

Best Practices in Arts and Science College Libraries in Dindigul District

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Abstract - The Best practices are helping the users to derive maximum satisfaction from the library services. It is customer satisfaction through product or service. In an academic library student and teachers are the customers who are part of the academic community. Tiwari (2016) has proved that innovate services are more significant than heavy advertisements. This study has concluded that the library innovations service of the library can help the purpose of advanced teaching and learning. Yasminand Gnanaprasad (2017) have adopted fourteen best practices of the library services. This study concluded that best practices help to improve the quality of library services. This study has to examine the efficiency and effectiveness of the Content Management Software, Web page information sources, awareness programme of the Arts and Science College libraries of Dindigul District. Primary data was collected through questionnaire method. Garret's Ranking Techniques was used for this study to analyze the data. E-mail alert facilities are necessary to improve the quality of the best practices of the library service.

Keywords: Best Practices, Garret Ranking Techniques, Innovative Services

I. INTRODUCTION

Best practices are helping the users to derive maximum satisfaction from the library services. It is customer satisfaction through product or service. In an academic library student and teachers are the customers who are part of the academic community.

A. Meaning of Best Practices

Best practices as quality of high standard, excellence, highly improved, outstanding, par excellence service. It means way of doing something that is usual or expected way in a particular organization or situation, guidelines for good practices. In this process of developing best practices we take action rather than good ideas and to improve our skills.

B. Definition of Best Practices

ODLIS (Online Dictionary of Library and Information Science) describes best practices "In the application of theory to real-life situations, procedures that, when properly, applied consistently yield superior results and are therefore used as reference points in evaluation of the effectiveness of alternative methods of accomplishing the same task. Best practices are identified by examining empirical evidence of success."

II. REVIEW OF LITERATURE

A scientific study was carried out by Tiwari (2016) on "Librarians: An innovative approach to library service: a case study on technical university libraries in India". The main objective of the study is to examine the innovative approach to library services of technical university libraries in India. The study has analyzed that, the library users can get maximum satisfaction and attraction through innovative way of library services. The study has proved that innovates services are more significant than heavy advertisements. This study has concluded that that the library service innovations can help the purpose of advanced teaching and learning.

A scientific study was undertaken by Yasmin and Gnanaprasad (2017) entitled "Best Practices of Library and Information Centre: A Case Study of the Standard Fireworks Rajaratnam College for Women, Sivakasi". The aim of the study is to evaluate how the academic libraries meet with the users' satisfaction through innovative techniques. This study has adopted fourteen best practices of the library services. This study concluded that best practices help to improve the quality of library services.

III. OBJECTIVES OF THIS STUDY

1. To examine the efficiency and effectiveness of the Content Management Software of Arts and Science College libraries in Dindigul District.
2. To find out the e-resources about the Delnet & Nlistsources of the library.
3. To know the awareness programme of the library services.
4. To identify the better services/facilities through Garret Ranking Techniques

IV. METHODOLOGY

Observation and Interview methods were used for collection and analysis of the data. Data was collected from 9 arts and science colleges of Dindigul and Madurai District. Garret ranking techniques is applied through Excel.

A. Content Management Systems

CMS software helps to create the web page/blog for the library activities. In Dindigul District M. V. Muthiah

Government Arts College & GTN College, Dindigul has created the web page through Word Press.

B. E-Resources

Arts & Science College has provided the e-resources through N-list & Delnet. Arulmigu Palanianadavar College, GTN College & Arulmigu Palaniandavar College for Women has provided N-list facilities to their users.

C. News

Today most of the users could not be reading the newspaper due to lack of time. So, M.V. Muthiah Government Arts College libraries disseminate the latest news through their web page.

D. Awareness Programme

Every college provides orientation programme to effective utilizes of the library resources. Details are given below. M.V. Muthiah Government Arts College libraries created the awareness for the reference management tools programme through web page. GTN College organized the one-day work shop about the CMS software. Rev. Jacob Memorial Christian College organized the regional level seminar about the Writing skills of research articles.

Self-Learning motivation program conducted by the Sri Sai Bharath Arts & Science College (Co-Ed), Sullerumbu, Murunellikottai, Dindigul to improve the effective utilization of the resources.

E. Library Hour

Library hour is necessary to improve the reading habit among the users. NPR arts and Science College and Sacred Heart College of Arts and Science (Co-Edn), Rettiyapati, allotted the library hour in the curriculum.

V. FINDINGS OF THE STUDY

A. Ranking of Library Services

Under the ranking scales (or comparative scales) we make relative judgments against other similar objects. The respondents under Garret Ranking Technique directly compare the following table of library services and facilities through excel, such as Internet Facilities, Current Awareness Services, Selective Dissemination of Information, Awareness Programme and Referral Service.

Data was collected from the 50 users. Users have given the rank for the following services and facilities.

TABLE I LIBRARY SERVICES AND FACILITIES

S. No.	Name of the Services	I Rank	II Rank	III Rank	IV Rank	V Rank
1	Reference Service	10	6	18	5	11
2	Internet Facilities	9	16	5	13	7
3	Awareness Programme	11	15	6	4	14
4	Current Awareness Services	13	5	12	8	12
5	Selective Dissemination of Information	7	8	9	20	6
	Total	50	50	50	50	50

Source: Primary Data

B. Formula

$$\text{Percent position} = \frac{100(\text{Rij}-0.5)}{\text{Nj}}$$

Rij - Ranking given by the jth individual for the ith factor and

Nj - Number of factors ranked by the jth Individual

C. Steps to Find the Garret Ranking Techniques through Excel

1. Garret Ranking Table value stored excel sheet (Sheet 2)
2. Type the above table value (Sheet 1)

3. Type the NJ (i.e. Five factors) - 5 (Sheet 1 (B9 Column))

4. To find percent position with the following formula
B=100*(A11-0.5)/\$B\$9

5. To find score value with the following formula
=VLOOKUP(B11,Sheet1!A1:B199,)

6. To convert the score value with the following formula
=B2*\$C\$11

7. To convert the average score value = Total value / No. of variables

8. To find the ranking value with the following formula
=RANK (B27,\$B\$27:\$F\$27)

TABLE II USERS OPINIONS OF LIBRARY SERVICES & FACILITIES (AS PER EXCEL SHEET)

Row	A	B	C	D	E	F	G
1	R. No.	Reference service	Internet Facilities	Awareness Programme	CAS	SDI	Total
2	1	10	9	11	13	7	50
3	2	6	16	15	5	8	50
4	3	18	5	6	12	9	50
5	4	5	13	4	8	20	50
6	5	11	7	14	12	6	50
7		50	50	50	50	50	250

Source: Primary Data

TABLE III USERS OPINIONS OF LIBRARY SERVICES & FACILITIES (AS PER EXCEL SHEET)

Row	A	B	C	D	E	F	G
9	NJ	9					
10	Rank	Per. Pos.	Score	Enter Data b11=100*(A11-0.5)/\$B\$9	c11==VLOOKUP(B11,Sheet1!A1:B199,2)		
11	1	10.00	75				
12	2	30.00	60				
13	3	50.00	50				
14	4	70.00	40				
15	5	90.00	25				
16			250				

TABLE IV USERS OPINIONS OF LIBRARY SERVICES & FACILITIES (AS PER EXCEL SHEET)

20	R. No.	REF	INT	AWAR	CAS	SDI	
21	1	750	675	825	975	525	
22	2	360	960	900	300	480	
23	3	900	250	300	600	450	
24	4	200	520	160	320	800	
25	5	275	175	350	300	150	
26	TOTAL	2485	2580	2535	2495	2405	
27	A.S.	49.7	51.6	50.7	49.9	48.1	=B26/50
28	RANK	4	1	2	3	5	=RANK(B27,\$B\$27:\$F\$27)

Source: Computed Data

V. RESULT

TABLE V RANKING OF THE LIBRARY SERVICES AND FACILITIES

S. No.	Name of the Services		Garret mean Score	I Rank
1	Reference Service	2485	49.7	IV
2	Internet Facilities	2580	51.6	I
3	Awareness/ Orientation Programme	2535	50.7	II
4	Current Awareness Services	2495	49.9	III
5	Selective Dissemination of Information	2405	48.1	V

VI. SUGGESTIONS TO IMPROVE THE BEST PRACTICES OF THE LIBRARY SERVICES

The following suggestions are helps to improve the library services

1. Current affairs are necessary to improve the user needs through electronic mail.
2. New web-site name/online data base address must be displaying to improve the quality of the library services
3. Job opportunities must be send through e-mail
4. Latest research topic must be send through e-mail
5. User's publication must be sent through electronically/manually
6. Reminder mail services is necessary for the users to return the books
7. District profile video is necessary to create the employment opportunities indirectly
8. College profiles with course details are necessary to improve the quality of the library services
9. Library map is necessary to locate the any resources easily
10. Users retrieve the any resources from the library through Electronic media Encyclopedia/Glossary
11. Biography database is necessary to improve the quality of the library services

12. Information retrieval manual is necessary to the public for effective utilization of the online public resources

VII. CONCLUSION

Quality of library services depends upon the best practices of the library. Bench marking techniques helps to identify the better services from the best practices of the library. Technique is necessary to prove the better services of the library. Best practices of the library services helps to get the high score in Accreditation Bodies.

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