

Understanding the Recent Trends in Library Management and Information Services in University Library: A Comparative Study of CCS University, Meerut and MJP University, Bareilly

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Abstract

The paper discusses the trends and practices in the university libraries regarding the library management and reference services. The paper discloses the outcomes of a survey study taken in the libraries of CCS University, Meerut and MJPU, Bareilly. The paper highlights the changes being faced by the university libraries due to impact of web resources and IT applications in libraries.

Keywords: Library Management; IT Applications; Library Services.

Introduction

The library management involves mental exercises as well as the application of principles of management. The combination of both leads to better arrangement of library collection and services. As described in literature, the library management is the process of coordinating total resources of an organization towards the accomplishment of desired goal of that organization through the execution of a group of inter-related functions such as planning, organization, staffing, directing and controlling. Application of principles and techniques of management in library is known as library management. Traditionally, the library management system or Integrated Library System (ILS) was responsible for running library efficiently and effectively. Over the past few years role of Integrated Library System (ILS) has been changed. The library resources are managed more and more by systems. The library management system has the traditional functions such as acquisition, cataloguing and access to resources. The challenges of management in libraries have increased tremendously in recent years. As library is a growing organism, library management apply/adopt principles and techniques for controlling or managing this growth and occurring changes.

Need and Importance of Library Management

The library management is needed in keeping view the goals, interrelated functions, resources as well as the users. Managing various aspects in a library also paves way for efficient functions and services from the library staff.

Various Services in University Libraries

The university libraries are concerned with research oriented library services. To provide the services for researchers and other people in the higher education, the university library provides many following services to the users.

- i. Digital library 24/7 services available in university library.
- ii. Current Awareness Services (CAS).
- iii. Selective Dissemination of Services (SDS).
- iv. Book bank scheme.
- v. Photo copying facility.
- vi. Abstracting and indexing services.
- vii. Reference and referral services.
- viii. Current bibliographic data bases.
- ix. Online searching.
- x. Document copying and CD writing.
- xi. Internet facility for students, staff and research scholars.
- xii. Access online journals and data bases.
- xiii. Access e-book, e-lectures and multimedia content.
- xiv. Access other library data basis.

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- xv. OPAC services.
- xvi. Providing of exclusive book and periodicals for students preparing for competitive examinations
- xvii. Inter library loan.
- xviii. Photo copying facility.
- xix. Reference service.
- xx. CD ROM search.
- xxi. Internet and E-mail facility.
- xxii. Digital document on demand.

Use of the technology enables to manage the library resources and services. The activities which are routine in nature do not become cumbersome and the applications tend to become more productive. The internet and web technologies are therefore proving to enhance the interest of users as well. Various functions as acquisition, circulation, resource sharing, reference services, users education are now automated or dependent on computer systems.

Few Glimpses from the Past

The library management and provision of services according to choice of users' demand is not a simple task. The literature reflects various musings from the library scenario. According to Graham Walton (2008) wider management literature for establishing a new brand for libraries are needed. The library user can get easily services available to them. Library staff has an important role for developing and delivering library brand. Chris Neuhans & Kent Snowden (2003) mentions a committee organized for heightening administration and faculty for creating awareness about Library resources and services to the students. They find out what the services are being provided to research university committee. The efforts and experiments adopted by committee e.g. email postings, student's surveys, online library news letters and sidewalk slogans got encouraging results.

Steve O' Connor (2007) is concerned with the exploration of intelligences that the library manager/ leader needs for doing his work efficiently and perfectly. For providing library services he requires more intelligence, different and new skills. Jane Bosten (2004) presents the need of changes in traditional library services, the development of methods and standards for measuring the performance in the digital library. The assessment of the digital library is new, library's traditional and digital contributions to achieve the aim of its institution. She has concerned with the management culture of the library and its parent organization. Nick Moore (2000) presents the applications and implications of the internet in the

libraries and for the libraries in current and future. The features of online access, search sites and collection developments, security issues and disadvantages of the internet for libraries are also described. The influences of the internet in library science are moving. Jason Vaughan (2005) states his experiences related to information technology, maintenance, enhancement and the future developments in new academic library. The challenges in the technology also put effect on library systems and services. He suggests that administrator to maintain a comprehensive information technology environment. Ola Palerot and Louise Limberg (2011) mention here information sharing activities. These activities are intertwined with other information practices such as information seeking and use. The information and communication technologies (ICTs) can be seen as important parts of the arrangements of human entities, form the social sites in which the scholars are active. The relation between Information and Communication technologies and other material arrangements and the ways how information is used and shared.

Reijo Savolainen (2011) describes the articulation of people's need of information and providing the information on different sites in various types, more specifically in blogs and Internet discussion forums. The information provision drew strongly on the use of personal knowledge. He describes that there is no remarkable difference between the types of on-line sites with regard to articulation of information needs and using sources for providing information to others. According to Sonja Spiranec and Mahaela Banek Zorica (2010) the new meaning and understanding of the central conceptions in information literacy are changing the focus of classical information literacy towards information literacy 2.0. Most of the aspects of current information literacy developed from a print based culture, which is designed with the transient and hybrid nature of digital environments. Liangzhi Yu (2010) describes that the information is poor and disadvantageous because of individuals' information resource bases, information practices and information assets.

Objectives and Scope of the Study

1. To identify the application and implementation of new technologies being used in library management and services in Central Library of Mahatma Jyotiba Phule University, Bareilly (MJPU) and Choudhary Charan singh University, Meerut (CCSU).

2. To discover which type of reference services are being provided to the staff, students and faculty in Central Library of Mahatma Jyotiba Phule University, Bareilly and Choudhary Charan Singh University Meerut.

Scope

This study has concentrated to make the Comparative Study of library management implied and services provided to university students and scholars. It has investigated whether the new information technologies such as internet, e-mail, CD-ROM etc being provided to the user are satisfactory or meet the accurate requirement of the research scholars and students. The importance of reference services in university library cannot be over estimated. A direct personal assistance should be given to the user in search of information. Reference sources and reference services should be promoted. The study is

confined to Central Library, Mahatma Jyotiba Phule, University, Bareilly and Choudhary Charan Singh University Meerut. The survey is about the management changes and information services in C.C.S. University Library, Meerut and M.J.P. University Library, Bareilly. The collected data is organized and tabulated by using statistical method in tables and percentage. The data is collected by Questionnaires for library users. Total 200 Questionnaires were distributed among C.C.S. University Library, Campus and Library during 2013-2015 and 168 Questionnaires were returned. Total 200 Questionnaires were distributed among M.J.P. University Library, Campus and Library during 2013-2015 and 176 Questionnaires were returned.

User Data Analysis and Interpretation

The survey has been careful to present the real picture from the users' point of view and experiences.

Table 1: Status of the user

	C.C.S University Library		M.J.P. University Library	
	Response	Percentage	Response	Percentage
a. PG	104	61.90%	114	64.77%
b. UG	46	27.38%	58	32.95%
c. Faculty	02	1.19%	02	1.13%
d. Non teaching staff	04	2.38%	02	1.13%
e. Others (please specify)	12	7.14%		

Table 2: Visits to the library

	C.C.S University Library		M.J.P. University Library	
	Response	Percentage	Response	Percentage
a. Daily	140	83.33%	82	46.59%
b. Twice a week	04	2.38%	34	19.31%
c. Once a week	00	00%	22	12.5%
d. Occasionally	18	10.71%	36	20.45%
e. Never	06	3.57%	02	1.13%

Various tables below present the data and the findings as:

In the above table, the data reflect about the status of users in these libraries. It is found that C.C.S. University Library 61.90% users are of PG and 27.38% users are of UG, faculty is 1.19% and Non teaching staff is 2.38%. In M.J.P. University Library 64.77% users are of PG, 32.95% are of UG, 1.13%

users are of faculty and 1.13% users are from non teaching staff.

The data reflect that in C.C.S University Library 83.33% users visit daily and 2.38% users visit twice a week. 10.71% users occasionally visit to the library and only 3.57% users never visit to the library. There is diversity in the kinds of users as well as their visit pattern in the library. It is visible that in M.J.P

Table 3: Purpose of visit to the librarya

	C.C.S University Library		M.J.P. University Library	
	Response	Percentage	Response	Percentage
a. Borrowing and returning of reading material.	54	26.73%	32	18.18%
b. Preparation of classroom teaching	44	31.78%	76	43.18%
c. Gathering of professional information	14	6.93%	16	9.09%

d.	Keeping up to date	38	18.81%	28	15.90%
e.	Consulting reading material for research	20	9.90%	16	9.09%
f.	Carrying out internet search	16	7.92%	08	4.54%
g.	Any other (please specify)	16	7.92%		

University 46.59% users visit daily and 19.31% users visit twice a week. 12.5% users visit library one time in a week, 20.45% users visit library occasionally and only 1.13% users never visit library.

A good number of users (26.73% users) visit library for borrowing and returning of reading material and 31.78% users come to the library for the preparation of classroom teaching in C.C.S University Library.

7.92% users come only for carrying out internet search and 7.92% users visit library for other purposes. In M.J.P. University Library 18.18% users visit library for borrowing and returning of reading material and 43.18% users come to the library for the preparation of classroom teaching. Only 9.09% users come for gathering of professional information, 15.90% users visit to the library for keeping themselves up to date,

Table 4: Various categories of reading material available in the library and the frequency of their use: C.C.S University LibraryResponses

S. No.	Categories	MF	Percentage	F	Percentage	S	Percentage	R	Percentage	N	Percentage
1	General Books	33	19.64%	21	12.5%	26	15.47%	16	9.52%	72	42.85%
2	Reference books	68	40.47%	51	30.35%	19	11.30%	17	10.11%	13	7.73%
3	Periodicals	54	32.14%	33	19.64%	25	14.88%	14	8.33%	42	25%
4	General Magazine	23	13.69%	30	17.85%	42	25%	35	20.83%	38	22.61%
5	Thesis	37	22.02%	38	22.61%	19	11.30%	10	5.95%	64	38.09%
6	CD ROM database	22	13.09%	24	14.28%	24	14.28%	25	14.88%	73	43.45%
7	Online database	22	13.09%	25	14.88%	24	14.28%	41	24.40%	56	33.33%
8	e-journals	26	15.47%	25	14.88%	28	16.66%	43	25.59%	46	27.38%
9	e-reference sources	17	10.11%	08	4.76%	15	8.92%	11	6.54%	117	69.64%

(MF= Most Frequently, F= Frequently, S= Sometimes, R= Rarely, N= Never)

9.09% scholars visit to the library for consulting reading material for research, 4.54% users come only for carrying out internet search.

In the above table, C.C.S University Library 19.64% users most frequently use general books. 40.47% users use reference books most frequently, 30.35% users use reference books frequently and 11.30% users use reference books sometimes. 10.11% users use reference books rarely and 7.73% users never use reference books. Periodicals are used most frequently by 32.14% users and 19.64% users use frequently periodicals. About 13.69% users use most frequently general magazines, 17.85%users frequently use

general magazines and 25% users sometimes use general magazines.

The use of thesis is also popular. About 22.02% users use thesis most frequently, 22.61% users use thesis frequently and 11.30% users sometimes use thesis. 5.95% users use thesis rarely and 38.09% users never use thesis. The usage of CDROMs is also found. 13.09% users most frequently use CD-ROM, 14.28% users frequently use CD-ROM. 13.09% users use online service most frequently, 14.88% users frequently use online service and 14.28% users use online sometimes. According to the above table 15.47% users use e-journals most frequently, 14.88% users

Table 5: Various categories of reading material available in the library and the frequency of their use: M.J.P. University LibraryResponses

S. No.	Categories	MF	Percentage	F	Percentage	S	Percentage	R	Percentage	N	Percentage
1	General Books	84	47.72%	41	23.29%	15	8.52%	08	4.54%	28	15.90%
2	Reference books	58	32.95%	38	21.59%	12	6.81%	32	18.18%	36	20.45%
3	Periodicals	79	44.88%	41	23.29	43	24.43%	04	2.27%	09	5.11%

4	General Magazine	37	21.02%	17	9.65%	48	27.27%	38	21.59%	36	20.45%
5	Thesis	25	14.20%	39	22.15%	45	25.56%	05	2.84%	62	35.22%
6	CD ROM database	-	-	-	-	-	-	04	2.27%	172	97.72%
7	Online database	15	8.52%	21	11.93%	18	10.22%	53	30.11%	69	39.20%
8	e-journals	05	2.84%	21	11.93%	43	24.43%	47	26.70%	60	34.09%
9	e-reference sources	02	1.13%	15	8.52%	12	6.81%	26	14.77%	121	68.75%

(MF= Most Frequently, F= Frequently, S= Sometimes, R= Rarely, N= Never)

use frequently e-journals and 16.66% users use sometimes e-journals. 25.59% users rarely use e-journals and 27.38% users never use e-journals. In the above table of C.C.S University Library, only 10.11% users use e-reference most frequently.

In the above table of M.J.P. University Library 47.72% users most frequently use general books and 23.29% users use frequently general books. It is seen that 32.95% users use reference books most frequently, 21.59% users use reference books frequently and 6.81% users use reference books sometimes. As above table of M.J.P. University Library shows periodicals are used most frequently by 44.88% users and 23.29% users use frequently periodicals. 24.43% users use periodicals sometimes, 2.27% users use rarely periodicals and 5.11% users never use periodicals.

It is found that 21.02% users use most frequently general magazines, 9.65% users frequently use general magazines and 27.27% users sometimes use general magazines. In M.J.P. University Library 14.20% users use thesis most frequently, 22.15% users use thesis frequently and 25.56% users sometimes use thesis. 2.84% users use thesis rarely and 35.22% users never use thesis. According to the above table of M.J.P. University Library 8.52% users use online service most frequently, 11.93% users frequently use online service and 10.22% users use online sometimes. 30.11% users rarely use online service and 39.20% users never use online service. 2.84% users use e-journals most frequently, 11.93% users use frequently e-journals and 24.43% users use sometimes e-journals. 26.70% users rarely use e-journals and 34.09% users never use e-

Table 6: Computerization of library and Information Services

		C.C.S University Library		M.J.P. University Library	
		Response	Percentage	Response	Percentage
a.	CAS	42	25%	34	19.31%
b.	SDI	28	16.66%	14	7.95%
c.	Online Public Access Catalogues	62	36.90%	38	21.59%
d.	Serial Control	06	3.57%	08	4.54%
e.	List of new arrivals	30	17.85%	82	46.59%

journals. Only 1.13% users use e-reference most frequently, 8.52% users use e-reference frequently and 6.81% users sometimes use e-reference. 14.77% users use e-reference rarely and 68.75% users never use e-reference.

In the above table 25% users gave their response in the favor of CAS and 16.66% users get SDI facility. 36.90% users use Online Public Access Catalogues, 3.57% users take the benefit of Serial Control facility and 17.85% users can see the List of new arrivals in

Table 7: Awareness of Services

		C.C.S University Library		M.J.P. University Library	
		Response	Percentage	Response	Percentage
a.	Lending	54	27.55%	54	30.68%
b.	Reference	52	26.53%	54	30.68%
c.	Online search	56	28.57%	53	30.11%
d.	CD Rom search	20	10.20%	00	00%
e.	Any other (please specify)	14	7.14%	15	8.52%

C.C.S University Library. In M.J.P. University Library 19.31% users gave their response in the favor of CAS and 7.95% users get SDI facility. 21.59% users use Online Public Access Catalogues, 4.54% users take

the benefit of Serial Control facility and 46.59% users can see the List of new arrivals.

In C.C.S University Library 27.55% users are aware of lending service and 26.53% users are aware of

Table 8: Reservation facility

		C.C.S University Library		M.J.P. University Library	
		Response	Percentage	Response	Percentage
a.	Yes	102	60.71%	18	10.22%
b.	No	66	39.28%	158	89.77%

Table 9: Awareness of services provided by library C.C.S University Library, M.J.P. University Library

		C. C. S. University Library		M.J.P. University Library	
		Response	Percentage	Response	Percentage
a.	Online reference sources	104	61.90%	146	82.95%
b.	CD ROM based reference sources	64	38.09%	30	17.04%

Reference service. 28.57% users are aware of online search and only 10.20% users are aware of CD Rom search. 30.68% users are aware of lending service and 30.68% users are aware of Reference service. 30.11% users are aware of online search and no one user is aware of CD Rom search. 8.52% users are aware of

some other services as current awareness and photocopying services provided by M.J.P. University Library.

In the above table 60.71% users take the advantage of reservation facility in C.C.S University Library and in M.J.P. University Library only 10.22% users take the advantage of reservation facility.

Table 10: Online search facility

		C.C.S University Library		M.J.P. University Library	
		Response	Percentage	Response	Percentage
a.	Yes	106	63.09%	136	77.27%
b.	No	62	36.90%	40	22.72%
Access to online databases					
a.	Yourself	60	56.60%	104	76.47%
b.	Through Staff	20	18.86%	02	1.47%
c.	Through Friend	26	24.52%	30	22.05%

In C.C.S University Library 61.90% users are aware of online reference sources and 38.09% users are aware of CD ROM based reference sources provided by library. In the above table, 82.95% users are aware

of online reference sources and 17.04% users are aware of CD ROM based reference sources.

In the above table, in C.C.S University Library, 63.09% users use online search facility. 56.60% users

Table 11: User education in context with IT application to library services

		C.C.S University Library		M.J.P. University Library	
		Response	Percentage	Response	Percentage
a.	Yes	106	63.09%	02	1.13%
b.	No	62	36.90%	174	98.86%

Table 12: Library help

		C.C.S University Library		M.J.P. University Library	
		Response	Percentage	Response	Percentage
a.	Use e-reference sources	30	17.85%	42	23.86%
b.	Use of the bibliographical e-sources	20	11.90%	42	23.86%
c.	Search for specific information	58	34.52%	54	30.68%
d.	Databases	34	20.23%	24	13.63%
e.	E-journals	26	15.47%	14	7.95%

access to online databases by themselves and 18.86% reach to online databases through staff. 24.52% users reach to online databases through friends. In M.J.P. University Library, 77.27% users use online search facility. In the above table 76.47% reach to online databases by themselves, 1.47% reach through staff

and 22.05% access to online databases through friends.

In the above table, 63.09% users get user education in context with IT application to library services of C.C.S University Library. In M.J.P. University Library

Table 13: The Important source types

		C.C.S University Library		M.J.P. University Library	
		Response	Percentage	Response	Percentage
a.	Electronic reference sources	90	53.57%	92	52.27%
b.	Print reference sources	78	46.42%	84	47.72%

only 1.13% users show that they get user education in context with IT application to library services.

In C.C.S University Library as shown in the above table 17.85% users use e-reference sources, 11.90% users use the bibliographical e-sources and 34.52% users search for specific information. Databases are used by 20.23% and 15.47% users use e-journals. The

above table shows that 23.86% users use e-reference sources in M.J.P. University Library. 23.86% users use the bibliographical e-sources and 30.68% users search for specific information. Use of databases is 13.63% in M.J.P. University Library and 7.95% users use e-journals.

Table 14: Proper arrangement of Library resources (books, journals, etc.)

		C.C.S University Library		M.J.P. University Library	
		Response	Percentage	Response	Percentage
a.	Yes	115	68.45%	158	89.77%
b.	No	53	31.54%	18	10.22%

Table 15: Level of satisfaction for reference Services

		C.C.S University Library		M.J.P. University Library	
		Response	Percentage	Response	Percentage
a.	Fully satisfied	82	48.80%	96	54.54%
b.	Partially satisfied	54	32.14%	2	29.54%
c.	Not satisfied	32	19.04%	28	15.90%

In the above table, according to the data, 53.57% users accept electronic reference sources are important and 46.42% users give importance to print reference sources in C.C.S University Library. In M.J.P. University Library 52.27% users give importance to electronic reference sources and 47.72% users give importance to print reference sources.

As reflected in the concerned table, 68.45% users find the proper arrangement of Library resources

(books, journals, etc.) and 31.54% users are not agree with this in C.C.S University Library. In the above table of M.J.P. University Library 89.77% users find the proper arrangement of Library resources (books, journals, etc.) and 10.22% users are not satisfy with the arrangement of Library resources (books, journals, etc.).

According to the above table, 48.80% users are fully satisfied for reference services provided by the library

Table 16: User guidance/orientation

		C.C.S University Library		M.J.P. University Library	
		Response	Percentage	Response	Percentage
a.	Yes	114	67.85%	96	54.54%
b.	No	54	32.14%	80	45.45%

Table 17: News Paper Clippings

		C.C.S University Library		M.J.P. University Library	
		Response	Percentage	Response	Percentage
a.	Yes	136	80.95%	92	52.27%
b.	No	32	19.04%	84	47.72%

and 32.14% users are partially satisfied. 19.04% users are not satisfied with the providing reference services in C.C.S University Library. In the above table of M.J.P. University Library 54.54% users are fully satisfied. 29.54% users are partially satisfied and 15.90% users are not satisfied for reference services provided by library.

In C.C.S University Library, 67.85% users said yes for user guidance/orientation and 32.14% users said no for this. 54.54% users said yes and 45.45% users said no for user guidance/orientation in M.J.P. University Library.

Table 18: Frequency of using electronic reference services

		C.C.S University Library		M.J.P. University Library	
		Response	Percentage	Response	Per centage
a.	Daily	60	35.71%	75	42.61%
b.	Monthly	22	13.09%	06	3.40%
c.	Weekly	36	21.42%	59	33.52%
d.	Several times in a year	14	8.33%	16	9.09%
e.	Occasionally	36	21.42%	20	11.36%

According to the data, in C.C.S University Library 80.95% users take advantage of News Paper Clippings and 19.04% users said no for this facility. In M.J.P. University Library 52.27% users answered in yes and 47.72% users answered no for News Paper Clippings facility provided by the library.

In the above table 35.71% users daily use electronic reference services, 13.09% users use monthly and 21.42% users use weekly. In C.C.S University Library 8.33% users use electronic reference services several times in a year and 21.42% users occasionally use this service. According to the above table 42.61% users

Table 19: Mostly used internet services

		C.C.S University Library		M.J.P. University Library	
		Response	Percentage	Response	Percentage
	E-mail	60	35.71%	52	29.54%
	FAQ	02	1.19%	00	00%
	Search engine	72	42.85%	52	29.54%
	Bulletin Board service	10	5.95%	02	1.13%
	Ecommerce	06	3.57%	04	2.27%
	Chatting	18	10.71%	66	37.5%

use daily electronic reference services in M.J.P. University Library. 3.40% users use this service monthly and 33.52% users use weekly. 9.09% users use electronic reference services several times in a year and 11.36% users use occasionally.

In the above table 35.71% users use E-mail service and only 1.19% users use FAQ service in C.C.S University Library. 42.85% users use search engine and 5.95% users use Bulletin Board service. 3.57% users use Ecommerce and 10.71% users use Chatting

Table 20: Availability of internet computers

		C.C.S University Library		M.J.P. University Library	
		Response	Percentage	Response	Percentage
a.	Excellent	48	28.57%	27	15.34%
b.	Good	56	33.33%	30	17.04%
c.	Just OK	38	22.61%	55	31.25%
d.	Poor	16	9.52%	49	27.84%
e.	Don't use	10	5.95%	15	8.52%

Table 21: Referral Services (guiding to other library/inf. centers)

		C.C.S University Library		M.J.P. University Library	
		Response	Percentage	Response	Percentage
a.	Yes	111	66.07%	108	61.36%
b.	No	57	33.92%	68	38.63%

Table 22: Technology improvement wanted for better management and reference services

		C.C.S University Library		M.J.P. University Library	
		Response	Percentage	Response	Percentage
a.	More computers to access the collection	76	45.23%	42	23.86%
b.	More Internet access	76	45.23%	106	60.22%
c.	More CD ROM workstations	16	9.52%	28	15.90%

facility in C.C.S University Library. According to the above table 29.54% users use E-mail service in M.J.P. University Library. 29.54% users use search engine and 1.13% users use Bulletin Board service. 2.27% users use E-commerce and 37.5% users use Chatting service.

The table shows 28.57% users said excellent for the availability of internet computers in the library. And 33.33% users accept it as Good availability of internet computers. The data reflect, in M.J.P. University Library 15.34% users said excellent for the

availability of internet computers in the library. And 17.04% users accept it as Good availability of internet computers.

According to the above table 66.07% users of C.C.S University Library get Referral Services and 33.92% users are not agreed with getting the Referral Services.

Table 23: Frequency of using/visiting to the electronic reference sources/website

		C.C.S University Library		M.J.P. University Library	
		Response	Percentage	Response	Percentage
a.	Daily	54	32.14%	70	39.77%
b.	Several times a week	66	39.28%	76	43.18%
c.	Several times a month	34	20.23%	12	6.81%
d.	About once a month	14	8.33%	18	10.22%

In the above table of M.J.P. University Library 61.36% users get Referral Services.

According to the data, in C.C.S University Library 45.23% users want more computers to access the collection, 45.23% users want more Internet access

and 9.52% users want more CD-ROM workstations in the library. 23.86% users want more computers to access the collection, 60.22% users want more Internet access and 15.90% users want more CD-ROM workstations in M.J.P. University Library.

Table 24: Library Catalogue/OPAC helpful in accessing

		C.C.S University Library		M.J.P. University Library	
		Response	Percentage	Response	Percentage
a.	Print reference sources				
i)	Yes	84	50%	120	68.18%
b.	Electronic reference sources				
i)	Yes	84	50%	56	31.81%

In the above table, 32.14% users daily visit to the electronic reference sources/website and 39.28% users visit several times a week. In C.C.S University Library 20.23% users visit several times a month and only 8.33% users visit to the electronic reference

sources/website about once a month. In M.J.P. University Library 39.77% users visit daily and 43.18% users visit several times a week to the electronic reference sources/website. 6.81% users visit several times a month to the electronic reference

Table 25: Library manages to provide reference sources

		C.C.S University Library		M.J.P. University Library	
		Response	Percentage	Response	Percentage
a.	Updated	140	83.33%	98	55.68%
b.	Outdated	28	16.66%	78	44.31%

sources/website and 10.22% users visit about once a month.

The data reflect that 50% users accept that Library Catalogue/OPAC helpful in accessing to Print reference sources and 50% users accept that Library

Catalogue/OPAC helpful in accessing to Electronic reference sources in C.C.S University Library. In M.J.P. University Library 68.18% users accept that Library Catalogue/OPAC helpful in accessing to Print reference sources and 31.81% users accept that

Table 26: Facilities for inter-library networks

		C.C.S University Library		M.J.P. University Library	
		Response	Percentage	Response	Percentage
a.	Yes	130	77.38%	58	32.95%
b.	No	38	22.61%	118	67.04%
Available facilities are					
a.	Union catalogue of books	16	12.30%	06	10.34%
b.	Union catalogue of periodicals	14	10.76%		
c.	Union list of current periodicals	28	21.53%	04	6.89%
d.	Access to national databases	08	6.15%	05	8.62%
e.	Access to internationa 1 atabases	16	12.30%	02	3.44%
f.	E-mail	28	21.53%	36	62.06%
g.	Fax	08	6.15%	05	8.62%
h.	Document delivery	12	9.23%		
i.	Any other				

Table 27: Satisfaction with the staff

		C.C.S University Library		M.J.P. University Library	
		Response	Percentage	Response	Percentage
a.	Quality of work	110	65.47%	102	57.95%
b.	Charges	14	8.33%	08	4.54%
c.	Time taken	44	26.19%	66	37.5%

Library Catalogue/OPAC helpful in accessing to Electronic reference sources.

The above table shows that 83.33% users of C.C.S University Library accept that library manages to provide reference sources updated and 16.66% users find that library manages to provide reference sources outdated. According to the above table 55.68% users find library manages to provide reference sources updated

Table 28: Attitude of the staff

		C.C.S University Library		M.J.P. University Library	
		Response	Percentage	Response	Percentage
a.	Most helpful	82	48.80%	60	34.09%
b.	Helpful	60	35.71%	86	48.86%
c.	Undecided	14	8.33%	22	12.5%
d.	Least helpful	12	7.14%	08	4.54%

In the above table 65.47% users are satisfied with the quality of work of the staff, 8.33% users are satisfied with the charges and 26.19% users are satisfied with the time taken in C.C.S University Library. In M.J.P. University Library 57.95% users are satisfied with the quality of work of the staff, 4.54% users are satisfied with the charges and 37.5% users are satisfied with the time taken as shows the table.

In the above table 48.80% users find the staff most helpful, 35.71% users find the staff helpful and 8.33% users are undecided about the attitude of the staff. 7.14% said that staff is least helpful in C.C.S University Library. The data shows that in M.J.P. University Library, 34.09% users find the staff most helpful, 48.86% users find the staff helpful and 12.5% users are undecided about the attitude of the staff. And only 4.54% users said that library staff is least helpful.

Conclusion

Whereas the traditional library management techniques are basic parameters in the day today scenario, the application of various technology based applications cannot be avoided. The libraries have welcomed and users have embraced the technologies in the library resources and services. It is evident that the provisions for inter-library networks, Union catalogue of books, Union list of current periodicals and Access to national databases are facilitating the users. Access to international databases and document delivery facility has been very supportive in order to serve the users. The findings of this study may provide

and 44.31% users of M.J.P. University Library find that library manages to provide reference sources outdated.

The data reflect that various facilities are available in these libraries and users are availing the services too. This availability and usage show that the libraries are moving towards network based services as well as users are acquainted with these facilities.

useful insight for the management to take necessary steps to strengthen the existing facilities and services to maximize the use.

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