Chapter 1

Introduction
INTRODUCTION

LIBRARY

A library is regarded as a social institution therefore it is expected to perform certain functions. Traditional libraries confined themselves to books, manuscripts and periodical publications. But a modern library acquires variety of items like books, periodical publications, microfilms, slides, audio-cassettes etc. International organization for standardization has defined a library as “irrespective of title, any organized collection of printed books and periodicals or of any other graphic or audio visual materials, and the service of the staff to provide and facilitates the use of such materials are required to meet the research, informational, educational or recreational needs of its users.”

A.L.A. glossary of library and information science has defined a library as “a collection of materials organized to provide physical, bibliographical, and intellectual access to a target group, with a staff that is trained to provide services and programmes related to the informational needs of the target group”

According to S.R Ranganathan, “a library is a public institute or establishment charged with the care of a collection of books, the duty of making them accessible to those who required the use of them and the task of converting every person in its neighborhood into a habitual library goers and readers of books” thus a library is regarded as a public institution which is also expected to convert the potential readers into actual readers.

FUNCTIONS OF A LIBRARY

A library should provide for:

1. Life long self education.
2. Information documents on all subjects including local, national, international affairs to serve economic political and social welfare.

3. Proper use of leisure.

4. Advancement of culture.

5. Preservation of literacy heritage for posterity.

**TYPES OF LIBRARY**

The libraries are of the following types

1) National library
2) Public library
3) Special library
4) Academic library
   i) School library
   ii) College library
   iii) University library

**ACADEMIC LIBRARY**

An academic library is a library attached to an academic institution, i.e. an institution engaged in teaching or research and imparts formal education to students who aspire to complete a particular course under a prescribed syllabus. Schools, colleges, universities and technological / engineering /medical institutions which may vary from one another in respect to courses offered by them

Academic libraries exist to cater the needs and requirements of their parent academic institution. They vary in shape, size, collection and services, depending upon the nature of the parent institution. For example, libraries attached to a school, college and even to an undergraduate college
or a post graduate college or a medical college or an engineering college would be different from the rest in respect of the collection, shape, size, and services. However all academic libraries have some common qualities in many respects. It is because all academic libraries exist to support the teaching and research programmes of their parent institutions. Besides having a good collection of reference books on variety of subjects, these emphasize on building up a strong collection concerning the courses offered by the institution. Academic libraries have become most important in academic institutions due to changed nature of education. Tremendous growth in the student population; opening of new institutions; rapid expansion of education; growing emphasis on qualitative education and high cost of books are some of the factors which necessitates the establishment of a well equipped academic library.

UNIVERSITY LIBRARY

A university library is a library attached to a university. It exists to cater the needs and requirements of students and teachers and to support the teaching and research programmes of the university. University library is considered as an integral part of a university. This library is different from the other two academic libraries in many respects like size, collection as well as clientele. Need and importance of university libraries has been realized and accepted by many authorities. For example, Kothari commission recognizes a university library as the “heart of the university”. The prime function of the university library is to provide facilities for study and research for all the members of that university. It implies three functions of the university library that is teaching, research and extension services.
ORIGIN AND DEVELOPMENT

India is the site of one of the most ancient civilizations in the world. After the settlement of Aryans, a section of intellectuals, the Brahmins became priests and men of learning. At that time, a university was founded in the city of Gandhara in northwest India, named Takshila University. It is considered to be the first university in the world. Takshila University acquired an international reputation in the 6th century BC as a centre of advanced studies. It was a great centre of learning with a number of famous teachers and an excellent library. The library collection included works on Hinduism, political science, literature, medicine, and philosophy. This university and the library was destroyed during invasion of Hunas.

In the 3rd century BC, Buddhism received great impetus under India’s most celebrated ruler Ashoka. At that time, Buddhist monastic institution at Nalanda became owed its foundation to six generations of the Gupta kings. The university had a huge library with a collection of invaluable manuscripts and served over 10,000 students from India and abroad. Nalanda University library was the biggest in Asia. The library of the Fort William College came into existence in 1800 at Calcutta. The collection included 11,718 printed oriental books, 5,224 European books and 4,253 oriental manuscripts. In 1902 Raleigh commission, under the chairmanship of Sir Thomas Raleigh looked into the conditions of the academic libraries in the country and reported the neglected conditions of university libraries.

COLLECTION

Building a library collection which should be able to meet the needs of the teachers, students and research scholars adequately, is the major task
of a university library. The collection of a university library is categorized in three parts.

**Primary sources**

Periodicals, journals, patents, standards, dissertations, research reports, conference proceedings, technical bulletins.

**Secondary sources**

Secondary periodicals, abstracting journals, indexing periodicals books, encyclopedias, dictionaries, directories, yearbooks, monographs and bibliographies.

**Tertiary sources**

Bibliography of bibliographies, catalogue of catalogues, list of encyclopedias, list of abstracting and indexing journal and guide to literature etc.

**SERVICES**

→ Lending services.
→ Provision of general and specific information.
→ Compilation of bibliographies.
→ Assistance in location of documents.
→ Readers’ advisory service.
→ Reservation of documents.
→ Documentation service.
→ Inter library loan.
→ Maintenance of clippings.
→ Maintenance of vertical files.
→ Reference service.
→ Referral service.
→ Reprographic service.
→ Translation service.
→ Extension service.
→ Display of new additions.
→ Literature search.
→ Bibliography instruction and library orientation.

FUNCTIONS

The university library is expected to perform the following functions.

1) To acquire, process, organize and make available reading and other materials to students, teachers and other staff members of the university.
2) Arousing their intellectual curiosity and sharpening intellectual faculty.
3) Stimulating imagination, reasoning and critical faculty.
4) Refining their ethical and cultural values.
5) Make them aware of their environment and development around them.
6) Informing and guiding them with regard to their further education and profession.
7) To encourage the use of library initiating the fresh students and teachers and taking up readers’ education programmes.
8) To adopt new technology e.g. computerization in certain areas with a view to provide purposeful service in minimum possible time.

USERS

Users of the university library are students, research scholars, faculty members and teachers of the university.
TYPES OF UNIVERSITIES

In the higher education sector, universities are classified into four types of depending on the manner in which they were set up. These are as follows:

i) Central universities.

ii) State universities.

iii) Deemed universities.

iv) Private universities.

i) Central universities:

Central universities are set up by an act of parliament. There are about 20 central universities in the country. The president of India is a visitor at all central universities. The university grants commission (UGC) is the agency that provides funding for maintenance and development of these universities.

ii) State universities:

Universities set up or recognized by an act of the state legislature are known as state universities. There are about 215 state universities in the country. State governments are responsible for establishment of state universities and provide plan grants for their development and non-plan grants for their maintenance. The UGC makes budgetary plan allocation for 113 state universities.

iii) Deemed universities:

Institutions of higher learning, which are not universities, are often in recognition of their high caliber of education granted the status of the
university. Such institutions are known as deemed universities or deemed to be university.

The status of the deemed university is accorded by the UGC. Section 3 of the UGC Act, provides for the conferring this status of autonomy granted to high performing institutes and departments of various universities in India. Deemed university status enables not just full autonomy in setting course work and syllabus of those institutes and research centers but also allows it to set own guidelines for the admission, fees and instruction of the students.

iv) Private universities:

A private university is an institution of higher learning established through a state or central act by a sponsoring body, such as a society registered under the Societies Registration Act, 1860, or any other corresponding law for the time being in force in a state or public trust or a company registered under section 25 of the Companies Act, 1956. For an institution to be given the status of a private university, the state legislature conferring the status has to pass an act by which the institution will receive the status of a university.

ALIGARH MUSLIM UNIVERSITY

Aligarh Muslim University is a Residential Academic Institution. It was established in 1875 by Sir Syed Ahmed Khan and in 1920 it was granted a status of Central University by an Act of Indian Parliament. It is located in the city of Aligarh, Uttar Pradesh, India. Modeled on the University of Cambridge, it was among the first institutions of higher learning set up during the British Raj. Originally it was Mohammedan Anglo-Oriental College, which was founded by a great Muslim social
reformer Sir Syed Ahmed Khan. Many prominent Muslim leaders, and Urdu writers and scholars of the subcontinent have graduated from the University. Aligarh Muslim University offers more than 250 Courses in traditional and modern branch of Education. Sir Syed Ahmed Khan, a great social reformer of his age felt the need for modern education and started a school in 1875 which later became the Mohammedan Anglo Oriental College and finally Aligarh Muslim University in 1920. This is a premier Central University with several faculties and maintained institutions and draws students from all corners of the world, especially Africa, West Asia and South East Asia. In some courses, seats are reserved for students from SAARC and Commonwealth countries. The University is open to all irrespective of caste, creed, religion or gender. Aligarh is situated at a distance of 130 km, South-East of Delhi on Delhi-Calcutta Railway and Grand Trunk route.

**History:**

The University grew out of the work of Sir Syed Ahmad Khan who in the aftermath of the Indian War of Independence of 1857 felt that it was important for Muslims to gain modern education and become involved in the public life and Government Services in India at that time. Raja Jai Kishan helped Sir Syed a lot in establishing this university. The British decision to replace the use of the knowledge of Persian in the 1830s for Government employment and as the language of Courts of Law caused deep anxiety among Muslims of the sub-continent. Sir Syed then clearly foresaw the imperative need for the Muslims to acquire proficiency in the English language and "Western Sciences" if the community were to maintain its social and political clout, particularly in Northern India. He began to prepare the road map for the formation of a Muslim University by starting various schools. In 1864, the Scientific Society of Aligarh was set
up to disseminate Western works into native languages as a prelude to prepare the community to accept "Western Education". Sir Sultan Mahommed Shah. The Aga Khan III has contributed greatly to Aligarh Muslim University in terms collecting funds and providing financial support.

In 1875, Sir Syed founded the Muhammadan Anglo Oriental College in Aligarh and patterned the college after Oxford and Cambridge universities that he had visited on a trip to England. His objective was to build a college in tune with the British education system but without compromising its Islamic values.

It was one of the first purely residential educational institutions set up either by the Government or the public in India. Over the years it gave rise to a new educated class of Muslims who were active in the political system of the British Raj, and who would serve as a catalyst for change among not only the Muslim population of India, but of the entire subcontinent. When Viceroy to India, Lord Curzon visited the College in 1901, he praised the work which was carried on by the College and called it of "sovereign importance"

The college was originally affiliated with the University of Calcutta, and was transferred to the Allahabad University in 1885. Near the turn of the century it began publishing its own magazine, and established a law school. It was also around this time that a movement began to have it develop into a university to stand on its own. To achieve this goal, many expansions were made with more and more programs added to the curriculum. A school for girls was established in 1907. By 1921(exact year 1920), the College was transformed into a university, and it was named Muslim University. Its growth continued. The first chancellor of the
university was a female, Sultan Shah Jahan Begum. In 1927, a school for
the blind was established, and the following year, a Medical School was
attached to the university. By the end of the 1930s, the University had also
developed its Engineering faculty. Syed Zafarul Hasan joined the Aligarh
Muslim University in early 1900s as Head of Philosophy Department,
Dean Faculty of Arts. He was a pro-Vice Chancellor prior to his
retirement, and brought good name to the University. The Library complex
of the University consists of a Central Library and over 80
college/departmental libraries. Libraries of the colleges, institutes and
departments, cater to the needs of postgraduates and students of
professional courses. The University has established Book Banks for the
benefit of students of certain professional courses.

UNIVERSITY LIBRARY
MAULANA AZAD LIBRARY

The Central Library was set up in 1875, when this institution was
established as Madarsatul Uloom. In 1877, the Madarsa became
Mohammadan Anglo-Oriental College. Lord Lytton, the viceroy of India,
laid the foundation stone, and the library was named after him as Lytton
Library. Eminent scholars like Gardner Brown, Arnold, Raleigh, Horowitz,
Storey and Auchtelpone functioned as honorary librarians in addition to
their teaching responsibilities. In 1960, it was named as Maulana Azad
Library when the first Prime Minister, Pt. Jawaharlal Nehru, inaugurated
its present building. The Seven storied building is surrounded by 4.75
acres of land in the form of beautiful lawns and gardens. It is the most
beautiful building of the University and one of the few very attractive
libraries in the country. The Library has about 14,00,000 books

The collection consists of books, periodicals, pamphlets,
manuscripts, paintings and photographs. M.A. Library performs the
functions of a National Library so far as its collection of oriental manuscripts is concerned. It is because of these rich collections of immense research value that this Library is reckoned among major libraries of the world. The oldest manuscript owned by the library is more than fourteen hundred years old. It is a fragment of the Quran transcribed by Hazrat Ali, the fourth caliph of Islam and is written on parchment in Kufi script. Another rare collection is the Halnama of Beyazid Ansari, no copy of which is available anywhere else in the world.

The Library has a sizeable collection of early printed books in various languages. The most outstanding among them is the Latin translation of the celebrated Arabic work on optics, *opticam practatis*, by Ibn-al-Haitham (965-1039) published in 1572.

There are several Farmans (decrees) of the Mughal kings like Babur, Akbar, Shahjahan, Shah Alam, Shah Alamgir, Aurangzeb etc. Another prized possession of the library is a "Shirt" on which the whole Quran is inscribed in khaﬁ script. This shirt is believed to have been worn by a warrior of Mughal army.

Among the large collection of Mughal paintings is the painting of Red Blossom, which is magnum opus of Mansoor Naqqash, the celebrated court artist of Emperor Jahangir. Some valuable Sanskrit works translated into Persian have also been preserved in the library. Other possessions worth mentioning are the Ayurveda in Telugu and the Bhasa’s in Malayalam script written on palm leaves. Abul Faiz Faiz, an eminent scholar of Akbar’s court translated several Sanskrit works into Persian, such as Maha Puran, Bhagvat Gita, Mahabharata and Lila Wati, these are also available. More than 5,000 students, teachers and other members of the university daily visit the library and utilize its services.
COLLECTION OF MAULANA AZAD LIBRARY

Maulana Azad Library has the following collection

1. General Collection

Books and journals 2,00,000
Manuscripts 16,000
Microfiches 30,000

Language wise breakup of library collection is------

<table>
<thead>
<tr>
<th>Language</th>
<th>Number of books</th>
</tr>
</thead>
<tbody>
<tr>
<td>Urdu</td>
<td>1,25,000(approx.)</td>
</tr>
<tr>
<td>Hindi</td>
<td>33,785(approx.)</td>
</tr>
<tr>
<td>Persian</td>
<td>20,000(approx.)</td>
</tr>
<tr>
<td>Sanskrit</td>
<td>5300(approx.)</td>
</tr>
<tr>
<td>Arabic</td>
<td>10,000(approx.)</td>
</tr>
</tbody>
</table>

2. Special Collection

The library has special collection donated by various persons which are named after the names of their respective donors.

1. Subhanullah collection
2. Habibganj collection
3. Abdus salam collection
4. Firangi mahal collection
5. Sulaiman collection
6. Qutubuddin collection
7. Munir alam collection
8. Aftab(conference) collection
9. Ahsan collection
10. Shaifat collection
11. Jawahar museum (Etawah) collection
MEMBERSHIP OF THE MAULANA AZAD LIBRARY

Students Enrolled 11,968
Staff Enrolled of all Categories 452
Guest Members 42
Academic Staff College Refresher Courses 90

LIBRARY SERVICES

The Maulana Azad Library provides the following services to its users:

1. Reference service:

   Although this service is of a traditional nature, it was formally started in 1961. The service has since been growing in magnitude steadily and takes the following forms:

   (a) Assistance and instruction (formal and informal) in the use of library including the location of materials, use of catalogue and use of basic reference tools such as encyclopedias, dictionaries, yearbooks, almanacs and indexes etc.

   (b) Assistance in the identification and selection of books, journal and other materials relevant to a particular informational need. This may be limited to assistance in the location of pertinent materials or it may extend to selection and evaluation of materials on a given topic.

   (c) Provision of brief, factual information of the ready reference variety, particularly such information as names, addresses, statistics, biographical information, etc., that can be located quickly in particular reference tools.

   (d) Provision of information in response to queries of a long range reference nature. Such queries may entail a thorough search of books and periodicals to locate the desired information. The search may sometimes continue for hours together and even for days.
2. Literature survey and bibliographical service:

This service was introduced for a long time ago. The demand for this service is, however, growing steadily owing to the accelerated pace of research in the university. The reference and research division of the library keeps itself fully abreast of on-going research in various subjects and endeavors to make adequate preparations to meet the demands of the researchers. The first task of the division in this context is to make the various subject collections particularly in humanities and social sciences. Besides building up research oriented collection in different fields, the reference and research division also undertakes literature surveys for research scholars on their topics of research resulting in the compilation of bibliographies of the material available within the library and outside. The bibliographical service is extended to limited researchers of a few disciplines of social science, humanities and science.

3. Inter library loan service:

The library has been extending this service since long. In the context of a torrential volume of publications in every discipline today, it is impossible for any library, however financially well-off and resourceful, to meet all the demands of its clientele from its own collections. Thus interlibrary loan has now become a well established convention the library world. This library too receives as well as supplies documents on interlibrary loan.

4. Reprographic service:

This service includes both microfilming and Xeroxing. Microfilming is undertaken only for the manuscripts and rare books which can not withstand the rigours of electrostatic photo-copying. For ordinary books and articles in periodicals, the electrostatic method is used. The service is
provided on a no-profit-no-loss basis. The demand for this service is becoming more and more intense from all categories of readers as they are spared the botheration of copying out the required portions from books and periodicals. The microfilming and photographing service is extended to outside scholars and libraries also.

5. Audio-visual aids service:

The use of audio-visual aids is increasing gradually in higher education. The library has a fairly good collection of audio-visual material comprising video-tapes phonodiscs, phonocards, microfilms, microfiches, maps, charts, diagrams, etc. the demand for this service has been growing steadily.

6. Service to blind:

The university maintains an institution for blinds, known as Ahmadi School for the blind. The blind students are also admitted to certain courses of studies in the university. It is therefore the duty of the university library to cater their needs. The library is, therefore, building up a collection of Braille books. The blind members of the library are also offered certain other facilities such as providing them with a cubicle and even a reader read out to them printed books on their topics of study and research.

7. Cubicles and lockers:

For the convenience of the faculty members and the research scholars, the library has made provisions for a substantial number of cubicles enable the researchers and serious readers to carry on their research/ academic work with full concentration. The allotment of cubicles is made on the basis of first come first served. The lockers are, however.
provided for a short period of time depending upon the actual need of the researcher and faculty member concerned. This facility is extended to scholar from the abroad or the other parts of the country on a priority basis.

8. Digital resource centre:

Maulana azad library has launched the digital information resource centre for the Aligarh Muslim University’s academic and research community. It provides the access to databases of electronic resources to the bonafide members. These services are available through intranet. The databases of the resources are constantly reviewed and updated according to the growing need of the users.

9. Internet facility:

The library is providing the internet facility to the bonafide members of the library. The bonafide members can use the internet services by showing their valid identity cards to the staff of the library.

10. Online journal facility:

The library is providing the online journal facility to the bonafide Research Scholars of the library. They can use this service for his research work and they access the useful information in less time.

USER

In this study users indicate that community which uses the library. According to Oxford English Dictionary user is generally defined as one who uses or employs anything.

SATISFACTION

According to webstor Universal Dictionary satisfaction is the act of satisfying or gratifier feeling or gratification of desire.

LIBRARY

Library is the social institution where documents are kept for use.
According to S. R. Ranganathan "A library is a public institution or establishment charged with the care of a collection of books and the duty of making them accessible to those who require use of them.

SERVICES

According to Oxford English Dictionary services is the action of serving, helping or benefiting, conduct tending to the welfare or advantage of another.

According to Webster Universal Dictionary service is a act performed for the benefit or advantage of a person, institution.

FACILITIES

According to Webster Universal Dictionary facility is the quality of mind which makes understanding and learning easy.

STUDY

According to Oxford English Dictionary study is a work presenting the result of investigations into a particular system.

According to Webster Universal Dictionary study is the process of acquiring knowledge.

MAULANA AZAD LIBRARY

Maulana Azad Library It is a university library which is situated in the campus of Aligarh Muslim University

ALIGARH MUSLIM UNIVERSITY

A University which is established in 1920 especially for the Muslim Community.

OBJECTIVES OF THE STUDY

The primary objective of the study is to investigate the view of the users toward the services and facilities provided by MA library. The specific objectives of the study are as follows:

i) To know the frequency of the users to visit the library.
(ii) To find out the purpose of their library visits.
(iii) To find out the awareness of users to the library services.
(iv) To assess the satisfaction of the users with regard to the working hours of the different section of the University library.
(v) To ascertain the opinion of the users regarding the adequacy of the collection of different sections of the University library.
(vi) To assess the satisfaction of the user with regard to the arrangement of the materials of different sections of the library.
(vii) To identify the problems faced by the users in using the library.
(viii) Identify the method that the readers of the library adopt to locate the required information sources.
(ix) To determine the opinion of the users towards the photocopying service provided by the library.
x) To determine the level of user satisfaction towards the physical facilities.
(xi) To collect the opinion regarding the computerization of the University library.
xii) To know the views of the users about the library staff.
xiii) To ascertain the opinion of the users regarding the user education.
xiv) To suggest mean for improving library collections.
xv) To aid the library staff in the formulation of modified policy in book selection and acquisition.
xvi) To know the purpose using data resource centre
xvii) To know the satisfaction of accessioning digital resources in digital resource centre
xviii) To know the satisfaction of number of terminals to near library to meet your information need
xix) To know the satisfaction with the results from OPAC
HYPOTHESIS

In order to achieve the objectives of the study the following hypotheses were formulated.

i) Most of the users are not satisfied with the services and facilities provided by MA library.

ii) Most of the users are satisfied with the behavior of library staff.

iii) Most of the user are not faced any problem in using library services.

METHODOLOGY

The present study is conducted on a sample of 150 users of M.A. library. The tools used for the present study all questionnaire observation and informal interview. Firstly investigator chooses the sample on the basis of stratified method and circulates the questionnaire according to random method.

METHOD OF DATA COLLECTION

For this study the data was collected through a questionnaire observations and informal interview. A questionnaire consisting questions was designed to elicit the opinions of the Teachers, Research Scholars and Students. Investigator is a regular visitor of the library, so he also observed a lot of facts regarding collection services and facilities of the MA library. Investigator also asked some questions to some users and library staff.
SCOPE AND LIMITATION OF THE STUDY

The present study is entitled "User satisfaction in Maulana Azad Library AMU, Aligarh.

The main objective of this study is to investigate the views of the users towards the services and facilities provided by Maulana Azad Library.

In order to make an intensive study, the scope of the topic has been limited to only MA Library. Seminar libraries of various departments, institutes, centres, colleges and halls of residence libraries have been excluded from the study. Only members of M.A. Library session 2009-10 are included and special categories of users are excluded from the study. Shortage of time is the biggest limitation of the study when the survey was conducted; teachers and students were busy because of the tight schedule of the end of the session.

ORGANIZATION OF REPORT

Chapter I
Introduction

The introductory chapter deals with small description about Aligarh Muslim University, Maulana Azad Library and its users followed by need and significance of the study, statement of the problem, objectives, scope and limitations of the study.

Chapter II
Review of Related Literature

A total number of 35 previously published literature related to user satisfaction with the services and facilities of libraries are summarised.
Chapter III

Methodology

This chapter deals with the statement of the problem, objectives, hypotheses, methodology, sample population, variables taken, tools used for study, pilot survey, and data analysis method.

Chapter IV

Analysis and interpretation of data this chapter deals with the analysis and interpretation of data collected through questionnaire.

Chapter V

Conclusion, Findings, Suggestions and Recommendations for further research.
REFERENCES


4. Aligarh Muslim University, Annual Report, Aligarh, AMU, 2008


10. Webster Universal Dictionary. op. cit.


