USE AND USAGE OF INFORMATION RESOURCES IN GOVERNMENT COLLEGE LIBRARIES OF CHANDIGARH : A STUDY

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Abstract

In this paper an attempt has been made to describe a survey of the use of information resources by students, teachers and administrative staff as users of academic college libraries of Chandigarh. A questionnaire is used to identify the impressions of users towards the awareness of library services, adequacy of library resources and their views on library services. This paper also examines the satisfaction levels of users about the library collection. Further an attempt has also been made to highlight the findings of the study and a few suggestions have been given based on the analysis of collected data.

Keywords: User Studies/Information Services/ Electronic Resources

1. Introduction

Man is a social animal and society is the web of social relationship. Man has used various means for communicating ideas, beliefs and faith with his fellow beings. In the beginning, we are told, was word. Without 'word' indeed there could be no beginning. Man, with his tremendous capabilities of intellect, wisdom and mind, has been mastering his situation since very inception.

A university, college and for that purpose, any institution of higher learning is rightly described as a community where teachers and scholars are the head, students are the body and the library its heart. If the body is to perform its functions properly and efficiently its heart must be well developed and strong in it's functioning. In a library or information center users are the last link or the recipients of the information in the communication cycle. Users are an important factor without which information system can lost its whole purpose.

2. Need for the Study

The present study focuses on the information seeking behaviour of the users of Government College Libraries of Chandigarh. In which an attempt has been made to know the true complexions of the existing situations, facilities, resources and services of Government College libraries and its utilization by the users. This study also finds

out the level of their satisfaction through the information services, which are being imparted by these existing libraries.

3. Objectives of the Present Study

The present library survey has following objectives.

a.   To assess the facilities and services provided in college libraries.

b.   To study the collection development policy of college libraries vis-à-vis library users.

c.   To determine the extent to which the available library and information services satisfying user's information needs.

d.   To suggest the ways and means for the improvement of the library services.

4. Methodology

A well define questionnaire was prepared to collect the comprehensive and relevant data. The questions were formulated keeping in view; the objectives of the study and personally distributed to the users of Government colleges of Chandigarh. The target users of this study are students of B.A, B.Sc, B.COM, M.A., BCA, BBA, teaching faculty and administrative staff of the colleges..

5. Scope and Limitations

The scope of present study is confined only to the library users visiting college libraries personally, which comprises students, teachers and administrative staff etc. The study population limited to 40 users of Government College libraries of Chandigarh.

6. Analyses and Interpretation of the Data

The collected data was processed and some interesting figures and interpretation were made.

Table: 6.1 Respondent's frequency of visit to Government College Libraries of Chandigarh

Frequency	GC-11*	%	GCG-11*	%	GC-46*	%	GCG-42*	%
Daily	22	55	14	35	20	50	4	10
Twice a week	12	30	8	20	14	35	22	55
Once in a week	2	5	12	30	2	5	0	0
Fortnightly	0	0	2	5	2	5	2	5
Once a month	4	10	2	5	0	0	1	2.5
Occasionally	0	0	2	5	2	5	11	28
Total:	40	100	40	100	40	100	40	100

Note: *GC-11= Government College, Sector – 11, GCG-11= Government College for Girls, Sector – 11, GC-46= Government College, Sector – 46, GCG-42= Government College for Girls, Sector – 42*

In the above table data shows that maximum users of GC-11 College visiting college library daily, i.e. 55% and minimum of GCG-42, i.e. 10% visit to library daily for the use of library. Maximum users 55%, 30% and 5% visit to library twice a week, once a week, fortnightly and once a month of GCG-42, GCG-11, GC-46, GCG-11 respectively.

Table: 6.2 Purpose for visit to library

Frequency	GC-11*	%	GCG-11*	%	GC-46*	%	GCG-42*	%
Daily	22	55	14	35	20	50	4	10
Twice a week	12	30	8	20	14	35	22	55
Study/research and training	32	80	22	55	18	45	18	45
Locate Information from books and journal	16	40	12	30	32	80	22	55
Borrow books	24	60	14	35	12	30	12	30
Internet access	0	0	0	0	10	25		0

Note: *GC-11= Government College, Sector – 11, GCG-11= Government College for Girls, Sector – 11, GC-46= Government College, Sector – 46, GCG-42= Government College for Girls, Sector – 42*

The table reveals that maximum 80% and 60% of users of GC-11 College have made visit to library for study/research and to borrow books. Maximum users of GC-46, i.e. 80% visited library for locating information from books and journals. The table also shows that only GC-46 has the Internet facility other 3 colleges are not providing Internet facility in the college library.

Table: 6.3 How successfully respondent getting their required material from college libraries

Frequency	GC-11*	%	GCG-11*	%	GC-46*	%	GCG-42*	%	Avg
Mostly	22	55	22	55	20	50	16	40	52.50
Partially	18	45	18	45	20	50	24	60	47.50
Never	0	0	0	0	0	0	0	0	-

Note: *GC-11= Government College, Sector – 11, GCG-11= Government College for Girls, Sector – 11, GC-46= Government College, Sector – 46, GCG-42= Government College for Girls, Sector – 42*

According to table 6.3, as per average 52.5% users are getting their required material from libraries mostly, and 47.5% partially. The data shows that maximum 55% of GC-11 and GCG-11 and minimum GCG-42 i.e., 40% are getting their required material mostly and maximum 60% of GCG-42 college and minimum of 45% of GC-11 and GCG11 each user are getting their required material partially.

Table: 6.4 Sources used by respondents for locating the required information in College Libraries

Sources	GC-11*		GCG-11*		GC-46*		GCG-42*	
				%		%		%	%
Daily	22	55	14	35	20	50	4	10
Text Books	37	93	38	95	40	100	36	90
Encyclopedias	24	60	22	55	14	35	12	30
Dictionaries	30	75	30	75	26	65	22	55
Periodicals	24	60	24	60	16	40	12	30
Reference Books	36	90	32	80	32	80	22	55
Library Catalogue	26	65	22	55	18	45	18	45
Citations	0	0	0	0	0	0	0	0
Bibliographies	12	30	10	25	4	10	2	5
Abstracting	12	30	10	25	8	20	6	15
Online Searching	0	0	0	0	26	65	0	0
CD-ROM	0	0	0	0	0	0	0	0

Note: *GC-11= Government College, Sector – 11, GCG-11= Government College for Girls, Sector – 11, GC-46= Government College, Sector – 46, GCG-42= Government College for Girls, Sector – 42*

Table 6.4, shows that maximum textbooks of GC-46 i.e. 100% maximum Encyclopedias of GC-11 i.e. 60%, maximum dictionaries of GC-11 and GCG-11 i.e., 75% each maximum 60% and 90% periodicals and reference books are required by the users of GCG-11 and GC-11 respectively. The data of all colleges are almost similar.

Table: 6.5 Level of satisfaction and Dissatisfaction of respondents of Chandigarh College Libraries

Level of Satisfaction		Service Provider		Number of Collection		Varriety of Info. Source		Aver-age
			%		%		%	
GC-11	Satisfactory	25	62.5	25	62.5	23	57.5	60.83
	Fair	15	37.5	15	37.5	17	42.5	39.17
	Unsatisfactory	0	0	0	0	0	0	-
GCG-11	Satisfactory	23	57.5	19	47.5	9	22.5	42.5
	Fair	17	42.5	21	52.5	31	77.5	57.5
	Unsatisfactory	0	0	0	0	0	0	-
GC-46	Satisfactory	29	72.5	29	72.5	27	67.5	70.83
	Fair	11	27.5	8	20	13	32.5	26.67
	Unsatisfactory	0	0	3	7.5	0	0	2.5
GCG-42	Satisfactory	26	65	21	52.5	9	22.5	46.67
	Fair	14	35	19	47.5	31	77.5	53.33
	Unsatisfactory	0	0	0	0	0	0	-

Note: *GC-11= Government College, Sector – 11, GCG-11= Government College for Girls, Sector – 11, GC-46= Government College, Sector – 46, GCG-42= Government College for Girls, Sector – 42*

The above table shows as an average maximum users of GC-46 i.e. 70.83% followed by 60.83%, 46.67% and 42.5% of GC-11, GCG-42 and GCG-11 respectively are fully satisfied by the services provided, number of collection and variety of information sources. Maximum users of GCG-11 i.e. 57.5% followed by 53.33%, 39.17% and 26.67% of GCG-42, GC-11 and GC-46 respectively says fair to library services their number of collection and information sources. Only the user of GC-46 has very fair 2.5% users who are not satisfied by the services provided, number of collection and variety of information sources. No member of library as user is unsatisfied of GC-11, GCG-11 and GCG-42.

Table: 6.6 Reasons for Non-Satisfaction of Respondents' of College Libraries

Parameters	GC-11*		GCG-11*		GC-46*		GCG-42*	
		%		%		%		%
Daily	22	55	14	35	20	50	4	10
Information not upto date	14	35	2	5	10	25	9	22.5
Information incomplete	8	20	8	20	14	35	18	45
Local library inadequate	6	15	4	10	0	0	0	0
Library services insufficient	2	5	2	5	3	7.5	3	7.5
Irrelevant information	2	5	0	0	4	10	12	30

Note: *GC-11= Government College, Sector – 11, GCG-11= Government College for Girls, Sector – 11, GC-46= Government College, Sector – 46, GCG-42= Government College for Girls, Sector – 42*

The 6.6 table, shows maximum users of GC-11 i.e. 35% are not satisfied by the information not upto date and 20%, 15%, 5%, 5% are not satisfied due to incomplete information. Local library inadequate, library services insufficient, and irrelevant information respectively. The data of all colleges are almost similar.

7.   Suggestions and Conclusions

Keeping in view the results of this study the following viable suggestions are made. It would be appropriate to consider the suggestions for adoption and implementation.

1.   A majority of respondents visit the library with the study/research purpose and to locate information, to borrow books and to access the Internet. It is, therefore suggested that libraries should be developed as need based collection and should also provide Internet facility to the users.

2.   The result of the present study reveals that most of the users are not aware of citations, bibliographies, abstracting, CD-Rom and online searching. Thus it is being suggested that proper orientation / education should be provided to the users so that they remain fully aware of the latest subscribed sources in the library.

3. The result shows that most of users of Government college libraries are getting their required material partially. At this juncture it is advisable if proper orientation and training would be given to the users so that they can easily get their required material from the library.

4. The study revealed that heavy percentage of users says fair, not excellent to the services provided by the library and collection and information sources are not fulfilling the existing information needs of the users in the college libraries.. It is, therefore suggested that the Government College Libraries should improve their services. They should update their library collection and their information sources as needed by the users.

5. Through this study, it has been observed that users are not satisfied by the library due to incomplete information with less library services and by the irrelevant information available in the college libraries. Therefore, it is suggested that Government College Libraries should improve services, their library building and information sources provided to the users.

6. Users services may be carried out from time to time with a view to determine the needs of users, existing status of library services and to find out the ways or means to provide better services to them.

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