Academic Libraries and its Users Services in India: A Comparative Study

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Abstract

The present study is conducted to know the users services of the academic libraries, and also to compare the services of two Central University Libraries of Delhi, namely Jamia Millia Islamia & Jawaharlal Nehru University. Both are very old & very famous universities of Delhi, India. JMI (Jamia Millia Islamia) known as Jamia was established in 1920, and JNU (Jawaharlal Nehru University) was established in 1969. Jamia is offering education from Pre-Nursery to PhD level, while JNU is offering academic programme from graduate to PhD level. The data collected from the P.G., M.Phil and Ph.D. students through questionnaire method. It is observed there were many differences among the users' services of both university libraries and gave some suggestions keeping in views of users in this regard.

Keywords: Academic Library, User Services, User Studies, User Perception

Introduction

The university library has its objectives, aims, and to fulfill it library has staff, collection, building and finance, everything which are required for it. Though the question arises that, which activity library has to perform to make live a university library. Answer of it is very simple, only its services can make library alive. As university library is the heart of the university, similarly the heart of the library is its services, which make library a live institution. Library can never keep its existence in the society without its services. The most important service that a library can perform for its users is to have least inconvenience to them as little as possible in their use of collections. Library services are broadly divided into two technical services and reader's services. Technical services are also known as services behind the curtain. In

a simple way, technical services are the preparations for providing better reader services, which include, acquisition of reading material, classification, cataloging binding, stock taking, weeding out of reading materials, reprographic services etc. On the other side, circulation techniques, reference services, bibliographical services, documentation services, and information services are covered under reader's services. The services of the library can be judged, when user get their documents which they want from the library.

Need of the Study
There has already been don many study on the development of academic libraries in India. But the main focus of the investigator wants to find out the problems faced by the users of academic library.

Aims of the Study
The present study aims at making a comparative study of the university libraries. The problems faced by the users have pointed out and suggestions made for their improvement. These should prove useful to achieve and over all improvement in the university library services. It will be also useful to the students of library and information science, Library professionals, library and university authorities.

Scope of the Study
The scope of the present study is as follows;
- The study is confined only Central University of the National Capital Territory of Delhi
- Two Central University Libraries (Dr. Zakir Husain Library, Jamia Millia Islamia and Jawaharlal Nehru University Library) have selected for study.
- Library users have selected from the same university.

Research Design
The present study is based on theoretical as well as survey method. The existing situation of university libraries is assessed on the basis of the primary and secondary data. The survey method is the best way to know the present situation. Hence a survey has conducted with the help of questionnaires designed for this purpose. The majority of questionnaires are of multiple-choice nature to tick appropriate answer.

The JMI Library (Dr. Zakir Husain Library)
Jamia Library was established in Aligarh during in 1920. Maulana Mohammed Ali, one of the founders and first Vice-Chancellor donated his entire collection of books to the Library. In 1936 the library was again shifted to Jamia Nagar, In 1972, Jamia

Library was named as "Dr. Zakir Husain Library" in the memory of Dr. Zakir Husain, the ex-President of India, It was also in 1972 that the library shifted to its own building in the centre of the campus. Dr. Zakir Husain Library has collection of more than 3.28 lakhs books and bound volumes of periodicals, 200 manuscripts, and some special collections. It subscribes to 440 print journals, and provides access to 6,000 e-journals. The collection caters to the teaching and research programmes of all Jamia's teaching departments and research centres.

The JNU Library

The Jawaharlal Nehru University Library started its operation in the year 1969 in the Vigyan Bhawan Annexe, New Delhi, and was later shifted to the campus. It incorporates the library of the prestigious Indian School of International Studies which was later merged with Jawaharlal Nehru University. The University Library is a Knowledge Centre which has rich resources mainly in Social Sciences, Humanities and Sciences. The Library is a depository of all Govt. publications and publications of some important International Organizations like WHO, European Union, United Nations and its allied agencies etc. The Library has a collection of more than 5.45 lakhs, which includes books, serials, non-book materials etc. The Library subscribes to 965 journals and also receives another 148 journals by way of gift and exchange. 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.

Data Collection, Analysis and Interpretation

The work of data collection is very important for the research problem. If the data is not accurate and adequate, the finding of the study is bound to misleading. Collection of data depends on various methods. The present study, the questionnaire method was adopted and 179 out of 200 from the users of the Dr. Z.H. Library of JMI and JNU Library were received duly filled-in, during the stipulated period. The selected users are students of M.A., M.Phil. and Ph.D. in the Faculty of Social Sciences and Natural Sciences respectively.

How many times do you visit the library?

It is an accepted fact the frequency of visits to the library by users depends upon the nature of library collection, organization, maintenance and above all the services and helpfulness of the library staff in making use of library resources. Table-1 indicates that the Dr. Z.H. Library, JMI users visit the library 71.28% everyday, 3.19% once in a week, 18.08% 2 to 3 times a week, 4.26% once in a month and 3.03% 2 to 3 times in a month respectively. While the JNU Library users visit the library 63.54% everyday, 5.88% once in a week, 25.88% 2 to 3 times a week, 2.35% 2 to 3 times in a month and 2.35% once in a semester respectively.

Table 1

Frequency of Library Visit	Dr. Z.H. Library, JMI *(Respondent-94)*	JNU Library (Respondent-85)
Every day	67 (71.28%)	54 (63.54%)
Once in a week	03 (03.19%)	05 (05.88%)
2 to 3 times a week	17 (18.08%)	22 (25.88%)
Once in a month	04 (04.26%)	00 (00%)
2 to 3 times in a month	03 (03.19%)	02 (2.35%)
Once in a semester	00 (00%)	02 (2.35%)

Is your visit to library mainly meant for the purpose to?

The users were asked to indicate the type of materials used for their present study. Different types of reading materials were listed in the questionnaire viz., books, journals, magazines, news papers, and reference books etc. The table-2 shows the users of Dr. Z.H. Library, JMI visit to the library for the purpose; 91.49% books, 15.96% journals, 24.67% magazines, 25.53% news papers, 28.72% consult the reference books, and 39.36% for borrow & return of the books. While the users of JNU Library visit to the library meant for the purpose of ; 61.77% books, 36.48% journals, 36.48% magazines, 31.76% news papers, 35.29% for the consultation of reference books, 29.41% borrow & return of the books and there are 2.35% did not gave any responses.

Table 2

Purpose for Library Visit	Dr. Z.H. Library, JMI *(Respondent-94)*	JNU Library *(Respondent-85)*
Books	86 (91.49%)	52 (61.77%)
Journals	15 (15.96%)	31 (36.48%)
Magazines	23 (24.67%)	31 (36.48%)
News Papers	24 (25.53%)	27 (31.76%)
Consult for Reference Books	27 (28.72%)	30 (35.29%)
Borrow & Return Books	37 (39.36%)	25 (29.41%)
No Response	--	02 (02.35%)

Are you satisfied with the adequacy of books related to subject?

Acquisition of books in the libraries of JMI and JNU are three fold comprising of purchase, gift and exchange. Purchasing policy for published reading material varies from library to library. The table-3 shows that the 53.19% Dr. Z.H. Library, JMI has adequate books to the related subjects. At the same time 46.81% users stated that there were not have adequate books to the related subjects in the library. While the 50.59% users of JNU Library show the library has adequate books to the related subjects. At the same time 47.06% stated that there have not adequate books in the library and the 2.35% did not gave there opinion.

Table-3

Adequacy of Books related to Subject	Dr. Z.H. Library, JMI *(Respondent-94)*	JNU Library *(Respondent-85)*
Yes	50 (53.19%)	43(50.59%)
No	44 (46.81%)	40 (47.06%)
No Response	00 (00%)	02 (02.35%)

What kind of electronic resources have you accessed?
Table-4 shows that the users used the electronic resources of Dr. Z.H. Library, JMI as 31.91% E-journals, 26.60% CD-ROM database, 25.53% On-line database, 20.21% Full-text On-line database and the rest of 30.85% did not give any responses.While the users of JNU Library used the electronic resources as 63.53% E-journals, 7.06% CD-ROM database, 37.65% On-line database, 25.88% Full-text On-line database and the rest of 16.47% did not give any responses.

Table 4

Access of Electronic Services	Dr. Z.H. Library, JMI *(Respondent-94)*	JNU Library *(Respondent-85)*
E-Journal	30 (31.91%)	54 (63.53%)
CD-ROM database	25 (26.60%)	06 (07.06%)
On-line database	24 (25.53%)	32 (37.65%)
Full-text on-line collection	19 (20.21%)	22 (25.88%)
No Response	29 (30.85%)	14 (16.47%)

Are you satisfied with lending services?
The use of lending service is very common activity for all kinds of libraries. Table-5 shows that the 65.76% users of Dr. Z.H. Library, JMI were satisfied with the lending services of the library. At the same time 28.72% users did not satisfied with the library services and the rest of the 5.32% did not give any responses.While the 78.82% of JNU Library users were satisfied with the library lending services. At the same time 16.47% users did not satisfied with the library lending services and the rest of 4.71% did not give any responses.

Table 5

Lending Services	Dr. Z.H. Library, JMI *(Respondent-94)*	JNU Library *(Respondent-85)*
Yes	62 (65.76%)	67 (78.82%)
No	27 (28.72%)	14 (16.47%)
No Response	05 (5.32%)	04 (04.71%)

Are you satisfied with library automation?
The use of computer technology in the libraries has become a necessary part of the libraries. The status of users' satisfaction with the library automation can be seen in table-6. The 52.13% users of Dr. Z.H. Library, JMI show their satisfaction with the library automation. At the same time 40.43% users of library did not satisfied with library automation and the rest of 7.44% did not give any responses. While the 52.94% of users of JNU Library satisfied with their library automation but 28.24% of the users were not satisfied with the library automation and the rest of 18.82% were not given any responses.

Table 6

Library Automation	Dr. Z.H. Library, JMI *(Respondent-94)*	JNU Library *(Respondent-85)*
Yes	49 (52.13%)	45 (52.94%)
No	38 (40.43%)	24 (28.24%)
No Response	07 (07.44%)	16 (18.82%)

Is your library connected through LAN?
LAN connection means Local Area Network connection. The table-7 shows the 55.32% users of Dr. Z.H. Library, JMI have awareness of LAN connectivity of the library but the 30.85% of the users were not aware of the LAN connection of the library and the rest of 13.83% were not given any responses.While the 57.65% of the JNU Library users were have the awareness of the LAN connectivity services of the library, the 15.29% users were not aware of the same and the rest of 27.06% were not given any responses.

Table 7

LAN Connection	Dr. Z.H. Library, JMI *(Respondent-94)*	JNU Library *(Respondent-85)*
Yes	52 (55.32%)	49 (57.65)
No	29 (30.85%)	13 (15.29%)
No Response	13 (13.83%)	23 (27.06%)

Are you satisfied with the number of terminals in the library?
Table-8 illustrated that the 32.98% of Dr. Z.H. Library, JMI users are satisfied with the available computer terminals in the library whereas 44.68% of the users are not satisfied with the available computer terminals in the library and the 22.34% users have not given any responses.While the 52.94% of JNU Library's users are satisfied with available computer terminals in the library whereas 11.76% of users are not satisfied with the available computer terminals in the library and the rest of 35.30% have not given any responses.

Table-8

Computer Terminals	Dr. Z.H. Library, JMI *(Respondent-94)*	JNU Library *(Respondent-85)*
Yes	31 (32.98%)	45 (52.94%)
No	42 (44.68%)	10 (11.76%)
No Response	21 (22.34%)	30 (35.30%)

Are you allowed to access Internet in the Library?
The table-9 illustrated the 62.77% of Dr. Z.H. Library, JMI user opinion to access of the Internet services in the library whereas 24.47% users have given negative opinion to access of the Internet services in the library and the rest of 12.76% have not given any responses.While the 82.35% of JNU Library users opinions have to access of the Internet services in the library whereas 5.88% users have given their opinion in the negative way and the rest of 11.77% have not given any responses.

Table 9

Internet Access	Dr. Z.H. Library, JMI *(Respondent-94)*	JNU Library *(Respondent-85)*
Yes	59 (62.77%)	70 (82.35%)
No	23 (24.47%)	05 (05.88%)
No Response	12 (12.76%)	10 (11.77%)

Purpose of browsing Internet
The table-10 show that the 82.98% users of Dr. Z.H. Library uses the Internet services for the purpose of educational information, 29.79% uses for Research purpose, 21.28% users uses only for e-mail purpose, 6.38% uses for entertainment purpose and the rest of 8.51% users were not giving any response. While the 76.47% of JNU Library users uses the Internet services for the purpose of educational information, 52.94% for Research purpose, 52.94% for e-mail purpose, 7.06% for entertainment and the rest of 3.53% users were not giving any response.

Table 10

Internet Browsing	Dr. Z.H. Library, JMI *(Respondent-94)*	JNU Library *(Respondent-85)*
Educational Information	78 (82.98%)	65 (76.47%)
Research	28 (29.79%)	45 (52.94%)
E-mail	20 (21.28%)	45 (52.94%)
Entertainment	06 (06.38%)	06 (07.06%)
No Response	08 (08.51%)	03 (03.53%)

Do you face any problem while using IT based services?
The table-11 shows that the 48.94% users of the Dr. Z.H. Library, JMI are facing problems while they used the IT base services available in the library. The same time 40.43% users are not facing any problems when the used the IT base services in the library and the 10.63% users are not giving any response. While the 31.76% users of JNU Library are facing problems when the used their IT base services available in the library. The same time 58.82% of users are not facing any problems when the used their IT based services available in the library and the 9.42% users are not giving any response.

Table 11

Problems with IT Based Services	Dr. Z.H. Library, JMI *(Respondent-94)*	JNU Library *(Respondent-85)*
Yes	46 (48.94%)	27 (31.76%)
No	38 (40.43%)	50 (58.82%)
No Response	10 (10.63%)	08 (09.42%)

Are you satisfied with Reference Services?
The table-12 illustrates that 57.45% of the Dr. Z.H. Library, JMI users are satisfied with the available reference services in the library whereas 38.30% of users are not satisfied with available reference services in the library and the 4.25% of users are not giving any response. While the 58.82% of JNU Library users are satisfied with the available reference services in the library whereas the 30.59% of users are not satisfied with available reference services in the library. The rest of 10.59% users are not giving any response.

Table 12

Satisfied with Reference Services	Dr. Z.H. Library, JMI *(Respondent-94)*	JNU Library *(Respondent-85)*
Yes	54 (57.45%)	50 (58.82%)
No	36 (38.30%)	26 (30.59%)
No Response	04 (04.25%)	09 (10.59%)

Are you satisfied with the reprographic services?
The table-13 exhibits that the 26.60% users of Dr. Z.H. Library, JMI are satisfied with available reprographic services in the library whereas the 39.36% users are not satisfied with the available reprographic services in the library and the 34.04% of the users are not giving any response. While the 29.41% users of JNU Library are satisfied with the available reprographic services in the library whereas the 23.53% users are not satisfied with the available reprographic services in the library, the rest of 47.06% of users are not giving any response.

Table 13

Satisfied with Reprographic Services	Dr. Z.H. Library, JMI *(Respondent-94)*	JNU Library *(Respondent-85)*
Yes	25 (26.60%)	25 (29.41%)
No	37 (39.36%)	20 (23.53%)
No Response	32 (34.04%)	40 (47.06%)

How do you rate the co-operation of library staff?

The table-14 shows that the 22.34% users of Dr. Z.H. Library, JMI are expressed their opinion, the library staffs is co-operative as excellent, 39.36% users rate the good co-operative staffs in the library, 29.79% of users give their opinion that the library staffs are average co-operative and the 8.51% users are not giving any opinions about the library staff'. Whereas the 14.12% users of JNU Library express their opinions that the library staffs are co-operative as excellent, 49.41% users give their opinions that the library staffs are good co-operative, 24.71% users shows their opinion that library staffs are average co-operative and the 11.76% of users are not giving any opinions about the library staff.

Table 14

Co-operation of Library Staff	Dr. Z.H. Library, JMI *(Respondent-94)*	JNU Library *(Respondent-85)*
Excellent	21 (22.34%)	12 (14.12%)
Good	37 (39.36%)	42 (49.41%)
Average	28 (29.79%)	21 (24.71%)
No Response	08 (08.51%)	10 (11.76%)

How are you satisfied with the library services?

The table-15 reveals that 10.64% users of the Dr. Z.H. Library, JMI express their opinion as 25% library services are satisfactory, 35.11% users give their opinion that 50% level of satisfactory with the library services, 47.87% users give their opinion that 75% level of satisfactory with the library services and the 6.38% users are giving their opinion that 100% level of satisfactory with the available services in the library. Whereas the 8.24% users of the JNU Library are giving their opinions that 25% level of satisfactory with the available services in the library, 29.41% users are giving their opinions that 50% level of satisfactory are with the library services, 50.59% users are giving their opinion that 75% level of satisfaction with the library services, 5.88% users are giving their opinions that 100% level of satisfaction with the available services in the library and the rest of 5.88% users are not giving any opinions.

Table 15

Satisfied with Library Services	Dr. Z.H. Library, JMI *(Respondent-94)*	JNU Library *(Respondent-85)*
25%	10 (10.64%)	07 (08.24%)
50%	33 (35.11%)	25 (29.41%)
75%	45 (47.87%)	43 (50.59%)
100%	06 (06.38%)	05 (05.88%)
No Response	---	05 (05.88%)

Findings and Discussions

This study evaluated information seeking behaviour of users to find out their information seeking requirements, level of satisfaction with the available resources and problems which discouraged their use of the library resources. On the basis of responses received from the users of the concerned university libraries. The following important findings can be noted and discussed:

1. From the study we can noted that JMI Library users visited the library everyday 7% more then the JNU Library users followed by the JNU Library users visited the library two to three times in a week, 9% more than the JMI Library users. Rest of visiting frequency as same.

2. From the study we find that the purpose of library visit for books lending of JMI Library users as 29% more then the JNU Library users, whereas JNU Library users visit library for consultation of Journals 20% more then the JMI Library users and 11% magazines, 6% News Papers, 6% for Reference books more consultancy than the JMI Library users but for the purpose of borrow/return books JMI Library users 10% more visit the library then the JNU Library users.

3. The study shows that the level of satisfaction regarding adequacy of books related to their subjects, the JNU Library users' satisfaction level is 7% more than the JMI Library users.

4. From the study we find that the access of electronic resources, the JNU Library users 32% E-journal, 12% On-line database and 6% Full-text on-line database respectively more access then the JMI Library users whereas JMI Library users 20% CD-ROM database more access then the JNU Library users. And the same time there is 15% more not any response given by the JMI Library users than the JNU Library users.

5. The study reveals regarding the satisfaction with lending services of the library, more than 13% JNU Library users satisfied with lending services of their library then the JMI Library users.

6. The study shows regarding the satisfaction with library automation, both library users shows equally percentage of satisfaction with the library automation.

7. The study reveals about the LAN connection, 3% more JNU Library users have awareness then the JMI Library users.

8. From the study we find that the 20% more JNU Library users satisfied with available computer terminals in their library than the JMI Library users.
9. From the study we find that 19% more users of the JNU Library give their response to allowed access of Internet facilities in the library than the JMI Library users.
10. From the study we find that the purpose of browsing internet, 7% more users of JMI Library used for educational information whereas 21% research and 32% e-mail (electronic communication) and 1% more users of JNU Library used internet than the JMI Library users.
11. From the study we find that the 17% more users of the JMI Library faced problems when they used IT based services in the library than the JNU Library users.
12. The study reveals that the satisfaction with Reference Services of the library, 2% more users of JNU Library shows their level of satisfaction than the JMI Library users.
13. The study shows the satisfaction level with reprographic services of the library, 2% more users of JNU Library satisfied with their reprographic services than the JMI Library users.
14. The study reveals the rate of co-operation of library staff, 8% excellent and 5% average more users of JMI Library rate their respective staff then the JNU Library users whereas 10% more rate the good from the JNU Library users than the JMI Library users.
15. From the study we find that the users rating the satisfaction level with the library services, 3% more in the 25% section and 6% more in the 50% section rate the JMI Library users then the JNU Library users whereas 3% more in the 75% section rate the JNU Library users than the JMI Library users. At the same both library users equally rate in the 100% section.

Conclusion and Suggestions

In the present study the investigator has made an attempt to know the users attitudes and awareness of various facilities and services available in the JMI and JNU libraries. Further an attempt was made to measure the satisfaction level of the users towards facilities and services. The study revealed that regardless of discipline, the users held consistently low perceptions on the facilities and services. The universities library have to up grade their facilities and services that match their needs. There should be need for comfortable physical facilities and also user guide section in the libraries to facilitate users. The information literacy trainings are to be organized in the regular intervals both for library professionals as well as users. This study shows that studies of this nature help the libraries in obtaining good feed back and there by upgrade the library services. Beside above given suggestion the following are some selected suggestions of users, in order to improve the quality of library services

1. The collection of books must be strengthened by adding new edition of additional copies.
2. User orientation programme should be started in order to familiarize them

with the library services.
3. The library should start an awareness service among the users by conducting programmes such as lectures, group discussions, demonstrations, conferences and seminars
4. In order to make the service useful to the users, in house service training of the staff must be introduced
5. The quality and efficiency of reprographic services should be improved.
6. The number of computer terminals with internet connection in the library should be increased and searching time should be increased for research scholars.

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