Role of Information & Communication Technology in User's Satisfaction of Sant Gadge Baba Amravati University Library, Amravati

Discussion about ICT services and its deployment at Sant Gadge Baba Amravati University Library. Present data being compiled through questionnaire issued to various department of SGB Amravati University. And also the viability, accessibility and efficiency was judged to verify standard and quality of ICT Services at SGB Amravati University.
Keywords : Impact of ICT, Users Study, Sant Gadge Baba(SGB) Amravati University Library.

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Introduction :

ICT media had widened the limits and bounds of Library. ICT has revolutionalised the field of library and information services. Now it would not be confined to Library premises only, but gamut of knowledge is open to whole world of knowledge through Internet media.

Sant Gadge Baba Amravati University :

S.G.B. Amravati University was established on 1st May, 1983 on the auspicious occasion of Maharashtra Day & Worker's Day. Sant Gadge Baba Amravati University geographically covers the western Vidarbha belt i.e. five districts Amravati, Akola, Yavatmal, Buldhana and Washim of Maharashtra State. The University, in its small span of two decades, has contributed in many ways for economic, social and cultural upliftment of the society by offering best quality education.

ICT Based Services in The S.G.B.Amravati University Library :

This Library is offering ICT services free of charge to the gamut of users. These services are catered between 8.00 a.m. to 8.00 p.m. on all week days (Monday to Saturday) except public holidays. Library is well equipped with 32 PCs, with back up of 3 Servers and 23 PCs to cater ICT Services for Library Users.

To enable the users to satisfy themselves, ICT Library is offering amenities like Internet Broadband connectivity, CD ROM Search, OPAC, UGC INFONET, Digital Library, Web of Science, Proquest Science Journal, ABI Inform, LISA, IEEE-ASPP database services. The LAN of the Library is linked with Campus Net of University, which is supported by V-SAT so as to enable the Library users to access the data base from their individual departments. The entire data base is available on OPAC within the campus. Moreover, the library also has the collections of maps, reading materials in CD ROM, USBs, Data Sharer and Diskettes. Information Literacy programme is regularly organised by the Library for all the departments.

Library Users :

The Teachers, Research Scholars, P. G. Students, Non Teaching staff of S. G. B. University Amravati, Research scholars, Social Workers, Press Personnel's, faculties of colleges affiliated to Sant Gadge Baba Amravati University, Amravati are regular members of Library. The library has Three thousand four hundred forty three members, besides members amongst outside visitors approach the library for availing the facilities. The library is visited by about 175 readers daily and the reading rooms are fully occupied during peak hours. While the reading habits are on the verge of extinction, the numbers of library users are growing in proportion of the population.

Objectives of The Study :

(1) To study the information needs of the users.

(2) To study the various kinds of needs where ICT is involved for satisfying the information needs.

(3) To study various kinds of resources that are available for satisfying the information needs.

(4) To know about various kinds of tools available for satisfying the needs of users.

(5) To study the difficulties faced by the students while handling ICT in libraries.

Scope of The Study :

The present study is based on users of Sant Gadge Baba Amravati University Amravati premises. There are total 20 departments in Amravati University.

Methodology :

The study has been made by surveying the different user groups of the SGB Amravati University Library by distributing questionnaires. The questionnaire was circulated to users of SGB Amravati University Library to collect the data. The investigator distributed 150 questionnaires among PG students, Research scholars, Teachers and Non-Teaching staff out of which 123 questionnaires were selected for analysis. The data was analyzed according to the objectives.

From the above table it was observed that 86.99% students preferred lending service, 62.41% students preferred Book Bank service, 62.60% students preferred Internet Service, 93.50% students preferred Reading Room Service,

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Table 1 : Which of the following services you avail from your library ? (N = 123)

Sr. No.	Use of Library Services	Yes	%
1	Lending services	107	86.99
2	Book Bank	78	63.41
3	Internet Services	77	62.60
4	Reading Room Services	115	93.50
5	Xerox	86	69.92
6	Reference /information	98	79.67
7	Book reservation services	66	53.66
8	Display of new arrivals	81	65.85

69.92% Students preferred Xerox service while, 79.67% Students preferred References/ Information & 53.66% Students preferred Book preservation, 65.85% Students mentioned that they used display of new arrivals services from the library.

The table no. 2 depicts that, 25.01 % users are satisfied with library catalogue, Databases or OPAC searching browsing found 13.82 % fairly satisfied while 61.78% users found dissatisfied. 27.63 % users found satisfied with Internet/world wide web Access. 20.32 % fairly satisfied. While 51.21% found dissatisfied with Internet & World Wide Web access. 33.14 % found satisfied with computerized services (computers and software support in library), 16.26 fairly satisfied, while 50.20 % found dissatisfied with the computerized services available in the library. 58.52 % users satisfied their information needs with library media collection. (CDS, DVDS, Video, etc.), 16 % users fairly satisfied & 28.45 % dissatisfied with library media collection available in the library. 47.96% users take use of printers & photocopies to fulfil their information needs, while 15.44 % are fairly satisfied with the sources of library & 36.57% users found dissatisfied. 52.84% users are always able to connect to online database, journals successfully. 13.00% users fairly satisfied & 40.59% users fairly dissatisfied while 34.13 % users are dissatisfied. 31.69 % users gets information are very quickly & accurately while 13.82 % fairly able to get information & 54.47% user never get information from storage so they are dissatisfied. 34.14 % users satisfied with technical enquiry service while 15.44 % fairly satisfied and 50.20 % users dissatisfied with technical enquiry services.

The table 3 shows that, 6.51 users are satisfied,17.89 are fairly satisfied while 75.61 are dissatisfied with circulation services. 28.03 % users satisfied with Display board services. 15.45% users fairly satisfied and 74.49% users dissatisfied with Display board services. 27.63% users satisfied with library cataloged or OPAC search browsing 17.89% fairly satisfied 56.1% fairly dissatisfied with services. 27.62 % users satisfied with library instruction classes 13.82 % fairly satisfied and 58.49 found dissatisfied with the services.

24.39% users satisfied with handouts, research guides, bibliographies available both in print and electronically, 9.76 % users fairly satisfied and 65.86 % are dissatisfied. 26.01% users are satisfied with Xerox / microfilm machine. 15.45 are fairly satisfied while 58.53 are dissatisfied. 30.08 users are satisfied with computers facilities in the library while 14.63 are fairly satisfied and 55.28 are dissatisfied with the services. 20.32 % users expressed that the open hours of the library are generally convenient for them, 15.45 are fairly satisfied and 64.22% users are dissatisfied with the facility. 25.2 users are satisfied with the statement "I usually find most of the books I need on the shelves" 17.89 are fairly satisfied and 56.91 are dissatisfied. 20.33 % users are satisfied with the statement "I usually find most of the journals, magazines, newspapers, and microfilm I need on the shelves" 13.01 are fairly satisfied and 66.67 are dissatisfied with the statement. 32.52 % users are satisfied with the statement "Requests to retrieve library materials from storage are handled quickly and accurately" 13.01 are fairly satisfied and 54.47 % are dissatisfied. 50.41 % users are satisfied with the statement "The Interlibrary Loan (ILL) service provides timely access the resources I need from other library" 12.20 are fairly satisfied and 37.4 are dissatisfied. 31.71 users are satisfied with the statement "The amount of time that I am able to keep books checked out is adequate for my needs" 9.76 % are fairly satisfied and 58.54 % are dissatisfied. 25. 2 % users are satisfied with the statement "The Library obtains and makes available my library book purchase requests in a timely manner" 6.50 % are fairly satisfied and 68.30 are dissatisfied with the statement. 4.88 % users found satisfied with the statement " The Newspaper Clipping Services in convenient for me". 8.13 % are fairly satisfied while 86.99 % are dissatisfied. 13.82 % users found satisfied with the statement "All manual services in the library", 9.76 are

Table 2 : How satisfied are you with the following resources available electronically ? (N = 123)

Sr. No.	Electronic Resources	Satisfied	Very Satisfied	Fairly satisfied	Fairly Dissatisfied	Dissati sfied
1	Library catalogue, Databases or OPAC searching browsing	21 (17.07)	9 (7.31)	17 (13.82)	69 (56.09)	7 (5.69)
2	Internet/world wide web access	25 (20.32)	9 (7.31)	25 (20.32)	51 (41.46)	13 (10.56)
3	Computerized services (The library's computers and software support)	21 (17.07)	19 (15.44)	20 (16.26)	51 (41.46)	12 (9.75)
4	The Library's media collections (CDs, DVDs, video, etc) are easy to locate in the cabinets.	33 (26.82)	39 (31.70)	16 (13.00)	30 (24.39)	5 (4.06)
5	The library's printers and photocopiers are adequate for my needs.	32 (26.01)	27 (21.95)	19 (15.44)	39 (31.70)	6 (4.87)
6	I am always able to successfully connect to the online databases, journals, etc.	35 (28.45)	30 (24.39)	16 (13.00)	33 (26.82)	9 (7.31)
7	I get the Library materials from storage are quickly and quickly and accurately.	16 (13.00)	23 (18.69)	17 (13.82)	57 (46.34)	10 (8.13)
8	Technical enquiry services.	25 (20.32)	17 (13.82)	19 (15.44)	56 (45.52)	6 (4.87)

Table 3 : How satisfied are you with the following services offered by the Library? (N = 123)

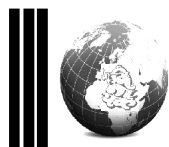| Sr. No	Resources	Satisfied	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Dissatisfied
1	Circulation	6 (4.88)	2 (1.63)	22 (17.89)	84 (68.29)	9 (7.32)
2	Display board services	9 (7.32)	3 (2.44)	19 (15.45)	77 (62.60)	15 (12.20)
3	Library catalogue or OPC search browsing	17 (13.83)	15 (12.20)	22 (17.89)	63 (51.22)	6 (4.88)
4	Library instruction classes.	16 (13.01)	18 (14.63)	17 (13.82)	59 (47.92)	13 (10.57)
5	Handouts, research guides, bibliographies (available both in print and electronically)	19 (15.45)	11 (8.94)	12 (9.76)	62 (50.41)	19 (15.45)
6	Xerox / microfilm machine	23 (18.70)	9 (7.31)	19 (15.45)	63 (51.22)	9 (7.31)
7	Computers	25 (20.33)	12 (9.75)	18 (14.63)	56 (45.53)	12 (9.75)
8	The open hours of the library are generally convenient for me.	14 (11.38)	11 (8.94)	19 (15.45)	61 (49.59)	18 (14.63)
9	I usually find most of the books I need on the shelves.	14 (11.38)	17 (13.82)	22 (17.89)	51 (41.46)	19 (15.45)
10	I usually find most of the journals, magazines, newspapers, and microfilm I need on the shelves	12 (9.76)	13 (10.57)	16 (13.01)	63 (51.22)	19 (15.45)
11	Requests to retrieve library materials from storage are handled quickly and accurately	19 (15.45)	21 (17.07)	16 (13.01)	51 (41.46)	16 (13.01)
12	The Interlibrary Loan (ILL) service provides timely access the resources I need from other libraries	29 (23.58)	33 (26.83)	15 (12.20)	34 (27.64)	12 (9.76)
13	The amount of time that I am able to keep books checked out is adequate for my needs.	22 (17.89)	17 (13.82)	12 (9.76)	53 (43.09)	19 (15.45)
14	The Library obtains and makes available my library book purchase requests in a timely manner	13 (10.57)	18 (14.63)	8 (6.50)	59 (47.97)	25 (20.33)
15	The Newspaper Clipping Services in convenient for me	2 (1.63)	4 (3.25)	10 (8.13)	88 (71.54)	19 (15.45)
16	All manual services in the library	10 (8.13)	7 (5.69)	12 (9.76)	79 (64.23)	15 (12.20)
17	Drinking water and Toilet facility	13 (10.57)	6 (4.88)	17 (13.82)	72 (58.54)	15 (12.20)

quite satisfied with the electronic services catered by libraries, but especially about manual services offered by Libraries does not seem to be efficient and competent enough though physical set up of libraries found satisfactory. The situation may be due to insufficient training and inappropriate culture to suit the ICT environment.

University libraries always play vital role in providing efficient and effective services and cater to the needs of the users. Every Service Institution must have sufficient trained persons as staff like SGB Amravati University, as insufficient or untrained staff would not only create dissatisfaction but also attract criticism. Insufficient ICT amenities or deployment of outdated resources and software lacks in offering efficient satisfactory services. Users are now familiar to use and handle e-resources and shows dissatisfaction regarding to the conventional resources.

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fairly satisfied while 76.43 % are dissatisfied with the statement. 15.45 % users are satisfied with "Drinking water and Toilet facility", 13.82% are fairly satisfied while 70.74 % are dissatisfied.

Findings & Conclusion :

It is noticed that ICT facility users do not have sufficient time to make use of such high- tech amenities, but simultaneously they are dissatisfied with the conventional resources to procure information. About 40-45% users are

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Information & Communication Technology In Automation of Libraries

ICT in libraries has become inevitable in an era of information explosion and widespread use of digital information resources. Effective application of ICT in libraries helps in performing their operations and services most efficiently. Automation in Libraries, History and development of automation. This initiative saw a major shift in resource development, resource sharing and their utilization at various levels. It included Punched cards systems Computerized Library Systems and a variety of other electronic resources. They participate in library consortia and build digital libraries.
Keywords : ICT, Automation, Punched Cards System, Computerized Library Systems.

Avaneesh Kumar Singh

Introduction :

Since the advent of the term automation in 1936, plethora of definitions is found in library literature. Sometimes the terms mechanization and automation are looked overlapped, although there is a difference of one degree between the two. Mechanization was aimed at handling problems of bulk, weight and distance at replacing muscle and movement with machines. Automation is the name given to an automatic system of working. A few meaningful definitions are examined hereunder. Encyclopedia Britannica: defines automation as "the name given to an automatic system of working. The difference between automation and mechanization, a related term, is being mainly one of degree."

Harder introduced automation in 1936. He defined it initially as "the automatic handling of parts between progressive production processes.

Since then the term has been applied to a wide variety of automatic machinery and automatic systems, and is commonly used to describe any operation in which there has been a substantial substitution of controlled action for human efforts or intelligence Encyclopedia of library and information Science define Library automation as "Library automation is the use of automatic and semi-automatic data processing machines to perform such traditional library activities as acquisitions, cataloguing and circulation. Although these activities are not necessarily performed in traditional ways, the activities themselves are those traditionally associated with libraries; library automation may thus distinguished from related fields such as information

retrieval, automatic indexing and abstracting, and automatic textual analysis.

Linguistic purists have argued rightly that the term "automation" applies more correctly and narrowly to automatic process control and indeed this was historically the first use of the term. The broader meaning, however, has the sanction of widespread usage for a number of years and library automation is now by far the most commonly used term for mechanization of library activities using data processing equipment.

History and Development of Automation :

From centuries together libraries have sought technological aid to facilitate and augment their service to readers. For example the introduction of a simple typewriter into libraries dates back to the late 1800s. Historically the phrase "Library automation" too has been used many a time synonymously with "library Mechanization" which from some quarter was not considered quite accurate. On the other hand it was felt convenient to simply equate library automation with "Computerization". But today without any controversy the term library automation is used extensively to refer primarily to the use of computers to perform some of the traditional library activities such as acquisition, cataloguing, circulation and social control etc. Conventionally the related fields such as information storage and retrieval (ISR) automatic indexing and abstracting, automatic text analysis etc. did not fall within the purview of 'library automation'. This distinction has now almost disappeared. Information systems are included in the context of automation.

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Although computers are playing primary roles in library automation today, the roles played by tele-communication technology, video, micrograph and reprography are of great significance because of the magnitude of support they offer to library automation.

Punched Cards Systems :

Before the advent of computers, International Business Machines (IBM) and Remington R and led the way to business technology by introducing equipment such as keypunch machines and electromechanical card sorters and collators. Although these devices were not computers, they had certain similar qualities such as they could read, compute, and manipulate data recorded in reusable form. William Saffady mentioned that as early as the 1930s and extending into the 1960s, a number of libraries in the United States has used punched cards in combination with sorters, collectors and other equipment as an alternative to manual record keeping.

In the United States Ralph Parker installed a Hollerith punched card system for circulation control at the University of Texas in 1936 and by the middle 1940s had also experimented with its use in serials record control. In 1942 the Montclair Public Library of Montclair, New Jersey, installed "Two specially designed book charging machines" which recorded individual transactions automatically in punched cards. The library of Congress produced a book catalogue using punched cards in 1950 and the King country Public Library another one in 1951.

These were scattered instances of mechanized systems, however. More were installed in the late 1950 and early 1960, but most of these were in small, specialized libraries. Typically, such systems used standard punched card equipment sometimes called "unit record" equipment because the punched card as a unit record was central to its operation.

Computerized Library Systems :

Computers were not used before about 1961 and in this respect library automation lagged behind business, industry, and science. The lag was not due to lack of interest and enthusiasm on the part of librarians, however computers were still assumed by most people to be satisfactory only for numerical work and computer programmers were still oriented business and scientific applications. Even unit record equipment was difficult for most libraries to obtain until their parent institutions universities, local governments and business had obtained computers.

The generals purpose computers that were widely available in the 1960 opened new era of library automation systems. Punched card equipment remained in use, but played only secondary and insignificant role. Most of the computer systems common in the 1960 used punched cards for input and thus the information was fed into the system in a way like unit record systems. But once the data were entered much other operation could be performed during a single processing. More important aspect was that the system could remember storing information regarding book orders in progress, books held or on loan periodicals received and so forth all on magnetic tape. Moreover the information could be transferred automatically in and out of the computer core storage as needed for complete operations.

Availability of computers on wider scale, subsequent improvement in data processing capability and reduced cost together gave impetus to growth and rapid development of library automation in the 1960s. Another realization that computer could be used effectively for non-numerical work further augmented interest in computer use.

While the 1960 saw the emergence of computer applications in libraries and the 1970 ushered in the online era, it has only been in the 1980 that automation has become feasibility rather than a goal for the future for large number of libraries in the world. It makes the first half of the 1980 quite different from the previous decades but the later half added new dimension providing unimaginable facilities through variety of automated methods used for library operations.

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