CHAPTER I

INTRODUCTION

1.1 Prologue

Libraries play vital role in Educational Institutions by acting as knowledge centres, information centres and so on. So it is necessary that, colleges and educational institutions have to give much importance to the department of library than other departments. It leads libraries to become computerized and using the technologies like barcode, RFID (Radio Frequency Identification) and so on to provide the services without human errors. Hence an attempt is being made to conduct a study on information resources, facilities and services of Engineering College Libraries, affiliated to Anna University Tirunelveli with regard to its users. The present study is entitled as “A Study on Information Resources, Facilities and Services of Engineering College Libraries affiliated to Anna University Tirunelveli”.

1.2 Information Resources

According to Wikipedia, the free encyclopedia, Information in its most restricted technical sense is an ordered sequence of symbols that record or transmit a message. It can be recorded as signs, or conveyed as
signals by waves. Information is any kind of event that affects the state of a
dynamic system. As a concept, however, information has numerous
meanings. Moreover, the concept of information is closely related to
notions of constraint, communication, control, data, form, instruction,
knowledge, meaning, mental stimulus, pattern, perception, representation,
and especially entropy.

A **resource** is any physical or virtual entity of limited availability that needs to be consumed to obtain a benefit from it. In most cases, commercial or even non-commercial factors require resource allocation through resource management. There are two types of resources; renewable and non-renewable. Resources have three main characteristics: utility, quantity (often in terms of availability), and consumption.

### 1.3 Library

A **library** is a collection of sources, resources, services, and the structure in which it is housed; it is organized for use and maintained by a public body, an institution, or a private individual. In more traditional sense, a library is a collection of books. It can mean the collection itself, the building or room that houses such a collection, or both. The term "**library**" has itself acquired a secondary meaning: "a collection of useful material for
common use." This sense is used in fields such as computer science, mathematics, statistics, electronics and biology. It can also be used by publishers in naming series of related books, e.g. *The Library of Anglo-Catholic Theology*.

Public and institutional collections and services may be intended for use by people who choose not to — or cannot afford to — purchase an extensive collection themselves, who need material no individual can reasonably be expected to have, or who require professional assistance with their research. In addition to providing materials, libraries also provide the services of librarians who are experts at finding and organizing information and at interpreting information needs. Libraries often provide a place of silence for studying.

Today's libraries are repositories and access points for print, audio, and visual materials in numerous formats, including maps, prints, documents, microform (microfilm/microfiche), CDs, cassettes, videotapes, DVDs, video games, e-books, audio books and many other electronic resources. Libraries often provide public facilities to access to their electronic resources and the Internet. Modern libraries are increasingly being redefined as places to get unrestricted access to information in many formats and from many sources. They are extending services beyond the physical walls of a building, by providing material accessible by electronic
means, and by providing the assistance of librarians in navigating and analyzing tremendous amounts of information with a variety of digital tools. Libraries can be divided into categories by several methods:

By the entity (institution, municipality, or corporate body) that supports or perpetuates them

- academic libraries
- corporate libraries
- government libraries, such as national libraries
- historical society libraries
- private libraries
- public libraries
- school libraries
- special libraries

By the type of documents or materials they hold

- data libraries
- digital libraries
- map libraries or collections
- picture (photograph) libraries
- slide libraries
- tool libraries
By the subject matter of documents they hold

- architecture libraries
- fine arts libraries
- law libraries
- medical libraries
- aquatic science libraries
- theological libraries

By the users they serve

- military communities
- users who are blind or visually/physically handicapped
- prisons

By traditional professional divisions

- Academic libraries — These libraries are located on the campuses of colleges, universities and serve primarily the students and faculty of that and other academic institutions. Some academic libraries, especially those at public institutions, are accessible to members of the general public in whole or in part.
Public libraries or public lending libraries — These libraries provide service to the general public and make at least some of their books available for borrowing, so that readers may use them at home over a period of days or weeks. Typically, libraries issue library cards to community members wishing to borrow books. Many public libraries also serve as community organizations that provide free services and events to the public, such as reading groups and toddler story time.

Research libraries — These libraries are intended for supporting scholarly research, and therefore maintain permanent collections and attempt to provide access to all necessary material. Research libraries are most often academic libraries or national libraries, but many large special libraries have research libraries within their special field and a very few of the largest public libraries also serve as research libraries.

School libraries — Most public and private primary and secondary schools have libraries designed to support the school’s curriculum.
Special libraries — All other libraries fall into this category. Many private businesses and public organizations, including hospitals, museums, research laboratories, law firms, and many government departments and agencies, maintain their own libraries for the use of their employees in doing specialized research related to their work. Special libraries may or may not be accessible to some identified part of the general public. Branches of a large academic or research libraries dealing with particular subjects are also usually called "special libraries": they are generally associated with one or more academic departments. Special libraries are distinguished from special collections, which are branches or parts of a library intended for rare books, manuscripts, and similar material.

Many institutions make a distinction between circulating libraries (where materials are expected and intended to be loaned to patrons, institutions, or other libraries) and collecting libraries (where the materials are selected on a basis of their natures or subject matter). Many modern libraries are a mixture of both, as they contain a general collection for circulation, and a reference collection which is often more specialized, as well as restricted to the library premises.
Organization

Libraries have materials arranged in a specified order according to a library classification system, so that items may be located quickly and collections may be browsed efficiently. Some libraries have additional galleries beyond the public ones, where reference materials are stored. These reference stacks may be open to selected members of the public. Others require patrons to submit a "stack request," which is a request for an assistant to retrieve the material from the closed stacks. Larger libraries are often broken down into departments staffed by both paraprofessionals and professional librarians.

- **Circulation (or Access Services)** - Handles user accounts and the loaning/returning and shelving of materials.
- **Collection Development** - Orders materials and maintains materials budgets.
- **Reference** - Staffs a reference desk answering user questions (using structured reference interviews), instructing users, and developing library programming. Reference may be further broken down by user groups or materials; common collections are children's literature, young adult literature, and genealogy materials.
- **Technical Services** - Works behind the scenes cataloging and processing new materials and deaccessioning weeded materials.
- Stacks Maintenance - Re-shelves materials that have been returned to the library after patron use and shelves materials that have been processed by Technical Services. Stacks Maintenance also shelf reads the material in the stacks to ensure that it is in the correct library classification order.

1.4 Anna University of Technology Tirunelveli – a profile

Anna University of Technology Tirunelveli was established on 1 February 2007 from the splitting of Anna University into six universities, namely, Anna University, Chennai, Anna University of Technology, Chennai, Anna University of Technology, Tiruchirappalli, Anna University of Technology, Coimbatore, Anna University of Technology Tirunelveli and Anna University of Technology, Madurai. Anna University Tirunelveli is bestowed with powers to grant affiliations to colleges and universities conducting graduate and post graduate courses related to engineering, technology and management.

The university is functioning from the campus of the Government College of Engineering, Tirunelveli, which is located 3 km. from Palayamkottai on NH 7 towards Kanyakumari, and about 8 km. from the Tirunelveli Railway Station bus stand.
List of Engineering Colleges affiliated with Anna University of Technology Tirunelveli:

1 C.S.I. Institute of Technology
2 Cape Institute of Technology
3 Dr.G.U.Pope College of Engineering
4 Dr.Sivanthi Aditanar College of Engineering
5 Einstein College of Engineering
6 Francis Xavier Engineering College
7 Government College of Engineering, Tirunelveli
8 Infant Jesus College of Engineering
9 James College of Engineering And Technology
10 Jayamatha Engineering College
11 Jayaraj Annapackiam CSI College of Engineering
12 Joe Suresh Engineering College
13 K N S K College of Engineering
14 Kamaraj College of Engineering And Technology
15 Latha Mathavan Engineering College
16 Lord Jegannath College of Engineering And Technology
17 Marthandam College of Engineering And Technology
18 Mepco Schlenk Engineering College
19 Narayana Guru College of Engineering
20 National College of Engineering, Tirunelveli
21 National Engineering College
22 Noorul Islam College of Engineering
23 P.S.R. Engineering College
24 P.T.R. College of Engineering And Technology
25 Pet Engineering College
26 Ponjesly College of Engineering
27 PSN College of Engineering & Technology
28 PSN Engineering College
29 Raja College of Engineering And Technology
30 S.Veerassamy Chettiar College of Engineering And Technology
31 Sacs M.A.V.M.M Engineering College
32 Sardar Raja College of Engineering
33 Scad College of Engineering & Technology
34 Sethu Institute of Technology
35 Sree Sowdambika College of Engineering
36 St.Xavier’s Catholic College of Engineering
37 Sun College of Engineering And Technology
38 The Rajaas Engineering College
39 Thiagarajar College of Engineering
40 Udaya School of Engineering
41 V.P.Muthaiah Pillai Menakshi Engineering College
1.5 Rationale of the Study

A lot of literature in Library and Information Science has been focusing much on the user, user needs, user services and library best practices. It should be remembered that library staff as information providers are equally important in a library system and its services. It is imperative to recognize that the information sources, services and facilities provided in the libraries can impact his or her performance as a service provider as well, simultaneously affecting the satisfaction of colleagues either negatively or positively and ultimately the satisfaction of users. Given the importance of facilities and services provided by the libraries and the lack of LIS professionals oriented research in the Indian and local context, the need for tracing the users mentality of acquiring information from libraries.
1.6 Organisation of Chapters

Chapter I present an introduction including definition of concepts, theories related to a Study on Information Resources, Facilities and Services of Engineering College Libraries affiliated to Anna University Tirunelveli, geographic profile of Anna University of Technology Tirunelveli and the academic institutions affiliated with Anna University of Technology Tirunelveli, rationale of the study, and the scheme of organization of chapters.

Chapter II presents a review of related literature of works published on the concepts involved in Information Resources, Facilities and Services provided by academic and non-academic Libraries.

Chapter III presents the research design that includes the topic of investigation, objectives, hypotheses, methodology illustrating the data collection and the instruments, limitations of the study and style of rendering the bibliography.

Chapter IV presents the data analyses and interpretation in the form of tables, graphs and charts.
Chapter V presents the summary of findings, suggestions, recommendations and conclusion. The report is appended with a bibliography and subsequently a copy of the questionnaire and proof of published article were under Appendix.

1.7 Summary

Since, Libraries are the heart of Educational Institutions by acting as the knowledge centres, information centres and so on, it is necessary that, every colleges and educational institutions have to give much importance to library than other departments. It leads libraries to become computerized and using the technologies like barcode, RFID (Radio Frequency Identification) and so on to provide the services without human errors. And also it will have many different facilities like digital library, internet library, reprographic section, binding section, printing section, inter-library loan, and separate cabins for individual use, Online Public Access Cataloguing (OPAC), Web OPAC, and so on to provide better service to its users. Hence the researcher feels to conduct a user study on information resources, facilities and services of Engineering College Libraries, affiliated to Anna University Tirunelveli to compare the facilities provided.