freedom fighter, is the founder chairman. University Offers 13 undergraduate and 25 postgraduate courses in Engineering in addition to MBA, MCA, MSc, MSW, BBA*

**Table 1.** Category wise library user in KLU.

User Category	Daily	Two days once	Once a week	Monthly once	Total
U.G students	42	16	20	2	80
P.G students	24	18	12	6	60
Research scholars	2	2	4	12	20
Faculty	13	5	20	2	40
Total	81	41	56	22	200

### *BA (Eng.) courses.*

The central library is fully air-conditioned with the seating capacity of 350 and well protected with CCTV. Library has 71200 volumes in engineering, technology, science and management. The library subscribes to 637 journals and magazines at national and international level and online journals of IEEE, ASCE, ASTM-Digital Library and Science Direct. Library has an audio-video room for students to learn at their own pace. The library has 4320 project reports and 3250 back volumes are available in the reference section. The total area of the central library is 20,000 sq.ft. The central library is automated with MODERNLIB software which is used for acquisition, book transaction, OPAC and administration. All the book transactions are computerized through Bar Code system.

### **Objectives**

The study was conducted with the following major objectives:

1. To identify the outlook of the library users about the service provided.
2. To identify the users purpose of the visit to the library.
3. To determine user level of satisfaction with availed library facilities and services.
4. To examine the library staffs quality and helping tendency.
5. To identify the user needs about collection development and improve the services.

### **RELATED WORKS**

Review of related literature has always been essential for research. To have an overview of the studies conducted in the present concerned field it is essential to review the available literature related to the present study.

Julien (2000) observes that regular library users are active learners who participate more in class, and read, write and study more. Lalitha and Rabia (2010) clearly states that the libraries adopt new technologies to render efficient services. Any new services introduced are meant for users, and should be used by users. Perera (2007), observes that user needs in sciences and medicine in the

library of University Brunei Darussalam for improve the library services. Perera (2005) submits that satisfying user needs is essential to the management of libraries. The management staff of a library should be aware of the current needs of their users, which may vary from one library to another as well as from time to time. Therefore, carrying out regular surveys on user needs at regular intervals on various aspects of library usage will be an invaluable guide in determining the future directions of library developments.

### **METHODOLOGY**

The survey method was adopted for the study. Users in 400-600 levels who visited the library within the time of one month while this research was being conducted were randomly selected. Well structured questionnaires were used to gather data like users frequency of visit, purpose of visit, user satisfaction etc. from the faculty and students respectively. In all, 200 copies of questionnaires were personally distributed to the users and returned with 100% (200 questionnaires) response. Data was analyzed using simple frequency count and percentages.

### **DATA ANALYSIS AND INTERPRETATION**

Table 1 and Figure 1 reveal that 81 users daily visit to the library from that majorly 42 are UG students, 41 users two day once from that 18 users are PG students, 56 users visit to the library once a week from that 20 users each from UG students and faculty, finally 22 users visit to the library once a month.

Table 2 and Figure 2 show that 36.5% users use the library for lending the books and Journals followed by 21% of the users access the electronics journals, 17% of the users visit the library for reading the news papers, 16% of the users for just refer the book, magazines, encyclopedia, dictionary etc and 9.5 % of users some other purposes.

Table 3 gives data on library service effectiveness. Out of 200 respondents, 157 respondents felt KLU library service so good especially 68 UG students felt the library service is more effective followed by 47 PG students, 14 Research scholars and 28 faculties.

Table 4 describes that how the library meet the users requirements. Here we find most of the users' that is, 138 users state that KLU library provide an information at time and right user; 57 users state the library moderately satisfy the user's needs and only 5 users not satisfied with KLU library facilities.

Table 5 describes that out of the 200 respondents, 172 (86%) used E-mail services, 186 (93%) browsed Internet services, 141 (71%) searched database services, 146 (73%) used CD ROM database and 189 (95%) accessed E-Journals.

The respondents were asked to tick their preference in future use of the library. Willing and not willing percentages are presented in

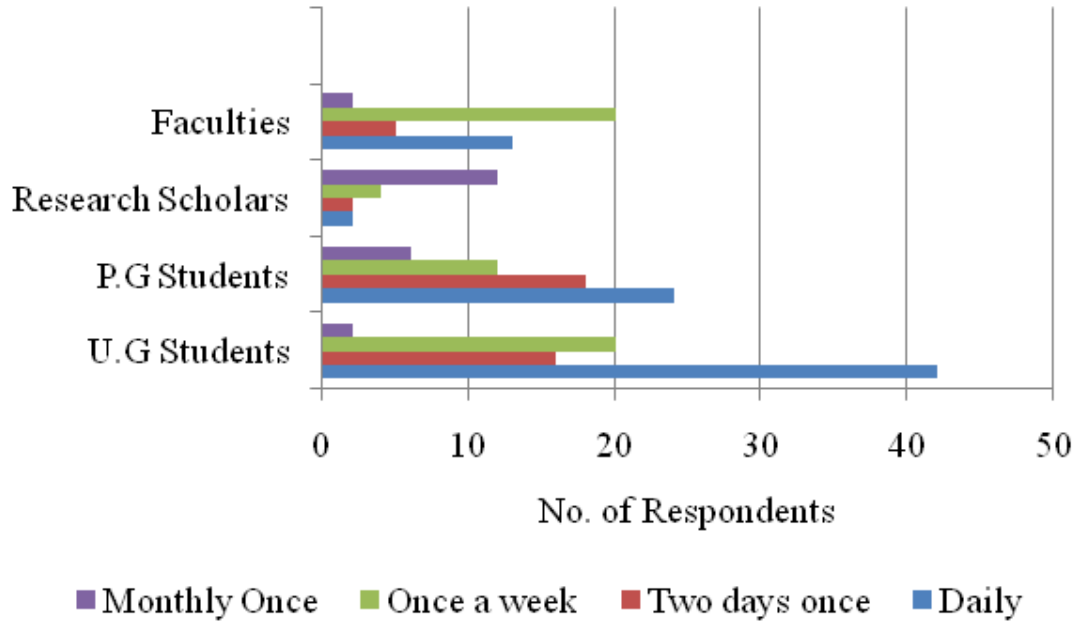


Figure 1. Category wise library users.

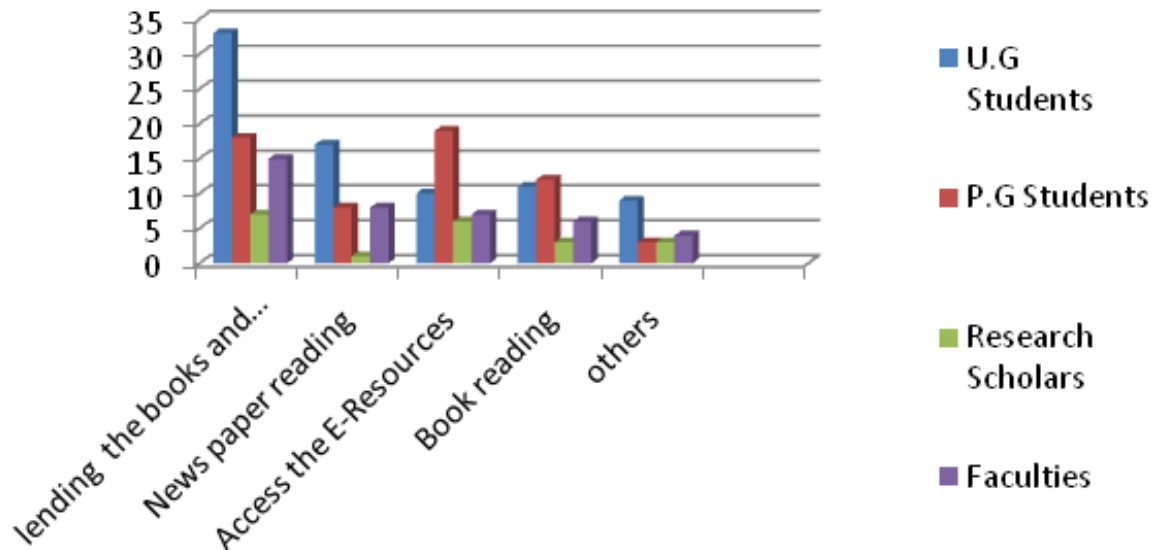


Figure 2. Purpose of the visit.

Table 6. It was found that 100 % Research scholars are/were interested in using the KLU library in future, followed by 92.5% of faculty members, 78.75% of UG students and 76.66% of PG students.

Table 7 show that efficiency and work interest of the KLU library staff. 140 respondents are saying all library staff has more potential because user request/need will be given immediately; 30 users state within a hour; 20 respondents state within a day and only 10 respondents state more than a day. Sometimes the user requested book or any other documents not available in library. At the time

library staff takes some time to service.

**FINDINGS AND CONCLUSION**

User study is very good tool to measure the performance of the staff and users interest. This study was contacted to analysis the user’s satisfaction, performance of library staff, purpose of visit etc. From this study, the researcher

**Table 2.** Purpose of the visit.

User Category	To lending the books and Journals	Newspaper reading	Access the E-Resources	Book reading	Others	Total
U.G Students	33	17	10	11	9	80
P.G Students	18	8	19	12	3	60
Research Scholars	7	1	6	3	3	20
Faculty	15	8	7	6	4	40
Total	73(36.5%)	34 (17%)	42(21%)	32(16%)	19 (9.5%)	200

**Table 3.** Library services effectiveness.

User category	Effective	Moderate	Ineffective
U.G Students	68	12	-
P.G Students	47	13	-
Research Scholars	14	6	-
Faculty	28	12	-
Total	157	47	-

**Table 4.** How adequate does the library meet your information needs.

User category	Effective	Moderate	Ineffective
U.G Students	52	26	2
P.G Students	42	15	3
Research Scholars	18	2	-
Faculty	26	14	-
Total	138	57	5

**Table 5.** Use of computer based services.

Services	U.G students		P.G students		Research scholars		Faculty		Average in %	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
E-Mail Services	67	13	54	6	15	5	36	4	172 (86%)	28 (14%)
Internet Services	72	8	58	2	19	1	37	3	186 (93%)	14 (7%)
Database services	59	21	42	18	7	13	33	7	141 (71%)	59 (29)
CD ROM Database	54	26	51	9	9	11	32	8	146 (73%)	54 (27)
E-Journals	73	7	57	3	20	-	39	1	189 (95%)	11 (5%)

**Table 6.** User preference in future use.

User Category	Extremely like	Not at all like
U.G Students	63 (78.75%)	17 (21.25%)
P.G Students	46 (76.66%)	14 (23.33%)
Research Scholars	20 (100%)	-
Faculty	37 (92.5%)	3 (7.5%)

comes to following conclusions that is, the analysis shows that majority of the users (81 out of 200) visited

to library especially UG students and faculty members interested to visit the library; It was found that 36.5 % of users visit the library for lending the books and journals and then 21% of the users for accessing the e-resources; Most of the respondent i.e. 157 respondents felt that KLU library services more effective; 138 respondents satisfied and accepted the KLU library provide user required information on time; Majority of the users preferred E-mail services, Internet services, Electronic Journals; This study was clearly pointed out that 83 % (166 nos.) of users show their keen interest to future use the KLU library; and 140 respondents are satisfied with library

**Table 7.** Library staff services.

<b>User Category</b>	<b>Immediately</b>	<b>Within an hour</b>	<b>Within a day</b>	<b>More than a day</b>
U.G Students	42	18	12	8
P.G Students	45	7	6	2
Research Scholars	17	3	-	-
Faculty	36	2	2	-
<b>Total</b>	<b>140</b>	<b>30</b>	<b>20</b>	<b>10</b>

staffs service and their helping mind.

## REFERENCES

- Barbara M (2003). Wildemuth, Why Conduct User Studies? The Role of Empirical Evidence in Improving the Practice of Librarianship, "Fine-Tuning Information Strategies", INFORUM 2003: 9th Conference on Professional Information Resources, Prague, May 27-29, 2003.
- Julien H (2000). Information literacy instruction in Canadian academic libraries: Longitudinal trends and international comparison. *College Res. Lib.* 61(6):510-523.
- Lalitha KS, Rabia I (2010). Impact of Electronic Services on Users: A Study, *JLIS* 1(2):263-276.
- Perera P (2005). A study on the pattern of usage of library facilities at the Medical Library, University of Peradeniya. *J. Univ. Libr. Assoc. Sri Lanka* 9:41-61.
- Perera P (2007). A study on the user needs in sciences and medicine in the library of University Brunei Darussalam: with a view to improving its services. *J. Univ. Libr. Assoc. Sri Lanka* 2011:79-97.
- Purnima D, Herojit S (2009). Internet Users: A Study of Manipur University Library, International Conference on Academic Libraries (ICAL) 2009 – Library Services. ([http://crl.du.ac.in/ical09/papers/index\\_files/ical-94\\_160\\_346\\_1\\_RV.pdf](http://crl.du.ac.in/ical09/papers/index_files/ical-94_160_346_1_RV.pdf)).
- Sharma N (2013). User study of library services of Panjab University Library, Chandigarh. *Int. J. Inform. Dissemination Technol.* 3(2):114-117.
- Sridhar MS (2002). *Library Use and User Research: With Twenty Case Studies*, Concept Publishing Company, New Delhi.
- Yusuf F, Iwu J (2010). User of academic library: a case study of cocenant University, Nigeria. *Chinese Librarianship: an Int. Electr. J.* p. 30.