



ISSN: 0975-833X

Available online at <http://www.journalcra.com>

International Journal of Current Research
Vol. 10, Issue, 03, pp.67326-67329, March, 2018

**INTERNATIONAL JOURNAL
OF CURRENT RESEARCH**

RESEARCH ARTICLE

INFORMATION RESOURCES AND SERVICES OF SECRET HEART COLLEGE LIBRARY, CHALAKUDY: AN EVALUATION

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ARTICLE INFO

Article History:

Received 19th December, 2017
Received in revised form
09th January, 2018
Accepted 12th February, 2018
Published online 30th March, 2018

Key words:

Information Resources, academic libraries,
Students, information services.

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Citation: Lija P.G., 2018. "Information resources and services of secret heart college library, Chalakudy: An evaluation", *International Journal of Current Research*, 10, (03), 67326-67329.

ABSTRACT

This paper present the use of information resources by students in Sacret Heart College, Chalakudy. Relevant literature of the information resources and its use in various categories of users has been reviewed. The study examined the types of information resources used by the research scholars, the frequency of use, the purpose of use of information resources and problems faced by the students while accessing the same. Updates, easy accessibility, and reference and latest books collection on various subjects are to be increased the major factors which attract most of the users towards resources.

INTRODUCTION

Libraries all over the world are established to enrich the knowledge of the user through provision of vital information. Information is an essential component and indispensable resource for the development of a nation. According to Faibisoff and Dely "Information is an idea. It is a symbol or a set of symbols which have the potential for meaning." Today libraries are hub of learning activities of any educational institution, where students, teachers and researchers can explore the vast amount of information of the resources. In order to meet growing needs to user's library has changed to meet challenges. Libraries can be divided in to four types; they are National libraries, Academic libraries, Public libraries and Special libraries. An academic library is a library attached to an academic institution. Schools, colleges, Universities and technological/engineering/medical institution are some of such institutions. Since academic libraries exist to cater the needs and requirements of their parent academic institution, these vary in shape, size, collection and services, depending upon the nature of the parent institution. The objectives should be that a college library should become a teaching instrument in itself. In college education teaching in the classroom must depend more on library than the textbooks. The library must become an integral part of the teaching programme.

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The education becomes student centered and encourages students to play a dynamic and creative role in their own education. The effectiveness of student-learning process is increased by various means especially the use of library centres.

Relevance of the study

College is a centre for higher education. Higher education must have libraries, which is the heart of any academic institution. A library is not only collection of books or documents but also which provide adequate information to the students who are eager for information. To provide right information at right time to the right user, a library must have adequate collection of documents which provide information. So the study of information resources and services provided by a college library is relevant which should reveal the potentialities and draw backs in the provision of better information sources and services. Hence it is appropriate at this stage to make a study on the information resources and services of a college library. Here investigator studied the information resources and services provided by Sacret Heart College Chalakudy. No such study has already been undertaken in this library.

Objectives

The objectives of the study are

- To find out the use of information resources and services provided by the library.

- To identify the users satisfaction on the information resources and services.
- To identify the problems faced by the users while accessing and using the information resources and services.

MATERIAL AND METHODS

The methodology used for this study is survey method, and it includes the following techniques

- Questionnaire
- Interview
- Observation

Scope and limitation

The main function of an academic library is to provide resources and research support for students and faculty of the educational institution to carry out its programme. This means that it must adequately serve the needs and requirements of the teachers and students in reading, study and research. This can be achieved, if adequate resources, facilities and services are made available. Hence ensuring the quality of a college library in its collection and services should be the most important responsibility of the authorities. The present study is aimed to identify the adequacy of information sources and services provided by Sacret Heart College Chalakudy.

Review of literature

Review of literature is a significant part of every research work. Before conducting a systematic study, it is necessary to make a thorough survey of the related studies previously conducted.

The secondary data have been collected from the source available from the college and the library. The primary data required for this study was collected through a well tested questionnaire, The major finding is found that more than 1/3rd of the faculty and students visit the library daily and half of them several times a week .Half of the respondents are searching documents through title approach. The study is beneficial for streamlining the college libraries in this part of the country in the right direction. Lekshmanan, G.³ studied the resources, organization and users of Quilon Public Library and Research Centre. The findings of the study include the historical background of library, resource of library, organization of the library, user's views on the library, adequacy of resources and service, growth of the library. The findings have also enabled to test the validity of hypothesis, formulated at the beginning of the study. This along with the adoption of various suggestions and proposals given in this study will help to improve the image of the library.

Information services

A question was asked to know about the information services provided in the library.

Table 1. shows:

First preference: 47.21% of Students prefer Newspaper clipping service whereas 46.59% prefer Reference Service, 34.99% prefer Photocopying Service and 31.88% prefer Online/ CDROM searching. A percentage of 21.83% prefer Lending Service whereas 17.80% prefer Current Awareness service.

Second Preference: 21.37% of students prefer Photocopying service while 18.88% prefer Lending Service When 14.24% prefer Current Awareness service and 14.09% prefer online

Table 1. Information Services

Sl. No.	Information Services	1	2	3	4	5	6	7	8	9
1	Lending Service	141 (21.83%)	122 (18.88%)	60 (9.28%)	41 (6.35%)	43 (6.66%)	33 (5.11%)	70 (10.84%)	86 (13.31%)	25 (3.87%)
2	Reference Service	301 (46.59%)	45 (6.97%)	50 (7.74%)	22 (3.40%)	36 (5.57%)	15 (2.33%)	28 (4.34%)	130 (20.12%)	10 (1.55%)
3	Document Delivery Service (DDS)	0	0	0	0	0	0	0	0	0
4	Newspaper Clipping	305 (47.21%)	25 (3.88%)	38 (5.88%)	27 (4.18%)	54 (8.36%)	32 (4.95%)	39 (6.03%)	53 (8.20%)	58 (8.98%)
5	Online/ CD Rom Searching	206 (31.88%)	91 (14.09%)	34 (5.27%)	82 (12.69%)	33 (5.10%)	56 (8.68%)	29 (4.49%)	37 (5.74%)	0
6	Current Awareness Service(CAS)	115 (17.80%)	92 (14.24%)	79 (12.23%)	64 (9.91%)	88 (13.62%)	0	36 (5.57%)	42 (6.50%)	40 (6.19%)
7	Selective Dissemination of Information (S D I)	0	0	0	0	0	0	0	0	0
8	Photocopying service	226 (34.99%)	138 (21.37%)	68 (10.53%)	59 (9.13%)	33 (5.11%)	28 (4.33%)	45 (6.97%)	26 (4.02%)	15 (2.32%)
9	Inter Library Loan Service	0	0	0	0	0	0	0	0	0

Vasanth Kumar, N and P. BalaSubramanian presented a study on the use of college library by the faculty and students of mathematics in arts and science colleges in North Madurai, Tamilnadu. The main objective of the study is to examine the frequency of the library visit, purpose users, satisfaction, search approach, use of reference sources, usefulness of library services etc. This research study is mainly based on the primary data collected from the faculty members and the students in mathematics subjects in the selected colleges.

service 6.97% prefer Reference service and. and a few 3.88% prefer Newspaper clipping service.

Third Preference: When 12.23% of students prefer CAS services, 10.53% prefer Photocopying Service and 9.28% prefer Lending Service. When 7.74% prefer Reference service, 5.88% prefer Newspaper Clipping Service and 5.27% prefer Online/ CD Rom searching service.

Table 2. Satisfaction of Information Services

Information Services	Fully satisfied	Partially satisfied	Not at all satisfied	Not Available
Lending service	410 (63.47%)	198 (30.65%)	28 (4.33%)	10 (1.55%)
Reference service	86 (13.31%)	122 (18.89%)	360 (55.73%)	78 (12.07%)
Document Delivery Service (DDS)	0	0	0	623 (96.43%)
Newspaper clipping services	272 (42.11%)	343 (53.10%)	20 (3.10%)	11 (1.70%)
Online/ CD ROM searching	125 (19.35%)	392 (60.68%)	98 (15.17%)	31 (4.79%)
Current Awareness Service(CAS)	192 (29.72%)	292 (45.20%)	120 (18.58%)	42 (6.50%)
Selective Dissemination of Information (SDI)	0	0	70 (10.84%)	576 (89.16%)
Photocopying service	66 (10.21%)	198 (30.66%)	363 (56.19%)	19 (2.94%)
Inter library loan service (ILL)	0	0	0	646 (100%)

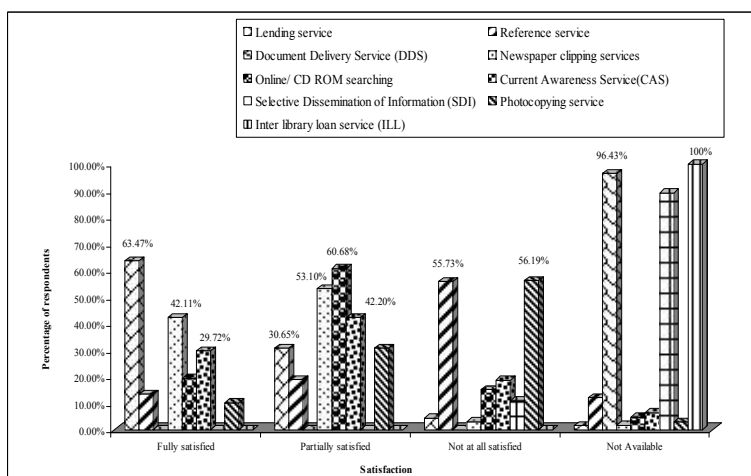


Fig. 1. Column Diagram Information Services

Table 3. Problems in using Library

Problems	No. of respondents	Percentage
Collections are not relevant	395	61.15%
Collections are inadequate	468	72.45%
Lack of infrastructure	269	41.64%
Poor organization of library materials	168	26.01%
Little/No assistance from library staff	135	20.90%
Lack of electronic sources and services	255	39.47%

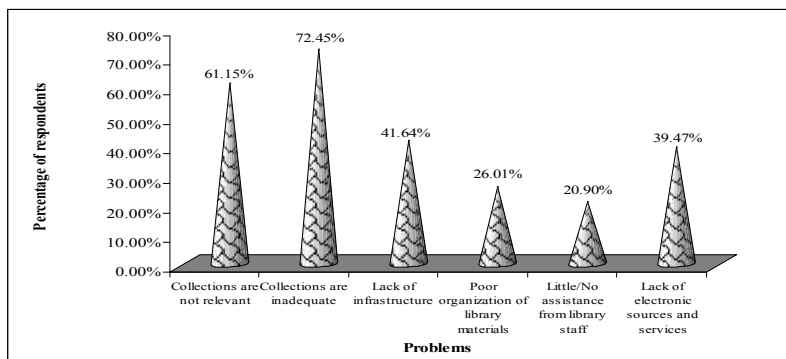


Fig. 2. Cone Diagram showing Problems in using Library

Fourth Preference: 12.69% of students prefer Online/ CD Rom searching service while 9.91% prefer Current Awareness Service. When 9.13% photocopy service 6.35% prefer Lending service and 4.18% prefer Newspaper Clipping Service. Only 3.40% prefer Reference Service.

Fifth Preference

13.62% of students prefer Current Awareness service whereas 8.36% prefer Newspaper clipping Service. When 6.66% prefer Lending service, 5.57% prefer Reference Service, 5.11%

students prefer photocopying service and 5.10% prefer C.D Rom Searching service.

Sixth Preference

8.68% prefer Online/ CD Rom searching service while 5.11% prefer Lending service. When 4.95% prefer Newspaper Clipping service, 4.33% prefer Photocopying service and 2.33% prefer Reference Service.

Seventh Preference

When 10.84% prefer Lending Service, 6.97% prefer Photocopying Service and 6.03% prefer Newspaper Clipping Service. 5.57% prefer Current Awareness service, 4.49% prefer Online/ CD ROM searching and 4.34% prefer Reference service.

Eighth Preference

20.12% prefer Reference Service while 13.31% of students prefer Lending service. 8.20% prefer as Newspaper Clipping service. 6.50% prefer as Current Awareness Service and 5.74% prefer Online/CD ROM Searching. Only 4.02% prefer Photocopying Service.

Ninth Preference

13.31% of students prefer Reference Service whereas 8.98% prefer Newspaper clipping service and 6.19% prefer Current Awareness service. When 3.88% prefer Online/ CD ROM searching, 3.87% prefer Lending Service and 2.32% prefer Photocopying service.

Satisfaction Information Services

Respondents were asked to specify whether they are satisfied with the following services available in the library or not.

Table 2. shows

Fully Satisfied

63.47% of respondents are fully satisfied with Lending Service whereas 42.11% are fully satisfied with Newspaper Clipping Service, 29.72% with CAS. When 19.35% satisfied with Online/CD Rom searching, 13.31% satisfied with reference service and 10.21% with photocopying service.

Partially Satisfied

When 60.68% of respondents are partially satisfied with Online/ CD Rom searching, 53.10% are partially satisfied with Newspaper clipping. Nearly half 45.20% of students satisfied with CAS while 30.66% satisfied with photocopying service, 30.65% with lending service and 18.89% satisfied with reference service in the library.

Not at all Satisfied

When 56.19% of respondents are not at all satisfied with Photocopying service, 55.73% are not at all satisfied with reference service of the library. 18.58% are not satisfied with CAS service while 15.17% are not satisfied with online/CD Rom searching and 10.84% are not at all satisfied with SDI service. When 4.33% are not at all satisfied with lending

service only 3.10% are not at all satisfied with Newspaper Clipping Service in the library.

Not Available

All the 100% students indicated that Inter Library Loan Service is not in their library. 96.43% of respondents there is no DDS service whereas for 89.16% there is no selective dissemination of information service. 12.07% opined that reference service is not in the library. The percentage of respondents who stated non availability of CAS service is 6.50%. When 4.79% stated that online/CD Rom searching is not available 2.94% opined that there is no photocopying service. When 1.70% opined there is no newspaper Clipping Service, 1.55% stated that lending service is not available.

Problems in using Library

Respondents were asked to specify the problems they face while using the library. Table 3. reveals that majority 72.45% of students responded that inadequate collection is the major hindrance faced by them followed by irrelevant collection for 61.15%. For 41.64% it is lack of infrastructure while for 39.47% it is lack of electronic sources and services. When 26.01% pointed out the problem of poor organization of library materials while it is lack of assistance from library staff for 20.90% of respondents.

Suggestions

- The latest books and the reference books collection on various subjects to be increased.
- For students, the lending period for the issuing books must be extended for at least a week.
- The Internet Service facility has to be improved.

Conclusion

Information resources have played a significant role in all fields of human life especially in education and information handling. It is clear from the study that the library provide adequate information and easy accessibility. This study helps to know the importance of information resources in academic environment. Major problems encountered by the users towards the reference and latest books collection of various subjects are to be increased.

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