

# Assessment of Infrastructure and Services in Maulana Azad Library, Aligarh Muslim University: Issues and Scope for Improvement

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## Abstract

*Libraries of today are different from those of the past. There are many differences between the libraries which we had in the ancient, medieval periods and the libraries of modern time. It is difficult to survive of the libraries in case they are not given emphasis on building library collection as well as improving infrastructural facilities. Maulana Azad Library is a central library of Aligarh Muslim University which is famous all over the world primarily due to its collection. In the present paper, an assessment has been made about infrastructural facilities available in Maulana Azad Library. This study also highlights the different services provided by the library. Based on survey, the study reports how users rate different facilities and services. It also covers suggestions made by users with respect to improvement in the services/facilities. Data for this study has been collected using well-structured questionnaire. A total number of 342 questionnaires distributed randomly among the users for this purpose. The findings indicate that many library users are satisfied with the library services and infrastructural facilities provided by library, nonetheless still there are some services and facilities needs an improvement. It was found that especially postgraduate and undergraduate students are lack of aware about some of the services, therefore, it is necessary to organize user awareness programmes.*

**Keywords:** User Satisfaction, Library Collection, Library Services, Library Infrastructure, Aligarh Muslim University, Maulana Azad Library

## 1. Introduction

Library is the treasure of knowledge of any academic institution. The fundamental objective of the academic libraries and librarians are to fulfil their user's needs by providing proper information resources. Only users can inform the librarians through their feedbacks to improve the quality of services. Therefore, the primary goal of the library can never be achieved unless overall services and facilities are endorsed by the users.

Libraries assist students, researchers, teaching staff, and others. Significantly, "the demand for library services seems to be as diverse as human interests. Therefore, university libraries are expected to keep abreast with the ever-changing users' information needs and to adopt strategic means of promoting services and delivery system" (Namaganda and Sekikome, 2013). This study aims to evaluate the infrastructural facilities and the quality of services of Maulana Azad Library among the users. Authors have tried to explore the user's perception regarding various aspects of library services and infrastructural facilities available in Maulana Azad Library at Aligarh Muslim University.



## 2. Aligarh Muslim University

Sir Syed Ahmad Khan is one of the architects of modern India, who founded the Madarsatul Uloom in 1875 in a small city named Aligarh, Uttar Pradesh in India. The establishment of this institution which later became as Muhammadan Anglo Oriental (MAO) College. The institution is one the most important educational and social history of modern India which is consider as the first significant response of the Indian Muslim to the challenges of post 1957 era. The pattern of MAO College just like Oxford and Cambridge universities. The objective of Sir Syed was to build a college in tune with the British Education System. He wanted this College to act as a bridge between the old and the new, the East and the West. While he fully appreciated the need and urgency of imparting instruction based on Western learning, he was not oblivious of the value of orientation learning. Even he sought to preserve and transmit to posterity the rich legacy of the past.

MAO College turned into Aligarh Muslim University (AMU) by an act of Indian Legislative Council in 1920. AMU occupies a distinct position among Indian Universities and its contribution to nation building is in no way inferior to the best universities in India. It offers more than 300 courses with various educational fields along with 12 faculties comprising 98 teaching departments, 3 academies and 15 centers and institution. With more than 28000 students, about 1342 teachers and 5610 non-teaching staff on its rolls, it has 19 halls of residence for students with 80 hostels both boys and girls [Annual Report, 2015-2016]. At present, AMU ranks 2<sup>nd</sup> among the top 20 research universities in India released by the U. S. News and World report.

## 3. Maulana Azad Library

Maulana Azad Library is the heart of Aligarh Muslim University. The library was established in 1877 at the time of Mohammedan Anglo Oriental College by Lord Lytton. Maulana Azad Library is one of the largest university library systems that are fully automated with LibSys 7.0 software which connects almost all 3000 computers within the University as well as the centres in Murshidabad, Malappuram and Kishangani. MAL serves as a wide range of information with various formats. With more than 1800000 volumes of books, about 60000 plus current journals and 2000000 research papers are in hard and soft copies. Apart from this, over 60 subject gateways drawn from the public domain of Internet may also be accessed by the users. It has World famous repository of rare manuscripts and books collections in Urdu, Persian and Arabic languages. All the sections and reading rooms of the library are fully air-conditioned with free Wi-Fi Internet connection. It has separate reading room facilities for undergraduate, post graduate, professional students and research divisions for research scholars. Notably, it is worthy to point out here that MAL “has been declared as the best amongst all Indian university libraries by a visiting team of the National Assessment and Accreditation Council. It has also contributed to the University in achieving the status of the second-best university of India as ranked by the Times Higher Education” [www.amu.ac.in].

## 4. Review of Related Literature

Though different aspects of library services have been covered by different authors. However, very few studies are available in academic libraries. Yet, no study has conducted covering Maulana Azad

Library. The present study, thus, is an attempt to fill the gap. Kassim (2009) in her study examined the user's satisfaction with the services and infrastructural facilities of a public university of Malaysia. Findings revealed that respondents were only satisfied with the library services and infrastructural facilities. Notably, there is urgent need to improve library collections as well as services. Notably, this study did not highlight the ICT facilities at the University of Malaysia which are incorporated into the services and infrastructural facilities, but this present study is going to cover this shortcoming. Study by Kassim and Khasiah (2006) reported a large number of respondents were suggested that the library of Universiti Teknologi MARA Malaysia should publish a user guide of information searching skills on Internet as well as Web OPAC. Similar findings by Patrick, Aghojare and Ferdinand (2015) have reported that library should publish 'a guide on information searching skills', and 'index and bibliographies monthly' at Federal University of Petroleum, Nigeria.

The study of Tiwari and Sahoo (2011) discussed the 'infrastructure and use of ICT in University libraries of Madhya Pradesh'. Authors have reported that majority of the university libraries and librarians encounter number of problems such as lack in the infrastructure, proper planning, frequent change in ICT etc. are the basic barriers in successful development of ICT infrastructure in university libraries in MP. However, the scope of this study is based on only librarian's perception. Study by Namaganda and Sekikome (2013) reported that majority of the library users are satisfied with library collection and services at Makerere University, Africa. However, authors pointed out that library should develop the ICT infrastructure and recruit

more staff for better services to the users. Another useful article by Trivedi et al (2015) in their paper have attempted to find out the user's perception regarding the quality of library services at Himachal Pradesh University. The study revealed that majority of the users lacked the knowledge about availability of e-resources in the library. Authors have reported that library should increase more number of computers and Wi Fi connectivity and organize various awareness programmes to utilize e-resources and services effectively. Study conducted by Veena and Kotari (2016) revealed that majority of the respondents are satisfied with library collection, services and infrastructural facilities of SDN collage, Mangalore. Authors have also recommended that library should conduct user studies regularly in order to find out their information need and information gathering behaviours. Moreover, this study has not been included to evaluate the ICT infrastructural facilities in the library which is the most essential part nowadays.

## 5. Scope and Limitation of the Study

The present study aims to ascertain perceptions about infrastructural facilities and services of Maulana Azad Library, AMU, by the research scholars, postgraduate students and undergraduate students. Though, AMU has 12 faculties, but this study covers only two faculties namely faculty of Arts and faculty of Social Science.

### 5.1 Faculty of Arts

Faculty of Arts was set up in 1944. It has total 10 departments. Faculty of Arts offers more than 11 undergraduate, 16 postgraduate courses and 12 various diploma and certificate courses as well as M.Phil. /Ph.D. courses. However, the total strength of students in the faculty are 1982. The

undergraduate is 690, post-graduate 528, 144 diploma and research scholars 620.

## 5.2 Faculty of Social Science

Faculty of Social Science was established in 1969. It includes 13 departments. At present, faculty of social science offers 08 undergraduate, 20 postgraduate courses in addition to various diploma and certificate courses as well as M.Phil. /Ph.D. courses. Moreover, the total strength of students in the faculty are 2719. The undergraduate is 1176, post-graduate 1053 and research scholars 490. Apart from this, 96 students enrolled in different foreign languages programs.

## 6. Objectives of the Study

The objectives of this study are as follows:

- ❖ To explore the available infrastructural facilities in Maulana Azad Library;
- ❖ To examine the role of users in procurement of library resources;
- ❖ To highlight the different categories of library resources in accordance with the need of different categories of users;
- ❖ To assists the preferences of users with regard to different categories of library collections; and
- ❖ To know the suggestions of library users with respect to improvement of library services and facilities.

## 7. Methodology

The investigators have used descriptive survey method for gathering relevant data in lieu of the present study. Significantly, McIntyre (1999) and Groves et al (2004) have suggested that the 'survey is a systematic method for gathering information from entities for constructing a quantitative description of the attributes of the larger population of which the entities are members'.

For this study, investigators have selected descriptive survey method with questionnaire tool. Random sampling technique was used for gathering data. Notably, survey was conducted during the 25<sup>th</sup> February to 15<sup>th</sup> March, 2017. Two of the authors visited each department of both the faculties and circulated 400 questionnaires. Out of which, 356 filled questionnaires were received back. Response rate was 89% and hence very good. Finally, the investigators selected only 342 correct filled-in questionnaires for the purpose of analysis and interpretation of data.

Out of 342 respondents it was observed that male respondents are high (63.7%) followed by female (36.3%). Distribution of respondents (Table 1) by faculty shows that 182 (53.2%) of them from faculty of arts and 160 (46.8%) responses from social science. There are total 342 respondents which include 80 (23.4%) research scholars, 120 (35.1%) postgraduate and 142 (41.5%) undergraduate students.

**Table 1: Demographics Information**

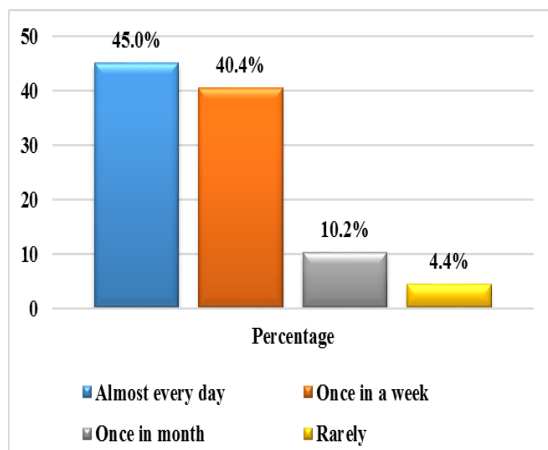
Category	Item	Number of Respondents	%
Gender	Male	218	63.7
	Female	124	36.3
	Total	342	100.0
Course	Research Scholar	80	23.4
	PG Student	120	35.1
	Undergraduate Student	142	41.5
	Total	342	100.0
Faculty	Faculty of Arts	182	53.2
	Faculty of Social Science	160	46.8
	Total	342	100.0

**8. Data Analysis and Interpretation**

The data received from the respondents was analysed to examine reader satisfactions level about the services and infrastructural facilities of Maulana Azad Library. Authors were used SPSS 23 for analysing the data and find out the Mean and SD value.

**8.1 Visit to Library**

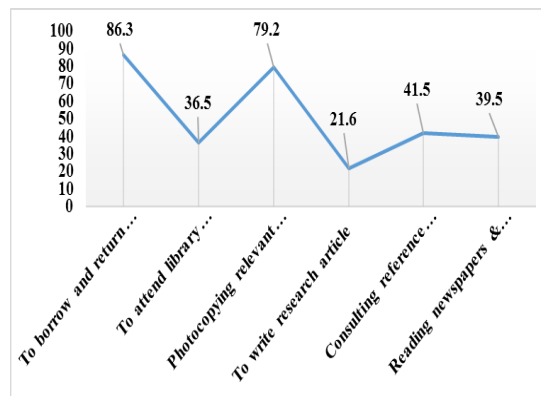
Figure 1 shows that many respondents (45.0%) go to the library almost every day, while 40.4% respondents visit once in a week. The research demonstrates that most of the postgraduate students do not use M.A. Library regularly, because they prefer to use seminar library which is attached in their respective departments. It is worthy pointing here that M.A. Library is the central library of the university with more than 110 sister libraries [Departmental libraries/seminar libraries], which are well stocked collection equipped with ICT facilities and well-reading rooms facilities. However, the use of seminar library is allowed only for post-graduate students and research scholars.



**Figure 1: Distribution of Respondents by Frequency of Visits**

The study also highlights that many of the respondents (41%) spend more than two to three hours in library, while 33% of them one to two hours. Investigators found that most of the research scholars (19%) prefer to spend average three to five hours. Few respondents (7%) prefer to spend five hours in library for reading.

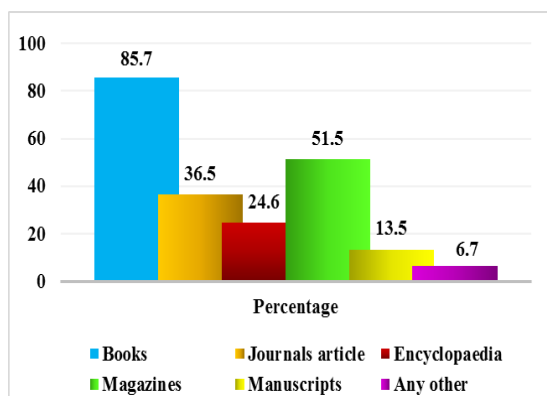
In order to know the purpose of visiting M.A. Library, Figure 2 suggests that a large number of respondents visit library only for two reasons, either to borrow or return books (86.3%) or for photocopying relevant materials (79.2%). Apart from this, respondents also visit the library for several purposes, like attending library programmes/workshops (36.5%), writing research article (21.6%), consulting reference material (41.5%), and reading newspapers & magazines (39.5%). The findings from this study also related to the study by Trivedi et al (2015) which shows that a large number of respondents visit the library for borrowing and returning books at Himachal Pradesh University. However, it has been observed that the variation in the visit of library depend on the nature of the level of their education.



**Figure 2: Distribution of Respondents by Reason for Library Visits**

### 8.2 Preferred Printed Documents

M. A. Library has huge collections with different categories of information such as books, periodicals, newspapers, theses, dissertations, reports, pamphlets, paintings, photographs, CDs, microfilms, databases, e-books, talking books, manuscripts, etc. However, the investigators tried to know about various printed information which is used by the users. Figure 3 indicates that 85.7% respondents frequently read books, while (51.5%) of them read magazines/newspapers, 36.5% respondents read various journals, 24.6% encyclopaedia, 13.5% manuscripts and 6.7% other information like reports, dissertations, theses, etc.



**Figure 3: Types of Printed Information used frequently**

### 8.3 Printed Documents vs Electronic Documents

The investigators have tried to explore the preferences of users about various categories of information which are available in the library e.g. printed resources, electronic information, manuscripts, etc. The Table 2 highlight that about 31.6% respondents expressed a dedicated preference for print materials. Few of them (14.3%) like to use electronic resources only because for them online

resources are up-to-date as well as they can read anytime at anywhere. They can easily share the information with friend groups. Only 1.8% respondents use manuscripts most of the time. Besides this, the interesting findings from this study is quite noticeable because the maximum percent of the respondents (52.3%) choose to use both print resources as well as electronic resources. The user’s opinion is that they feel comfortable to use both categories of information. Respondents reported that they access electronic resources for up-to-date information about statistical data and other information which are easy to access through different electronic devices. Notably, they highly prefer printed information due to handy use and more comfortable.

**Table 2: Categories of Information Use by the Users**

S. No.	Variables	No. of Respondents	%
1.	Printed Information	108	31.6
2.	Electronic Information	49	14.3
3.	Both	179	52.3
4.	Manuscripts	6	1.8
—	Total	342	100.0

### 8.4 User Perceptions

The prime objective of this study is to know the user’s perspective about the infrastructure and services of Maulana Azad Library. The paper report user’s opinion through four dimensions: (1) measurement of library collection, (2) library services, (3) measurement of library facilities and (4) assessment of infrastructural facilities. In this section the measurement of each questions is

gauged by using a statement of on a five-point Likert Scale of 1= Very Good, 2= Good, 3= Average, 4= Poor, and 5= No Idea. The total number of statements under four dimensions vary from 6 for library collections, 5 for ICT facilities in the library, 6 for services for users and 11 for infrastructural facilities in the library.

### 8.5 Measurement of Library Collection

M. A. Library has rich collection with various forms as discussed earlier in the paper. However, the study investigates the user's perception about library collection under six dimension statements. Table 3 demonstrates that maximum number of respondents (74.0%) have rated that M. A. Library has very good book collection. 21.6% percent respondents have pointed out that library collection is good, while only few of them have rated no idea about the library collection. Notably, using statistical analysis in this statement, the mean value is 1.35 and SD value is .413.

The finding shows that many respondents (67.0%) have stated that the printed journal collection is good in M. A. Library, while few of them (7.0%) have

argued that very good. Notably, 10.5% respondents have stated that they have no idea about printed journal collection in the library. Reasons for unaware users about printed journal is that they are undergraduate students.

According to 33.9% respondents, the availability of electronic resources is good. 24.0% of the users have found electronic resource collection is very good while 20.2% of them have stated average. The findings revealed that more than 20.8% respondents have no idea about e-resources collection in library due to their level of education. Significantly, only few of them found poor electronic resource collections in library. Moreover, the mean value is 2.61 and SD value is 1.412.

Table 3, shows that 41.2 percent respondents have argued that collection is good, whereas 24.0% users have stated very well. 21.9% of them have found collection report in library is average while few number of respondents stated poor. 21.9% respondents have no idea about report collection.

**Table 3: Users Opinion about Library Collection**

S. No.	Library Collection	Very Good	Good	Average	Poor	No Idea	Mean Value	SD Value
1.	Book Collection	253 (74.0%)	74 (21.6%)	6 (1.8%)	04 (1.2%)	5 (1.5%)	1.35	.413
2.	Printed Journals	24 (7.0%)	229 (67.0%)	45 (13.2%)	8 (2.3%)	36 (10.5%)	2.42	1.032
3.	Electronic Resources	82 (24.0%)	116 (33.9%)	69 (20.2%)	4 (1.2%)	71 (20.8%)	2.61	1.412
4.	Reports	38 (11.1%)	141 (41.2%)	75 (21.9%)	13 (3.8%)	75 (21.9%)	2.84	1.324
5.	Manuscripts	81 (23.7%)	100 (29.2%)	7 (2.0%)	9 (2.6%)	145 (42.3%)	2.82	1.533
6.	Newspapers/Magazines Collection	152 (44.4%)	145 (42.4%)	41 (12.0%)	2 (.6%)	2 (.6%)	1.70	.745

M. A. Library has a large number of manuscripts collection and some of these are more than 1400 years old. Significantly, this division is mostly used by the research scholars of Persian, Arabic, Urdu, History, Islamic Studies, West Asian studies, Unani Medicine, Theology, Mass Communication, etc. as well as regular postgraduate students and researchers from other universities. However, this study found that 29.2% users have found manuscripts collection is good, while 23.7% of them reported very good. Significantly, majority of the respondents (42.3%) do not have any idea about manuscripts collection. It is observed that only research scholars and PG students have given their opinion about the use of manuscripts division.

Almost all current newspapers and magazines of various languages are available in the library such as English, Urdu and Hindi. Besides this, library also subscribed number of newspapers and magazines in other languages e.g. Bengali, Tamil, Punjabi, Maratha, etc. Table 3 indicates that majority of respondents (44.4%) have rated very good collection, while 42.4% of them have rated only good. 12.0% of them have rated average whereas few of them have reported poor collection. The mean value is 1.70 and SD value is .745.

## 8.6 Measurement of Library Services

Table 5 describes the satisfaction level of users with the library services. The study reveals that the user's opinion about reference services are very satisfied (43.9%), while 37.7% of them are satisfied only. 11.7% users are dissatisfied whereas, 4.1% respondents are very dissatisfied. A small number of respondents have no idea about this statement.

M. A. Library has six large size reading halls apart from eight small reading rooms, research division with a seating capacity more than 2000 students at a time. The findings shows that majority of the respondents (60.8%) are satisfied with reading rooms services followed by 35.7% respondents are very satisfied. It is worthy to note that all the reading rooms are having air-condition facilities that is why it is serene to read maximum time. However, the mean value is 1.68 and SD value is .557.

Finding reveals that large number of users (48.5%) are satisfied with book lending services while, 48.0% respondents are very satisfied. Few of them are dissatisfied with book lending services. Table 5 shows that, as many as (57.9%) respondents are satisfied with the bibliographic services, whereas 19.3% of them are very satisfied. 18.4% respondents are dissatisfied with bibliographic services. They pointed out that they have not found some of the bibliographic lists which are related to their subject area or others information in the library.

**Table 4: Perceptions about Library Services**

S. No	Library Services	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Idea Value	Mean	SD Value
1.	Reference Services	150 (43.9%)	129 (37.7%)	40 (11.7%)	14 (4.1%)	9 (2.6%)	1.84	.966
2.	Reading Room Services	122 (35.7%)	208 (60.8%)	10 (2.9%)	2 (.6%)	-	1.68	.557
3.	Book Lending Services	164 (48.0%)	166 (48.5%)	10 (2.9%)	2 (.6%)	-	1.56	.584



S. No	Library Services	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Idea Value	Mean	SD Value
4.	Bibliographic Services	66 (19.3%)	198 (57.9%)	63 (18.4%)	4 (1.2%)	11 (3.2%)	2.11	.839
5.	Current Awareness Services (CAS)	74 (21.6%)	106 (31.0%)	91 (26.6%)	15 (4.4%)	56 (16.4%)	2.63	1.320
6.	Referral Services	58 (17.0%)	143 (41.8%)	37 (10.8%)	17 (5.0%)	87 (25.4%)	2.80	1.460

Among the respondents, 31.0% of them are satisfied with Current Awareness Services (CAS), while 26.6% respondents are dissatisfied. 21.6% users are very satisfied whereas 16.4% of them have no idea about this services. Table 5 depicts that majority of the users are satisfied with referral services, while large number of users have no idea about this services. Significantly, the findings show that there is a necessity to create awareness about use of Current Awareness Services and referral services among users.

### 8.7 ICT Facilities

The investigators have tried to evaluate the ICT facilities in M. A. Library according to user's point of view. Table 4 shows that majority of the respondents (59.4%) have stated that library has very good computer facilities for accessing e-resources, while 2.5% respondents have rated good.

Few of them (6.0%) have stated computer facilities for accessing e-resources is average. Moreover, the mean value is 1.51 and SD value is .705.

M. A. Library provides campus-wide Wi-Fi Internet facilities for all the users. The study found that majority of the respondents (57.3%) have opted good Internet connectivity, while 21.6% of them have stated very good. 18.1% respondents have rated average whereas only few users stated that Internet connection is very slow within library campus. Therefore, it is necessary to ameliorate the Internet connection speed.

Within library, print facilities are available with minimal charge. Table 4 shows that many users (54.7%) have rated printing facilities are quite good, though 21.1% of them opted very good. 19.9% respondents pointed out average while less number of respondents viewed poor.

**Table 5: Users Attitude towards ICT Facilities**

S. No.	ICT Facilities	Very Good	Good	Average	Poor	No Idea	Mean Value	SD Value
1.	Computer Facilities for Accessing E-resources	203 (59.4%)	111 (32.5%)	20 (6.0%)	6 (1.8%)	2 (.6%)	1.51	.705
2.	Internet Facilities (Wi-Fi)	74 (21.6%)	196 (57.3%)	62 (18.1%)	10 (2.9%)	-	2.02	.718
3.	Printing Facilities	72 (21.1%)	187 (54.7%)	68 (19.9%)	10 (2.9%)	5 (1.5%)	2.09	.807
4.	Scanner Facilities	31 (9.1%)	167 (48.8%)	110 (32.2%)	24 (7.0%)	10 (2.9%)	2.46	.865
5.	Xerox Facilities	120 (35.1%)	148 (43.3%)	68 (19.9%)	6 (1.8%)	-	1.89	.799

The study reveals, 48.8% respondents have opined that scanner facilities are good, while 32.2% of them rated average. 9.1% respondents viewed that very good, while 7.0% of them have opined poor. However, library should enhance scanner facilities for users. The Table 4 indicates majority of the respondents (43.3%) appreciated that photocopy facilities are good, while 35.1% of them rated very good. 19.9% respondents have opted average, whereas few of them stated poor.

### 8.8 Assessment of Infrastructure/ Services Facilities

Table 6 given below shows the satisfaction of users with infrastructural facilities at library. Notably, good infrastructural facilities affect the library positively. However, the study reveals, majority of the users (70.0%) stated that the arrangement of books on the shelves in library is excellent, while 25.1% of them good. Hence, the mean value is 1.37 and SD value is .667. Table 6 depicts many respondents (71.3%) stated that the rules and regulation of library are good, whereas 13.5% of them opined excellent. Therefore, the mean value is and SD value is .582.

In order to find out the opinion about seating arrangement in library, majority of the respondents (45.0%) opined good. 44.2% of them rated excellent. 9.6% users stated average, though only couple of users rated poor.

M. A. Library remains open for more than 18 hours in a day on all days except a few national & religious holidays. About 48.0% of respondents rated that library working hours is good, while 43.9% of them opined excellent. Hence, the mean value is 1.65 and SD value is .645. Table 6 shows that majority of the users (57.9%) are not satisfied with lending hours, while few of them stated average. More than seventy five percent respondents stated that lending hours is not suitable. They also pointed out that during lending hours (8 A.M to 2 P.M) they have classes, so it is very difficult to borrow books timely. The finding also shows that there is urgent need to change the lending hours for users.

According to 55.8% of the respondents, the library atmosphere is good. 40.9% of them opined excellent. Only few of them (3.2%) rated average. Table 6 indicates that most of the users are (41.8%) satisfied with the cleanliness of the library whereas 28.7% of them rated excellent. Opinion about 27.8% users are average.

**Table 6: Opinion Regards Infrastructural Facilities**

S. No.	Library Infrastructure/ Services	Excellent	Good	Average	Poor	No Idea	Mean Value	SD Value
1.	Arrangement of Books on the Shelves	240 (70.2%)	86 (25.1%)	7 (2.0%)	5 (1.5%)	4 (1.2%)	1.37	.667
2.	Rules and Regulation	46 (13.5%)	244 (71.3%)	46 (13.5%)	6 (1.8%)	-	2.04	.582
3.	Seating Arrangement	151 (44.2%)	154 (45.0%)	33 (9.6%)	4 (1.2%)	-	1.68	.695
4.	Library Working Hours	150 (43.9%)	164 (48.0%)	24 (7.0%)	4(1.2%)	-	1.65	.645
5.	Lending Hours	63 (18.4%)	11 (3.2%)	66 (19.3%)	198 (57.9%)	4 (1.2%)	2.11	.839
6.	Library Atmosphere	140 (40.9%)	191 (55.8%)	11 (3.2%)	-	-	1.62	.548

S. No.	Library Infrastructure/ Services	Excellent	Good	Average	Poor	No Idea	Mean Value	SD Value
7.	Cleanliness	98 (28.7%)	143 (41.8%)	95 (27.8%)	6 (1.8%)	-	2.03	.797
8.	Drinking Water Facilities	80 (23.4%)	159 (46.5%)	77 (22.5%)	26 (7.6%)	-	2.14	.863
9.	Washroom Facilities	88 (25.7%)	163 (47.7%)	72 (21.1%)	17 (5.0%)	2 (.6%)	2.07	.846
10.	Parking Facilities	62 (18.1%)	141 (41.2%)	129 (37.7%)	10 (2.9%)	-	2.25	.783
11.	Behaviour of Staff	101 (29.5%)	150 (43.9%)	84 (24.6%)	7 (2.0%)	-	1.99	.790

Table 6 presents that majority of respondents have rated facilities such as drinking water and washroom facilities are good, while most of them stated excellent. Only few number of users reported that these facilities are average. About 41.2% respondents satisfied with parking facilities, though 18.1% of them stated excellent and 37.7% respondents viewed average. The study reveals, 43.9% respondents rated behaviour of the library staff are good. 29.5% users highlighted the attitude of library staff is excellent, while 24.6% of them rated average.

### 8.9 Most Impressed Area in the M. A. Library

One of the wonderful findings of the present study is the most popular and impressed areas of the M. A. Library among the users. Figure 4 shows that 36% respondents highly impressed with Library Museum. It is to be noted that, the Library Museum was inaugurated just a month ago, (12<sup>th</sup> February, 2017) but the finding sketch that it is the most favourite place among users. Library Museum “has attained to the unique distinction of being first of its own kind, perhaps in the whole sub-continent as despite academic library system, it has now these rare possessions on display” (The Media ESCAPE, 2017). However, the museum contain rare manuscripts and artefacts more than 1400 hundred year old Quran by Hazrat Ali on parchment,

translation of Upanishads by Dara Shikoh, Persian translations of Bhagwat Gita, Telugu Manuscript on Ayurveda, Mahabharat and Ramayana, Mughal period shirt having full Quran, Sword of Aurangzeb, Nobel Prize awarded to Prof. Abdus Salam, original Farmans of Mughal Emperors, many rare paintings, etc. Oriental Division/Manuscript Division is next in the preference list of the respondents. Notably, Oriental Division has rich collection of rare information which more than 1.5 lakh books in Persian, Urdu, Arabic, Hindi and Sanskrit languages are available. Apart from this, the third most favourite among the respondents (21%) is Digital Resource Centre while few of them like Online Resource Centre.

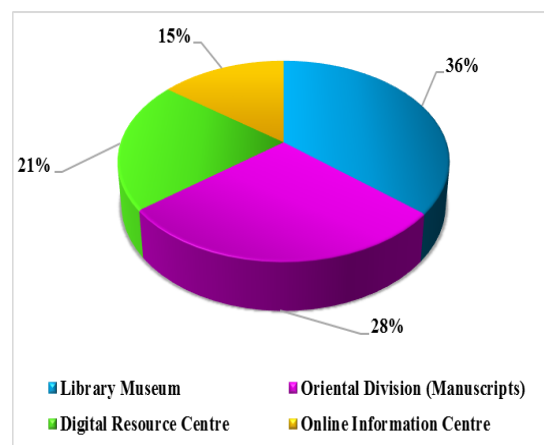


Figure 4: Popular Section in the Library among the Users

## 9. Suggestions for Improvement

The survey included one open-ended question which invited respondents to give their suggestions for prioritizing either the quantity or quality of library services. Investigators observed that large number of respondents have given their suggestions and ideas for development and improvement the library services. The summarized suggestions are given below:

- ❖ Extent library lending hours: About 71.2% respondents suggested that the lending hours should be change. Especially PG and UG students face problems for borrowing the book regularly, because the lending hours and classes' time are same.
- ❖ Need training programmes for information literacy: Out of 342 respondents, 32.8% of them wish to seek training programmes on how to find out the information quickly and download on the Internet.
- ❖ Online renewal facilities: More than 41.5% respondents suggested that M. A. Library should initiate online renewal services so that they can easily renew the books for their needs from home and hostel.
- ❖ RFID: Majority of the respondents (67.9%) suggested that library should implement RFID technology including self-issue and book drop box services.
- ❖ Started new services/facilities: Number of users (23.5%) mentioned that Selective Dissemination of Information (SDI) services are essential to start the library. Besides this, users also proposed many suggestions like separate report section for research scholars, colour printing

facilities, subscribed more printed as well as electronic journal, query and demand services (reference quarry), more sitting arrangement in research division, etc.

- ❖ Need to organize workshop for using web OPAC: About 22.9% respondents suggested that library should organize workshop dealt with the use of the Web OPAC facilities. Apart from this, it is essential to create awareness about the use of electronic journals which are available through E-ShodhSindhu (UGC-INFONET Digital Library Consortium).

## 10. Discussion and Conclusion

We are living in an age of electronic revolution. Hardly, there is any field in which impact of information and communication technology is not seen. Significantly, libraries are battling for their survival as a large number of people have developed a wrong notion that Internet can replace libraries. With the plethora of search engines, a vast reservoir of information could be explored and hence there is no need to visit library. This is, indeed, a misconception developed in the minds of a vast population. As a matter of fact, libraries have unique characteristics which can never be replaced by IT tools. However, on the other hand, there is a dire need of improving infrastructural facilities in all types of libraries.

The fundamental objective of this study was to assess the infrastructural facilities and service of Maulana Azad Library by the users and to improve the several aspects by meaningful indicators where issues and scopes of improvement exist. At the end of the study, it is observed some notable results which relate the goal of this study. One of the findings of this study shows that majority of the

library users use both print as well as electronic form of documents. Notably, many users are satisfied with the library collections and services. Findings reveal that substantial of the graduation students are not well acquainted with some of the library services such as referral services, Current Awareness Services, etc. Therefore, it is necessary to organize user awareness programmes in the library to make them well aware about different kind of facilities. It is interesting to know that most of the library users especially postgraduate and undergraduate students are not satisfied with book lending hours. The result highlights that library provides good ICT facilities, nonetheless still there are some facilities to improve like scanner facilities, printing facilities, speed of Internet, etc. Study also reveals that user's opinions about various infrastructural facilities and services are quite positive. However, parking facilities need to improve. Through this study, M. A. Library will be able to improve their services and infrastructure facilities which will certainly benefit users to a great extent. Authors also recommend for similar surveys in other notable libraries like JMI, JNU, IGNOU, etc. so that an assessment regarding existing facilities can be made to enable improvements.

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