

Full Length Research

Awareness and use of resources and services in IIT Delhi Library: a Case Study

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This study examines the use of collections and services at IIT Delhi Library. Well-structured questionnaires were distributed among 120 IIT Delhi users during the academic session 2015 - 16, to find out the user of information resources is being provided by IIT library. The sample of 99 users i.e. UG, PG and faculty members. Questionnaire was used as a tool for data collection. 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 full length paper 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.

Key words: IIT Delhi library, internet, information resources, virtual library

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INTRODUCTION

Resources are part of "Invisible web" which is essentially information accessible through the internet but normally can't be found on Google. Most resources are not freely available to everyone on the World Wide Web (exception are free or open Access resources) and they may not appear on search engines like Google. Resources also referred to as online database include articles from magazines, encyclopaedias, or professional publication. This can be assessed on Internet-connected devices such as computers, tablets or smart phones. As well as text information, audio and video clips sometimes include gone are those days when librarians deal basically with paper resources, libraries are now in sophisticated forms to the extent of earning itself so many name to connote it

present status. Little wonder, libraries of present age are called names, such as "Virtual Library", and "Electronic Library".

Libraries now deal with electronic library resources that use computer and other closely related device to access and use the information content. Electronic library resources are computer readable files that occupy lesser space compared to the traditional library resources.

REVIEW OF RELATED LITERATURE

Balasubramaniam S.S. and Bakha, M. Sadik (2011) conduct a study under the title "Users perception

and satisfaction on the service of academic libraries in Puducherry Region . The appropriate data users collected through the questionnaire method of data collection. There were about 900 respondents analyzed. This study is useful for further development in applying recent technology and improvement in providing the service to attain the maximum satisfaction of library users in the academic libraries of Pondicherry region.

Tyagi, Sunil (2011) conduct a study under the title "Usage of electronic information source so and services by users at Mahatma Gandhi library IIT Roorkee : A case study" The present study sought to study the users awareness and perception of using different types of electronic information resources by the faculty, research scholars, past graduate students and under graduate students . The study is based on questionnaire method.

Kaul, Sangeeta (2009) conduct a study under the title "DELNET the functional resources sharing library network : a success story" services. The study results show that there were total 90% respondents indicating the dedicated internet facility in their libraries and in 97% organizations, faculty have direct access to the internet from their own desk. Awareness of DELNET services was indicated by 92% of member libraries. Photo copying of journal articles and supply is the most popular service of DELNET. The study has found that 86% member libraries are benefited from the union catalogue and above 90% libraries are satisfied about the ILL/DD services of the DELNET.

Biradar, B. Setal (2009) conduct a study under the title "use of information sources and service in library of agriculture science college, Shimoga : A case study" This study finds that the use of services by the users of National survey of (84.16%) students belonging to agriculture science college, Shimoga to study the frequency, purpose of visit to the library and the usefulness of agriculture science periodicals reveals that 77.22% of respondent visit library to read journals and magazines followed by visit to borrow books concerned users opined that the Indian journals of Agriculture science (62.92%) and Karnataka journal of Agriculture Science (60.67%) are the most useful journal conclude that emphasis needs to be given for subscribing online periodicals through e-consortia

Hussain, Akhtar (2010) conduct a study under the title "Study of information sources and services of the National medical library in India" The study finds that the National medical library aims to provide wide and efficient information resources and services to the health science professionals as well as users in India. It functions under the administrative control of the directorate General of Health services. The national medical library was initially conceived as departmental library having a small collection of books for the use of officers to the east while directorate General of Indian Medical Services (DGIMS).

OBJECTIVES OF THE STUDY

The objectives of the present study are:

- i.) To study the various types of collections and services are being used by users in the library.
- ii.) To know the access of online database and database search techniques are used by users of IIT Delhi Library.
- iii.) To find out the users awareness about the difference services provided by the library.
- iv.) To find out the users satisfaction with the existing library services.
- v.) To find out the problem faced by users by using electronic resources in the library.

METHODOLOGY:

The study has been conducted through survey method. Well-structured questionnaire were distributed among under graduate (UG), post graduate (PG) and research scholars (RS) of the various departments of IIT Delhi. Out of this, a sample of 99 under graduate, post graduate and faculty members were taken at random as they study unit. The data were analysed quantitatively by using percentage method. Table 1

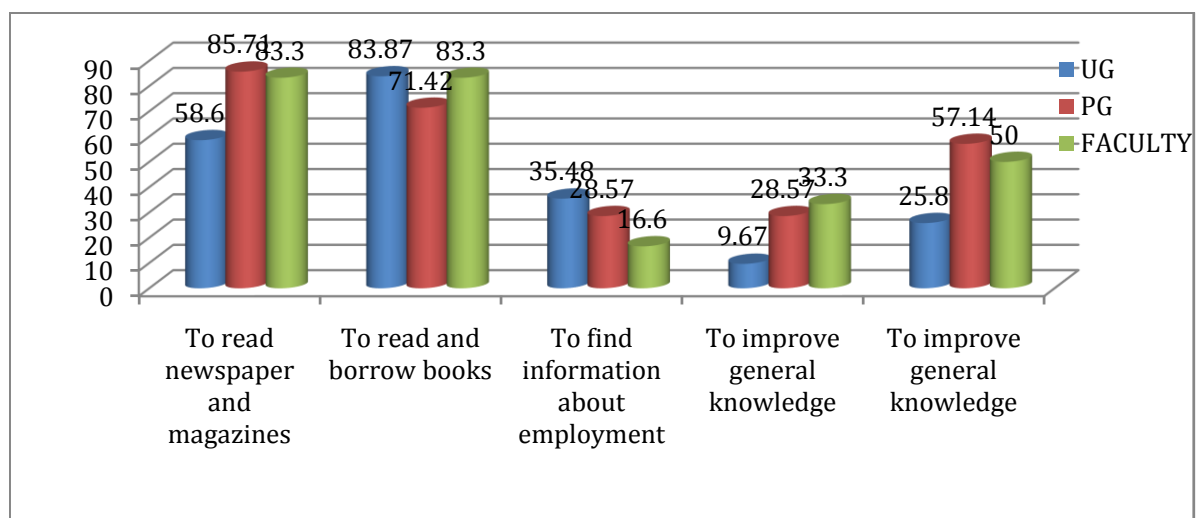
It is observed that about in IIT Delhi18 (58.06%) of U.G. students, 24(85.71%) P.G. students and 25(83.87%) faculty visiting the library to read newspaper and magazines 26(83.71%) of U.G. students 20(71.42%) of P.G. students and 25(83.33%) of faculty visiting the library to read and borrow books 11(35.48%) U.G. students 8(28.57%) P.G. students and 05(16.66%) of faculty visiting the library to read for examination 3(9.67%) of U.G. students, 8 (28.57%) and 10(33.33%) of faculty to find information about employment 8(25.86%) U.G. students, 16(57.14%) P.G. students and 15(50%) faculty visiting the library to improve general knowledge. Figure 1

It is observed that 15(48%) of U.G. students 12(42.85%) P.G. students and 10(33.33%) of faculty used for locating information search the shelves yourself 17(54%) U.G. students 20(71.42%) P.G. students and 10(33.33%) faculty ask the library staff 1(03%) of U.G. students, 20(71.42%) P.G. students and 15(50%) faculty consult the library catalogue/OPAC 9(29%) of U.G. students 04(14.28%) P.G. students and no response faculty take the help of a friend. Table 2 & Figure 2

Table 3 shows that 10(32.25%) of U.G. students 12(42.85%) P.G. students and 15(50%) of faculty library resources used by users reference material 22(70.96%) U.G. students 28(100%) P.G. students and 20(66.66%) of faculty used periodicals 14(45.16%) of U.G. students, 16(57.14%) P.G. students and no response magazines of faculty 02(06.45%) U.G. students, 04(14.28%) of P.G. students and 5(16.6%) faculty used biographical sources. Figure 3

Table 1. Reason for visiting the library

S.No.	Options	U.G. N=31%		P.G. N=28%		Faculty N=30%	
1.	To read newspaper and magazines	18	58.06	24	85.71	25	83.3
2.	To read and borrow books	26	83.87	20	71.42	25	83.3
3.	To find information about employment	11	35.48	8	28.57	05	16.6
4.	To improve general knowledge	3	9.67	8	28.57	10	33.3
5.	To improve general knowledge	8	25.80	16	57.14	15	50

**Figure 1.****Table 2.** Method used for locating information

S.No.	Options	U.G. N=31%		P.G. N=28%		Faculty N=30%	
1.	Search the shelves yourself	15	48	12	42.85	10	33.3
2.	Ask the library staff	17	54	20	71.42	10	33.3
3.	Consult the library catalogue/OPAC	1	03	20	71.42	15	50
4.	Take the help of friend	9	29	04	14.28	0	0

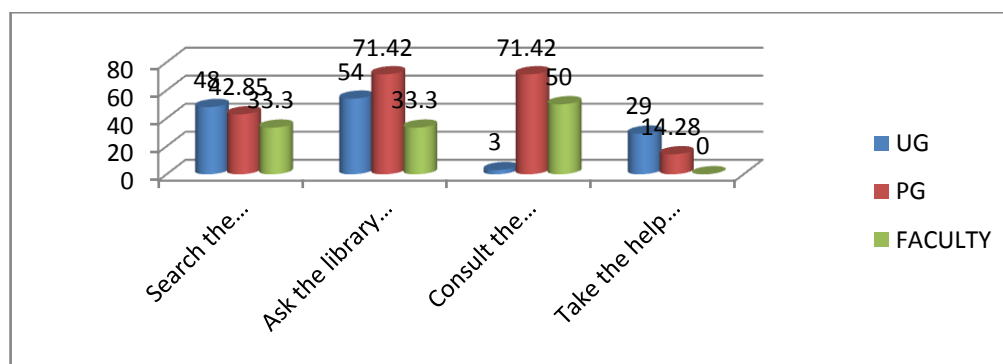
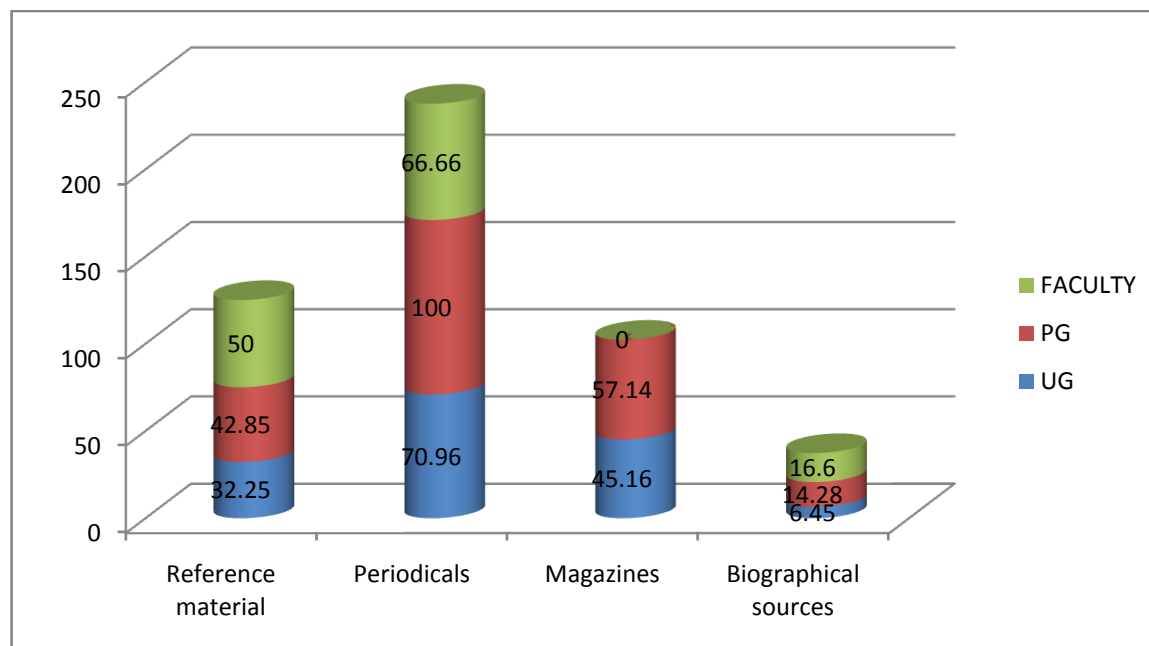
**Figure 2**

Table 3. Library resources used by users

S.No.	Options	U.G. N=31%		P.G. N=28%		Faculty N=30%	
1.	Reference material	10	32.25	12	42.85	15	50
2.	Periodicals	22	70.96	28	100	20	66.66
3.	Magazines	14	45.16	16	57.14	0	0
4.	Biographical sources	02	06.45	04	14.28	5	16.6

**Figure 3****Table 4.** Service offered in your library

S.No.	Options	U.G. N=31%		P.G. N=28%		Faculty N=30%	
1.	Reference Service	21	67.74	20	71.42	25	83.33
2.	Inter library loan	01	3.22	04	14.28	10	33.33
3.	OPAC facility	12	38.70	04	14.28	20	66.66
4.	CD-ROM facility	03	9.67	02	7.14	10	33.33
5.	Bibliographic Service	0	0	0	0	05	16.66
6.	Current Awareness Service	15	48.38	06	21.42	15	50
7.	Photo copying service	16	51.61	06	21.42	15	50
8.	Book display Programme	14	45.16	02	7.14	15	50
9.	Circulation Service	16	51.61	05	17.85	20	66.66
10.	Reference & information Service	10	32.25	03	10.71	10	33.33
11.	Abstracting & Indexing Service	02	6.45	02	7.14	10	33.33
12.	Internet service	20	64.51	06	21.42	10	33.33

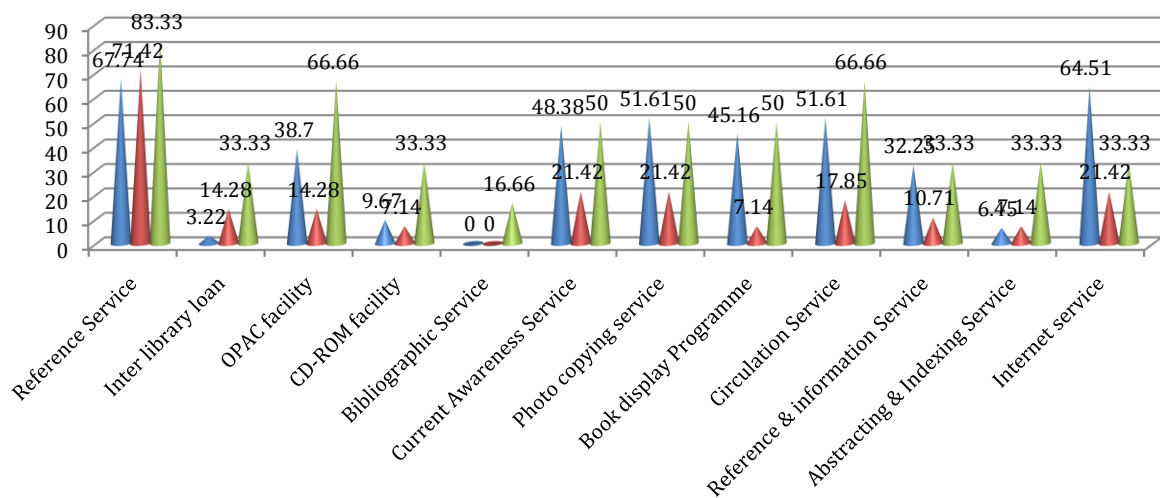


Figure 4

Table 5. Purpose of using the library resources

S.No.	Options	U.G. N=31%		P.G. N=28%		Faculty N=30%	
1.	Borrow Books	28	93.33	20	71.42	15	50
2.	Consult periodicals	04	13.33	12	42.85	25	83.33
3.	Consult reference sources	04	12.90	04	14.28	25	83.33
4.	Reports/Conference proceeding	01	3.22	04	14.28	0	0
5.	Browse Internet	11	35.48	12	42.85	10	
6.	C.D. Rom Database	01	3.22	0	0	08	16.66
7.	Online Database	10	32.25	8	28.57	10	33.33
8.	Newspaper	22	70.96	12	42.85	25	83.33

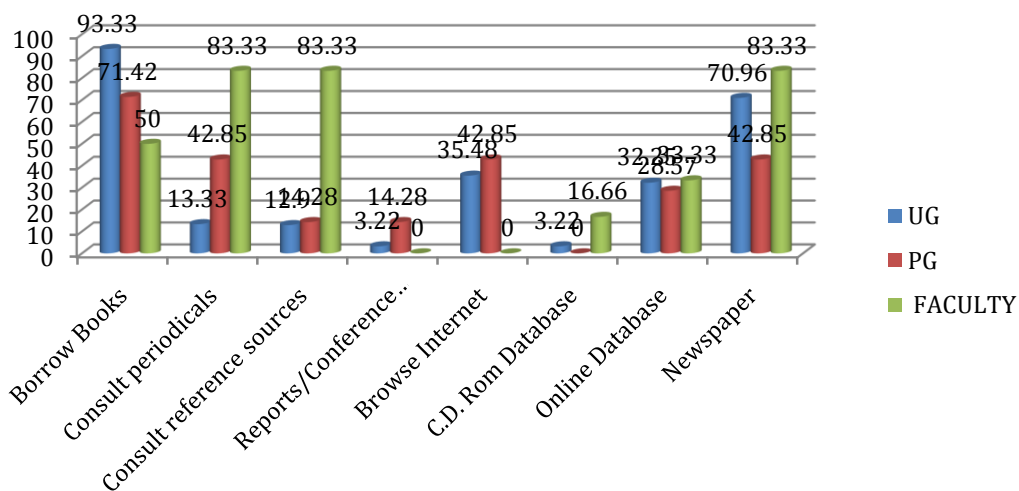


Figure 5

The about table 4, 21(67.74%) of U.G. students 20(71.42%) P.G. students and 25(83.33%) of faculty service offered in library reference services 01(3.22%) U.G. students 04(14.28%) P.G. students and 10(33.3%) faculty inter library loan 12(38.70%) U.G. students, 04(14.28%) P.G. students and 20(66.66%) faculty OPAC facility 03(9.67%) of U.G. students, 02(7.14%) P.G. students and 10(33.33%) faculty CD-ROM facility. No response and 05(16.66%) faculty services offered bibliographic service 15(48.38%) of U.G. students, 06(21.42%) P.G. students and 15(50%) faculty current awareness service 16(51.61%) of U.G. students 06(21.42%) P.G. students and U.G. students 06(21.42%) P.G. students and 15(50%) faculty photocopying services 14(45.16%) of U.G. students, 02(7.14%) P.G. students and 15(50%) faculty services of freed book display programme 16(51.61%) of U.G. students 05(17.85%) P.G. students and 20(66.66%) of faculty circulation service. 10(32.25%) of U.G. students 03(10.71%) P.G. students and 10(33.33%) faculty services reference and information services 02(6.45%) U.G. students 02(7.14%) P.G. student and 10(33.33%) of faculty abstracting and indexing services 20(64.51%) of U.G. students 06(21.42%) of P.G. students and 10(33.33%) faculty internet service. Figure 4

Table 5 show that 28(93.33%) U.G. students 20(71.42%) P.G. student and 15(50%) faculty using the library resources borrow books. 04(13.33%) U.G. students 12(42.85%) of P.G. students and 25(83.33%) faculty consult periodicals 04(12.90%) U.G. students, 04(14.28%) P.G. students and 25(83.33%) faculty consult r reference sources. 01(3.22%) U.G. students, 04(14.28%) P.G. students and no response faculty report/conference proceeding. 11(35.48%) U.G. students, 12(42.85%) P.G. students 10(33.33%) faculty using the library resources browse internet. 01(3.22%) of U.G. students, No response of P.G. students and 08(16.66%) faculty CD-ROM databases 10(32.25%) of U.G. students, 8(28.57%) P.G. students and 10(33.33%) faculty online database. 22(70.96%) U.G. students, 12(42.85%) P.G. students and 25(83.33%) of newspaper. Figure 5

FINDINGS

- 1) The highly percentage 83.33% of U.G students read and borrow books, 85.71% of P.G. and 83.33% of faculty read newspaper and magazines and borrow books.
- 2) Mostly U.G. & P.G. students ask the library staff, P.G. and faculty consult the library catalogue/OPAC for locating information.
- 3) It was observed that periodicals, magazines are the library resources mostly used by users.
- 4) There are many services offered in library but reference services is mostly used by the users.

- 5) 93.33% of U.G. and 71.42% P.G. borrow books 83.33% of faculty consult reference sources and newspaper.

CONCLUSION

IIT libraries are example of superior infrastructure, efficient services and customer responsive organization. In addition to housing excellent print collections, these libraries have acquired access for their users to large numbers of electronic resources. These resources have helped the students and faculty members. These libraries are valued by the users or their support in academic

It is generally assumed that the faculty members, PGs and UGs students in unpredictably tends to possess favourable towards information and makes an attempt to keep abreast of the most up-to date information.

SUGGSTIONS

1. It is suggested that library should make an arrangement to endow with nascent information to the users
2. Access to every document in a library should be possible through a proper system
3. 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.
4. 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.
5. 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.

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