

Use of Information Resources and Services in Post Graduate Institute of Basic Medical Sciences of Madras University Library System – A Study

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Abstracts:

This study is aimed to analyse the use of information resources and services in Post Graduate Institute of Basic Medical Sciences of Madras University Library System. The Post graduate students, Research scholars, faculties and other (Individual members, Institutional members, Industrial members) were selected for this study. Questionnaire method was adopted to collect the data. Out of 200 questionnaires only 180 (90%) were received from respondents. The highest number 42(23.33%) of the respondents stated that they frequently used online resources (including infonet consortia). 135(75%) respondents were highly satisfied in E-Theses services because the theses were digitized and provided in the intranet for their easy access. In the perception of the respondents the opinion about library collections 142(78.88%) were highly satisfied because the library had an excellent collection of books with its latest editions. 25(13.88%) respondents suggested to provide Newspapers and the highest respondents 36 (20%) suggested to provide Air conditioners for the reading area, 35(19.44%) respondents suggested to increase the bandwidth to avoid the slow internet connection.

Keywords: Information resources and services, Madras University Library System, Institute of Basic Medical Sciences

Introduction:

In the super information highway, the assessment of the services and resources offered by the library and information centre is an important one to survive and adopt the new information and communication technologies. The growth of the information and communication technologies has brought the major changes in the library and information science. The development of ICT, it created the major lacuna in providing the information services in the traditional libraries and the self assessment become more important to fulfill the requirements of the patrons. The developed countries were more advanced in implementing the information and communication technologies. Simultaneously the developing countries also came forward to adopt the new technologies innovatively through the assessment of their strength and weakness.

As a developing country, India also established the National Knowledge commission to improve the status of the libraries and it frames new objectives for attaining the missions and visions under the continuous vigilance.

REVIEW OF LITERATURE

Kanakachary (1989)¹ assessed the performance of engineering college library, Osmania University, Hyderabad. For study, total 50 questionnaires were distributed and 27

(54%) were received back. It was followed by personal interviews with users and library staff. 66.7% users were satisfied, while 33.3% were dissatisfied with regard to quality and standard of periodicals on subscription. About 85% users were unaware of catalogue. Majority of users wanted change in library timings. More than 90% users were not satisfied with physical facilities of library.

Sanjeev Kumar and Mishra (1993)² conducted a survey to ascertain the suitability of opening hours, frequency of library use, most frequently used services and helpfulness of library staff. Library hours were found convenient to users. Borrowing books was the main reason to visit library followed by use of reference material and periodicals. Lending service was most frequently used followed by photocopy service. Majority of the users were satisfied with library

Joshi (2001)³ found that the book collection was found inadequate to meet information needs of the users and its growth was very slow. Journal subscription was not satisfactory, libraries were understaffed. Author recommended that Indian Council for Agricultural Research and Agricultural Universities should regularly organize orientation programmes for librarians

Sangam and Hadimani (2004)⁴ examined the use of Online Public Access Catalogue by research scholars in Dharwad. The authors examined the users frequency of use and purpose of consulting OPAC, difficulties in locating books, OPAC for periodicals and other reading material, time spent in using it, approaches followed to locate material, assistance from library staff in using OPAC, etc. Some users suggested for up to date library guides explaining how to use catalogue.

Lohar and Kumbar (2007)⁵ evaluated the use of libraries by teachers. The results of the study revealed that 52.25% users spent less than an hour and more than half an hour only in libraries per week. Only a small fraction of users was familiar with inter library loan service. Accessibility of the reading material, its adequacy, users' opinion about library services such as lending service, pattern of search for latest literature, inter-library-loan, photocopy service, orientation, computerization of libraries, the Internet, etc. were also examined.

STATEMENT OF THE PROBLEM

The present study aims to analysis the Use of Information Resources and Services in Post Graduate Institute of Basic Medical Sciences of Madras University Library System.

Objectives

To evaluate the study, following objectives are framed in accordance with the scope of this investigation

1. To know the availability of resources of the library
2. To study the Frequently used resources and their ranking
3. To study the services offered by the library
4. To study the frequency of using library by the respondents
5. To Identify the purpose of using library
6. To evaluate the library resources and services offered by the library with the perception of the respondents.
7. To know the suggestions given by the respondents to improve the resources and services of the library

Methodology:

This study examines the Use of Information Resources and Services in Post

Graduate Institute of Basic Medical Sciences of Madras University Library System. This study carried over in Dr.ALM.Post Graduate Institute of Basic Medical Sciences Situated in Taramani. The data were collected, organized and tabulated according to the objectives of the study and analysed by using statistical tools, such as percentage and ranking analysis.

Analysis and Interpretation:

200 questionnaires were distributed to the PG students, Research scholars, Faculties and others (individual members and

institutional members). Among 200 only 180 (90%) Questionnaires were received and the data were analysed. Table No.1 shows the gender wise distribution and the category wise distribution. From the 180 responses received, 117 (65%) were from the Male respondents and 63(35%) were from the female respondents. From the table it is observed that the Number of respondents were highest in the PG students category 94(52.22%). It is followed by the Research scholars 57(31.66%), Faculties 23(12.77%) and others 6(3.33%)

Table No.1

Genderwise distribution		
Gender	No.of Respondents	Percentage
Male	117	65
Female	63	35
Total	180	100
Categorywise distribution		
Category	No.of Respondents	Percentage
PG Students	94	52.22
Research scholars	57	31.66
Faculties	23	12.77
Others	6	3.33
Total	180	99.98

Categorywise distribution

- PG Students
- Research scholars
- Faculties
- Others

Types of Resources and services:

From the below table: 2 the resources frequently used by the respondents were tabulated and their ranking were analysed. From the table highest number 42(23.33%) of the respondents frequently used online resources (including infonet consortia) more because the library is a research oriented one. The updated information for the time being is an important one for their research progress. Text Books 39(21.66) and Reference books

37(20.55%) were more frequently used by the respondents. Due to high cost of special text books, most of the students cannot afford to purchase their own copies and hence fully dependent on the library resources. Usage of Periodicals/journals followed this with 24(13.33%), theses/Dissertation 5(8.33%), and CD-ROMS 10(5.55%). Only very few respondents 3(1.66%) used Trade catalogues and it falls as the least one.

Table.2 Frequently used resources and their ranking

Types of resources frequently used			
Resources	No.of Respondents	Percentage	Ranking
Text books	39	21.66	2
Reference Books	37	20.55	3
Competitive exam books	10	5.55	6
Periodicals/ Journals	24	13.33	4
CD-ROMs	10	5.55	6
Theses/ Dissertation	15	8.33	5
Trade Catalogues	3	1.66	7
Online resources (including infonet consortia)	42	23.33	1
Total	180	99.96	

Resource	No. of Respondents	Percentage	Ranking
Text books	39	21.66	2
Competitive	10	5.55	6
CD-ROMs	10	5.55	6
Trade	3	1.66	7

User perception about the library services:

The services offered by the library were analysed and tabulated with the perceptions of the respondents. From the table:3, it is noted that 135(75%) respondents were highly satisfied in E-Theses services because the theses were digitized and provided in the campus intranet, so that they can easily access them. 42(23.33%) respondents were satisfied,3(1.66%) were not satisfied and no respondent was dissatisfied with the E-theses services. With regard to E-Journals Services,

80(44.44%) respondents were highly satisfied, 94(52.22) respondents were satisfied, 4(2.22%) respondents were not satisfied and 2(1.11%) respondents were dissatisfied. In Subject gateways services 115 (63.88%) respondents were highly satisfied,53(29.44%)respondents were satisfied and 12(6.66%) respondents were not satisfied. Among the 180 respondents, no one was highly satisfied in reprographic services because of the power problem encountered by the library.

Table:3 services offered by the library

Library services	Highly satisfied	Satisfied	Not satisfied	Dissatisfied
Circulations services	63 (35)	95(52.77)	16(8.88)	6(3.33)
Reference Services	82(45.55)	78(43.33)	18(10)	2(1.11)
Reprographic services	Nil	60(33.33)	90(50)	30(16.66)
CAS/ SDI services	70(38.88)	95(52.77)	10(5.55)	5(2.77)
Subject gateways	115(63.88)	53(29.44)	12(6.66)	Nil
Abstracting and Indexing services	65(36.11)	112(62.22)	3(1.66)	Nil
E-Journals Services	80(44.44)	94(52.22)	4(2.22)	2(1.11)
E-Theses services	135(75)	42(23.33)	3(1.66)	Nil

Frequency of using library and purpose of using library

From the below table No.4 the frequency of using library by the respondent were analysed and tabulated. 56(31.11%) were

using 11-15hrs per week, 42(23.33%) were using more than 20hrs per week and only 15(8.33%) were using the library less than 4hrs per week.

Table:4 Frequency of using Library

Frequency of Using Library	No.of Respondents	Percentage
More than 20hrs per week	42	23.33
11 - 15hrs per week	56	31.11
7-10hrs per week	39	21.66
4-6hrs per week	28	15.55
Less than 4hrs per week	15	8.33
Total	180	99.98

Table:5 Purpose of using library

Purpose of Using Library	No.of Respondents	Percentage
To borrow the books	56	31.11
For e-mail alerts	23	12.77
To prepare Exams	27	15
To gather General knowledge	12	6.66
Accessing E-resources	62	34.44
Total	180	99.98

From the above table No: 5 the highest number of respondents 62(34.44%) used the library for accessing E-resources, 56(31.11%) used it to borrow the books, 27(15%) used the library to prepare for the competitive exams (CSIR, UGC, NCERT) to

get scholarships for their higher studies and also to prepare for exams like UPSC, TNPSC for future job placements. 12(6.66%) used the library to develop their general knowledge in order to equip themselves to be fit for the competitive environment.

Table No.6 User perception about the library services

library services	Highly satisfied	Satisfied	Not satisfied	Dissatisfied
Loan period	56(31.11)	96(53.33)	20(11.11)	8(4.44)
Number of Books issued at a time	63(35)	112(62.22)	3(1.66)	2(1.11)
Opening hours	86(47.77)	92(51.11)	2(1.11)	Nil
Approaches to locate the materials	63(35)	82(45.55)	30(16.66)	5(2.77)
Assistance from library staff	78(43.33)	95(52.77)	4(2.22)	3(1.66)
Opinion about library collections	142(78.88)	32(17.77)	6(3.33)	Nil
Rules and regulations	120(66.66)	42(23.33)	14(7.77)	4(2.22)
Orientation programmes	65(36.11)	78(43.33)	27(15)	10(5.55)
Reading facility	93(51.66)	75(41.66)	10(5.55)	2(1.11)
Arrangement of back volumes	76(42.22)	92(51.11)	8(4.44)	4(2.22)
Proper display of periodicals	65(36.11)	102(56.66)	8(4.44)	5(2.77)

Comfortable academic environment	92(51.11)	86(47.77)	2(1.11)	Nil
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From the above table No.6 the user perception about the library resources and services were analysed and tabulated. In the perception of the respondents the opinion about library collections 142(78.88%) were highly satisfied because the library had an excellent collection of books with its latest editions. Apart from the institution the outsiders (i.e. other colleges, research organizations,) were also attracted and they wish to utilize the resources by our institutional/industrial membership. 92(51.11%) respondents were highly satisfied for the comfortable academic environment, 86(47.77%) were satisfied and only 2(1.11%) respondents were not satisfied about the academic environment. 112(62.22%) respondents were satisfied about the books issued at a time. 96(53.33) respondents were satisfied about the loan period. The perception

Table No.7 Suggestions to improve the resources and services

Suggestions to improve the resources and services	No.of Respondents	Percentage
Providing Newspapers	25	13.88
Increasing the bandwidth to avoid the slow internet connection	35	19.44
Purchasing more competitive exam Books	19	10.55
Providing more number of text books	27	15
Improvement in Reprographic services	23	12.77
More Orientation programmes about the library collections	15	8.33
Providing Airconditioner for the reading area	36	20
Total	180	99.97

Conclusion:

The Dr. ALM Post Graduate Institute of Basic Medical Sciences of Madras University is one of the oldest institutions in basic medical sciences among the four in India. Dr. ALM Post Graduate Institute of Basic Medical Sciences is also the crown in the jewels of the University of Madras. This study has by and large given satisfying results to the Library with regard to the evaluation of problems

of the respondents towards the Approaches to locate the materials 63(35%) were highly satisfied, 112(62.22%) were satisfied, 3(1.66%) were not satisfied and only 2(1.11%) were dissatisfied.

From the above table No.7, 25(13.88%) respondents suggested to provide Newspapers and the highest respondents 36 (20%) suggested to provide Air conditioner for the reading area. 35(19.44%) respondents suggested to increase the bandwidth to avoid the slow internet connection. 27(15%) of them suggested to provide more number of text books, 19(10.55%) for purchasing more competitive exam books, 23(12.77%) for the improvement of reprographic services, 15(8.33%) for more orientation programmes about the library collections.

analysed. However in the present scenario of the development in ICT, the suggestions received from the respondents will be studied and suitable remedial measures will be initiated so as to provide fruitful benefits to the users of this prestigious institution and to retain its significance in the Madras University Library System.

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