Chapter – VII

SUMMARY, FINDINGS AND SUGGESTIONS
Libraries are continuing to evolve as a result of the duel pressures of technology and user access. In this context libraries and librarians need to be aware of ramifications of the innovative information products and services. The present study discusses the area of university libraries from two main perspectives: information products and information services. One of the major challenges facing librarians is the management of documents in different formats and services in different contexts.

University libraries are now being challenged by a new environment which demands changes in the attitudes and skills towards information handling. The role of university libraries underwent change due to phenomenal growth of information publication, application of new technology changing theories of management and the status of library personnel. In the light of this prevailing environment a study with a bearing on information products and services is significant. The present study is a survey of the selected university libraries in A.P with reference to use and management of information products and services by the users of the university libraries in Andhra Pradesh. The study encompasses information products, namely the print material in the form of books/periodicals and electronic information products in the form of e-books, e-journals, CD-ROMs etc. The services considered in the study are reference service, bibliographical services,
photocopying services, literature search, document delivery, use of CD-ROM database, online services, etc.
The following universities are surveyed in this study.

1. Osmania University Library, Hyderabad
2. Andhra University Library, Visakhapatnam
3. Sri Venkateswara University Library, Tirupathi
4. Kakatiya University Library, Warangal
5. Acharya Nagarjuna University Library, Guntur
6. Sri Krishnadevaraya University Library, Anantapur
7. Acharya N G Ranga Agriculture University Library, Hyderabad
8. Jawaharlal Nehru Technological University Library, Hyderabad
9. N T R Health University Library, Vijayawada
10. Sri Padmavathi Mahila University Library, Tirupathi
11. Sri Potti Sriramulu Telugu University Library, Hyderabad
12. Dr. B R Ambedkar Open University, Library, Hyderabad
13. English and Foreign Languages University Library, Hyderabad
14. University of Hyderabad Library, Hyderabad
15. Rashtriya Sanskrit University Library.

7.1 OBJECTIVES

1. To survey the university libraries in A.P. with reference to the management of information products.
2. To examine the physical facilities available in the university libraries of A.P.
3. To survey the users’ opinions towards the available information products and services in the university libraries under study
4. To determine the extent of use of the various information products and services in the libraries under study
5. To identify the problems faced by the librarians in the management of information products and services
6. To identify the constraints of the users in the effective use of the products and services

7. To offer suggestions for effective management of various information products and services in university libraries of A.P.

7.2 HYPOTHESES

1. University libraries in A.P. are effectively managing information resources and products
2. The libraries under study have the functional and physical facilities.
3. The users of the university libraries are satisfied with availability of the information products and services
4. The information products and services in the libraries are used to a maximum extent
5. Librarians face problems in the effective management of information products and services
6. Users face problems in the access and use of various information products

7.3 SCOPE OF THE STUDY

The University Libraries attached to the universities in the country are all functioning under the guidelines of University Grants Commission. Hence, all University Libraries in the country carry similar objectives, rules and regulations. Moreover, the pattern of budget and human resource management are also based on similar guidelines provided by UGC in almost all university libraries. The scope of the present study is limited to 35 libraries in Andhra Pradesh. This study is confined to 15 selected university Libraries located all over the State. The
aspects covered in this study are information products and their use and management.
7.4 METHODOLOGY

The study was conducted through survey method using questionnaire, interview with librarians and professional staff of the libraries. The data was collected during January 2008 to May 2008. The responses elicited through questionnaire have been processed, the data have been analyzed which resulted in significant findings from this study.

7.5 FINDINGS

The major findings of the study are:

Facilities

1. Libraries under study do not have language lab and video conferencing facilities. (Table – 6.5.2)
2. User education is sought by the clientele in view of emerging information products and their views.
3. Majority of the users are satisfied with drinking water facility, cleanliness and other amenities like seating, lighting and fans (Table – 6.5.2 & 6.5.1 (B))

Training

1. That there is need for training in IT was commonly admitted by majority of the respondents (Table – 6.6.1 & 6.6.4)
2. The staff are not encouraged by authorities to participate in seminars and workshops conducted by INFLIBNET, INFONET and ETNET. Only 11.81 per cent of professional staff expressed satisfaction in this regard. (Table – 6.6.5)
IT (Information Technology)

1. There is a common agreement over the positive impact of IT on library services (Table – 6.7.1, 6.7.3 and 6.7.5)
2. The most preferred search engine among the respondents is ‘Google’ (6.7.8)
3. Approach to web resources is predominate among JRF/SRF scholars when compared to others (Table – 6.7.9)

Automation

1. The main software packages used in the university libraries under study are SOUL, LIBSYS and DELPLUS. SOUL is more popular than other packages (Table – 6.8.5)
2. The problems identified in library automation are limited funds, lack of trained staff to meet the challenges posed by library automation. (Table – 6.8.6)

Information Products

1. CD-ROMs, e-books and e-journals are profusely used in all types of university libraries under study (Tables – 6.9.11, 6.9.17, 6.9.19 and 6.9.20)
2. However, the use of conventional Information Products like books, periodicals, dissertations remain undiminished (Tables – 6.8.2, 6.8.3, 6.8.4 and 6.8.9)

Services

1. Out of 315 respondents 74.28 percent of users expressed their satisfaction on the services rendered by university libraries under study. (Table – 6.9.1)
2 Internet is used every day by a majority of users (81.26 per cent) (Table 6.9.23)

3 CAS and SDI services are not paid as much attention as they deserve (Table – 6.9.9, 6.9.10 and 6.9.12)

Management

1 The users opined that managing a library in IT environment is easier than a library with conventional environment (Table – 6.11.1)

2 It is observed that the professional staff is not put to optimum use in the university libraries of A.P (Table - 6.11.1)

3 Whenever there is need for expertise and external help, the library staff depends on computer faculty

7.6 HYPOTHESES TESTING

1 University libraries in A.P. are effectively managing information resources and products. This hypothesis proved to be true on certain parameters. Hence, it is partially proved.

2 The libraries under study have the functional and physical facilities. Majority of the universities possess physical facilities to carry out the management of information products and services

3 The users of the university libraries are satisfied with availability of the information products and services. This hypothesis partially proved.

4 The information products and services in the libraries are used to a maximum extent. This hypothesis is partially proved.

5 Librarians face problems in the effective management of information products and services. This hypothesis is true in most of the parameters under study. Hence, the hypothesis is partially proved.
6 Users face problems in the access and use of various information products. Users also face problems in information access and use of various information products. Hence, this hypothesis is partially proved.
7.7 SUGGESTIONS

1. Libraries are knowledge banks. But as per as dissemination of information is concern, it is not reaching the end users as effectively as it is supposed to. To maintain high standards of user services university libraries must continuously enhance their operations and services.

2. The concept of networking emerged more rapidly than any one expected. In this context user education programmes play a pivotal role in improving library effectiveness.

3. Internet can be considered as an International digital public library. Vast amount of information is available in internet. Effective use of internet must be encouraged to enhance in existing the library services.

4. The technology is giving a valuable opportunity for the librarians to create new avenues for the information seekers in the university libraries. There is every need for the librarians to renew their skills periodically and achieve excellence in the library services.

5. The top people in the library should become role models to the other staff through their personal usage of technology and their IT knowledge.

6. When IT is making rapid strides, there is a every need to incorporate and improve language lab and video conference facility.

7. User education gains more importance in the present IT environment and emphasis must be laid on this aspect by university authorities/libraries.

8. Who are well trained in their task show more involvement discharging their responsibilities hence; training facilities must be encouraged by the authorities.

9. More and more professional staff should be sponsored to undergo training the use of SOUL by INFLIBNET or as the case may be.
10. The impact of IT on library management is undisputed. There is a every need for the libraries to exploit information products and services that crop-up due to this impact.

7. 8 AREA OF FURTHER RESEARCH

In modern electronic era, the user expectations are changing rapidly. There is imminent need to diversify the information services in response to the changing needs of the users. This entails research on a large scale taking into consideration in various universities of the country to make the results more realistic, more pragmatic and practicable. Hence, it is advised that studies be undertaken in this direction.