User Perception about the Library Collections and Services in Cherraan's College of Pharmacy, Coimbatore, Tamil Nadu

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Abstract - **The present study examines the user perception about the library collection and services in the Cherraan's College of Pharmacy, Coimbatore. Two hundred questionnaires were distributed to the students of Cherraan's College of Pharmacy, Coimbatore. Out of the 200 questionnaires, one hundred and fifty questionnaires were received with full details. The result of study indicates that majority of users aware about the library collection and services available in the college. E-resources provided by Dr.M.G.R. Medical University and Bentham e-journals are preferred by the majority of the respondents.**
Keywords: **User Perception, Library Collection, Pharmacy College**

I. INTRODUCTION

Cherraan's College of Pharmacy was established by the Cheran Foundation Trust, Coimbatore in the year 1994. The College is affiliated to the Tamil Nadu Dr. MGR Medical University, Chennai and recognized by Pharmacy Council of India. The College offers Bachelors of Pharmacy and Master of Pharmacy. The college aims to provide all the knowledge and infrastructures needed to achieve the goals in the Pharmacy profession to its students. It has well-equipped library, computer centre with dedicated internet facilities, laboratories, amenity facilities like canteen and many more facilities like separate common rooms for boys and girls, public conveniences, recreation rooms etc.

The college has a very rich, modern, well-equipped library having about 25,700 volumes of books and 122 technical journals, magazines, corporate annual reports, and newspapers are subscribing to keep the knowledge of students up to date. Besides the central library each department has its own library, containing the major portion of the collection.

The library has automated with integrated software. The digital library has been functioning with a high speed internet facility to access e-resources without any interruption. Cherraan's College of Pharmacy library has made provision to access e-resources provided by Dr.M.G.R. Medical University to its affiliated colleges and also other e-resources such as Bentham e- journals and Delnet. The present study examines the user perceptions about library collections and services in Cherraan's College of Pharmacy, Coimbatore.

II. REVIEW OF LITERATURE

Numbers of studies have been undertaken regarding use of library resources and services in academic libraries. Some of the studies which are referred as regards to literature review are presented in the following paragraphs. Dodamani and Brahma (2016) conducted a survey on "Users' perception of library services in Tata Institute of Social Sciences, Mumbai".

The findings of the study reveal that the library hosts a large number of collections both in print and non-print formats related to social sciences and associated disciplines. It has designed and implemented its own digital repository; created and implemented 24X7 cyber libraries and has established a state the art computer lab for the people with visual impairment. In short, the library has made available all those facilities and services to its patrons to enable them take their academic endeavours to new heights.

SathishNaik and Padmamma (2017) conducted a study on "Usage of Electronic resources by Faculty Members of Medical Colleges". The study found that majority of respondents used e-books (88.86%), e-journals (85.78%), e-conference proceedings (70.51%) and (36.60%), e-thesis and dissertations and e-annual reviews (63.21%) daily.

The study also observed that more than thirty percent of the respondents used the PubMed (Medline, Premedline, and HealthStar) (37.65%), Psychiatry online (36.22%) and Embase (Elsevier) resources (35.83%) and ProQuest Nursing & Allied Health Source (32.61%).

III. OBJECTIVES OF THE STUDY

The objectives of the study are as follows:

1. To know the frequency of use of the library.
2. To identify the user's awareness about library collections.
3. To assess the users' satisfaction about the library services.
4. To assess the user's perception about the overall Infrastructure and facilities available in libraries

IV. METHODOLOGY

In order to find out the user perception about the library collection and services in the Cherraan's College of Pharmacy, Coimbatore and researcher adopted questionnaire method to collect information from the users. A well-structured questionnaire was prepared with consultation with the subject experts. Two hundred questionnaires were distributed to the faculty members and students of Cherraan's College of Pharmacy, Coimbatore. Out of the 200 questionnaires, one hundred and fifty questionnaires were received with full details. The response rate is 75%. After careful analysis of the filled questionnaires, required data are collected and tabulated with the help of MS Excel. For arriving proper conclusions, researcher has used the statistical tools like percentage, mean and rank.

V. DATA ANALYSIS AND INTERPRETATION

The analysis and interpretation of the study are presented in the following paragraphs.

A. Gender Wise Distribution of Respondents

TABLE I GENDER WISE DISTRIBUTION OF RESPONDENTS

S. No.	Gender	No. of Respondents	%
1	Male	70	46.7
2	Female	80	53.3
	Total	150	100.0

Table I shows the gender wise distribution of the respondents of the study. It clearly indicates that majority of the respondents belonged to the female (53.3%) category and remaining 46.7 percent of the respondents belonged to the male category.

B. Frequency of Library Visit

It is evident from table II that majority of the respondents visited the library daily (63.3%) and 23.3 percent of respondents visited once in two days. Below ten percent of the respondents visited the library once in a week (8%) and occasionally (5.4%).

TABLE II FREQUENCY OF LIBRARY VISIT

S.No.	Frequency of Visit	No. of Respondents	%
1	Daily	95	63.3
2	Once in two days	35	23.3
3	Once in a week	12	8.0
4	Occasionally	8	5.4
	Total	150	100.0

C. Purpose of Visiting the Library

Table III shows the purpose of the library visit made by the respondents. To verify the purpose of the library visit made by the respondents in a scientific way, weight-ages were given to the factors by giving scores and the Weighted Mean value was arrived. Ranks were assigned on the basis of the weighted Mean.

First rank was assigned to the reading newspaper and second rank was given to accessing e-resources. Borrowing books, Reading/Referring books and Reading Magazines/Journals were got third, fourth and fifth ranks respectively. Respondents gave equal important to visit the library for the purpose of Reading newspapers, Accessing electronic resources, Borrowing books, Reading/Referring book and Reading Magazines /Journals.

TABLE III PURPOSE OF VISITING THE LIBRARY

S. No.	Purpose	Mostly	Moderately	Rarely	WI	Rank
1	Reading News papers	98	34	18	2.53	1
2	Access to e-resource	85	54	11	2.49	2
3	Borrowing Books	78	58	14	2.43	3
4	Reading/ Referring Books	75	62	13	2.41	4
5	Reading Magazines/ Journals	72	59	19	2.35	5

D. User Opinion about the Print Materials

Users' opinions about the print materials are exhibited in the table IV. It reveals that the majority of the respondents gave very good opinion about the text books collections and ranked first. The other print materials like print journals subscribed, reference collections, question papers collections and thesis/ dissertation are ranked second, third, fourth and fifth respectively.

TABLE IV OPINION ABOUT THE PRINT MATERIALS

S. No.	Printed Materials	V. Good	Good	Moderate	Mean	Rank
1	Text Books	110	22	18	2.61	1
2	Print Journals	102	35	13	2.59	2
3	Reference Collections	98	29	23	2.50	3
4	Question Papers	86	49	15	2.47	4
5	Thesis /Dissertation	75	52	23	2.35	5

E. Opinion about the E-Resources

Table V illustrates that the majority of the respondents gave very good opinion about e-journals and ranked first. Online databases and e-books are assigned second and third rank respectively. E-newspapers and e-thesis / dissertations collections are moderate in the library under study and these are ranked fourth and fifth respectively.

TABLE V OPINION ABOUT THE E-RESOURCES

S. No.	e-Resources	V. Good	Good	Moderate	Mean	Rank
1	E-Journals	85	42	23	2.41	1
2	Online Databases	79	49	22	2.38	2
3	E-books	75	52	23	2.35	3
4	E-News Papers	68	53	29	2.26	4
5	E- Thesis / Dissertation	65	39	46	2.13	5

F. Use of Print Materials

Table VI indicated the use of print materials by the user in the study college. The result shows that majority of the respondent's preferred print materials in the order of text books, reference books, print journals, thesis / dissertations and question papers. They are ranked first, second, third, fourth and fifth respectively.

TABLE VI USE OF PRINT MATERIALS

S. No	Printed Materials	Mostly	Moderately	Rarely	Mean	Rank
1	Text Books	130	12	8	2.81	1
2	Reference books	127	11	12	2.77	2
3	Print Journals	98	41	11	2.58	3
4	Thesis /Dissertation	74	52	24	2.33	4
5	Question papers	68	61	21	2.31	5

G. Use of Electronic Resources

It is clear from the table VII that majority of the preferred electronic resources. Usages of the electronic resources are ranked as per user opinion. E-resources provided by Dr.M.G.R. Medical University to its affiliated colleges and Bentham e-journals are the major e- resources used by the respondents and it occupy the first rank respectively. E-books, Delnet, e-thesis/dissertations and e-newspaper are the used in the order of second, third, fourth and fifth respectively.

TABLE VII USE OF ELECTRONIC RESOURCES

S. No.	E-Resources	Mostly	Moderately	Rarely	Mean	Rank
1	E-Resources from Dr.M.G.R. Medical University Bentham e-Journals	114	25	11	2.69	1
3	E-books	92	32	26	2.44	2
4	Delnet	88	37	25	2.42	3
5	E- Thesis / Dissertations	82	37	31	2.30	4
6	E-News Papers	73	42	35	2.25	5

H. Tools / Methods Used for Searching Library Collections

The result of the major tools / methods adopted for searching library collections are presented in the table VII. It is clear from the table VIII that consulting library catalogue / OPAC and consulting colleagues are major tools/ methods adopted by most of the respondents and these are ranked first and second respectively. Tools / methods such as Consulting librarian / library staff and searching directly to the book shelves are adopted moderate number of respondents and these are ranked fourth and fifth respectively.

TABLE VIII TOOLS / METHODS USED FOR SEARCHING LIBRARY COLLECTIONS

S. No.	Tools / Methods	Mostly	Moderately	Rarely	Mean	Rank
1	Consulting library catalogue /OPAC	102	32	16	2.57	1
2	Consulting colleagues	89	35	26	2.42	2
3	Consulting librarian/library staff	83	42	25	2.39	3
4	Searching directly to the book shelf's	72	48	30	2.28	4

I. Level of Satisfaction about Library Services

To find out the users overall satisfaction about the library services offered by Cherraan's College of Pharmacy, Coimbatore, and researcher asked to give their satisfaction level in the form of highly satisfied, satisfied and dissatisfied. The respondent's responses are statistically presented in the order of frequency, mean and rank in the table IX. Table IX reveals that the most of the respondents are highly satisfied with the circulation service and reference service and these services are ranked first and second respectively. Internet and OPAC services occupy the third and fourth rank respectively. On the basis of the mean score, Inter library loan and reprographic services ranked fifth and sixth respectively.

TABLE IX LEVEL OF SATISFACTION ABOUT LIBRARY SERVICES

S. No.	Services	Highly Satisfied	Satisfied	Dissatisfied	Mean	Rank
1	Circulation Service	117	23	10	2.71	1
2	Reference Service	104	34	12	2.61	2
3	Internet Service	94	42	14	2.53	3
4	OPAC	87	42	21	2.44	4
5	Inter Library Loan	64	58	28	2.24	5
6	Reprographic Service	61	54	35	2.17	6

J. Opinion about the Infrastructures and Facilities

TABLE X OPINION ABOUT THE INFRASTRUCTURES AND FACILITIES

S. No.	Infrastructure and Facilities	Excellent	Good	Moderate	Mean	Rank
1	Reading Space	104	32	14	2.60	1
2	Lighting and Ventilation	99	38	13	2.57	2
3	Library Furniture and Fittings	88	37	25	2.42	3
4	Library Timing	86	39	25	2.41	4
5	Arrangement of Collections	77	42	31	2.31	5

The student's opinion about the overall library infrastructures and facilities available in the library are presented in the table X. It describes that majority of the student gave excellent opinion about the reading space, lighting and ventilation and furniture and fittings in the Cherraan's College of Pharmacy college libraries and these facilities occupied the first three ranks. The order of rank of the above - mentioned facilities are first, second and third respectively. Library timing and arrangement of collection in the libraries are not in the optimum level and these facilities occupied the fourth and fifth rank respectively.

VI. FINDINGS OF THE STUDY

1. The majority of the respondents belonged to the female 53.3% category and remaining 46.7 percent of the respondents belonged to the male category.
2. The majority of the respondents visited the library daily 63.3% and 23.3% of respondents visited once in two days.
3. First rank was assigned to the reading newspaper and second rank was occupied by access to e-resources. Borrowing books, Reading/Referring books and Reading Magazines/Journals were got third, fourth and fifth ranks respectively.
4. The majority of the respondents gave very good opinion about the text books collection and ranked first. The other print materials like print journals subscribed, reference collection, question papers collections and thesis/ dissertation are ranked second, third, fourth and fifth respectively.
5. The majority of the respondents gave very good opinion about e-journals collection and ranked first. Online databases and e-books are assigned second and third rank respectively.
6. The majority of the respondents preferred print materials in the order of text books, reference books, print journals, thesis / dissertations and question papers. They are ranked first, second, third, fourth and fifth respectively.

7. E-resources provided by Dr.M.G.R. Medical University to its affiliated colleges and Bentham e-journals are the major e- resources used by the respondents and it occupy the first rank respectively.

8. A consulting library catalogue / OPAC and consulting colleagues are major tools/ methods adopted by most of the respondents and these are ranked first and second respectively.

9. The most of the respondents are highly satisfied with the circulation service and reference service and these services are ranked first and second respectively. Internet and OPAC services occupy the third and fourth rank respectively.

10. The majority of the student gave excellent opinion about the reading space, lighting and ventilation and furniture and fittings in the Cherraan's College of pharmacy college libraries and these facilities occupied the first three ranks.

VII. CONCLUSION

The results of the study indicated that users have more aware about library collection and services and they gave very good opinion about the library collection and services. The result also shows that e-resources provided by Dr. M.G.R. Medical University and Bentham e-journals are more satisfy the information need requirements of the users. Infrastructures and other facilities available in the Cherraan's College of Pharmacy Library is optimum level.

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