

Assessing the Effectiveness of Library and Information Services in GITAM University, Andhra Pradesh, India

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Abstract

The main of this study was to examine the use and effectiveness of library and information services. In this study the examine distributed Questionnaires among 200 Research Scholars at GITAM University, Andhra Pradesh, India and collect primary data from respondents. A total number of 170 filled questionnaires were received using frequency and percentage counts. Findings from the study revealed that reference, digital library, circulation, photocopying services were the most important utilized services. These services were also considered as effective services. Majority of users were satisfied library and information services.

Keywords: Academic Libraries University Libraries, Deemed University Libraries Library Information Services,

INTRODUCTION

The main purpose of University library to support the university in area of learning, teaching and research. The library is regarded as the heart of any academic organization. The major aim of any University library to support teaching, Learning and research activities, the university libraries therefore provide relevant resources and services to its users like students, research scholars and faculty members. The libraries have different functions like borrowing books, current services and retrospective search, current contents, bibliographic tools reference material, information consolidation and repackaging services and products for its clientele. The current study also carried find out the effectiveness of existing library service by research scholars of GITAM University.

Table 1. Description of University

Name of the university	Approval	Website Address	Year of Established institution	Year of to deemed university	Abbreviations
GITAM University, Visakhapatnam, Andhra Pradesh	UGC, AICTE, NAAC	www.gitam.edu	1980	2007	GITAM

GITAM Institute of Technology and Management (GITAM) (a deemed to be university u/s 3 of the UGC Act, 1956) known as GITAM University is an educational institution in India. It was previously known as GITAM College, affiliated to Andhra University. Established in 1980, it was conferred the status of deemed university in 2007. It was the first private engineering institute in Andhra Pradesh to receive university status. The University has three picturesque campuses, it is main campus Visakhapatnam spreads over 100 acres, and the other two campuses are at Hyderabad and Bangalore. The University offers 109 programs at undergraduate, post graduate and Doctoral levels in Technology, Pharmacy, Science, Management, International Business, Architecture and Law with an intake of approximately 10000 students⁹

Table 2. Service offered by University library

Library information services in GITAM University
Photo copying
CD copying
Inter library loan
Lending service
Reference service
Internet Browsing
Current Awareness service (CAS)
Selective Dissemination of Information (SDI)
User awareness Programmes
Information Literacy
News Paper clippings
Membership
OPAC/WEB-OPAC
Online lectures
Department libraries
Book bank

The GITAM University library provide good library services including Current awareness service CAS, Selective dissemination Information SDI, Photo copying, CD Copying, Inter Library Loan, Lending service, Reference service, Internet browsing, OPAC, Book Bank and also provide user awareness programmes, online lecture, Information Literacy Programmes. Books Lending service is main service of the GITAM University library

REVIEW OF LITERATURE

I have studied Number of research articles in Library science journals. Nilaranjan Barik¹ studied his paper “Assessing the effectiveness and Usage of Library Resources and Services of Einstein Academy of Technology and Management, Bhubaneswar: a faculty oriented study”. In this study the investigator tried to assess the library services of EATM, based on library resources exist, Information services being offered and staff proficiency to deliver promised services. It is found that majority of the faculty members are satisfied on the resources and services of the library. Adegun Adewole, Oyewumi Olatundan and Oladapo Yemisi O² were studied their paper “Effectiveness of Library services and Resources in an African University”. The findings of this study show that library service and resources are adequate and readily available, it would result to increase in use. If there is improvement in the response to users’ needs the end result will thus be an increase in the library’s role in the pursuit of user’s educational goals, research and needs. Onuoha, Uloma Doris, Omokoje Adesina and Bamidele Itunu A.³ Studied his paper “Assessing service effectiveness and satisfaction with library services at Babcock University, Nigeria”, the aim of his study was to investigate the use, effectiveness and satisfaction with library services. The descriptive research design was used for this study. The population was made up of 5,847 under graduates students at Babcock University, Nigeria, findings from the study revealed that photo copying and analyzed using frequency service were the most utilized library services. Photocopying, reference and circulation services were also considered as effective services. Majority of respondents, however, indicated that they were satisfied with library services to a little extent. Arinawathi Ayob and Perpustakaan Hamzah Sendun⁴ studied his paper “ An Assessment of the Effectiveness of Library resources and services in supporting researchers information needs”, the research also studied the relationship between demographic characteristics and library activities of the researchers and their perceived effectiveness of the library services in supporting their information needs. Khaizer Nikam and Dhruva Kumar⁵ were studied their paper “Evaluating the effective Use of Electronic Journals by the Aacademi: a study. This study aims examine the user behavior of 66 out of 100 research scholars and faculty members of select departments at the University o Mysore like environmental science, sericulture science, zoolofy and genetics from the sample, the major findings are: Users use both print and electronic sources of information. Mjaority of the respondents have learnt to use e-journals effectively from friend/colleagues, the respondents look for quality controlled scientific and scholarly journals. Nkoyo Edm; Okon Ani and Jonathan A. Ocheibi⁷ were studied their paper “ Student’s Perceived effectiveness in the use of library resources in Nigeria Universities. This conducted on students perceived effectiveness in the use of library resources in some selected Universities. The responses showed that, majority of users their information through the catalogue indexes, while those not satisfied in their quest for information attributed them to lack of physical materials and the unwieldy library organization. Some recommondations were for improvement, such as the role of e-library and its application, orderliness, relevance of resources and user education through orientation. K R Mulla and M Chandrasekhara⁸ were studied their paper “ A study on the effective use of online public access cataloge at the

libraries of engineering colleges in Karnataka (India)”. This paper provides useful empirical evidence for librarians and the research community on the usage of OPAC in libraries of engineering colleges, the results of this study will be useful for librarians at engineering college in Karnataka and also to other librarians around the state and country.

OBJECTIVES

- To find out frequency of visiting the library by the users.
- To study the services available in the university library
- Find out the level of utilization and satisfaction of available by the Research Scholars.
- Find out level of satisfaction of service provided by the University library

METHODOLOGY

The study is restricted to the library of GITAM University, Visakhapatnam, Andhra Pradesh, India. In this study, a well structured questionnaire has been prepared. Questionnaires were distributed among 200 Research scholars of all departments of GITAM University and only 170 respondents returned the filled questionnaires to the investigator.

Finding and Discussions

The major findings this study described below:

Table 3: Distribution of respondents by Research Scholars

N=170

Members	Respondents	Percentage (%)
Male	105	61.76
Female	65	38.23
Total	170	100%

Here table 3 shows distribution of respondents, the questionnaire distributed to research scholars two category wise that male and female. Majority 61% of respondents are male, 38% of respondents from female

Table 4: Frequency of use of Library

Frequency	Respondents	Percentage (%)
Daily	47	27.6470
2 times in week	29	17.0588
Once in a week	26	15.2941
Fortnightly	19	11.1764
Monthly	25	14.7058
Occasionally	24	14.1176
Total	170	100

Table 4 represents frequency of use of library, majority 27% of respondents visiting library daily which are followed by 17% of respondents 2 times in a week, 15% respondents once in a week, 14% of respondents monthly and occasionally, 11% of respondents fortnightly.

Table 5: Purpose of visiting library

Purpose	Respondents	Percentage (%)
Research	95	55.8823
Self knowledge	37	21.7647
Recreation	9	5.2941
Others	29	17.0588
Total	170	100

Table 5 shows purpose of visiting library, I have found this table majority 55% of respondents visiting library for research purpose, 21% of respondents self knowledge, which are followed by 5% of respondents recreation 17% of respondents visiting library different purposes ex: observation library collection, taking rest etc.,

Table 6: Library services assessed by Research scholars

Library services	No of Research scholars	Percentage (%)
Circulation	20	11.7647
Internet & Digital Library	55	32.3529
Reference service	40	23.5294
Journal & Periodical service	45	26.4705
Photocopying service	10	5.8823
Total	170	100%

Table 6 shows library and information services used by the research scholars, my observation in this table majority 37% of respondents internet and digital library, 26% of respondents journals and periodicals, which are

followed by 23% of respondents reference service, 11% of respondents books lending service, 5% of respondents photocopying.

Table 7: Effectiveness of Library services

Items	No of Research scholars	Percentage (%)
Very effective	98	57.6470
Effective	61	35.8823
Ineffective	4	2.3529
Very Ineffective	2	1.1764
Doesn't exist	5	2.9411
Total	170	100%

Here table 7 shows effectiveness of library and information services, majority 57% of respondents very effective, 35% of respondents effective, which are followed by 2% of respondents doesn't exist and ineffective, finally 1% of respondents very ineffective.

CONCLUSION

In this paper I have observed most of the research scholars fully satisfied with library and information services. The GITAM University library provides quality of library and information services. Here majority 32% of research scholars using internet and digital library services and 57% of respondent very effective on library and information services. The GITAM University library should provide RFID facility. My future work, I want to study library and information services all deemed university libraries in Andhra Pradesh.

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