

ATTITUDE OF USERS TOWARDS DIAMOND JUBILEE LIBRARY- COLLEGE OF ENGINEERING, OSMANIA UNIVERSITY, HYDERABAD, INDIA: A STUDY

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ABSTRACT

Engineering is made up of discipline and sub disciplines i.e civil. mechanical, computers science, electronics etc. Engineers importance was felt in every civilization ancient or modern, they invent, design, and produce they find out solutions to practical problems faced by society and play a role in socio economic development. Reputing engineering Universities/ colleges are essential to prepare engineers with good knowledge and skills. Teachers Lab, Library are important components that impart effective engineering education to future engineers.

Engineering is major discipline and a large number of students are pursuing different courses in the field of engineering in Indian universities. Majority users need information for successful completion of their course moreover they are serious about information and had positive attitude towards libraries. It is the duty of Government of India, AICTE and University libraries to provide required information to the students without wasting their time; this would in turn help the country's social economic development.

Key words: Library, Engineering, College, Attitude

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1. INTRODUCTION

Engineering is made up of discipline and sub disciplines i.e civil. mechanical, computers science, electronics etc. Engineers importance was felt in every civilization ancient or modern, they invent, design, and produce they find out solutions to practical problems faced by society and play a role in socio economic development. Reputing engineering Universities/ colleges are essential to prepare engineers with good knowledge and skills. Teachers Lab,

Library are important components that impart effective engineering education to future engineers.

Engineering college libraries play an important role in imparting quality education to the undergraduate and postgraduate students and researchers of engineering.

Success of any library system depends on factors such as book collection, periodical collection, processing of books, library services, physical facilities, library staff, ICT infrastructure, finance, user education etc., based on certain norms standards or guidelines.

Students need information for exam preparation, writing assignments scholarships etc. Faculty need information for successful class room teaching, seminars, workshops, fellowships advising students ,grading papers, students instructional laboratory.

The main role of an engineering college library is to satisfy the needs of its users. The services of librarian also make good customer satisfaction among users. Librarian should regularly examine customer satisfaction with the library's collection, services and information preferences to ensure that the information needs of users are satisfactorily fulfilling within time.

Library collection includes books, journals, research reports, theses, conference proceedings standards, patents, maps, atlas, globes, microfilms , fische ,manuscripts, slides, A-V materials, Databases, CDROMS, E journals, E books and other Online e resources. These have great impact on students , scholars and teachers.

AICTE prescribed norms and standards for engineering college libraries with regard to library infrastructure, collections staff etc, these norms would help for effective functioning of the library.

Attitude of user towards the library reflects in user utilization of information sources and satisfaction on library .There is always need to conduct attitude studies on the part of the library to update, modify and improve present collections and to build qualitative and quantitative collections. The studies understands what has to be done for quality collection and what has to be done for user satisfaction, what measures are effective in building collection and also effective utilization of collection by information services.

To study psychological aspects such as seriousness on the part of user towards library is important as it helps in build up effective information systems. Attitude predicts behavior. Behavior is also very much influenced by the need experienced. While attitudes are not directly observable, they can be inferred from responses given that show some state or disposition that has been engaged (Eagly and Chaiken, (1993). Attitude a predisposition or tendency to respond positively or negatively towards certain idea or person or a situation attitude influences an individual's choice of action.

The assumption by researchers is that attitudes are formed through a cognitive learning process where one gains information and then form beliefs. User behavior towards library and its collection, services would help libraries to plead for better funds and provide better services.

However indifferent attitude on the part of user towards library would imply that libraries need not spend their precious resources on those areas where there is such an indifferent attitude of the user. On the other hand, the intensity of the user need and the sincere and serious information seeking behavior from library implies or demands that there is a need to spend more on the field of concerned study.

2. REVIEW LITERATURE

Coker (1993) examined the various factors influencing the attitude of users towards libraries and considered the socio-economic, technological, physical/ technical and psychological/ emotional conditions in shaping up the perceptions of non-users inhibit users and potential users by comparing satisfaction level of students. **Sathish NG (1994)** attitude towards information has positive effect on information use. Higher motivation, high level of aspiration, professional experience is positively related to attitude towards information.

Noble Ruth and Coughlin Carol (1997) made a study to investigate the pattern of research and information and information seeking practices in chemistry in a Canadian university to obtain better understanding academic chemists information needs preferences and their perceptions. **Singh (1999)** has conducted a survey on IIT library, Delhi on working hours, physical facilities, membership, purpose of visit to the library, use of library catalogue and document collection, libraryservices rendered by the library and examined different aspects of library administration and management and made suggestions to improve the services. **Ali and others (2003)** examined the utilization and the satisfaction level of users about Internet, CD-ROM databases and other services provided by IIT Library, Delhi.

Salma and Yelwa (2004) studied attitude of students towards resources and services of

Public Library in Borno State of Nigeria and concluded that resources and services were inadequate to meet information needs of the users. Inadequate funds and accommodation were the problems being faced in the library. **Swarna (2004)** has explored the opinions of students and teachers about B.Ed. college libraries in Andhra Pradesh on library collection, services, opening hours, facilities, rules and regulations, reading facility and organization of documents etc.

Mandal and Panda (2005) examined the different dimensions of collection development with specific reference to engineering college libraries **Khaiser and Chandersekhara (2007)** have examined the expectations and perceptions of users including children, young adults, women and old towards public libraries. Majority users Considered public libraries either as more important or extremely important. The study found that non cooperation of library staff, location of needed documents is very difficult. **Kaur and Rama Verma (2008)** conducted a survey on students and faculty members with regard awareness about electronic journals and their usage of Punjab Engineering College, Chandigarh, using questionnaire method. Majority of the users were not aware of the library e-resources and INDEST Consortium. **Okeke, Ifeka E and others (2013)** conducted a study in four academic libraries in Anambra State, Nigeria on students' attitude towards the use of reference and information services (RIS) . Findings show that students do not make proper use of reference services and sources due to stocked obsolete materials and inexperienced staff and recommended that provision of more funds, trained staff, user education programme for students and the provision of e-library would be helpful in strengthening the libraries.

Israel , Odede(2013) investigated the attitudes of undergraduates of library schools in Delta and Edo states towards educational usage of the internet since attitude are not directly observable, but can be inferred from responses given that show some state or disposition that has been engaged. The five items that met with the strongest agreement from the sampled undergraduates are 'the internet is as important as other research tools' (91.6%), 'I find using the internet easier than using the library' (91.2%), 'Internet is a universal digital library' (90.8%), 'Internet can allow you to do more imaginative work' (88.2%), 'Internet has a potential to be an effective teaching/training tool' (87.8%). The finding revealed that undergraduates of library schools in Delta and Edo states have positive attitudes towards educational usage of the internet. **Fatima, Farheen and Tadasad,PG(2013)** in their on user's

attitude towards library resources, Gulbarga University Library, the analysis include awareness, requirement, usage, comprehensiveness, up-to-datedness, adequacy including satisfaction level among the users regarding library collection. **Mairaj Muhammad Ijaz & Muhammad Naseer, Mirza(2013)** conducted a study at Punjab Institute of Cardiology (PIC) in Punjab, province of Pakistan. Users of PIC library were satisfied with the library collection, organization, reference and circulation services, staff attitudes, cooling and heating. They were concerned about library space, hours, furniture and environment, and suggested more availability of electronic library services, newer collections, better Internet access and comfortable furniture. **Murali and Giresh kumar, TK(2014)** investigated the attitude of potential users of New Gen Lib software users towards the adoption of OSILS in Indian scenario. The study found that there is lack of technical support and shortage of skilled manpower to execute installation; maintenance and customization are barricades for extensive use. **Dehigama, K. and Dharmarathne W.G.A (2015)** investigated the attitude of undergraduates of University of Peradeniya library towards access to electronic resources available in the library. Users clearly indicated that the requirement of access to information within the time convenient to them and wishes to access to information from their homes and hostels. The study concludes that vigorous training is suggested to students with low ICT skills. Libraries have to revive nodes and timing of providing access to e-resources. **Enakrire RT and Orezimana John , Ejiro (2012)** under graduate students of Delta State university using current journals and these journals helped them in personal growth and development, intuition and self expression, problem solving, stress reduction and health benefit. The study suggested more funds are made available to purchase more journals for library.

3. STUDY AREA

Human progress is broadly governed by attitudes, attitude a predisposition or a tendency to respond positively or negatively towards certain idea or person or situation. Particularly in Indian universities, the individual users are influenced by the attitude they have developed on their own or and those imposed on them by community of scholars. So therefore, it was considered, for the purpose of the present study, to examine the attitude of selected population of students belonging to engineering department towards library. .

Scope: The study was carried in the University College of Engineering Library i.e Diamond Jubilee library in Osmania University campus ,Hyderabad

Objectives: 1. To study the attitude of the library users towards Diamond Jubilee Library, College of engineering, Osmania University.

2. Suggestions if any to improve the existing library system.

Methodology: A questionnaire having 14 statements was distributed to 100 students randomly and got filled in questionnaire from 84 students.

The population of users attitudes towards library was measured in terms of 14 items each with a 5 point scale covering various aspects of library in terms of its collection, services, infrastructure, satisfaction etc . Answer categories ranged from strongly agree to strongly disagree. The degree of agreement indirectly reflects the intensity of their attitude towards library.

In order to measure the seriousness of the user in the study towards library Likert five point attitude scale of SA = Strongly Agree A= Agree UC= Uncertain DA= Disagree SDA= Strongly Disagree used.

4. STATEMENTS AND DATA

| S.No | Statement | SA | A | UC | DA | SDA |
|------|--|-----------|-----------|-----------|-----------|-----------|
| 1 | Collections available in the library such as printed books, journals etc helping for your study | 35(41.6%) | 24(28.5%) | 13(15.4%) | 6(7.1%) | 6(7.1%) |
| 2 | Electronic collections in the library i.e databases, e journals NPTEL materials are adequate according to your syllabus | 20(23.8%) | 26(30.9%) | 14(16.6%) | 10(11.9%) | 14(16.6%) |
| 3 | ICT infrastructure facilities(such as terminals servers, speed of net for accessing e resources are adequate) | 34(40.4%) | 18(21.4%) | 14(16.6%) | 10(11.9%) | 8(9.5%) |
| 4 | Library staff is helping and guiding you in locating, using collections in the library | 27(32.1%) | 30(35.4%) | 10(11.9%) | 6(7.1%) | 11(13.0%) |
| 5 | Periodic training is important for users in accessing E resources of your library. | 29(34.5%) | 20(23.8%) | 16(19.0%) | 9(10.7%) | 10(11.9%) |
| 6 | Library software NEW GENLIB is helping much to search, locate and access the database contain books etc through OPAC. | 35(41.6%) | 22(26.1%) | 11(13.0%) | 7(8.3%) | 9(10.7%) |
| 7 | Library is updating regularly new additions of books journals e resources to your notice. | 15(17.8%) | 20(23.8%) | 20(23.8%) | 19(22.6%) | 10(11.9%) |
| 8 | Physical facilities(such as reading rooms chairs electricity ventilation water generator, cleanliness) are sufficient/excellent to sit and read in the library for long | 36(42.8%) | 24(28.5%) | 9(10.7%) | 5(5.9%) | 10(11.9%) |

| | | | | | | |
|----|--|-----------|-----------|-----------|-----------|-----------|
| | hours | | | | | |
| 9 | Library timings, staff support locating the document from shelf (getting required information) are good in the library | 27(32.1%) | 34(40.4%) | 11(13.0%) | 8(9.5%) | 4(4.7%) |
| 10 | Required information is not available in your library you are consulting other libraries, friends internet etc | 15(17.8%) | 22(26.1%) | 17(20.2%) | 10(11.9%) | 20(23.8%) |
| 11 | Collections and services in the library are satisfying your information needs | 29(34.5%) | 26(30.9%) | 11(13.0%) | 7(8.3%) | 11(13.0%) |
| 12 | Your library had positive impact on your academic and career development. | 28(33.3%) | 23(27.3%) | 14(16.6%) | 9(10.7%) | 10(11.9%) |
| 13 | Cumbersome procedures(issue of limited number of books, limited time for accessing non issue of reference books etc discourage you in using the library effectively often discourage the user from seeking information(positive) | 24(28.5%) | 22(26.1%) | 19(22.6%) | 11(13.0%) | 8(9.5%) |
| 14 | Networking of different engineering college libraries in Telangana to access vast amount of information at one click would save your time | 38(45.2%) | 24(28.5%) | 9(10.7%) | 7(8.3%) | 6(7.1%) |

5. DATA ANALYSIS

Note ; For analysis point of view Strongly Agree and Agree taken as one unit and Strongly Disagree and Disagree taken as one unit

From the above data for (Statement No 1) it can be noted 59 (70.2%) of the students opined that collections available in the library such as printed books, printed journals etc are helping in their study..This is favorable attitude of students about printed books, journals in the library and concluded that they are serious about printed collections in the library. However 14.2 % opined that the printed collections in the library are not helping in their study. On the whole printed collections are helping them very much it in their study and it indicates majority users had positive attitude on printed collections.

From the above data for(statement No 2) 46 (54.7 %) users opined that electronic collections in the library i.e databases, e journals, NPTEL materials etc) are adequate according to syllabus. This indicates that e resources are adequate in library and students are serious about e resources and want to seek information from them. However 24 (28.5 %) of the students in the study opined that e resources available in the library are inadequate. It can conclude that majority users had positive attitude about E resources available in the library.

From the above data for(statement No 3) approximately 52 (61.8 %)of the students said that ICT Infrastructure facilities(such as terminals, servers, speed of internet for accessing e resources i.e online data bases and e journals) are adequate it indicates majority having are positive attitude towards infrastructural facilities available in the library. However 18 (21.4 %)of the students opined that ICT infrastructural facilities in the library are not adequate.

From the above data for(statement No 4) shows that 57 (67.5 %) users opined that library staff is helping and guiding them in locating, using collections in the library properly and it reflects that user have positive attitude towards staff. It reflects that staff in the library are co-operative with users in information accessing, 17 (20.2 %)of the students opined that library staff is not helping them in getting needed information, it indicates they have negative attitude about staff. Majority users had good opinion about staff and staff is working effectively in fulfilling user needs.

From the above data for (statement No 5) generally students need training for using of online databases and journals. 49 (58.3%) users said periodic training is important for accessing E resources available in the library. It indicates that user need training as searching online database requires skills and knowledge about IT. Training would help them a lot to access information easily from e resources without wasting time. This data indicates that users are serious about periodic training. However 19(22.6%) students do not require training on usage of e resources.

From the above data for(statement No 6) 57 (67.8%) of the users felt that Library software NEW GENLIB is helping more to search and locate the document available in the library through OPAC. The library had one lakh records in NEWGENLIB data base and it is useful them in retrieving information speedily. From the above data analysis majority users searching information available in the database via OPAC. It indicates that they had positive attitude towards library software and are retrieving information easily. On other hand 16 (19%)users opined that library software is not helping them to retrieve the information in the library.

From the above data for(statement No 7) Majority of the users 35 (41.6 %) opined that Library is updating regularly new additions of books, journals, e resources etc to their notice. It means library staff is providing up to date information about library sources and interestingly 29 (34.5 %)opined that they are not getting update information about recent sources in the library and 20 (24 %) users uncertain about recent additions.

From the above data for(statement No 8) physical facilities in the library are important to attract the users and utilize the library materials effectively. The data shows that 60(71.4%)of the users opined that physical facilities (such as reading rooms, chairs, reading tables, electricity, ventilation, water, generator cleanliness) are sufficient/excellent to sit and read in the library for long hours. It indicates majority users had positive attitude about physical facilities available in the library and 15 (17.8 %) users opined that physical facilities are not sufficient/excellent to sit and read in the library for long hours.

From the above data for (statement No 9) 61 (72.6%)of the user expressed satisfaction on library timings, staff support , locating the document from the shelf(getting required information) and 12 (14.2 %) are said that Library timings, staff support ,etc not good and locating the document from the shelf is also difficult . The above data indicates majority users had positive attitude about library timings and staff and finding of the document from the shelves.

From the above data for (statement No 10) 37(44%) of the users said that if required information is not available in the library they are consulting other libraries/centers/friends/internet for information. It is a favorable attitude and user are serious about the information and getting information from any source if the library does not have needed information. 17 (20 %) users were uncertain. However 31 (35.7 %) users said if required information is not available in the library they are not consulting other libraries/centers/friends/internet for information.

From the above data for (statement No 11) majority scholars i.e 55 (65.4 %) opined that services and collection in the library are satisfying their information needs. It means library is providing good collections and disseminate information through variety services. It reflects that majority user had positive attitude about collections and services available in the library. Only 19 (21.3 %) users said services and collection in the library are not satisfying their information needs. It is an indifferent attitude of the users towards library collections and services.

From the above data for (statement No 12) 51 (60.7 %) of the students opined that library had positive impact on their academic and career development. However 19 (22.6 %) said library and its collections had no positive impact on them. On the whole it indicates that library is useful to majority users in their academic and career development. Library collections and services had a positive impact in their academics.

From the above data for(statement No 13) 46 (54.7 %) of the users said that cumbersome procedure such as issue of limited books, limited time for accessing e resources, non issues of printed journals, and reference books discourage them in using library to the full extent. It is interesting that 19 (22.6%) are not certain about this. Only 19 (22.6 %) of the users felt that cumbersome procedure such as issue of limited books, limited time for accessing e resources, non issues of printed journals, and reference books are not discouraging them in using library. Above data indicate majority users felt cumbersome procedures would hamper them in using the library effectively.

From the above data for (statement No 14) 62(76.1 %) opined that Networking of different engineering college libraries in India to access vast amount of information at one click would help them greatly. However 13 (15.4 %) said that Networking of different engineering college libraries in India is not necessary to access vast amount of information at one click. The above data shows that majority users are in favour of networking of engineering colleges in India and it reflects that users want vast amount information at one click without wasting their time. Majority users had positive attitude towards networking of engineering college libraries.

6. FINDINGS

Majority users in the study had positive attitude towards Diamond Jubilee Library and users are more serious about seeking information from the library. Major findings in the study are, user utilizing print collections and want library to subscribe more number of e resources, majority users need periodic training to use e resources. Users satisfied with physical facilities, infrastructural facilities, staff services and collections in the library but cumbersome procedures would hampering them in using the library effectively even though majority felt that library collections and services had a positive impact on them and helps their academic and career development.

However 28.1% and 21.4% user opined that E resources and ICT infrastructural facilities are not adequate in the library, 21.3% users said services and collections in the library are not satisfying their information needs and 22.6% said library had no positive impact on them and 35.7% consulting other sources if required information is not available in the library, the above findings indicates users had indifferent attitude towards library.

7. SUGGESTIONS

Keeping the above findings few suggestions were made to strengthen the existing library system. Library should subscribe more number of e resources and ICT A separate budget be kept for improvement of physical facilities and infrastructural facilities. Cumbersome procedures of the library may be withdrawn and issue more books to users and increase renewal period. Library if possible should adopt Inter Library Loan programme as 35.7% users searching other sources for information which is not available in the library. Library should be proactive in satisfying the information needs of users. AICTE and Government of India and Telangana state government should establish a National Information Centre for Engineering and technology to provide comprehensive, update and recent information to users.

8. CONCLUSIONS

Engineering is major discipline and a large number of students are pursuing different courses in the field of engineering in Indian universities. Majority users need information for successful completion of their course moreover they are serious about information and had positive attitude towards libraries. It is the duty of Government of India, AICTE and University libraries to provide required information to the students without wasting their time; this would in turn help the country's social economic development.

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