Assessment of Tamil Nadu Dr Ambedkar Law University Library Services in the New Communication Environment – A Study

A Bagavathi

Abstract

The article discusses about the assessment of various law library services which has been provided for the users in the Tamil Nadu Dr. Ambedkar Law University. Hypotheses are framed on the basis of the objectives of the study. The methodology involves collection of data from the library users of the Tamil Nadu Dr. Ambedkar Law University. A questionnaire is being formulated to fulfill the objectives and to validate the hypotheses. The collected data was analyzed and tabulated to draw inferences and findings. Chi-square was used to test the hypotheses formulated for this study. The author concludes by recommending the best suggestion based on the findings of the study.

Keywords: Abstracting Service, Blog service, Current Case Service, Online Legal Database, Video Conferencing Service, Visually Challenged Users, Web OPAC

1. Introduction

Education and research activities require more and more information. This is the age of Info whelm. Users are bombarded with information. Hence the library professionals and the users are in the matrix by doing mailing, chatting, downloading, posting, blogging, texting, streaming, etc. Students need it relating to the prescribed syllabuses for pursuing academic studies, more specifically to pass their examinations. In addition to the students, teachers also need authenticated information for imparting education to their students. Besides students and teachers, researchers, who are engaged in doing research in various subjects need undated reliable, current information on a continuing basis and are considered the biggest users of information. Therefore the university library provides various innovative services to fulfill the user's requirements. Further, the university library actively does the evaluations with user satisfaction periodically, the outcome of the same drives service improvement across the library as a whole. The good evaluation guides in providing best services, programs and collections.

The major aim of this study is to evaluate the awareness, usefulness and utilization of major library services among the students, research Scholars and faculty of the Tamil Nadu Dr. Ambedkar Law University. Hypotheses are framed on the basis of the objectives of the study. The methodology involves collection of data from the students, research Scholars and faculty member of the law university. A questionnaire is being formulated to fulfil the objectives and to validate the hypotheses. The data will be analyzed using appropriate statistical tools and the findings will be registered.

This study may prove to be useful for the students, research scholars and the faculty of legal studies for identifying useful and more relevant library services and to understand the awareness of library services among the respondents, and utilization of the library services among the respondents. This will help the library users to take them to the next level and to pursue their studies and research in a better manner. It will also help the library professionals to determine the awareness of library services among the users and also to list out the most sought after service by the legal professionals and strengthen their collection and also offering an effective service.

2. History of the Tamilnadu Dr Ambedkar Law University Library

The Tamil Nadu Dr Ambedkar Law University Library established in 1997. The present magnificent Library Building has started functioning since March 2016 with a carpet area of 44,010.12 Sq.ft. The University Library has a total collection of 30,766 books. It has more than 7,032 journals which include National, International, online and print journals. The library has more than five online legal databases, SCC and AIR. The Library Building is four storeys with centralized air-conditioning. In the ground floor, it accommodates Common Reading Hall, Personnel Book reading hall, Book Bank section, Circulation Section, office and Librarian Room. In addition, this section is also has the Digital Talking Library Section exclusively for the welfare of differently-abled users. In the first floor, it has Reference Section, Reading Hall, Technical Section, Conference Hall, Binding Section, Exhibition Hall and Reprography Room. The second floor abode the Digital Library, Computer Centre/E-learning, Digitalization Room and Server Room. The Computer Lab on the second floor has a modular running work station equipped with 180 computers. The Audio-Visual Hall, Video Conference Hall, Digitalization Hall, Micro Film and Maintenance Hall are on the third floor.

The University Library is a core member of Digital Library Consortium of UGC INFONET. Through this, library provides access to legal database throughout the campus with LAN and Wi-Fi connectivity.

The university has NMEICT connectivity, through which university webcasts important events like finals of the Moot Court Competitions, speeches delivered by eminent personalities etc., to reach all the law students and legal-professionals.

In this globalized digital world accessibility and connectivity are important for administration. The Tamil Nadu Dr. Ambedkar Law University in connected with all the affiliated Government Law Colleges in Tamil Nadu through Video Conferencing. Training on arranging and conducting meetings through Video Conferencing has been given to all the Nodal Officers of the Law University including its affiliated Law Colleges.

The University Library is automated with Radio Frequency Identification Detention (RFID) Technology. The Online Public Access Catalogue (OPAC) is available through the Internet and Intranet. The University library has signed MOU with INFLIBNET Centre for depositing its digitized theses into ShodhGanga repository. The Thesis submitted by research scholar of The Tamil Nadu Dr. Ambedkar Law University has been published in the ShodhGanga to avoid the duplication of research activities.

3. Objectives of the Study

❖ To know the awareness of the library services among the users has been provided by the Library

❖ To understand the usefulness of library services among the various types of users

❖ To find out the utilization of library services by the users

❖ To know the users opinion on quality of library services.

❖ To determine the users view on the efficiency and effectiveness of innovative services in library.

❖ To understand the challenges for fulfilling the dynamic users requirements and expectations in order to enhance the library services through innovative approach and method.

❖ To suggest certain recommendations based on findings of this study.

4. Methodology

To assess the Tamil Nadu Dr. Ambedkar Law University library services a short feedback questionnaire framed. It consists of eighteen major services provided by the university library on the following parameters: a. Awareness of the service, b. Usefulness of the service, c. Utilization of the service and d. Evaluation and Rating of the service. Apart from this, the users are asked for the purpose of using the library services and it was distributed among the library users of Tamil Nadu Dr. Ambedkar Law University. The data collected was tabulated and presented in tables, which are analyzed to draw inferences and findings. Chi-square was used to test the hypotheses formulated for this study.

5. Hypothesis

1 $H^{0:}$ There is no significant difference on the awareness of library services among the various respondent types.

   $H^{1:}$ There is a significant difference on the awareness of library services among the various respondent types.

2 $H^{0:}$ There is no significant difference on the usefulness of the library services among the various types of respondents.

   $H^{1:}$ There is a significant difference on the usefulness of the library services among the various types of respondents.

3 $H^{0:}$ There is no significant difference on the utilization the library services among the various types of respondents.

   $H^{1:}$ There is a significant difference on the utilization the library services among the various types of respondents.

4 $H^{0:}$ There is no significant difference on the opinion on quality of library services among the various types of respondents.

   $H^{1:}$ There is a significant difference on the opinion on quality of library services among the various types of respondents.

Table 1: Distribution of User Type

Sl No	Description	User Type
1	Faculty	48
2	Research Scholars	50
3	Post Graduates	67
4	Under Graduates	102
	Total	**267**

From the above Table-1, it is found that the majority of the respondents are UG students (102), 67 respondents are PG Students, 50 and 48 respondents are Research Scholars and Faculty.
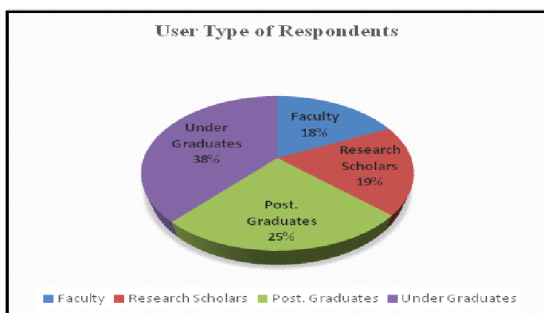

Chart :1

It is found that 38% of the respondents are UG students, 25% are PG students, 19% and 18% are scholars and faculties respectively.

Table 2: Gender Distribution of Respondents

Sl No	Description	No of Respondents
1	Male	127
2	Female	140
	Total	267

From the above Table-2, it is found that 140 of the respondents are female and the rest 127 are male respondents.
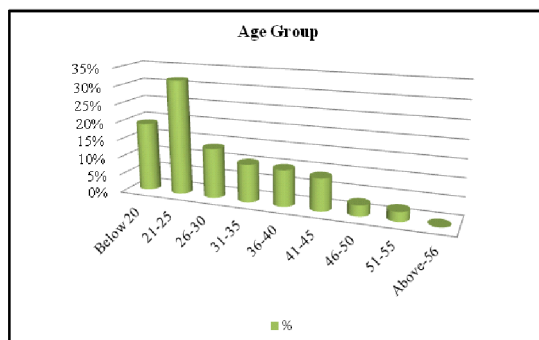

Chart - 2

The above chart illustrates that the age group wise distribution of respondents. It shows that more than 50% of the respondents are in below the age group of 25 years. 14% are 26 to 30 years, 10% each are 31 to 35 and 36 to 40 years of age. 9% are 41 to 45 years of age and 3% respectively from 46 to 50 year and 51 and above years of age.

Chart - 3

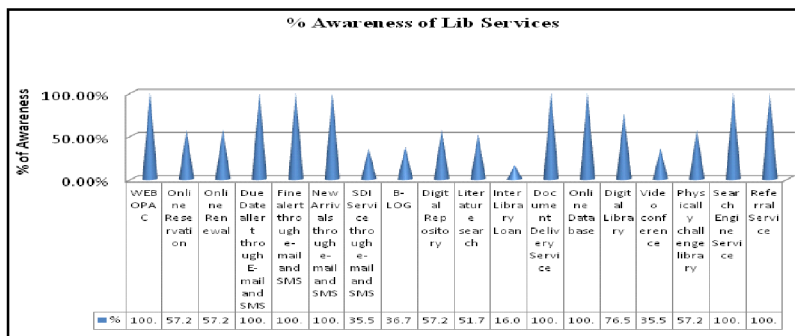From the above chart, it is understood that there is 100% awareness on the library services of Web OPAC, due date alert, fine alert, new arrival alert, online legal database, E-document delivery and referral service. 76.5% of the users have awareness

on the digital library and search engine service. 57.25% of the users have awareness on online reservation, online renewal, digital repository, and

literature services.35% of the users have awareness on the blog and SDI service and the least awareness is for inter library loan.
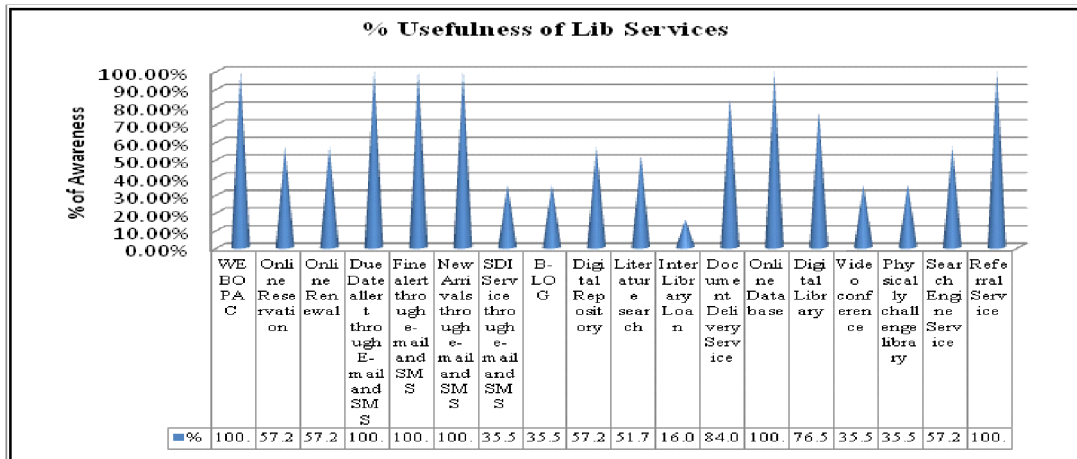

	WE BO PA C	Onli ne Rese rvati on	Onli ne Ren ewal	Due Date aller t thro ugh E-m ail and SM S	Fine alert thro ugh e-m ail and SM S	New Arri vals thro ugh e-m ail and SM S	SDI Serv ice thro ugh e-m ail and SM S	B-LO G	Digi tal Rep osit ory	Liter atur e sear ch	Inter Libr ary Loa n	Docu me nt Deli very Serv ice	Onli ne Data base	Digi tal Libr ary	Vide o conf eren ce	Phy sical ly chall enge libra ry	Sear ch Engi ne Serv ice	Refe rral Serv ice
%	100.	57.2	57.2	100.	100.	100.	35.5	35.5	57.2	51.7	16.0	84.0	100.	76.5	35.5	35.5	57.2	100.

Chart - 4

From the above chart, it is found that there is 100% positive opinion on the usefulness of the library services like, Web OPAC, due date alert, fine alert, new arrival alert, online database, referral service. 76.5% of the users have stated that the digital library and search engine service are very useful. 57.25% of the users have stated that online reservation,

online renewal, digital repository, and literature services are very useful. 35% of the users have stated that the blog and SDI service are useful and the lease response is for Inter-library loan. It is found that the usefulness is directly proportional to the awareness of the library service.
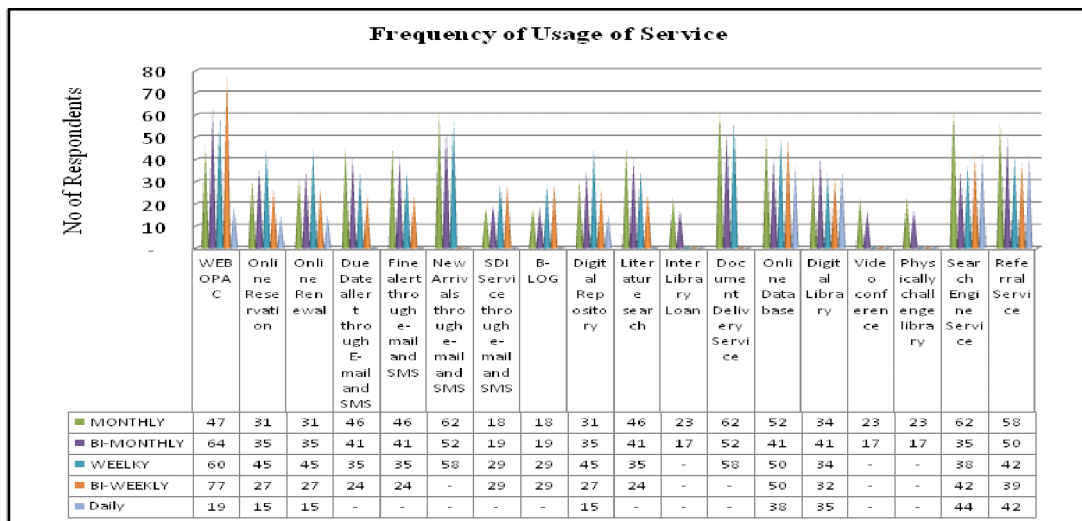

	WEB OPA C	Onli ne Rese rvati on	Onli ne Ren ewal	Due Date aller t thro ugh E-mail and SMS	Fine alert thro ugh e-mail and SMS	New Arriv als thro ugh e-mail and SMS	SDI Servi ce thro ugh e-mail and SMS	B-LOG	Digit al Rep osito ry	Liter atur e sear ch	Inter Libra ry Loan	Docu me nt Deliv ery Servi ce	Onli ne Data base	Digit al Libra ry	Vide o conf eren ce	Phys ically chall enge libra ry	Sear ch Engi ne Servi ce	Refe rral Servi ce
MONTHLY	47	31	31	46	46	62	18	18	31	46	23	62	52	34	23	23	62	58
BI-MONTHLY	64	35	35	41	41	52	19	19	35	41	17	52	41	41	17	17	35	50
WEELKY	60	45	45	35	35	58	29	29	45	35	-	58	50	34	-	-	38	42
BI-WEEKLY	77	27	27	24	24	-	29	29	27	24	-	-	50	32	-	-	42	39
Daily	19	15	15	-	-	-	-	-	15	-	-	-	38	35	-	-	44	42

Chart - 5

From the above chart, it is found that the user frequency of use is high on Web OPAC, online reservation, online renewal, online database, digital library, search engine service, referral service, and digital repository services. The next highly used services on biweekly are due date alert, fine alert, SDI service, Blog, literature search and majority of the users use all the service at least once in a week. The most rarely used services are inter-library loan and new arrival intimation. The frequency of usage is directly proportional to the awareness and usefulness of the library service.

Table 3: Library Service Rating

Sl. No.	Description	No Opinion	Satisfactory	Good	V Good	Excellent	Outstanding
1	WEBOPAC	-	-	64	71	92	40
2	Online Reservation	114	5	34	27	45	42
3	Online Renewal	114	5	34	27	45	42
4	Due Date alert through E-mail and SMS	121	12	47	28	35	24
5	Fine alert through e-mail and SMS	121	12	47	28	35	24
6	New Arrivals through e-mail and SMS	95	15	58	41	58	-
7	SDI Service through e-mail and SMS	172	5	18	14	29	29
8	B-LOG	172	-	5	13	48	29
9	Digital Repository	114	5	34	27	45	42
10	Literature search	121	12	47	28	35	24
11	Inter Library Loan	227	5	23	12	-	-
12	Document Delivery Service	95	15	58	41	58	-
13	Online Database	36	9	46	31	51	94
14	Digital Library	91	7	33	31	35	70
15	Video conference	172	-	-	-	95	-
16	Physically challenge library	114	-	-	-	153	-
17	Search Engine Service	46	17	47	30	40	87
18	Referral Service	36	13	51	39	45	83

From the above Table-3, it is found that the majority of the users has given outstanding and excellent rating for the following library services: Web OPAC, Online reservation, Online renewal, Due date alert, Fine alert through SMS and email, SDI service, Blog, Online database, digital library, search engine service, referral service, digital repository. The rating was very poor for Inter-library loan and Document delivery service. It is also found that the rating is directly proportional to the frequency of usage of the library service.
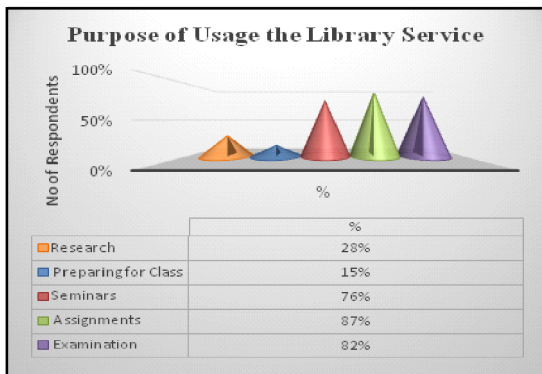
Chart - 6.

From the above chart, it is found that 29% of the users use the library services for research purpose, 15% for preparing classes, 76% for seminars, 87% for assignments and 82% for examinations.

Chi-Square Table 4: Respondent Type Vs Library Service Awareness

Sl. No.	Description	Low	Medium	High	Chi quare Value
1	Faculty	-	19.96	14.20	34.15
2	Research Scholars	-	20.79	14.79	35.58
3	Post. Graduates	-	4.46	3.17	7.63
4	Under Graduates	-	20.66	14.70	35.35
	Total	-	66	47	113

From the above Table-4, it is observed that the Chi Square value is less than the table value and there is a significant difference among the various types of users regarding awareness of library services. Hence, the hypothesis is proved. All the respondents have medium or high level of awareness on library services.
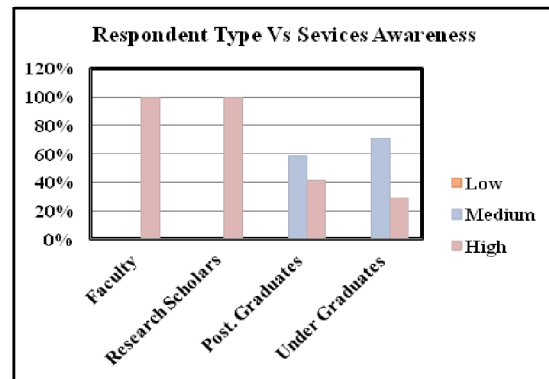

Chart-7

From the above chart, it is understood that the Faculties and Research Scholars have 100% higher awareness and Post Graduates have 58% and 42% of medium and high awareness respectively. Similarly, undergraduates have 71% and 29% of medium and high awareness on library services.

Chi-Square Table 5: Respondent Type Vs Services Usefulness

Sl. No.	Description	Low	Medium	High	Chi quare Value
1	Faculty	-	20.13	14.55	34.68
2	Research Scholars	-	20.97	15.16	36.13
3	Post. Graduates	-	4.22	3.05	7.28
4	Under Graduates	-	21.34	15.42	36.75
	Total	-	67	48	115

From the above Table-5, it is identified that the Chi-Square value is less than the table value and there is

significant difference regarding the user's opinion on the usefulness of the library services. Hence the hypothesis is proved. The majority of the users has agreed that the library services are very useful to them.
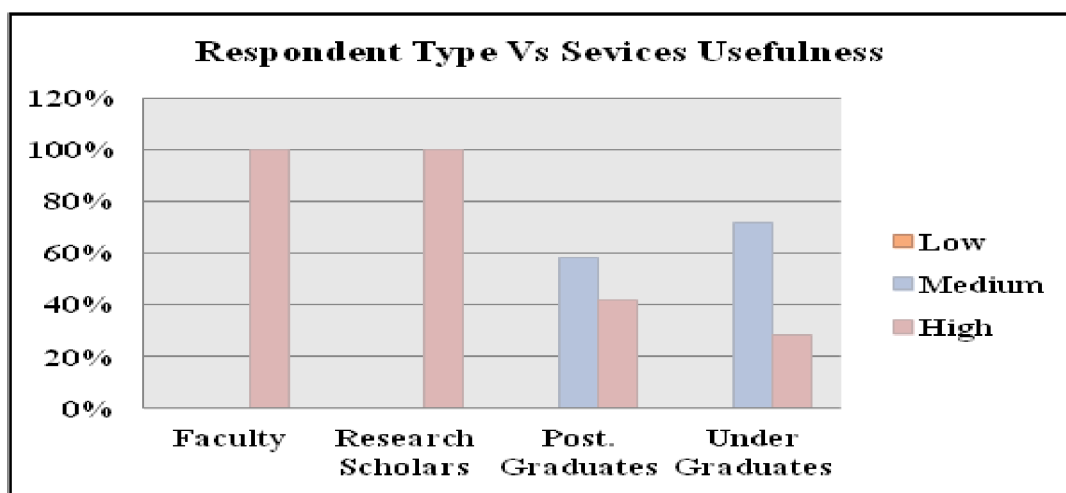

Chart-8

From the above chart, it is understood that among the users the faculties and research scholars have given higher ranking on the usefulness of the library services the postgraduates have given their ranking in 60:40 ratio for medium and higher usefulness. The under-graduates have given their ranking in 75:25 ratio for medium and higher usefulness.

Chi-Square Table 6: Respondent Type Vs Frequency use of library Services

Sl. No.	Description	Monthly	Bi -Monthly	Weekly	Bi -Weekly	Daily	Chi square Value
1	Faculty	1.44	0.13	0.16	0.72	0.03	2.48
2	Research Scholars	1.50	1.50	0.95	0.09	1.47	5.50
3	Post. Graduates	1.98	0.49	0.10	0.19	0.08	2.83
4	Under Graduates	0.29	0.29	0.49	0.00	0.26	1.33
	Total	5	2	2	1	2	12

From the above Table-6, it is found that the Chi-Square value is equal to the table value and there is no significant difference regarding the frequency of using the library services by the users. Hence the Alternate hypothesis is proved.
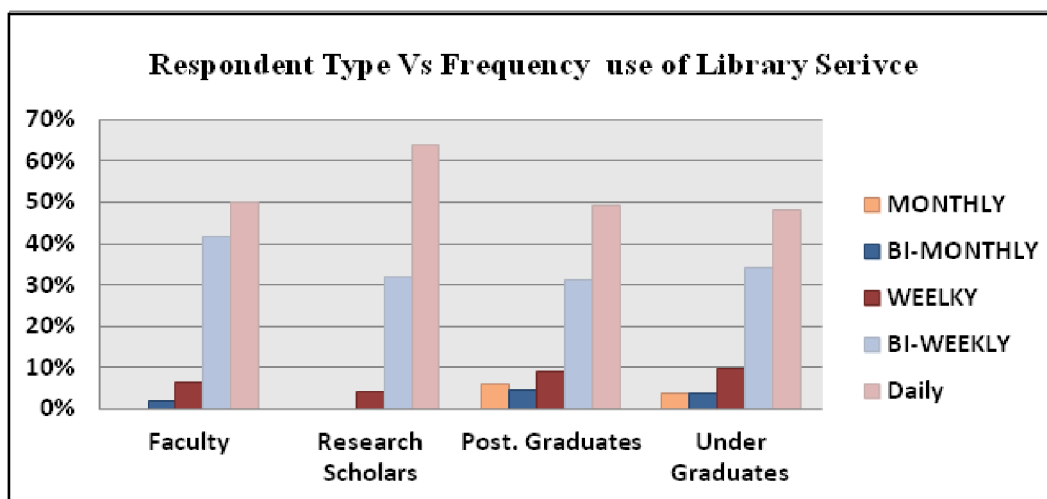

Chart-9

The chart illustrates that around 50% of all types of users are using any one of the library services on a daily basis.40% of Faculties, 32% of scholars, 31% of PGs and 34% of UG are using any of the library services on bi-weekly. 6% of the faculties, 4% of Scholars, 9% of PG's and 10% of UG student's uses any of the library services on a weekly basis.

Chi-Square Table 7: Respondent Type Vs Rating of Library Service

Sl. No.	Description	Satisfactory	Good	V Good	Excellent	Outstanding	Chi square Value
1	Faculty	-	0.59	2.34	1.16	0.05	4.14
2	Research Scholars	-	0.09	0.42	0.33	0.36	1.21
3	Post. Graduates	-	2.19	0.00	0.17	0.33	2.69
4	Under Graduates	-	0.22	0.34	0.45	0.04	1.04
	Total	-	3	3	2	1	9

From the above Table-7, it is observed that the Chi Square value is less than the table value and there is a significant difference among the various types of users regarding the rating of library services. Hence the hypothesis is proved.
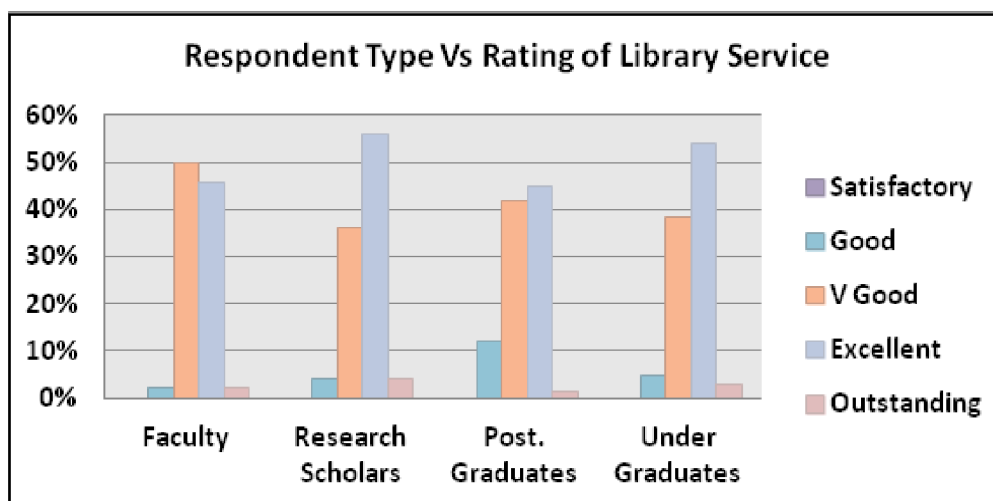

Chart-10

It is found that Faculties and Scholars have rated the various library services as excellent and very good. 2% of the faculties, 45% of scholars, 1% of postgraduates and 35 of undergraduates have stated that the library services are outstanding.

Chi-Square Table 8: Respondent Type Vs Purpose of Use

Sl. No.	Description	Research	Preparing for Class	Seminars	Assignments	Examination	Chi square Value
1	Faculty	1.14	14.84	1.64	5.24	4.08	26.93
2	Research Scholars	2.68	0.97	0.63	0.47	0.10	4.84
3	Post. Graduates	5.98	13.65	0.00	5.28	2.99	27.90
4	Under Graduates	40.81	21.77	0.00	13.81	14.74	91.13
	Total	9.79	29.46	2.27	10.99	7.16	59.67

The above Table-8, it is observed that the Chi Square value is less than the table value and there is a significant difference among the various types of users regarding the purpose of use of library services. Hence the hypothesis is proved.
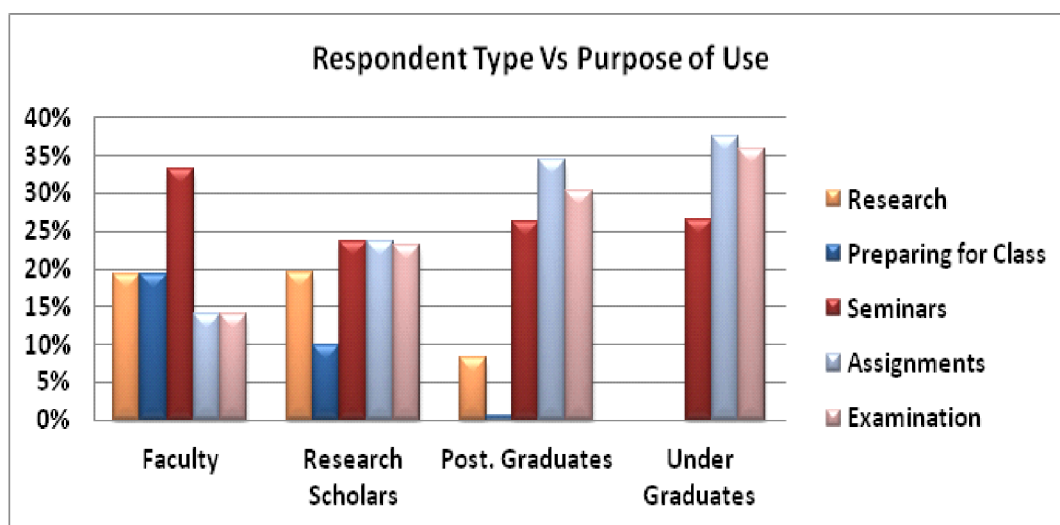
Chart-11

It is found that Faculties and Scholars are using the library services mainly for research, seminars and preparing for classes. PG and UG students are mainly using the various library services for assignments, examinations and seminars. 8% of the PG students use the library services for research work.

5. Findings

1. The study has indicated that the majority of the users are aware of the various library services such as web OPAC, due date, fine amount, availability of books, New arrival alert services, online legal databases, digital library etc.,

2. The study further indicates that 35% of the users have awareness on Blogs and SDI service and the least awareness is for inter library loan.

3. The study also states that the majority of the users have given a positive opinion on the usefulness of the library services.

4. It is found that the user frequency of use is high on Web OPAC, online reservation, online renewal, online database, digital library, search engine service, referral service, and digital repository services.

5. It is found that the majority of the users have given outstanding and excellent rating for the following library services: Web OPAC, Online reservation, On-line renewal, due date alert, Fines alert through SMS and email, SDI service, Blog, Online database, digital library etc.

6. The study indicates that the 87% of users are using the library services for the purpose of assignments, 82% users for examination, 76% users for seminars and the rest of the users are using it for research purpose and preparing classes.

7. It is understood that due to the less awareness of few library services among the UG students the utilization of those library services like SDI, BLOG and Inter-library loan has also less.

8. The study illustrates that around 50% of all types of users are using any one of the library services on a daily basis.

6. Suggestions

1. Induction program should be conducted for new users about university library and its various services and repetition of the same periodically.

2. Orientation program for faculty and UG students to optimum utilization of the library services.

3. The training program has to offer for users to access online legal database and various online library services.

4. The orientation programme should provide for users to allow to store, manage and share information through online.

5. A special training program has to give for working on projects, storing data and documents in a central location, and sharing information with others in digital format using various technologies.

6. All the library services must be popularized among the users and motivate them to increase the utilization.

7. Motivate information literacy programmes to retrieve information using various search techniques and to enhance computer assisted legal research skills among legal fraternity.

References

1. Sivakumaren, K.S; Geetha, V.; and jeyaprakash, B., "ICT Facilities in university Libraries: A Study" (2011). Library philosophy and Practice (e-journal). Paper 628. http://digitalcommons.unl.edu/libphilprac/628

2. Burkhardt, A. (2010) Social media A guide for college and university libraries. College & Research Libraries News, 71 (1), 10-24.

3. Digital Libraries: Functionality, Usability, and Accessibility, by Dr Mayank Trivedi, Library Philosophy and Practice 2010, ISSN 1522-0222, http://www.webpages.uidaho.edu/~mbolin/trivedi-diglib.htm

4. http://digitalcommons.unl.edu/libphilprac/501

5. http://tndalu.ac.in/

6. http://unllib.unl.edu/LPP/

7. https://www.webpages.uidaho.edu/~mbolin/okiy.pdf

8. Shukla, P. & Mishra, R. (2011). Use of e-resources by research scholars of Institute of Technology, Banaras Hindu University , India. International Refereed Research Journal, 2, 184-194.

9. ToAnyakoha, M.W. (2005). Information and Communication Technology (ICT) in library services. Coal City Libraries, 2(1&2) :.2-12.

About Author

Dr. A. Bagavathi, University Assistant Librarian, The Tamil Nadu Dr Ambedkar Law University, Chennai – 600 028, Tamil Nadu
Email: bagavathiaru@yahoo.com