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Information services and the effect on users in the university libraries in western Uttar Pradesh

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Abstract

A study critical study was conducted to find out the present scenario of the availability of information services in university libraries of western Uttar Pradesh and its effect on end users. Out of all the total university libraries of western Uttar Pradesh, 4 states, 1 Deemed to be a university, and 2 private university libraries were randomly selected for the study. Some 7 university librarians or counterparts, 10 faculty members, 15 research scholars, 20 postgraduate students, and 25 undergraduate students from each university library were randomly selected for the study from the source list. Variables of the study were information that was collected using experimental tools on various aspects under study. The present investigation was proposed to be based on 427 respondents. The purposefully designed questionnaire, schedule, and interviews were used as tools for the present survey. Valid conclusions were drawn using standard statistical models. Major findings were that the highest number of satisfied users was recorded with circulation services and the lowest with teleconferencing; MJPRU was the richest university library amongst others under present study, CCSU was the richest and DEI was the poorest university library in terms of collection of reference sources amongst others under present study.

Keywords: E-Journals, ICT, Information services, IT, University Libraries, Uttar Pradesh.

Introduction

"Information" refers to communicating news, knowledge, or facts consisting of knowledge endowed with relevance and purpose. Its main function is the presentation of facts with the intention that man's vision is broadened to enable him to fight against the issues pose by ignorance and fallacy. Services concerning libraries refer to enable the user to access the information that he requires for his knowledge enhancement.

The majority of university libraries are found to work in conventional settings and the diffusion rate of web information services is relatively low (Preedip Balaji and Kumar 2011). Thus more prominence is needed for emphasizing the advancement of existing learning, online educational facilities, and benchmarking electronic information services for sustainability.

All the advancements give way to the new range of reference services. The advancement of digital reference is the latest trend of the digital era. Easily accessible digital information has rapidly become one of the hallmarks of the internet (Singh 2012).

To manage the present situation, libraries are shifting towards new media, namely electronic resources for the advancement of collection so that the demands of users are fulfilled in a better way. The e-resources on magnetic and optical media have a massive impact on the collections of university libraries. These are more useful due to inherent capabilities for modification along with searching. Sometimes the electronic form is the only alternative for providing information access in a cheaper way to obtaining information resources, and savings in storage and maintenance (Bajpai et al 2009).

E-Journals refer to interchangeably as Electronic Serials, Online Journals, and Electronic Periodicals. (Lancaster 1995, Dhingra and Mahajan 2012). An E-Journal is defined as "a journal created for the electronic medium and available only in this medium". The e-journals in university libraries are useful e-reserves regarding infrastructure as well as staff, space, technical services, photocopying, inter-library loan, library use, and reference services (Kaur 2011).

UGC-INFONET and INDEST- Consortium are two major initiatives that have come to the rescue of academic libraries from shrinking budgets and simultaneous exponential rise in prices of the journals in a way that they can furnish the needs of academics depending upon them. This revolutionary step is providing scholarly resources including peer-reviewed journals, databases, abstracts, and proceedings. The efforts are boosting the higher education system in our country (Chakravarty and Singh 2005).

Information and Communication Technology (ICT) presents an occasion to provide value-added information services and access to a wide variety of digital-based information resources to the end users. Libraries are using modern ICT to automate their nucleus functions and execute efficient and effective library cooperation and resource sharing through networks. The

ICT use implies competence-building programs for library staff and information literacy programs for library users. In most of the university libraries in India, the use of ICTs has largely restricted traditional library automation by replacing manual operations with computerized ways (Rana 2011).

To meet the necessities of distance learners, library services at the present are including not only traditional postal loan services but also off-campus online access to the full- text of electronic journals. Increasingly distance education is utilizing e-mail and web-based facilities to deliver teaching materials and provide interactive tutorial support (GOMEZ 1999).

The e-reference service is used most by people who have integrated computing networks into all aspects of their work and communication. A greater emphasis is now required for e-reference service that not only on advancing the librarian's professional expertise but also on his role in managing the expectations of his end users. In the networked environment, e-reference service is increasingly important that libraries provide an explicit statement of the aims of the reference service that they provide (Johnson et al 2011).

Information Technology (IT) offers a wide range of opportunities to the user in solving some of the major challenges. Rapid advances in IT have greatly improved the potential of storage, processing, retrieval, repackaging, communicating and sharing, and managing the explosive growth of information effectively and economically in libraries. The use of IT in libraries has become predictable in an era of information explosion and the emergence of a wide range of IT to satisfy the changing complex information needs of end users (Venkata Ramana and Chandrasekhar Rao 2003).

The digital media Archive is a nonprofit digital library with the mission of worldwide access to all knowledge. It endows with permanent storage and free public access to collections of digitized materials, including sites, music, moving images, and public-domain books. As on October 2012, its collection topped ten petabytes (Brown 2006). In addition to its archiving function, the Archive is an activist organization, advocating for a free and open Web.

The objective of the present research was decided to study critically the present scenario of the availability of information services in the university libraries of western Uttar Pradesh and its effect on end users.

Materials and Methods

All the states were deemed to be university and private university libraries of Western Uttar Pradesh, and their users were contributing to the population or universe for the present study. There were four types of user respondents viz. faculty, research scholar, postgraduate and undergraduate respondents. The samples were university librarians or counterparts and users including faculties, research scholars, and postgraduate and undergraduate students. A random sampling technique was followed during the present investigation to draw the samples from the population. Some 7 university librarians or counterparts, 10 faculty members, 15 research scholars, 20 postgraduate students, and 25 undergraduate students from each university library were randomly selected for the study from the source list. The variables of the study were the information that will be collected using experimental tools on various aspects under study. The present investigation was proposed to be based on 7 university librarian or counterpart respondents and 490 user respondents but due to unchangeable circumstances like death, deputation, retirement, completion of degree, etc. 63 user respondents could not return the questionnaire. Thus, the study is based on 427 units. Questionnaire schedules and interviews were used as tools for the present survey. Valid conclusions were drawn using standard statistical models (Snedecor and Cochran 1994).

Results and Discussion

It can be perceived based on the findings that the highest number of satisfied users (Table 1) were recorded with the circulation services in the university libraries of western Uttar Pradesh followed by Newspaper, Reprography, Email, Reference, Dial-up, Automated CAS, Automated SDI, E-resources, Internet Browsing, Periodical, CD-ROM Search, Online search, FAX, Web OPAC, E-Bulletin board, Interlibrary loan, Automated translation and Voice chatting, whereas with the teleconferencing services of the same libraries under present study, users were recorded most unsatisfactory.

The highest numbers of satisfied end users, amongst all the satisfied users, were those that were satisfied with the circulation services followed by Newspaper, Reprography, Email, Reference, Dial-up, Automated CAS, E-resources, Automated SDI, Internet Browsing, Periodical, CDROM Search, Online search, FAX, Web OPAC, E-Bulletin board, Interlibrary loan, Automated translation and Voice chatting whereas lowest satisfied users were under teleconference services of the same libraries under present study.

The collection of books (Table 2) in different university libraries of western Uttar Pradesh under the present study ranged between 26000 and

290000, the highest collection of books was there at MJPRU followed by DBRAU, DEI, CCSU, AU, and BU whereas the same was lowest in MU. The collection of periodicals varied between 40 and 258. It was observed to be highest in CCSU followed by MJPRU, BU, DEI, MU, and AU whereas in DBRAU the same was recorded to be lowest. The collection of compact discs (CDs) varied between 50 and 518. The same was observed to be highest in MJPRU followed by AU, CCSU, BU, DEI, and DBRAU whereas in MU the same was recorded to be smallest. Collection of magazines varied between 8 and 32. MJPRU was found to be richest in this respect followed by AU, CCSU, BU, DEI, and DBRAU whereas MU was recorded to be poorest in this regard. CCSU was found to be the richest in this respect followed by MJPRU, DEI, DBRAU, AU, and BU whereas MU was recorded to be the poorest in this regard. The collection of newspapers varied between 9 and 17. However, the highest collection was there at CCSU followed by MJPRU, DEI, DBRAU, AU, and BU whereas the same was lowest in MU.

Table 1: Level of satisfaction with various types of services.

Sl. No.	Services	Satisfactory		Fair		Unsatisfactory	
		No.	%	No.	%	No.	%
1	Automated CAS	196	45.90	154	36.07	77	18.03
2	Automated SDI	171	40.05	128	29.98	128	29.98
3	Automated translation	21	4.92	21	4.92	385	90.16
4	CD-ROM Search	149	34.89	137	32.08	141	33.02
5	Circulation	410	96.02	13	3.04	4	0.94
6	Dial-up	201	47.07	68	15.93	158	37.00
7	E-Bulletin Board	38	8.90	56	13.11	333	77.99
8	Email	273	63.93	94	22.01	60	14.05
9	E-resources	171	40.05	94	22.01	162	37.94
10	FAX	60	14.05	98	22.95	269	63.00
11	Interlibrary loan	38	8.90	81	18.97	308	72.13
12	Internet Browsing	162	37.94	77	18.03	188	44.03
13	Newspaper	286	66.98	90	21.08	51	11.94
14	Online search	111	26.00	120	28.10	196	45.90
15	Periodical	162	37.94	102	23.89	163	38.17
16	Reference	231	54.10	77	18.03	119	27.87

17	Reprography	282	66.04	102	23.89	43	10.07
18	Teleconferencing	9	2.11	30	7.03	388	90.87
19	Voice chatting	13	3.04	34	7.96	380	88.99
20	Web OPAC	43	10.07	51	11.94	333	77.99

The collection of reference books in different university libraries of western Uttar Pradesh under the present study ranged between 2000 and 33000. However, the highest collection of books was there at CCSU followed by BU, MJPRU, DBRU, AU, and DEI, whereas the same was the lowest in MU. Collection of indexes varied between 4 and 51. It was observed to be highest in DEI followed by BU, DBRAU, CCSU, MJPRU, and AU whereas, in MU, the same was recorded to be lowest. Collection of abstracts varied between 2 and 46. However, the highest collection was there at DEI followed by MJPRU, CCSU, AU, BU, and DBRAU whereas the same was lowest in MU. The collection of bibliographies varied between 2 and 67. The same was observed to be biggest in CCSU followed by BU, DEI, MJPRU, DBRAU, and AU whereas in MU the same was recorded to be smallest. The collection of total reference sources varied between 2008 and 33120. CCSU was found to be the richest in this respect followed by BU, MJPRU, DBRAU, AU, and DEI whereas MU was recorded to be the poorest in this regard.

Table 2: Availability of services in different university libraries

	DBRAU	BU	CCSU	MJPRU	DEI	AU	MU
Books	166087	122000	131525	290000	150000	125000	26000
Periodicals	40	173	258	180	144	42	100
CD	112	272	418	518	271	422	50
Magazines	20	27	32	41	24	24	8
Newspapers	12	10	17	12	12	11	9
Reference books	24000	31000	33000	29000	14000	15000	2000
Indexes	36	45	21	21	51	15	4
Abstracts	23	29	32	44	46	30	2
Bibliographies	47	61	67	52	55	10	2
CD	112	272	418	518	271	422	50
Cassettes	20	25	30	35	10	0	0
Floppy	35	30	20	25	5	0	0
Microfilms	10	5	7	10	0	0	0
Pen Drive	5	8	5	7	5	10	10

The collection of compact discs (CDs) in different university libraries of western Uttar Pradesh under the present study ranged between 50 and 518. However, the highest collection of books was there at MJPRU followed by Au, CCSU, BU, DEI, and DBRAU, whereas the same was the lowest in MU. The collection of cassettes varied between 0 and 20. It was observed to be highest in MJPRAU followed by CCSU, BU, DBRAU, DEI, and AU whereas, in MU, the same was recorded to be lowest.

Conclusion

It can be analyzed that the highest number of satisfied users was recorded with the circulation services and the lowest with teleconferencing; MJPRU was the richest university library amongst others under present study, CCSU was the richest and DEI was the poorest university library in terms of collection of reference sources amongst others under present study.

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