

Chapter 57

User Satisfaction With Library Information Resources and Services: Improvement and Innovation of Effective Activities of Research Scholars

S. Muthuvennila

Department of Library and Information Science, Alagappa University, India

P. Kannan

 <https://orcid.org/0000-0002-4121-5919>

Central University of Punjab, Bathinda, India

ABSTRACT

This chapter deals with the purpose of library resources and services stratification of users of Alagappa University. Users are the most vital component of libraries. Alagappa University Central Library provided the various types of services in RFID, Web OPAC, SMS and e-mail alerts, ETD, DLNET service, mobile-based digital services, etc. The study covers 76 scholars out of 82 questionnaires distributed. The questionnaires were distributed in 10 departments in the Faculty of Arts in Alagappa University. The statistical techniques used for the analysis of data are the frequency, cross tables, descriptive statistics. This chapter describes the use of resources and services, library services, services provided to the users, e-resources access at Alagappa University, scope and limitations of the study, and objectives for using the resources and services. Alagappa University research scholars mostly used the library resources and services.

DOI: 10.4018/978-1-7998-8051-6.ch057

INTRODUCTION

The Central Library of Alagappa University was started in 1987 and shifted to the present building in 1990. The Library collection includes one lakh volumes of printed books, subscriptions to 149 printed periodicals, 492 items of non-book materials, and 1446 volumes of theses in print form. Access to 6242+ numbers of online journals and 1, 31,000+ numbers of e-theses are also available. The mode of access is Open Access. The Library caters mainly to the needs of Post Graduate Students, Research Scholars, Faculties and other Staff of the University. The Library provides Long Range and Short-Range Reference Services to the users including Current Awareness Service, Selective Dissemination of Information Service, Subject Bibliography, and Reprographic Service. As an extension activity, many of the Library services are extended to the students and faculties of affiliated colleges and as well as to the Distance Education students of Alagappa University.

Library operations are mostly computerized especially circulation of books and cataloguing. Currently RFID (Radio Frequency Identification) based Library Management System is implemented in the current year. This has made possible a User friendly self-checkout and self-check-in options, web based OPAC (Online Public Access Catalogue) and smart payment facility for overdue charges.

Library Services

Academic library plays a vital role in teaching and learning of an academic institution. Its aims are to collect, process, preserved and disseminate documents and information to serve the user community. In order to make the resources available to its users easily and conveniently different types of facilities and services are being rendered from the Central Library, Alagappa University on a regular basis. Orientation programmers' are organized in the library inviting new batch of students, research scholars, newly recruited faculty and staff member department wise. However, instructions on different techniques of accessing, browsing retrieving electronic resources are regular activity in the library which is offered to the users when asked for as well as when the need is observed. A website is also maintained for this purpose. Library online resources are available 24×7 on a 10mbps Internet speed. The Central Library is kept open on all the days of the year, except on Public Holidays (approximately 340 days in a year). The working hours are, on weekdays from 8-00A.M to 8.00 P.M., and during weekends from 10-00 A.M. to 5-00 P.M. The facilities and services offered to user in Alagappa University are as follows:

Services Provided to the Users

1. RFID (Radio Frequency Identification) based Library Management System services
2. Web OPAC, SMS & e-mail alerts
3. ETD (Electronic Theses and Dissertations) – Shodhganga (UGC-Inflibnet)
4. E-resources access through e-shodhSindhu (UGC-Inflibnet)
5. E-books access
6. DELNET service (Inter Library Lending and Document Delivery Service)
7. Anti-plagiarism Check
8. Bibliographic compilation
9. Display of current events/information
10. Institutional Repository Service

20 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/user-satisfaction-with-library-information-resources-and-services/274802

Related Content

Reengineering India's Education System Through E-Learning

Reeta Sharma and Shantanu Ganguly (2018). *Library and Information Science in the Age of MOOCs* (pp. 147-162).

www.irma-international.org/chapter/reengineering-indias-education-system-through-e-learning/204190

Exploring Opportunities in Health Science Information Instructional Outreach: A Case Study Highlighting One Academic Library's Experience

Tia Esposito (2018). *Changing the Scope of Library Instruction in the Digital Age* (pp. 118-135).

www.irma-international.org/chapter/exploring-opportunities-in-health-science-information-instructional-outreach/195931

An Approach to Trie Based Keyword Search for Search Engines

Pranav Murali (2017). *International Journal of Library and Information Services* (pp. 1-16).

www.irma-international.org/article/an-approach-to-trie-based-keyword-search-for-search-engines/181684

Circulation Regulations and Their Effect on User Return of Books: The Case of University of Zambia Library

Boniface Banda and Paillet Chewa (2021). *International Journal of Library and Information Services* (pp. 1-9).

www.irma-international.org/article/circulation-regulations-and-their-effect-on-user-return-of-books/280358

Local Studies Centers in the Philippines: An Introductory Text

Martin Julius V. Perez (2016). *Special Library Administration, Standardization and Technological Integration* (pp. 249-266).

www.irma-international.org/chapter/local-studies-centers-in-the-philippines/138864