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AWARENESS AND USE OF LIBRARY INFORMATION RESOURCES AND SERVICES IN DIFFERENT UNIVERSITIES LIBRARIES IN DELHI

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Abstract

This paper presents the results of a study of user's awareness and use of library information and services in Delhi universities and how to providing library information and services for their users. The study found they have not been sufficient knowledge of new users like students, faculty, staff and researchers etc. The need for training new user's students, staffs and researchers to make appropriate use of library information resources and services made available in libraries. Library and information professionals also need continuing professional development programmers' as new ways of providing information resources and services are developed.

1. Introduction

User's awareness has been known by many different names: library literacy, library orientation, bibliographic instruction, user education, information skills training and Information literacy. The user awareness meant for fresher as well as existing and potential users of the library. User awareness simply means to educate the user. Reader is not aware with the library procedures, systems and collection. It is an introduction given to reader to help them to make the best use of library. Modern library considered a service institution its aim is to make most affective use of the resources and services by the users Documents are the artificial entities. The awareness of documents does not come automatically but when a user comes for the first time in the library. He does not know about catalogue, bibliographies, reading lists and location of the books, and how to access data. Thus, we need a program in which we can explain the use of library tools and system adopted by the library. Such programs are arrangement keeping in view the points of user's informational needs so that he may be able to know their requirements, and then, to use the library effectively and efficiently. The user awareness includes efforts or programs to guide and instruct the existing and potential users in the use of library service. User's awareness the users are trained in the use of library so that he could reach the documents of his/her interest without anybody help. In India user awareness have been started workshops and seminars on user awareness through the efforts made by INSDOC, DRTC, IASLIC, UGC and many other organizations.

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1.2   User Awareness: Why?

Introducing the users to the information resources and demonstrating how to make use of the resources is much better than giving the Handbooks, library guides, leaflets, etc. The satisfaction of the readers depends more on the active assistance rendered to him and showing him the availability of the information resources than just indicating through the printed media. It is likely that a reader inspite of efficient and effective devices offered to him may not be able to get the information he wants, more often he faces frustration and disappointment for not properly linked to the resources. It is here, the user awareness comes into picture. Through user education programme a situation is created wherein the user is made to accept the library as a partner in his progress and is initiated to appeal for assistant whenever he feels problem of using the library and information resources.

Uni.	Students
DU	30000
JNU	40000
JMI	2700
IGNOU	140000
Total	212700

Shows

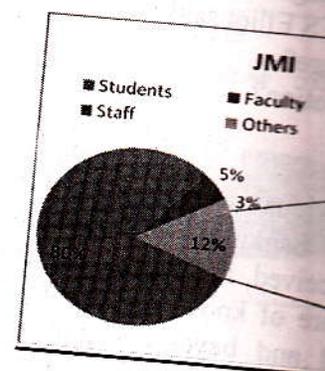## 1.3   Objectives of user Awareness

- To introduce students to facilities and resources in the library;
- To explain the existing library services and their importance.
- To develop library skills;
- To make students independent users and learners in the library;
- To develop capabilities as self-sufficient users;
- To establish the library as the centre of academic activity;
- To provide basic understanding of the library so that users can make   efficient use of library material and services;
- To educate users about information sources and resources and how to exploit such resources effectively and efficiently.

Delhi Un

- Students
- Fac
- Staff
- Oth

11%

6%

1.4   Development of different University Libraries in Delhi

The Universities of Delhi under study are serving a good number of users. IGNOU has been serving among the users with many other countries also. There are four important universities in Delhi area which are serving the academic community: students, faculty and research scholars. There are good numbers of users in these universities but a sufficient number of users are not turned up for library facilities.

JMI

- Students
- Faculty
- Staff
- Others

5%

3%

12%

Uni.	Users					Total
	Students	**Faculty**	**Res. Scholars**	**Staff**	**Others**	
DU	30000	7000	5000	1200	1350	44550
JNU	40000	340	1470	350	1700	43860
JMI	2700	175	78	135	280	3368
IGNOU	140000	150	25	70	12000	142245
Total	212700	7685	6573	1753	15330	304023

<u>Shows the state-of-the-art of the universities of Delhi</u>
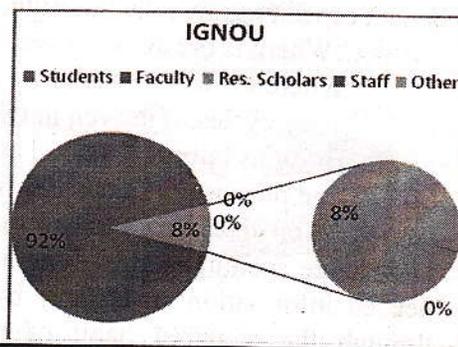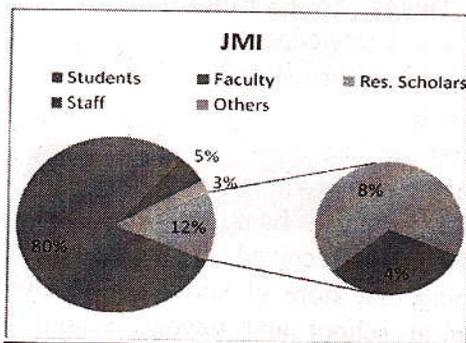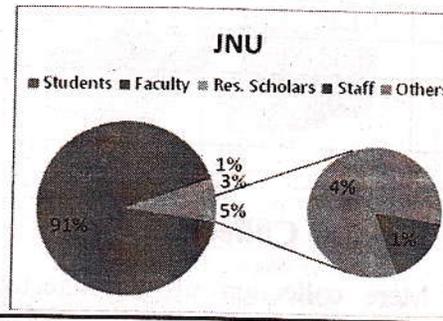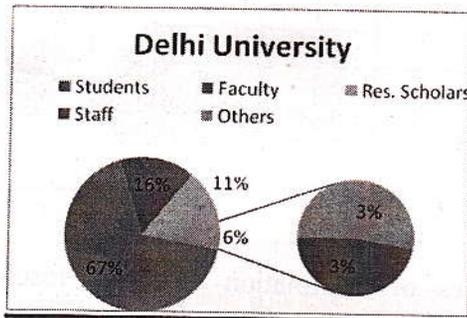
Infrastructure facilitating in Users Awareness service

University	Building			Rooms	Period-ical Sec	Text book Sec	Circu lation	Ref. Sec	Acq. Sec.	
	Carpet Area	Stories	Sitting Capacity							
DU	12595	3	380	4	1	1	1	1	1	
JNU	1 Lac	2	270	2	1	1	1	1	1	
JMI	9500	1	220	2	1	1	1	1	1	
IGNO U	7300	1	150	1	1	1	1	1	1	

1.5   Library Collection

Mere collection of disconnected pieces of information does not result in knowledge unless the pieces of information are not ordered, well knit, and their relations discovered to build an integrated whole. Even such knowledge is not synonymous of wisdom. Training in the selection of an appropriate piece of information from the mass of such knowledge, and applying it with success to any life situation that arises is called wisdom. No amount of mere factual information can make a person educated or virtuous, unless something is awakened in him; an innate capacity to live the life of the soul. That is why TS Elliot said,

"Where is the Wisdom we have lost in knowledge?

Where is the knowledge we have lost in information?

They cycles of heaven in twenty centuries,

Bring us father from God and nearer the dust".

So the true purpose of education is to enable an individual to be capable to meet any situation that may arise in one's life, by partly banking upon the mass of knowledge accumulated by him, and the training received, in finding way to the needed information, and partly by keeping that store of knowledge up-to-date, through the acquired habit of reading at school and beyond school level. Knowledge accumulation in physical form in university libraries of Delhi region is given below:-

Library Collection

Univer-sities	Books	Journals	Theses	Microform	M.Phil	Other MSS
DU	1404000	4000	13000	3700	13000	-
JNU	425000	3170	5300	11200	4740	700
JMI	300000	379	2700	200	2780	3000
IGNOU	68851	-	44	17758 (CD-ROM 3754	1272	500 Photographs

Books — DU, JNU, JMI, IGNOU: 14%, 3%, 19%, 64%

Journals — DU, JNU, JMI, IGNOU: 5%, 0%, 42%, 53%

Theses — DU, JNU, JMI, IGNOU: 13%, 0%, 25%, 62%

Microform — DU, JNU, JMI, IGNOU: 11%, 54%, 1%, 34%

M.Phil — DU, JNU, JMI, IGNOU: 13%, 6%, 22%, 59%

Other MSS — DU, JNU, JMI, IGNOU: 12%, 0%, 17%, 71%
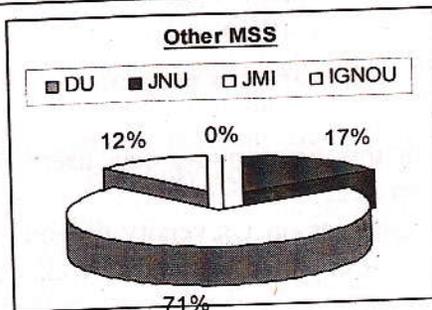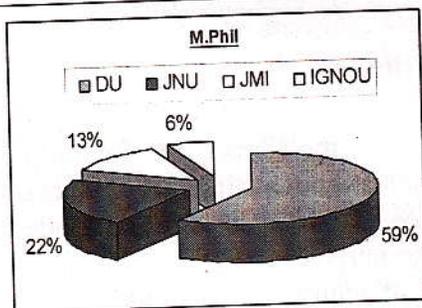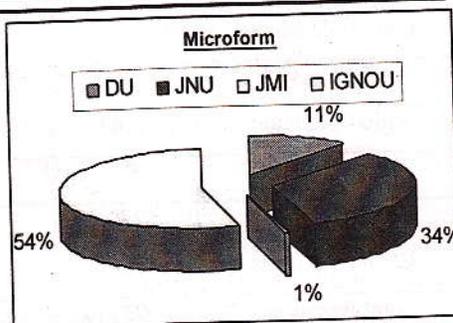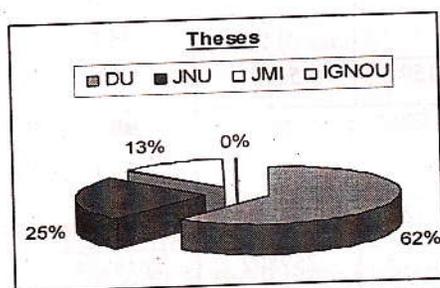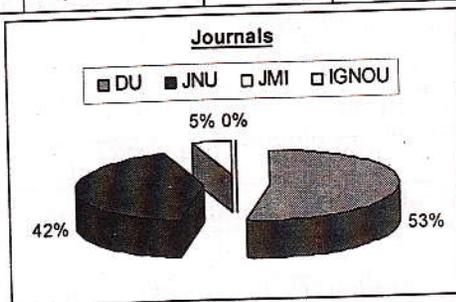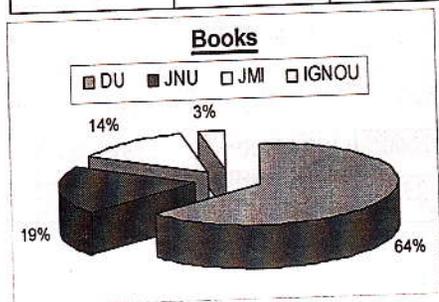
1.6 User Awareness in University Libraries

Universities offer facilities for organized research in all the subject fields i.e. Science, Technology, Social Sciences, Humanities, Medicine and Engineering etc. The research in these universities is sponsored by several institutions, like state/ central Government, autonomous bodies, Government undertakings and private organizations, etc. These corporate bodes sponsor the research by providing the financial aid for setting up of elaborates, equipment, material

required, travel, stipend, scholarships to the scholars. The sponsorship is given with an intention of utilizing the services and guidance of the potential experienced teachers in the concerned fields.

UGC has implemented a user's awareness programme under UGC e-consortium and organized these programmes in various universities, which submitted to a good achievement in the field of awareness among the users. These programmes are having organized regularly in university of India.

Information Resources in University Libraries of Delhi

Resources	DU	JNU	JMI	IGNOU	Total
Books	1450000	545000	302000	242900	2539900
Periodicals	2876	1297	123	165	4461
Databases	9	2	0	11	22
Newspapers	41	15	7	21	74
Electronic Media	527	753	60	20	1360
Audio Cassettes	30	195	7	17	249
Video Cassettes	1143	1171	159	5170	7643
Photo Albums	95	78	12	2	187
Indian Standards	270	1693	73	5	2041
Bound Volumes	47665	2119	732	9491	60007
Total Resources	1502756	552323	303173	257802	2616054

1.7 User Awareness programmes in Delhi University

In this programme, new users are acquainted with the library and its various services. Notices are pasted regarding orientation and availability of library resources on University website. Central Science Library website and Helpdesk etc. Computer terminals are also provided for the purpose. Additional orientation programme can also be arranged on the basis of request by a group of users. Personal assistance is also available. If the users are curious to know anything, Central Science Library In charge is always ready to deliver orientation to users.

1.8 User Awareness programmes in JNU

The new comers admitted to the library are given demonstrations on the use of the library and its resources. This includes imparting of knowledge regarding the organization of collections, sequence of books and periodicals, use of various

services rendered by the library, use of catalogues, etc. Besides orientation, this section also assists in guiding the users in using catalogues and reference sources, in tracing the books helping the readers in getting the books not available in the library through the Inter library loan procedure from other libraries, etc.

- E-mail and On-line Public Access (OPAC) for records available in Delhi Libraries through DELNET.
- 'Search' is available via E-mail from Indian Network of University libraries through INFLIBNET.
- Access to online journals through JSTOR and UGC INFONET.
- Newspaper Clippings on area studies and basic disciplines are filed regularly which are available in files kept on 7th floor library has a over 11.5 lacs of press clippings.
- Xerox facility managed by a private operator is available in the library on payment basis.
- The library also houses 'Archives on Contemporary History' on the Mezzanine floor.
- The library provides Tape Recorders and Tapes for Blind students. Readers are also provided typewriters on request in the premises of the library.
- Access to CD-ROM books and journals.

1.9 User Awareness programmes in JMI

The Central Library of the JMI systems, which includes the faculties and centre libraries stocking rich collection of learning resources in all major discipline taught in the university the Zakir Husain Library caters to the academic needs of the university students, staff and research scholars. The collection consists of books, periodicals, pamphlets, manuscripts, photographs and electronic resources. Also includes is a Rare Book collection. The library provides open access to users, accepts for the Rare Books section, manuscripts and Archival material where closed access is observed. The library has fully computerized its most actively used collections and these are now available to users through an OPAC with network access across the campus wide LAN. The Digital Library provides electronic access to thousands of e-journals through 15 major databases in various areas of science, social science, arts, humanities, engineering and law. The library has a dedicated internet area, with regular users awareness programmes and encouraged to new users to make use of e-resources.

2.0 User Awareness programmes in IGNOU

IGNOU Library is the most resourceful information centre in the country in the field of Distance Education. The library has the largest collection of books, journals and other related materials in the field of Distance Education, throughout

the country. The Central Library caters to the needs of Academic, Administrative and Support staff and students at the Headquarters. The Regional Centers Libraries look into the library requirements of Staff, Students, Academic Counselors & Academic coordinators at Regional Centers and the Study Centre Libraries to meet the needs of the students exclusively. A user awareness program is being organized by the Central Library to create awareness about library information resources and services for the teachers, researchers and students. Library subscribes to various online databases including e-books, journals, indexes, bibliographies and Statistical Reports etc.

2.1 Level of User Awareness Programme

The library user awareness programme may be imparted at four levels–

- First Level: Introducing the users to the library in its setting so as to make them aware of the physical location of various units/sections/ departments of the library.
- Second Level: It is a little advanced one and aims to train the users in the use of various types of traditional sources of information such as atlases, almanacs biographical dictionaries, language and technical dictionaries, directories, encyclopedias, handbooks, gazetters and year books etc.
- Third Level: It is most advanced and involves the use of innumerable bibliographies, indexes and databases, so the user would be able to find his own answer.
- Fourth Level: It is most popular and advanced the use of electronic data. So the user would be able to access from network.

2.2 User Awareness Tools

2.2.1 Bibliographical Instruction

Bibliographical instruction is an educational programme designed and planned by the librarians to teach students about library resources and information sources so as to motivate them to mate effective use of library resources and information sources and satisfy their information needs. It is therefore, necessary that like any other educational programme, objectives for the course of bibliographical instruction should be defined in order to determine the course content, teaching methods and media to be used. Formulation of objectives is also necessary to assess the effectiveness of the programme. However, a model of objectives is listed below which can be adopted by university libraries in India.

- To increase student awareness of the library as a primary source of recorded information and as an agency to which students might turn with their information need.
- To educate students to make effective use of the services and facilities of the library system.
- To develop students skills in finding information and in identifying and locating bibliographical references for specific purposes.
- To teach effective methods of approach to information searching tasks in such a way that the skill learned can be adopted by the student to other library search situations.
- To develop in student a sense of initiative and independence for information search.
- To encourage a sense of enjoyment on information searching and in becoming acquainted with various sources of information.

2.2.2 Teaching Strategy

Once the objectives have been defined, the next step is to adopt or devise means to achieve learning objectives. This is known as teaching strategy. Teaching strategy can be defined as a generalized plan for a lesson which includes structure. Desired learned behavior in terms of goal of instruction and an outline of planned tactics necessary to implement the strategy.

2.2.3 Methods of User Education

Teaching strategies include methods of instruction. There are different teaching strategies in terms of their effectiveness in achieving different kinds of learning objectives. They can be grouped under the following two heads:

2.2.3.1. Autocratic Styles

- Lecture, Lesson Demonstration, workshop and seminar.
- Tutorials and Programmed Instruction.

2.2.3.2 Permissive Styles

- Question-answer.
- Heuristics.
- Project- strategy.
- Review.
- Group discussion.

- Role playing.
- Assignments.
- Discovery.
- Computer assisted.
- Instruction.
- Leadership group or T group and
- Sensitivity training.
- Web based instructions

2.3. User Awareness and Information Technology

In the age of information technology to cope with the challenges, librarian and other library professionals have to restore for the application of modern information technology. The use of electronic sources, on line data base, internet resources, web based resources, are through increasing networks, internet and software development. The libraries are going to engage all library operations, with information technology, electronic storage devices and virtual realities. So users of the library needs different training programme to known the technique for accessing information in an organised way.

2.4 Advantages of Users Awareness

The Library as well as the researcher will have several advantages if awareness progarmmes are conducted. The advantages are:

- The researchers shall directly utilize the sources instead of involving the library staff very often.
- The readers will be able to use independently the library facilities.
- The Scholar will be able to save the time which can be used in his research activity.
- The scholar shall no rely on the library staff.
- User education also helps elimination of intermediates, between the reader and document/ information and also helps in speed up of flow of information.
- The Scholar becomes self- sufficient and helps in effective progress of utilization of library resources.
- Finally the library will be able to save the financial resource and staff time which cab be utilized elsewhere.

2.5 Barriers of User Awareness Programme

In India, possible reasons for neglecting 'user awareness programme' may be listed as under:

- Inadequate staff.

- Limited resources.
- Students hardly get any motivation from faculty. Even some faculty members do not use library resources as meaningfully as expected.
- Faculty methods of teaching, in which students can qualify any examination, without using own academic library.
- Lack of teaching skills among the library staff.
- Lack of time tabled for instruction programme.
- Library staff, administration and faculty yet to establish the necessity of this service.
- Rural background of the students, where they do not get opportunity to use library and books.

2.6 Dissemination of information or knowledge System
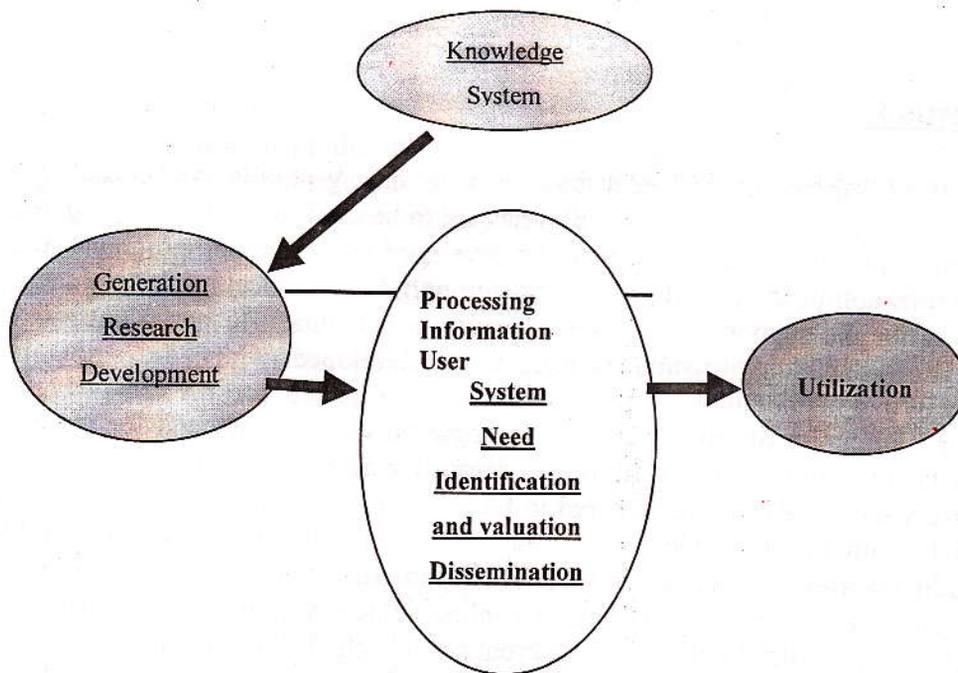
Dissemination of information or knowledge is one of the major functions of the library. The library generates information through various types of bibliographical sources and literature search services. Libraries and documentation centers with their organized collections of information exist to serve the user as an access point. They facilitate the use of information that represents recorded knowledge for the purpose of learning. The concept of library as "Knowledge Resource Centre" or "Knowledge Resource System" is fast

coming up in the developed and in developing countries. According to Broadbent (1981) scientific and technological libraries are essentially.

- To acquire bibliographic materials related to the interest of a particular user community – scientists and technologists, actual or potential users;

- To process, organize and display all these information materials in various ways to stimulate them for use;

- To make them available readily, as and when they wants to use; and

- To disseminate current research information in anticipation and on demand.

Suggestions

Both Librarians and educators, now a day generally recognized that user education is a necessity and must if libraries are to be used in an effective manner. Since the many university Libraries are yet to be developed the orientation programes regarding better utilization of their limited resources through Audio-Visual teaching aids will go a long way for the support of the user education programmes. In our country like India sound user education programmes need to be developed, which are strong both on techniques and methodology. Financial resources are meager and the changed attitude of the user community of any library should come forward and demand for the usual and normal facilities to be required from their respective authorities. The well trained staff of any library should always be prepared to face the challenges of higher education and try to satisfy with the available information and improvising with the services that are needed by the users, the Academic Libraries in particular will prosper with the sound user education programmes. The activity of Bibliographical search, referring Abstracts and indexes in a specialized fields, list of current periodicals, Union Catalogues Library Card Catalogue, the Schemes of Classification and Catalogue system, location of required material, Inter Library Loan Abstracting, Indexing Translation services, etc. Will be called as user education programmes conducted by an effective librarian for the benefit of Research Scholars, faculty members and other users of the Library.

There is a strong need to develop awareness among librarians towards the importance of developing strong visual image of the library and information centers. National agencies like National Institute of Design, Ahmedabad, Graphic Designers Associations should be requested to develop low cost indigenous systems. Library associations should be

requested to develop low cost indigenous systems. Library associations should come forward and organize seminars and discussions on this very concept.

The ultimate aim of the strong visual systems to develop confidence in students and faculty to make effective use of library and its resources. An effective signage system will lead to increased use of library not only quantitatively but this use will be more effective in relation to methods of information retrival. The number of intricate reference questions at reference desk will increase and the simpler queries decrease.

Recommendation

In view of the above it is recommended that:

- Contribution of articles relating to the problems and use of scientific information in University libraries, in Scientific and Technical Periodicals, instead of these devoted to the field of library and documentation.
- All University Librarians should try to utilize the forums of specific and technical meetings, conventions, symposia etc. to orient the potential users by way of presenting the latest techniques for the organization of knowledge in specialized areas and arranging lectures etc.
- A formal education in the use of library materials, especially in science and technology will help in improving user-orientation. This must be incorporated in the curriculum of the courses for the potential scientists and engineers.
- A single run of tape/slide lecture and/or a group visit to the library is not entirely effective. It has to be followed up by other methods, such as library guides, user assistance when needed, etc.
- Systematic study of the effectiveness of Orientation Programme should be a regular duty of library staff and suitable methods should be developed from time to time in consultation with teaching staff.

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