Information Technology Application and Level of User Satisfaction in Degree College Libraries in Chandigarh: An Analytical Study

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Abstract

In view of the ascent of Information Technology (IT), the topic entitled, “Information Technology Application and Level of User Satisfaction in Degree College Libraries in Chandigarh: An Analytical Study” was undertaken for study to ascertain the status of application of Information Technology and the level of user satisfaction in the Degree College Libraries in Chandigarh. There are ten degree colleges in Chandigarh and all these colleges have been covered for the present study with the following objectives:

1. To ascertain the availability of Information Technology infrastructure in the Degree College libraries in Chandigarh
2. To assess the extent of use of Information Technology applications for various library operations and services in the Degree College libraries in Chandigarh
3. To identify the problems encountered in the use of Information Technology in the Degree College libraries in Chandigarh
4. To assess the level of users satisfaction with Information Technology resources and services
5. To find out the impact of application of Information Technology on the users in the Degree College libraries in Chandigarh
6. To suggest measures to take full advantage of Information Technology to make Degree College libraries more resourceful for providing information services.

The total population of the study is 1050 consisting students and teachers from the Arts and Commerce faculties in these colleges. The questionnaire method was adopted for collection of data for this study, supplemented by interviews and face to face interactions with college librarians, students and teachers to gather additional information. A draft questionnaire was designed based on discussions with professional colleagues and related research studies. Finally, two sets of structured questionnaires were prepared; one questionnaire (Questionnaire 1) to the Librarian and another (Questionnaire 2) to the students and teachers. The purpose of the questionnaire to the librarian was to get data regarding the general information about the college, library and about information technology infrastructure in the college library. The second Questionnaire meant for students and teachers was to gather data on general information about the users, knowledge of IT, usage of electronic resources and services; satisfaction level of users on the IT based services and facilities in the college libraries, impact of IT on the users.
Most of the degree college libraries in Chandigarh have developed good IT infrastructure over a period of time. However, the IT applications in these libraries could not be expanded beyond local networking within the library or the campus. Most of these colleges pointed out that the shortage of staff and lack of trained staff hindered the expansion of IT applications and to keep pace with the current developments in IT to move with the times. A sizeable number of users – students and teachers in the degree college libraries in Chandigarh, were yet to be influenced by the use of information technology, usage of on-line catalogue, automated library and information services, electronic resources and satisfaction with respect the IT based facilities, resources and services, etc. The services provided by the college libraries should be modernized by adopting new and developed technologies for the benefit of user community. It is important for the college libraries to develop and update websites to provide instant access to current information and resources to the students and teachers.

If the college libraries are to be successful in the future, they need to be more proactive to adapt to the new and emerging technologies and exploit the opportunities offered by these technologies to meet ever raising and immediate information needs of the present day tech savvy user community. More studies need be taken up to improve and encourage the use of electronic information resources and services by the users in academic libraries in general and the college libraries in particular. As this study is limited to a few students and teachers of only two faculties, there is a scope to focus and study on the uses of electronic resources and services of Degree College libraries on the other faculties also in other States and UTs in India as well.