TOTAL QUALITY MANAGEMENT AND USER SERVICES OF JAWAHAR LAL NEHRU UNIVERSITY CENTRAL LIBRARY, NEW DELHI

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Abstract

This paper aims to explore total quality management and users services of the Jawahar Lal Nehru University, New Delhi, their ways and methods of quality management, to acquire and use library services effectively. A well structures questionnaire was administered to collect data. Personal interviews were conducted to fill in the gaps if any. Collected data was analyzed with the help of SPSS. The major findings of the study are that a majority of the respondents use library services to support their research activities and to update their knowledge in their subjective areas. For current knowledge, most of the respondents use internet daily and read e-resources. On the basis of the findings, suggestions have been put forth to make the quality and services more effective.

1. Introduction

Young at thirty years, as universities go, what has lent strength and energy to Jawaharlal Nehru University is the vision that ideas are a field for adventure, experimentation and unceasing quest and diversity of opinions its chief premise. In the early 1970s, when JNU opened its doors to teachers and students, frontier disciplines and new perspectives on old disciplines were brought to the Indian university system. The excellent teacher-student ratio at 1:10, a mode of instruction which encouraged students to explore their own creativity instead of reproducing received knowledge, and an exclusively internal evaluation were a new experiment on the Indian academic landscape; these have stood the test of time. The very Nehruvian objectives embedded in the founding of the University, national integration, social justice, secularism, the democratic way of life, international understanding and scientific approach to the problems of society   had built into it constant and energetic Endeavour to renew knowledge through self-questioning.

The once rugged terrain of the Aravali hill range, where the 1000 -acre campus is housed is now lush green. Parts of it host dense forests, sustaining a birdwatcher's paradise and some forms of wild life.

The JNU campus is a microcosm of the Indian nation, drawing students from every nook and corner of the country and from every group and stratum of society. To make sure that this is so, annual admission tests are simultaneously held at 37 centres spread across the length and breadth of the country, and special care is taken to draw students from the underprivileged castes and ethic groups by reserving 22.5 per cent of seats for them. Overseas students form some 10 percent of the annual intake. Students' hostels and blocks of faculty residences are interspersed with one another, underlining the vision of a large Indian family.

Even as class room teaching and, work in the library and the laboratories have their share in the mode of instruction, personal interaction between students and teachers and among students themselves form an extremely important and lively medium of generation and transmission of knowledge. Sometimes high decibel disputes about the validity of theoretical premises or cultural substructures of a particular scientific or economic thesis do spill over from the class and hostel rooms onto the middle of the campus roads, at times causing traffic bottlenecks. Happily, these have never caused a road accident! The annual Students Union elections are conducted entirely by students. Fierce poster and cartoon wars, verbal duels and competitive yet peaceful group meetings are a viewers' delight during the elections. Violence is the only alien on the campus.

Several Centres in these Schools have been declared by the UGC to be Centres of 'Excellence'. These are Centre for Historical Studies, Centre for the Study of Social Systems, Centre for Political Studies, Centre for Economic Studies and Planning, Centre for the Study of Regional Development, all in the School of Social Sciences. In addition three Science Schools--School of Physical Sciences, School of Life Sciences and School of Environmental Sciences have also received the UGC recognition as Centers for Excellence.

2. Review of related literature

Some of the students which are directly related to the present study conducted at national and international levels are as under:

Armstrong in his article describes the implementation of TQM in the library system. It is useful in providing guidance on setting the stage for TQM before actual implementation. Area studies included inputting of records into local catalogue and interlibrary lending. **Barnard** presents a model for implementing TQM in a research library based on her work with the association of research libraries office of management services on bringing these concepts and training opportunities to research libraries Includes a 10-step process (in four phases) and good references. **Begum** explained that ISO 9000 has an internationally accepted certificate that accredits an organization for its quality management systems and procedures .ISO 9004-2:1992 has guidelines for services and was issued by ISO to establish and implement a quality system within a service organization such as an educational institution. **Bial** studied the application of quality circle in Parkland College in Illinois in the early1990, and is an example of the success of the quality tools and quality circles in a smaller library setting. These circles had three objectives-(1) Brainstorm ideas for problems to be solved and select one by consensus to solve(2) Identify the most effective solution to the problem (3)

implement the solution. The team's effectiveness in communication and creativity was important and they followed the DOVE guide for brainstorming. The study includes the survey used. **Brockman** examines the relationships between information management and total quality and how they have evolved from the Productivity oriented management philosophy of the past to the present customer driven philosophy. The quality awards offered worldwide are noted with special focus on Malcom Bald ridge National Quality Award through which he examines the role of information management in the Total Quality Organization. **Kate and Maxine** cited definition of quality given by British standard as "the totality of features and characteristics of a product or service that bear on its ability to satisfy stated or implied needs". The approach taken by this university was based on what they considered a more reasonable approach. **Dash** focused on the significance of total quality management in libraries and view that the circumstance which challenged in libraries of Total Quality Management are very much prevalent here. The survey indicates that the author clears that, if library managers are implementing the necessary changes to satisfy their clients. In the face of these challenges it is now time for libraries to exhibit that they are valuable to the sustained survival and provisions of their organizations. **Dayton** study that total quality management was deemed by many, a decade or so ago, to be a management movement. So significant that it was a paradigm change capable of completely reorienting corporate management responsibilities. It was the answer to the product quality challenge from Japan. It made quality "job number one". TQM was to provide the interdepartmental connections and the sharing of information, goals, and the sharing of information, goal, and responsibilities that would assure complete organizational realignment to customer needs. It sounded good and pragmatically made sense being just "too logical "not to work. So, where is it now? **Diggins** offers assistance to the special laboratories in understanding how TQM Should be understood and applied, when adopted by the parent organization. He perceives TQM as the vehicle for librarians to increase their business. These intangibles include improved decision making, competitive advantage and infrastructure support.

3. Scope and significance of the study

The present study is related to Total Quality Management and its utility in library services with reference to JawaharLal Nehru University Central library. The scope of the study is limited to select JNU Library. It evolves personal reasons for ouality management, a kind information which is being sought and the ways and sources with which needed information is being sought, it is desirable to understand the purpose for which information is required and an environment in which user operates.

4. JNU Central Library

The Library is located at the heart of academic complex. It has a carpet area of about one lakh sq. ft. a typical floor has a carpet area of about 6000 sq. ft. and the ground floor 50,000 sq. ft. library with fully air-conditioned Reading Halls is housed in a nine story building in the middle of the academic block of the university, and is the tallest structure in the campus. It has large collections of books, printed journals, newspapers and archives of primary sources in it. On the ground floor are located the reading rooms, a section of the stacks, the

library's collection of the back numbers of scholarly journals, computer terminals, and the newspaper and journal section. The different floors are devoted to different subjects. Being in the middle of the academic complex, it is easily accessible from all the school/ centres in the academic complex.

The University Library is a Knowledge Centre which has rich resources mainly in Social Sciences, Humanities and Sciences. It is a nine-storey tower building and has a carpet area of about one lakh sq. ft. It is situated in the midst of the academic complex of the University and is the hub of all the academic activities of the University. Established in 1969, it incorporates the library of the prestigious Indian School of International Studies which was later merged with Jawaharlal Nehru University, since then. Is subscribing around to 947 journals and few online databases. The JNU Library is a depository of all Govt. publications and publications of some important International Organizations like WHO (World Health Organization), European Union, United Nations and its allied agencies etc. The Library has recently established a Cyber Library at the Ground Floor with 200 Computers for the students and research scholars to access the available online resources.

The library has received on grants valuable lifetime collection of eminent scholars of India, like Mr. John Mathai, Prof Gyanchand et al. embassy of Japan regularly gifts latest books published in Japan to the Library. The library has an exchange relation with many Indian and International agencies and National Libraries throughout the world and through this channel is getting their publications in exchange of JNU publication.

To meet the special needs of the visually challenged students of the University, a separate Unit named Helen Keller Unit has been established in the newly renovated Reading Hall at the Ground Floor. Twenty computers and scanners have been installed with screen reading and speech software to facilitate visually challenged scholars in their studies in this special Unit. The Library has subscribed twenty two international online databases covering about 10,000 full text journals. Besides that, access to 4,500 full text scholarly electronic journals from 25 publishers across the globe is available, under the UGC-INFONET E-journals Consortium. Computerized Online Public Access Catalogue (OPAC) can be accessed from all the Schools/Centres under University Wide Area Network.

5. Objective of the study

The main objectives of the study are to review the position of the present quality collection. The objective of the study is as follows:

- Understand the concepts of Quality; Quality Control; Quality Assurance: Total Quality Management;
- Review the Quality Assurance System in Education; Examine the application of TQM to JNU Library & Information Science (LIS) Sector, with particular reference to Education Libraries;
- Discuss the experiences of JNU University Library in providing quality information services;

- To assess the quality in collection development in JNU library.
- To ascertain the level of satisfaction of users to facilities provided by the libraries.
- To know the problems being faced by the users in the present Systems.

6. Research Methodology

Research Population of the present study comprises of library staff and library users of JNU central library. In the present study, questionnaire and personal interviews have been used for the data collection. Stratifies random sampling has been used represent both the categories. These categories are as follows:

a) Library staff

b) Library Users = 50

Collected data has been analyzed

7. Analysis and Interpretation of Data Collected

Data collection is the systematic of information about Jawaharlal Nehru University; data analysis involves working to uncover patterns and trends in data sets; data interpretation involves explaining those patterns and trends. Collected data and Interpretation are related with Jawaharlal Nehru University Library. This information is given by Library staff and users. Total number of questioners is fifty and they are filled by users. Jawaharlal Nehru University Library's Information is given below from tables and their interpretations.

These questions are User's point of view, tables and their interpretation with diagrams and charts are given below:

Total number of users - Fifty (50)

The main questions asked were - :

1. What are the timings of the Library?

Opening Hour	Response by User's out of 50	In Percentage
9 am to 12 pm	47	94%
Don't know	3	6%

*This table show that the 94% (47/50) users are know the timing of JNU Library but 6% (3/50) users didn't reply is unknown.

2. How frequently student visits Library?

Frequent visit to library	Response by User's out of 50	In %
Daily	45	90%
Twice in a week	4	8%
Once in a week	1	2%

*This table shows that the 90% (45/50)user's daily visit the library, 8% (4/50) user's twice in a week visit to library and only 2% (1/50) user's once in a week visit the library.

3. What is your purpose of visiting library?

Purpose	Response by Use's out of 50	In Percentage
Borrow of Books	32	64%
Consult Periodicals	22	44%
Read News Papers	22	44%
Consult Reference Documents	27	54%
Searching CD-ROMs	1	2%
Internet Browsing	32	64%

*This table shows that purposes of user's visiting library are 64% (32/50) Borrow of Books and Internet Browsing, 44% (22/50)Consult periodicals and Read Newspapers, 54% (27/50)Consult Reference Documents and only 2% (1/50) Searching CD-ROMs.

4. Which kind system is adopted by your library?

Adopted System	Response by User's out of 50	In Percentage
Open access system	37	74%
Close access system	6	12%
Don't know	7	14%

*This table shows that the 74% (37/50) users says JNU library has adopted open access system and 12% (6/50), 14% (7/50) reason why the remaining selected users didn't reply is unknown.

5. What is your strategy for searching the document?

Searching Strategy	Response by User's out of 50	In Percentage
By Subject	22	44%
By Author	32	64%
By Title	30	60%
By Publisher	40	80%

*This table shows that the user's strategy for searching the documents: 44% (22/50) Subject wise, 64% (32/50) Author wise, 60% (30/50) Title wise and 80% (40/50) Publisher wise search their documents.

6. Which source you promote to get the information from the following:

Source of Information	Response by User's out of 50	In Percentage
Bibliography	19	38%
Encyclopedia	17	34%
Dictionary	09	18%
Abstract	05	10%
Index	06	12%
Catalogue Cards	08	16%
Online Public Access Catalogue (OPAC)	28	56%
Documents	5	10%

*This table shows that the users how much promote the information sources to get the information: 38% (19/50) Bibliography, 34% (17/50) Encyclopedia, 18% (9/50) Dictionary, 10% (5/50) Abstract, 12% (6/50) Index, 16% (8/50) Catalogue cards, 56% (28/50) OPAC and 10% (5/50) Documents.

7.   Are you aware about the following types of services available in the library?

Awareness of Services	Response by User's out of 50	In Percentage
Lending Service (Books)	50	100%
Lending Service (Periodicals)	32	64%
Lending Service (Videos)	6	12%
Inter Library Loan (ILL)	14	28%
Reference & Information services	26	52%
Bibliography	17	34%
Internet Services	42	84%
CD-Rom	7	14%
Xerox Services	39	78%
Microfilm	3	6%

*This table shows that the how much users are aware of these services: Landing service provided by JNU Library users awareness ratio are 100% (50/50) Books, 64% (32/50) Periodicals, 12% (6/50) Videos and other services awareness ratio are 28% (14/50) ILL, 52% (26/50) Reference Services, 34% (17/50) Bibliography, 84% (42/50) Internet Services, 14% (7/50) CD-Rom, 78% (39/50) Xerox, 6% (3/50) Microfilm.

8.   What source you prefer for information collection?

Category	Response by User's out of 50	In Percentage
Borrow Books	37	74%
Photocopy	19	38%
Online Downloading	35	70%
CD's	4	8%
Pen Drive	16	32%
Don't know	1	2%

*This table shows that the users how much prefer for information collection: 74% (37/50) Borrow Books, 38% (19/50) Photocopy, 70% (35/50) Online Downloading, 8% (4/50) CD's, 32% (16/50) and 2% (1/50) users didn't reply is unknown.

9. What all essential services provided in your library?

Essential Services	Response by User's out of 50	In Percentage
Reading Room	49	98%
Providing reading material as per need	33	66%
Help in searching of documents	35	70%
Help in searching of catalogue card	25	50%
Help in searching computer information	27	54%
Help in preparing of charts, slides, printing etc.	3	6%
Help in handling online information	25	50%
Help in searching the information	15	30%

*This table shows that the ratio of essential services provided by JNU Library: 98% (49/50) Reading Room Facility, 66% (33/50) Providing reading material as per need, 70% (35/50) Help in searching of documents, 50% (25/50) Help in searching of catalogue cards and Help in handling online information, 54% (27/50) Help in searching computer information, 6% (3/50) Help in preparing of charts, slides, printing maps etc. and 30% (15/50) Help in searching information.

10. Do you use Internet services frequently?

(a) Use Internet Services	Response by User's out of 50	In Percentage
Yes	43	86%
No	7	14%
(b) Frequency of internet access	**Response by User's out of 50**	**In Percentage**
Daily	26	52%
Twice in a week	11	22%
Once in a week	8	16%
No Specify	5	10%

*This table and charts shows that the 86% (43/50) users are used internet facility and 14% (7/50) users are not used this facility and 2nd chart is show that the frequency of internet access 52% (26/50) user's daily used internet, 22% (11/50) used internet twice in a week, 16% (8/50) user's used internet once in a week and 10% (5/50) user's are not spell out.

11. Why do you use internet services?

Reasons of using internet services	Response by User's out of 50	In Percentage
For accessing the information speedily	28	56%
For study Research purpose	38	76%
Economy in terms of cost	11	22%
For career development	23	46%
For Entertainment	10	20%

*This table shows that why users used the internet facility: 56% (28/50) users replied for accessing the information speedily, 76% (38/50) users replied for study Research purpose, 22% (11/50) users replied for economy in terms of cost, 46% (23/50) users replied for career development and 20% (10/50) users replied for entertainment used internet.

12. Which facility impresses you the most in the library?

Various facilities of library & their popularity	Response by User's out of 50	In Percentage
Library Collection	27	54%
Arrangement of materials	17	34%
Computerized circulation	18	36%
Online public access catalogue (OPAC)	26	52%
CD Rom	0	0%
Reprography services	0	0%
Don't know	1	2%

*This table shows that the ratio of library facility most impresses of users: 54% (27/50) library collection, 52% (26/50) OPAC, 36% (18/50) computerized circulation, 34% (17/50) arrangement of materials users are not impress about CD Rom or Reprography services and2% (1/50) users didn't reply is unknown.

13. Does your library provide translation service?

Translation service	Response by User's out of 50	In Percentage
Yes	6	12%
No	28	56%
Don't know	16	32%

*This table show that the translation service facility are provided in JNU Library in many languages and users are benefited from them but 88% {56% (28/50) & 32% (16/50)} users are benefited this facility. This is because they don't know about this facility.

14. Does your library have provided CAS (Current awareness service) and how they are display?

(a) Current awareness service	Response by User's out of 50	In Percentage
Yes	21	42%
No	19	38%
Don't know	10	20%
(b) How they are Display	**Response by User's out of 50**	**In Percentage**
Display by documents	11	22%
Display by periodicals	15	30%

*This table's show that the 42% (21/50) user's are used the CAS facility, 38% (19/50) user's are not benefited this facility and 20% (10/50) user's are don't know about this facility. In second table shows the ratio of how they are display CAS service.

15. How frequent do you read newspapers?

Read News papers	Response by User's out of 50	In Percentage
Daily	42	84%
Twice in a week	3	6%
Once in a week	1	2%
Never	4	8%

*This table shows that the frequency of reading newspaper by user's in library. Then 80% (42/50) user's reading newspaper daily but 8% user's are reading newspaper twice or once in a week and 8% (4/50) user's reading newspaper but not in library.

16. Does your Library have provided the following reference services?

Reference Services	Response by User's out of 50	In Percentage
Orientation programmed to the user's	11	22%
Help in locating the documents	25	50%
Help in locating the information	17	34%
Help in use of reference sources	21	42%
Help in use of library catalogue	26	52%

*This table shows that the library help in use: 52% (26/50) library catalogue, 50% (25/50) locating the document, 42% (21/50) reference sources, 34% (17/50) locating the information and 22% (11/50) orientation programmed to the user's. This table chart is given below:

17. Do you avail Photocopy/Xerox facility of library?

Photocopy/Xerox Facility	Response by User's out of 50	In Percentage
Yes	46	92%
No	4	8%

Charges: - 50 paisa per exposure

*In this table shows that the 92% (46/50) are avail the photocopy/Xerox facility and 8% (4/50) are not benefited this facility and charge are same 50 paise for per exposure.

18. Does library provides SDI (Selective Dissemination of Information)?

(a) Selective Dissemination of Information (SDI)	Response by User's out of 50	In %
Yes	4	8%
No	27	54%
Don't know	19	38%
(b) SDI notification are sent	Response by User's out of 50	In %
By post	1	2%
Through messengers	1	2%
Through e-mail	2	4%
Through telephone	1	2%

*This table show that the 54% (27/50) user's says that SDI service are not provide in JNU library but 8% (4/50) user's are benefit from this service and 38% (19/50) are don't know about this facility and this service notification are sent by post, messengers, e-mail and telephone.

19. Which of the following networking facilities are availed by you mostly?

Networking Facilities	Response by User's out of 50	In percentage
Union catalogue of books	4	8%
Union catalogue of periodicals	25	50%
Union list of current periodicals	9	18%
Access to national database	9	18%
Access to international database	8	16%
E-mail	7	14%
Fax	1	2%
Document delivery	0	0%

*This table shows that the mostly user's avail this types networking facility: 8% (4/50) catalogue of books, 50% (25/50) catalogue of periodicals, 18% (9/50) union list of current periodicals and national database, 16% (8/50) international database, 14% (7/50) used e-mail, 2% (1/50) fax and document delivery are 100% are not in use.

20. Is your library is computerized?

Library is computerized	Response by User's out of 50	In Percentage
Yes	49	98%
No	0	0%
Don't know	1	2%

*This table shows that the 98% (49/50) user's says the JNU library is computerized and 2% (1/50) users didn't reply is unknown.

21. Do you face any problem while using the library software?

Problem while using the library software	Response by User's out of 50	In Percentage
Yes	12	24%
No	37	74%
Don't know	1	2%

*In this table shows that the 24% (12/50) users are facing problems in using the library software and 74% (37/50) users are don't face any problem in using the software or 2% (1/50) users didn't reply is unknown.

22. Is there internet lab is available in your library?

Internet lab	Response by User's out of 50	In Percentage
Yes	48	96%
No	1	2%
Don't know	1	2%

*This table analysis that the internet lab is attached with JNU central Library but 2% (1/50) users didn't reply is unknown.

23. Do you access your document through online public access catalogue (OPAC) and are you facing any problem in using OPAC?

(a) Online public access catalogue (OPAC)	Response by User's out of 50	In Percentage
Yes	36	72%
No	10	20%
Don't know	4	8%
(b) Problems in using (OPAC)	Response by User's out of 50	In Percentage
Yes	8	16%
No	34	68%
Don't know	8	16%

*This table's shows that the 72% (36/50) user's access the OPAC, 20% (10/50) user's are not use this facility and 8% (4/50) are don't know what is OPAC. In second table shows that the 68% (34/50) users are don't have any problem in access of OPAC, 16% (8/50) users are face some problems in OPAC access and 16% (8/50) user's are don't know.

24. How do you rate the behavior of library staff?

Behavior of Library Staff	Response by User's out of 50	In Percentage
Excellent	10	20%
Good	25	50%
Fair	5	10%
Average	10	20%

*In this table users are rate the library staff behavior: 50% (25/50) good, 20% (10/50) excellent or average and 10% (5/50) are fair.

25. Does your library conduct user survey regularly to understand their needs for the new information service?

User's survey by library	Response by User's out of 50	In Percentage
Yes	15	30%
No	30	60%
Don't know	5	10%

*In this table shows the library conduct user survey regularly to understand their needs for the new information service: 60% (30/50) no, 30% (15/50) yes and 10% (5/50) are don't know.

26. Does your library charge the fees for any special information service?

Library charges for special information service	Response by User's out of 50	In Percentage
Yes	0	0%
No	50	100%

*In this table shows that the 100% library does not charge the fees for any special information service.

27. What is the mode of information provided by your library?

Mode of Information	Response by User's out of 50	In Percentage
Online	30	60%
Offline	12	24%
Don't know	8	16%

*This table is analysis the mode of information provided by library: 60% (30/50) online, 24% (12/50) offline and 16% (8/50) users didn't reply is unknown.

28. In which way does your library distribute the off-line information services?

Off-line information service distribute	Response by User's out of 50	In Percentage
Fax	0	0%
Letter	12	24%
Telephone	6	12%
Visit	7	14%
Don't know	7	14%
No response	23	46%

*In this table shows the library distribute the off-line information services: 24% (12/50) fax, 14% (7/50) visit, 12% (6/50) letter and 14% (7/50) or 46% (23/50) users didn't reply is unknown and fax are not in use.

29. In which way does your library distribute the online information service?

Online information service distribute	Response by User's out of 50	In Percentage
Video conferencing	2	4%
Chatting	1	2%
E-mail	10	20%
Electronic board	13	26%
Q & A	1	2%
Don't know	7	14%
No response	18	36%

* In this table shows the library distribute the on-line information services: 4% (2/50) video conferencing, 2% (1/50) chatting, 20% (10/50) e-mail, 26% (13/50) electronic board, 2% (1/50) Q&A and 14% (7/50) or 36% (18/50) users didn't reply is unknown.

30. In which way does your library promote the information service?

Ways to promote	Response by User's out of 50	In %
Home page	25	50%
Electronic board	12	24%
Users education time	1	2%
Class time	0	0%
E-mail	5	10%
Play cards	1	2%
Few libraries	3	6%
News letters and broad casting	11	22%
Don't know	12	24%

*In this table shows the way does library promote the information service: 50% (25/50) home page, 24% (12/50) electronic board, 22% (11/50) news letters and broad casting, 10% (5/50) e-mail, 6% (3/50) few libraries, 2% (1/50) play cards and class time are not promote by users or 24% (12/50) users didn't reply is unknown.

31. How much are you satisfied with the library service availed by you?

Level of satisfaction	Response by User's out of 50	In Percentage
Very satisfied	20	40%
Quite satisfied	25	50%
Very dissatisfied	1	2%
Quite dissatisfied	2	4%
No response	2	4%

*This table shows that the how much user's are satisfied with the library service availed by user's: 50% (25/50) quite satisfied, 40% (20/50) very satisfied, 4% (2/50) quite dissatisfied and 2% (1/50) very dissatisfied or 4% (2/50) users didn't reply is unknown.

32. Is staff is able to answer the questions that you have ask about the various library service?

Answering the queries	Response by User's out of 50	In Percentage
Yes	35	70%
No	5	10%
Don't know	8	16%
No response	2	4%

*This table analysis the staff is able to answer the questions that user's have ask about the various library service: 70% (35/50) yes, 10% (5/50) no and 16% (8/50) or 4% (2/50) users didn't reply is unknown.

33. Have you ever had to miss out on all carport of an activity because of insufficient staff (for example you could not go on a planned outing)?

You face any problem because there was no enough staff	Response by User's out of 50	In Percentage
Yes regularly	4	8%
Yes sometimes	17	34%
No	18	36%
Don't know	4	8%
No response	7	14%

*In this table shows that the users ever had to miss out on all carport of an activity because of insufficient staff: 36% (18/50) no, never, 34% (17/50) yes sometimes, 8% (4/50) yes regularly and 8% (4/50) or 14% (7/50) users didn't reply is unknown.

34. Does staff speak to you about how the service might be run in the future?

Discussion for future library services	Response by User's out of 50	In Percentage
Yes regularly	6	12%
Yes sometimes	10	20%
No	24	48%
Don't know	6	12%
No response	4	8%

*In this table shows that staff speak to user's about how the service might be run in the future: 48% (24/50) no, 20% (10/50) yes sometimes, 12% (6/50) yes regularly and 8% (4/50) or 12% (6/50) users didn't reply is unknown.

35. Is your suggestion are entertained for the betterment of library & its services?

Staff carry out your ideas	Response by User's out of 50	In Percentage
Yes regularly	2	4%
Yes sometimes	10	20%
No	17	34%
Don't know	14	28%
No response	7	14%

*In this table shows that the ratio of users suggestion are entertained for the betterment of library & its services: 34% (17/50) no, 20% (10/50) yes sometimes, 4% (2/50) yes regularly and 28% (14/50) or 14% (7/50) users didn't reply is unknown.

36. Have you ever had any worries about yourself at the service?

Any worries	Response by User's out of 50	In Percentage
Yes	4	8%
No	38	76%
Don't know	8	16%

*In this table shows the ratio of user's worries about yourself at the service: 76% (38/50) no, 8% (4/50) yes and 16% (8/50) users didn't reply is unknown.

8. Findings

The major findings of the study are:

1. In table 1st shows that the 94% user says the timing of library is 9am to 12 pm but some users are don't know about library timing.
2. In table 2nd shows that the many users are visit library daily and 10% users used library twice or once in a week.
3. In table 3rd present that mostly users purpose of visiting the library is borrow of books and internet browsing secondly consult reference documents and some are consult periodicals and read news papers and CD Rom are rare used by users.
4. In table 4th shows that Jawaharlal Nehru University library adopt open access system but some users are don't know what system adopted by library.
5. In table 5th analysis that mostly users are search their documents – publisher wise, secondly used author wise and thirdly title wise and subject wise is last.

6.   In table 6th analyses that users are mostly promote OPAC for get the information and bibliography and encyclopedia in average used by users, but dictionary, abstract, index, catalogue cards, and documents are rare used by users for get the information.

7.   In table 7th reveals that users are aware about lending services, interlibrary loan , reference & information services, bibliography, internet services, CD-Rom, Xerox facility and microfilm but some users are not aware about the services like CD-Rom, microfilm, bibliography, interlibrary loan.

8.   In table 8th shows that the users firstly prefer borrow of books and online downloading for information collection, secondly photocopy and pen drive and rarely used CD's.

9.   In table 9th indicate that all essential services are provided in library to its users but the difference are found in providing services by the staff in searching documents , catalogue cards, computer information, preparing charts, slides, printing etc. , handling online information and searching the information.

10.   In table 10th analyses that 86% users using internet service and 50% users used this facility daily and 50% are used twice or once in a week.

11.   In table 11th analyses that mostly users are used internet services for study research purpose, accessing the information speedily and some are used for economy in terms of cost, carrier development and entertainment.

12.   In table 12th analyses the mostly users says that the library staff behavior is good not excellent and not average or fair.

13.   In table's 13th & 14th indicated that translation service is an important service users are benefited with them and CAS is provided by JNU library and display by documents/periodicals.

14.   In table 15th observed that daily newspapers service is provided to users while mostly users read newspapers daily and some users read newspapers twice or once in a week and some never read newspaper in library.

15.   In table 16th make it clear that reference section which act as bridge between users and books perform his duties accordingly majority of users are helped in searching documents and locating to the information.

16.   In table 17th reveals that 100% users are benefit by the photocopy/Xerox facility. Being the basic need of the users they get it by paying some charge.

17.   In table 18th reveals that 8% users are benefited by the SDI but 92% users are not benefited by the SDI service. This is because the users are not aware about the service. They are getting by post, through messengers, e-mail and telephone.

18.   In table 19th shows that the inter library networking are there some users are not benefited by this facility like union catalogue of books, periodicals, current periodicals, access to national database, access to international database, e-mail, fax, document delivery. This is because the users are not aware about these services.

19.   In tables 20th, 21st and 22nd analyses that 78% users using their computerized library and they are using software also and 24% users facing little problems. But minor 2% users are not aware about the software they are using internet facility.

20.   In table 23rd shows a good number of researchers is use OPAC i.e..on line access catalogue is a best option to save time and make the search easier.

21. In table 24th analyses the mostly users says that the library staff behavior is good not excellent and not average or fair.
22. In table's 25th and 26th shows that the users says they are library conduct on user survey regularly to under stand their needs for the new information service and 100% they are not paying any charges for special information service.
23. In table 27th makes clear that JNU library are provide online search service. But some users don't know what type service provide by library.
24. In table 28th shows that the users getting information on offline information service by letter secondly visit the library or telephone.
25. In table 29th shows that the users getting information on online information service firstly used e-mail or electronic board, secondly video conferencing and Q&A.
26. In table 30th shows that the various ways employed by library in order to promote information service.
27. In table's 31th and 32nd shows that the JNU library users are quite satisfied by library service and 70% staff is able to answer the questions that users have ask about the various library services.
28. In table's 33rd and 34th analyses that the users ever had to miss out on all carport of an activity because there was not enough staff and conversation with staff regarding future aspects of library services.
29. In table 35th and 36th analysis that the users suggestion are entertained for the betterments of library and ratio of its services for felt any loopholes/worries in the library services.

9. Conclusion

JNU Library in question has vast collection and continuously going forward for collection development with various resources of their funds. Library and Documentation Division is given 100 lakhs us book grant. On a periodicals library is spending at least 500 lakhs funds on books and periodicals. There is little university which has made provision of special funds for periodicals. Needless to say that CAS SDI and retrospective search services have gained momentum as first had impact of information system. Majority of the library are in providing CAS and SDI services.

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