

# CONSUMPTION OF LIBRARY SERVICES IN SNR SONS COLLEGE (AUTONOMOUS) COIMBATORE: A SURVEY

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## Abstract

Information is a basic necessity of human beings. This paper focuses on the study to identify the information channel, several of library usage, frequency of visiting the library user satisfaction on library service and library collection, information retrieval tools in the library, knowledge about information resources and services and skill level to use the computing and internet based sources. 200 questionnaires were distributed in SNR Sons College for all students randomly and 173 filled questionnaires were received in response with 86.50% percent. A finding derived from the study is listed in the respective chapter.

**KEYWORDS:** Information, library usage, Internet services, SNR College, Coimbatore.

## 1. INTRODUCTION

User studies are investigations of the use and user of documents, information communication systems and information services. The users are the key and dynamic component of any library and information system. The efficient and effective operation of the library system and service also call for periodic user studies. Information seeking behaviors refers to the way people search for and utilize the information. Information behavior as the totality of human behavior in relation to sources and channels of information, including both active and passive information-seeking and information use.

## 2. SNR SONS COLLEGE (AUTONOMOUS) COIMBATORE

A spacious library (6000 sq.ft) consisting of more than 33,881 volumes of books on different branches and 149 Indian and Foreign Journals, Magazines and Weeklies to enrich the

knowledge of students to keep them abreast of the latest development in Arts, Science. The library is computerized with bar-coding system with reprographic facility.

### 3. REVIEW OF RELATED LITERATURE

**Jasmer Sing and Hari Singh (1993)<sup>1</sup>** this survey undertaken to examine the adequacy of the library collection. Satisfaction of the users with regard to lending. Reference and bibliometric services while trying to access the needs and expectations of users of the University Library. Chandigarh.

**Symalamba Rani (2009)<sup>2</sup>** this study, which was conducted in minority aided degree, colleges, reveals the nature and the extent of use of college libraries in Andhra Pradesh. It evaluates in detail the type of materials, sources and the services used by the students. It also assesses the extension of student satisfaction regarding collection, timings and library staff cooperation in finding the information.

**Modepalli Doraswamy (2010)<sup>3</sup>** this study focuses on the kinds of academic information needed by post-graduate students, such as what information resources they need, their methods for locating information, and their level of satisfaction of the library collection, services and facilities. A descriptive survey method was used, and the data gathered via a questionnaire completed by 140 postgraduate students. Respondents were also asked for their opinion and suggestion during the data collection process.

**Nagarajan (2012)<sup>4</sup>** the present study focuses the issues related to designing of portal for Bioinformatics subject. In order to access information, students, researchers as well as faculty members keep shuttling between eBooks, e-journals, patents, theses, e-databases, and Bioinformatics software and so on. To give a bird's eye view of various resources in the field of Bioinformatics, a single window service was conceptualized in the form of a Bioinformatics portal.

### 4. OBJECTIVES OF THE STUDY

Following are the objectives of the study

- To identify the demographic characteristics of the sample population
- To calculate the usage pattern of a library visit
- To examine the purpose of visiting the library
- To find out the use of library resources
- To examine the level of satisfaction of library facilities
- To calculate satisfaction about Information sources and services
- To identify the usage of information channels about respondents
- To determine the respondents' skills about computing and the internet

**5. METHODOLOGY**

Survey methods were adopted for the study and for data collection, structured questionnaires were used to gather data like user frequency of visit, purpose of visit, user satisfaction etc. 200 questionnaires were distributed to SNR Sons College library randomly. Out of that 173 questionnaires were received with a response rate of 86.50%. The data collected through the questionnaire and it was analyzed with simple percentages.

**6. METHODS USED FOR INFORMATION LITERACY AT THE SNR SONS COLLEGE**

- Orientation Program
- Guest Lecture Program
- Seminars by Student
- Library day celebrations
- Seminar by staff on e- resources
- Library Blog
- Mail query service
- Mobile query services
- Library Exhibition
- Library Association
- Best Library Award for student

**Data Analysis and Interpretation**

**Table 1 Demographic Characteristics of the Sample Population**

No. of Respondents		Total	%
Male	Female		
94 (54.34%)	79 (45.66)	173	100

**Fig. 1.1 Demographic Characteristics of the Sample Population**

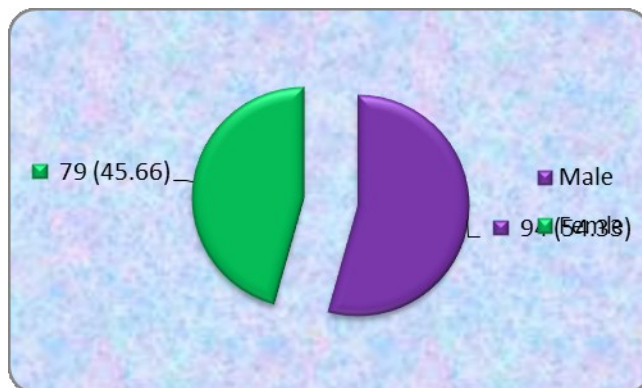


Table 1 and figure 1.1 displays the demographic characteristics wise distribution of the respondents. The majority of the 94 (54.33%) respondents are male 79 ( 45.66 % ) respondents are female. The study reveals that the number of male respondents is more than the number of female respondents.

**Table 2 Usage pattern of a library visit**

Usage pattern	Respondents		Total	%
	Male	Female		
Every day	52	47	99	57.23
1-2 times a week	25	9	34	19.65
Once in a week	10	13	23	13.29
Once in a month	5	4	9	5.20
Occasionally	2	6	8	4.62
<b>Total</b>	<b>94</b>	<b>79</b>	<b>173</b>	<b>100</b>

Table -2 reveals that 99 (57.23%) visited the library every day, followed by 34 (19.65%) respondents visited the library 1-2 times a week, and 23 (13.29%) respondents visit the library once in a week. 9 (5.20%) respondents visit the library once in a month and 8 (4.62%) respondents visited the library occasionally.

**Table -3 Purpose of visiting the library**

Purpose	Respondents		Total	%
	Male	Female		
Reading text books	20	25	45	26.01
Borrowing and Lending	15	9	24	13.87
Newspaper Reading	14	7	21	12.14
Using the Internet	32	35	67	38.73
Access to E-Journals and databases	13	3	16	9.25
<b>Total</b>	<b>94</b>	<b>79</b>	<b>173</b>	<b>100</b>

Table -3 shows the purpose of visiting the library. The majority of the respondents using library for accessing the internet 67 (38.73%) followed by reading textbooks 45 (26.01%).

The next followed by Borrowing/ Lending books 24 (13.87%), newspaper reading 21 (12.14%), and finally 16 (9.25%) for accessing to E- Journals and databases.

**Table -4 Usage of library resources**

Library Resources	Respondents		Total	%
	Male	Female		
Library Catalogue	25	20	45	26.01
OPAC	17	12	29	16.76
Book in Print	18	15	33	19.08
Internet	29	28	57	32.95
Others	5	4	9	5.20
<b>Total</b>	<b>94</b>	<b>79</b>	<b>173</b>	<b>100</b>

**Fig-4.1 Usage of library resources**

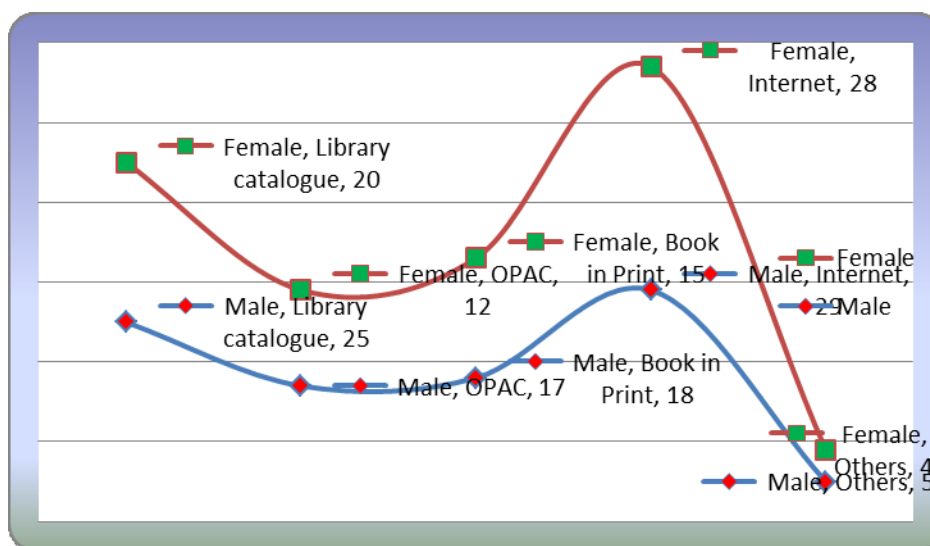


Table – 4 and figure 4.1 reveals that the highest level of respondents is male 29 used in the library resources of the Internet. The highest level of respondents is female 28 used in the library resources Internet. Finally the Internet resources are mostly used the both of respondents 57 (32.95%).

**Table -5 Level of satisfaction of Library facilities**

Satisfaction Level	Respondents		Total	%
	Male	Female		
Very effective	34	29	63	36.42
Effective	27	18	45	26.01
Somewhat effective	17	25	42	24.28
Ineffective	16	7	23	13.29
<b>Total</b>	<b>94</b>	<b>79</b>	<b>173</b>	<b>100</b>

Table -5 depicts the satisfaction of library facilities by the respondents, and the majority of respondents opined that the service provided by the library is effective with a response rate of 63 (36.42%), followed by 45 (26.01%) very effective, 42 (24.28%) with somewhat effective and ineffective respondents are 23 (13.29%).

**Table -6 Satisfaction about Information sources and services**

Satisfaction	Respondents		Total	%
	Male	Female		
Excellent	40	32	72	41.62
Very good	32	15	47	21.17
Good	9	7	16	9.24
Fair	11	21	32	18.50
Poor	2	4	6	3.47
<b>Total</b>	<b>94</b>	<b>79</b>	<b>173</b>	<b>100</b>

Table - 6 respondents were asked to provide self assessment on their level for the use of Information sources and services in the Library. The analysis showed that 72 (41.62%) of the respondent assessed their Information sources and services skill as excellent, followed by the respondents are 47 (21.17%) followed by the respondents are very good, 16 (9.24%) followed by the respondents are good, 32 (18.50%) finally fair and 6 (3.47%).

**Table -7 Usages of Information channels about respondents**

Information Channel	Respondents		Total	%
	Male	Female		
University Library	14	11	25	14.45
College library	30	23	52	30.64
Public library	25	19	44	25.43
Book Store	6	17	23	13.29
Personal Collection	19	9	28	16.18
<b>Total</b>	<b>94</b>	<b>79</b>	<b>173</b>	<b>100</b>

**Fig.-7.1 Usages of Information channels about respondents**

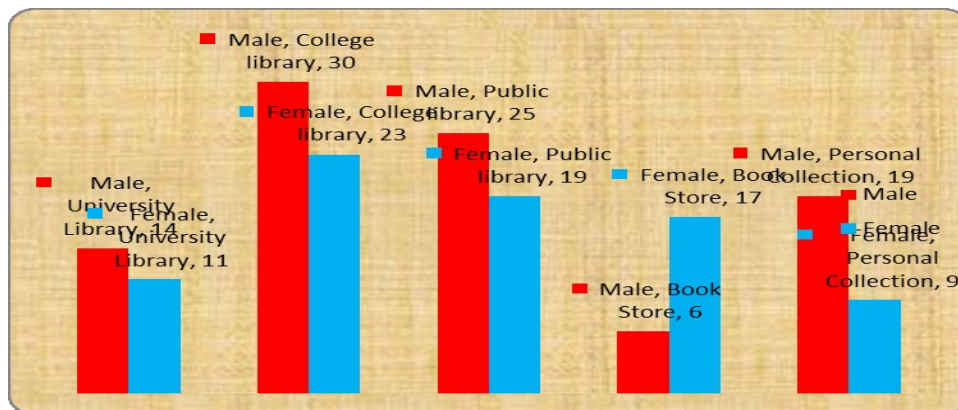


Table -7 shows that the majority of male (30) respondents are used Information channel is College Library. Then they followed majority of female (23) respondents are used Information channels also College Library. Finally the College Library are mostly used both of respondents 52 (30.64)

**Table - 8 Respondents skills about computing and internet**

Skill level	Respondents		Total	%
	Male	Female		
Very good	32	25	61	35.61
Good	27	29	56	32.66
Fair	26	17	43	24.86
Poor	5	8	13	7.5
<b>Total</b>	<b>94</b>	<b>79</b>	<b>173</b>	<b>100</b>

Table 8 shows that the respondents were also asked to provide self-assessment of their level of computer and internet use skills. It was assumed that level of computing and internet skills

might have an impact on their use of IT based library sources and facilities, out of the 173 respondents, 61(35.61%) perceived computing and Internet skill as very good, 56 (32.66%) followed by the as a good, 43 (24.86%) followed by the respondents are fair, 13 (7.5%) followed by the respondents are as poor.

## 7. FINDING AND CONCLUSION

- This study finds that the demographic characteristics wise distribution of the 94 (54.33%) respondents has a male 79 (45.66 %) respondents being female. This study reveals that 99 (57.23%) visited the library every day.
- The maximum of respondents for using the internet 67 (38.73%) and 45 (26.01%) visited for reading textbooks
- The satisfaction of library facilities and services provided by the respondent's library is effective with a response rate of 63 (36.42%)
- The analysis showed that 72 (41.62%) of the respondent assessed their information sources and services skill as excellent. Finally the college library is mostly used both of respondents 52 (30.64)
- It was assumed that level of computing and internet skills might have an impact on their use of IT based library sources and facilities, out of the 173 respondents, 61(35.61%) perceived computing and Internet skill as very good, 56 (32.66%) as a good, 43 (24.86%) fair, 13 (7.5%) as poor.

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