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AN EVALUATION OF THE PERFORMANCE OF LIBRARY USERS IN COLLEGES AFFILIATED TO ANNA UNIVERSITY, TIRUNELVELI, TAMILNADU.

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ABSTRACT

This paper details with the study about the librarian uses in colleges affiliated to Anna University of Technology, Tirunelveli. The study covers methods adopted by library users to access the adequacy, availability and accessibility of the college library collection.

Key words-Evaluation of library usage, library users in Engineering Colleges

I) INTRODUCTION

Information is the result or processing, gathering, manipulating and organizing data in a way that adds to knowledge of the receiver. It is undoubtedly and increasingly being recognized that information is a vital resource. Information is an indispensable raw material for right decision-making from the governmental and institutional levels to the personal level. It is in fact, a vital ingredient for the social development of any nation especially developing countries like India. It is a well-accepted generalization that a country, which is rich in information, is rich in the socio – economic spheres.

II) EVALUATION OF THE PERFORMANCE OF LIBRARY USERS

Evaluation involves reflecting on the information problem-solving process itself. Users need to ask themselves if their process was efficient, if they spent enough time or too much time, which strategies were most effective and which ones were least effective. This self-evaluation will lead to an awareness of the students' own strengths and weaknesses, and can help in future information problem-solving processes.

Big Six Skills Model

Kuhlthau's model closely resembles that of Eisenberg and Berkowitz (1992). They proposed the Big Six Skills which represent a general approach to information problem-solving, consisting of six logical steps or stages. The order of the stages changes with each search venture, but each stage is necessary in order to achieve a successful resolution of an information problem.

The Big Six Skills

The Following are the big Six Skills:

1. Task Definition
2. Information Seeking Strategies
3. Location and Access
4. Use of Information
5. Synthesis
6. Evaluation

III) REVIEW OF LITERATURE

The review of literature is a useful aspect in any research, through which one can understand the past trends in research output in any particular discipline. Many scholars, researchers and information scientists have contributed a lot of research publications on utilization of information technology in library and information science and library management. Hence, a review of a few studies

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deserve due attention for the analysis of the present study.

IV) METHODOLOGY

This chapter on methodology deals with objectives of the study from the wider socio-economic perspective and ways and means of examining the objectives with the help of appropriate hypothesis. This chapter makes a brief discussion on methodology framework in terms of sampling design, data collection procedure, data analysis method, statistical analysis pattern, operational definitions of key concepts and limitations of the study.

V) RESEARCH DESIGN

A research design is the arrangement of conditions for collection and analysis of data in a manner that aims to combine relevance to the research purpose with economy in procedure.

Descriptive research studies portray accurately the characteristics of a particular individual, situation or a group. The study undertaken by the researcher is descriptive in nature.

VI) OBJECTIVES OF THE STUDY

The specific objectives of this study are:

1. To study the creditable quantitative and qualitative features of the libraries in the colleges affiliated to Anna University, Tirunelveli
2. To analyze the numbers, types and levels of library users
3. To assess their needs, requirements and expectations
4. To know the E-services available in the libraries under study.
5. To evaluate the performance of users of the libraries under study
6. To collect the opinions and views of the librarians in his context and
7. To identify their major problems and offer a few suggestions to tackle them.

VII) HYPOTHESES

1. There is significant difference in the existing information and communication infrastructure
2. There is no association between the utility of information and communication technology

and respondents' frequency of visits to the library

3. There are significant variations among the researchers in their methods of learning to use the e-resources
4. There are significant variations among the views and opinions given by the researchers about print journals
5. There are significant differences among the researches with respect to library guidance, user education and consortiums
6. There are significant differences between scientists in the usage of ICT resources such as internet, e-mail, phone, fax, video conference equipments and CD server
7. There are significant variations in the extent of the availability of resources
8. There are significant differences in the information sharing behavior pattern among the researchers under study and
9. There are significant variations among the users' opinions about the characteristics of computer based information services provided by the libraries examined.

VIII) METHODOLOGY ADOPTED

Revolution in telecommunication coupled with a rapid development in information technology has changed the routine research and development activities throughout the world. The present study aims at analyzing the extent to which users of affiliated engineering colleges to Anna University Tirunelveli utilize the benefit of library and information services. This study is primarily an exploratory one and analyses the information seeking and information use behavior of users of affiliated colleges of Anna University Tirunelveli. The independent variables are correlated with information seeking behavior related variables and thereby it gives analytical orientation to the study. Thus, this study is exploratory and analytical in nature.

IX) LIMITATIONS OF THE STUDY

The study is restricted to only faculties, research scholars and students of Anna University, Tirunelveli, Further, the study is limited to that area only because in many places many engineering colleges are affiliated to Anna University.

X) DATA COLLECTION

The researcher has collected relevant data from different affiliated engineering colleges to Anna University, Tirunelveli. Relevant data are collected by employing well-structured interview schedule. The researcher made visits to different colleges and collected most of the data personally.

XI) DATA ANALYSIS AND INTERPRETATION

Nature of Institution

The functions of library and their pattern of usage vary according to the nature of institution. Self finance colleges, generally, keep better libraries than those at Government colleges. University constituent colleges give the least importance to libraries.

TABLE- 1
DISTRIBUTION OF RESPONDENTS
ACCORDING TO NATURE OF INSTITUTION

Sl. No.	Nature of institution	No. of Respondents	Percentage
1.	Government College	170	24.28
2.	Self finance college	410	58.57
3..	University constituent college	120	17.15
	Total	700	100

Table 1 show that the institution wise distribution of respondents. It could be noted that out of the total 700 respondents, 24.28 per cent of the respondents belong to the Government Colleges, 58.57 per cent of the respondents belong to Self finance colleges and 17.15 per cent of the respondents belong to University constituent Colleges. It is clear from the above table that majority of the respondents are from Self finance colleges.

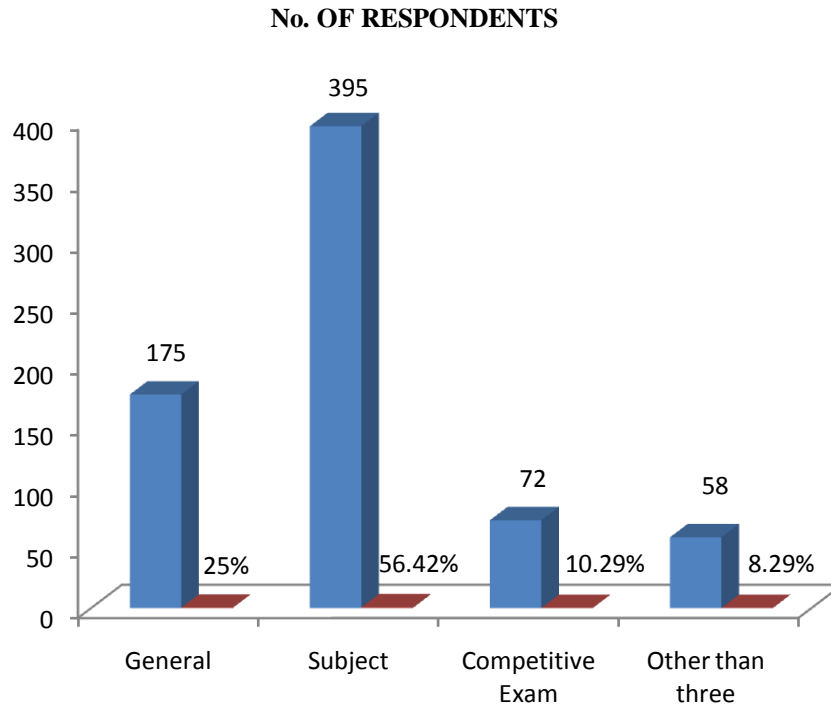
Type of Books

There are general, subject, competitive exam oriented and other types of books. Distribution is presented in the following table:

TABLE -2
DISTRIBUTION OF RESPONDENTS
ACCORDING TO TYPE OF BOOKS

Sl. No.	Type of Books	No. of Respondents	Percentage
1.	General	175	25.0
2.	Subject	395	56.42
3.	Competitive Exam	72	10.29
4.	Other than three	58	8.29
	Total	700	100

Table 2 provides the types of books used by the respondents. It could be noted that out of 700 respondents, 25.0 per cent of the respondents used general books 56.42 per cent of the respondents used subject books, 10.29 per cent of the respondents used competitive examination and 8.29 per cent of the respondents used other than the three. It is evident that subject books enjoy the maximum and other than general and competitive exam books score the least.

CHART**DISTRIBUTION OF RESPONDENTS
ACCORDING TO TYPE OF BOOKS****TYPE OF BOOKS****Sources of New Arrivals**

New arrivals carry much significance for all. There are a few main sources of getting information about new arrivals. They are: display boards in libraries, list of additions, catalogue, other students and researchers and faculty members and library staff. The following table provides details:

TABLE -3**SOURCES INFORMATION ON NEW ARRIVALS**

Sl. No.	Preference order	No. of Respondents	Percentage
1.	Display in the library in the new arrivals area	61	8.72
2.	List of additions in the library Notice board	320	45.72
3.	Library catalogue	170	24.29
4.	Through other Students / Researchers / Teachers	90	12.85
5.	Through the Librarians	59	8.42
	Total	700	100

Table - 3 indicates that sources of getting the information about the new arrivals in the library. It could be noted that out of 700 respondents, 8.72 per cent of the respondents are getting information from display in the library in the new arrivals area.

45.72 per cent of the respondents getting information from the list of additions in the library notice board; 24.29 per cent of the respondents getting information from the library catalogue; 12.85 per cent of the respondents getting information from the through other students/ researchers/ teachers and 8.42 per cent of the respondents are obtained from library staff.

It is clear from the above that majority of the respondents know the list of addition in the library notice board and library catalogue.

Designation of the Respondents

Table 5.12 presents the details about the designation of the respondents.

TABLE - 4
DISTRIBUTION OF RESPONDENTS
ACCORDING TO DESIGNATION

Sl. No.	Designation group	No. of Respondents	Percentage
1.	Professor	95	13.6
2.	Associate Professor	125	17.9
3.	Assistant Professor	200	28.6
4.	Research Scholar	85	12.1
5.	Students	195	27.9
	Total	700	100

A study of data in Table 4 indicates the designation wise distribution of respondents'. It could be noted that out of the total 700 respondents.

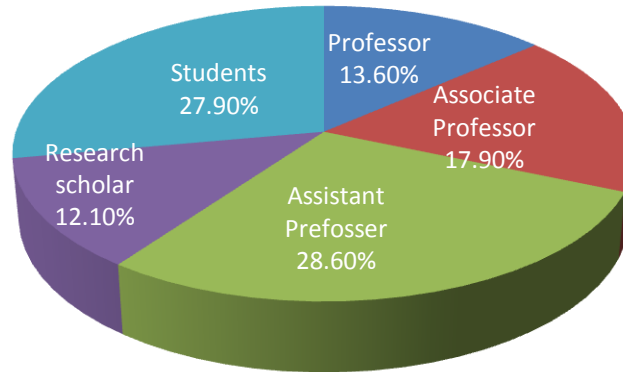
13.6 per cent of the respondents belong to the Professor category, 17.9 per cent of the respondents are Associate Professors.

28.6 per cent of the respondents come under the Assistant Professor category and 27.9 per cent of the respondents are students.

It is concluded that Assistant Professors and Students respondents constitute number than Associate Professors and Professors.

The following pie chart makes things clear:

CHART
DISTRIBUTION OF RESPONDENTS
ACCORDING TO DESIGNATION



Distribution of Respondents according to Library Visits

The frequency of visits to libraries is given in the following table:

TABLE- 5
DISTRIBUTION OF RESPONDENTS ACCORDING
TO THEIR FREQUENCY OF LIBRARY VISIT

Sl. No.	Frequency of library visit	No. of Respondents	Percentage
1.	Every day	312	44.6
2.	Once in a week	217	31.0
3.	More than once in a week	52	7.4
4.	Once in a fortnight	42	6.0
5.	Once in a month	49	7.0
6.	Occasionally	28	4.0
	Total	700	100

Table 5 indicates that the frequency of library visit wise faculty members'. 44.6 percent of the respondents are visit every day in the library, 31.0 per cent of the respondents visit once in a week in the library, 7.4 per cent of the respondents more than visit once in a week in the library, 6.0 per cent of the respondents are visit once in a fortnight in the library, 7.0 per cent of the respondents are visit once in a month in the library and 4.0 per cent of the respondents are visit occasionally to the library. So, most of the respondents are visit library every day.

Hours Spent in Libraries

The following table provides information about the hours spent in libraries per week.

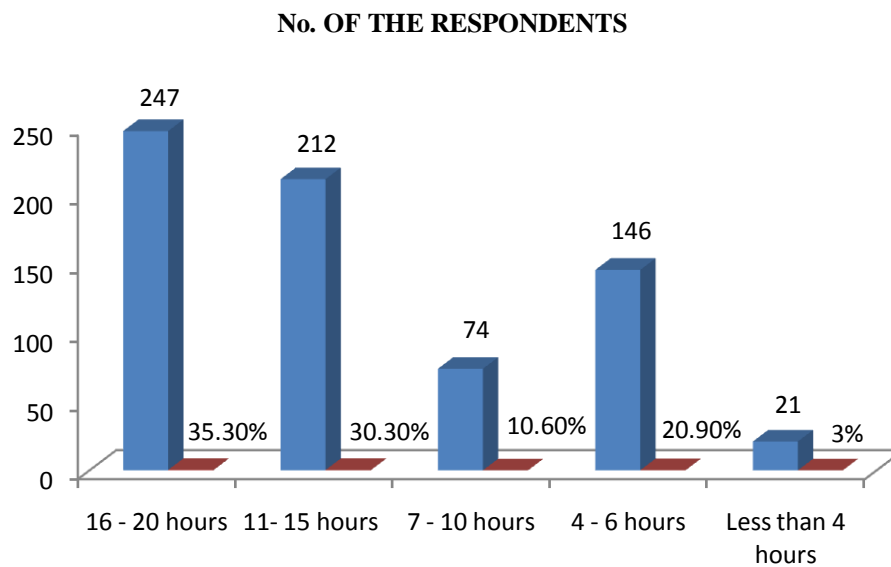
TABLE -6
DISTRIBUTION OF RESPONDENTS ACCORDING
TO THEIR HOURS SPENT IN LIBRARIES PER WEEK

Sl. No.	Hours Spent in library per week	No. of Respondents	Percentage
1.	16 - 20 hours	247	35.3
2.	11- 15 hours	212	30.3
3.	7 - 10 hours	74	10.6
4.	4 - 6 hours	146	20.9
5.	Less than 4 hours	21	3.0
	Total	700	100

A look at the data in Table 6 shows the hours spent in the libraries per week Faculty members' are 35.3 per cent of the respondents spending 16-20 hours in the library per week, 30.3 per cent of the respondents 11-15 hours spending in the library per week, 10.6 per cent of the respondents spending more than 7-10 hours in the library per week, 20.9 per cent of the respondents spending 4-6 hours in the library per week and 3.0 per cent of the respondents less than 4 hours are spent in libraries per week.

CHART

DISTRIBUTION OF RESPONDENTS ACCORDING
TO THEIR HOURS SPENT IN LIBRARIES PER WEEK



HOURS SPENT IN LIBRARY PER WEEK

Hours spent in other libraries

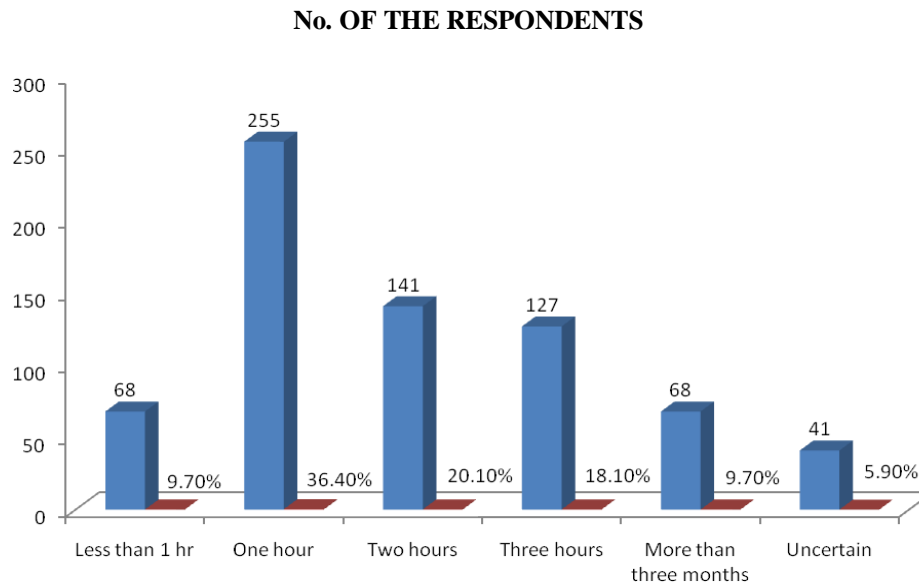
Some users spent some time in other libraries. Data are tabulated:

TABLE -7
DISTRIBUTION OF RESPONDENTS ACCORDING TO
THEIR HOURS SPENT IN OTHER LIBRARIES PER WEEK

Sl. No.	Hours Spent in other Libraries per week	No. of Respondents	Percentage
1.	Less than 1 hr	68	9.7
2.	One hour	255	36.4
3.	Two hours	141	20.1
4.	Three hours	127	18.1
5.	More than three months	68	9.7
6.	Uncertain	41	5.9
	Total	700	100

The study of data in Table 7 shows the Hours spending in other library per week wise faculty members'. 9.7 per cent of the respondents spending less than 1 hour in other library per week, 36.4 per cent of the respondents spending one hour in other library per week, 20.1 per cent of the respondents spending two hours in other library per week, 18.1 per cent of the respondents spending three months in other library per week, 9.7 per cent of the respondents spending more than three months in the library per week and 5.9 per cent of the respondents uncertain about spending other library per week.

CHART
DISTRIBUTION OF RESPONDENTS ACCORDING TO
THEIR HOURS SPENT IN OTHER LIBRARIES PER WEEK



Types of Service

The libraries provide several types of service. They are analyzed in the following table:

TABLE - 8
TYPE OF SERVICES PROVIDED BY LIBRARIES

Sl. No.	Particulars	Yes	No	Total
1.	Access to full text data base	438 (62.6)	262 (37.4)	700 (100.0)
2.	Availability of publications	337 (48.1)	363 (51.9)	700 (100.0)
3.	Bibliographical data base access	451 (64.4)	249 (35.6)	700 (100.0)
4.	Circulation status	376 (53.7)	324 (46.3)	700 (100.0)
5.	Recommendations for acquisition by users	386 (55.1)	314 (44.9)	700 (100.0)
6.	Scanning of documents and forwarding	379 (54.1)	321 (45.9)	700 (100.0)
7.	Content page services	332 (47.4)	368 (52.6)	700 (100.0)
8.	CD and CD-Rom services	339 (48.4)	361 (51.6)	700 (100.0)
9.	CD tutorials	383 (54.7)	317 (45.3)	700 (100.0)
10.	Any others	398 (56.9)	302 (43.1)	700 (100.0)

It is evident from the above table that 62.6 per cent of the respondents expressed that they access to full text database, 37.4 per cent of the respondents do not access full text database. 48.1 per cent of the respondents expressed that the availability of publications, 51.9 per cent of the respondents face non availability of publications. 64.4 per cent of the respondents are expressed that they bibliographical database access, 35.6 per cent of the respondents do not access the bibliographical database.

53.7 per cent of respondents are expressed that circulation status, 46.3 per cent of the respondents are not satisfied the circulation status. 55.1 per cent of the respondents are expressed recommendations for acquisition by users and 44.9 per cent of the respondents lack recommendations for acquisition by users. 54.1 per cent of the respondents are expressed scanning of documents and forwarding and 45.9 percent of the respondents are not satisfied with scanning of documents and forwarding. 47.4 of the respondents expressed content page services and 52.6 per cent of the respondents are not satisfied content page services.

48 per cent of the respondents are expressed CD and CD-Rom services and 51.6 per cent of the respondents are not satisfied with CD and CD-Rom services. 54.7 per cent of the respondents are satisfied with CD tutorials and 45.3 respondents are not satisfied the CD tutorials. 56.9 per cent of the respondents expressed any others and 43.1 per cent of the respondents are not satisfied for any others.

Motivation for Information

Motivation for collection of information differs in stress. Particulars are presented in Table 9.

TABLE -9
MOTIVATION TO COLLECT LIBRARY
INFORMATION OF THE USERS

Motivation to collect library information	Strongest motivator	Fairly motivator	Average motivator	Weakest motivator	Non motivator	Total
General awareness for knowledge	350 (50.0)	145 (20.71)	129 (18.42)	36 (5.14)	30 (4.28)	700
For participation in seminars and conferences etc	315 (45.0)	124 (17.71)	131 (18.71)	80 (11.42)	50 (7.14)	700
To increase promotion and opportunities	204 (29.14)	139 (19.85)	127 (18.14)	130 (18.57)	100 (14.28)	700
To conduct seminars, summer winter school programme	401 (57.28)	130 (18.57)	79 (11.28)	49 (7.0)	41 (5.85)	700
To write and publish papers	265 (37.85)	189 (27.0)	124 (17.71)	99 (14.14)	23 (3.28)	700
Checking authentically of available result information	287 (41.0)	139 (19.85)	148 (21.14)	76 (10.85)	50 (7.14)	700
For checking and evaluation own result	171 (24.42)	169 (24.14)	101 (14.42)	169 (24.14)	90 (12.85)	700
To board in the area of attention and work done in related areas	254 (36.28)	167 (23.85)	123 (17.57)	97 (13.85)	59 (8.42)	700
To evolve innovative ideas and techniques	278 (39.71)	191 (27.28)	109 (15.57)	77 (11.0)	45 (6.42)	700
To know information about government decision on science and technology	297 (42.42)	178 (25.42)	168 (24.0)	32 (4.57)	25 (3.57)	700
For pleasure of doing good work self – fulfillment self satisfaction	227 (32.42)	152 (21.71)	117 (16.71)	107 (15.28)	97 (13.85)	700
To have visibility among peers and colleagues	301 (43.0)	201 (28.71)	101 (14.42)	91 (13.0)	6 (0.85)	700

The above table shows the details about various types of motivation to collect information from the libraries. In general awareness of knowledge, (50.0per cent) of them gets strongest motivation.

For participation in seminars and conferences, (45.0 per cent) of them get strong motivation. To conduct seminars, summer, and winter school programme, (29.14per cent) to increase promotion and opportunities, (57.28per cent) of them get motivation. To write and publish paper, (37.85per cent) of them get strong motivation. For checking authenticity of available results of information, nearly (24.42per cent) of them get strong motivation. To evolve innovative ideas and techniques, (39.71per cent) of them get strong motivation. For pleasure of doing good work, self- fulfillment, and self satisfaction, (32.42per cent) of them get strong motivation. To gain visibility among peers and colleagues, (43.0per cent) of them get strong motivation. For checking and evaluation of result, weakest motivation level is (0.85per cent).

Types of Institution and Information

Different sources have different opinions with respect to provision of information. Table 10 gives figures.

TABLE -10

**TYPE OF INSTITUTION AND THEIR OPINION ABOUT
COLLECTION OF MATERIALS IN THE LIBRARY**

Sl. No.	Nature of Institution	Yes	No	Total
1.	Government college	160 (94.11)	10 (5.88)	170
2.	Self finance college	395 (96.34)	15 (3.65)	410
3.	University constituent college	95 (79.16)	25 (20.83)	120
	Total	650	50	700

Calculated chi-square value	Degrees of freedom	Level of significance (p-value)
41.82	2	0.001 significant

H₀: *There is no association between the type of institution and their level of satisfaction about the collection of materials in the Library.*

It is evident from the obtained result that the calculated Chi-square value is significant at 0.001 levels. Therefore the null hypothesis is rejected and alternate hypothesis is accepted.

So it is concluded that there is an association between the type of institution and their level of satisfaction about the collection of materials in the Library.

Further, Self finance college respondents are more satisfied about the collection of materials than the others.

Nature of Institutions and their Constraints

Certain constraints crop up according to the nature of institution. Table 11 is useful.

TABLE -11**NATURE OF INSTITUTION AND THEIR OPINION ABOUT ACCORDING TO THEIR TYPE OF CONSTRAINTS**

Sl. No.	Nature of Institution	Inadequate information infrastructure	Extra work load	Inadequate access to information	Total
1.	Government college	86 (50.58)	77 (45.29)	7 (4.11)	170
2.	Self finance college	107 (26.09)	293 (71.46)	10 (2.43)	410
3.	University constituent college	23 (19.16)	68 (56.66)	29 (14.16)	120
	Total	216	438	46	700

Calculated chi-square value	Degrees of freedom	Level of significance (p-value)
112.5	4	0.001 significant

H_0 : *There is no association between the type of institution and their opinion about type of constraints.*

It is evident from the obtained result that the calculated chi-square value is significant at 0.001 levels. Therefore the null hypothesis is rejected and alternate hypothesis is accepted. So it is concluded that there is an association between the type of institution and their opinion about type of constraints. Further self finance colleges and government college's respondents are more satisfied than the other group about the type of constraints.

Nature of the Institutions and Convenience of Library Working Hours

Table 12 presents details relating to the nature of institution and convenient of library working hours.

**TABLE -12
NATURE OF INSTITUTION AND CONVENIENT WORKING HOURS OF LIBRARIES HOURS**

Sl. No.	Nature of Institution	Yes	No	Total
1.	Government college	163 (95.88)	7 (4.11)	170
2.	Self finance college	405 (98.78)	5 (1.21)	410
3.	University constituent college	117 (97.5)	3 (2.5)	120
	Total	685	15	700

Calculated chi-square value	Degrees of freedom	Level of significance (p-value)
4.90	2	0.08

H_0 : *There is no association between the type of institution and their opinion about convenience of working hours of the libraries.*

It is evident from the obtained result that the calculated chi-square value is significant at 0.001 levels. Therefore the null hypothesis is rejected and alternate hypothesis is accepted. So, it is concluded that there is an association between the type of institution and their opinion about the convenient working hours of the libraries.

Nature of Institution and Borrowing Facilities

The following table gives details about the nature of the institutions and respondents' opinion about borrowing facilities.

TABLE -13

NATURE OF INSTITUTION AND OPINION ABOUT BORROWING FACILITIES OF THE LIBRARIES

Sl. No.	Nature of Institution	Satisfied	Not satisfied	Total
1.	Government college	161 (94.70)	9 (5.29)	170
2.	Self finance college	399 (97.31)	11 (2.68)	410
3.	University constituent college	110 (91.66)	10 (8.33)	120
	Total	670	30	700

Calculated chi-square value	Degrees of freedom	Level of significance (p-value)
7.78	2	0.02

H_0 : *There is no association between the type of institution and their opinion about borrowing facilities at the libraries.*

It is evident from the obtained result that the calculated chi-square value is significant at 0.001 levels. Therefore the null hypothesis is rejected and alternate hypothesis is accepted. So, it is concluded that there is an association between the type of institution and their opinion about borrowing facilities of the library.

XII) CONCLUSION

The study aims to find out the impact of adjudication of the performance by the library users in the Engineering colleges affiliated to Anna University, Tirunelveli, Tamil Nadu. For that the researcher selected 700 samples from various institutions. 700 samples were selected 'by using' random sampling method. Schedules were used to collect the data. Schedules were circulated among the users and asked to give their opinion about the facilities related to their libraries. The data were collected and analyzed. Using Statistical Package for Social Science (SPSS), the data were analyzed and tested the hypotheses. The results found that most of the users are satisfied. But some of the users not satisfied about the performance of the Library.

As the researcher gives the final touches to this research study, he has a sense of joy and fulfillment as the problem is a local one and so a real one, He could do justice to work within the time-frame. He is optimistic that if the suggestions are carried out by the library people, They will pave the way for further success.

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