Full Length Research Paper

The use of collections and services at IIT Delhi library: A survey

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This study examines the use of collections and services at IIT Delhi Library. A well structured 190 questionnaires were distributed among IIT Delhi users during the academic session 2008 - 09, to find out the user of information resources is being provided by IIT library. The questionnaires were checked and out of 178 filled questionnaires returned, 170 (95.51%) were found fit for analysis and out of which 8 (4.49%) were considered unusable. The present study demonstrates and elaborates the various aspects of use of collections and services, purpose of visit to the library; adequacy of library hours, infrastructure facilities, use and collections of documents that is, internet information resources. The paper also identifies the levels of use of various services provided, access of online databases services, database search techniques, and users' awareness about different types of library network. Highlights satisfactions with overall functions of the library. Suggestions have been given to make the collections and services more beneficial for the academic community of the mentioned Technical Institutes India as well as abroad.

Key words: IIT Delhi library, internet, information, Kanpur, Kharagpur, Madras, Bombay, Guwahati, Roorkee.

INTRODUCTION

Indian institute of technology Delhi is one of the seven institutes of technology created as centers of excellence for higher training, research and development in science, engineering and technology in India, the others being at Kanpur, Kharagpur, Madras, Bombay, Guwahati and Roorkee established as college of engineering in 1961, the institute was later declared an institution of national importance under the "institutes of technology (Amendment) Act, 1963" and was renamed "Indian Institute of Technology Delhi". It was then accorded the status of a deemed university with powers to decide its own academic policy, to conduct its own examinations, and to award its own degrees. HRH Prince Philip, the Duke of Edinburgh, laid the foundation stone of the institute on January 27, 1959. The institute was inaugurated by Prof. Humayun Kabir, the then union minister for scientific research and cultural affairs on August 21,

1961. The institute buildings were formally opened by Dr. Zakir Hussain, the then president of India, on March 2, 1968. The IIT Delhi library system consists of a central library and 18 departmental libraries which collectively support the teaching, research and extension programmes of the institute. All students, faculty members and employees of the institute are entitled to make use of the library facilities on taking library membership. The library, besides having a huge collection of books on engineering, science and humanities offers library services through its various divisions was initially setup in 1961, the central library moved to its new building in May, 1988.

The library uses Libsys software package which is an integrated multi-user library management system that supports all in-house operations of the library. The Libsys consists of modules on acquisition, cataloguing, circulation, serials, article indexing and OPAC. Retrospective conversion of bibliographic records has been completed and more than 1, 30,000 bibliographic records of books available in the library can now be accessed through the Libsys OPAC. The database of books available in the

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library is being updated on day to day basis with details of recently acquired books. Records of all the library patrons have also been created in the Libsys package. The editing and updating activities are in progress. The Libsys package has been successfully implemented.

OBJECTIVES OF THE STUDY

The objectives of the present study are:

i.) To know the usefulness of collections and services of the library;
ii.) To study the various types of collections and services are being used by faculty members and students in the library.
iii.) To identify the use of internet information resources.
iv.) To identify the infrastructure facilities are being provided by the library.
v.) To know the access of online database and database search techniques are used by users of IIT Delhi Library.
vi.) To know the provisions of online search facilities provided by the library,
vii.) To identify the users awareness about different types of library networks and its use for exchange of information, and
viii) To suggest measure to make library services more effective and efficient.

REVIEW OF RELATED LITERATURE

Literature plays a very important role in research activities, as it forms the very first step of a research pursuit. Review of literature happens to be an important segment of the concerned topic. The literature review should be conducted in a systematic way to achieve optimum results. In this study an attempt has been made to cover few works which have been undertaken in India and abroad. Akhtar Hussain and Krishna Kumar (2006) carried out a survey the use, collection and services of IIRS library. The major findings of the study were: (i) A majority of the users (41.25%) of the IIRS library use the library services daily (ii) Majority of the respondents mainly used the library to borrow books and other materials (81.25%) and the list number of respondents use the library for audio-visual materials (iii.) Most of the respondents preferred to print collection (87.50%) were using books followed by electronic collection, (68.75%) were using CD-ROM, further followed by 86.25% respondents use for current periodicals. Naushad Ali (2005) focuses the purpose of study that the use of electronic information services (EIS) among the users of the Indian institute of technology (IIT) library in Delhi, India. The study found that Boolean logic and truncation are the most often used search facilities by IIT users. Lack of printing facilities, terminals and trained staff are the major reasons that would discourage users from accessing the EIS. Rajeev and Amritpal (2004) in their study "Use of

Internet by teachers and students in Shaheed Bhagat Singh College of Engineering and Technology". The major findings were: (i) Majority of the respondents has more than two year experience of using the Internet. (ii) Majority of the users of the college use the internet services daily (iii) the most frequently used places for accessing the internet are the college (90%) and the home (63.3%) (iv) E-mail service is the most preferred service by all the internet users followed by www. All the respondents face the problem of insufficient time slot allotted to per user in the college for Internet use. Singh (1999) attempted about background information about the emergence of Indian institute of technology (IIT), Kanpur. She discussed the methodology used for data collection, acquisition of periodicals and other documentary collection. Majority of the users rated library collection, services and attitude of library staff was good. The users were not satisfied with the photocopying services. Odini (1994) examined the fundamental problems encountered at the Kenya polytechnic library in collection development, particularly policy and those associated funding, lack of collection development. The paper highlighted the various factors which librarians at the Polytechnic ought to consider in order to realizing brighter collection development prospects. These factors include the formulation of suitable collection development policy, the organization of gifts and exchange practices and participation in resource-sharing programs with other national polytechnics and universities. Unomah (1985) carried out a study about student utilization of academic libraries in Nigeria. The important findings of the study were: (i) most of the students found their lecture notes sufficient and felt there was no need to read textbooks. On borrowing, 68% had no books on loan. On use of leisure time, (ii) most of the faculty members do not promote student use of the library that is, 76% of the students said their lectures did not give them reading lists. The students were not equally given any guidance by faculty as to the use of the library and resource materials.

METHODOLOGY

Questionnaire and personal interview methods were used for data collection. There were approximately one thousands users available in IITD. A total of 190 questionnaires were administered and 178 filled in questionnaires were obtained from the faculty members and students. Out of 178 questionnaires, only 170-(95.51%) questionnaires were selected for analysis of data and 8(4.49%) questionnaires were rejected because of incomplete response from the respondents.

Data analysis

Data collected from the questionnaires were analyzed using frequency counts and simple percentage.

The sample

There are large numbers of users and they range from

Table 1. Size of the sample.

S/No.	Users	Total No. of users included in the study	Sample population in percentage
1	Undergraduates (UGs)	89	52.36
2	Postgraduates (PGs)	34	20.00
3	Research scholars (RS)	24	14.12
4	Faculty members (FM)	23	13.52
	Total	170	100.00

Figure 1. Size of the sample.

Table 2. Frequency of visit to the library.

S. No.	Frequency	No. of response	Percentage
1	Daily	51	30.00
2	Two to three times in a week	34	20.00
3	Once in a 15 days	25	14.70
4	Once in a month	45	26.48
5	Occasionally	15	08.82
	Total	170	100.00

undergraduates to faculty members. A sample from all categories of users was taken to find out their opinion about the services provided by the library. Table 1 gives the categories of users and the size of sample of the study.

Table 1 shows that 52.36% of the total population under study consists of undergraduates, 20% postgraduates, 14.12% of those working research scholars, 13.52% of those are using faculty members. The size of the sample chosen for study is quite large so that the formalities of finding can be facilitated (Figure 1).

Visits to the library

The frequencies of the visit to the library are one index to judge the utilization of the library resources. If the users frequently visit the library it can be said that they are using the library more in comparison to those users who rarely visit the library. Table 2

shows that 30% of the users visit the library 'almost daily', while 26.48% visit it once in a month. 20% users visit the library two to three times in a week, followed by 14.70% visits it once in 15 days. Only a small percentage of users, that is, 08.82% visit occasionally.

Thus, it clearly shows that 30% of the users are regular visitors of the library, while the remaining users are not regular visitors of the library (Figure 2).

Purpose of visit to the library

The purpose of user's visit to the library was ascertained to find out whether they come to satisfy their information needs for research requirements or for general reading.

Table 3 shows that majority of users 51(30%) visit the library for professional purpose, while 47(27.64%) for Preparation of competitive examination. Followed by 39 (22.94%) users visit library for
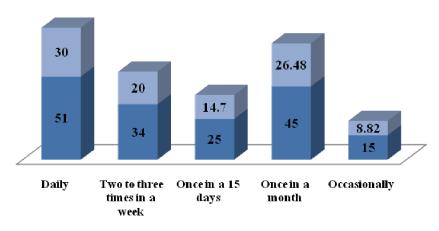
Figure 2. Frequency of visit to the library.

Table 3. Purpose of visit to the library.

S. No.	Purpose	No. of response	Percentage
1	Professional	51	30.00
2	Academic	39	22.94
3	Preparation for competitive examination	47	27.64
4	Recreational	27	15.88
5	Reference and Information service	17	10.00
6	Others	34	20.00

Figure 3. Purpose of visit to the library.

Table 4. Adequacy of library hours.

S.No	Adequacy	No. of response	Percentage
1	Yes	136	80.00
2	No	34	20.00
	Total	170	100.00

academic purpose, while 34(20%) users visit the library for others purpose. Further followed by 27(15.88%) users visit the library for recreational purpose, whereas Only 17(10%) users to read reference and information services (Figure 3).

Library hours

Adequate library hours facilitate the use of the resources of the library. The users were asked to indicate if the library hours were adequate for study and research. The response has been tabulated. The library is kept open from 9:00 a.m. to 12:00 p.m. On the five working days that is, from Monday to Friday and on Sundays, Saturdays and other holidays functions from 10:00 a.m to 6:00 p.m. The library remains entirely closed on republic day (January 26), Independence Day (August 15), Dussehra, Diwali, Holi and Mahatma Gandhi's Birthday (October 2) every year.

The analysis shows that users of all categories are satisfied with library hours while very little percentage users are not satisfied and are demanding that library should be kept open for 18 h throughout the year. While Postgraduates and Research Scholars are completely satisfied with library hours and feel that they are adequate (Table 4).

Infrastructural facilities

Users' satisfactions with infrastructure facilities are important because reader's dissatisfaction means that the service provided by the library is not good. In order to promote the use of books it is

Table 5. Infrastructure facilities

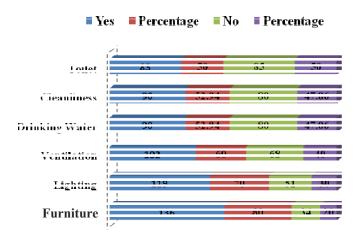| S. No.	Infrastructure facilities	Yes	Percentage	No	Percentage
1	Furniture's	136	80.00	34	20.00
2	Lighting	119	70.00	51	30.00
3	Ventilation	102	60.00	68	40.00
4	Drinking water	90	52.94	80	47.06
5	Cleanliness	90	52.94	80	47.06
6	Toilet	85	50.00	85	50.00

Figure 4. Infrastructure facilities.

advisable to have a functional building with provision for pleasant, natural and electrical light, soothing interior, good-looking furniture, comfortable chairs and other such facilities. They increase the use of books.

Table 5 reveals that 136(80%) users satisfied with infrastructure facilities available of the library as furniture's, while 119(70%) users satisfied with lighting facilities. Followed by 102(60%) users satisfied with ventilation, while 90(52.94%) of the users satisfied with drinking water and cleanliness similarly. Only 85(50%) users satisfied with the toilet facility available in the library (Figure 4).

Use of documents

Users were asked to indicate about the document need felt by them for provision of different library services. The responses have been tabulated in Table 6.

Table 6 indicates that most of 51(30%) users of IIT Delhi library were using general books, while 50(29.41%) users were using CD-ROM Databases. Followed by 43(25.29%) users were using reference books while 34(20%) users were using technical report as well as compact disks. Further followed by 25(14.70%) users who used video cassettes, 20(11.76%) used others documents, and 17(10%) users used bound volumes of journals as well as microfilm-/microfiche similarly (Figure 5). E-journals and e-articles are used by a large majority of respondents, followed by other information resources (Table 7 and Figure 6).

Services

The basic function of the national library is to provide services to its

clientele efficiently and effectively. The focus of the study is services provided by the library especially 'reader services' with a view to find out the type, nature extent, etc. of services. Questions have been asked to elicit information through the questionnaire.

Users' awareness about library services

Users' awareness about the library services is prerequisite for proper utilization of the library and its resources. Therefore the responses of the users in this regard have been analysed in Table 8.

Table 8 indicates that majority of users 102 (60%) used CD-ROM based search service, 51(30%) users used video service, 153 (90%) users used Xerox service, 85(50%) users used reference service, 34(20%) users used inter-library loan service, 32(18.82%) users used bindery service, 22(12.94%) users used OPACs/WebOPACs,119(70%) users used online search service, 15(8.83%) users used online download service (Figure 7).

Table 9 depicts that majority of users were accessing online databases service in the library that is, 79(46.47%), while 54(31.77%) users access online database in library are through staff. Followed by 25(14.70%) users access online database in library through friends, further followed by 12(7.06%) others helps to users access online databases (Figure 8). Table 10 indicates that database search techniques are used by only about 26% or less of respondents (Figure 8).

Library network

A system of computers interconnected by telephone wires or other means in order to share information is known as network or exchange of library information is known as library network. The analysis of response has been tabulated in Table 11.

Table 11 depicts that 90(53%) majority of the users do not use the library networks, followed by 80 (47%) of the users used library network (Figure 9).

The data analysis in Table 12 reveals that 17(10%) most of the users used by email services whereas 12(7.05%) users used others library network that is, DELNET, INFLIBNET, NICNET etc. Followed by 11(6.47%) users used as a national databases, further followed by 9(5.29%) users used union list of periodicals and 8 (4.70%) use as a FAX (Figure 10).

Satisfactions with overall functions of the library

It is important to find out the image of the library in general. It includes all aspects such as buildings, physical facilities, services collections, etc.

Table 13 shows that maximum percentage of users have rated the library as 'good', while 60(35.29%) of users have rated the library as 'excellent' and 30(17.64%) as 'fair'. Followed by

Table 6. Use of documents.

S. No.	Reading material	No. of response	Percentage
1	General books	43	25.29
2	Reference books	51	30.00
3	Bound volumes of journals	17	10.00
4	Standards	23	13.52
5	Technical reports	34	20.00
6	Theses	14	08.23
7	Pamphlets	12	07.05
8	Microfilm/Microfiche	17	10.00
9	Compact discs	34	20.00
10	Video cassettes	25	14.70
11	CD-ROM database	50	29.41
12	Others	20	11.76

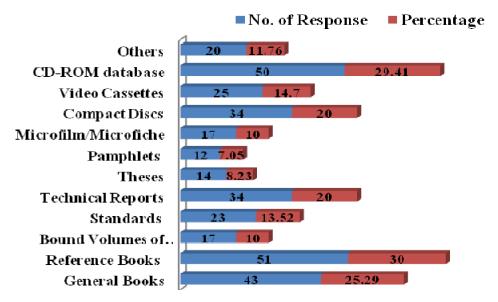**Figure 5.** Use of documents.

Table 7. Use of internet information resources.

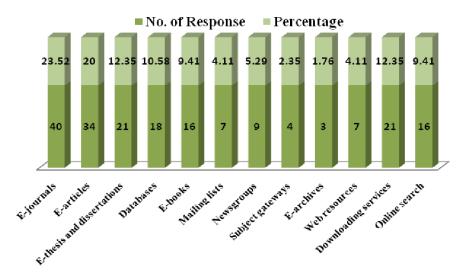| S/No.	Type of e-information	No. of response	Percentage
1	E-journals	40	23.52
2	E-articles	34	20.00
3	E-thesis and dissertations	21	12.35
4	Databases	18	10.58
5	E-books	16	9.41
6	Mailing lists	07	4.11
7	Newsgroups	09	5.29
8	Subject gateways	04	2.35
9	E-archives	03	1.76
10	Web resources	07	4.11
12	Downloading services	21	12.35
13	Online search	16	9.41

Figure 6. Use of internet information resources

Table 8. Users awareness about different types of services.

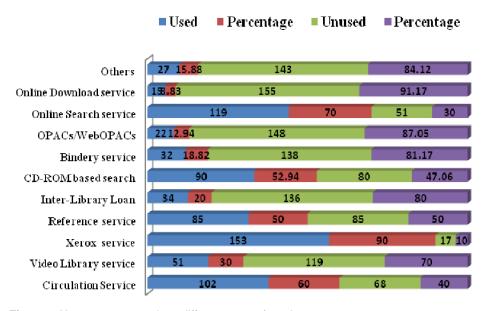| S. No.	Services	Used	Percentage	Unused	Percentage
1	Circulation service	102	60.00	68	40.00
2	Video library service	51	30.00	119	70.00
3	Xerox service	153	90.00	17	10.00
4	Reference service	85	50.00	85	50.00
5	Inter-library loan	34	20.00	136	80.00
6	CD-ROM based search	90	52.94	80	47.06
7	Bindery service	32	18.82	138	81.17
8	OPACs/WebOPACs	22	12.94	148	87.05
9	Online search service	119	70.00	51	30.00
10	Online download service	15	08.83	155	91.17
11	Others	27	15.88	143	84.12

Figure 7. Users awareness about different types of services.

Table 9. Access of online databases services.

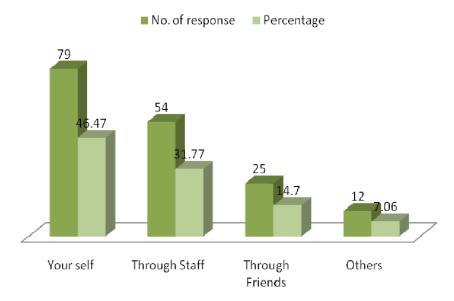| S/No.	Databases	No. of response	Percentage
1	Your self	79	46.47
2	Through Staff	54	31.77
3	Through friends	25	14.70
4	Others	12	07.06
	Total	170	100.00

Figure 8. Access of online databases services.

Table 10. Database search techniques.

S/No.	Search Techniques	No. of response	Percentage
1	Controlled vocabulary or subject searching	45	26.47
2	Keyword searching	34	20.00
3	Boolean searching	23	13.53
4	Truncation and wild cards	22	12.95
5	Field searching	21	12.35
6	Proximity locators	15	8.82
7	Relevance searching	10	5.88
	Total	170	100.00

Table 11. Users awareness about library network.

S/No.	Awareness	No. of response	Percentage
1.	Yes	80	47
2.	No	90	53

15(8.83%) user-s who have rated overall functions of the library as 'poor' category (Figure 11).

FINDINGS

vii.) Small percentages of users were using library networks for the exchange of information resources viii.) A large majority of users were satisfied with the overall functions of the library.

SUGGESTIONS
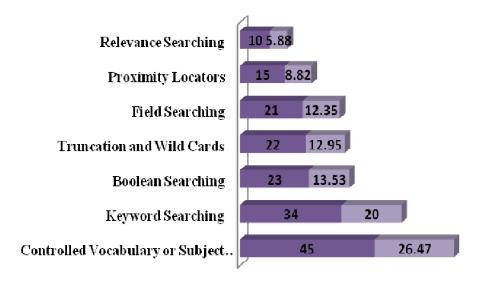
The following important suggestion can be focuses:

Figure 9. Database search techniques.

Table 12. Users Awareness about different types of library network.

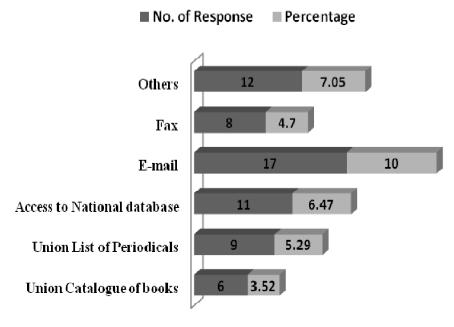| S/No.	Facilities	No. of response	Percentage
1	Union catalogue of books	06	3.52
2	Union list of periodicals	09	5.29
3	Access to national database	11	6.47
4	E-mail	17	10.00
5	Fax	08	4.70
6	Others	12	7.05

Figure 10. Users awareness about different types of library network.

Table13. Satisfactions with overall functions of the library.

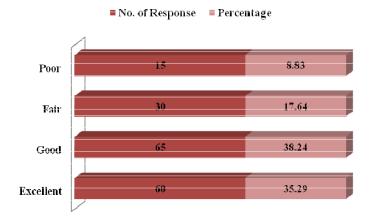| S/No.	Opinion	No. of response	Percentage
1	Excellent	60	35.29
2	Good	65	38.24
3	Fair	30	17.64
4	Poor	15	8.83
	Total	170	100.00

Figure 11. Satisfactions with overall functions of the library.

i.) It is suggested that library should make an arrangement to endow with nascent information to the users. ii.) Access to every document in a library should be possible through a proper system of OPACs.

iii.) Library should arrange more multiple copies of documents in all fields. Books of latest edition should be acquired. Library should also acquire more reference sources to satisfy the needs of the users.

iv.) It is also recommended that there should be no restriction for photocopying from an assortment of Encyclopedias, because it is beyond financial reach of scholars-/researchers. There should be no curb as to the quantity or volume of the Xerox and there must be easy approach for getting those needed.

v.) Library should be get better the search of documents by most modern search techniques, and also lengthen the library network for the exchange of information.

vi.) In order to promote the use of books it is advised to have a functional building with provision for pleasant, natural and electrical light, soothing interior, good-looking furniture, comfortable chairs and other such facilities. Glasses should be kept on the aqua guard so that users can drink water.

vii.) It is therefore, suggested that library staff should be attentive, cheerful, and careful for books and readers. Library staff should also render helping hand to the readers.

CONCLUSION

It is generally assumed that the faculty members, research scholars, PGs and UGs students in unpredictably tends to possess favorable towards information and makes an attempt to keep abreast of the most up-to-date information. The present study does not fully authenticate that.

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