
**Attitude of Readers towards the Academic
Information Access and Resources in Arts and
Science College Libraries in Thanjavur, Tamil
Nadu: A Study**

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Abstract

The developing countries need to provide various services in the academic libraries in order to sustain the development. The academic libraries have to afford services based on user's requirements. The users are attracted towards using the academic libraries due to these amenities. The data relating to service such as photocopying facilities, printing facilities, study desk facilities, Computer provisions and library catalogue which were provided by the academic library were analyzed with the different statistical measures to identify the impact levels. Finding of the study shows that the users are overall satisfied with the library resources and services and facilities. But the study further found that library resources and services are not being fully used by the user because they are not aware of the resources and services

Keywords

*Academic Library readers, Services and Facilities,
Data Analysis, Finding and conclusion*

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INTRODUCTION

The academic libraries has been described as the “heart” of the learning community. The academic libraries need to provide various services and facilities to the users to motivate them to use the library. Now a day's the developing nations are concentrating more on providing various facilities and services. The ultimate aim of providing such facilities will enable the users towards utilizing the library services at greater potentials. The academic library users, in general, except some cost benefit services, use the library regularly. Based on the user requirements different types of services are provided in the academic libraries. These facilities and services have greater impact on the user's satisfaction. Apart from this, libraries provide some academic facilities to have international branchmarking. These library facilities and services assist the learners and the academicians in educational processes. The library user's satisfaction plays a vital role in the development and provisions of the library. Thus study is undertaken to identify the major impact factors of the services and facilities provided in the academic library.

EMERGING ISSUES FOR ACADEMIC LIBRARIES

For academic libraries to maintain prominent position in their institutions, they must move from limited or local access to universal access. For academic libraries in developing to achieve this requires expandability, flexibility and compatibility (Tebbetts 1991) it requires standard hardware, sufficient capacity net working capacity networking capabilities flexible software and standards, such as MARC for information storage and retrieval expertise and a plan for the next system. The services and facilities provided in most of the academic libraries are:

- ❖ Borrowing and lending books and other materials
- ❖ Reference services
- ❖ Catalogue
- ❖ Photocopying
- ❖ Printing
- ❖ Study desks
- ❖ Computer lab facilities and information services
- ❖ Institutional Membership
- ❖ Inter Library loan

These factors are considered for this study. These studies will help the academic libraries

enhance these services to increase the user's satisfaction.

CONCEPTUAL FRAME WORK AND PROPOSITIONS:

A Library's resources are critical to user satisfactions. However, no library can satisfy all its users all the time. Some libraries have limited resources and clearly are unable to satisfy their users, where as other are large in size, have substantial holdings, and can provide a variety of services.

- ❖ The higher the library's resources, the greater level of user satisfactions.
- ❖ The greater responsiveness of the library staff, the greater level of satisfaction among academic library users.
- ❖ The greater perceived competence of the library staff, the greater level of user satisfaction.
- ❖ The more positive the demeanour of the library staff, the greater the level of user satisfaction.
- ❖ The better the perceived overall physical appearance of the library facilities, the greater the level of user satisfactions.

LITERATURE SURVEY:

Anyim (2017) *The study was carried out to investigate the e-library resources and services: improvement and innovation of access and retrieval for effective research activities in university e-libraries in Kogi State Nigeria. The results revealed that improvement and innovation for effective access and retrieval of e-library resources are needed in information literacy training for academic researchers, search engines to index sources, comprehensive indexing of impact factor local journals, creation of metadata standards for description of digital contents, development of wider institutional repositories, development of metrics for evaluating impact factor contents for local publications, development of online user guideline for accessing e-resources, provision of usage statistics for online content, identification of free online articles in e-journals and improved user interfaces for accessing library-surfaced content constituted, building an index from a document collection to searchable data structure to enhance electronic information retrieval, developing an improved descriptive metadata to describe information that is in formats other than text (e.g. image, map, animation etc. It was recommended that*

universities should enhance and upgrade the e-library resources and services to facilitate access and retrieval of information, among others. Aravind (2017) his paper is an attempt to study the usage of electronic resources among the students of engineering colleges in Dindigul district. The primary data are collected from the respondents at engineering colleges by using questionnaire. A sample including engineering students were chosen from 5 selected engineering colleges in Dindigul district. A total number of 250 questionnaires were distributed. From this study, it is clear that majority of the respondents report the privacy problem is the prime problem in using electronic resources and they need workshop and classes for the effective use of electronic resources. Ravi(2014), This paper discusses about the Use of Library Resources and Services by the University Students in Andhra Pradesh.

STATEMENT OF THE PROBLEM

Libraries are established to provide information and services to meet user's information needs. The purpose of a library is defeated if its users are not satisfied with the resources and services it provided. This study will find out if users of college libraries are being satisfied with the services the library renders.

OBJECTIVES OF THE STUDY:

The basic aim of this research is to identify the academic library services and their corresponding degrees of impact on college library user's satisfactions.

Specific objectives of the study are:

1. To find out the Services provided by the academic libraries have impact on the user's satisfaction.
2. To identify the library reader Attitude of User towards the library information service in the academic libraries.

SIGNIFICANCE OF THE STUDY

The present study is to be carried out to survey the existing college libraries in Thanjavur. The study will help us to find the status of the libraries in the study area and also help to take corrective measures.

RESEARCH METHODOLOGY

Research design is a conceptual structure within which the research will be carried out with the

questionnaire methods. The random sampling method will be used to collect the data from of the libraries of the college under study. In this study sampling taken under graduate students of three Arts and Science College in thanjavur like the college name is 1) Raja Sarafoji Arts Science College, Thanjavur, 2) Maruthupandiyar College of Arts & Science, Thanjavur, 3) Bharath College of Arts & Science, Thanjavur.

The study is mainly based on the primary data collected from the students using standardized questionnaire. Only under graduate students of Three colleges are selected and Overall 225 Questionnaires were distributed and 211 questionnaires were received and 200 Questionnaires were used for data analysis and the remaining 11 Questionnaires were rejected for incomplete answers.

DATA ANALYSIS AND DISCUSSION

The collected data have been further analyzed. The Demographic characteristics of respondents describe the gender-wise distribution of respondents. In this study, 114(57.00%) respondents belong to the category of male. 86 (43.00%) respondents belong to the category of female. The Age-wise distribution of

respondents, in this study, 127 (63.50%) respondents belong to the category of 19 and below years. This is followed by 73 (36.50%) respondents belonging to the category of 20 and above years. The discipline wise distribution of respondents, in this study, 128 (64.00%) respondents belongs to the social science department and 72 (36.00%) respondents belong to the Science department. The Data reveals the feedback given by the respondents about their frequency of preparation for reading pertaining to the growth of the knowledge. Out of 200 respondents, 32.83% respondents have given the opinion 'Always' and 54.65% respondents have given the opinion 'Sometimes' and the remaining 12.52% respondents have given the opinion 'Never'.

The data describes how long the respondents visit the college library. It is clearly understood that a majority of the respondents visit the library once in a week and describes the respondents' act of spending time at the library in a day. It is analysis from spent time in library that a majority of female respondents had spent time in the library for about 30 to 45 minutes a day and the majority of the male respondents had to spent time about 45 to 60 minutes a day in the library.

Table 1:Level of Satisfaction and Library Services

Library Service N=200	Gender	Level of Satisfaction				
		Excellent	Very Good	Good	Fair	Poor
Reference Service	Male	32.78%	17.10%	7.13%	0.00%	0.00%
	Female	24.73%	12.90%	5.38%	0.00%	0.00%
Current Awareness Service	Male	15.68%	18.53%	14.25%	6.56%	2.00%
	Female	11.83%	13.98%	10.75%	4.95%	1.51%
Books lending services	Male	23.94%	28.50%	2.85%	1.71%	0.00%
	Female	18.06%	21.50%	2.15%	1.29%	0.00%
Photocopy Service	Male	7.13%	14.25%	24.23%	8.55%	2.85%
	Female	5.38%	10.75%	18.28%	6.45%	2.15%
Information Display on Notice Board	Male	21.38%	14.25%	7.13%	14.25%	0.00%
	Female	16.13%	10.75%	5.38%	10.75%	0.00%

Table 1 reveal that the level of satisfaction in Excellent over the Reference Service (57.5%), Current Awareness Service (32.5%) is very good, Photocopy (42.5%) is good, Information Display on the Notice Board (37.5%) is Excellent.

In the Table 2 shows that the respondents have positive attitudes towards library information services; especially nearby all the positive statements attracted very favorable response.

Table 2: Attitude of User towards the library information service

S. No.	Description	Gender	Strongly Agree / Agree	Undecided	Disagree / Strongly Disagree
1	Factual information rarely gets recorded the study	Male	38.76%	11.40%	6.84%
		Female	29.24%	8.60%	5.16%
2	It is better to do something else than spend the time in academic reading	Male	31.35%	11.97%	13.68%
		Female	23.65%	9.03%	10.32%
3	As an individual reads more his understanding of the reality would increase	Male	44.46%	7.13%	5.42%
		Female	33.54%	5.38%	4.09%
4	You have adequate time to go through the required information	Male	41.04%	10.26%	5.70%
		Female	23.50%	15.00%	4.30%
5	An effective teacher is not always on who up to date his information	Male	33.63%	14.82%	8.55%
		Female	25.37%	6.50%	11.00%

Table – 3

Chi-Square Test			
Table Value (0.05) = 5.99		Degrees of Freedom - 2	
S. No.	Description	Chi-Square t2 Value	Result
1	Factual information rarely gets recorded the study	0.01	Significant
2	It is better to do something else than spend the time in academic reading	0.26	Significant
3	As an individual reads more his understanding of the reality would increase	0.02	Significant
4	You have adequate time to go through the required information	7.51	Insignificant
5	An effective teacher is not always on who up to date his information	5.72	Significant

The chi-square table describes the Gender wise respondents and the attitudes of “Factual information rarely gets recorded the study”. It is inferred that the calculated chi-square value is 0.01 which is less than the theoretical value 05.99 at 0.05 levels, so it is significant. Thus, the hypothesis has been accepted.

The chi-square table describes the Gender wise respondents and the attitudes of “It is better to do something else than spend the time in academic reading”. It is inferred that the calculated chi-square value is 0.26 which is less than the theoretical value 05.99 at 0.05 levels, so it is significant. Thus, the hypothesis has been accepted.

The chi-square table describes the Gender wise respondents and the attitudes of “As an individual reads more his understanding of the reality would increase”. It is inferred that the calculated chi-square value is 0.02 which is less than the theoretical value 05.99 at 0.05 levels, so it is significant. Thus, the hypothesis has been accepted.

The chi-square table describes the Gender wise respondents and the attitudes of “You have adequate time to go through the required information”. It is inferred that the calculated chi-square value is 7.51 which is greater than the theoretical value 05.99 at 0.05 levels, so it is insignificant. Thus, the hypothesis has been rejected. The chi-square table describes the Gender wise respondents and the attitudes of “An effective teacher is not always on whom up to date his information”. It is inferred that the calculated chi-square value is 5.72 which is less than the theoretical value 05.99 at 0.05 levels, so it is significant. Thus, the hypothesis has been accepted.

FINDING AND CONCLUSION

Findings of the study shows that the undergraduate students are overall satisfied with the library resources, services and facilities. But the study further found that library resources and services are not being fully used by the undergraduate students because either they are not aware of the resources and services or do not consider them as important for their studies. The academic libraries are not

providing user Education programmes for imparting the skills to users for searching, selecting, retrieving and using relevant documents by themselves. The satisfaction level of existing services and facilities may be positive in some cases, but there is absence of creative librarianship in the college libraries.

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RECOMMENDATIONS

Based on the finding of the study, the following suggestions are made to improve the use of the library resources by the users

- The User uses all library sources and services, Library Promotes the awareness by conducting the information literacy programmes.
- Library provide the Reprographic facilities.

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