
Emerging and Innovative Services in Siksha O Anusandhan University Libraries Of Odisha : A Case Study

Prangya Das

Librarian & In Charge
Siksha O Anusandhan University
Odisha
prangyadas1976@gmail.com

Geeta Pattnaik

Asst. Librarian
Siksha O Anusandhan University
Odisha

Abstract

The aim of the study are to develop the resource collection in Siksha O Anusandhan University Central University and to explore the possibilities of introducing some innovative information services towards maximum usage of resources provided by the library. The questionnaire and interview method was adopted for the study. Structured questionnaire was prepared for the research scholars to find out the information relating to the study. This study assesses the library services provided Siksha O Anusandhan University Central Library and also measures the satisfaction of users with library services on definite parameters. This finding will help the Central Library of Siksha O Anusandhan University to improve their services and to introduce innovative services.

Keywords

SOACL, ITER, IBCS, IDS, SHM, SNC, IMS&SUM
Hospital, SPS

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1. Introduction

University libraries play a vital role in the achievement of the objectives of the Institution. It is an integral part of the teaching learning process at the academic level. In order to successfully play its role in the university system a library must have appropriate resources like information resources, staff, space, etc. In today's society, the Internet has become the most important platform on which to access and locate information. In this age of Information, virtual working places, multimedia and the internet have brought radical changes in the society. In the changing information environment the communication technologies have improved the facilities and services of the libraries. Majority of the publications is available in the electronic form. The libraries have developed the attitude of competitiveness in providing the information to the users at their affordable way. "Academic libraries are complex institutions with multiple roles. They provide not only books and space for students to study, but also provide services for facilitating research activities, such as bibliographies, reference services and information literacy classes" (Campbell, 2006).

2. Siksha 'O' Anusandhan (SOA) Central Library

Siksha 'O' Anusandhan (SOA) is a Deemed to be University situated in Bhubaneswar, Odisha. SOA was reaccredited by NAAC with an 'A' grade (highest grade under the old system) in 2015 for a period of 5 years. It was ranked as the 38th best National Institution, the 24th Best in University Category, 19th best in Medical Category of NIRF and the Best Institution in Odisha by the MHRD through its NIRF Rankings in 2018. The Central Library subscribing various national & International e-journals, print journals and magazines in various fields. Presently the university has 7 different schools. The present study is to make an intensive study with regard to various collection developments, innovative library services provided and use of library services by the users of Siksha O Anusandhan University central library.

3. Objectives

The objectives of the present study are to:

- i) To study the collection development of Siksha O Anusandhan University libraries to cater innovative library services.

- ii) To find out different e-collection based innovative services for the users through different websites.
- iii) To evaluating the innovative library facilities and services.

4. Scope of the Study

The study covered eight faculties or constituent institutes, spread over four campuses. Presently the University has eight different schools under which various departments offering different academic courses. The study with regard to various collection developments, innovative library services provided and use of library services by the users of Siksha O Anusandhan University Central Library(SOACL)

- i) Faculty of Engineering & Technology (ITER)
- ii) Faculty of Management Sciences (IBCS)
- iii) Faculty of Dental Sciences (IDS)
- iv) Faculty of Hospitality & Tourism Management(SHM)
- v) Faculty of Nursing (SNC)
- vi) Faculty of Medical Sciences(IMS&SUM Hospital)
- vii) Faculty of Pharmaceutical Sciences (SPS)

5. Methodology

In the present study the investigator has taken both interview and questionnaire method. 218 questionnaires has been distributed to research scholars of the university. The aim was to determine and to collect data of their libraries. In brief the items of enquiry intended through this are; Services offered by the libraries, physical facilities, library automation software, internet services to provide digital library services, Digital library software, Social Networking Sites and the purpose behind using emerging technology.

6. Review of Literature

Sharma et al.(2008) evaluated the collection development in libraries of 38 engineering colleges of Odisha under title "Collection Management of Engineering college libraries of Odisha : An Evaluative Study".

Das,P. and Choudhury,B.K. (2014) discussed the issues and impact of emerging technologies and innovation in libraries. This paper attempts to conducted to ascertain the nature of management of collection and how they facilitate better service to the users in selected university libraries of Odisha, which is a vital significance in making of fundamental and

ideal library services to meet the challenging demands of the users in the web scenario.

7. Data Analysis

Table 7.1 Distribution of Scholars in discipline wise

Sl. No	User in Faculties wise	Responses	(%)
1	Faculty of Engineering & Technology (ITER)	29	33%
2	Faculty of Management Sciences (IBCS)	13	15%
3	Faculty of Dental Sciences (IDS)	05	6%
4	Faculty of Hospitality & Tourism Management(SHM)	15	17%
5	Faculty of Nursing (SNC)	01	1%
6	Faculty of Medical Sciences(IMS&SUM Hospital)	14	16%
7	Faculty of Pharmaceutical Sciences (SPS)	11	12%
	Total	88	100%

N.B: $\chi^2=52.830^{**}$, DF=12

The classification of the table also shows that the major response in discipline wise which contributes 33% in ITER, followed by 17% in SHM, 16% in IMS & SUM, 15% in IBCS, 12% in SPS, 6% in IDS and 1% in SNC.

The Table No.5.2 further shows that the Chi-Square test for independence is significant at 1 per cent level of significance. The value of χ^2 is 52.830 and the degrees of freedom (df) is 12. The value of p shows statistically significant (<0.01).

Table 7.2 Gender wise Distribution

Gender	Frequency	Percentage
Male	50	57%
Female	38	43%
Total	88	100%

N.B: $\chi^2=11.908^{**}$, DF=2

7.2 table shows from 88 respondents 50(57%) male and 38(43%) female responded to the questionnaire. Table No. 6.4 shows that for users, Chi-Square test for independence is significant at 1 per cent level of significance. The value of χ^2 is 11.908 and the degrees of freedom (df) is 2. The value of p shows statistically significant (<0.01).

Table 7.3 Did the users frequently use of SNS

Frequently use Library	Responded	%
Daily	46	52%
Weekly	24	27%
Fortnightly	5	6%
Monthly	4	5%
Rarely	9	10%
Total	88	100%

The Table No.7.3 indicates that 52% research scholars are used Library daily, 27% weekly once, 6% each in fortnightly 5% monthly & 10% rarely.

Table 7.4 Time spend in Access of Information Resources

Time Spend	Responded	%
Less than one hour	8	9%
One hour	27	31%
Two to three hours	35	40%
More than three hours	18	20%
Total	88	100(%)

N.B: $\chi^2=8.830^{NS}$, DF=6

Table.7.4 described that 9% students spend less than one hour time in the library. The students who spend one hour in the library were 31% Similarly the students who spend two to three hours in the library were 40%. The students spend more than three hours in the library were 20%. The value of χ^2 is 8.830 and the degrees of freedom (df) is 6. The significant chi-square test for users' shows that there is no significant ($p<0.05$) variation among the users as far as spending time in the library by the scholars is concerned.

Table 7.5 Collection Development of SOACL

Year	Books	Journals	Collections Bound Volumes Of Periodicals (Volume added)	Theses/ Dissertations
2016-2017	1,99343 (15,563)	e journals	700	881
2015-2016	1,83,780 (9,148)	e journals	650	792
2014-	1,74,632	e	650	775

2015	(7,643)	journals		
2013-2014	1,66989 (3449)	e journals	552	600
2012-2013	1,63540	e journals	485	578

Collection Development means improving the collection of a library with all kinds of documents which are useful and necessary for the users of a library. The present study covers a period from 2012 to 2017 .Total 3449 no. of volumes added in 2013-2014,7643 added in 2014-2015,9148 added in 2015-2016 and finally 15563 volumes added in 2016-2017. In last five years (2012-2017) SOACL has subscribed Science Direct which has 1360 full text journals related to 9 subjects, IEEE : It provides 3 million full text documents in Electrical Engineering, Computer Sc. Engineering , Electronics and Telecommunication, Ebsco Host: Academic Search Elite - It contains more than 2100 journals , Medline with 1470 full text journals. Proquest : ABI/Inform global ,Proquest Dissertations & Theses Global(>40,000),Proquest Medical Library, Proquest Nursing & Health Sources, Royal Society Chemistry, Springer Link, ASME, ASCE, Taylor and Francis and till it is continuing . The 881 Theses and Dissertations on different subjects are kept in the reference section and are required to be consulted only within the library. The central library has 700 bound volumes of periodicals by the end of 2017.

Table 7.6 Library Automation Software

	Responses	Total (%)
Libsys	88	100
Koha	-----	-----
Newgenlib	-----	-----
e-Granthalaya	-----	-----

The above table shows that the all libraries having Libsys software for library Automation.

Table 7.7 Easy to Access to a computer with an internet connection

	Responses	Total (%)
At Library	44	50%
At Campus	83	94%
At home	39	44%
No Convinent access	47	53%

N.B: $\chi^2=4.174^{NS}$, DF=6

The above table shows 44(50%) college have their access at library whereas 83(94%) at campus access, 47 (53%) respondent that there is no convenient to access. But 39(44%) of them have connection at home. It implies that they are depending upon the college for access.

Table 7.8 Availability of E-Resources in the Library

Sl. No.	E-Resources available in the library	Response	Total %
1	E-books	50	57%
2	E-journals	88	100%
3	ETD	15	17%
4	Online Databases	69	78%
5	WWW	77	88%
6	Internet	83	94%
7	Intranet	15	17%
8	OPAC/Web-OPAC	10	11%
9	Digital Library/Information	10	11%
10	Digital Copies	27	31%
11	E-DDS	Nil	Nil
12	CD-ROM Databases	25	28%
13	Network Based Information Services	15	17%
14	E-Newspapers	59	67%

From the total population it has been found that the use of E-Journals is 100%, Internet 94%, WWW 88%, Online databases 78%, E-Newspapers 67%, E-books 57%, as compared to Digital copies, CD-ROM databases, ETD, Intranet, Network based information services, OPAC and Digital library by all the research scholars.

Table 7.9 Preference of E-Resources Access

Sl. No	E-Resources	Response	Total (%)
1	WWW	82	93%
2	Internet	85	97%
3	Online Databases	75	85%
4	CD-ROM Databases	60	68%
5	OPAC/Web-OPAC	39	44%
6	E-Books	73	83%
7	E-Journals	85	97%
8	ETD	49	56%

N.B: $\chi^2=349.511^{**}$, DF=14

It reveals from the analysis of the table that the most priority of Internet and e-Journals access by the research scholars are 97%, WWW 93%, Online databases 85%, E-books 83%, CD-ROM Databases 68%, ETD 56%. The reason being unsatisfactory use of ETD and least use of OPAC and Web-OPAC being the libraries are not properly organized and access and adapt to library automation, networking and lacking of digital library initiation.

Table No. 7.9 shows that for users, Chi-Square test for independence is significant at 1 per cent level of significance. The value of χ^2 is 349.511 and the degrees of freedom (df) is 14. The value of p shows statistically significant (< 0.01).

Table 7.10 User satisfaction level on E-resources & E-Services

Sl. No	E-Resources & E-Services	Satisfaction			Total (%)
		Satisfied	Partly Satisfied	Not Satisfied	
1	CD-ROM Database	06 (7%)	58 (66%)	26 (30%)	88(100%)
2	WWW	66 (75%)	20 (23%)	02 (2%)	88(100%)
3	Internet	71 (81%)	13 (15%)	04 (5%)	88(100%)
4	Online Databases	46 (52%)	31 (35%)	11 (13%)	88(100%)
5	E-Journals	58 (66%)	24 (27%)	06 (7%)	88(100%)
6	E-Books	23 (26%)	42 (48%)	23 (26%)	88(100%)
7	OPAC/Web-OPAC	06 (7%)	05 (6%)	77 (87%)	88(100%)
8	Digital Library	Nil	03 (3%)	85 (97%)	88(100%)
9	Networked based Information & Services	11 (13%)	18 (20%)	59 (67%)	88(100%)
10	University Website	65 (74%)	13 (15%)	10 (11%)	88(100%)

N.B: $\chi^2=620.592^{**}$, DF=18

Among 88 respondents, only 06(7%) are satisfied with the CD-ROM databases. Similarly regarding www maximum 66(75%) scholars are satisfied. In case of internet services maximum 71(81%) respondents are satisfied with the internet services provided by libraries. In case of Online databases

46(52%) are satisfied. Regarding E-journals maximum 58(66%) scholars are satisfied with this e-resource while 24(27%) partly satisfied and only 06(7%) are not satisfied. About E-books maximum 42(48%) are partly satisfied and 23(26%) both are satisfied and not satisfied with this resource. Maximum 77(87%) scholars are not satisfied with OPAC/Web OPAC services provided by the libraries. Similarly regarding digital library maximum 85(97%) researchers are not satisfied with this service at all. In case of Network based information & services 59(67%) are not satisfied, 18(20%) partly satisfied and only 11(13%) are satisfied. It has also been found from the table that 65(74%) researchers are satisfied with their respective university websites where as 13(15%) partly satisfied and 10(11%) are not satisfied.

Table No. 7.10 shows that for users, Chi-Square test for independence is significant at 1 per cent level of significance. The value of χ^2 is 620.592 and the degrees of freedom (df) is 18. The value of p shows statistically significant (< 0.01).

Table 7.11 Access to Institutional Repositories (E-Resources)

Sl. No.	Types of Institutional Repositories	Access	%
1	Theses/Dissertations(M.Phil./Doctoral/Post-Doctoral)	80	91%
2	Research Article	82	3%
3	Conference/Seminar Proceedings	72	82%
4	Reviews/Previews	61	69%
5	Patents	15	17%
6	Standards	10	11%
7	Specifications	24	27%
8	State of the Art Reports	10	11%
9	Intellectual Properties	15	17%

N.B: $\chi^2=12.479^{NS}$, DF=16

The data from the table reveals that the theses/Dissertations are used by 80(91%) Research articles are used maximum by 82(93%) followed by 72(82%) Conference/Seminar Proceedings. The reviews/previews are used more by 61(69%) scholars. The use of patents and standards are very less 15(17%). Specifications are used 24(27%). It has also been found from the table that use of state of the art reports and intellectual properties are very less. The response of the scholars in positive is 10 (11%) and Intellectual Properties 15(17%).

The Table No.7.10 shows that the value of χ^2 is 12.479 and the degrees of freedom (df) is 16. The significant chi-square test for users' shows that there is no significant variation among the users as far as using of institutional repositories by the scholars is concerned.

Table 7.12 Problems & Constraints in seeking Information

Sl.No.	Types of problems & constraints	Response	Total (%)
1	Materials are not available	44	50%
2	Incomplete information materials	77	88%
3	Difficult in finding relevant information	29	33%
4	Slow internet access	67	76%
5	Overload of information on Internet	35	40%
6	Long time to download information	52	59%
7	Conversation of information	27	30%
8	Lack of attitudes of library staffs	63	71%

N.B: $\chi^2=16.932^{NS}$, DF=14

From Table No.7.12 it is evident that 44(50%) feels that materials are not available in their respective libraries. 77(88%) research scholars admitted that maximum information materials are incomplete. From the data it has been found that 29(33%) are facing difficulty while finding relevant information. 67(76%) scholars admitted that due to internet problem accessing information is very slow. It reveals from the table that overload of information on internet 35(40%) are facing problems. It has been taken long time to download relevant information through internet, 52(59%) research scholars expressed. 27(30%) very less percentage of research scholars are facing difficulty in conversation of information. 63(71%) scholars admitted that they are facing lots of problems while seeking information due to lack of attitudes of library staff members. The Table No.7.12 shows that the value of χ^2 is 16.932 and the degrees of freedom (df) is 14. The significant chi-square test for users' shows that there is no significant variation among the users as far as facing problems and constraints in seeking information by the scholars is concerned.

8. Findings of the Study

1. 33% research scholars in ITER, followed by 17% in SHM, 16% in IMS & SUM, 15% in IBCS, 12% in SPS, 6% in IDS and 1% in SNC responded to the questionnaire.
2. 52% research scholars used Library daily, whereas 27% weekly once, 6% each in fortnightly 5% monthly and 10% rarely.
3. With regards to collection development, the university could develop a good collection of library resources within a short span of time.
4. It could be found from the analysis that SOACL has completed digitization of Theses / Dissertation.
5. The most priority of Internet and e-Journals access by the research scholars are 97%, WWW 93%, Online databases 85%, E-books 83%.
6. It is found that 44(50%) feels that materials are not available in their respective libraries. 77(88%) research scholars admitted that maximum information materials are incomplete.

9. Conclusion

Collection developments both in traditional and in electronic media are the real strength of the library. No library can collect everything for its users need or want. This is the problem that every library faced. Insufficiency of funds, rising prices and increasing volumes of publications seem to affect even the large research libraries as well as the smaller libraries. The benefits of network of university libraries should be planned at least in a city like Bhubaneswar. Besides a union catalogue of the holdings of the collections of university libraries at state level would solve the problems of inadequate library collections and thus facilitate for maximum utilization of the resources of other libraries as no single library can satisfy the unlimited demands of the users with limited fund.

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