A SURVEY OF BIRLA INSTITUTE OF TECHNOLOGY, PATNA CAMPUS CENTRAL LIBRARY

Chhaya Yadav[*]

Dr.Kanhaiya Lal[**]

Abstract

A library renders a great service to the society. It plays a very important role in promoting the progress of knowledge in any institution. The role of the library is necessarily dependent upon the educational objectives of the institution. A well equipped and well organized library is the foundation of modern educational institution. Academic libraries are the backbone of their institutions, without library an Institution is like a computer without processor. It helps to students, researchers and other academicians. Today's library becomes more powerful due to the modernization. We can access so many e resources in the academic library. By internet facility this is possible to get online resources. By on line resources we can make academic library very rich. Without Internet we cannot imagine a good library.

[*] Asst. Librarian, BIT, Patna Campus

[**] In-Charge Department of Computer Sc. & IT, BIT, Patna Campus

INTRODUCTION

By the 19th century a library was also regarded as a building, room or set of rooms containing a collection of books for the use of the public or some portion of it, or the members of a society, a public institution or establishment charged with the care of a collection of books.[1]

ALA glossary of Library and information Science has defined Library as "a collection of materials organized to provide physical, bibliographic, and intellectual access to a target group with a staff that is trained to provide services and programs related to the information needs of the target groups.[2]

According to Ranganathan, a library is "a public institution or establishment charged with the care of a collection of books, the duty of making them accessible to those who require the use of them and the task of converting every person in its neighborhood into a habitual library goer and reader of books".[3]

Library is an important source of knowledge. Today, we look upon the library as a "Social Institution" . It is a product of society for its cultural advancement. Libraries are treated as the heart of educational setup and play a vital role in the development of the country. A Library plays an important role in the field of education, Education and libraries are the two joint sisters. One cannot be separated from the other. Libraries are social institutions whose aims are to provide library services to the users. Library is charged with providing adequate reading material to users. The library organizes the reading materials so that it can be in systematic order for use. As we know libraries are spending institutions where the money spent on establishment and services can't be measured in the form of profit, as in the case of industry, it is rather measured in the form of quality of research and type of engineers, scientists, and scholars and statesmen being produced, which ultimately guide the destiny of the nation. The Progress and development of a country is most depending only on the libraries.

User

A user is the most important person in the library. In modern time libraries must have to be users oriented. There are great varieties of users who need information from the libraries. The users of libraries are those who visit the library to browse through the collection of the latest arrivals, current journals and similar other materials in the library. It is very difficult to identify the

categories of the users. In General, the users of the libraries may be the students, teachers, research scholars, authors, writers, planners and the general public. [4]

Aim of the Study

To improve the services for users of our library for that we have to study the responses of users for facilities given by BIT, Patna library. To evaluate facilities to faculty and staff members, scholars and students provided like issue/return of books, reprographic service, use of internet etc. In this paper I have taken two services for research purpose that is circulation system and reprographic services.

Present Situation: Need and purpose of study

Now at Patna center library is developing still we need many modification and modernization. For foresaid statement it needs the financial support from management.

This paper will help in identification and limitations of the weak area of the library particularly in two services for circulation system and in reprographic services. To determine the user's level of satisfaction and dissatisfaction with these two services of the BIT, Patna library.

Methodology of Research

We can find the utility of the library or we can say how much useful the library is for above services? In this paper observation, interview and questionnaire etc. are used as instruments for collecting data for research. By these methods we can understand what user is thinking and by questionnaire and interviews data will be accurate and we can find out the accurate result.

"BIT, Patna Library: An Introduction"

BIT, Patna Library was established in 2006 with a plan to make it a good library with all facilities. Now it has become well equipped automated library with LIBSYS software. More than 26000 books including handbooks dictionaries and encyclopedia with bar-coded now available

in the library and subscribing several magazines and journals including IEEE , ASME and ASCE. Latest books are added regularly every year. New arrivals are used by the users time to time. Dewy Decimal Classification edition 22 is used for the classification of books in the library. A separate air conditioned e-lab is available for the online resources inside the library, where researchers, students, faculty members and staff can access journals as well as internet facility. Reprographic service is available during the working hours of the library. New arrival list released time to time.

Tabulation of Users Data And Analysis

Visit wise summary of Library users

Libraries attract people to read and thus create the habit of reading and- stimulate the thirst for more and more knowledge. The libraries help in the advancement of learning and expansion of knowledge.[5]

As per the record and survey almost 50 students visit the library once a week, whereas 30 of them did twice a week. 10 out of 50 students make use of library every day. Only 10 research scholars come to library once a week, 05 twice a week and 03 research scholars come daily in the library while 20 teachers come in the library once in week, 10 teachers visit the library twice a week and 07 teachers visit the library daily.

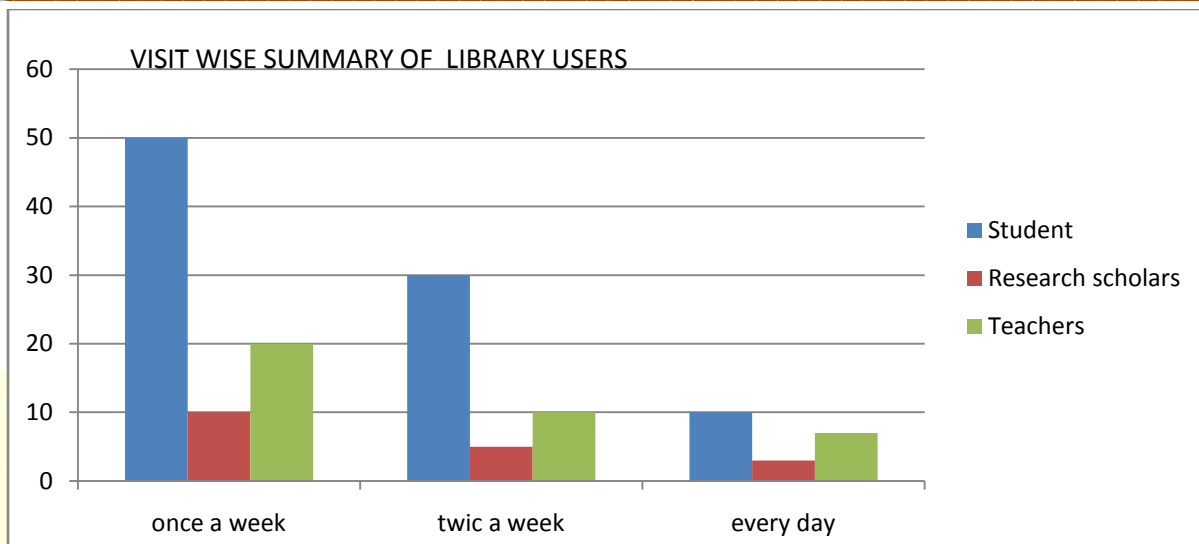| USERS ⇨ PERIOD ⇩	STUDENT	RESEARCH SCHOLARS	TEACHERS
ONCE A WEEK	50	10	20
TWICW A WEEK	30	05	10
EVERY DAY	10	03	07

Table: Visit wise summary of Library users

Fig 1: Visit wise summary of Library users

User's response of Issuing/Returning books

Circulating books in college, university, and public libraries is a big job. The reason for the general interest in circulation systems is obvious. Circulating books, particularly in large libraries, has always been a burdensome operation, but the process has become increasingly so in recent years. Larger enrollments in colleges and universities since the war, increased population, and library consciousness generally, have resulted in a greater number of books being issued.[6]In modern library now it has become very simple due to bar code and automation of the library.

At Patna centre according to my survey, 200 students are satisfied with the circulation system. 50 students were not satisfied. Out of 15 research scholars 7 were satisfied with circulation system and rest 8 were not satisfied.10 faculty members were satisfied with the circulation system whereas 6 were not satisfied in the library by this circulation system. Keeping in view unhappiness of users towards issue and return of books is a pointer to authorities to improve the system.

	STUDENT	RESEARCH SCHOLARS	TEACHERS

| YES | 200 | 7 | 10 |
| NO | 50 | 8 | 6 |

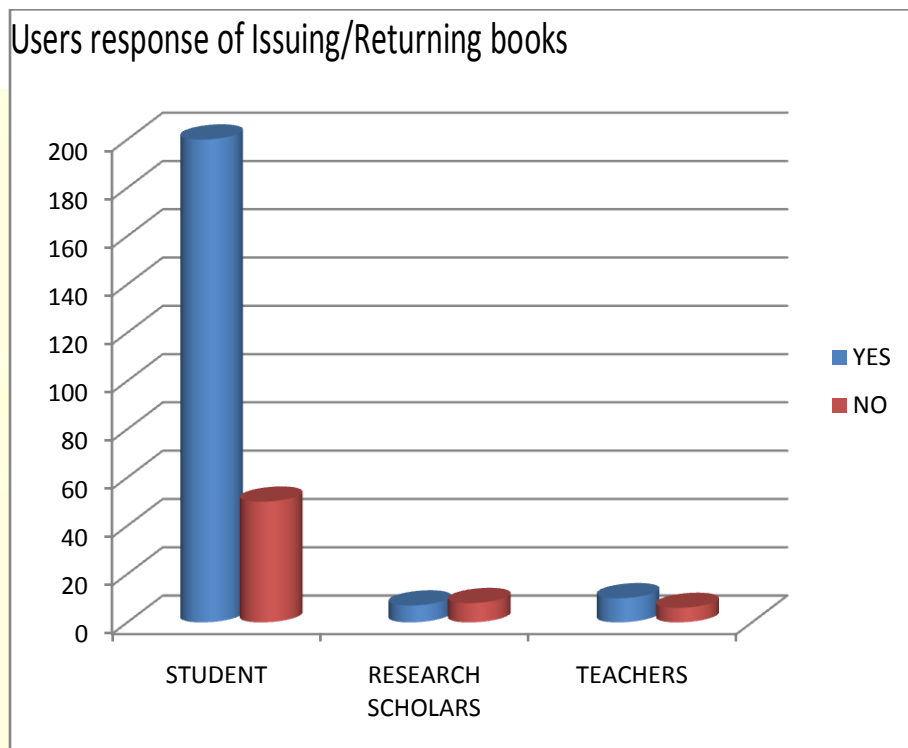Table2: User's response of Issuing/Returning books

Fig2: User's response of Issuing/Returning of books

User's response with the Reprographic Services

Reprography is very old concept in libraries and in information centers

and originally intended to cover document reproduction techniques by photography viz microfilming, photo stating and contact copying with silver halide papers. Presently this includes a wide range of methods, materials and processes and equipments used for documents reproductions. [7]

In this paper as I have done survey among users, 52 out of 132 students say that they are satisfied with the present service of Xerox/reprographic services while 10 of total 15 teachers are satisfied

and other 05 say that they are not satisfied because service which is currently available is not effective. In case of research scholars only 11 is found to be satisfied and all 4 other are not satisfied with this service.

	STUDENT	RESEARCH SCHOLARS	TEACHERS
YES	52	11	10
NO	80	4	5

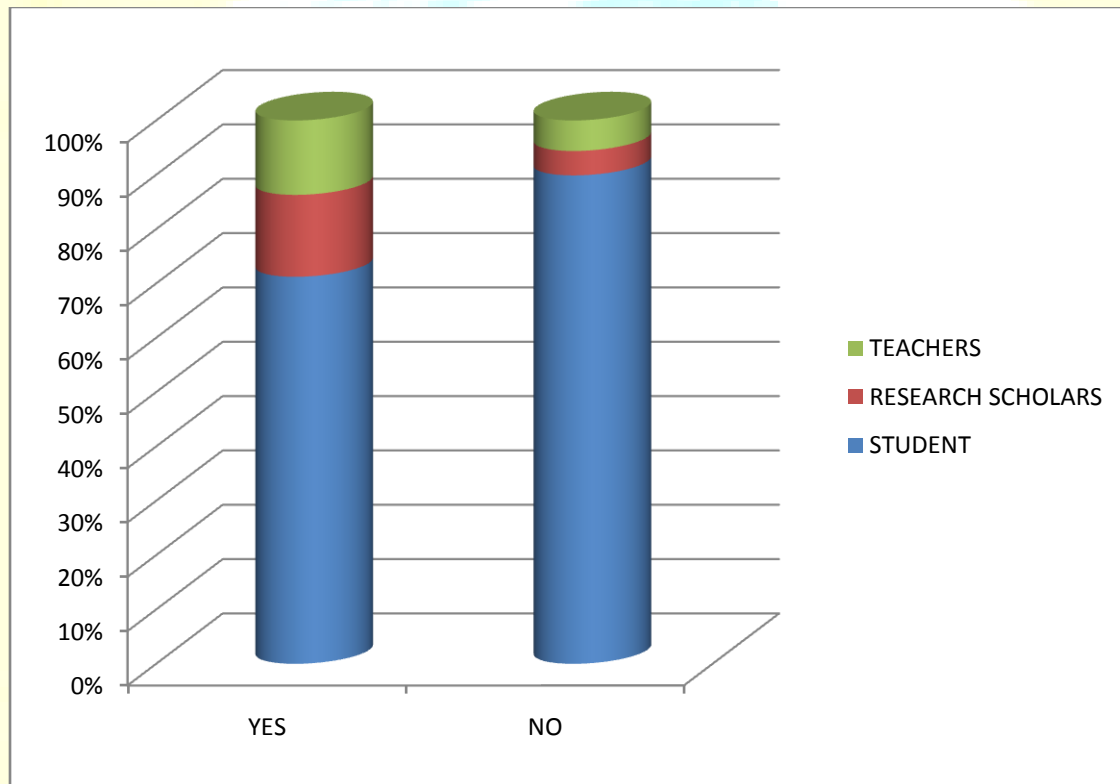Table3: Satisfaction/Dissatisfaction with reprographic services

Fig3: Satisfaction/Dissatisfaction with reprographic services

Above chart shows that students get maximum facility of reprographic and they are satisfied more than other users. Percentage of dissatisfaction is very less among users with this service. Reason for dissatisfaction is due to the following reason:

➢ Many formalities to be done before getting Xerox of documents especially for official documents for faculty members.

➢ Time wasting.

➢ Only one reprographic machine is available with only one staff.

➢ Staff is always not available due to other official work.

➢ Due to the maintenance of Xerox machine users face problems.

➢ Due to power supply at present.

Conclusions

However the situation of the BIT, Patna library is very good and it is serving the users so many facilities including book bank facility and this is only available at Jaipur and Patna library. During the present survey object of the study was to know the weakness or inefficient functioning of particular area of issue/return and reprographic service. We can select other areas to know the weakness of the library by the same method and can get the result. For the purpose of this study, data were collected for users and analyzed on the basis of the responses received through the questionnaires and results were deduced from these responses. It is essential to know the weakness and improve the facilities.

References

[1]James Augustus & Henry Murray et al "The Oxford English Dictionary", London, Oxford University Press, 1933.

[2] Heartsill Young, ALA glossary of Library and information science, Chicago, American Library Associations, 1983, p-130.

[3]S. R. Ranganathan, Reference Service and Bibliography, Vol-1, Madras, Madras Library Association, 1940, p-25.

[4] Users Survey of Bhai Khan Singh Nabha Library: Main Library of Punjabi University Patiala: **International Research:** Journal of Library & Information Science | Vol. 1 No. 1, Jun 2011

[5] http://freeessayforevery1.blogspot.in/2012/02/library-and-its-uses.html

[6] https://www.ideals.illinois.edu/bitstream/handle /2142/5579/librarytrendsv3i2i_opt.pdf

[7] http://nopr.niscair.res.in/bitstream/123456789 /4141/1/ALIS%2049(3) %20113-118.pdf