

# Chapter 12

## Expectation of Research Scholars and Students on Library Resources and Services: A Case Study of Alagappa University, India

**S. Thanuskodi**

*Alagappa University, India*

**C. Revathi**

*Alagappa University, India*

### ABSTRACT

*The study shows that around 50% of the research scholars and students who have participated in the study were from the age group of below 25, around 30% from the age group of 25-30, 15.14% from the age group of 31-35, and 10.27% from the age group of above 35. The results reveal that frequency of library visit is good enough among respondents as 34.05% respondents used it daily, 29.73% used it twice in a week, whereas 21.62% used it weekly. This means that more than 85% students used it regularly. The present study shows that 50.27% of the respondents spent less than 1 hour in the library, 27.57% of the respondents spent 1-2 hours in the library. 8.65% users spent 2-3 hours and 13.51% spent more than 3 hours in the library. The present study shows that 40% of respondents were very satisfied with the quality of library services, 55.68% satisfied with the library services, only a very few respondents 4.32% partially satisfied with the library services.*

### INTRODUCTION

The global changes particularly the Information and Communication Technologies (ICT) have impact on the functioning of academic libraries. The developments in ICT have changed the users' expectation from the academic libraries in different ways. The ways to build collection and services to

the end users vary from the recent past practices. To meet the end-users demands effectively, the academic libraries need to identify and adopt good practices and benchmarks. Thus, preparing guidelines in a standardized way based on the best practices employed by libraries is significant which will ultimately enhance the value based services of academic libraries.

DOI: 10.4018/978-1-4666-8178-1.ch012

Library and Information Services of Higher Education institutions play a central role in enhancing the quality of academic and research environment. The National Accreditation and Assessment Council (NAAC) strive for quality and excellence in higher education and advocates for enhancing the role of Library and Information Services in improving academic environment. Though, it is institutional accreditation that the NAAC does, the assessment of a library, a vital sub-unit, is a key step that integrates itself with the overall evaluation. Library is the fulcrum of support for the entire range of academic activities on an educational campus. In today's high-tech learning environment, the library as a learning resource is taking up increasingly more academic space and time in the life of a learner. In times ahead, this will be even more so. Thus NAAC has decided to identify the set of best practices in Library & Information Services, with the help of a few case presentations from few selected libraries of the accredited universities and colleges. This is a great initiative in promoting the libraries in identifying and sharing good or best practices that can be adopted in the Indian academic environment. Best Practice may be innovative and be a philosophy, policy, strategy, program, process or practice that solves a problem or create new opportunities and positively impact on organizations. Institutional excellence is the aggregate of the best practices followed in different areas of institutional activities. In general, the use of technology and innovative ideas lead to evolve best practices in library and information environment.

## **MANAGEMENT AND ADMINISTRATION OF LIBRARY**

Library and Information System Management is the basic and core activity which helps the user community in identifying and accessing knowledge resources in an academic institution. It also comprises the activities performed in relation to the

development of vision, mission, goals and policies of the library, working hours, stock verification methods, copyright issues, membership, budgeting and reporting, resource mobilization, technical processing methods, manpower development, basic amenities and facilities as well as collection development management or information resources development, technical services, information services generation, technological, legal and copy right issues, to name a few. It also concerns with strategic planning of LIS in present and future operations. Identifying and internalization of best practices in the management and administrative functions at regular interval would enhance the collection development process, services dissemination and use of the library as a whole. Active participation and periodic meetings of library advisory committee, involvement of librarian in academic activities of the college/university, support from the management, participation of the users, standard facilities with innovative library buildings, regular flow of resource generation, skilled and qualified staff deployment with further training, capacity building in terms of information and communication technology, information dissemination facilities etc. are a few areas where best practices can be accommodated. Appropriate planning and fore thinking is required in attaining the above mentioned with a detailed analysis of user base, objectives of the affiliating institution and its future strategies. As the management and administration of the library is pivotal in collection development and delivery of information products and services to the end users, adoption of best practices in this area lead to continuous improvement in overall performance.

## **LIBRARY RESOURCES AND SERVICES EVALUATION**

It is natural for human beings to evaluate things, events and other people around them. Librarians too indulge in this practice. They have the need to

16 more pages are available in the full version of this document, which may be purchased using the "Add to Cart" button on the publisher's webpage:

[www.igi-global.com/chapter/expectation-of-research-scholars-and-students-on-library-resources-and-services/133965](http://www.igi-global.com/chapter/expectation-of-research-scholars-and-students-on-library-resources-and-services/133965)

## Related Content

---

### Improving Customer Relations With Social Listening: A Case Study of an American Academic Library

Margaret C. Stewart, Maria Atilano and Christa L. Arnold (2018). *Library Science and Administration: Concepts, Methodologies, Tools, and Applications* (pp. 615-630).

[www.irma-international.org/chapter/improving-customer-relations-with-social-listening/191532](http://www.irma-international.org/chapter/improving-customer-relations-with-social-listening/191532)

### Predictors of Undergraduate Satisfaction With the Usage of University of Ilorin Web Portal

Ismail Olatunji Adeyemi and Abdulwahab Olanrewaju Issa (2021). *International Journal of Library and Information Services* (pp. 1-17).

[www.irma-international.org/article/predictors-of-undergraduate-satisfaction-with-the-usage-of-university-of-ilorin-web-portal/279835](http://www.irma-international.org/article/predictors-of-undergraduate-satisfaction-with-the-usage-of-university-of-ilorin-web-portal/279835)

### A Framework for Advocacy, Outreach and Public Programming in Public Libraries in Africa

Kgomotso Hildegard Moahi (2019). *Handbook of Research on Advocacy, Promotion, and Public Programming for Memory Institutions* (pp. 238-260).

[www.irma-international.org/chapter/a-framework-for-advocacy-outreach-and-public-programming-in-public-libraries-in-africa/219906](http://www.irma-international.org/chapter/a-framework-for-advocacy-outreach-and-public-programming-in-public-libraries-in-africa/219906)

### Data Quality Matrix: A Theoretical Perspective

Prameela Singu and Rayees Farooq (2020). *Handbook of Research on Connecting Research Methods for Information Science Research* (pp. 373-383).

[www.irma-international.org/chapter/data-quality-matrix/240535](http://www.irma-international.org/chapter/data-quality-matrix/240535)

### Adoption of Open Source Software in Libraries in Developing Countries

Josiline Phiri Chigwada (2018). *International Journal of Library and Information Services* (pp. 15-29).

[www.irma-international.org/article/adoption-of-open-source-software-in-libraries-in-developing-countries/198401](http://www.irma-international.org/article/adoption-of-open-source-software-in-libraries-in-developing-countries/198401)