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## Perception and Expectation of the Users of Bharathidasan University Library: A Study

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### Abstract

*The perceptions of the library users towards the facilities and services offered are presented in an objective manner. The study reveals that majority of the users are male and students from the largest number of library visitors. Most of the users are under 21 – 25 years age group. Many of them visit the library to purpose and access internet prepared for project and seminars. They find the library ambience homely and tidy. They find quality of the book collection in this library environment is very good. The Bharathidasan University library users “Google” is the most preferred search engine for literate search. This article entitled “Perception and expectation of the users of Bharathidasan University Library: A Study” is a case study of the Bharathidasan University Library located at Trichirappalli.*

### Keywords

User study, Library services, Bharathidasan University Library

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### Introduction

The 21st century is the age of science. Scientific knowledge is created and communicated largely through teaching and research. University libraries are an integral part of teaching and research. Teaching and research depend upon the library, and achievements in teaching and research are not possible without the library. Expenses for library resources are considerable, and users should therefore be familiar with library materials and their applications. User education is a vital part of this process. Instruction in using reference works is an important and effective aspect of user education. Libraries is a critical of any higher education. To fulfill these essential goals, the university library must necessarily have the benefit of adequate information sources of the heritage of mankind's accumulated knowledge and wisdom. These information sources must be adequate in size and quality.

The changing nature of higher education worldwide, along with ever increasing growth of library collections, technological developments in handling and retrieving techniques, and information and fundamental changes in the nature of reference services, has justified the need of change in user education services, in order that new models of education can be effective and improve the academic performance of students. Perceptions are reality which presents actual situation of organization's services but may be influenced due to internal and external factors. Herson and Altman (1998) found that "Perceptions' are the impressions formed when an individual encounters with the library" (p. 9). The factors that form user's perceptions were investigated by Lilly & Usherwood (2000), they found that "user's experience, past experience, language and present motivational state or goals for the future influence our perception of the present. Past learning has a significant influence on our perception".

In India many studies have been conducted in the past but attempts to study the Perception and Expectation of the Library users are very few. In order to increase the utilization of the library documents and services by users, this study was carried out. So the present study tries to find out the "Perception and Expectation of the users of Bharathidasan University Library: A Study".

### Profile of Bharathidasan University Library:

The Bharathidasan University is one of the prestigious universities established during the academic year 1982. The university has 14 schools in science, Arts, management and engineering

technology including 33 departments. This university is having faculty strength of over 223. The Bharathidasan University Library established in February 1982. The Library has 89,217 volumes and 7000 back volumes and subscribes 229 current journals and national and international level as print copies to cover a wide range of subject to facilitated users to access current academic and research literature. It also has on-line access to more than 8000 journal in full text and a few database of abstract indexing journal and also 8500 Springer e-books are procured on various subjects and read in and internet facilities are also available in this library.

**Method and Materials**

The researcher has used structured questionnaires for the purpose of data collection. The total numbers of enrolled users in the BDU library are about 300 per day of the total users only 150 users were give the questionnaires which forms nearly 50% percent of the total numbers of users. A total of 125 responses was received, which amount to 83 percent response rate. All the responses were valid.

**Sample Selection**

The study population consisted of students, research scholars and faculty members of the BDU Library users. The data was collected from the respondents through the questionnaire. A total number of enrolled users in the BDU library are about 300 per day of the total users only 150 users were distributed to the

**Objectives**

The main objectives of the study are as follows.

1. To determine the users of the Bharathidasan University Library of their type, gender and age.
2. To assess the perceptions of the BDU library users towards the library appeal, environment and services.
3. To study the expectations of the users with respect to the quality of the books and journals collection.
4. To understand the websites and databases most often used e-resources by the BDU library users.
5. Finally to assess the user satisfaction regarding service quality in the library.

questionnaires. Out of which hundred twenty five respondent to our request with a response rate of 83 percents. This sample was surveyed and the responses (n=125) analyzed.

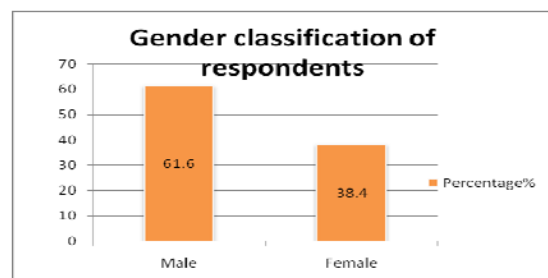
**Analysis and Interpretation**

**Gender wise distribution**

The gender distribution of users of the BDU library can be scan in Table- 1. The table – 1 shows that the majority of the respondents are male forming 61.6 percent. And the reaming 38.4 percent respondents are female users. Thus the extent of the library use by male respondents seems to be more compared to female users. This fact is closely related to proportion of male-female users of BDU library. The obvious reason for this is that the numbers of male respondents at BDU library is more as compared to the female respondents.

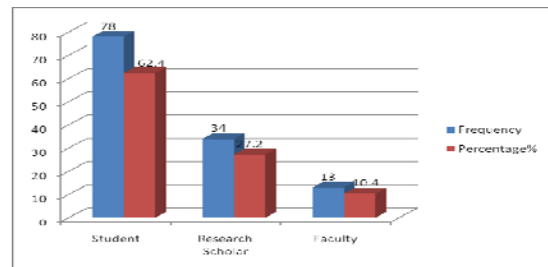
**Table – 1: Gender wise distribution of the BDU library user**

S.No	Gender	Frequency	%
1	Male	77	61.6
2	Female	48	38.4
	<b>Total</b>	<b>125</b>	<b>100</b>



**Table - 2: Status wise Distribution**

S.No	Category	Frequency	%
1	Student	78	62.4
2	Research Scholar	34	27.2
3	Faculty	13	10.4
	<b>Total</b>	<b>125</b>	<b>100</b>



**Status wise Distribution**

Table – 2 represents the status of the users of the BDU library. It may be observed from the table that majority of the respondents scoring 62.4 percent are students, 27.2 percent of them are research scholars and about 10.4 percent an faculty members

**Time spending**

The table - 3 shows the time spending to use the library by the users. The 47 respondents (37%) are using the library for one hour only. The 28 per cent (35) of the respondents are using the library for two to three hours. The 31.2 per cent (39) of the respondents are using the library more than three hours. The remaining 3.2 per cent (4) of the respondents are using the library more than four hours.

**Table 3 : Time Spending**

S.No	Time	Frequency	%
1	One hour	47	37.6
2	Two-three hours	35	28
3	More than three hours	39	31.2
4	Not ascertain	4	3.2
	<b>Total</b>	<b>125</b>	<b>100</b>

**Purpose of visit to the library**

The purposes for which BDU library users visit the library and their variations are shown in Table - 4 of the various purposes enumerated in the table the purpose of visit to the library to using the internet rank first (29.6). The second most cited purpose scoring 19.2 percent seems to be “to read newspapers magazines”. To reading information is the third most cited purpose of library visit by the BDU library users. To “borrowing books” is the fourth purpose of the visit of the BDU library users.

**Table 4: Purpose of visit to the Library**

S. No	Purpose	Frequency	%
1	To borrowing books	21	16.8
2	To refer journal article	13	10.4
3	To Reading information	23	18.4
4	To Reading newspapers/magazines	24	19.2
5	To finding information	7	5.6
6	To using the Internet	37	29.6 %
7	Any other purpose	-	-
	<b>Total</b>	<b>125</b>	<b>100</b>

**Perception about BDU Library Rating**

An attempt is made here to find out how the BDU library users find their library. It may be observed from Table - 5 that more than 45 percent of BDU library users find the library “very good” and nearly 26 percent of them find it “good” and only 24 percent considered the BDU library to be excellent. Whereas the remaining 4 percent of the user’s perception to BDU library rating is just fine.

**Table – 5 : Perception about BDU Library Rating**

S. No	Quality	Frequency	%
1	Excellent	31	24.8
2	Very good	57	45.6
3	Good	32	25.6
4	Just fine	5	4
5	Not good	-	-
	<b>Total</b>	<b>125</b>	<b>100</b>

**Perception about BDU library environment:**

As a part of the environment scanning process the opinion of the users of the BDU library it was found that more than 60 percent of the users focused library very tidy. Nearly 24, 19 percent opined that the library is homely” and 23.38 percent of them said it is “appealing”. And 16.12 percent expressed that the library is “just ok” and 13.70 percent found the library to the “cozy”.

**Table – 6 : User perception about BDU library environment**

S. No.	Library Environment	No. of responding	%
1.	Cozy	17	13.70
2.	Homely	30	24.19
3.	Tidy	75	60.48
4.	Appealing	29	23.38
5.	Just ok	20	16.12

**Method of searching information by BDU library**

Table – 7 show various methods than BDU library users employ for searching information within the library premises. The data given in the table shows that 84.67 percent “ask the library staff”. About 80.64 percent “use OPAC”. The third most frequently opted method of information search to access information “through the net”. The fourth most often selected method of information search is by trial and error, the fifth methods being “ask friends”. Besides the above preferred information search “asking the faculty” and back referencing (19.35% and 4.03%) rate 6<sup>th</sup> and seventh responds

**Table – 7: Methods of searching Information by BDU library**

S. No.	Method of searching Information	No. of Responds	%
1.	Ask the library staff	105	84.67
2.	Use OPAC	100	80.64
3.	Ask friends	37	29.03
4.	Ask faculty	24	19.35
5.	Search on the net	66	53.22
6.	Trial and Error	49	39.51
7.	Any other	05	04.03

**Quality of journal collection of BDU library**

The quality of journal collection in BDU library as indicated to the respondents is shown in Table - 8. It may be seen from the table – 10 that majority of users say that the journal collection is “Good”. Nearly 30 percent of respondents find the journal collection “Very Good” some of the respondents (15.2%) find the journal collection excellent. A very small number of respondents amounting to a total of the consider the journal quality just fine.

**Table – 8 : Quality of Journal collections**

S.No	Quality	Frequency	%
1	Excellent	19	15.2
2	Very good	37	29.6
3	Good	70	56
4	Just fine	1	.8
5	Not good	-	-

	Total	125	100
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**Quality of Book Collection of BDU library**

The quality of book collection in BDU library an indicated by the users is shown Table – 9. It may be seen for the Table – 9 that majority of users says that the quality of book collection is “Good” Nearly 29 percent of users find the quality of book collection is “Very Good” and 23 percent of the users says quality of book collection is “Excellent”. The remaining 2(1.6%) respondents are said that the Quality of books is just fine.

**Table – 9: Quality of book collection**

S.NO	Quality	Frequency	%
1	Excellent	28	22.4
2	Very good	36	28.8
3	Good	59	47.2
4	Just fine	2	1.6
5	Not good	-	-
	Total	125	100

**Perception of library services**

The table – 10 shows that the perception about the library uses, services. The reactions are classified as bad, just better, better, useful, excellent. Many respondents that are the 3.4 per cent of the respondents responses about the library services is just better. The 38.2 per cent of the respondents are responses at the library services are better. The remaining 8.4 per cent of the respondents are responses the library services useful. The 50 per cent of the respondents are responses are the library services are excellent.

**Table 10: Perception of Library Services**

S.NO	Resources	Bad	Just better	Better	Useful	Excellent	Mean
1	Circulation services	–	3(2.4%)	44(35.2%)	25(20%)	53(42.4%)	2.448
2	Reference Services	–	1(0.8%)	44(35.2%)	7(5.6%)	73(58.4%)	2.8
3	Reservation Services	–	2(1.6%)	45(36%)	15(12%)	63(50.4%)	2.616
4	Lending Services	–	5(4%)	52(41.6%)	4(3.2%)	64(51.2%)	2.528
5	Referral Services	–	7(5.6%)	48(38.4%)	14(11.2%)	56(44.8%)	2.4
6	Interlibrary loan services	–	4(3.2%)	50(40%)	9(7.2%)	62(49.6%)	2.528
7	Request for book services	–	5(4%)	51(40.8%)	8(6.4%)	61(48.8%)	2.5
8	Library instruction services	–	8(6.4%)	51(40.8%)	7(5.6%)	59(47.2%)	2.408
9	Current awareness services	–	1(0.8%)	44(35.2%)	10(8%)	70(56%)	2.752
10	Theses section	–	6(4.8%)	48(38.4%)	10(8%)	61(48.8%)	2.5
11	Photocopy services	–	3(2.4%)	49(39.2%)	7(5.6%)	66(52.8%)	2.616

**Quality of library services**

The table - 11 reveals the quality of library services. Here the services are categorized as highly adequate, adequate, average and inadequate. The 51(40.8%) respondents are said that the library services are average. The 44(35.2%) respondents are said the library services are adequate. The 27(21.6%) respondents are said the library services are highly adequate. Remaining 3(2.4%) respondents are said that the library services are inadequate.

**Table - 11: Quality of library services**

S.NO	Quality	Frequency	%
1	Excellent	27	21.6
2	Very good	44	35.2
3	Good	51	40.8
4	Just fine	3	2.4
5	Not good	-	-
	Total	125	100

**Usage of search engines**

A survey on the frequently used search engines by the BDU library user reveals that Google, Yahoo and

Alta vista are search engines most popularly used, of these search engines "Google" (57.6 percent) is ranked first followed by yahoo (29.6 percent) and Alta vista (5.6 percent)

**Tables 12: Usage of search engines**

S.NO	search engines	Frequency	%
1	Google	72	57.6
2	Yahoo	37	29.6
3	Alta vista	7	5.6
4	Hot bot	6	4.8
5	Others	3	2.4

**User satisfactions with Electronic Resources**

The table - 13 shows that the assessment of users satisfaction with Electronic Resources. The 4.78 per cent of the respondents are most satisfied with library electronic resources. The 56.72 per cent of the respondents are satisfied with library electronic resources. The 35.3 per cent of the respondents are satisfaction is excellent with library electronic resources. The 3.23 per cent of the respondent have not satisfied with library electronic resources.

**Table - 13: Assessment of user satisfactions with Electronic Resources**

S.N O	Types of Electronic Resources	Most satisfaction	satisfaction	Excellent	Less satisfaction	No satisfaction	Mean
1	E-Books	7(5.6%)	70(56%)	43(34.4%)	5(4%)		1.408
2	E-journals	6(4.8%)	73(58.4%)	41(32%)	5(4%)		1.4
3	E-Theses	8(6.4%)	71(56.8%)	39(31.2%)	7(5.6%)		1.416
4	CD-ROM Resources	5(4%)	69(55.2%)	47(37.6%)	4(3.2%)		1.432
5	Online Database	7(5.6%)	71(56.8%)	45(36%)	2(1.6%)		1.352
6	Internet Services	4(3.2%)	73(58.4%)	51(40.8%)	1(0.8)		1.4

**Satisfaction of UGC-Infonet Consortium**

The table - 14 revealed that 52.8 percent (66) of the library users covered under the study stated that the consortium is good, followed by 20%(25) library users rated that it is excellent, 12 percent (16) are stated that it is satisfaction and the remaining (14.4%) (18) Library users that its consortium is very excellent.

**Table - 14: Satisfaction of UGC-Infonet Consortium**

Grade	Responding	%
Very Excellent	18	14.4
Excellent	25	20
Good	66	52.8

Satisfaction	16	12.8
Poor	-	-

**Findings**

- The implication of this result is that greater numbers of library users are male when compared with female. Here it is clear that the most of the uses obtained by the male respondents.
- The study revealed that majority of the respondents are regular uses of the library, they visit once in a week. Considerable respondents of the study use to visit to the library daily two or three times of a week.

- It is found that the 21.6 per cent of the respondents are using the library at every day. Here noticed that the 37.6 per cent of the respondents are using the library for only one hour.
- The pattering of library use with regard to the purpose of visit of library for users expounds that the main purpose of visit to library to browsing internet (30%) and to reading newspapers / magazine (20%).
- Majority of the respondents are used to get help from the library staff to locate the particular information in the library.
- It is found that nearly 50 percent of the library users focused the library rating are very good.
- It is found that more than sixty percent of the library users focused library very tidy.
- It is found that more than 60% of the library users focused the quality of journals are good.
- It is found out the most of the respondents (47.2%) of the library users focused Quality of the books are good.
- Majority of the respondents are used Google search engine.
- Majority of the respondents are satisfied with library electronic resources.
- It is founded the most of the respondents are responses the Library services are excellent.

### Conclusion

The results of this study are very interesting and encouraging. The users were extremely happy to participate in the survey. The suggestion offered by the users for improving the BDU library indicates that they want easy and quick access to information. The users would like to have the journal articles indexed. It appears that the faculty users, who are not so regular in visiting the library, need to convert into active users. The users would like to have new books on emerging subject. This study shows that studies of this nature help the libraries in obtaining

good feedback and there by upgrade the library services.

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