

Satisfaction of Library Automation Services in College Students - With Special Reference to Arts Colleges of Madurai District

N.N.VIMALA

Assistant

University Library, Tamil Nadu Agricultural University
Coimbatore, India

Dr. K.CHINNASAMY

Head, Department of Library and Information Science
Additional Controller of Examination
Madurai Kamaraj University, Madurai
Tamilnadu, India

Abstract:

Nowadays, librarians are using various kinds of open source software for different purposes such as library automation, digitization, institutional repository, content management. Information and Communication with group of people share their experience or discuss with similar interesting areas is popularly known as library automation. In this aspects the library automation are influencing the student's community also. This paper deals, with the students of Arts colleges are different while using the library automation services.

Key words: library Automation, knowing, Analytical Study

1. Introduction

A process of great change has taken place today in libraries due to the impact of information technology and application of computers in library work. We hear a lot about library

automation in libraries and library automation is nothing but application of machines viz. computers to the routine library housekeeping operations such as acquisition, serial control cataloguing and circulation. Before proceeding into the depth of library automation, it is necessary to know the historical background of automation. Automation of library has passed through several of development, which can be divided into 3 phases: 1. Experimental Phase 2. Local systems Phase 3. Co-operative Systems Phase.

The word “automation” has been derived from Greek word “automose” means something, which has power of spontaneous motion or self-movement. The term “automation” was first introduced by D.S. Harder in 1936, who was then with General Motor Company in the U.S. He used the term automation to mean automatic handling of parts between progressive production processes. Automation is the technology of automatic working in which the handling method, the process and design of professional material are integrated. This is the effort to achieve an automatic and self-regulating chain of processes.

Library automation, stated in single term, is the application of computers and utilization of computer based product and services in the performance of different library operations and functions in provision of various services and production of output products.

2. Library Automation

In India, some libraries and information centers made efforts to ‘automate’ their library routines and information services in 1960s with punch card and with a couple of second generation general computers that were available at Kanpur and Bombay. INSDOC was the leader in experimenting with computers for their application in documentation and information work in 1964. Initially they made use of the IBM 1620 Model I that was

available at IIT Kanpur. The first attempt was with work on data collected for union catalogue of scientific serial.

3. Need for Library Automation

From the above definitions, we can say that the need of library automation has several reasons. Need of computers is present in all areas depending upon its usage. They range from acquisition control, serial control, and cataloguing and circulation control. They are also used for library manager's evaluation of reports, statistics, etc. For the good administration of the library computers are used in all levels of work. Above all, the unique characteristics of computer made it the right choice for the library world. Computers right from the beginning are considered to aid man, in doing various operations.

4. Reviews of Literature

Hussain, Akhtar & Raza (2002) in study entitled "Online Public Access Catalogue: Its Development, utility and limitation" discusses the types of OPAC, document search through OPAC and guidelines for future designers of OPAC in information. Mahapatra, & Ramesh, (2004) in their edited document "Information Technology Application in Libraries: A textbook for beginners" shows how application of information technology in libraries has brought remarkable change in librarianship and also highlights the use of computers in library operations. It gives the software's available for automation. Karisiddappa, & Rajgoli, (2008) Search of Information Literacy Programmes and Practices: Survey of Selected Institutions at Bangalore. DESIDOC Journal of Library and Information Technology in this article Libraries have long been involved in training their users in library use, its services and resources. Terms such as library instruction, library orientation, user education and

bibliographic instruction have all been used at various times to indicate the process of helping users how to use the library, how to access information and teaching the various bibliographic tools. Information literacy has become an important concept since the arrival of the information age. Singh, (2008) in his study entitled “Library Automation in Modern Age” highlights Library Automation is the use of automatic and semi-automatic data processing machines to perform such traditional library activities as acquisitions, cataloguing and circulation, etc. With the development of sophisticated tools and techniques, now library automation has become easy and more accessible. Definitely, the information contained herein will prove equally useful and informative to academics as well as professional in the field concerned. Singh, (2005) in his book “Library Automation” highlights Library automation is generally defined as the replacement of manual operations in libraries by computerized methods. Stated in late 1970s in few special libraries it has now reached most of the university libraries. Over the past three decades, libraries have changed considerably as bibliographic utilities, online catalogues automated circulation systems, and other new technologies have been implemented in a majority of library operations and services. This book attempts to provide comprehensive and objective information related to the field of library automation. It describes the advantages of library automation, identifies the barriers, analyses the convenient steps in automating the library and the technology available. It is designed to equip the academics and library professionals with basic knowledge about library automation.

5. Research Methodology

5.1 Research Objectives:

1. To study the awareness level of usage of library automation services.

2. To find out the extent of usage of library automation services.

5.2 Data Collection:

Primary data was collected through a structured questionnaire that was distributed among those respondent of students of the Arts College in Madurai District. The questionnaire contained open-ended questions, and it also incorporated various parameters that were identified for analyzing those parameters.

5.3 Sample Size:

The sample size consists of 795 respondents who had used library automation services. Convenience sampling technique was used for a period of two months (March – April 2014).

5.4 Research Design:

Question wise analysis was made with the help of Excel and SPSS version 20.0. The questionnaire was based on difference variables, which were considered to be significant while using library automation services. Some analytical techniques like Tables, Percentage, Chi-square test, co-efficient of correlation were used to analyse the collected data.

Table 1. Demographic Factors of Respondents

GENDER WISE RESPONDENTS		
GENDER	RESPONDENTS	PERCENTAGE
Male	428	53.84%
Female	367	46.16%
Total	795	100.00%
AGE WISE RESPONDENTS		
AGE	RESPONDENTS	PERCENTAGE
Below 20 Years	169	21.26%
21 Years- 22 Years	322	40.50%
22 Years and above	304	38.24%
Total	795	100.00%
EDUCATIONAL QUALIFICATION WISE RESPONDENTS		

EDUCATIONAL	RESPONDENTS	PERCENTAGE
Graduate	666	83.77%
Post Graduate	129	16.23%
Total	795	100.00%
FREQUENCY OF VISIT WISE RESPONDENTS		
FREQUENCY	RESPONDENTS	PERCENTAGE
Daily	428	53.84%
Weekly	298	37.48%
Monthly	69	8.68%
Total	795	100.00%

The above given table no 1 shows gender wise analysis of library automation, Out of 795 respondents, 428 (53.844%) of the respondents are male and the remaining 367 (46.16%) of the respondents are female.

The above Table shows that, age wise respondents , 169 (21.26%) of the respondents belong to the age group of below 20 years, 322 (40.50%) of the respondents belong to the age group of between 21 to 22 years and the remaining 304 (38.24%) of the respondents belong to the age group of above 22 years. An analysis of educational wise respondents, 666 (83.77%) of the respondents are graduates and the remaining 129 (16.23%) of the respondents are post graduates.

The above Table explains that frequency of visit the library wise respondents, of the total respondents, 428 (53.84%) users are visiting weekly once, 298(37.48%) users are visiting daily and the remaining 69 (8.68%) users are visiting monthly once.

Table 2 Department Wise Respondents

DEPARTMENT	RESPONDENTS	PERCENTAGE
Science	305	38.36%
Social Science	490	61.64%
Total	795	100.00%

Of the total 795 users, 305 students belong to the Science department and 390 students belong to the Social Science department.

Table 3 Know the Services

Services	Know	Not Know
Administration	027	768
Catalogue	523	272
Acquisition	635	160
Circulation	597	198
Serial Control	195	600
OPAC	710	085
Total	2687	2083

The above table 3 shows the services of library automation for the college library of the sample respondents. Among the 795 sample respondents, 710 respondents have been using OPAC. 635 respondents have been using Acquisition services. 597 respondents have been using Circulation and the remaining respondents expressed their minimum used regarding other different services.

Table 4 Overall Satisfaction

FACTORS		Level of Satisfaction							
		Highly Satisfied		Satisfied		Dissatisfied		Total	
GENDER	Male	257	32.33%	113	14.21%	58	7.30%	428	53.84%
	Female	222	27.92%	110	13.84%	35	4.40%	367	46.16%
	Total	479	60.25%	223	28.05%	93	11.70%	795	100.00%
AGE	Below 20 Years	106	13.33%	39	4.91%	24	3.02%	169	21.26%
	21 Years- 22 Years	198	24.91%	98	12.33%	26	3.27%	322	40.50%
	22 Years and above	175	22.01%	86	10.82%	43	5.41%	304	38.24%
	Total	479	60.25%	223	28.05%	93	11.70%	795	100.00%
EDUCATION	Under Graduate	410	51.57%	185	23.27%	71	8.93%	666	83.77%
	Post Graduate	69	8.68%	38	4.78%	22	2.77%	129	16.23%
	Total	479	60.25%	223	28.05%	93	11.70%	795	100.00%
FREQUENCY	Daily	242	30.44%	144	18.11%	42	5.28%	428	53.84%
	Weekly	212	26.67%	56	32.00%	30	3.77%	298	37.48%
	Monthly	25	3.14%	23	2.89%	21	2.64%	69	8.68%
	Total	479	60.25%	223	28.05%	93	11.70%	795	100.00%

In table 4, it is evident that the respondents' opinion regarding overall satisfaction, 479 respondents are Highly Satisfied with the statement, and 223 respondents are satisfied with the statement, while 93 respondents are dissatisfied with the statement respectively. For the gender wise analysis, 86% of male respondents are satisfied with the statement, the age wise analysis, 92% of 21 years – 22 Years age respondents are satisfied with the statement, the Educational qualification wise analysis, 89% of Under Graduate respondents are satisfied with the statement and the frequency of usage wise analysis, 90% of respondents are satisfied level of frequency of usage Daily and Weekly.

Table No. 5 Chi-Square Analysis of Overall Satisfaction

Factor	Calculated χ^2 Value	Table Value (0.05)	D.F	Remarks
Gender	3.63	5.90	2	Accepted
Age	8.84	9.48	4	Accepted
Educational	5.05	5.90	2	Accepted
Frequency of Usage	50.70	9.48	4	Rejected

The above Table shows that, Gender wise analysis of overall satisfaction among the Arts college students, Calculated value 3.63 is Less than 5.90 (0.05) at df 2. The hypothesis is accepted.

The above Table shows that, Age wise analysis of overall satisfaction among the Arts college students, Calculated value 08.84 Less than 9.48 (0.05) at df 4. The hypothesis is accepted.

The above Table shows that Educational wise analysis of overall satisfaction among the Arts college students, Calculated value 5.05 is Less than 5.90 (0.05) at df 2. The hypothesis is accepted.

The above Table shows that, Frequency of Usage wise analysis of overall satisfaction among the arts college students, Calculated value 50.70 is greater than 9.48 (0.05) at df 4. The hypothesis is rejected.

7. Conclusion

The most organizations are networked, it is essential for modern library automation system to take advantage of the connectivity that networks provide the interaction between the user and the library are becoming computer-mediated. These are then attended by library staff and subject to the availability of funds and the request/ suggestion are ordered. So, automation of acquisition module is very important to the libraries. Time saving, avoid of duplication, ordering, time and many more functions are done through library automation software. Acquisition reports are needed to document performance statistics and summaries of work done during the acquisition process in a specified time frame. In the past, they were compiled manually, a tedious job. Nowadays library systems come with a graphical report interface that enables point and click selection of appropriate date elements, time periods, frequencies, output devices etc.

REFERENCES:

- Haravu, L. J. 2009. "Automated Acquisition System." In M. K. Rao (Ed.), *Library Automation*. Hyderabad, AP: University of Hyderabad.
- Hussain, Akhtar, & Raza Masoom, M. 2002. "Online Public Access Catalogue." *IASLIC Bulletin* 47: 204-209.
- Karisiddappa, C.R., & Rajgoli, U. 2008. "Search of Information Literacy Programmes and Practices: Survey of Selected Institutions at Bangalore." *DESIDOC Journal of Library and Information Technology* 28(2): 28-38.
- Mahapatra, M., & Ramesh, D.B. 2004. *Information Technology Application in Libraries: A textbook for beginners*. Orissa: Reproprint Ltd. 248.

- Rama Devi, V., & Haritha, B. 2010. *Re-engineering Library Acquisition: A Case Study. 7th Planner 2010*. Tejpur: INFLIBNET, Ahemadabad.
- Singh, C Praveen. 2008. *Library Automation in Modern Age*. New Delhi: Alfa Publication. 262.
- Singh, Pramod Kumar. 2005. *Library Automation*. Mumbai: Shree Publication. 274.