



CASE STUDY

USERS OPINION ON THE RESOURCES AND SERVICES OF THE GOVERNMENT SIDDHA MEDICAL COLLEGE, CHENNAI: A STUDY

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ABSTRACT

An siddha medical college library aims to provide wide and efficient information sources and services to the medical professionals as well as the users. The present study is an attempt to know the information sources and services by Government siddha medical college library. The purpose of the research is to assess the usage, purpose, frequency of using the information sources and services of and what are all the practical difficulties faced by the users.

INTRODUCTION

User studies are necessary not only for planning and designing information system but also for their efficient and effective operation.” A systematic and comparative study often reveals unanticipated data, which may prompt hitherto in considered courses of action”. There will be many surprises to even an experienced librarian about his own clientele, as he would not have head all in a systematically planned set up in his day-to-day work.

Govt. Siddha Medical College, Chennai

GSM library boasts a wide range of books more than 1000, to enlighten everyone; library is also subscribing important medical journals and also provides links to number of open access journals. An audio-Visual unit is also available in the library block for the benefit of students and faculty in conducting seminars/Lecture etc. Departmental library is also functioning to teachers and scholar. They have a reading hall that could accommodate a hundred readers at a time. The reference section contains rare collection of books for the aid of students and staff alike. We have books under various topics such as Siddha, Ayurveda, unani, Naturopathy, Allopathy, etc.

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Apart from the core topic, the library also provides books such as literature and so, for general purpose. We have an exclusive collection of books dedicated to medicinal plants, which serves as encyclopaedia for readers. The library also maintains the records of Dissertation done by PG students, as a reference. They also have published works by Indian Medicine – Homeopathy Department, for sale, to public. Books can be bought at all working days.

User Community

- To browse through a collection of the latest arrivals in the library, current journals and similar others.
- To seek a particular documents for consultation of study in the library or borrow the same.
- To obtain current reference on a specific topic or bibliography of information over a period.
- To obtain factual information in a topic, event, activity etc. Through reference sources.

Journals and Magazines

Total number of magazines and journals

Dailies	:	05
Weeklies	:	08
Fortnightly	:	06
Monthly	:	40

Quarterly	:	16
Half-Yearly	:	07
Annual	:	03
TOTAL	:	85

Newspaper

Newspapers are an excellent source of information on people. They give life sketches of people when they become famous. The library buys 5 newspapers. They are Hindu, New Indian Express, Dinamalar, Dinamani and Employment News. Employment News give an opportunity to the siddha Students and faculties to settle in a better job.

Bound periodicals

Bound periodicals is the backbone of the library resources. Every end of academic year. Journals and periodicals are bound for the further use of faculty and PG students. It is very useful for all the Medical faculty members and PG students to prepare notes for seminar, assignment work and particularly for project work for training period etc.

Reference Sources

A good and useful collection of reference source form the back-bone of the referenced work in any library. As the reference sources are abundant in number, Library also subscribing important medical Journals and also provides links to number of open access journal and directly link with MEDLINE data bases etc.

CD-ROM

CD stand for Compact Disk Read Only Memory in which the actual data is recorded. There are nearly about 280 CD-ROMs collection available in various siddha subjects.

Maintenance of the Library

- Every year worn-out books are sent for binding
- Stock verification is done at the end of every academic year and checking report is submitted
- Missing books are replaced or the cost of the book is collected.

Highlights

- Every year two or three publications are asked to have "Book Exhibition" at the college premises to introduce new arrivals in various subjects.
- Library Advisory Committee consisting of staff and medical faculty members and P.G. students representation is formed to give valuable suggestions for the developments of the medical library.
- Important news clippings, advertisements and information are displayed in the library notice board for the benefit of the faculties and P.G. students

Services

The library provides routine services like circulation, reference service, reprographic service, inter-library loan, etc.

Circulation

There is a popular service among the medical students and staff in the library. Each medical get 2 cards and each faculty get 10 cards. The duration for returning the books is 15 days. If they wish to retain the books borrowed in the library they have compulsorily renewal the book after 15 days. Fine is collected from them at a rate of 0.50 paisa per day.

Reprographic Services

Separate reprographic section is present in the library. 75 paise is charged for each page.

Review of Literature

- **Brush (2009)** showed that the ration of visit to enrolment as 0.37. When the use of library document is explained, we find that still smaller segment of user use library document typically following the 80/20 rule.
- The use of library document (and Journals) was found to be linearly and positive related to age and experience of users per studies of Scott, Lipetz, Fearn and Milton.
- **Vital Rao (2014)** has made a study on the information seeking behaviour of scientists at national Institute of Nutrition, Hyderabad by questionnaire method.
- **Kawatra (2015)** conducted a study on research scholars of three universities of Rajasthan to know the view of scholars on the adequacy of library resources, and service.
- **Ellis (2016)** analysed the information seeking behaviour among social scientists then discussed the use of electronic communication through electronic data based and computer based information online search.

Objectives

The study aims to find out the following items.

- To identify the major resources used by the medical faculty members and P.G. students.
- To know the adequacy of resources available in the medical library
- To get the opinion on improving library resources.
- To know the reading environment of the siddha medical college library and its infrastructure.
- To know the choice of searching books.
- To know the percentage utilization of the library resources.
- To get the overall feedback of library resources.
- To know the satisfaction of the facilities available in the library.
- To know assistance given by the library staff.
- To know the future development that the respondent expect in the library.

Hypotheses

- There is a significant relation between the level of medical education and usage of resources.

- There is a significant relation between sex and usage of resources.

Sample Design: This study does not employ the census method. It is a sample study based on simple random sampling wherein the respondents fitting the criteria for sample selection as listed under are selected randomly.

Sample Size: The total number of respondents covered in the study area is 75.

Source of Data: The source of data for this study was the primary source (i.e.) the respondent themselves.

Limitation: The findings of study are mainly applicable to user of faculty members and P.G. Students of the govt siddha medical college Chennai, and not applicable to other college faculty members users P.G. Students. Only one institution are selected for this study.

Tools of Data Collection

Questionnaire: Data for this study were collected through a questionnaire method

Pilot study: The researcher got permission from the official to conduct the study, the researcher also explained to them the nature and purpose of study. A few ground work like number of regular library user was collected.

Data collection: The data were collected during the month of July- Aug-2017. Managing the non-response from the respondents was a challenge at the time of data collection.

Statistical tools adopted for the study: Percentage.

Analysis and Interpretation: The chapter deals with the analysis of data collected and tabulating them in an orderly fashion. Here the research has interpreted each table describing the finding. Few diagrams has been annexed for graphical representation of the analysis of data. The present study has been carried out by distributing 125 questionnaires to the study of Govt. Siddhar College, Chennai. Out of 125 questionnaires, 75 questionnaires have been received. With the help of 75 filled questionnaires, the researcher has prepared suitable tables and applied simple statistical technique percentage.

Based on the objectives, the result are presented below:

Table 1. Total Number of Respondents

Sl. No.	Category	Number of Respondents	Percentage
1	Professor	25	33.33
2	Associated professor	16	21.33
3	Assistant Professor	11	14.67
4	P.G. Students	23	30.67
	TOTAL	75	100.00

Among the respondents 33.33% are professor 30.67 of them are P.G. Students 21.33% of them are Assistant professor only 14.67 of them are Assistant professor. It could be seen clearly from the above discussion majority of them are belong to professor, because this college established very earlier.

Table 2. Sex wise Distribution of Respondents

Sl. No.	Category	Number of Respondents	Percentage
1	Male	52	69.33
2	Female	23	30.67
	TOTAL	75	100.00

The above table 2 gives sex or gender wise distribution of the sample. 69.33 are male and 30.67 are females. It is concluded that more number of respondents are belongs to male respondents.

Table 3. Use of Learning Resources

Sl. No.	Types of the Learning Resources	Number of Respondents	Percentage
1	Books	75	100.00
2	Current Periodicals	35	46.66
3	Bound periodicals	38	50.67
4	Newspapers	60	80.00
5	Reference Books	52	69.33
6	Technical Reports	39	52.00
7	Project Reports	28	37.33
8	CD-ROMS	36	48.00

It is astonishing to know that books are the most usable source of information. Hence. 100% of the respondent use books. Current research publication is one of the most important sources of information for the academic work. 46.66% of the respondents make use of periodicals. 50.67 % of them make use of bound periodicals. Newspapers seem to be another important sources of information, 80% of the respondents make use of newspaper. Reference materials like dictionaries, encyclopaedia etc. Are used by 69.33% of the respondents. 52.00 % are used the technical reports. Project reports collections are used by 37.33 % of the respondents, 48.00 % of the respondents make us of CD-ROM. It could be seen clearly from the above discussion majority of them are use newspapers regularly (80%).

Table 4. Collection of library

Sl. No.	Rating	Number of Respondents	Percentage
1	Excellent	15	20.50
2	Good	40	53.33
3	Average	5	6.67
4	Poor	15	20.00
	TOTAL	75	100.00

It is evident that 20.00% of the respondents says that the library collections are excellent and 53.33 % says that the resources available are good, 6.67 indicate that the availability of resources are average. Finally 20.00 feels the resources in the library are poor. The aim of any institution library is to this satisfy users' requirement. Any librarian would aim to satisfy 100% satisfaction to this users.

Table 5. Sufficiency of magazines and journals

Sl. No.	Type	Number of Respondents	Percentage
1	Sufficient	55	73.33
2	Insufficient	20	26.67
	TOTAL	75	100.00

The reason for some of the respondents who are not satisfied with the availability is because there are less number of copies of the certain books. Sometimes, the book may be borrowed from other faculties. It is found that more than 50%. Of them feel library collections are good.

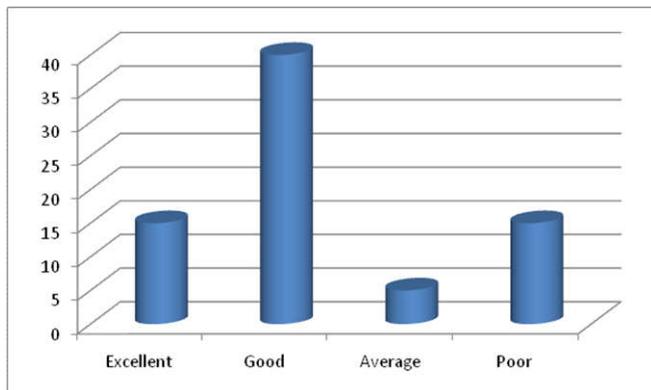


Figure 1. Collection of library

It is evident that 73.33 % of the respondents say that the availability of magazines and journals are sufficient and rest of them feel the insufficiency of magazines and journals. The reason for the dissatisfaction is the non-availability of international journals. Due to the allotment of funds are less for the library, such journals are not subscribed. So the authority more concentrations given to international level journals

Table 6. Sufficiency of Competitive Books

Sl. No.	Choice	Number of Respondents	Percentage
1	Sufficient	18	24.00
2	Insufficient	57	76.00
TOTAL		75	100.00

24.00 % of the respondents say that the competitive books available in the library are sufficient to them and 76.00 % of them feels that such books are not available sufficiently. The reason for the insufficiency of competitive books are due to the fact that the allotment of funds are less for the library. So at the time of allocation funds more funds allot to competitive books.

Table 7. Choice of Searching Books

Sl. No.	Type	Number of Respondents	Percentage
1	OPAC	59	78.67
2	Catalogue Register	16	21.33
TOTAL		75	100.00

This table confirms that the respondents (78.67%) are interested on searching of books through OPAC (Online Public Access Catalogue) and 21.33 wants to search through catalogue register. It could be seen clearly from the above discussion, majority of them searching through on line public access catalogue.

Table 8. Library Timing

Sl. No.	Library Timing	Number of Respondents	Percentage
1	Sufficient	68	90.67
2	Insufficient	7	9.33
TOTAL		75	100.00

From above the table majority of respondents are satisfied with the existing library timings. Rest of them think that the timings should be increased. Some of them expressed that the library should be open till 08.00 p.m. The library timings are from 09.00 a.m. to 04.20 p.m. From the above table 9.33 % of the respondents are unhappy with the timing of the library. So maximum users are satisfied with the timing of the library.

Table 9. Responsiveness of Staff

Sl. No.	Rating	Number of Respondents	Percentage
1	Excellent	13	17.35
2	Good	43	57.33
3	Average	4	5.34
4	Poor	-	--
5	No response	15	20.00
TOTAL		75	100.00

In general, respondents seem to be satisfied with the responsiveness and warmth shown by the library staff members. 57.33 of the respondents say that the library staffs are good 17.35 % of the respondents say that they are excellent towards them. 5.34 % indicate that their responsiveness is average towards them. 20.00 of the respondents have not responded. None of them have said that the response of the staff towards them are poor. R.L. Mital has given the seven lamps of conduct for a librarian to be a successful professional. Thus the librarians are responsible to satisfy the users.

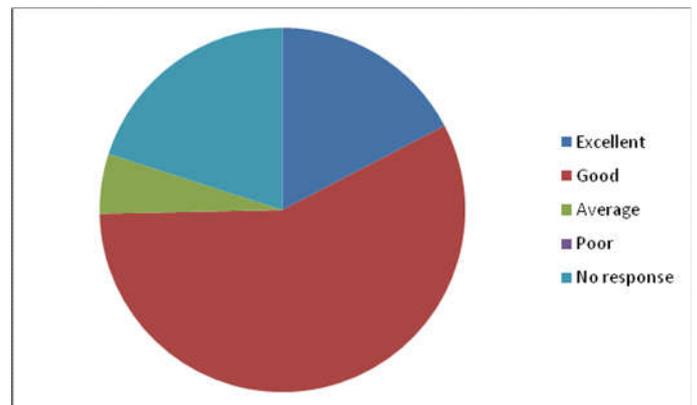


Figure 2.

Findings and Conclusion

Library utilization and resources evaluation studies can provide resource utilization about the faculty members and P.G. students using libraries. User awareness of services, level of reasons for user satisfaction and dissatisfaction unmet needs. Types of resources used and even help to predict library and resource usage. These studies can also measure the actual impact if library resource use. i.e. Now such use affects or benefits the life of the user. But these studies cannot provide any of these benefit, If careful attention is not given to their design.

They must be as valid, reliable and scientifically vigorous as is possible. Library utilization and resource evaluation studies of this kind generally, better report among library staff and the-eye-opener for the authorities.

Research Hypothesis

- There is a significant relation between education level and usage of resources. So the hypothesis is accepted
- There is a significant association between sex and usage of resources in the library. So the hypothesis is accepted.

Conclusion

To conclude, these studies will help to improve the library services and resources of the library. Such studies satisfy the faculty and P.G. students, thus status of the librarian would increase. Automatically services of the library also increased. From the above analysis maximum users are aware of this Govt. siddha medical college library.

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