

# User's Attitudes towards Library Resources: a case study of Madras University Library System

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## Abstract :

The Madras University Library system is one of the old academic library system of India. It consist of four campus library which serve to various types of users and all these libraries are enhanced in line with modern ICT applications. At this crucial juncture this study made an attempt to identify the information needs of its user and elicit their opinions about collection development, functions and services along with the difficulties they are experienced in the libraries. Based on the results suggestions are offered for enhancing the Madras University Library system according to the user expectations.

**Keywords:** Madras University Library, guindy campus library, Taramani campus library.

## 1. An overview of MUL System

MUL System Consists of four campus libraries such as Madras University Library (MUL), Guindy Campus Library (GCL), Tharamani Campus Library (TCL) and Marina Campus Library (MCL). For the last seven years the Madras University Library system undergoing a tremendous changes in the context of collection building, application of Information Technology (IT) and innovative new services such as CD-ROM search, Subscription to e-journals, digitization of rare and special materials, etc. The system has automated all its activities reading ranging from OPAC to Circulation Control. It has established Online Library Information Zone (OLIZ) which is exclusively used for the purpose of research activities. Now it receives grant from UGC under the Scheme University with Potential for Excellence ((UPE)- Library Modernization Programme. After drastic changes, there is a need to assets the user's attitude to its resoures.

## 2. Need for the study

User studies are fruitful ways to refine the functioning styles of the libraries. These studies are mostly based on psychological characters of the user community. However, it is an inevitable aspects in the context of all types of libraries. Since MUL system is a monument in the context of academic library system in this country, and its present growth need a systematic survey on the user attitude towards its resources. Thus, this study has been initiated.

## 3. Objectives:

- To survey the information needs of the users of MUL System.
- To find out the avenues through which the users know the availability of information resources.
- To identify the avenues through which users to get relevant bibliography
- To elicit the user opinions about the collection, services and facilities being provided by the MUL System.
- To elicit the constraints being experienced in the search, access and use of the Library resources and services.

## 4. Research method

The Main Library located at Chepauk campus, this campus consists of Main administrative wing of the university along with Humanities and social science departments. There are 1700 students are pursuing academic and research programs. From this student population 10 percent of samples are drawn. i.e. 170 samples are drawn by employing purposive sampling technique. To collect data on different days and different times of the days to include proportionate number of participants from each of three different times of the library use: mornings, afternoons and evenings, both week days and week ends, in Guindy campus 1400 students are pursuing academic and research work on science subjects. Thus 140 samples are drawn from this library. Subsequently 70 from each library like TCL and MCL

The data thus collected has been analysed with SPSS software. Mostly percentage method employed in the analysis and was interpretation of data. Further, the analysis of data has been presented in the form of tables,

## 5. Data analysis and Interpretation

### 5.1 Types of users participated in this study

The table no. 1 presents the types of users participated in the study. It is seen from the table that Post Graduates of different departments in all the Libraries are more participated in the survey. It constituted into 65 percent and 88 percent in MUL and GCL respectively. And also 51 percent of TCL, 49 percent of in MCL post graduates students are participated in this survey. Remaining percentage of participation in the study are research scholars such as M.Phil and Ph.D scholars of various departments.

**Table . 1** Types of users participated in this study

S. No	Types of users	MUL	%	GCL	%	TCL	%	MCL	%
1	Post Graduates	111	65	124	88	36	51	34	49
2	M.Phil and PhD Scholars	59	35	16	12	34	19	36	51
Total	170	100	140	100	70	100	70	100	

### 5.2 Sex wise distributiwons of the respondents

The Sex wise distribution of the respondents is presented in the table No.2. It is to note that the male respondents are more participated in the survey rather than their female counterpart in all the libraries under study. But in the male participation, percentage of participation varies between one library to other, especially in MUL 65 percent of male respondents are participated. Followed by this, 54 percent of TCL, 52 percent of GCL and 56 percent of MCL males are also participated in the survey.

It is interesting to note that in GCL and TCL almost 50 percent of female respondents are participated in the study.

**Table. 2** Sex wise distributions of the respondents

S. no	Sex wise distributions	MUL	%	GCL	%	TCL	%	MCL	%
1.	Male	110	65	72	52	38	54	39	56
2.	Female	60	35	68	48	32	46	31	44
Total	170	100	140	100	70	100	70	100	

**Table. 3** Avenues to know the availability of information sources

S. no	Avenues to know the availability of information sources	MUL	%	GCL	%	TCL	%	MCL	%
1.	Through orientation program	27	16	5	4	9	13	10	14
2.	Through Library staff	20	12	56	40	3	4	4	6
3.	Through friends	36	21	58	41	18	26	18	26
4.	Through faculty members	63	37	15	11	20	29	20	29
5.	Others	24	14	6	4	20	28	18	26
Total	170	100	140	100	70	100	70	100	

### 5.3 Avenues to know the availability of information sources in their Library according to the user's needs

The table no.3. presents avenues to know the information sources. It is seen from the table that many users of the libraries are invariably using many avenues to know and identify their information sources. Among these avenues through friends and faculty are dominating phenomena among the respondents of all the libraries followed by through the library staff. However 37

percent of MUL, 11 percent of GCL 29 percent of TCL and 29 percent of MCL users are stated that they know the existence of their needed information sources through faculty. Interestingly to note that 4 percent of GCL users are knowing their information sources through the library organization tools such as classification and cataloguing. But, this percentage of respondents varies between other libraries, it is 28 percent in TCL, 14 percent in MUL, and 26 percent in MCL. Subsequently, 41 percent of GCL users express that they know the availability of information sources through their friends. Both TCL and MCL, 26 percent of respondents stated this phenomena along with 21 percent of MUL respondents. However, only 4 percent of TCL and 6 percent of MCL respondents stated that they know the resources through Library Staff. Further, 40 percent of GCL respondents opined that this phenomena followed by 12 percent of MUL. The orientation Programmes run by all these libraries are not so effective, since 16 percent of MUL, 4 percent of GCL, 13 percent of TCL and 14 percent of MCL respondents are stated that they come to know the information sources needed by them through orientation programme.

**Table. 4** Avenues to get relevant bibliographical information sources.

S.no	Avenues to get relevant bibliographical sources	MUL	%	GCL	%	TCL	%	MCL	%
1	Library Catalogues	128	75	76	54	50	71	51	72
2	Abstracting and indexing periodicals/ journals	170	100	84	60	38	54	39	56
3	References from bibliographies and review literature	120	71	69	49.3	45	64	46	66
4	Latest additions list of the Resource Centre	74	43	35	25	24	34	24	34
5	Citations (References) in reading materials	74	43	79	56	33	47	34	48
6	Announcements of publishers, books sellers	75	44	64	45	36	51	36	51
7	Browsing in library shelves	119	70	107	76	49	70	50	71
8	Browsing in books shops	80	47	98	70	41	58	41	58
9	Browsing over Internet	125	74	93	66	48	68	49	70
10	Consulting specialists in the field	65	38	68	49	31	44	32	45
11	Consulting colleagues /fellow professionals	77	45	69	49	31	44	32	45
12	Consulting Resource Centre staff	74	43	65	46	30	43	31	44

#### 5.4 Avenues to get relevant bibliographical information sources.

It is seen from the table no – 4 that twelve avenues that are used to get relevant bibliographical references are listed. Among

these avenues, hundred percent of MUL respondents stated that **abstracting** and indexing periodicals are the major sources for getting relevant bibliographical references. Followed by this, 60 percent of GCL respondents opined this but the percentage of respondents opined this phenomena is less in TCL i.e 54 percent and MCL 56 percent. Followed by this the browsing over Internet

to get relevant bibliographical references are major sources in all the libraries. It is 74 percent in MUL, 66 percent in GCL, 68 percent in TCL and in MCL 70 percent. Apart from this, the reference from Bibliographies and review of literature are also a major sources for this phenomena. Thus, 71 percent of MUL, 49 percent GCL, 64 percent of TCL and 66 percent of MCL users opined this phenomena.

It is also interesting to note that browsing in library shelves are also opined by many of the library users as relevant bibliographical references. This is stated by 70 percent of MUL users, 76 percent of GCL users expressed along with 71 percent user of MCL. One more important thing to note here that 75 percent of MUL users and 54 percent of GCL users 71 percent TCL users and 72 percent of MCL users are expressed library colleagues are also major source to get relevant bibliographical references. Consulting catalogues, fellow professionals, counseling and consulting resource centre/library staff are also sources for getting relevant bibliographical references as stated by 42 percent to 49 percent in all the libraries under study. Like this, the latest addition list of resource centre/library is opined 43 percent user of MUL, 25 percent user of GCL, 34 percent user of TCL, 34 percent user of MCL as source to get the relevant bibliographical references. And citations in the reading materials are also not much favoured by all the library users. It is opined by 43 percent of MUL, 56 percent of GCL and 47 and 48 percent of both TCL and MCL users. Almost half of the respondents in all the Libraries stated that announcement from publishers are the avenues to get relevant bibliographical references. It is opined by 44 percent of MUL, 45 percent of GCL, 51 percent of TCL and 51 percent of MCL user. Browsing the books is also major source for 70 percent of GCL and 59 percent of MCL user. But this phenomena opined 47 percent by MUL users and 58 percent of TCL users. The latest addition list of the resource centre is not much favored by all the library users. It is opined by 43 percent of MUL, 25 percent of GCL, 34 percent of TCL, 34 percent of MCL users.

**Table .5** Nature of help availing from the Library staff

Sl. no	Nature of help availing from library staff	MUL	%	GCL	%	TCL	%	MCL	%
1.	Help to know the current information	114	67	53	38	44	63	46	66
2.	Helps to know changes in the policies and functions of the library	70	41	47	34	26	37	27	38
3.	Guidance to use the library resources.	112	66	91	65	50	71	52	74
4.	Guidance to refer relevant materials available in other libraries.	47	28	49	35	19	27	21	30
5	Guidance to use Classification, Catalogue and Indexes available.	54	32	29	21	26	37	14	20

### 5.5 Nature of help availing from library staff

It is seen from that table no – 5 that more than 60 percent to 71 percent of user in three libraries viz., MUL (66 percent), GCL (65 percent) and TCL (71 percent) stated that the library professionals in the libraries are helpful and guide the user to how to use the library resources of the libraries. And also 74 percent of MCL user expressed this phenomena. Followed by this, users of two libraries i.e. GCL(38 percent) and MCL (66 percent) expressed that the library staff are helpful to them to know current information. However, both 67 percent of MUL and 60 percent TCL users stated that staff are helpful to know the current information. In all the libraries less than 30 percent of the users stated that the orientation courses to use the library are not helpful. Similarly, 32 percent users of two libraries i.e MUL and GCL along with 37 percent of TCL users stated that the library staff are guiding them to use the classification, catalogue and indexes of their libraries. And 20 percent of MCL user are also opined this phenomena. It is interesting to note that in both MUL 28 and GCL 35 percent of user opined that the staff members of the libraries guiding them to refer relevant materials available in other libraries. Like this 27 and 30 percent of both TCL and MCL user are opined this phenomena. Similarly, 41 percent of users of both MUL and 34 percent GCL are stated that the library professionals are helpful to know the changes in

the policies and functions of the libraries. Further 37 percent of TCL and 38 percent of user of MCL are opined that library staff are helpful to know the policy changes of the libraries.

### 5.6 Awareness of E-resources

The data related to the awareness of e-resources are presented in the table no. 6. It indicates an interesting phenomena that many of the user are not much aware of the availability of e-resources in the libraries in general and Internet. Networked environment in particular. Thus, less percent of users in all the libraries are aware of the list of e-resources presented in the table. Especially, less than 25 percent of users in all the libraries are aware of the web-resources. Subsequently, just 9 percent to 30 percent in all the libraries are aware of open sources of the libraries. The awareness towards the data bases are also less among more number of users of the libraries. Thus, 53 percent of MUL, 63 percent of GCL, 57 percent of TCL and only 40 percent of MCL users are aware of these resources. However, above 50 percent of science campus libraries users i.e. 63 percent of GCL, 57 percent of TCL users are aware of full text data bases. And the remaining humanities and social science libraries i.e. MUL (36 percent) and language and literature library i.e. MCL 18 percent of users are aware of full text databases. The results also indicate a condition that only minimum percent of users i.e. 47 percent of MUL 57 percent of GCL 51 percent of TCL and 33 percent of MCL user are aware of the e-journals. Below 12 percent of users in all the libraries are aware of e-news letter.

**Table. 6** Awareness of e-resources

S.no	Awareness of e-resources	MUL	%	GCL	%	TCL	%	MCL	%
1	Databases	91	53	88	63	40	51	28	40
2	Full text databases	62	36	88	63	40	57	13	18
3	E-books	47	28	140	100	67	96	29	41
4	E-journals	80	47	80	57	36	51	23	33
5	E-news letters	20	12	16	11	8	11	7	10
6	Web resources	93	55	120	86	65	93	25	36
7	Open sources	51	30	96	68	59	84	15	21

### 5.7 Purposes of accessing e- resources

The purpose of accessing e-resources varies between one user to another, it is according to their nature of activities. Since more respondents participated in the study are Post Graduate students and research scholars, and that is the reason lesser number of users in all the libraries opined the purpose of access to e-resources for preparing lecture notes since it is not their major activity. But it is to note that some percent of users ranging from 36 percent of MCL, 36 percent of MUL, 44 percent of TCL and 41 percent of GCL user are stated that their accessing e- resources for preparation of lecture notes. This may be interpreted that some of the research scholar in all the campuses are assigned part time teaching assignments. It is interesting to note that more percent of users i.e., 63 percent of MUL, 66 percent of GCL, 57 percent of TCL user are stated that their accessing e-resources for academic interest. This phenomena is opined by 40 percent of MCL users. The purpose of accessing e-resources for research works are stated by higher percent of users in three libraries such as MUL (67 percent) GCL(59 percent) TCL (68 percent). But it is just 41 percent in MCL. Similarly, higher percent of users in all three libraries such as MUL 74 percent, GCL 58 percent, TCL 74 percent user are stated that they access e-resources for general knowledge, further less percent i.e. 36 percent user opined this in MCL. Since the percentage of participation of research scholar in the study is lesser than Post Graduate Students the purpose of access for e-resources

for article publication are expressed by lesser percent of respondents in all the libraries, MUL 34 percent, GCL 35 percent, TCL 44 percent and MCL 47 percent. The building concept theory is not the nature of activities of the respondents of the study, thus, only 42 percent of MUL, 47 percent, of GCL, 37 percent of TCL and 26 percent of MCL user stated this phenomena. The other purposes such as recreational reading, preparation of notes and assignment works and so on access of the e-resources are less expressed by the respondents of the study, it ranges from 14 percent to 38 percent in all the libraries under study.

**Table. 7** Purposes of accessing e- resources

S. no	Purposes	MUL	%	GCL	%	TCL	%	MCL	%
1	Lecture notes preparations	61	36	57	41	31	44	25	36
2.	Article publications	58	34	49	35	31	44	33	47
3.	Research works	114	67	83	59	48	68	29	41
4.	Academic interests	107	63	92	66	40	57	28	40
5.	Building concept theory	72	42	66	47	26	37	18	26
6.	General Knowledge	126	74	81	58	52	74	25	36
7.	Others	64	38	28	20	20	28	10	14

**Table. 8** Difficulties encountered to use the resources of the library

S. no	Difficulties	MUL	%	GCL	%	TCL	%	MCL	%
1	Lack of time	159	93	123	88	60	86	62	88
2	Lack of relevant information	165	97	126	90	65	93	67	96
3	Lack of knowledge of organization tools	130	93	130	93	67	96	69	99
4	Unawareness of various information sources	161	95	137	98	66	94	68	97
5	Unawareness of the services	150	88	134	96	66	94	68	97
6	Lack of user friendly staff	156	92	129	92	66	94	63	90
7	Lack of knowledge about the Library organization	160	94	130	93	66	94	68	97
8	Inadequate Library timings	148	87	123	88	67	96	69	99
9	Unable to understand the IT applications	163	96	124	89	67	96	69	99

## 5.8 Difficulties encountered to use the resources of the Library

It is evident that almost all academic libraries in India are hybrid Libraries, in the sense they consist of both print and non print resources. However, an attempt has been made to study the difficulties that are encountered to use the resources of MUL System by its user. The resulted data have been presented in the table No.8. It is interesting to note that only more percent of respondents expressed that they lack of knowledge of the organization tools such as classification and catalogue. It is expressed by 76 percent of MUL, 93 percent of GCL, 96 percent of TCL and 99 percent of MCL users. Like this a maximum number of users felt that inadequacy of the library timings. These user ranges from 94 percent in MCL to 87 percent in MUL. Similarly a less percentage of users admit their lack of knowledge about the library organization. They ranges 97 percent in MCL, 94 percent in MUL and 94 percent in TCL and 93 percent in GCL. Lack of user friendly staff is also felt by very minimum percentage of users in all the libraries under study. In spite of all these things more than 80 percent of users of three libraries such as MUL (93 percent) GCL (88 percent) TCL (86 percent) are expressed lack of personnel time to come and use the library resources. But it was stated by 88 percent of MCL users. More than 50 percent in all the libraries under study are expressed that the lack of relevant information in MUL system. In two libraries that is MUL (95 percent) and TCL (98 percent) of user expressed lack of awareness of various information sources. However, 97 percent in MCL, 98 percent in GCL user expressed this phenomena. It is interesting to note that IT application are easy to understand by the user, Thus, 99 percent of MCL, 96 percent of both MUL and TCL and 89 percent of GCL users are expressed this phenomena.

**Table. 9** Users satisfactions with MUL system services:

S. no	Descriptions	MUL	%	GCL	%	TCL	%	MCL	%
1	Opening hours are suitable	160	94	121	86	68	97	34	49
2	Library has proper signage boards	119	70	115	82	50	71	25	96
3	Reference services	108	63	101	72	45	64	23	33
4	Performing service right	82	48	109	78	39	56	41	59
5	Willingness to help others	90	53	108	77	42	60	22	31
6	Readiness to respond to users	113	66	110	79	44	63	23	32
7	Deal with users in carrying manner	75	44	105	75	38	54	39	56
8	Provides photocopy services	98	58	112	80	42	60	22	31
9	Provide Inter Library Loan services	94	55	90	64	40	57	20	28
10	Self check machine is suitable	89	52	103	74	41	59	42	60
11	Maintain error free records	89	52	91	65	21	30	23	33
12	Reference staff are friendly	99	58	108	77	51	73	26	37
13	Give access to theses in print format	78	46	74	53	32	46	34	49
14	Provide document delivery services	72	42	94	67	34	49	16	24
15	User's best Internet services	69	40	68	49	26	37	13	18
16	Provides longer hours for Internet access	72	42	53	37	27	38	14	20
17	Error free services.	44	26	51	36	16	23	16	23
18	Provide services for students with disabilities.	55	32	65	46	31	44	32	45
19	Books are available on the shelves	67	39	86	61	34	49	36	51

### 5.9 Users satisfactions with MUL system services:

This study is also made an attempt to study the users satisfactions with the services provide by the libraries. In both MUL (94 percent), TCL (97 percent) respondents expressed that library opening hours are more suitable to them. This is followed by 86 percent of GCL user and less than 50 percent that is 49 percent of MCL user. The three library respondents that is 70 percent in MUL, 82 percent in GCL and 71 percent in TCL users are expressed that their libraries are having proper signage boards and this was expressed by 36 percent of MCL users. Similarly 63 percent of MUL user, 72 percent of GCL user and 64 percent of TCL users are agreeing that the operations of reference services in their libraries are good. However, it has been accepted by only 33 percent of MCL users. A high percent of that is 77 percent of GCL users and 60 percent of TCL users are agreeing that their library staff members are willing to help the users. But response to this is a minimum in MUL that is 53 percent and 31 percent in MCL. It is also seen from the table that more than 60 percent of users in three libraries are agreeing that their staff readiness to respond to users, 66 percent of MUL users, 79 percent of GCL users and 63 percent of TCL users are opined this. But 32 percent of MCL users are also opined to this. All the libraries under study are providing photo copying services to their users. But only 58 percent of MUL users and 31 percent of MCL users satisfied with the services. But a high percent of 80 percent of users in GCL and 60 percent of users in TCL are satisfied with the photo copying services. Similarly, less percent of users in MCL that is 28 percent satisfied to the ILL services. But in other libraries that is 55 percent of MUL, 64 percent of GCL and 57 percent of TCL users are satisfied with the ILL services. In spite of inadequate library staff in all the libraries, they are able of providing reference services by nominated reference staff members. But the reference staff friendliness are agreed by high percent of i.e. 77 percent of GCL user alone, followed by this 73 percent of TCL user and this level of percentage of satisfaction only 37 percent in MCL and 58 percent in MUL. Satisfaction with Document Delivery services is also expressed by minimum percent of i.e., 24 percent in MCL and 42 percent in MUL. However, 67 percent of GCL, 49 percent of TCL users are satisfied with this service. A minimum percent of users in all the libraries under study satisfied with Internet services of the libraries. It ranges 18 percent in MCL, 41 percent in MUL, 49 percent in GCL and 37 percent in TCL users satisfied with this phenomena. All the libraries provide unlimited Internet access services to all the users in spite of this, a minimum percent of users ranging from 20 percent in MCL, 37 percent in GCL satisfied with the longer hours of Internet access. Minimum percent of users range from 32 percent in MUL to 46 percent in GCL are satisfied with the services for the student with disabilities. Similarly, satisfaction with the error free services in all the libraries, a less percentage ranging from 23 percent to 36 percent of user both in GCL and TCL are satisfied.

**Table. 10** User's satisfactions with the collection availability

S. no	Descriptions	MUL	%	GCL	%	TCL	%	MCL	%
1	Past exam papers are available	98	57	51	36	38	54	43	61
2	OPAC stations are available	109	64	42	30	61	87	29	41
3	User friendly catalogue	103	61	59	42	64	91	38	54
4	Comprehensive online data base	74	43	18	13	14	20	17	24
5	Digital collection are accessible	25	15	37	26	28	40	12	17
6	Library portal gives up to date information	74	43	72	51	40	57	4	6
7	Comprehensive multimedia resources	25	15	89	64	68	97	44	63
8	Comprehensive book collection	100	59	124	89	62	89	52	74
9	Comprehensive theses collection	105	62	112	80	29	41	20	29
10	Complete relevant journals	26	15	37	26	26	37	17	24
11	Resources added to the collection regularly	36	21	27	19	27	39	18	26
12	Library kiosk information are up-to-date	48	28	22	16	18	26	12	17



### 5.10 User's satisfactions with the collections availability

The data related to collection availability is presented in table no. 10. It is seen from the table that 58 percent of MUL and 54 percent of TCL users opined that previous exam papers are available in the library. Followed by this, more than 50 percent of MCL and 36 percent of GCL users are opined this. The OPAC stations are available in all the libraries but only minimum percent of respondents i.e. 30 percent of GCL and 41 percent of MCL and 87 percent of TCL respondents are opined this phenomena. But this percentage of users in MUL is 64 percent. In spite of the availability of users friendly catalogue, more than 50 percent of users in all the library are agreed the availability of users friendly catalogue. Similarly less than 40 percent of respondents in all the libraries opined, the availability of comprehensive online databases. It is also to note that less than 40 percent of respondents in all the libraries under study expressed that the accessibility of digital collections.

Similarly, very less percent of respondents in MUL (43 percent), GCL(51 percent) TCL (57 percent) and MCL(6 percent) are agreeing library portals updateness. Only 64 percent of GCL and 97 percent of respondents of TCL and 63 percent of MCL respondents agreed the availability of comprehensive multimedia resources. But it is minimum in MUL i.e. 15 percent, and more than 60 percent of respondents in all the libraries agreeing the availability of comprehensive book collections. It is opined by 62 percent of MUL, 80 percent of GCL, 41 percent of TCL and 29 percent of MCL users. Further only 15 percent of MUL and 26 percent of GCL respondents agreed for complete relevant journals. It seems that none of the library has complete relevant journals thus less than 25 percent of users in all the libraries agreed this subsequently less than 40 percent of users in all the libraries agreed to the concept of resources added to the collection regularly. Less than 30 percent of respondents of all the libraries agreed library kiosk information are upto date. The results shows that all the respondents of four libraries are agreeing comprehensive book collection. But they are not agreeing regularity in the additions of the collection of the libraries.

**Table. 11** User's satisfactions with ICT facilities of MUL system

S. no	Descriptions	MUL	%	GCL	%	TCL	%	MCL	%
1	The existing computer facilities are adequate	159	93	130	93	28	40	5	7
2	Photo copying facilities are adequate	158	93	119	85	65	93	30	43
3	Access to UGC – Infonet is effective	158	93	109	78	58	84	8	11
4	Continuous and high speed band width internet connectivity is available	154	91	115	82	52	74	16	23
5	Adequate number of Computer systems are made available	151	89	110	79	28	40	9	13
6	OPAC is up to date and interactive	156	92	121	86	62	88	6	9

### 5.11 User's satisfactions with ICT facilities of MUL system

The data related to user satisfactions with ICT facilities are presented in table no 11. More than 90 percent of users in MUL and GCL all the libraries are opined that the existing computer facilities are adequate. It is opined 40 percent in TCL and only 7 percent in MCL. Similarly more than 85 percent of respondents are also agreeing available photo copying facilities are adequate and it is 43 percent in MUL. More than 78 percent of users in all the libraries agreed the effectiveness of UGC – Infonet consortia. Subsequently, more than 74 percent of respondents in all the libraries are opined the availability of continuous and high speed band width Internet connectivity. More than 79 percent of respondents agreeing availability of adequate computer systems. Similarly more than 80 percent of respondents in all the libraries are agreeing availability of OPAC updateness and interactive. The above results illustrate that the users of all the libraries are satisfied with the available ICT infrastructure facilities and ICT related applications

services in the libraries.

## 6. Findings :

It was found out that Post Graduate are participated more in all campus libraries for this study, and also male students are more dominated in the survey.

### 6.1 Avenues to know the availability of Information Sources of the library:

Among the users of the libraries most of them are knowing the availability of information sources either through friends or faculty members. Further majority of GCL users use the avenues such as organization tools like classification and cataloguing. The orientation programme of the libraries are not so effective among the users.

It is identified that the **abstracting** and Indexing journals, Internet browsing, references in bibliographies and review of literature along with the library catalogue are expressed by the majority of users as major sources for bibliographical information.

### 6.2 Nature of help availing from the library staff:

The library staff are helpful to the users by guiding them to use other library resources. The orientation courses run by the libraries are not helpful and satisfy the users of the study and reference services are not so effective along with the guidance to use the classification and cataloguing.

### 6.3 Awareness of E-resources:

All these libraries are providing many number of e-resources ranging from e-journals, e-books, and bibliographical data bases. But except MUL no library is taking much efforts in organising user awareness and orientation programmes towards these resources.

### 6.4 Purpose of accessing e-resources:

Each campus library serves to different kind of users hence their perception for e-resource usage varies between one library to another. Science campus library users mostly use these resources for research purposes whereas social science humanities library that is MUL the users, used these resources for developing General Knowledge since these resources are not extended to MCL the purpose of using them are not explicitly told by MCL users.

### 6.5 Difficulties encounter to use the resources of the library:

It is found out that organization tools, understanding of the resources, services and Information Communication Technology (ICT) applications of the libraries are not much barriers for the users of the libraries. Since most of them are PG student and researchers who have the experience with the library services and Information Technology applications.

### 6.6 Users satisfactions with the library:

As per as user satisfactions to the use of library services are concerned, the level of satisfactions among the MUL and MCL users are less with some of the service like photo copying, ILL.

Internet access, reference services, provision of services for disabled students provision of longer hour Internet access, but level of satisfaction of these services by GCL and TCL users are higher when comparing with MUL and MCL. However, in general all the libraries users are dissatisfied with frequent Internet breakdown and low band with in the Internet connectivity and photo copying services.

### 6.7 Users satisfaction with collection development:

It is found out that the collection development of the libraries are not up to the expected level of the users. The library portal and library kiosk information updated are also of no use for the users. Similarly none of the library has comprehensive online data bases services and digital collections. Thus, the available e-resources in all the libraries are not to the expected level of the users.

### 6.8 Users satisfaction with ICT facilities

It is found out that the users of all libraries satisfied with available Information Communication Technology (ICT) infrastructure facilities and related services in the libraries.

## 7. Suggestion :

Based on the result the following suggestion are made for the improvement of MUL system. Except GCL other libraries user are finding difficulties with organization tools like classification and cataloguing which are major sources to know the availabili-

ty of information sources and finding tools of the libraries. So, it is suggested to improve the classification and OPAC as user friendly tools by giving special attention of each user tries to use these tools.

All the libraries user expressed ineffectiveness of reference services of MUL system so it is suggested to appoint one individual reference staff in each library to run the service systematically and effectively. As for as awareness of e-resources of MUL system is concern it is suggested to the librarians to conduct periodical orientation classes in the departments in coordination with HOD of all the departments.

The main library serving to the social science and humanities students. It is necessary for the library to create more awareness about e-resources to these subjects. It also suggested to improve photo copying services in all the libraries and improve the band with and arresting the frequent internet brake down in all the campus libraries, since user are dissatisfied with the collection development of the library it is suggested to conduct user survey for improve the of collection development. It is also suggested to improve the library portals often in line with changing dimensions of the libraries.

## 8. Conclusion :

The academic libraries like MUL system are more important towards the academic and research progress of the country. To improve these libraries in line with the improvements in technologies and library applications the user survey must be often conducted in the libraries so as to assess their needs, expectations and opinions so as to improve the library functions and services of the MUL system library. This is the job taken by this survey, and it is expected that the results and methodology of the study will be helpful for further research in the area of library user study.

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# Users' attitudes towards Library resources and Services: A case study of Madras University Library System

## Questionnaire for Library Users

### I Back ground information about the respondents

Name :  
 Department you belong to :  
 Age :  
 Status :

#### A Student

Under Graduate  Post Graduate   
 Research Scholar  Others (Please Specify) \_\_\_\_\_

**B Sex :** Male  Female

### II. Use of Information Source

How do you know the availability of information sources.

- a. Through the orientation program in the library
- b. Through the orientation program in the library
- c. Through Library Staff
- d. Through Friends
- e. Through the Faculty

### III. How do you get relevant bibliographical references (Not information and/ or documents) for your requirements?

#### IV. STAFF HELPFULLNESS:

If your are seeking help from library staff, what type of help you are expecting from them.

- a. Help to know the current information coming to the library
- b. Help to know changes in the policies and functions of the library as and when they implemented
- c. Guidance to use the library resources.
- d. Guidance to refer relevant materials available in other libraries.
- e. Guidance to use the classification, Catalogue and Indexes methods available.
- f. Orientation courses to use the library.

#### V. Awareness of e-resources

Databases  Full text databases   
 E-book  E-journals

E-news letter   
Open sources

Web resources

**VI State your purpose of accessing e-resources**

**VII Difficulties Experienced by you to Access and Use the Digital/e-resources**

**VIII. User's Satisfaction with services (Please tick mark**

**IX. User's satisfaction about the Collection availability**

- Past exam papers are available
- OPAC stations are available
- User friendly Catalogue
- Comprehensive online databases
- Digital collection are accessible
- Library portal I gives up to date information
- Comprehensive multimedia resources.
- Comprehensive books collection.
- Comprehensive theses collection
- Complete relevant journals
- Resources added to the collection regularly
- Library Kiosk information are up-to-date

**X. User Satisfaction of ICT Facilities**