The User Impact and Satisfaction with Library Automation Services: A Case Study of A.K. (P.G.) Library, Khurja

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Abstract

There are several reasons for automating the library activities especially computerizing library activities. On account of Information & knowledge explosion it has become essential for librarians to provide a master key to this repository of knowledge in the service, the librarian started mechanizing activities of libraries and research institution through various gadget. The main of Library is to provide access to proper information explosion, due to growing demands of the user and shrinking of financial resources, library cannot able to maintain all the reading materials on demand the only way to overcome from these problem is sharing resources through consortia, and Internet. This study is a fact finding approach related to the present status of automation services among A.K. (PG) college library users library services in library question were framed about information requirement of the users retrieve, manage and use information, what are the factors affecting the automation services of the users. The users of A.K. (PG) college Khurja was selected to study the various automation library and analyses the utility and effectiveness in provision of information services.

Keywords: Automation; Library Automation; Job Satisfaction; Library Automation; Information Communication Technology; Areas of Automation; Software for Library Automation.

Introduction

The development of electronic databases began in the 1960's and preceded the development of automated systems for libraries. Libraries started to acquire automated systems in the late 1970's. Vendors at this time concentrated on supplying a solution for a specific functional task. Some vendors concentrated on circulation while others concentrated on acquisitions and serial control functions. In the 1980's, there was a shift to integrated automated systems. Often all the software, the hardware, and services were provided by one vendor. This is also known as a turnkey system. The advances in the development of library automation were tied in with technological advances. For example, libraries were

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not able to install large quantities of dumb terminals, essentially a monitor and keyboard, for online public access catalog (OPAC) access until. hardware vendors could deliver reliable CPUs with increased terminal capacity. Many vendors lost a lot of their business due to their inability to incorporate new technologies with functional enhancements. One example of this is the failure of some vendors to migrate to the Unix operating system, which is small and open thus allowing application developers to expand its functionality. Those vendors that moved to the Unix operating system were then capable of providing connectivity with other modules and systems. Also, by the end of the 1980's vendors were expected to accommodate standard offthe-shelf peripheral devices such as printers and barcode scanners. Since the 1990's. There has been the shift to a client/server model. The new technology that is driving this shift is three-fold. The first is the personal computer (PC) revolution that started in the early 1980's and introduced a completely new way to perform day-to-day activities. The second technology advancement was actually a software development and that is the introduction of the graphical user interface (GUI) for the personal computer. This interface was first introduced by Apple Computers with their Macintosh

in 1984 and was quickly followed by the rest of the PC's with Microsoft's Windows. The ability of the user to open multiple windows, use pull-down menus and point a mouse and by "clicking" on icons to accomplish tasks changed the scene of computing. Of course this development would not have occurred without the increased computing power of the personal computer, which is still advancing at a tremendous rate today. The last development which took place in the late 1980's was the introduction of the Internet's World Wide Web (WWW or Web). This method of communication on the Internet was first proposed by Tim Berners-Lee at the European Laboratory for Particle Physics (CERN). Linking of documents by clicking on anchors in a text and now in any media has completely revolutionized how people communicate and do business.

This latest development is also apparent in automated systems as most vendors offer a Web-based online public access catalog (WebOPAC). Today, the integrated library system has a very mature level of functionality. The set of features, such as a database and modules for every library function, expected in an integrated library system are well defined and almost universally implemented. The differentiating factors today involve interconnectivity, architecture and interfaces. Two musts are that library systems must be able to communicate with other systems through Z39.50 and must be accessible by Web browsers. A library's OPAC is no longer a stand-alone entity. Libraries must not only continue to provide access to their own holdings through their online catalogs, but will be expected to deliver a myriad of other information sources. These include electronic serials, online publications, Web-enabled databases, and real-time news resources. Any online catalog lacking the ability to integrate into this electronic information environment will not be adequate to meet the needs of the library and its users.

Review of Literature

Ahmad (2009) [1] studied on Library Automation of Al-Barkaat Institute of Management Studies, Aligarh with the help of Alice for Window (AFW) Library Software. The study found that ABIMS Library was the first fully automated library among all self financing Institutes available in Aligarh, which has provided, Online services to its users through Inter Library LAN System in which users can access the library database from the Online Public Access (OPAC) and also help to library staff to provide good reference service to staff and students.

Bansode and Peiera (2008) [2] on library automation in college libraries in Goa to find out libraries that have undertaken automation, areas of automation, whether sufficient staff is available to carry out automation and barriers to automation faced by the libraries. The study have thrown the light that majority of the college libraries have no qualified librarians as per UGC guidelines. Of the 23 libraries with automation, as the findings show, only one has specialized staff in ICT. The study also suggested that library staff should be sent to training courses to upgrade their IT skills, so that they can become competent to automate their libraries.

Barman and Singh (2007) [3] in a study has focused on the manpower aspects of library automation in the college libraries of Assam. The status of automation has been discussed along with the library survey, library software, and library services.

Bhanja and Barik (2009) [4] highlighted in a study that success of library automation mostly depend upon nature of softwares used for the purpose and emphasis on selection of good library software for automation

Bhuyan (2011) [5] in a study discussed about the automation and networking of public libraries in India with special reference to two districts of Assam. The study shown that due to financial inadequacy, lack of proper administrative structure within the library, lack of professionally trained staff and nonavailability of mechanical devices, the public libraries are limiting themselves to the traditional and pedestrian functions of the library.

Das (2011) [6] found that infrastructure and the service of the public libraries in Assam are not modernized but somehow traditional services are provided to community and public library automation is in its initial stage though its process have been started during 2004-2005.

Ibohal Singh and Giridhari Singh (2009) [7] in a study discussed the library automation in public library system in North East India. Based on the findings of a sponsored research project, the study highlighted Public Library System, ICT, Scope and Methodology adopted and emphasized background information, services, existence of library committee and automation status of the libraries in the region.

Jayaprakash and Balasubramani (2011) [8] in their study have emphasised that automation of library operations and services are essential for efficient functioning of the library and saving the library users time. In this purview, the study has investigated the Automation in University libraries in Tamil Nadu. It discussed automation, its need and application in university Libraries. The study explained the various

problems faced by authorities and the staff during the process of automation. The tool adopted to conduct the study was a well structured questionnaire.

Joshi and Nikose (2011) [9] discussing problems and prospects in automation and networking in libraries in India, highlighted some of the scientific and technical libraries working and leading in library automation under such R & D institutions like CSIR, ICMR, ICAR and DRDO. The study also described networking as the linkage of working procedures for the exchange of information resources and revealed some of the barriers of networking as higher education authorities still have a dilemma as to whether or not resource sharing is possible through networking. Potentialities of INFLIBNET, as the study shows, are still not known to many academic libraries and UGC fails to provide appropriate funds to academic libraries for computer software and hardware.

Medhi and Deka (2011) [10] which has revealed that the library does not use computer for automation of the library services. The study also found that the library was still giving traditional based services to the users.

Sarma and Jyotirekha (2009) [11] The study discussed the status of automation and networking, hardwares used in the library, services and facilities provided. The same has shown that the library was fully automated using Libsys 32 software package. The study also revealed that IIT Guwahati Library provides excellent service to its user and it could be considered as one of the best libraries in North East India.

Shivpal Gautam and Ritu (2008) [12] studied open source solutions and their impact on areas of information, knowledge and content management. It highlighted library community the concerned areas in library automation, and discussed about automation product such as commercial, not for profit and open source. The study also highlighted features of library automation software, which are mostly in practice by libraries i.e., Libsys, SOUL and open source system KOHA.

Vaiphei and Bembem (2009) [13] analysed the problems and prospects of automation in Manipur. The study revealed that most of the special libraries in Manipur are not automated due to various problems like lack of separate building, untrained staff, no qualified librarian and paucity of funds for library, etc.

Methodology

Methodology has its importance in scientific investigation because objectives in any research investigation cannot be obtained unless. it is carried out in a very systematic investigation in values careful and proper adoption of research design, use of standardized tools and test, identifying adequate sample by using appropriate sampling techniques, sound procedures collecting data there after careful tabulation of the data and the use of analyzing the data.

Proposal study is a fact finding approach related to the present status of automation services among. A.K (PG) college library users library services in library question were framed about information requirement of the users retrieve, manage and use information, what are the factors affecting the automation services of the users. 135 questionnaires were personally distributed to UG. and PG. Student. Out of 118 were received back this response rate comes to be approx.

The pilot survey ensures questionnaire is relevant and meaningful to the average respondent and to decide which questions were relevant for the purpose of study. The investigator was distributed questionnaire among 18 users for the pilot study which was very helpful in the questionnaire suitability.

The collection of data from the entire population of students was enough to be covered in a single study. Therefore, the total numbers of questionnaires distributed are 135 including undergraduates and postgraduates of A.K. (PG) College. A Total number of 125 filled in questionnaires were returned back. There investigator selected 118 questionnaires for the analysis 7 questionnaires were not completed filled.

The data collected through questionnaire, are organized and tabulated by using statistical method. Statically method of research lies stress on fact, figures and nothing beyond that. Statically methods have their own characterstics. One important characteristic that, this method does not study any individual, but a group of individual. Secondary it is a method which is quantitative rather the qualitative inferential statistics are used to make prediction to test hypothesis and to information characteristics of a population from the characteristics as a sample.

Results and Discussion

Several methods can be used to collect primary data. The choice of a method depends upon the purpose of the study. The resources available and the skills of the researcher. These are time when the method most appropriate to achieve the objectives of a study cannot be used because of constraints such as a lack of resources and/or required skills. In such situations

you should be aware of the problems these limitation impose or the quality of the data.

Which services available (offered) in this library?

Table 1 Show that services available in this library Show that UG. Student 7(11.47%) are using Interlibrary loan and PG. Student 12(21.05%), UG. Student 21(34.42%) Reference Services are using and PG. Student 32(56.14%), CAS UG. Student 9 (14.75%) are using and PG. Student 13 (22.80%), SDI are using UG. Student 2 (3.27%) and PG. Student 7(12.28%), UG.Student 9 (14.75%) indexing and abstracting and PG. Student 16 (28.07%), UG. Student 41(67.21%) Internet are using and PG. Student 51(89.47%), UG. Student 59 (96.72%) photo copying Services are using and PG. Student 53(92.98%)services availble in this library.

How often do you use the automation services?

Table 2 Show that UG. Student 5 (8.19%) are using daily and PG. Student 13 (22.80%), UG. Student 14 (22.95%) are using once a weak and PG. Student 13 (22.80%), UG. Student 24 (39.34%) are using once for night and PG. Student 22 (38.59%), UG. Student 11 (18.03%) are Using once a month and PG. Student 7 (12.28%), UG. Student 7 (11.47%) are using rarely and PG. Student 2 (3.50%) use the automation services.

Access to automatic section in the library is always granted to Students.

Table 3 Show that UG. Student 32 (52.45%) are agreed and PG. Student 35 (61.40%) agreed, UG. Student 19 (31.14%) are not agreed and PG. Student 13 (22.80%) are not agreed, UG. Student 10 (16.41%) are undecided and PG. Student 9 (15.78%) automated section in the library are always granted to student.

Which search function do you user while searching for information?

Table 4 show that UG. Student 5 (8.19%) keyword search are using and PG. Student 9 (15.78%), UG. Student 32 (52.45%) are using title search and PG. student 39 (68.42%) , Author search UG. Student 37 (60.65%) are using and PG. student 41 (71.92%), UG .student 47 (77.04%) are using subject search and PG student 29 (50.87%), UG. Student 3 (40.91%) Boolean search are using and PG. student 2 (3.50%) user while searching for information.

Table 1: Services available in library

S. N.	Services available in this library	UG. N=61	%	PG. N=57	%
2.	Inter library loan	7	11.47	12	21.05
3.	Reference services	21	34.42	32	56.14
4.	CAS	9	14.75	13	22.80
5.	SDI	2	3.27	7	12.28
6.	Indexing and abstracting	9	14.75	16	28.07
7.	Internet	41	67.21	51	89.47
8.	Photo copying services	59	96.72	53	92.98

(Multiples Answer were permitted)

Table 2: Use the automation services

S. N.	Use the automation services	UG.N=61	%	PG. N=57	%
1.	Daily	5	8.19	13	22.80
2.	Once a weak	14	22.95	13	22.80
3.	Once a for night	24	39.34	22	38.59
4.	Once a month	11	18.03	7	12.28
5.	Rarely	7	11.47	2	3.50

Table 3: Automatic section in the library

S. N.	Automatic section in the library	UG. N=61	%	PG. N=57	%
1.	Agreed	32	52.45	35	61.40
2.	Not agreed	19	31.14	13	22.80
3.	Undecided	10	16.41	9	15.78

(Multiples Answer were permitted)

Table 4: Search function do you user while searching for information

S. N.	User while searching for information	UG. N=61	%	PG. N=57	%
1.	Keyword search	5	8.19	9	15.78
2.	Title search	32	52.45	39	68.42
3.	Author search	37	60.65	41	71.92
4.	Subject search	47	77.04	29	50.87
5.	Boolean search	3	4.91	2	3.50

(Multiples Answer were permitted)

Table 5: Traditional system automation makes information Retrieval Very easier and faster

S. N.	Option	UG.N=61	%	PG. N=57	%
1.	Agreed	41	67.21	47	82.45
2.	Not agreed	18	29.50	7	12.28
3.	Undecided	2	3.27	3	5.26

(Multiple Answer were permitted)

Table 6: Method used for locating information

S. N.	Method used for Locating inf.	UG.N=61	%	PG. N=57	%
1.	Search the shelves four self	13	21.31	11	19.29
2.	Ask the library staff	10	16.39	6	10.52
3.	Consult the library catalogue/OPAC	27	44.26	33	57.89
4.	Take the library of a friend/college	11	18.03	7	12.28

Table 7: Search engine do you use for Searching

S. N.	Engine use for searching	UG. N=61	%	PG. N =57	%
1.	Google	58	95.08	49	85.96
2.	Yahoo	47	77.04	39	68.42
3.	Alta vista	2	3.27	3	5.26
4.	Rediff	19	31.14	32	56.14
5.	MSN	7	11.47	13	22.80
6.	Google scholar	13	21.31	21	36.84

(Multiples Answer were permitted)

Table 8: Opinion on convenience of use automated section

S. N.	Convenience of use automated section	UG. N=61	%	PG. N=57	%
1.	Very easy	27	44.26	23	40.35
2.	Easy	18	29.50	17	29.82
3.	Fairly easy	11	18.03	10	17.54
4.	Difficult	4	6.55	5	8.77
5.	Very difficult	1	1.63	2	3.50

As opposed to traditional system automation makes information Retrieval Very easier and faster.

Table 5 Show that UG. Student 41 (67.21%) agree are using and PG. student 47 (82.45%). UG. Student 18 (29.50%) are using not agreed and PG student 7 (12.28%), UG student 2 (3.27%) are using undecided and PG. student 3 (5.26%) information retrieval very easy and faster.

What is the method used for locating information?

Table 6 Show that UG. Student 13 (21.31%) are using search the shelves four Self and PG. student 11(19.29%), UG. Student 10(16.39) % are using ask

the library Staff and PG. student 6 (10.52%), UG. Student 27 (44.26%) are using Consult the library Catalogue / OPAC and PG. student 33 (57.89%) UG student 11 (18.03%) are using Take the lib. Of a friend\college and PG. student 7 (12.28%).method used for locating information.

Which search engine do you use for Searching?

Table 7 Show that UG. Student 58 (95.08%) are using google and PG. student 49 (85.96%), UG. Student 47 (77.04%) are using yahoo and PG. student 39 (68.42%) UG. Student 2 (3.27%) Alta vista are using and PG. student 3 (5.26%), UG 19 (31.14%) Are using Rediff and PG. student 32 (56.14%), UG. Student 7

(11.47%) MSN are using And PG 13 (22.80%), UG. Student 13 (21.31%) Google scholar are using and PG.21 (36.84%) use for searching.

Respondent is opinion on convenience of use automated section.

Table 8 Show that UG. Student 27 (44.26%) very easy are using and PG. student 23 (40.35%), UG. Student 18 (29.50%) easy are using and PG. student 17 (29.82%), UG student 11 (18.03%) fairly easy are using and PG .student 10 (17.54%), UG. Student 4 (6.55%) difficult are using and PG. student 5 (8.77%), UG. Student 1 (1.63%) very Difficult are using and PG student 2 (3.50%) convenience of use automated section.

Problems encountered by users.

Table 9 Show that UG. Student 9(14.75%) insufficient computer terminals to Work on are using and PG. student 20 (35.08%), UG, student 18 (29.50%) recurrent Power outage are using and PG. student 13 (22.80%), UG. Students 13 (21.31%) Not finding appropriate subject term are using and PG. student 7(12.28%), UG. Student 14 (22.95%) computer literacy problem are using and PG. student 11 (19.29%) UG. Student 7 (11.47%) uncooperative attitude of staff is using and PG. Student 6 (10.52%) problem entered by users

I don't use the automated section in the library because I cannot Use the computer.

Table 10 Show that UG. Student 21(34.42%) agreed are using and PG. student 13 (22.80) %, UG. 27 (44.26) % not agreed are using and PG. student 37(64.91%), UG. Student 13 (21.31%) undecided are using and PG. student 7 (12.28%) automated section in library.

How do you rate the behavior of library staff?

Table 11 Show that UG. Student 9 (14.75%) excellent are using and PG. student 11 (19.29%), UG. Student 32 (52.45%) are using Good and PG. student 28 (49.12%), UG. Student 17 (27.86%) fair are using and PG. student 13 (22.80%), UG student 3 (4.91%) average are using and PG student 5 (8.77%) rate the behaviour of library staff.

Are you satisfied with the other Library facilities?

Table 12 show that UG student 17 (27.86%) membership are using and PG. Student 23 (40.35%), UG. Student 21 (34.26%) opening hours are using and PG. Student 19 (33.33%), UG. Student 7 (11.47%) reservation facility are using and PG. student 9

(15.78%), UG. Student 19 (31.14%) location are using and PG. student 11 (19.29%), UG. Student 17 (27.86%) are using space for using and PG. Student 27(47.36%), UG Student 11(18.03%) Cleanliness are using and PG. Student 14 (24.56%) satisfied with the other library facilities.

What are the resources for using the library?

Table 13 Show that UG. Student 41 (67.21%) are using to borrow Books and PG. Student 51 (89.47%), UG. Student 32 (52.45%) to use Internet and PG. student 39 (68.42%), UG. Student 7 (11.47%) to read Magazine and PG. Student 17 (29.82%) UG. Student 13 (21.31%) to read news pap r and PG. Student 21 (36.84%) resources for using the library.

Do you usually find it books and other material that you are looking for in this library?

Table 14 show that UG student 23 (37.70%) always are using and PG student 27 (47.36%), UG. Student 27 (44.26%) sometime find are using and PG student 21(36.84%), UG student 9 (14.75%) rarely find are using and PG student 7 (12.28%), UG student 2 (3.27%) never find are using and PG student 2 (3.50%) looking for in this library.

How do you find about what is happening at this library?

Table 15 Show that UG. Student 21 (34 .42%) friend are using and PG. Student 17 (29.82%), UG. Student 27 (44.26%) are using teacher and PG. Student 27(47.36%), UG. Student 4 (6.55%) library publication are using and PG. Student 7 (12.28%), UG .Student 9 (14.75%) lib. Staff Membership are using and PG. Student 6 (10.52%) happening at this library.

Mark all areas in which you would like to used technology

Table 16 Show that UG. Student 28(45.90%) more computer to access the Collection are using and PG. Student 32 (56.14%), UG. Student 23 (37.70%) more Internet access are using and PG. Student 17 (29.82%) UG. Student 7 (11.47%) more CD – Rom work station are using and PG. Student 6 (10.52%), UG. Student 3 (4.91%) more online database are using and PG. Student 2 (3.50%) would like to used technology.

How did you get information about the online database?

Table 17 Show that UG Student 37 (60.65%) course content are using and PG. Student 27 (47.36%), UG. Student 2 (3.27%) library personal are using and PG. Student 3 (5.26%), UG. Student 7 (11 .47%) computer literacy are using and PG. Student 6 (10.52%), UG.

Table 9: Problems encountered by users

S. N.	Problem encountered by users	UG. N=61	%	PG. N=57	%
1.	Insufficient computer terminals to work on	9	14.75%	20	35.08%
2.	Recurrent power outage	18	29.50%	13	22.80%
3.	Not finding appropriate subject term	13	21.31%	7	12.28%
4.	Computer literacy problem	14	22.95%	11	19.29%
5.	Uncooperative attitude of staff	7	11.47%	6	10.52%

Table 10: Use the automation section in the library

S. N.	Use the automation section in the library	UG. N=61	%	PG. N=57	%
1.	Agreed	21	34.42	13	22.80
2.	Not agreed	27	44.26	37	64.91
3.	Undecided	13	21.31	7	12.28

(Multiple Answer were permitted)

Table 11: Behaviour of library staff

S. N.	Behaviour of library staff	UG. N=61	%	PG. N=57	%
1.	Excellent	9	14.75	11	19.29
2.	Good	32	52.45	28	49.12
3.	Fair	17	27.86%	13	22.80%
4.	Average	3	4.91%	5	8.77%

Table 12: Satisfied with the library facilities

S. N.	Satisfied with the library facilities	UG. N=61	%	PG. N=57	%
1.	Membership fee	17	27.86	23	40.35
2.	Opening hours	21	34.26%	19	33.33
3.	Reservation facility	7	11.47	9	15.78
4.	Location	19	31.14	11	19.29
5.	Space for reading	17	27.86	27	47.36
6.	Cleanliness	11	18.03	14	24.56

Table 13: Resources for using the library

S. N.	Resources for using the library	UG. N=61	%	PG.N=57	%
1.	To borrow books	41	67.21	51	89.47
2.	To use internet	32	52.45	39	68.42
3.	To read magazine	7	11.4	17	29.82
4.	To read news paper	13	21.31%	21	36.84

(Multiple Answer were permitted)

Table 14: Looking the library

S. N.	Looking for in this library	UG. N=61	%	PG.N=57	%
1.	Always	23	37.70	27	47.36
2.	Sometime find	27	44.26	21	36.84
3.	Rarely find	9	14.75	7	12.28
4.	Never find	2	3.27	2	3.50

Table 15: What is happening at library?

S. N.	Happening at this library	UG. N=61	%	PG. N=57	%
1.	Friend	21	34.42%	17	29.82%
2.	Teacher	27	44.26%	27	47.36%
3.	Library publication	4	6.55%	7	12.28%
4.	Library Staff membership	9	14.75%	6	10.52%

Table 16: Areas in which you would like to used technology

S. N.	Would like to used technology	UG. N=61	%	PG. N=57	%
1.	More computer to access the collection	28	45.90	32	56.14
2.	More internet access	23	37.70	17	29.82
3.	More CD -Rom workstation	7	11.47	6	10.52
4.	More online database	3	4.91	2	3.50

Student 12 (19.67%) discussion with professional are using and PG. Student 11 (19.29%), UG. Student 3 (4.91%) conference/workshop is using and PG. Student 10 (17.54%) information about the online database.

Does the library have adequate facilities for the following electronic resource?

Table 18 Show that UG. Student 12 (19.67%) sufficient access computer terminal Are using and PG. Student 21 (36.84%), UG. Student 8 (13.11%) online database are using and PG Student 13 (22.80%), UG. Student 3 (4.91%) CD -Rom are using and PG. Student 7 (12.28%), UG. Student 37(60.65%) online public access catalogue are using and PG. Student 16 (28.07%) the library adequate facilities for the electronic resource.

What response on internet awareness among users?

Table 19 Show that UG. Student 33 (54.09%) Aware are using and PG. Student 33(57.89%) UG. Student 22(36.06%) not aware and PG. Student 17(29.82%), UG. Student 6(9.83%) undivided and PG. Student 7(12.28%) response on internet awareness among users.

Are you satisfied about internet services in your Library?

Table 20 Show that UG. Student 21(34.42%) fully are using and PG. Student 23(40.35%), UG. Student 29(47.54%) particularly are using and PG. Student 23(40.35%), UG. Student 11(18.03%) satisfied are using and PG. Student 11(19.29%) satisfied about internet services in your library.

Table 17: Information about the online database

S. N.	Information about the online database	UG. N=61	%	PG. N=57	%
1.	Course contents	37	60.65	27	47.36
2.	Library personal	2	3.27	3	5.26
3.	Computer literacy	7	11.47	6	10.52
4.	Discussion with professional	12	19.67	11	19.29
5.	Conference/workshop	3	4.91	10	17.54

Table 18: Facilities for electronic resources

S. N.	Facilities for electronic resources	UG. N=61	%	PG. N=57	%
1.	Sufficient access computer terminals	12	19.67	21	36.84
2.	Online database	8	13.1	13	22.80
3.	CD –Rom/multimedia	3	4.91	7	12.28
4.	Online public access catalogue	37	60.65	16	28.07

Table 19: Response on internet awareness among users

S. N.	Response on internet awareness among users	UG. N=61	%	PG. N=57	%
1.	Aware	33	54.09	33	57.89
2.	Not aware	22	36.06	17	29.82
3.	Undivided	6	9.83	7	12.28

Table 20: Internet services in your library

S. N.	Internet services in your library	UG. N=61	%	PG. N=57	%
1.	Fully	21	34.42	23	40.35
2.	Particularly	29	47.54	23	40.35
3.	Satisfied	11	18.03	11	19.29

Conclusion

Library automation is the process which needs proper planning, timely, implementation and periodical evolution the librarian with administrators has to set the priorities after analysing the current status and future requirement selection of the suitable integrated library management package according to the needs of the users and the library is important. Acquisition, circulation, cataloguing, serial control, OPAC etc. should be conducted with care staff training and user education are key to the success of the process for the successful implementation of an

integrated library system all key factors must be in place support from administration staff.

The present study revealed the following major points

- The study show that the high percentage of the user 96.72% UG. Student and 92.98% Student have photo copying services available in the library.

- The study show that the high percentage of the user 39.34% UG Student and 38.59% PG. Student once a for night use the automation services.

- The study show that the high percentage of the user 52.45% UG Student and 61.40% PG. Student agreed automation section in the library are always grated to student.

- The study show that the high percentage of the user 77.04% UG. Student use subject search and 71.92% PG. Student use author search use for searching information.

- The study show that the high percentage of the user 67.21% UG. Student and PG. Student 82.45%agreed to automation section in the library.

- The study show that the high percentage of the user 44.26% UG. Student and 57.89% PG. Student consult the library catalogue/OPAC method use for locating information.

- The study show that the high percentage of the user 95.08% UG. Student and 85.96% PG. Student use Google search engine use for searching.

- The study show that the high percentage of the user 44.26% UG. Student and 40.35% PG. Student very easy on convenience of use of automated section.

- The study show that the high percentage of the user 29.50% UG. Student recurrent power outages and 35.08% PG. Student insufficient computer terminal to work on problem encountered by users.

- The study show that the high percentage of the user 44.26% UG. Student and 64.91% PG. Student not agreed use the automated section in the library.

- The study show that the high percentage of the user 52.45% UG. Student and 49.12% PG. Student good the behaviour of the library.

- The study show that the high percentage of the user 34.26% UG. Student opening hours and 47.36% PG. Student space for reading satisfied with the other library facilities.

- The study show that the high percentage of the

user 67.21% UG. Student and 89.47% PG. Student to borrow book for using the library.

- The study show that the high percentage of the user 44.26% UG. Student sometime find and 47.36% PG. Student always usually find its book and other material looking for in this library.

- The study show that the high percentage of the user 44.26% UG. Student and 47.36% PG. Student teachers is happening at the library.

- The study show that the high percentage of the user 45.90% UG. Student and 56.14% PG. Student more computers to access the collection would like to technology improved.

- The study show that the high percentage of the user 60.65% UG. Student and 47.36% course contents the online database sources of information.

- The study show that the high percentage of the user 60.65% UG. Student online public access catalogue and 36.84% PG. Student sufficient access computer terminals adequate Facilities for the following electronic resources.

- The study show that the high percentage of the user 54.09% UG. Student and 57.89% PG. Student aware on internet awareness among user.

- The study show that the high percentage of the user 47.54% UG. Student and 40.35% PG. Student particular satisfied about internet services in library.

Acknowledgement

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