

# Users' Perceptions toward Library and Library Services of IISER Kolkata

Sushanta Kumar Roy<sup>1</sup> and Sukumar Mandal<sup>2</sup>

<sup>1</sup>Ph.D Scholar, <sup>2</sup>Professor, The University of Burdwan, West Bengal, India  
The University of Burdwan, West Bengal India

E-mail: sushnatakumarroy7@gmail.com, sukumar.mandal5@gmail.com

(Received 11 October 2020; Revised 5 November 2020; Accepted 18 November 2020; Available online 25 November 2020)

**Abstract** - This study aims to explore the perceptions of the users related to the library and library services of IISER Kolkata library. Well designed questionnaires distributed among 1480 users PhD Scholars, Integrated PhD Scholars, MS by research students and Integrated BS-MS students and returned 1105 filled questionnaires. It is observed that a large number of users satisfied with features under library services through physically visiting of library and print and online library resources except few. The features of library services through online dissatisfied to the users. Most of the users highly interested in the resources of biological, chemical, earth, mathematics & statistics and physical sciences.

**Keywords:** Library services, library resources, IISER Kolkata library, e-resources, basic science library

## I. INTRODUCTION

Indian Institute of Science Education and Research Kolkata (IISER Kolkata) was founded by the Ministry of Human Resource Development, Central Government in 2006. IISER Kolkata initially started at IIT Kharagpur's Kolkata extension centre as a temporary basis at salt lake. Later IISER Kolkata shifted to its main campus at Mohanpur, Nadia district in 2009. That is 55 km distance from Kolkata city. IISER Kolkata completed his more than ten years and produced good quality in the basic science education and research publication. It offers PhD, Integrated PhD, MS by Research, and Integrated BS-MS academic courses in biological sciences, earth sciences, physical sciences, mathematics & statistics and chemical sciences. It has a total of 1480 students. <sup>1</sup> IISER Kolkata library has resources mainly for basic sciences in the form of print books, e-books, multimedia, DVD online journals as well as print. IISER Kolkata library uses virtual, VTLS, library software.

IISER Kolkata subscribes more than 26000 online journals and back files also from reputed publishers such as AIP, World Scientific, Nature, PROLA, IOP, Royal Society, Wiley, and Springer. Besides these IISER Kolkata subscribes databases like Faculty 1000 Biology, GeoScience World with GeoRef, SciFinder, MathSciNet and Web of Science.<sup>2</sup>

## II. LITERATURE REVIEW

Dodamani and Brahma<sup>3</sup> conducted a survey on the library of Tata Institute of Social Sciences in Mumbai. They discussed library and library services on the opinion of

faculty members, staff and students. They observed the library has a lot of resources both online as well as print related to concerned disciplines. The library has its own created digital repository. The library opens for 24 hours for its user with modern technology. Naqvi<sup>4</sup> studied on library collection and services of Govind Pant University of Agriculture & Technology. In this study author distributed questionnaires among 250 students randomly and got 137 usable questionnaires. The author used likert's scale for designing questionnaires. The author found library resources and services were maxima used by the research scholars and P.G. students for their various purposes. Besides these, the author observed that electronic databases such as CAB Abstract AGRIS, and AGRICOLA most used among research scholars and P.G. students.

Nooshi, Tajafari, and Nowkarizi<sup>5</sup> conducted a survey on the central library of Astan Quds Razavi related to library and library services. The authors designed questioners and checklist distributed to users of the library. They found electronic direct marketing given a significant effect compared to traditional advertising on using library services. Tamrakar and Garg<sup>6</sup> organized a survey on IIT Guwahati library. The authors tried to assess and measure the areas and use of online resources, awareness regarding e-resources, information alert services, the attitude of library staff, aim of using electronic resources and overall quality of online services provided by the library of IIT Guwahati. The authors 394 prepared questionnaires were distributed to faculty members, research scholars and PG students of IIT Guwahati. The authors observed that e-journals most highly used than print journals, the library regularly deliver information alert to their users. Patel and Anand<sup>7</sup> studied on library services and resources of IIT Patna library.

They distributed 150 questionnaires among P.G. students and research scholars and received 133 filled questionnaires. The authors observed that 14.1% of users visit the library every day while 37.8% visit once in a week. A large number of (77.8%) users visit the library for research purpose. Most of the library users (74.8%) came for textbooks, 60.7% of respondents aware of e-resources and, 62% regularly used online journals.

### III. OBJECTIVES OF THE STUDY

The main aim of this study is to explore the perception of users of IISER Kolkata library about library and library services. Therefore, the following objectives mentioned to fulfil the main aim of this study:

1. To recognize the purpose of the users related to the uses of library resources.
2. To assess the users' satisfaction on library services through the physical visit and online visit.
3. To know the thought of the users on the role of library employees.
4. To evaluate the uses of print and online resources of the library.
5. To assess frequency of uses of library resources within the library premises and outside of the library.

### IV. METHODOLOGY

The study applied a survey method for the collection of data. The questionnaire was designed with 'Google Form' for the study.

The questionnaires were sent to 1480 library users among PhD scholars, Integrated PhD scholars, MS by research students, and Integrated BS-MS students.

Filled 1105 (74.66%) questionnaires returned from library users. Analysis of data and presented in tabular format with the help of statistics and MS-excel, questions of the study were close-ended and replies of the users measured on a 5 point Likert scale mapped by strongly dissatisfied (1) at one end to extremely satisfied (5) at the other.<sup>8</sup>

TABLE I CATEGORY OF RESPONDENTS

Sl.No.	Category	No. of Distribution	No. of Response	Percentage on Total no. of Response
1	Ph.D. Scholar	387	232	21
2	Integrated Ph.D Scholar	161	80	07
3	MS by Research	03	0	0
4	Integrated BS-MS	929	793	72
Total		1480	1105(74.66%)	100

TABLE II LIBRARY SERVICES THROUGH PHYSICALLY VISITING OF LIBRARY

Sl No.	Parameter	Mean
1	Library space that embolden study	3.31
2	A convenient and inviting location	3.20
3	Modern instrument that allow me easily access required information	3.50
4	Suitable service hours	7.28
5	Easy to use access equipment that lets me to find information on my own	5.74
6	An entrance for study, research and learning	6.74
7	Availability of information materials easily accessible	6.92
8	Dependability in handling of service problems of library users	6.62
9	It assists me for development in my area of interest	7.28
10	It helps my progress in my academic goal or work	6.82
11	It entitles me to more able my academic discipline or work	6.18
12	As usual, I am contented for library support for study and research work	6.88

Note: 1-3.49 Strongly Dissatisfied; 3.50-5.49 Dissatisfied; 5.50-7.49 Satisfied; 7.50-9.49 Very Satisfied; 9.50-10 Extremely Satisfied.

Table II shows the realization of users related to library services through physically visiting of the library. The users of the library satisfied on suitable service hours, library assists user for development in their area of interest, As usual, user content for library support for study and research work, 'library helps users' progress in their academic goal or work', the library is an entrance for study, research and learning, dependability in handling of service problems of the library' users, library entitles user to more able in their academic discipline or work, easy to use access equipment that lets user to find information on their own. The users of the library dissatisfied on modern instrument that allow user to easy access of required information. Users strongly dissatisfied on library space that emboldens study, and library is a convenient and inviting location.

TABLE III ROLE OF LIBRARY EMPLOYEES

Sl. No.	Parameter	Mean
1	Giving attention to individual user	7.22
2	Library's employees are emphatically courteous	6.84
3	Library's employees are always ready to respond to users' question	5.70
4	Library's employees are help to users	6.20
5	Generally, I am satisfied with the behaviour of library's employee	6.47

Note: 1-3.49 Strongly Dissatisfied; 3.50-5.49 Dissatisfied; 5.50-7.49 Satisfied; 7.50-9.49 Very Satisfied; 9.50-10 Extremely Satisfied.

Table III displays the role of library employees. The respondents perceived that they were satisfied on all features under the role of library employees, i.e. employee giving attention to the individual user, employees are emphatically courteous, employees are help to users, users are satisfied with the behaviour of library's employee, and employees are always ready to respond to users' questions.

TABLE IV LIBRARY SERVICES THROUGH ONLINE.

Sl. No.	Parameter	Mean
1	Website of the library enabling me to find out information my own	4.68
2	Guidelines are available for using of electronic resources of the library	4.00
3	Access to special collections and archives	4.86
4	Library website helps me with information ability, I require in my study or work	3.68

Note: 1-3.49 Strongly Dissatisfied; 3.50-5.49 Dissatisfied; 5.50-7.49 Satisfied; 7.50-9.49 Very Satisfied; 9.50-10 Extremely Satisfied.

Table IV demonstrates about library services through online. The library users responded dissatisfied on 'website of the library enabling use to find out information on their own', 'access to special collections and archives',

TABLE VI HOW DO YOU USE RESOURCES WITHIN LIBRARY PREMISES?

Sl.No.	Category	Almost daily	Thrice a week	Twice a week	Once a week	Total
1	Ph D Scholar	12(15%)	16(7%)	19(8%)	23(10%)	70(30%)
2	Integrated Ph D Scholar	8(10%)	12(15%)	14(18%)	20(25%)	54(68%)
3	Integrated BS-MS	396(50%)	198(25%)	56(7%)	143(18%)	793(100%)

Table VI demonstrates the uses of library resources within library premises. Maximum number BS-MS students, i.e. 396 (50%) almost daily, 198 (25%) thrice a week, 143 (18%) once a week, and 56(7%) twice a week were used.

'guidelines are available for using of electronic resources of the library', 'library website helps user with information ability, user require in their study or work'.

TABLE V PRINT AND ONLINE LIBRARY RESOURCES.

Sl.No.	Parameter	Mean
1	Library's print materials are need for my work	5.64
2	Library's online resources are required for my study and work	5.62
3	Print and online journal resources are need for my study and work	7.66

Note: 1-3.49 Strongly Dissatisfied; 3.50-5.49 Dissatisfied; 5.50-7.49 Satisfied; 7.50-9.49 Very Satisfied; 9.50-10 Extremely Satisfied.

Table V shows the opinion of respondents on print and online library resources. Users were very satisfied with 'print and online journal resources are need for their study and work'.

The users were satisfied on 'library's print materials are needed for their work', 'library's online resources are required for their study and work'.

TABLE VII HOW OFTEN DO YOU USE LIBRARY RESOURCES FROM OUTSIDE OF THE LIBRARY?

Sl. No.	Category	Almost daily	Thrice a week	Twice a week	Once a week	Total
1	Ph D Scholar	42(18%)	53(23%)	46(20%)	70(30%)	211(91%)
2	Integrated Ph D Scholar	12(15%)	14(17%)	23(29%)	27(34%)	76(95%)
3	Integrated BS-MS	56(7%)	135(17%)	182(23%)	246(31%)	619(95%)

A majority of the Integrated BS-MS students 619 (95%) and Integrated PhD scholars 76 (95%) used library materials from outside followed by PhD scholars 211(91%).

Integrated BS-MS students 246 (31%) once a week, 182 (23%) thrice a week, 135 (17%) twice a week and 56 (07%)

Integrated PhD scholars 20 (50%) once a week, 14 (18%) twice a week, 12 (15%) thrice a week, and 8 (10%) almost daily were used. PhD scholars 23(10%) once a week, 19 (8%) twice a week, 16 (7%) thrice a week, and 12(51%) almost daily were used.

almost daily. Integrated PhD scholars 27 (34%) once a week, 23 (29%) thrice a week, 14 (17%) twice a week, and 12 (15%) almost daily.

PhD scholar 70 (30%) once a week, 53 (23%) twice a week, 46 (20%) thrice a week and 42 (18%) almost daily (Table VII).

TABLE VIII THE LIBRARY RESOURCES MOST USED

Sl.No.	Parameter	Ph D Scholar (Mean)	Integrated Ph D Scholar (Mean)	Integrated BS-MS (Mean)
1	Resources of Biological Sciences	5.97	7.02	6.87
2	Resources of Chemical Sciences	5.94	7.02	7.06
3	Resources of Earth Sciences	6.13	7.17	7.16
4	Resources of Mathematical Sciences	5.72	7.17	7.10
5	Resources of Physical Sciences	5.49	7	7.10
6	Rare book and Manuscript	4.20	4.07	3.85
7	Reference Materials	6.43	5.67	5.46
8	Institute Theses	3.75	3.92	3.99
9	Other Materials	3.62	3.9	3.99

In this study Ph.D scholar highly used reference materials (mean=6.43), resources of earth sciences (mean = 6.13), resources of biological sciences (mean=5.97), resources of chemical sciences (mean = 5.94). Average used resources of mathematical sciences (mean = 5.72), resources of physical sciences (mean=5.49). Lowest uses were other materials (mean= 3.62), institute theses (mean= 3.75) and rare book & Manuscript (mean=4.2).

Integrated PhD scholars highly used mathematical resources (mean=7.17), resources of earth sciences (mean= 7.17), resources of chemical sciences (mean = 7.02), resources of biological sciences (mean=7.02), resources of physical sciences (mean=7). Average used reference materials (mean = 5.67), rare book & manuscript (mean=4.07). Lowest used institute theses (mean = 3.92), and the library's other materials (mean= 3.9).

Integrated BS-MS students highly used resources of earth sciences (mean = 7-16), resources of mathematical sciences (mean=7.10), resources of physical sciences (mean=7.10), resources of chemical sciences (mean=7.06), and resources of biological sciences (mean = 6.87). Average used reference materials (mean= 5.46). Lowest used institute theses (mean= 3.99), other library materials (mean= 3.99), and rare book & manuscript (mean = 3.85) (Table VIII).

## V. CONCLUSION

The study reveals users satisfied with some features under the heading of library services through physically visiting of the library such as suitable library service hours, library assists to users for development in their area of interest, As usual; users are contented for library support for study and research work, library helps users' progress in their academic goal or work, availability of library information materials easily accessible; library is an entrance for study, research and learning; dependability in handling of service problems of library users, library entitles users to more able in their academic discipline or work, easy to use access equipment that lets the users find information on their own. Under the heading of the role of library employees, all features satisfied to the users. It was observed that library's print materials are needed for users' work, library's online resources are required for user study and work satisfied also. Print and online journal resources are required for user

study and work very satisfied with the users. Some features related to the library and services need to improve those were strongly dissatisfied of the users such as library space that embolden study, a convenient and inviting location.

Apart from these the feature modern instruments that allow user easily access required information and all features under library services through online dissatisfied of the library users. Many users interested with resources of biological, chemical, earth, mathematics & statistics and physical sciences. Integrated BS-MS students have highly used library and library services from both within library premises and from outside of the library.

## REFERENCES

- [1] IISER Kolkata Home page. (2020). Retrieved from <https://www.iiserkol.ac.in/web/en/#gsc.tab=0> (Accessed on 10 October 2020).
- [2] IISER Kolkata Library. (2020). Retrieved from <http://lib.iiserkol.ac.in:8000/cgi-bin/gw/chameleon/>(Accessed on 10 October 2020).
- [3] Dodamani, A. M., & Brahma, T. (2016). Users Perceptions of Library Services in Tata Institute of Social Sciences, Mumbai. *DESIDOC Journal of Library & Information Technology*, 36(6): 411-516. <https://doi.org/10.14429/djlit.36.6.9801>
- [4] Naqvi, T. H. (2014). Use of Collection and Services by P.G. Students and Research Scholars in GBPUAT Library, India. *DESIDOC Journal of Library & Information Technology*, 34(6):499-504. <https://doi.org/10.14429/djlit.34.6.7938>
- [5] Nooshi, M., Tajafari, M., & Nowkarizi, M. (2017). An investigation into promotional methods of public library services and resources: Users' perspective. *Annals of Library and Information Studies*, 64: 268-275.
- [6] Tamrakar, A. K., & Garg, R. G. (2016). User Perception Towards E-resources and Services of IIT-Guwahati Library. *DESIDOC Journal of Library and Information Technology*, 36(1): 40-46. <https://doi.org/10.14429/djlit.36.1.923>
- [7] Patel, M., & Anand, M. (2020). Information seeking behaviour of users in IIT Patna. *Library Herald*, 58(2and3): 80-93. <https://doi.org/10.5958/0976-2469.2020.00025.1>
- [8] Tabassum, M., Roknuzzaman, D., & Islam, M. (2015). Usage of a digital library system at a private university library in Bangladesh. *Annals of Library and Information Studies*, 62: 94-103.