Expectations of Faculty Members and Research Scholars on Library Resources and Services: A Case Study of Sardar Vallabhbhai Patel University of Agriculture and Technology, Meerut, Uttar Pradesh, India

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Abstract: This study examines the expectations of faculty members and research scholars towards library resources and services at Sardar Vallabhbhai Patel University of Agriculture and Technology, Meerut, Uttar Pradesh, India. It analyzes the various aspects of library collection usage, frequency and purposes of library visits, and user satisfaction of library services. It also relates major problems that hinder faculty members and research scholars from using the library.

I. Introduction

Sardar Vallabh Bhai Patel University of Agriculture and Technology was established on 2nd October 2000 under Uttar Pradesh Agriculture University with a unique mandate to integrate education, research and extension so as to serve the rural people.

The university library is one of the most important units on campus. It facilitates the teaching, research, and extension programs. Every effort is being made to have its own space at a central location with functional structure built on modern architectural

principles. All students, teachers, research scientists, administrative personnel, and other campus community depend on the library for their intellectual and information need. The university library caters to the requirements of degree programmes of B.Sc. (Ag.), B.Tech. (Bio-technology), M.Sc. (Ag.), M.Tech./M.Sc. (Biotechnology), and Ph.D. in different disciplines of agriculture.

As of 31st March 2010, the university library had a collection of 6,623,000 documents, 242 periodicals (150 Indian and 92 foreign), 21 magazines, and 17 newspapers. In addition, it has subscribed to various CD-ROM databases such as AGRICOLA, AGRIS, Biotechnology Abstracts, CAB International Abstracts, and VET/Beast CD. The library has five permanent staff and one contractual staff. It has installed an open access system catalogue and adopted the Dewey decimal classification scheme.

II. Objectives of the Study

The present study aims to find out the expectations of faculty and research scholars on library resources and services at Sardar Vallabhbhai Patel University of Agriculture and Technology, Meerut, Uttar Pradesh, India.

The objectives of the study are as follows:

- To discover the types of library and information services required by users;
- To elicit opinions about services offered by the library;
- To bring forth opinions about the problems faced by users;
- To collect opinions about the adequacy of information resources and their use;
- To identify the issues faced by faculty and students in searching for information in the library;
- To find remedies that may help faculty and students to use the library in a more efficient way.

III. Literature Review

In his study on information needs of faculty and research scholars at Chaudhary Charan Singh University in India, Kumar (2009) found that most users visit the library to borrow books, study, search for information, or reading. The purpose of their visits depends on time available and needs. Most users depend on publisher catalogues, bibliographies, indexes, abstracts, or book reviews to keep current in their area of study. Internet, e-journals, or CD-ROMs are used less often due to the lack of availability of these resources as well as personal skill to use them.

Swain and Panda (2009) observed that faculty members prefer using e-articles over electronic theses and dissertations (ETDs). Some online databases like Emerald Management Xtra (EMX), EBSCO, and PROQUEST are fairly in use while other online databases are not of high demand. In general, the majority of faculty members are in favor of commercial e-services.

Hussain and Kumar (2006) conducted a survey on the use, collection and services of IIRS (Indian Institute of Remote Sensing) Library. Their major findings are: 1) 41.25% of the respondents used the library services daily; 2) 81.25% of the respondents used the library mainly to borrow books or other materials; 3) 87.50% of the respondents preferred the print collection over the electronic collection (68.75%), and 86.25% of the respondents use current periodicals; 4) Most of the respondents were satisfied with the library services.

Ali (2005) studied the use of electronic resources at IIT (Indian Institute of Technology) Delhi library. His main findings were: 1) Boolean logic and truncation were the most-often-used search techniques employed by IIT users; 2.) Lack of printing facilities, terminals and trained staff were the major reasons that discouraged users from accessing electronic resources; 3) 60% of users had difficulties in browsing e-resources.

Birader and Kumar (2000) evaluated the information services and facilities at DVS Polytechnic College library in India. Their main findings were: 1) 37.5% of students and

46.88% of teachers were satisfied with the lending service; 2) 48.75% of student and 50% of teachers were happy with the book bank facility of the college library.

IV. Research Methodology

For the present study, a questionnaire was used for data collection. A random sampling technique was adopted to select faculty members and students at Sardar Vallabhbhai Patel University of Agriculture and Technology Meerut, India.

Sardar Vallabhbhai Patel University of Agriculture and Technology consisted of 30 departments with 98 faculty members and 300 research scholars. Out of these, 30 faculty members and 30 research scholars were randomly selected for the study. The secondary data has been collected from the University's annual reports, calendar, academic libraries, brochures, syllabi, etc.

V. Data Analysis and Findings

30 faculty members and 30 research scholars were randomly sampled to find out their opinions about the services provided by the library.

Table 1: Sample size

Users	Response	%
Faculty members (FM)	30	50
Research scholars (RS)	30	50
Total	60	100

Table 1 shows that 50% of the total population under study consists of faculty members and research scholars respectively.

Table 2: Respondents by department

Departments	FM	%	RS	%	Total	%
Horticulture	8	26.67	6	20.00	14	23.33
Plant Pathology	6	20.00	4	13.33	10	16.67
Ag Economics	2	6.66	4	13.33	6	10.00
Plant Breeding	8	26.67	10	33.34	18	30.00
Biotechnology	3	10.00	6	20.00	9	15.00
Total	30	100.00	30	100	60	100.00

Table 2 shows the distribution of respondents by department: 8 faculty members (26.67%) and 6 research scholars (20%) from the Department of Horticulture, 6 faculty members (20%) and 4 research scholars (13.33%) from the Department of Plant Pathology, 2 faculty member (6.66%) and 4 research scholars (13.33%) from the Department of Agricultural Economics, 8 faculty members (26.67%) and 10 research scholars (33.34%) from the Department of Plant Breeding, and 3 faculty members (10%) and 6 research scholars (20%) from the Department of Biotechnology.

Table 3: Respondents by age group

Age	FM	%	RS	%	Total	%
16-25	0	0	2	6.67	2	3.33
26-35	8	26.67	22	73.33	30	50
36-45	12	40	6	20	18	30
46-55	10	33.33	0	0	10	16.67
56-65	0	0	0	0	0	0
Over 65	0	0	0	0	0	0
Total	30	100	30	100	60	100

Table 3 shows that 50% of the faculty members and research scholars who have participated in the study were from the age group of 26-35, 30% from the age group of 36-45, 16.67% from the age group of 46-55, and 3.33% from the age group of 16-26.

Table 4: Frequency of library visit

Frequency	FM	%	RS	%	Total	%
Daily	2	6.67	22	73.33	24	40
Twice a week	8	26.67	2	6.67	10	16.67
Twice a month	14	46.66	4	13.33	18	30
Once a month	6	20	2	6.67	8	13.33
Occasionally	0	0	0	0	0	0
Total	30	100	30	100	60	100

Table 4 shows that more research scholars (73.33%) than faculty members (6.67%) visited the library on a daily basis. On the other hand, more faculty members than research scholars visited the library in a longer period of time: 46.66% as against 13.33% for twice a month, 26.67% as against 6.67% for twice a week, and 20% as against 6.67% for once a month.

Table 5: Time spent in library

Time	FM	%	RS	%	Total	%
Less than one hour	4	13.33	4	13.33	8	13.33
One hour	12	40	8	26.67	20	33.33
Two to three hours	8	26.67	10	33.33	18	30
More than three hours	6	20	8	26.67	14	23.34
Total	30	100	30	100	60	100

Table 5 shows that 40% of faculty members spent an hour in the library and 33.33% of research scholars spent two to three hours in the library. 23.34% users spent more than three hours and 13.33% spent less than an hour in the library.

Table 6: Purpose of library visit

Purpose	FM	%	RS	%	Total	%
To read text books	4	13.33	4	13.33	8	13.33
To borrow & return the books	4	13.33	2	6.67	6	10
To consult reference sources	2	6.67	4	13.33	6	10
To consult journals/periodicals	4	13.33	4	13.33	8	13.33
For research purpose	4	13.33	2	6.67	6	10
To read newspapers	2	6.67	2	6.67	4	6.67
To read magazines	4	13.33	6	20	10	16.67
To complete assignment	4	13.33	4	13.33	8	13.33
For e-resources & services	2	6.67	2	6.67	4	6.67
Total	30	100	30	100	60	100

Table 6 shows that 16.67% of faculty members and research scholars visited the library to read magazines whereas 13.33% read textbooks, consult journals/periodicals, or complete assignments respectively. 10% visited the library to borrow or return books, consult reference materials, or for research purpose respectively. Few users visited the library to use e-resources and services.

Table 7: Reference assistance used by respondents

Reference Assistance	FM	%	RS	%	Total	%
To consult reference sources	14	46.66	10	16.7	24	40
To find appropriate books	8	26.67	12	40	20	33.33
To search for journals/periodicals	8	26.67	8	26.7	16	26.67
Total	30	100	30	100	60	100

Table 7 shows that 40% of faculty members and research scholars consulted reference staff and 26% asked for reference assistance to search for journals or periodicals in the library. Not many users needed reference assistance to find appropriate books.

Table 8: Use of library resources

Library Resources	FM	%	RS	%	Total	%
General books/Text books	4	13.33	4	13.33	8	13.33
Reference books	4	13.33	2	6.67	6	10
Journals/Periodicals	2	6.67	2	6.67	4	6.67
General magazines	4	13.33	4	13.33	8	13.33
Newspapers	4	13.33	2	6.67	6	10
News clippings	0	0	0	0	0	0
Thesis/Dissertation	8	26.67	8	26.67	16	26.67
Conference proceedings	4	13.33	2	6.67	6	10
Technical repots	0	0	6	20	6	10
E-resources	0	0	0	0	0	0
Total	30	100	30	100	60	100

Table 8 shows that 26.67% of faculty members and research scholars have used thesis/dissertations, 13.33 used general books and text books as well as general magazines in the library. 10% used reference books, newspapers, conference Proceedings, and technical reports respectively. None have used e-resources in the library.

Table 9: Major Problems that hinder library use

Purpose	FM	%	RS	%	Total	%
Inadequacy of recent publications and current core journals	6	20	8	26.7	14	13.33
Difficulties in locating the needed materials	10	16.67	4	13.3	4	23.33
Insufficient space, material and equipment	8	26.67	4	13.3	12	20
Incompetent and unqualified staff	4	13.67	10	16.7	14	23.33
Old, damaged, mutilated books and journals	2	6.67	4	13.3	6	10
Total	30	100	30	100	60	100

Table 9 shows that 23.33% of faculty members and research scholars found the library staff incompetent and unqualified. 23.33% of them had difficulties in locating materials. 20% believed that there were insufficient space, materials and equipment in the library. 13.33% could not find recent publications or current core journals. 10% reported that books and journals were old, damaged or mutilated.

Table 10: Library services

Services	FM	%	RS	%	Total	%
Lending Service	14	46.66	10	16.7	24	40
Reference Service	8	16.67	4	13.3	4	23.33
Inter-Library Loan	4	13.33	6	20	10	16.67
CAS/SDI	4	13.33	4	13.33	8	13.33
Bibliographical Service	0	0	6	20	6	10
Indexing/Abstracting Service	2	6.67	2	6.67	4	6.67
CD-ROM databases Service	2	6.67	4	13.33	6	10
E-journals	4	13.33	2	6.67	6	10
Reprographic Service	8	26.67	8	26.67	16	26.67
Others	2	6.67	2	6.67	4	6.67

(Note: multiple response were permitted)

Table 10 shows that Lending Service was used by 40% of the respondents, Reprographic Service 26.67%, Reference Service 23.33%, etc.

Table 11: Satisfaction about library services

Satisfaction	FM	%	RS	%	Total	%
Very satisfied	10	33.3	8	26.7	18	30
Satisfied	8	26.7	16	53.3	24	40
Partial satisfied	8	26.7	4	13.3	12	20
Not satisfied	4	13.3	2	6.7	6	10
Total	30	100	30	100	60	100

Table 11 shows that 40% of faculty members and research scholars were satisfied with the quality of library services, 30% very satisfied, 20% partial satisfied, and 10% not satisfied.

Table 12: Satisfaction about present library hours

Opinion	FM	%	RS	%	Total	%
Sufficient	26	86.7	28	93.3	54	90
Insufficient	4	13.3	2	6.7	6	10
Total	30	0	30	0	60	0

Table 12 shows that 90% of faculty members and research scholars were satisfied with the present library hours and 10% not satisfied.

VI. Conclusion

It is clear from the finding of the current study that faculty members and research scholars at Sardar Vallabhbhai Patel University of Agriculture and Technology, Meerut, Uttar Pradesh, India appreciate the services provided by the library but at the same time expect more. There are a number of issues, such as lack of competent staff, that create barriers in providing information services to users. It is unlikely that any library could provide all desired documents to users but at least it should make more efforts to solicit users' input on purchasing new books, periodicals, and other print and non-print information materials to better cater to the needs of the user community. A better policy should be formulated and implemented in order to improve the quality of the library collection. Focus groups, advisory groups, etc., could be established to solicit suggestions or recommendations on information sources. A systematic training of library staff on the use of latest technology should be implemented to improve the quality of library services. And user orientation should be offered on a regular basis. There should also be some way for users to judge the value of library resources.

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