CHAPTER – 3

REVIEW OF LITERATURE

And

STATEMENT OF PROBLEM

Review of literature

Review of Literature is used as a base for developing a research topic because it told about what has already been done in your research area. It also summarizes the theory and base behind your research. It is observed from the literature consulted that a corpus of data is available on evaluation of library services in colleges. This carefully and thoroughly reviewed the subject of interest for key documents and the research has been able to make some basic changes as given here under:

- Singh (1990) has conducted out a survey-using questionnaire to know about the prevalent situation of libraries and problems being faced by librarians in managing the college libraries in Punjab.
- Clee and Maguire (1993) in their study have concluded that although individual factors in library environment do effect users’ perceptions, but it is the total library environment that makes greatest effect.
- Coker (1993) examined the various factors influencing the attitude of users towards libraries and considered the socio-economic, technological, physical/technical and psychological/emotional conditions in shaping up the perceptions of non-users inhibit users and potential users by comparing satisfaction level of students.
- Marshall et al. (1993) in a study conducted at three medical schools in the province of Ontario, Canada brought forward that more students used libraries in problem based learning than in traditional programs in medical libraries.
- Kumar and Mishra (1993) found that in NIFT library users were visiting library mainly for borrowing books followed by use of reference material and the periodicals.
Bajpai (1994-95) has revealed that librarians often found it difficult to deal with teaching and non-teaching staff members regarding return of books in college libraries of Delhi.

Chang and Ting (1995) have ascertained the viewpoint of faculty members towards library user education in their study entitled, “A Survey of Library User Education toward the Faculty of College in Taiwan”. Quality and quantity of library user education needed improvement to satisfy faculty members and gain their support on library user education.

Chopra (1995) has discussed the problems being faced by college libraries in Punjab. These were grouped as problems related to management, principals of colleges and library staff.

Haider (1996) has discussed that they found a lack of proper management, efficient staff, acquisition policy statements, selection aids non-existence of declining library budgets, fluctuating rate of the rupee non-existent absence, inflation, import policy, trade embargoes against certain countries, fiscal, foreign policy, etc. Pakistan received a major obstacle to the acquisition of books.

Snow (1996) in his article proved that the bibliographers needed to concentrate on selection and evaluation of the collection rather than writing policies that become outdated and irrelevant shortly.

Raina and Dayal (1997-98) in their study of Indian Institute of Management, Lucknow found that library collection was used satisfactorily. Microfilms were in very less use in comparison to other documents. But the collection on some subjects needed strengthening.

Awolola (1998) has explored the position of libraries of two colleges of education in Nigeria and revealed that libraries have failed to perform their role mainly because of inadequate finance whereas adequate funding can solve a major part of the problems. Author suggested the formulation of standards and guidelines particularly for college of education libraries.

Apeji (1999) has assessed the resources and services of the library of Nigerian Educational Research and Development Council and found that library resources mainly consist of books and back volumes of journals. Available resources were found relevant and accessible but inadequate.
Babafemi (1999) executed a survey “Resources and Services of a Special Library: A Case of a Medical Library in Nigeria” to evaluate the resources and services of university of Ilorin Medical library. Questionnaires were administered to librarian, faculty members and students. Survey led to the findings that more than 90% users rated library material as inadequate. Journals in stock were outdated and 14% users advocated the need to subscribe more journal titles.

Maughan (1999) in his study of seven departments at the University of California, Berkley depicted that 99% faculty was using library for own research. About 59% students rated circulation as good or excellent. Respondents consulted narrow range of material than was expected.

Singh (1999) has conducted a survey on IIT library Delhi. She has mentioned working hours, physical facilities, membership, purpose of visit to the library, use of library catalogue and document collection in her study. She further described library services rendered by the library and examined different aspects of library administration and management. The survey of the study discussed different suggestions given by the librarians to improve the services. The future plan of library is also mentioned.

Thornton (2000) in his study on “Impact of Electronic Resources on Collection Development, the Roles of Librarians, and Library Consortia” concluded that consortia will become more important sources in electronic information world.

Ikoja-Odongo (2001) ascertained the information needs of informal economic sector in Uganda under the title “A Study of the Information Needs and Uses of the Informal Sector in Uganda: Preliminary Findings”. Author has examined the use of information and role & impact of information in the growth and development of concerned sector. Opinions of population under study were collected through focus group discussion, interviews of informants, organizations, and observations. This study revealed the needs of simplification for information packaging and improvements in its delivery.

Singh (2002) revealed that faculty members’ main purpose of visiting library was to prepare notes for the students. Journals and textbooks were not considered very adequately by the faculty members in Delhi University.
• Kumbar and Lohar (2002) have explored the use of resources, services and physical facilities of Sahyadri college libraries. The study concludes that the major intention for the use of libraries has been the academic interest of the users.

• Ojedokun (2002) investigated the Internet access, usage and problems faced in its use by the students of the University of Botswana. Findings of the study revealed that though a considerable number of users were aware about the benefit of the Internet, but lacked necessary searching skills for effective use of the Internet. Because of this factor users accessed the Internet for entertainment, sports and news etc.

• Okiy (2002) found that in Delta State University library both the faculty and students were using books more often than any other material, because of dearth of relevant current journals, abstracts and indexes.

• Marcum and George (2003) have revealed in aggregate that electronic information use was substantial and growing in the nation's major universities and liberal arts colleges in USA. Respondents were making their use for research, teaching, and coursework, and have equipped themselves well to do so.

• Salaam (2003) has concluded in his study that long distance between the campus and town where most of students reside was found as main obstacle in the use of university library of agriculture.

• Waldman (2003) has examined the role of self-efficacy which plays in freshmen’s search for information and use of the college library's electronic resources.

• Wildemuth (2003) proved that by gathering evidences about library users, their interactions with library services, materials, and the context in which those materials and services are used librarians can make sound decisions for the future.

• Choukhande and Kumar (2004) have conducted a study entitled “Analytical Study of Information Needs and Use Pattern of Faculty Members and Research Scholars of Amravati University.” Here, authors concluded that the purpose of user’s visit to library largely depends up on the free time available to them. Teachers preferred book trade catalogue, bibliographies, indexes, abstracts, addition lists issued by library and the periodicals to know current literature in the concerned fields.

• Helen (2004) has evaluated the University of Hong Kong library and found that majority of the respondents preferred to use online journals than print versions, but on the
contrary, about 72% users preferred to use printed books as compared to the electronic books.

- Pandita (2004) has brought forward that the policy of content development needs to be worked out and re-designed for collection development in the libraries.
- Salma and Yelwa (2004) have examined their attitude towards resources and services of public libraries under title “A Survey of Students Attitude towards Public Library Services: A Case Study of Central Library in Borno State of Nigeria”. In addition to questionnaire, interviews and observations were also used to collect data. Survey brought to light that majority of students visiting library were not its registered members. Resources and services were inadequate to meet information needs of the users. Inadequate funds and accommodation were the problems being faced in the library.
- Swarna (2004) has explored the opinions of students and teachers about B.Ed. college libraries in Andhra Pradesh on library collection, services, opening hours, facilities, rules and regulations, reading facility and organization of documents etc.
- Chavez et al., (2005) has carried out a survey of the students, faculty and staff to measure their satisfaction with the Paradise Valley Community College Library under title “Library User Survey: Resources, Facilities and Circulation Service”. The findings revealed that generally users were satisfied with the resources, facilities and circulation service.
- Mandal and Panda (2005) discussed the different dimensions of collection development and suggested for the staff training, provision of adequate staff and funds, appropriate infrastructure in IT and a need based collection in engineering college libraries in West Bengal.
- Koovakki and Jalaja (2005) have ascertained the level of satisfaction of career seekers in the resources and services of university, college and public libraries. Their survey revealed that users using university libraries were most satisfied and using public libraries were least satisfied. A difference was also observed between the level of satisfaction of male and female users.
- Purnima’s (2005) study on “Information Needs in Higher Education: A Study of College Faculties in Manipur” ascertained that the information needs of college and university faculties. It is revealed that majority of the college faculty members needed information
for academic work, whereas university faculty members needed information to update knowledge and for research work. It was also observed that most of the faculties of colleges and university were unaware of the use of IT, because of lack of infrastructure in libraries.

- Sharma and Singh (2005) in a study carried out on the reading habits of faculty members is based on a user survey carried out at University of Delhi, concluded that growing dissatisfaction of the users arising from non-availability of needed documents and lack of provision of services could be boiled down to some extent, by rendering at least CAS or current contents or information about latest addition to users in the libraries.

- Turtle’s (2005) carried out a study on “A Survey of Users and Non-Users of a UK Teaching Hospital Library and Information Service”, using questionnaire as an instrument to collect the opinion of users about the services from a 100% sample of registered users in all staff categories. Development strategy to be used as the basis for this study was conducted. They were regarded with more library staff and facilities of the public are. Stock library such as allied health and biomedical sciences needs improvements in many areas. Recent research studies related to information security with the need for allied health and scientific staff is needed.

- Uganneya and Idachaba (2005) have conducted out a survey of the students and teachers under the title “Information System Effectiveness - A User’s Satisfaction Approach Study of Francis Sulemanu (F. S.) Idachaba Library, University of Agriculture, Makurdi, Benue State, Nigeria”. It is found that Circulation and Information Technology services were deficient and frequency of the use of library was low, which indicates that library did not meet information needs of users properly. Respondents suggested the introduction of new journals and the Internet service to improve the library system is must.

- Adikata and Anwar (2006) revealed that teachers played an important role in promoting the use of libraries for the students in Malaysian University.

- Anasi (2006) has examined the pattern of the Internet use by undergraduate students of university in his study entitled, “Internet Use Pattern of Undergraduate Students at the University of Lagos, Nigeria”. The level of the Internet use was found low among students under study as they were lacking the search strategies to locate the information. Computer Laboratory of the University of adequate and appropriate authority to the
system in a general studies program of integration of Internet and computer literacy with a recommendation for the provision of the author recommended.

- Carr (2006) has disclosed that failure to take what users want into account would leave academic library high and dry in the desert of lost opportunities.

- Fourie (2006) He vividly studies and discussion of selected aspects of information on the web has to offer suggestions - How Lisa practitioners seeking web information may include the findings from the study.

- Khaiser and Madhu (2006) study on “Expectations and Perceptions of the Users of the National Law School of India University Library (NLSIU): A Study”, ascertained that the expectations and perceptions of users about the facilities and services offered by University Library. It was found that 88% users visited library daily, but faculty members were not the regular visitors to library. All the users rated library as an excellent, very good or good. But the users wanted easy access to library and new books on emerging subjects.

- Lawoe (2006) has brought forward during his study on serials use at Kwame Nkrumah University of Science and Technology Library, Kumasi that undergraduates were using journals significantly, and lecturers were recommending them. But the gaps were found in collection development.

- Naushad Ali and Hasan (2006) have undertook a survey of teachers to assess the library and information services of Aligarh Muslim University library under title “Library and Information Services in Central Library of Aligarh Muslim University from the Teacher’s Point of View: A Survey”. The survey brought to the light that most of the users were visiting library to collect teaching material and borrow books, while approximately 14% teachers visited the libraries for research purpose. However, the majority of the teachers were not satisfied with overall functioning of the library.

- Kumar and Kaur (2006) have examined the Internet use by teachers and students and attempted to find out whether the Internet can replace libraries? The survey revealed that 77.5% users felt that the Internet can not replace library services, whereas 22.5% responded otherwise, because they find it easy to locate information on the Internet than in library.
• Adebayo (2007) depicted that libraries of colleges of education in Nigeria were rendering basic services as recommended by National Commission for Colleges of Education. But these did not provide indexing and abstracting services.

• Kumbar et al. (2007) have examined the extent of use of periodical literature by agriculture scientists and found that most of the users considered print journals as better version than their electronic surrogates, as 74.36% chosen print journals and 25.64% opted for electronic version.

• Lohar and Kumbar (2007) found that 52.25% users spent less than an hour and more than half an hour only in libraries per week. Only a small fraction of users was found familiar with inter-library loan service in college libraries of Shimoga District, Karnataka.

• Marcella (2007) Tirunevelli engineering college libraries in the district total 72 clients and 11 staff (83 individuals) in-depth, face-to-face interviews were conducted in a single study. He discovered the importance of the parliamentary context information and respondents described as being based on data that summarizes the activities.

• Khaiser and Chandersekhara (2007) have examined the expectations and perceptions of users including children, young adults, women and old towards public libraries. Opinions of 200 users were collected through a structured questionnaire. About 90.50% users considered public libraries either as more important or extremely important. Users were not satisfied with the helpfulness of library staff. Besides, the respondents did not find it easy to locate the needed reading material from libraries.

• Partap’s (2007) study revealed that in the libraries of colleges of education the collection size varied considerably and comparatively older colleges had large collections. He suggested that there is a need of introduction of user education programme and need to increase the range and depth of collection and services in the libraries of college of education in the Jalandhar, Kapurthala and Amritsar of Punjab.

• Shahida (2007) ascertained that the need to use information technology facilities was high for users irrespective of their gender. Users’ preference to use computers and related technologies depended up on the cultural, family and the educational background of the users in Andhra University library.

• Achonna (2008) found that the use of e-journal resources was low among the students of Yaba College of Technology, Yaba –Lagos Nigeria. The lack of skills, inadequate
provision of computers, power outrage etc. were the major problems faced in use of resources in the library.

- Adekanmbi and Boadi (2008) have discussed the availability and use of collection development policies in the colleges of education in Botswana. But majority of the libraries did not have collection development policies. It was further found that majority of the libraries did not involve their users in formulation of policies and did not implement them in collection development.

- Bansode and Pujar (2008) have conducted out a study to ascertain the use of the Internet by research scholar in science, social sciences and humanities under title “Use of Internet by Research Scholars at Shivaji University, Kohlapur.” It was concluded that users were using the Internet mainly for communication purpose – the e-mail as compared to information retrieval in the library.

- Fatima and Ahmad (2008) have revealed that 51.67% users were visiting daily the library of Khan Tibbiya College, Aligarh Muslim University. It is revealed from the study that the newspapers were the most used documents followed by use of books and journals. Carrier development was the most preferred response for seeking information. Ninety percent students agreed that they needed instructions on how to use information source in their subject area.

- Gopalakrishnan et al, (2008) study on “Information Use Pattern by the academicians: A Case Study of NIFT Centers in India”, has examined the information needs and information use pattern of the academicians of seven institutes of fashion technology in India. Authors suggested – functional and effective collection development program to meet information needs of users. Besides, there is a need to popularize the less used services to ensure their optimum utilization, conduct regular user education program, acquire both print and non-print material, and to move towards digitalization etc.

- Harinarayana et al. (2008) ascertained that majority of the users were visiting libraries to study in library and for borrowing books in selected college libraries in Mysore City. Textbook service was the most highly sought after service. Authors concluded that libraries were lacking behind to provide specific information.
Lakan (2008) has brought forward that power outrages, slow Internet service and insufficient computers were the factors affecting the provision and use of electronic information resources at Ahmadu Bello University library, Zaria.

Rao and Babu (2008) found that more than three fourth respondents were visiting libraries for research studies and to write research papers, while a few users used e-resources in autonomous college libraries in Chennai. Authors suggested for the right choice between print and electronic sources of information for collection development, Internet based services and resource sharing.

Liu and Allmang (2008) have conducted out a survey through online tool ‘Survey Monkey’ to reveal the user’s satisfaction under title “Assessing Customer Satisfaction at the NIST Research Library: Essential Tool for Future Planning”. Questionnaire addressed to library resources, services, customer preferences and impact of libraries on customer’s work. Journals and e-journals with the overwhelming choices, NIST scientists were to become the most valuable tool.

Oghaddam and Talawar (2008) study show that there is a growing interest in the use of electronic journals as the users had free access to electronic journals at all hours in Baptist School of Nursing, Eku, Delta State, Nigeria.

Singh and Satija (2008) have conducted a survey to find out the information seeking behaviour of agricultural scientists working in ICAR Institutions in India. It is concluded that the working culture of those who need information, facilities available for seeking information and knowledge about them, chances of getting the required information etc. affect the information seeking behaviour of the users.

Sujatha and Mudhol (2008) have discussed the challenges the libraries and information centers face in the present environment in the College of Fisheries, Mangalore.

Biradar et al. (2009) in a result of the survey of library of Agriculture Science College, Shimoga found that 72.27% users were using lending service and among them 54.79% were satisfied. The services like SDI, ILL, CD-ROM search etc. were fairly used, while non-documentary sources were less used. But the need was felt to establish e-consortia model among agriculture libraries in India.

Chowdappa et al., (2009) in his study “Impact of Electronic Information Sources on the Academic Users in Mysore: An analytical study” disclosed the extent to which the users
of educational and research institutions of Mysore city depended upon the electronic/digital media.

- Gowda and Shivalingaiah (2009a) on the basis of research scholars attitude towards user of electronic information resources in university libraries in Karnataka, concluded that the preferences of users depended upon the nature of resources available in libraries, while usage of electronic resources depended upon the type of IT infrastructure available in libraries.

- Gowda and Shivalingaiah (2009b) in another study of use of library facilities and services of university libraries of Karnataka disclosed the significant differences in the satisfaction level of research scholars of different disciplines with facilities and services of libraries.

- Singh et al., (2009) executed a study under title “Use of Internet Based e-Resources at Manipur University: A Survey” to examine the use of electronic information focusing on the Internet services by post graduate students, research scholars, teachers and non-teaching staff members. It is found that the users were using the Internet mainly to download the information from web-based resources and web sites. Lack of power supply and the low speed Internet access were general problems faced by users in accessing information from web-based resources.

- Sujatha and Mudhol (2009) have depicted in their study that in the college of fisheries, 88.9% users used electronic information sources for thesis/project work and 87.6% were using for ongoing research work. Majority of the respondents comprising of 79.0% browsed the Internet for subject specific information websites and 75.3% for international/regional institution websites. E-mail was judged as the most frequently used electronic information source followed by web resources.

- Trivedi and Joshi (2009) concluded that there is a growing use of e-journals over print journals but which is preferable over the other is a debatable issue, as the study did not show a significant decrease in use of print journals as compared to e-journal for research in the study conducted for H M Centre for Medical Care and Education.

- Das (2010) has studied library infrastructure of 16 college libraries in Purulia District, West Bengal in order to fulfill the academic needs of users.

- Sharma and Kumar (2010) have conducted out a study on Textile Engineering College Libraries of Haryana.
Manjunath and Rajgoli (2010) have conducted out a study, in which an attempt has been made to know the information literacy competency among the undergraduate students of College of Agriculture, Raichur (Karnataka). They conclude that technological infrastructure needs to be implemented to enable better utilization of the online resources being subscribed. Besides, the Faculty-Librarian should collaborate to develop programme that deals with the discipline specific research skills and assignment specific tutorials.

Fazlur Rahiman and Tamizhchelvan (2011) have conducted a study to investigate the information needs, use of information channels, information seeking process and information seeking behavior of students of colleges affiliated to Anna University, Coimbatore. One of the important findings of the study is that the library remains the predominant primary source among the students, as it is continuously being dependent by the young engineering students. The study enables to know the statistics of the library resources and the infrastructure. The study also investigates the sufficiency of the library resources and the level of satisfaction on library services. The study stressed over to develop digital library infrastructure along with digital resources. Besides, the librarians and the management should focus on providing more number of online resources, patents and standards, and CDs and DVDs.

Very recently, Kumar (2012) has conducted out a survey for Architectural Engineering College Libraries of Haryana. He concludes that there is an urgent need for improvement in the collection and strength of library staff and to prepare library annual budget, to build library collections, to provide quality of services to their users, and to purchase and maintain the equipments. He also urged on to build a well-qualified professional staff, create digital libraries, and provide quality service in technical colleges.

So, it is seen various studies about the libraries and its services from different angles have been carried out and evaluated by different workers from time to time. But no study has been done so far in the Rajasthan state and in particular for Kota region.

**Statement of the Problem**
During last decade like other parts of the country, in Kota region that is popularly known as the Coaching City of India, there has been seen a mushrooming growth of engineering institutions imparting education and training in different disciplines. As an essential direction from the AICTE, each institution be it government or private owned, the establishment of libraries have been made essential. Consequently, each institute has started to develop a library. However, no one knows how qualitative these libraries are?

In addition, the latest information communication technology (ICT), systems development process, access, and re-engineering, information systems and services have become very demanding. Access to information, knowledge and technology alike Users and Librarians are the crucial components. So, how to access the electronic age, libraries are used by the user community also needs to be evaluated.

So, it has become essential to periodically assess the information needs and information seeking behavior of the all library members of individual institutions so as to determine the exact needs of the all library members which in turn can promote the qualitative use of available information resources within and beyond the libraries as well, in order to build a good library suitable to the educational environment.

A review of the literature presented earlier reveals that many studies have been carried out by the different workers from time to time to evaluate library services in different parts of the country, but almost no work has been done so far as the Kota region is concerned. Thus, in this context, evaluation of library services to the Research Scholar is provided by quota in engineering colleges.

**Aims and Objectives of the Present Work**

The major aims and objectives of the present study include:

- To assess the actual state of engineering college libraries with respect to administrative set up, method of book selection and acquisition, technical process, reference and circulation services, physical facilities and personnel management.
To ascertain the variety of the sources and study material available in libraries to cater the various study requirement.

To assess the quality and services efficiency of the libraries in context with the availability of electronic resources with the help of Internet.

To assess and determine that how effectively and efficiently libraries are serving the need of its users.

To identify the limitation and failure of services and to recommend ways to improve such services.

Finally to know the extent of IT application in providing effective library services.

Scope and Limitations

Kota region of Rajasthan and its application in practice of the present study, the need for data, information and communication behavior, their approach to information, the extent of the engineering colleges of teachers, students, research scholars, and administrators Librarians to bring within its borders is proposed for comparative analysis information systems and services, their awareness. In fact, the "engineering colleges in Kota region in the evaluation of library services" based on a study of evaluative survey. With the resources available to libraries will reveal aspects of management and service. The study will be displayed - collection development policies and where a shortage of professional staff in the college. The study engineering colleges but their libraries are implementing IT infrastructure, which is a technical body, which will reveal.

Thus the present investigation precisely sets forth the following limitations:

- **By Respondents:** It includes all types of users viz Librarians, Administrators, Research Scholars, Students, and the Teachers. But separate questionnaire is used to make enquiry from the Librarians while for rests all kinds of users similar questionnaire has been used for query.

- **By Types of Institutions:** It includes only Rajasthan Technical University affiliated and AICTE approved all engineering colleges of Kota region Rajasthan.
By Size of the Sample: It includes a total of 681 (4.50 %) respondents out of 15105 from all 10 engineering colleges of Kota region.

Minimum service adequacy, desired expectations and perceptions of actual service - this problem by examining the user's perspective, service quality level in the Kota region of Rajasthan College of Engineering Quality of Library Service will assess the actual and factual position. Results obtained to identify the user's desired expectations, and those expectations are not met or if it? Faculty members, researchers, graduate and undergraduate students surveying services will be used to identify every level. Results obtained to identify action plans and can be used to improve library services, library managers to allocate resources that will help.