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Web Based Library and Information Services in Academic Libraries



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On

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A Study of Users and their Information Needs in B.Ed College Libraries in Karveer Taluka

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Abstract

In this present paper study focus on the availability of library facilities and services in relation with the information requirement of the user in B.Ed College Libraries. For present study 7 B.Ed colleges in Karveer Talika have been chosen. For present study survey method and sampling technique is used. . The research tool used is questionnaire. It is found that the Teacher and student follow the traditional way to get information and rely mostly on print media and prefer regional languages. Library staff is cooperative and willing to help the users.

Keywords – Information Need, Library Services, Computerization

Introduction

The user is the most important component of any information system. Though information system is mainly concerned with the documents, their bibliographical organization and control, it is true that this organization is meant for satisfying the information needs of the users to understand the exact nature of information needs of the users behaves when he looks for some information what type of document was used when obtained. The above mentioned information needs of the users can be accessed through study. The ultimate objective of such study will be to improve the information system "If it is known how exactly the present system is functioning how far the users are able to get information them it may be possible to devise improved or new bibliographical tools or open new channels of communication, so that the system improves."¹

The present research "A study of users and their information needs in B.Ed College libraries in karveer Taluka". Aims at assessing the information needs of teachers and students through study. The respondent in the study as it is the branch of Education College. In this field current information are rapidly emerging factors which are responsible for the growth of this field. The Scope of the present study limited to the users information needs for B.Ed college libraries in karveer Taluka. It also includes teachers and students of the same college. As the term 'information needs' is related with the users the users in this study are students and teachers in the college.

The present study includes 5 teachers and 5 students of the total number of the teachers for each B. Ed. colleges and students in each one college for chose the teachers and students of the all of them used a random sampling method. The studies conducted so far focus on the available library facilities in B.Ed college library and no comprehensives study was undertaken to assess the information services user satisfaction is an obvious measure to evaluate the services of the users Hence there is an imperative need to investigate the provision of facilities and utility of the same in B.Ed college libraries and expectation of librarian in this regard.

Many times the users cannot express or identify their own information needs on the other hand if they understand their information needs the library system through study so the users information needs & there library services can be co-ordinate so considering all these thing the problem for the present study have been chosen.

Objective of the study –

The purpose of this study is to find out the users information needs in B.Ed college libraries in Karveer Taluka. The main objectives of the present study are as follows.

1. To assess the information needs of teachers and students
2. To find out how far teachers & Students use modern techniques to fulfill their information needs
3. To study the information needs of teachers form the needs of students
4. To findout the services in B. Ed college libraries
5. To get feedback about the utility of library services from users

Hypothesis of the study –

"According to Kothari C.R hypothesis is a proposition of proposition set forth as an explanation for the occurrence of some specified group phenomena either asserted merely as a provisional conjecture to guide some investigation or accepted as highly problem in the light of established facts quite utter a research hypothesis is a predictive statement capable of being tested by scientific methods that relates an independent variables to some dependent variable"²

"Rummel & Balline say, "A hypothesis is a statement capable of being tested & there by verified or rejected"³

The following are the hypotheses of the present study which can be tested through analysis of data



1. User mostly use text books for getting desired information
2. Print & non – print resource both are helpful to the users for assessing needed information
3. The personal assistance of skilled staff plys an important role in providing needed information to the users.
4. The specialized services can effectively satisfy information needs of the users

Research Methodology -

Research methodology is a way systematically solve the research problem it may be understood as a science of studying how research is done scientifically it is necessary for the researcher to know not only the research methods / techniques but also the methodology it is necessary for the researcher to design his methodology for his problem as the same may differ from problem to problem.

The scope of research methodology is wider than that of research methods. "thus when we talk of research methodology we not only talk of the research methods but also consider the logic behind the methods we use in the context of our research study and explain why are not using others so that research result are capable of being evaluated either by the researcher himself or by others"⁴

a. Historical Method

History provides an account of remote past and immediate past is often the key to the present anything having history has relation to the present historical study is directed towards an idea a women a institution or a state.

"This method has been referred as the induction of principles through research into the past and social force which have shaped the present. The terms internal criticism and external criticism are related to historical method."⁵

The aim of historical research is to apply reflective thinking to unsolved social problems by discovering past trends of events, facts and attitudes and by dressing, lines of development in human thought and action historical method demand social insight and historical orientation.

b. Random Sample Method

The present study is based on a sampling method to obtain the data from the users sampling is the process of selecting a representative group from a larger population for the purpose of providing statistical information on the nature o the larger population

In the present study the sample is selected randomly. In this method a sample is has an equal and independent chance of being included in the sample the sample units are drawn without any regard to characteristics of population units As such each unit has an equal chance of being selected.

The present study undertakes Seven B.Ed colleges the above college's readers radio as 1 rage to 5 means 5 students & 5 Teachers from total population in each B.Ed College in Karveer Taluka.

c. Survey Method

Survey is study were the investigator obtain data from other people. It gathers data from a relatively large number of cases at a particular time. A research done in this manner is designed as a survey research.

Encyclopedia Dictionary defines survey methods as "A scientifically conducted studies though which data is gathered according to definite schedule which is presented in statistical tabulated or surmised from."⁶

The survey is a non – experimental descriptive research method surveys can be useful when a researcher wants to collect data surveys are used extensively in library and information science to assess attitudes and characteristics of a wide range of subjects from the quality habits survey research it is a type of descriptive research to study a particular situation or setting to know and its whole state of the art condition or any particular aspect to answer what where, when and who types of questions sometimes a huge data back creation is the only immediate motive of survey research in social sciences it is the most popular method.

Research Tool's and Technique

d. Questionnaire Method

The data required for the survey is collected through questionnaire Technique. This method of data collection is quite popular in this method a questionnaire is send to the persons concerned with a request to answer the question and return the questionnaire "A or set of forms. The questionnaire is mailed to respondents who are expected to read and understand the questions and write down the reply in the space meant for the purpose in the questionnaire itself. The respondents have to answer the questions on their own"⁷

According to P. Sarnaval, "The purpondents of questionnaire are two fold:

1. To collect information from the respondents who are scattered in a vast area
2. To achieve success in collecting reliable and dependable data."⁸

Data Analysis and Interpretation -

For collecting the data the two separate questionnaires were used for Professors and Students. The questionnaires were distributed to them personally by explaining the significance of research work.



Based on their response, following are the observations and suggestions made by the researcher in the study.

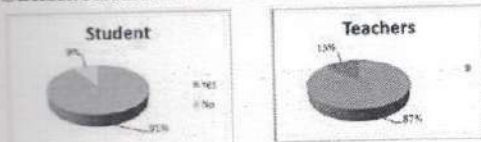
1. Use of library services by the users students 96.96% use reference service the 32 students use Reference service for the library and their percentage is 96.96% there are 12 students use SDI services for the library and their percentage is 36.36%
2. 31 teachers are use reference service for the library and their percentage is 100% the 21 teachers use CAS service for the library and their percentage is 67.74%.
3. Evaluation of Library Services. The 12 students' started that library services are good and their percentage is 36.36%, there are 3 students evaluated library services as a poor and their percentage is 9.09%. On the hand the 12 teachers evaluated library services as a very good and their percentage is 38.70%, there are 8 teachers started that library services are excellent and their percentage is 28.80%

Satisfaction about service and facilities

Ser. No.	College Code	Students		Teachers	
		Yes	No	Yes	No
1	A	4	1	3	-
2	B	5	-	5	-
3	C	4	-	5	-
4	D	3	1	1	4
5	E	5	-	5	-
6	F	5	-	3	-
7	G	4	1	5	-
	Total	30	3	27	4
	Percentage	90.90%	9.09%	87.09%	12.90%

Diagram

Satisfaction about service and facilities



4. From the above and Chart shows & facilities offered by the library. The 30 students satisfied about the services & facilities of libraries and their percentage is 90.90%, there are 3 students not satisfied about the services & facilities of library and their percentage is 9.09%
It is clear that the above table and chart, the 27 teachers satisfied with library services and their percentage is 87.09%, there are 4 teachers are not satisfied about services & facilities and their percentage is 12.90%.
5. The Use of Internet. The 15 students use internet service rarely and their percentage is 45.45%, there are 6 student use internet regularly and their percentage is 18.18%.
The 16 teachers use internet sometime and their percentage is 51.61%, there are 4 teachers use internet rarely and their percentage is 12.90%.
6. The students use books and their percentage is 90.90%, there are 21 students use text books and their percentage is 63.63%. the 31 teachers are use book and their percentage is 100%, the 12 teachers use sources of information is conference papers and their percentage is 38.70%.
7. The 25 students gave response for 2 book for 2 weeks and their percentage is 75.75%, 8 students gave response for 1 book for one week and their percentage is 24.24%. The 18 teachers gave response for 5-10 books and their percentage is 5.06%, the 5 teachers gave response for less than 5 and their percentage is 16.12%.
8. The 30 students satisfied about the services & facilities of libraries and their percentage is 90.90%, there are 3 students not satisfied about the services & facilities of library and their percentage is 9.09%, The 27 teachers satisfied with library services and their percentage is 87.09%, there are 4 teachers are not satisfied about services & facilities and their percentage is 12.90%.

Evaluation of Professional Abilities of the Library Staff.

Students

Criteria	Respondents		Percentage		Total %
	Responded	Non Responded	Responded	Non Responded	
a. Very Good	14	19	42.42%	57.57%	100%
b. Good	18	15	54.54%	45.45%	100%
c. Poor	1	32	3.03%	96.96%	100%

teachers

Criteria	Respondents		Percentage		Total %
	Responded	Non Responded	Responded	Non Responded	
a. Very Good	11	19	42.42%	57.57%	100%
b. Good	18	15	54.54%	45.45%	100%
c. Poor	1	32	3.03%	96.96%	100%

9. The 18 students categorized the library staff as 'Good' and their percentage is 54.54%, 1 students evaluated library staff as a 'poor' their percentage is 3.03% and there are 14 students categorized the library staff as 'very good' and their



percentage is 42.42%.

10. The 21 teachers categorized the library staff as 'Good' and their percentage is 67.74%, 1 teacher evaluated library staff as a 'poor' their percentage is 3.22% and there are 9 teachers categorized the library staff as 'very good' and their percentage is 29.03%.

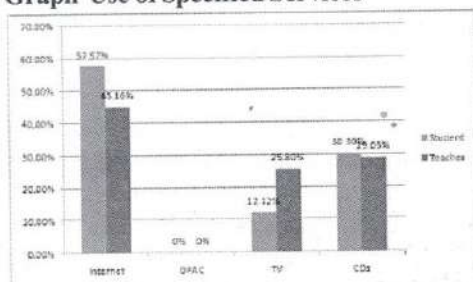
Use of Specified Services - Students

Criteria	Respondents		Percentage		Total %
	Responded	Non Responded	Responded	Non Responded	
a. Internet	19	14	57.57%	42.42%	100%
b. OPAC	-	-	-	-	0%
c. TV	4	29	12.12%	87.87%	100%
d. CDs	10	23	30.30%	69.69%	100%

Teachers

Criteria	Respondents		Percentage		Total %
	Responded	Non Responded	Responded	Non Responded	
a. Internet	14	17	45.16%	54.83%	100%
b. OPAC	-	-	-	-	0%
c. TV	8	23	25.80%	74.19%	100%
d. CDs	9	22	29.03%	70.96%	100%

Graph Use of Specified Services



- The 19 students use internet service and their percentage is 57.57%, there are 14 teachers use internet service and their percentage is 45.16%. The both users are not use OPAC because library does not provide OPAC services.
- The 16 teachers use internet sometime and their percentage is 51.61%, there are 4 use internet rarely and their percentage is 12.90%. The 15 students use internet service rarely and their percentage is 45.45%, there are 6 students use internet regularly and their percentage is 18.18%.
- The 19 students use a print source and their percentage is 96.96%, there is 1 students use non-print source and their percentage is 3.03%. The 29 teachers use a print source and their percentage is 93.54%, there are 2 teachers use non-print source and their percentage is 6.45%.
- The 23 students use catalogue and their percentage is 69.69%, there is 10 students do not use catalogue and their percentage is 30.30%. The 19 teachers use catalogue and their percentage is 61.29%, there are 12 teachers use catalogue and their percentage is 38.70%.
- The 14 students i.e. 42.42% have evaluated the availability of reading material in the criteria 'very good'. The 57.57% i.e. 19 students find availability of reading material is 'good'. The 61.29% i.e. 19 teachers evaluated the availability of reading materials 'good'. 12 teachers i.e. 38.70% teachers think is 'Very good'

Suggestions -

- There are the medium of communicating information to the students. So they must be well qualified. Library should provide them a material which will help & encourage them for further higher studies.
- Though the teachers are important user of the library, students are also a part of it. The aim of the library should not be only the satisfaction of the teachers but also students too. So the College library should take feed back from students as well as the teacher about the availability of information sources in the library.
- Library services are one of the effective tools of satisfying information needs of the users. As per it is found in the data analysis reference services in highly used by the users
- The library should provide the material like set of questions papers to make them more prepared for exam. Teachers should be provided the teaching aids to support their teaching activity.
- The College library should acquire more numbers of text books for students as per their syllabus. And also acquire reference book & general book according to the recommendation by the teachers.

Conclusion:

The research work in brief has been designed to cover the A study of users and their information need in B.Ed college libraries in Karveer Taluka. The survey covers 35 students and 35 teachers from 7 B.Ed colleges in Karveer Taluka.

The researcher clears the concepts of 'user information' & 'need'. The chapter covers the various types of information need of and users, factors affecting information needs, approaches to the users towards information. As the study is related



with the information needs of students and teachers of B.Ed colleges, the researcher has taken a general overview of that. The study of users and their information needs are present the level of satisfaction amongst the users. As information needs are closely related with the library services and sources, these elements are also examined. The study is concentrated on information need as well as library system who is satisfying them. The main purpose of undertaking this study was to point out information needs id teachers and students, adequacies and inadequacies of library resources and service regarding the needs, indentifying the weak areas in this particulars library system. Because information needs remain unexpressed till you do not provide a medium to express them. The study provided such medium to the students and teachers for expressing their needs, opinions about library resources and services as well as library staff.

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