

Assessment of Library Collection and Services in Automated System in Institute of Wood Science and Technology: Issues and Challenges

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Abstract

The present study aims to determine the implications and challenges of library automation in the Institute of Wood Science and Technology (IWST) at Bengaluru in Karnataka. This study employed a questionnaire-based survey to collect data. The questionnaires were framed and undergone through the pilot test. MS Excel was used for data tabulation, analysis and interpretation. The result reveals that the IWST library had started its automation with Libsys but could not continue due to high AMC. Subsequently, the library migrated to E-granthalaya software. The findings of this study suggest that users are satisfied with the behaviour of library staff. However, a large number of users, particularly students wished to extend library opening hours.

Keywords: Library Automation; Library Software; Automated Library systems; Forest Library; ICT; ICFRE.

INTRODUCTION

The present study aims to investigate the status and challenges of automated library systems and the awareness and usage of library

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infrastructure and services in the Institute of Wood Science and Technology (IWST) at Bengaluru in Karnataka, which is a Regional Research Institute of Indian Council of Forestry Research and Education (ICFRE). This study also examines the use and implementation of automated library systems, including acquisition, cataloguing, circulation and serial control. Furthermore, the study examines the availability of ICT infrastructure in this library. Additionally, this study determines the challenges encountered by library staff during the automation process. This study also provides insights into the criteria for selecting appropriate library automation software that meets the specific needs of IWST. Furthermore, this study investigates the purpose of library visits, awareness and use of online public access catalogues (OPAC), problems faced and actions taken by users while using OPAC. This

study also identifies the satisfaction level regarding library infrastructure, collection, services, and staff behaviour.

Institute of Wood Science and Technology

The Institute of Wood Science & Technology (IWST) at Bengaluru in Karnataka is one of the regional research institutes of Institutes of the Indian Council of Forestry Research & Education (ICFRE) was founded in 1988 (ICFRE-IWST, 2024). The library holds a collection of more than 6,243 books, which consist of reference materials like encyclopaedias, dictionaries, manuals, handbooks, atlases, and directories, as well as over 3800 bound journals, nearly 600 Indian and foreign standards, over 400 reports, and various non-book materials. The library is equipped and computerised to meet modern information needs and provide prompt, high-quality service. It also acts as a depository centre of forestry and wood science and technology literature in the country (IWST Library, 2024).

Review of Related Literature

There is an enormous amount of literature available related to library automation. Some recently selected studies are included in this review. After evaluating articles from last 25 years, Hopkinson (2009) found that library automation in developing countries can compete with automation in developed countries. However, advancements in Internet speed, open-source software, economic constraints, and ongoing power outages impede progress in developing nations. Clayton (2018) examines the influence of ICT tools and applications on library automation. The increased dominance of computers underscores the central role of technology in shaping automation so that libraries can provide efficient and effective user services. The study by Egunjobi and Awoyemi (2012) found that automation positively impacted library relevance and user satisfaction. Library staff and users favoured automation and emphasised the importance of thorough planning and technical support. Anas *et al.* (2012) found that librarians believed that automation improved their services, reduced workload, and provided time-saving benefits.

Khan and Ayesha (2022) revealed that reliability and security, search techniques, web-based services, upgrade options, free advice and technical support were the main factors influencing software selection at university libraries in Pakistan. Ajani and Buraimo (2021) found that automated library systems improved user satisfaction, access to information, staff performance and knowledge of

IT trends. Poneis and Adomas (2018) found that users were partially satisfied with KOHA software. While Al-Ansari (2011) stated that special libraries in Kuwait were partially automated using Horizon Library Automation. Kari and Baro (2014) found that KOHA and SLAM software are widely used in Nigerian university libraries. Komolafe-Opadeji and Ojo (2019) found that federal university libraries in south-west Nigeria had implemented automation systems using open-source, customised and proprietary software. A recent study conducted by Iqbal *et al.* (2023) stated that academic libraries in Sialkot used LIMS software due to its affordability, user-friendly interface and multilingual support. At the same time, Kolawole and Oladokun (2021) revealed that most academic libraries in Nigeria used KOHA for tasks related to cataloguing and dissemination. At the same time, Albee and Hsin-liang (2012) said that Evergreen software can check resource availability, generate reports, access user information, and reserve materials. Asim and Mairaj (2019) showed that libraries adopted KOHA due to its features, such as Web OPAC, MARC21 standard, multilingual support, and easy installation on Linux.

Chaputula and Kanyundo (2019) discovered that libraries had widely implemented KOHA because of popular features, including acquisitions, cataloguing, circulation, OPAC, and statistics. A survey conducted by Ansari (2019) highlighted the automated acquisition system in central university libraries in Northern India. In another study, Ansari *et al.* (2017) discussed that automated cataloguing systems improved cataloguing efficiency, complied with MARC standards, and enabled error-free cataloguing and rapid retrieval and reporting. Another study by Ansari *et al.* (2016) discussed automation circulation systems in prominent Indian universities. While Ansari and Fatima (2018) covered serial control systems in famous university libraries of India.

Objectives of the Study

The main objectives of the study are:

- To investigate the availability of ICT infrastructure in the IWST forest institute library.
- To examine the application of automated library modules in the IWST library.
- To identify the challenges faced while implementing and operating automated library systems.
- To find out the purpose of library visits by IWST library users.

- To investigate the usage and awareness of online public access catalogues among library users.
- To determine the challenges faced and actions taken by users while searching on OPAC.
- To find out the satisfaction level of library infrastructure, collections, services and attitudes of library staff while serving the users.

METHODOLOGY

A survey method was used to collect data for the present study. The survey method is a primary tool that offers essential data within the context of comprehensive research approaches. The survey method is crucial for acquiring pertinent information and generating significant research findings supporting well-informed decision-making across diverse areas such as automated library systems, library services, etc. This study covers the Institute of Wood Science and Technology (IWST) at Bengaluru in Karnataka, a regional research institute of the Indian Council of Forestry Research and Education (ICFRE). While one of the authors has visited the IWST library, some students have gone for an educational tour. However, most of the students were available in campus. Thus, the researcher has contacted the students as well as scientists. A total number of 100 library users comprises of students as well as scientists. The questionnaire method was used as a tool for data collection. Two sets of questionnaires were designed to collect data. The first questionnaire was designed to collect data from library staff, while another questionnaire was designed for library users. Users are comprised of students and scientists of IWST. A total of 150 questionnaires were distributed, and out of them, only 100 (66.67%) questionnaires were received from the respondents.

The questionnaire was pilot-tested. Based on the feedback from the pilot test, some corrections were made. MS Excel was used as a primary tool for data tabulation, analysis and interpretation. The authors have developed a five-point Likert scale to assess the awareness and use of OPAC, search responses on OPAC as well as search techniques and satisfaction levels regarding library infrastructure, collections, services and the behaviour of library staff. The five-point Likert scales ranging from "1=Satisfactory" to "5=Excellent" are used to measure the awareness and use of OPAC, and

"1=Never" to "5=Very Frequently" scales are used to measure the search response on OPAC, and "1=Never" to "5=Always" is used to measure the searching techniques preferred by them in the OPAC, and "1=Strongly Disagree" to and "5=strongly agree" scale are used to measure their level of satisfaction with library infrastructure, collections, services, and behaviour of staff.

Data Analysis

Library Collections

Table 1: Library Collections

Collection	IWST
Books	6,243
Bound Volumes	3803
Theses & Dissertations	73
CDs/DVDs	38
Reports	601
Newspapers/Magazines	04

Libraries intend to maintain their collections under the preferences and suggestions of their readers. These libraries regularly acquire and update their collections annually by sourcing from various databases and publishers. Nevertheless, the current study reveals that the library collections of the IWST library are books, journals, theses and dissertations, CDs/DVDs, reference books, reports, newspapers and magazines, etc. The analysis of Table 1 shows that the IWST library contains 6,243 books, 3,803 bound volumes, 73 theses and dissertations, and 601 reports. The research findings indicate that the IWST library has a limited collection because of a lack of funding and inconsistencies in the budget. The library and institute administration make a concerted effort to secure a consistent budget for the library in order to enhance its facilities.

Availability of Staff in Forest Libraries

Library staff offer a range of support services, such as assisting users in locating information, meeting the needs of users and offering services. Figure 1 displays staff availability in the IWST library, including professional, non-professional, and other staff like attendants and clerks. The analysis indicates that IWST has a total of three professional staff. IWST has only one non-professional staff member and one other staff like attendants and clerks. Most of the library professional staff hold a master degree in library science. On the other hand, non-professional staff hold bachelor or intermediate/10+2 degrees in subject fields.

Annual Budget of Libraries

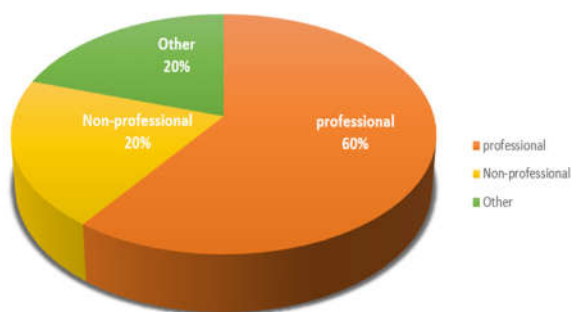


Fig. 1: Number of Library Staff

Table 2: Last Five-Year Annual Budget of Libraries

Years	IWST (₹)
2018-2019	4,00,000
2019-2020	2,00,000
2020-2021	-
2021-2022	-
2022-2023	-
Total budget	6,00,000
Average budget	1,20,000

A library budget records appropriated funds and projected expenses for a fiscal year. Table 2 shows the total annual budget of the IWST library for the last five years, from 2018 to 2023. The analysis of Table 2 indicates that the annual average library budget of the IWST library in the last five years is ₹1,20,000. Its highest annual budget was in 2018-19, totalling ₹4,00,000. The library-in-charge of IWST stated that due to COVID-19, there have been drastic cuts in library budgets, and the higher authority has not allocated any budget for the last three years. It is essential to note that there is a variation in the library budget which is determined by the Ministry of Environment,

Table 4: Usage of Software for Automation

Items	IWST	
Currently used software	E-Granthalaya	
Previously used software	Libsys	
Discontinued previous software	2012	
Present automation status	Partially	
Automated library modules	Acquisition	No
	Cataloguing	Yes
	Circulation	Yes
	Serials Control	Yes

Forest and Climate Change (MoEF & CC) of the Government of India, which allocates budgets to forest institutes. The significant variation in budget allocation to this institution should be addressed with a specific procedure, and there should not be such inconsistency in budget allocations. A streamlined regular budget allocation procedure should be implemented to enable this library to support the progress of the institutions by providing adequate services to their users.

ICT Infrastructure in the Library

Table 3: Availability of ICT Tools

Descriptions	IWST
Computer Server	Yes
Telephone Facility	Yes
Printer	Yes
Bar Code Scanner	No
Bar Code Printer	No
Photocopy Machine	Yes
LCD Projectors	No
UPS/Power Backup	Yes

In order to improve academic performance and information facilitation, libraries require reliable networks, high-speed internet connections, computer facilities, online databases, and digital resources. The data in Table 3 shows the availability of ICT infrastructure within the IWST library. Based on the findings, the IWST Library has essential technology such as computer servers, telephone services, printers, photocopy machines, and backup power sources. However, it lacks barcode scanners, barcode printers, and LCD projectors. The IWST library must maintain all information and communication technology (ICT) equipment to provide users with top-tier services.

Library Automation Software

Library automation involves using tools to streamline library processes and reduce the amount of manual effort and time required. Table 4 displays the current automation status and software utilisation in the IWST library. The findings of this study reveal that the IWST library has partially automated. IWST utilised Libsys software up until 2012. Because of the high Annual Maintenance Costs (AMC), IWST has migrated to E-granthalaya software, which is more cost-effective. Furthermore, the IWST library automates only three modules, cataloguing, circulation, and serial control because of limited budget. Significantly, the IWST library is putting in considerable effort to automate the library and improve its services to library users.

Application of Automated Cataloguing System

Table 5: Automated Cataloguing System

Cataloguing	IWST
MARC21-based data entry.	Yes
Copy and download bibliographic records.	Yes
Use standards such as FRBR, RDA and UNICODE.	No
Make full use of RFID features.	Yes
Compiling of Union Catalogues	Yes
Generate and maintain authority files.	Yes
Prepare shelf list and index files.	Yes
Produces spine and barcode labels.	Yes
Thesaurus and dictionary for entering data.	Yes
Staff in catalogue and users in OPAC modify data.	Yes

An automated cataloguing system involves creating a record that can be read by machines and humans and contains all the information available in the catalogue card. Table 5 demonstrates that the IWST library applies automated cataloguing features such as MARC-21-based entry, easy catalogue and download records, RFID usage, creation of a union catalogue, creation and maintenance of authority files, preparation of shelf lists and index files, production of spine and barcode labels, maintenance of a thesaurus, and allows staff and users to modify output data in the OPAC. IWST library does not utilise FRBR, RDA, or UNICODE standards.

Application of Automated Circulation System

Table 6: Automated Circulation System

Circulation	IWST
Creation of membership databases.	Yes
Integrate users' accounts and reduce fines.	Yes
Generation of duplicate cards.	Yes

Barcode-enabled services.	Yes
Integrate security with self-issue/check-in/out.	Yes
Handle loans and return library resources.	Yes
Produce due date slips and overdue reminders.	Yes
Record inward and outward loans.	Yes
Stock verification and prepare statistical data.	Yes

Applying an automated circulation module in the library sustains up-to-date membership records and the latest status of resources meant for circulation. The analysis of Table 6 shows that IWST employs all the features, viz., creating membership database, integrating user accounts, generation of duplicate cards, efficiently handling ILL and return library resources, self-issue/check-in/out, automatically generating due date slips and also helpful in stock verification, printing various statistical data.

Application of Serials Control System

Table 7: Application of Serials Control System

Serial Control	IWST
Subscribe journals and avoid repetition.	Yes
Accessioning of particular issues.	Yes
Invoice processing for subscriptions.	Yes
Automatic prompt to issues not received.	Yes
List of holdings with their status.	Yes
Maintain funds for subscription.	Yes
Maintains up-to-date binding files.	Yes
Printing barcode labels for serials.	Yes
Prepare union list with other libraries.	Yes
Search and retrieval facility for staff.	Yes

The automation of series control management has improved the proficiency, accuracy, and resources of libraries that deal with periodical sections. Table 7 shows the IWST library uses all the features of an automated serials control system, viz., easy subscription, avoiding repetition, accessioning of particular issues, invoice processing, automatic reminder, preparing list of holdings, maintenance of funds, maintaining binding files, printing barcode levels, preparing union list of periodicals and help in search and retrieving facility for staff of the system.

Selection criteria for Library Automation Software

Table 8: Criteria for the Selection of Software

Criteria	IWST
Users' Need	No
Cost Effectiveness	Yes

Table Cont...

Library Committee	No
Feature of Software	No
Users Recommendation	No

Any library needs specific criteria to select high-quality automation software that offers advanced features at a reasonable cost. The analysis presented in Table 8 outlines the factors considered when choosing automated library software for the IWST library. The study indicates that IWST emphasises the cost of library software as a criterion for software selection. The library has not received any funding for the last three years. To meet the needs of its users, the IWST library thus favours using reasonably priced library software.

Challenges faced during the library automation process

Table 9: Challenges faced during the automation process

Barriers	IWST
Insufficient funds	Yes
Unavailability of trained IT Staff	Yes
Low priority of authority	No
Lack of resources	No
Power backups	No

Any library that starts automation has faces several challenges. The library needs to acknowledge the challenges and initiate efforts to flourish them. The analysis of Table 9 shows the significant challenges faced by the IWST library. IWST faces challenges such as insufficient funds and the unavailability of trained IT-staff. The library should prepare a structured library budget and convince the administration regarding the challenges they face while serving the library. The library should conduct training programs for their staff to learn IT-skills and entertain the library users.

Users Category

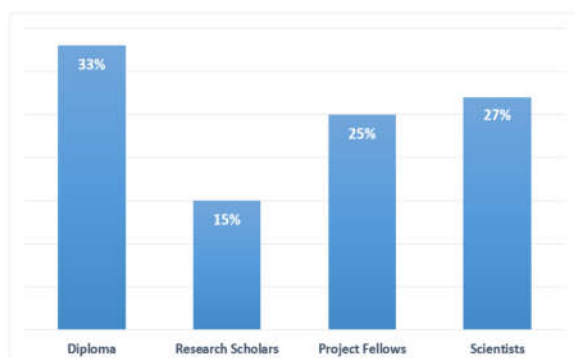


Fig. 2: Category of Users

Users are one of the most essential parts of any library. All functions and facilities of the library are made available to users to benefit them. Figure 2 of the study shows the types of users in the IWST library. This table shows that ISWT has diploma students (33%), scientists (27%), project fellows (25%), and research scholars (15%). The total strength of IWST is meagre because it is a specialised institute of forestry education that offers only diploma courses and PhD programs and carries out various projects.

Frequency of Library Visits of Users

Table 10: Frequency of Library Visits

Frequency	IWST (%)
Daily	14
Weekly	45
Fortnightly	12
Monthly	24
Never	5
Total	100%

The frequency of library visits plays a vital role in the development of libraries. The library could easily understand the needs of the user community through library visits. Table 10 of the study shows that out of 100 IWST users, weekly (45%) and monthly (24%) visit the library. The findings show that the frequency is very high in weekly because the class timing and library opening hours are same. That is why the users are involved in their classes and do not get enough time to utilise library services. However, the students wished to extend library opening hours so they could use library services.

Times Spent in Library

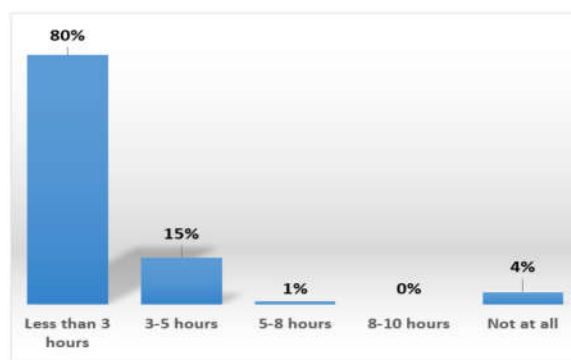


Fig. 3: Number of Times Spent in the Library

Figure 3 of the study shows the number of time users spend in the library. The table confirms that out of 100 IWST users, most of the users of IWST library spends less than three hours (80%),

followed by 3-5 hours (15%) spent in the library. It is important to note that users spend significantly less time in the libraries because class time and library opening hours are the same. Therefore, they do not have enough time to utilise the library services. During all these times, they prepare for their examination and research activities.

Purpose of Library Visits

Table 11: Purpose of Library Visit

Purpose	Percentage	Rank
For research work	55%	1
To use reference materials	45%	2
For exam preparation	33%	3
Reading personal books	33%	4
To use library materials	28%	5
To use Wi-Fi	13%	6
To use a computer station	3%	7
To use photocopy service	0%	8

The researchers asked users to rank the purpose of their library visit using multiple-choice options. Table 11 shows that IWST users say most of them use the library for research work (55%, Rank 1), reference materials (45%, Rank 2) and exam preparation (33%, Rank 3) as well as for reading personal books (33%, Rank 4). The result shows that most users visit the institutes for research work, reference materials use and exam preparation. This institute is known for its research and innovation in forestry education.

Awareness of Online Public Access Catalogue (OPAC)

Table 12: Awareness of OPAC facility

Items	Mean	SD
*OPAC interface	2.38	0.874
**Usage of OPAC	2.51	1.18
*Search response on OPAC	2.44	0.857

Note: *Scale: 1=Satisfactory, 2=Good, 3=Neutral, 4=Very Good, 5=Excellent

Note: **Scale: 1=Rarely, 2=Sometimes, 3=Neutral, 4= Frequently, 5=Very Frequently

Note: SD= Standard Daviation

OPAC is crucial for locating documents and reading materials inside the library. Users were asked to respond on a five-point Likert scale to determine awareness and use of OPAC facilities. The results of Table 12 show that most users of the IWST library determine the OPAC interface (mean=2.38,

SD=0.874) as good. While most users sometimes use the OPAC facility (mean=2.51, SD=1.18). Significantly, most users revealed that searching response on OPAC (mean=2.44, SD=0.857) is good. The study results show that most users of IWST are unaware of OPAC facilities. It is challenging for them to utilise OPAC facilities. The library should organise awareness and training programmes regarding OPAC facilities.

Preference of Searching Facility in OPAC

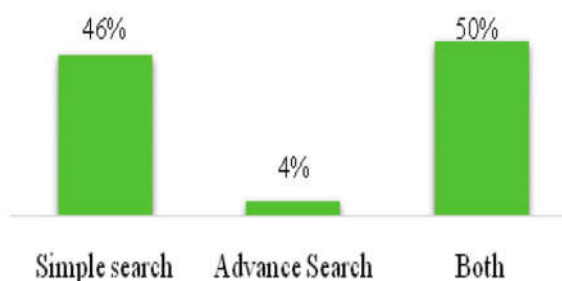


Fig. 4: Search Facility in OPAC

The searching facility saves time and effort, provides accurate results, and easily access information the user needs most. Figure 4 shows the preference of searching facilities of IWST library users. The figure shows that most 100 IWST users used simple search (46%) and advanced search (50%) techniques. The findings reveal that most users preferred simple and advanced search techniques because they are aware of and frequently use them.

Searching Techniques

Table 13: Preference of Searching Techniques

Searching Techniques	Mean	SD
Author	3.50	1.12
Title	3.41	1.28
Keyword	3.77	1.27
Subject	3.49	1.33
Boolean Operators	2.19	1.41
Phrase	2.16	1.35
Truncation	1.83	1.22

Note: Scale: 1=Never, 2=Rarely, 3=Sometimes, 4=Very Often, 5=Always

The data analysis of Table 13 shows the search techniques preferred by IWST library users. Users were asked to provide their responses on a five-point Likert scale to learn their preference for search techniques. The table shows that most IWST users prefer keyword searches (mean=3.77, SD=1.27)

and author searches (mean=3.50, SD=1.12). Furthermore, the table analysis shows that IWST rarely prefers Boolean operators (mean=2.19, SD=1, 41) and (mean=2.16, SD=1.35) in advanced search techniques. The study shows that most users prefer simple search techniques, viz., author search and title search, because they can easily remember and use them.

Problems faced while using OPAC

Table 14: Problems Faced in Using OPAC

Problems	Percentage	Rank
Unable to limit search results	37%	1
Unable to locate documents	34%	2
Unable to find relevant document	33%	3
Slow processing speed	29%	4
Results are lengthy and confusing	18%	5
Lack of computer knowledge	10%	6

It is of utmost importance for the library to find out the problems faced by users while using OPAC. The library staff helps the users after acknowledging the problems faced by them. The researchers asked users to rank the problems using OPAC using multiple-choice questions. The analysis of Table 14 shows that most IWST users cannot limit the search results (37%, Rank 1), cannot find the documents (34%, Rank 2) and cannot find relevant documents (33%, Rank 3). The study results show that most users cannot find relevant documents and cannot limit search results. The library should provide a help desk and conduct training programs on OPAC use.

Action Taken while Searching Option Fails in OPAC

Table 15: Actions Taken by Users in OPAC

Action Taken	Percentage	Rank
Change search techniques	51%	1
Ask library staff	42%	2
Ask a friend	25%	3
Check spelling mistakes	16%	4
Stop the search	8%	5

The analysis of Table 15 shows the action taken by the library users of IWST when the searching option fails or no relevant result is found on the OPAC. The researchers asked the users to rank the actions they took when searching options failed while using OPAC through multiple-choice questions. The data analysis shows that most IWST users change search techniques (51%, Rank 1), ask library staff (42%, Rank 2) and ask a friend (25%)

when the searching option fails or no result is found on the OPAC. The results show that most users get help from library staff or change search techniques while search options fail or no relevant results are found in OPAC terminals.

Library Infrastructure

Table 16: Satisfaction Level on Library Infrastructure

Statements	Mean
Library building is in a convenient location.	3.75
Interior of the library building is attractive.	3.63
It is a secure place for reading.	3.84
Quiet atmosphere inside library.	3.72
Library furniture is ergonomics.	3.52
Ventilation inside the library is good.	3.78
Library cleanliness is good.	3.79

Note: Scale: 1=Strongly Disagree, 2=Disagree, 3=Neutral, 4=Agree, 5=Strongly Agree

The library infrastructure is crucial in attracting users and encouraging them to utilise the library services. Users give their responses on a five-point Likert scale to determine satisfaction regarding the IWST library infrastructure. The results presented in Table 16 indicate that the majority of IWST users agree that the library is a secure place for reading (mean= 3.84), the cleanliness of the library is good (mean= 3.79), ventilation in the library is good (mean= 3.78) and the library is in a convenient location (mean= 3.75). The research findings indicate that most users agree with the library facilities.

Library Collections

Table 17: Satisfaction Level on Library Collections

Statements	Mean
Library collections meet needs of the users.	3.24
Printed collections are in adequate numbers.	3.24
Library subscribes adequate number of printed journals.	3.04
Electronic journals are adequate number.	2.69
Access of electronic collection is handle free.	2.54
Access of electronic journals is also possible from outside library.	2.47
Library websites provide up-to-date information regarding new arrivals.	2.52

Note: Scale: 1=Strongly Disagree, 2=Disagree, 3=Neutral, 4=Agree, 5=Strongly Agree

Libraries with striking collections of materials fulfil the needs of their patrons and entice them to

use the resources for research and development. Users were asked to respond on a five-point Likert scale to determine the level of satisfaction with the library collections. The analysis of Table 17 indicates that IWST users partially agree that library collections meet the needs of users (mean = 3.24), print collections are adequate (mean = 3.24), and subscribed print journals are available (mean = 3.04). The study results show that the collections are inadequate but insufficient to meet all user needs. The library must obtain books and subscribe to international electronic journals. So, the user community can benefit from these and improve their research and innovations.

Library Services and Staff Attitudes

Table 18: Satisfaction Level on Library Services and Staff Attitudes

Statements	Mean
Duration of library opening hours.	3.65
Number of books issued by library.	3.37
Duration of issued books by library.	3.64
Inter-library loan services provided by library.	2.75
Photocopying service available in library.	3.02
Speed of Internet/Wi-Fi.	3.11
Library staff shows willingness to help users.	3.81
Library staff instil confidence in users.	3.57
Library staff have knowledge to answer users' queries.	3.67
Workshops and seminars are organised periodically.	2.78
Library exhibitions are helpful.	2.93

Note: Scale: 1=Strongly Disagree, 2=Disagree, 3=Neutral, 4=Agree, 5=Strongly Agree

The exceptional library services and friendly behaviour of library staff encourage users to utilise the library resources. Users were asked to answer on a five-point Likert scale to indicate the satisfaction level regarding library services and the attitude of the staff of IWST library. The results in Table 18 of this study show that the IWST library users agreed that library staff instil confidence in users (mean=3.81), staff have enough knowledge to answer their queries (Mean=3.67), library opening hours (mean=3.65) and duration of issued books (mean=3.64). The results show that most users are slightly disappointed in the library's operating hours, photocopy services, interlibrary borrowing facilities, and the library's workshops, seminars, and exhibitions. Consequently, the library needs to enhance its services and prolong its operational hours to enhance its patrons' experience.

CONCLUSION

Library automation is of utmost importance in providing high-quality services to users and saving their valuable time. The IWST library contains 6,243 books, 3,803 bound volumes, 73 theses and dissertations and 601 reports. IWST library had started its automation with Libsys but could not continue due to high AMC. Significantly, the library migrated to E-granthalaya software, which is available at the cheapest cost. The library is struggling with a deficiency in library budgets. The administration should be interested in allocating an adequate library budget regularly to update its library collections and improve library services.

Moreover, the present study also revealed that most users visit the library weekly for their research work. They do not get enough time to utilise library services because library opening hours and class times are the same. Likewise, most IWST library users use the OPAC facility and prefer author and title searches to find relevant documents. However, most users asked library staff to help them find the needed documents in OPAC. IWST library users are agreed with the library infrastructure. Furthermore, this study also finds that most users slightly agreed with library collections. In the end, most users strongly agreed and were satisfied with the library staff's positive behaviour and their willingness to help the users.

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