

User's Perception and Satisfaction towards Collection and Services of the Libraries of All India Institute of Medical Sciences in India: A Study

Thesis

Submitted for the Award of the Degree of

Doctor of Philosophy

in

Library and Information Science

Under the Supervision of

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Enrolment No-152/10

Year 2021



Dedicated to
My Beloved Parents



DECLARATION

I hereby declare that thesis entitled, "User's Perception and Satisfaction towards Collection and Services of the Libraries of All India Institute of Medical Sciences In India: A Study" by me for the award of the Degree of Doctor of Philosophy in Library and Information Science to the Department of Library and Information Science, Babasaheb Bhimrao Ambedkar University, Lucknow is an outcome of my own efforts and is an original work. The contents of this thesis did not form a basis for the award of any previous degree to anyone else. It is also undertaken that thesis is essentially free from all kinds of plagiarism.

I hereby also undertake that the thesis submitted by me to Babasaheb Bhimrao Ambedkar University, Lucknow satisfies all the requirements as stipulated in the Doctor of Philosophy (Ph.D) regulations -1999 as amended in 2013 and it is fit for submission and evaluation for the award of the degree of Doctor of Philosophy in Library and Information Science of the University.

Date: 18/08/2021

Place: BBAU, Lucknow

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CERTIFICATE

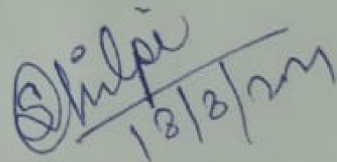
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Controller of Examinations

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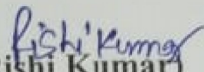
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Place: Lucknow


(Rishi Kumar)

PREFACE

The study highlights “User’s Perception and Satisfaction towards Collection and Services of the Libraries of All India Institute of Medical Sciences In India: A Study”. Resources are indispensable for human development as air is essential for the survival of all living beings likewise without information human cannot grow and sustain in this era, and libraries are the important medium of information by which any human get knowledge for the development. The library preserves very rare and old collections for society. It is well known any developing nation needs information. The pace of change brought about by new collections and services has affected medical practitioners. This study attempts to discuss the rapid development of collection and services in the AIIMS library services to fulfill the information needs of the users and delivers it at the right time. Following are the contents of the study discussed under the designed chapters.

Chapter I: Introduction:

This deals with objectives, hypothesis, scope, limitations, significance, and research methodology etc. of the study. Nature of collected data as well as statistical techniques used for its analysis is described within this.

Chapter II: Review of Literature:

Empirical studies were conducted in Perception and Satisfaction towards libraries especially in AIIMS libraries, collection, continuous improvement and its services etc.

Chapter III: Profile of All India Institute of Medical Sciences:

A brief introduction along with the detailed profile of AIIMS libraries are described in this chapter.

Chapter IV: Collection and Services in Special Library: Comprehensive study of various facets of collection and services are accessed and evaluated with special reference to AIIMS libraries are taken into account in this chapter of the study.

Chapter V: Analysis and Interpretation of Data: Tabulation, statistical analysis, graphical representation and interpretation of the collected data from AIIMS libraries are taken up in this chapter. It deals with the application of Users Perception and Satisfaction towards collection and services in AIIMS library collection and services, user satisfaction perspective etc. This hints at valuable suggestions and major findings of the study.

Chapter VI: Findings, Conclusion and Suggestions: It deals with the conclusion and recommendations of the study. Valuable suggestions are made for further research activities and application to day to day activities of those involved in agricultural activities.

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Chapter 1

Introduction



1.1 Introduction:

The medical institute plays a pivotal role in the process of higher education and the library is the heart of the institution. Medical institute library occupies the central and primary place in teaching, research, the transmission of learning and creation of new knowledge, As such, it has to provide facilities not only for teaching and research but also for education, coursework and the study of related fields, at the same time it has to keep abreast of dynamic growth of knowledge and innovations and improvement in the system of education.

In the last few years, librarians are hotly debated whether computers have any place in libraries, just as they discussed at the beginning of the twentieth century in respect of typewriters. Many research studies have focused on the use of electronic resources or their feelings about electronic and print resources in the Medical Library. Today, the library community realises that apart from the immediate practical advantages, computers and information technology (IT) in general are the tools of the new information era. Libraries of all sizes and types are embracing digital collections, although most libraries continue and will continue to offer both print and digital collections for many years to come, New purchases and purchases of Journals, magazines, and abstracting and indexing services are heavily weighted toward digital while digital books (e-books) are only the beginning to become a presence in library collections.

1.2 Concept of Library Users:

Libraries serve communities of people and are created and maintained by and for people. In other words, people and their information needs are central to all libraries whether digital or otherwise and as such efforts to design and implement

digital libraries must be rooted in the information needs, characteristics and contexts of the beneficiaries of the library; the users, to ensure their acceptance by them and other application communities. According to Nwalo (2003), ‘the library user is undisputed, the most important person in any library setting’, Aina, 2004 define ‘The library user is the focal point to the 21st-century library and information services the library primarily exist to satisfy the user’.

This is the reason why the mission statement of any library always reflects the determination of the other components of the library to render excellent services to library users. As such, a library is said to be productive when the library users are satisfied. So, who is a library user? Snow (2008), define ‘the term encompasses various terms such as patrons, clients, information users, information seekers, consumers, readers, etc. can be used interchangeably because they all apply to those seeking the services of a library’. The satisfaction of library users is a function of the quality of information products or resources received the quality of information system as well as library facilities and services provided to access the information product. Therefore, satisfaction is a function of three main sources –the quality of the information product, the information system and the services that make the information product available. These three levels of measure of satisfaction are defined by the information resources, facilities and services in this study.

1.3 Meaning / Definition of Users:

Prof. Oldman and Wills have rightly pointed out a wide gap between the users and the library. In the library and information system, the ‘user’ occupies the key place. In his absence one cannot think of any such system. Therefore, his/her requirement needs and aspirations as well as demands must be fulfilled. This required a thorough

study of what the users want, what they think about the library and how they feel about the total environment prevailing inside it.

It was felt that for a long time library and information professionals focused on components of information system only, this essential fact was not recognized for a long time by information scientist/ managers. The term user is complex, unclear and varied there are a number of terms used as a synonym to user but in the field of library and information science it represents the seekers of information

Library is essential in academic and research organization; library users are the key stakeholders who need information. The main objective of a library or information resource center is to collect different types of resources and satisfy users' information needs. A number of terms like 'patron', 'client', 'customer', and 'member' etc. is used as a synonym to user.

According to Oxford English Dictionary Users means "a person who uses or operates something. It is difficult to explain fully who the user of the library is, but an attempt was made by Michael Gorman according to him users are "Information seekers who make use of libraries." According to Kenneth Whittaker, "a user may be defined as a person who uses one or more of a library's services at least once a year." Users are the all-important factor without which an information system loses its whole purpose. In the library operation, it is extremely important to understand who the users are, what their needs are and how those needs can be satisfied and fulfilled by the library.

1.4 Types of Users:

The users are one type but libraries are different from those of another type. In a public library the users are mainly children, students, housewives, farmers, retired

persons, literates and even also researchers. In an academic library the users are students, teachers and researchers, whereas as special groups of users of whom the library is intended. From what is stated above it can be assumed that in the public libraries the users are almost heterogeneous and in academic and special libraries the users are almost homogeneous in nature. For an effective information service as an information manager, he should ascertain about the information requirements of his library users. Information users can be categorized mainly into 4 groups, on the basis of their approach to information of a library, they are:

- i) **Potential user:** One who needs information which can be provided by specific services
- ii) **The expected user:** One who is known to have the intention of using certain information services
- iii) **Actual user:** One who has actually used an information service regardless of whether he/she derived advantages from it or not
- iv) **The beneficiary user:** One who derives measurable advantages from information services

User groups may be divided in a number of ways. They can be divided as internal and external users. Another type of classification of user community on the basis of library service is as follows:

(i) General Readers: This type of user group, for example associated with public libraries, generally use light lending materials.

(ii) Subject Readers: This type of user concentrates their use of library materials on subject field they are working or specializing

(iii) Special Readers: The users placed in this group are those with special needs, the result of disabilities of one kind or another physical or mental disability may be distinguished.

(iv) Non- Reading Users: These are made up of sub groups who make use of library materials, but not reading materials. A user coming into the library just to borrow a video or audiocassette is the best example of non-reading user.

(v) Non- users: There are certain people who because of their style or other environmental problems

1.5 User Needs:

Defining users need requires a definition of the term 'need'. The dictionary meaning of the closely related terms like requirement, want, demand has to be analyzed in order to have a true perspective of the users need. Line (1974) has made an attempt to define 'need': What an individual ought to have, for his work, his research, his edification, his recreation etc. In the case of a research, a needed item of information is one that would further his research. There may be an implied value judgment in the way, the term is used. A need may or may not be identified as a want. A need is a potential demand, in the present age of information; it is felt that serving users is priorities in the best possible way, information needs and users must become the main focus of consideration.

1.6 Library Collection and Services: A Conceptual Framework:

A library is a collection of sources of information and similar resources, made accessible to a defined community for reference or borrowing. It provides physical or digital access to material, and may be a physical building or room, or a virtual

space, or both. Library resources are basically sources of information. Traditionally, these resources were mostly books, journals, newspapers and other editorials, and encyclopedias. But with the advent of the internet, digital sources of information have become prevalent. These digital sources of information include online libraries and journals, online encyclopedias like the Wikipedia, blogs, video logs like the YouTube, etc. Even movie clippings especially from history have played a large role in modern research, and hence are classifiable under 'Library Resources'.

The main objective of the library media centers is to provide resources to enrich and to support the educational program of the institution and also to promote meaningful resource-based activities and enquiry that will enable students to become 'effective users of ideas and information' and also responsible for lifelong learners.

Library Resources are divided into two categories that is Documentary and Non-Documentary Resources

1. 6.1 Documentary Sources:

Documentary sources are further divided into three categories, Primary, Secondary and Tertiary Sources. Primary sources are the first published records of original research and development. These are original documents representing unfiltered original ideas e.g. Periodicals, Research Reports, Patents, Conference proceedings, Dissertation or Thesis, Manuscripts, Unpublished Sources (Diaries, Notebook, Files, Inscription on Tombstone, Coins etc.) Secondary Sources are those which are either compiled or refer to primary sources of information. Secondary sources are created and interpreted from primary or original material. In the secondary sources of information, the original information is selected, modified and arranged in a suitable format for the purpose of easy location by the user. E.g. Index, Bibliography,

Review, Monograph, Encyclopedia, Dictionary, Handbook, Manual etc. Tertiary Sources of information contain information distilled and collected from primary and secondary sources. The primary objective of tertiary sources is to give assistance to the researcher to make enable them to use primary and secondary sources of information e.g. Directories, Yearbooks etc.

1. 6.2 Non- Documentary Sources:

The non-documentary sources of information are live sources that provide information and communication instantly. The non-documentary sources of information include research organizations, societies, industries, government establishment, departments, learned and professional bodies, universities, technological institutions, data centers, information centers, referral centers, clearing houses, consultants, technological gatekeeper etc. Non-Documentary sources of information provide information instantly and it is very easy to handle. The main disadvantage of Non-Documentary sources of information is that it involves high cost when distance between the people is large and that it also demands the use of highly sophisticated techniques i.e. computer system, video conference, telephone etc.

1.7 Library Collection:

Preserving knowledge in a documentary form is the primary purpose of the libraries. The University libraries satisfy the ever increasing needs of students, research scholars and faculties by acquiring the proper documents. The word collection development has evolved itself to satisfy user's demands from the personalized services. In a library, the selection of documents, ordering, acquiring and payment of bills, etc. all fall under collection development. It involves administration, planning and control which act as a base for other services of the library. A successful collection

development is the central importance for development of *All India Institute of Medical Sciences Libraries* for the future.

In the era of ICT, the scenario of LICs has tremendously changing, and as a result LICs have more concentration in e-resource building as well as conventional library collections. Advantage of such e-resources or digital resources is multiple users can access such resources at the same time in different places.

1.8 Classification of Library Collection:

The prime importance of library's collection is to have a suitable collection of scientific & medical resources. ICT develop the easiest form of successfully in the view of difficulties of the subject involve, due to large number choices available from the books and journals.

The classification of traditional library collection according to Ranganathan, Hanson and Grogan (Mal, 2009) are as follows:

1.8.1 S R Ranganathan's Classification:

- Conventional: Books, Maps, Atlas and Periodicals
- Neo conventional: Specification, Standard, Data
- Non-conventional: Audio, Visual, Audio visual, Microform
- Meta document: Directly produce document without human intervention

According to Dr. SR. Ranganathan Documentary sources of information are classified into four categories. These also reflect the chronological order of their development as Conventional- e.g. Books, periodicals and Maps. Neo-Conventional - Natural and physical Science, and its related standards, patents, clippings of newspaper, formulae

of chemistry. Non- Conventional this documents are quite different from conventional and neo –conventional. Dr. SR Ranganathan divides these further into four categories as Microcopy, Audio document, Visual document and Audio- Visual document. Meta Document- Meta document are made with a fast speed and without any contribution of human mind directly. E.g. mechanized technology, photography, radar etc.

1.8.2 Hanson's Classification:

- Primary: Books, Dissertation, Periodical, Reports, Standard, Patents, Conference Proceeding & Trade literature
- Secondary: Catalogue, Indexes, Bibliographies, Indexing, Abstract and Abstracting journals

1.8.3 Denis Grogan's Classification:

- Primary: Periodicals, Research report, Conference Proceeding, Patents, Standards, Theses and Dissertation, Trade literature
- Secondary: Reference books, Indexing and Abstracting journals, Reviews of Progress, Text-books, Monographs, etc.
- Tertiary: Bibliography of Bibliographies, Year book, Directories, Guide to Literature, List of research in progress, Guide to libraries, Guide to organizations.

In the era of ICT, the scenario of libraries has tremendously changing, and as a result LICs have more concentration in e-resource building as well as conventional library collections. Advantage of such e-resources or digital resources is multiple users can access such resources at the same time in different places.

1.9 Objective of the study:

The main objective of this study is the perception and satisfaction level of users of five All India Institute of Medical Sciences Libraries. The minor objectives of this study are as follow:

- To identify the purposes of the users' library visits.
- To find out the users' perception regarding the resources of the AIIMS's Libraries.
- To find out the users' perception regarding the services of the AIIMS's Libraries.
- To find out users' opinion related to library staff and their help in the use of library resource and services.
- To identify the dimensions of the gap between users' perceptions and the actual existing services.
- To identify the problems encountered by the users of the AIIMS's Libraries during their library visits and use.

1.10 Hypotheses:

For the purpose of fulfilling the objectives of the present study, a set of hypotheses have formulated to find out the perception and satisfaction level of the users of the AIIMS's Libraries. The set of hypotheses are as follows:

1. AIIMS Libraries provide adequate collection.
2. AIIMS users aware about Libraries collection and services.

3. AIIMS Libraries users Satisfy with collection and services.

1.11 Need of the Study:

The need of this study was to assess user's perception and satisfaction toward collection and services of AIIMS libraries. Study examines the primary route to learn about library collection and services, for user's perception and satisfaction toward library collection and services. The study also evaluates the perception and satisfaction level of the users and gets suggestions to make the collection and services more beneficial for the AIIMS library users.

1.12 Scope of the Study:

This study is based on the seven AIIMS libraries established from 1956 to 2012. The researcher has tried their best level for collecting the data but two AIIMS libraries have refused to provide their data, therefore this study is confined to the five AIIMS libraries. Which were established from the year 1956 to 2012. Therefore this study is based on five AIIMS's libraries (Table 1). Ph.D. students, Undergraduate students, and Postgraduate students, have respondents in this study.

Table No. 1state wise AIIMS in India:

	Name	Established year	City/Town	State
1.	AIIMS New Delhi	1956	New Delhi	Delhi
2.	AIIMS Bhopal	2012	Bhopal	Madhya Pradesh
3.	AIIMS Bhubaneswar	2012	Bhubaneswar	Odisha
4.	AIIMS Patna	2012	Patna	Bihar
5.	AIIMS Rishikesh	2012	Rishikesh	Uttarakhand

1.13 Problem statement:

Libraries are the nests of scholars but libraries are not themselves automatically valuable to their users. Users need to be motivated to see the real worth of a library. There are various resources available both in printed and electronically the main purpose of these resources will be fulfilled only if the user able to locate these information sources effectively. Hence, the true worth of the library should be made.

Coming to this era of technological development the forms of resources has been distinctively transformed from printed books and journals to various electronic forms. Today's library has a challenge to broaden its resources and develop its collection in print resources as well as electronic format. Students of current generation are more inclined to digital forms of information, they like to get information in a fastest way.

1.14 Methodology:

The survey method of research was adopted for this study, further, for collection of primary data from respondents of particular library various data collection tools was used.

1.14.1 Survey of Libraries:

To know the library collections, services and physical infrastructure of selected AIIMS libraries, scholar personally visited to five AIIMS Libraries such as New Delhi, Bhopal, Bhubaneswar, Patna and Rishikesh to conduct a personal interaction with librarian/Students for the collection of data. The collected data analyzed in chapter-5.

1.14.2 Survey of Respondents:

The respondent's survey consists of U.G, P.G and Research scholars in five AIIMS libraries. A structured questionnaire was prepared with 27 questions related to the use of library collections and services and users' perception and satisfaction.

Total 500 copies of questionnaires were distributed to the respondents and total 410 filled questionnaires were received to assess the perception and satisfaction of library collection and services by respondents.

1.14.3 Sampling technique used for data collection:

For sample collection Stratified random sampling technique was used. Total 6150 students were registered in all the five AIIMS, out of which, only 100 students were selected for sampling from each AIIMS. From total, only 410 respondents were responded. Thus, 410 becomes the total sample size for the present study.

1.14.4 Response Rate:

A structure questionnaire was distributed among 500 respondents constituting U.G 214, P.G 121, Nursing 35, Research scholars 23 and S.R 15. Total 410 questionnaires were received for data analysis. Thus the response rate was 82%.

1.14.5 Tools for analysis:

The collected data was analyzed using microsoft excel data analysis tool. The one-way analysis of variance (ANOVA) was applied to examine differences in responses with the significance level $p \geq 0.01$ and $p \geq 0.05$.

1.15 Problems in Data collection:

While surveying AIIMS libraries various difficulties were encountered during the data collection. AIIMS are very reputed medical institutions of India in which the patient are came from the all over world, and the resident doctors doing busy every time and visit the library for the short time. The same problem was also existed with the senior/chief librarians of the all AIIMS.

1.16 Chapter plan:

The study is presented in Six Chapters

Chapter I: INTRODUCTION:

This chapter begins with a brief introduction of users definition, library collection and services: a conceptual framework, research problem, hypotheses, need, scope, objective, and research methodology used in the study.

Chapter-II: REVIEW OF LITERATURE:

This chapter deals with the important published literature including journal articles, published magazine articles, books, and websites relevant in earlier studies related to Perception and Satisfaction.

Chapter-III: PROFILE OF ALL INDIA INSTITUTE OF MEDICAL SCIENCES LIBRARIES:

This chapter provides a brief profile of the All India Institute of Medical Sciences (AIIMS) and its function covered in the study.

Chapter-IV: COLLECTION AND SERVICES IN ACADEMIC LIBRARY:

This chapter provides a brief library, library collection, classification of library collection, RFID, collection development, selection of library collection, criteria of selection, tools for selection, acquisition policy, problems in collection development, evaluation of collection, weeding out of library materials, category of collection, library services.

Chapter V: ANALYSIS AND INTERPRETATION OF DATA:

Tabulation, statistical analysis, graphical representation and interpretation of the collected data from AIIMS libraries are taken up in this chapter. It deals with user's perception and satisfaction in AIIMS library collection and services, user's perception about library and library staffs. This hints at valuable suggestions and major findings of the study.

Chapter VI: FINDINGS, CONCLUSION AND SUGGESTIONS:

It deals with conclusion and recommendations of the study. Valuable suggestions are made for further research involved in AIIMS.

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Chapter-2

Review of Literature



2.1. Perception:

The word Perception comes from the Latin words perception, percipio, meaning “receiving, collecting, and action of taking possession, apprehension with the mind or senses”.

In psychology, philosophy and the cognitive sciences, perception is the process of attaining awareness or understanding of sensory information.

In biology, perception is understood as “the mental interpretation of physical sensations produced by stimuli from the outside world”. Here ‘mental interpretation’ has been interpreted as a process of constructing an internal model of the environment

2.2 Definition of Perception:

According to Dr. Shirley Telles, Shreevidya Nagesh and Naveen K. V. Shirley Telles, Ph.D., the word ‘perception’, known by Sanskrit terms as, ‘pratyakna’ and ‘aparokna’, where ‘pratyakna’ denotes a ‘pramana’ and leads to direct and valid knowledge, exists from Vedic age. In many of our ancient texts like the Vedas, Upanishads, Bhagavad Gita, Patanjali and many schools of yoga, perception is one of the methods of knowledge from sensory experience, which man shares with the lowest living beings, up to the transcendental perception of ultimate reality claimed by great mystics and seers of the world.

Forgus and Melamed have defined perception as “the process of information extraction” (1976). Forqus and Melamed based their description of perception on cognitive structures and according to them, “perceptions are the processes that determine how humans interpret their surroundings”.

According to Steward L. Tubbs & Stylvia Mors “Perception is an active process as one selectively perceives, organizes and interprets what one experiences. Interpretations are based on the perceivers past experiences, assumptions about human behavior, knowledge of the others circumstances, present moods / wants / desires and expectations.”

2.3 Difference between Perception and Attitude:

According to Peter B. Warr and Christopher, the line between perception and attitude is clearly a blurred but there are three clear points of difference:

1. In the first place attitudes are generally taken to be relatively permanent structures which are in most instances fairly resistant to change. Perception on the other hand is more transitory and flexible.
2. Attitudes may have as their objects more general or abstract entities than do perceptions. One may hold an attitude concerning, say, communism or academic freedom but one cannot be said to perceive these in anything other than a very loose sense.
3. The third difference between attitude and perception is more fundamental: it is implicit in the definition of perception that this only occurs in the presence of a stimulus. Yet the more permanent generalized nature of an attitude allows it to persist when no stimulus is present.

There is clearly interplay between attitude and perception. Perception is influenced by attitude, and change and development of attitude is dependent upon the way a source person and his message are perceived. Yet the two concepts are separate.

Thus, perception and attitude are diverse as the former is not permanent and keeps on changing whereas the attitude is permanent in nature and resistant to change.

Perception refers to the set of processes we use to make sense of all the stimuli you encounter every second, from the glow of the computer screen in front of you to the smell of the room to the itch on your ankle. Our perceptions are based on how we interpret all these different sensations, which are sensory impressions we get from the stimuli in the world around us. Perception enables us to navigate the world and to make decisions about everything, from which T-shirt to wear or how fast to run away from a bear.

2.4 Satisfaction: In library professional, various terms are being used to signify user, such as clients, customers, borrowers, members, patrons, etc. But the most frequently used term in libraries is user. It specifies the context clearly and has a wide acceptability in the profession. It represents a person who uses the library for his information needs. According to Cambridge Dictionary users means “someone who uses a product, machine, or service. According to Kenneth Whittaker (1993), “a user may be defined as a person who uses one or more of a library’s services at least once a year.” The library user is the focal point to the 21st century library and information ICCLIST-2018 services, as the library primarily exist to satisfy the user. Aina (2004) defined him as anybody who visits the library with the purpose of exploiting its resources to satisfy his information need. Users are the important factor without which an information system loss its whole purpose. In the library operation, it is extremely important to understand who the users are, what their needs are and how those needs can be satisfied and fulfilled by the library.

2.5 Need of satisfaction:

Users’ satisfaction of the services rendered by libraries relates to effective use of the services and resources provided by the library. The satisfaction derived by users

greatly influences the utilization of the services rendered by the library (Aina, 2004). There is no doubt that satisfaction of library services influences the degree in which the services are used and it has been found to be an important factor that affects the use or non-use of library services. According to Calvert (2001) three dimensions of customer expectations those concern staff attitudes, the library environment and services that help the customer to find and use the library materials efficiently, are found in his study. Abagai (1993) explored that the usage of the library users and certainly their satisfaction with the services of the library depends on the availability of the skilled staff, knowledge materials and accommodation in the library.

2.6 User Satisfaction:

The term user satisfaction synonymic-ally used as a customer satisfaction. It is a term frequently used in a library is it in Public, Academic and Special library. It is a measure of how the library and its services provided by the institution or the organization to meet user satisfaction. User satisfaction is often measured at the individual level and personal assessment that is greatly affected by user satisfaction. User satisfaction is an ambiguous and abstract concept and the actual manifestation of the state of satisfaction will vary from person to person and resources and services provided by the library or the organization. The state of satisfaction is very much depending on psychological and physical variables which correlate with satisfaction behaviors such as return and recommend rate

Griffiths et al. (2007) stated that user satisfaction is a difficult, intangible and elusive concept to define. Factors of satisfaction impacting on it need to be captured and used as a covariate. In order to examine satisfaction, we need to study the relationships held between various user and environment characteristics and satisfaction.

Torres and Kline, (2006) Customer satisfaction is the individual's perception of the performance of the product or service in relation to his/her expectations. Institute of Customer Service (2007) Customer satisfaction is the feeling that a customer gets when he/she is happy with the customer service that has been provided.

In the field of library and information center, a number of terms are being used to represent user, such as clients, customers, borrowers, members, patrons, etc. But the most frequently used term in libraries is user. It specifies the context clearly and has a wide acceptability in the profession. It represents a person who uses the library for his information needs. But to define the terms library user is still not easy, as some persons may be frequent visitors of library, while some others may use the library once in many years. Some may use many of the services provided by the library, and others may use only one service. Some may visit the library while others may use the library services through messenger or telephone or other facilities. Still another category of persons may visit the library but not for using its collection or services, instead for paying personal visit to a staff member. Out of these many conditions, when we can call a person, a library user is sometimes difficult.

2.7 Definition of Satisfaction:

The word 'satisfaction' is derived from Latin via French 'Satisfactio(n), from satisfacere 'satisfy, content', a sense of 'contentment, appeasement' and 'action of gratifying' (Online etymology Dictionary)

According to Cambridge Dictionary Satisfaction means," a pleasant feeling that you get when you receive something you wanted, or when you have done something you wanted to do." User satisfaction has been recognized as an important measure of

library performance, in general user satisfaction has been defined as the degree to which the library is able to meet the demands of the user.

The most comprehensive definition of satisfaction has been offered by Kotler and Keller (2006) who define satisfaction as “person’s feeling of pleasure or disappointment which resulted from comparing a product’s perceived performance or outcome against his/ her expectations”. Applegate (1997) defines user satisfaction as whether users are satisfied or not with a service or resources in a library. If users’ needs and expectations are met, then naturally they would be satisfied because their requests have been met. The satisfaction is the state that results after a library user has favorably or positively experienced a service product. Though academic libraries like other libraries are non- profitable organizations, they should be more concerned on how to bring satisfactory services to users. Academic libraries are faced with competition due to the emergence of players such as Google scholar and other tools in the scholarly retrieval arena, as such academic libraries must constantly evaluate services to determine user satisfaction as a necessary step towards assessing the services.

Kalita, H., & Singh, S. K. (2020) The study exposed that students use the library for browsing e-resources and borrow books as per their need. From the students responses it was clear that users give preferences on accessing e-resources than printed material.

Swapna, Jagdish And Manjula P.(2017) Library User’s Perceptions and Expectations towards Mysore University Library: A Case Study User of Mysore University Library have expected a Relevant collection of printed library materials, User friendly library Web site that enables to locate information & Relevant

collection electronic information resources & To start Current Awareness Services and Selective Dissemination of Information service through social networking site

Ambika and Selvakumar (2015) analysed the faculty perception on library resources and services in Hindustan College of Engineering and Technology, Coimbatore. The study revealed that 33% of the faculty members used the library twice in a week, 24% of them use once in a week, followed by 13% of them responded for monthly once and 11% of them use occasionally. The study also revealed that 31% of the respondents use library for the purpose of borrowing library materials, followed by reading news paper and magazines (26%), preparing lecture notes (18%), research purpose (11%), accessing general information (8%) and update the subject knowledge (6%). Majority (85%) of the respondents satisfied internet facilities in the library.

Rajput and Gautam (2014) studied the users' attitude towards use of the electronic resources and services by the users of Jiwaji University Central Library, Gwalior, India. The study revealed that 33.3% of the users were aware of the bibliographical services, 29% were aware of CD-ROM, 70.3% were aware of e-journals, 62.9% were aware of internet services and 51.2% of them knew about OPAC services provided in the library. Whereas 37% and 47.5% of users were not aware of OPAC and CD-ROM services respectively. Majority of the users (67.2%) were satisfied with internet facility.

Kumar (2012) has conducted out a survey for ArchitecturalEngineering College Libraries of Haryana. He concludes that there is an urgent need for improvement in the collection and strength of library staff and to prepare library annual budget, to build library collections, to provide quality of services to their users, and to purchase

and maintain the equipment. He also urged on to build a well-qualified professional staff, create digital libraries, and provide quality service in technical colleges.

Bolarinwa (2011) carried out a study on open access perceptions and reactions of academic librarians in private universities of Nigeria. The study revealed that most of the respondents had been involved with multiple assignments in the libraries interestingly and the highest proportion of the academic librarians was involved in assignments that had to do with user access facilitation services- circulation, reference and public services etc. Also high percentages of them were involved in acquisitions and administration duties and the maintenance of electronic system such as digital library, library system networks and web services. The study also revealed that 73.8% of the respondents agreed that academic libraries should create links to OA resources in their websites, while 92.9% agreed that academic libraries should include bibliographic records for OA journals in their catalogues. The respondents had positive perception about open access resources and issues concerning repository management in universities.

Baskaran (2011) conducted a study on user perception of library services in three academic institutions in the southern districts of Sivaganga, Ramanathapuram and Madurai, Tamilnadu. The study revealed that the library users most frequently visit their respective libraries for preparing for seminars assignments and to refer journal articles (0.70) mean. The users also frequently visit their libraries to prepare for projects/seminars/assignment (0.66) mean and least level mean secure the respondent for browse database is (0.44) mean. The respondents from the faculty of science secured maximum level due to keen search and obtained information by scientific journals and electronic publications. The study

also revealed that internet users prefer yahoo search engine as the most and google is next position in this study.

Rehman, Shafique and Mahmood (2011) studied the user perception and satisfaction with reference services in university libraries of Punjab. The study revealed that 43% of the respondents visited the library daily and 39% visited it twice a week. Respondents agreed with the statement that reference collection is adequate for their information needs (mean 3.67), well-organized and easy to use (mean 3.57), and appropriate material is available for answering the reference questions (mean 3.56). The respondents agreed that the reference staff is competent and helpful (mean 3.84) and demonstrates good communication skills (mean 3.58). But most of the respondents did not give any opinion about the statement that the reference staff immediately answers their ready reference questions (mean 3.44). The study also revealed that the respondents have satisfaction with all the library staff rather than only about reference staff. The level of user satisfaction is also satisfactory.

Kannappanavar and Swamy (2010) studied the user perception of library and information services in agricultural science Universities in South India. The study revealed that the respondents visit the library to use the resources and borrow or return books, refer periodicals and journals and consult reference materials. Large number of respondents also uses reports, proceedings, theses and dissertations. Other important reasons were to prepare for examinations and to do research. Majority of respondents find the library's directional signs useful and being able to easily locate required information and materials which was shelved properly. Fifty to eighty percent of respondents find the collection in good condition, and all users are satisfied with the organization of reading materials in their respective libraries.

Gowda and Shivalingaiah (2009) in another study of use of library facilities and services of university libraries of Karnataka disclosed the significant differences in the satisfaction level of research scholars of different disciplines with facilities and services of libraries.

Khaiser and Madhu (2006) study on “Expectations and Perceptions of the Users of the National Law School of India University Library (NLSIU): A Study”, ascertained that the expectations and perceptions of users about the facilities and services offered by University Library. It was found that 88% users visited library daily, but faculty members were not the regular visitors to library. All the users rated library as an excellent, very good or good. But the users wanted easy access to library and new books on emerging subjects.

Koovakki and Jaleja(2005) studied the satisfaction of the Career Seekers in the Resources and Services of Libraries in Kerala as ascertained the level of Satisfaction of career seekers in the resources and services of university, college and Public libraries. Survey revealed that users using university libraries were most Satisfied and using public libraries were least satisfied. A difference was also observed between the level of satisfaction of male and female users.

Uganneya and Idachaba(2005) have conducted out a survey of the students and teachers under the title “Information System Effectiveness -A User’s Satisfaction Approach Study of Francis Sulemanu (F. S.) Idachaba Library, University of Agriculture, Makurdi, Benue State, Nigeria”. It is found that Circulation and Information Technology services were deficient and frequency of the use of library was low, which indicates that library did not meet information needs of users

properly. Respondents suggested the introduction of new journals and the Internet service to improve the library system is must.

Choukhande and Kumar (2004) carried out a study on the information needs and use patterns of faculty members and research scholars of Amravati University. The study assessed the needs and problems of users and suggested remedies. Through a combination of survey techniques, questionnaire method, observation and interviews, the authors found that most users prefer reference sources like encyclopedias, periodicals, dictionaries, etc. Also, users consult electronic sources more often than audiovisual materials. The review of literature demonstrates that despite the vast amount of research on library effectiveness and efficiency, there is also an equally considerable collection of relevant and appropriate literature pertaining to user assessment of library effectiveness and efficiency. Yet, there is little research on user assessment of library effectiveness and efficiency in Indian libraries.

Maharana, Choudhury, and Dutta (2004) studied collection development of electronic information resources in the R&D libraries of Kolkata city. The main objectives of the study included uncovering the current state of the collection, exploring the current practices of collection and collection development policies of e-resources, and recommending practical guidelines for improved collection development programs. Using the questionnaire method, these researchers determined that out of ten libraries, only four provided access to OPACs, e-journals, and e-databases, a range of electronic databases, such as AGRIS, MEDLARS, Sociological Abstracts, and INIS. Furthermore, six of the libraries (60%) had a policy statement for the development and management of e-resources while eight (80%) did not follow a standard practice to preserve their digital resources. All the libraries except for

NIRIAFT had their own website and seven libraries provided technical training to staff on digital asset management.

Yang (2004) noted that user satisfaction is based on the degree of perceived quality that meets users' expectations, therefore library management should periodically evaluate the services they provide to their users. That is the only way to assess users' needs and expectations as far as the services of a library are concerned.

Lohar and Kumbar (2002) the usage of library facilities and information resources in Shimoga's Sahyadri Colleges was investigated (Karnataka). The purpose of the study was to analyze the sufficiency and requirement of information resources for colleges by faculty in order to assist administrators in developing enrichment programmes for improved library use and assessing the techniques of document organization in libraries. The majority of respondents in both the Arts and Commerce and Science Colleges (42.86 percent and 42.86 percent, respectively) were aware of library categorization and used the library catalogue to gather information about publications accessible in the library (69.05 percent and 63.27 percent). The survey discovered that both colleges had easy access to reading resources (54.67 percent and 63.27 percent, respectively). However, the university's lack of complete financial allocations restricted the provision of topic magazines and journals. The infrastructure of the stack room and reading room did not meet expectations.

Reddy (2002) from 1994 to 1999, the UKeIndia Regional Engineering Colleges (REC) initiative looked into the establishment of the central library at REC Warangal. The goal of the project was to enhance the libraries at all eight RECs by sharing resources, avoiding duplication of acquisitions, and encouraging reciprocal academic contact among professors and students. Reddy discovered that the status and successful

development of the library resulted from training a high degree of technical skills, intelligence, initiative, efficiency, understanding, team management for improving library services, strengthening of library procurement of the latest and advanced resource material in both print and electronic forms, resource sharing to avoid duplication, and library procurement of the latest and advanced resource material in both print and electronic forms. duplication of resources, IT development through the purchase of IT infrastructure, database creation, acquisitions, serial control, OPAC, circulation desk (through barcode technology), multimedia facility, CD-ROMs, discs, Internet and e-mail, audiovisual under the UKeIndia RECs Projects as well as the Center of Excellence at the Regional Engineering College Warangal.

Siddiqui (2002) The Jawaharlal Nehru University Library in New Delhi performed a similar research on the usage of the library collection. A total of 303 users were randomly selected and issued a questionnaire through mail. 177 individuals answered out of a total of 303 users. The working hours of the library were deemed adequate by those polled. The majority of customers (80.4 percent) thought the library's reading area was acceptable finally, 49.8% of users were pleased with the library's offerings.

Hiller (2001) has discussed the fact that library user satisfaction surveys have become widespread in academic libraries during the past twenty years. Surveys have often been used as a tool to assess service quality and user satisfaction. Surveys can range from broad and comprehensive to those narrowly focused on specific services or activities. Lancaster university library (2006) regularly conducts user satisfaction surveys as a means of identifying areas for service improvement and ensuring that it remains responsive to the helps in justifying resources and improving the services.

Majid, Anwar, and Eisenschitz (2001) the elements that influence users' views of library efficacy were studied. Five important agricultural libraries in Malaysia were surveyed using a questionnaire. The efficacy of libraries was shown to be directly connected to the adequacy of collections, services, and facilities. Other elements that influence the outcome The adequacy and effectiveness of library promotion, user involvement in the selection of library materials, convenient library location, participation in user education programmes, and availability of assistance for using library resources and facilities, as well as the subject background of library professionals, all contributed positively to the perception of library effectiveness.

Biradar and Kumar (2000) Using the questionnaire technique performed a research on the evaluation of information services and facilities supplied by the DVS Polytechnic College library to analyze the present library service and facilities. The study went on to look at how professional characteristics like type of job and sex influenced people's perceptions of library services. The findings revealed that the library's current system of services was insufficient.

Chandran (2000) the usage of Internet resources and services in the U.S. is discussed. V. University atmosphere (Tirupathi). The author used a questionnaire to learn about respondents' attitudes toward utilizing Internet services, their understanding of networks, the sources from which they learn about the Internet, and the ways in which they access the Internet. The majority of the users, according to the author, were between the ages of 18 and 25. The bulk of the users were between the ages of 20 and 25, and the majority of them were B students, according to the author. Tech and MCA were familiar with VANL, ERNET, e-mail services, and Access to the internet at the computer centre.

Crawford and Daye (2000) performed a research to describe the usage of the electronic information flood (EIF) in the Caledonian library and information centre at Glasgow Caledonian University. The poll employed both observational and questionnaire methods and discovered that the majority of respondents were full-time students who preferred to use a PC over a Mac, with only 18 utilizing the EIF. Crawford and Daye (2000) came to the conclusion that information seeking is a rare activity and that the level of non-curricular activity is significant but unqualified.

Kaur and Nandan (2000) through a case study of Bhai Gurdas Library, GNDU, and Amritsar, he led a research to assess the influence of IT on university libraries. The study's major goal was to look at the evolution of the Internet, Intranet, Extranet, web servers, and multimedia, which allow users to access a broad range of resources. The authors concluded that the use of new information and communication technologies will be beneficial Bhai Gurdas Library's technologies aided in the computerization of the library and the creation of an in-house database of the collection, as well as raising awareness of services such as book and periodicals databases, and providing e-mail and Internet access. However, the library's transition into an information center is not yet complete.

Kibrige and De Palo (2000) conducted research on the sources of academic research information, the frequency of Internet use by end users, to find the most popular search engine, to gauge the use of online and CD-Rom databases in the library, and the use of search engines in libraries and information centres. The questionnaire method was used to collect the necessary information. The authors observed that users prefer search engines to locate topical information on the Internet. They also suggest the need to reeducate Internet users in several aspects of the information super highway and online databases available.

Monopoli and Nicholas (2000) conducted a case study on user-centred approaches to the evaluation of subject based information gateways. The study primarily aimed to find out user opinion regarding the use of the SOSIG gateway information system and to determine whether the Internet suffers from its remoteness.

Monopoli and Nicholas (2000) collected data through an online questionnaire made available on the SOSIG website for one month. Overall, they found that since SOSIG's introduction, there was a marked increase in the number of user requests and that woman seemed to have more difficulties with the Internet than men.

Naushad Ali (2000) conducted a study on the use of the Internet and its use at Aligarh Muslim University. The examined user purpose and utilization of the Internet, most popular sites, and sources of information used as well as problems faced and level of satisfaction of users. The questionnaire method was used to collect the data. Naushad Ali found that most of the users in the university had a tendency to use Internet services regularly because of its quick access to relevant information. World Wide Web and e-mail are the most used Internet services and most sought information about new websites. Here, 32.22 percent of the users faced slow downloading problems followed by technical (28.81%) and guidance (27.78%) issues. A large number of Internet users were not satisfied with infrastructure facilities, but most of them were satisfied with the timing and location of the computer centre.

Satisfaction

Singh & Kuri (2017) investigation of user's satisfaction with library resources and services in IIT libraries in India. A survey research method was adopted to address the research questions. 800 questionnaires were distributed among final year graduate students, postgraduate students, research scholars and faculty members of 7 IIT

libraries to collect relevant data regarding their satisfaction. 758 filled-in questionnaires were received and analyzed. On the basis of finding, some suggestions have included in this study to increase user's satisfaction from libraries.

Chandrasekar and Sivathaasan (2016) investigated the level of satisfaction among children (up to 14 years) with regards to facilities and services available at the children section of the Jaffna Public Library. A structured questionnaire was distributed among randomly selected members of the children's section. Data collected via the structured questionnaire were analyzed using SPSS 22.0. The result showed that the prime purpose of visiting the children section is reading books and other material. With regards to frequency of visit, 86 per cent of the respondents visit the library three to four times in a week or at least once a week. Result revealed that female children are more satisfied with the library environment compared to males.

Chandrasekar and Sivathaasan (2016) examined the level of satisfaction among children (upto 14 years) with regard to facilities and services available at the children's section of the Jaffna Public Library. A structured questionnaire was distributed among randomly selected members of the children's section, JPL. Data collected via the structured questionnaire were analyzed using SPSS 22.0. The response rate was 67percent. Descriptive analysis showed that the prime purpose of visiting the children's section (JPL) is reading books and other materials. With regard to frequency of visit, 86percent of the respondents visit the library three to four times in a week or at least once a week. Results of the f-test indicated that there is no significant difference among different age groups for overall satisfaction of children's section facilities and services. Results of the t-test revealed that female children are more satisfied with the library environment compared to males.

Masrek and Gaskin (2016) analyzed user satisfaction in the context of academic web digital library (DL). The study employed survey research methodology with self-administered questionnaire as the research instrument. The questionnaire was developed based on the instruments used by previous researchers. The population of the study was students enrolled for the bachelor's degree in the Faculty of Information Management, University Teknologi MARA, Malaysia. These students were chosen because of researcher's easy access to the sampling frame. Descriptive analysis and inferential analysis which include SEM were executed using IBM SPSS and AMOS statistical software. The results indicated that information quality, systems quality, service quality, perceived usefulness, perceived ease of use and cognitive absorption are significant predictor of users' satisfaction with the web DL.

Verma and Prang (2015) conducted a survey regarding satisfaction with library services by PG students of school of physical sciences and study resolved that users are quite satisfied with library collection and services.

Ahmed and Amjad (2014) measured the satisfaction level of researchers regarding to the usage of electronics resources and to assess the frequency and purpose in the use of the different types of electronics resources and also to identify the problems faced by research scholar while using e- resources. The respondents were asked questions regarding the problems faced by them while using e-resources. The result shows that respondents faced some problems frequently such as lack of internet connection, difficult interface design, discomfort with e- reading and lack of guidance from teacher etc.

Barbara and Chen (2014) examined public library staff attitudes towards open-source library automation in the state of Indiana USA. The researcher was interested

in understanding the library staff's perceptions of the value of the system in performing their job duties and improving library services. The researcher travelled to nine public libraries every three months to survey library staff from January to December 2010. The survey consisted of six question regarding the use of the Evergreen System for work processes and basic demographic information of the staff. There were a total of 323 survey respondents, out of 323 respondents, 57 (17.65 per cent) used the Evergreen system in their daily work routines at the library. The primary benefits reported were: ability to check the availability of library materials at other Evergreen libraries.

Killick, Weerden and Fransje (2014) conducted international research into library customer satisfaction as measured by the LibQUAL survey methodology. LibQUAL results from SCONUL Libraries, Utrecht and Leiden Universities were analyzed to explore the differences between customers who were very satisfied, and those who were very dissatisfied with the service. Results from each of the three dimensions of service quality were reviewed separately. The survey results from respondents who had given a high satisfaction mean score to one of the three dimensions were analyzed to assess if they had also given high satisfaction mean scores overall. This process was then repeated for those who had given low satisfaction mean scores. When reviewing the surveys with low satisfaction mean scores in the Effect of Service dimension it was discovered that these respondents also had the largest negative scores for the overall average perceived scores, indicating they are the most dissatisfied users. The findings show that both information resources and user service affects the overall opinion of the library service for all user's groups.

Sriram and Rajev (2014) conducted to ascertain various services and facilities required by the academic library users of Sur University College and their level of

impact on its users' satisfaction. Primary data were collected from the academic library users. The related services such as photocopying facilities, printing facilities, study desk facilities, PC provisions and library catalogue which were provided by the Sur university college academic library were examined with the different statistical measures to identify the impact levels. Printing and photocopying facilities found to have highly impact on the Sur university college academic library users. Suggestions were also made to provide quality services and increase users' satisfactions.

Bakti and Sik (2013) investigated the relationship between library customer loyalty and other areas namely service quality and customer satisfaction in a university library service in Indonesia. More specifically the paper aims to examine whether service quality affects customer loyalty directly and indirectly through customer satisfaction. The authors surveyed the users of a university library in Indonesia by using structured questionnaire. The result revealed that service quality has a direct effect on customer satisfaction, which then directly influences library customer loyalty. Nevertheless, service quality does not have significant direct effect on customer loyalty in library service.

Muhammad and Mirza (2013) evaluated the satisfaction of users with the services of Punjab Institute of Cardiology Library. A purposive sample of 15 health care professionals was selected. A semi structured interview technique based on an interview guide was used for collection of data. The data were qualitatively analyzed using a thematic approach. Result revealed that users of PIC library were satisfied with the library collection, organization, and reference and circulation services. They were concerned about library space, hours, furniture and environment and suggested more availability of electronics library services, newer collections, better internet access and comfortable furniture.

Saikia and Gohain (2013) studied and investigate user's satisfaction on library resources and services and information seeking behaviors of the students and research scholars of Tezpur University. 200 questionnaires were distributed among students and research scholars of Tezpur University to collect relevant data. It is found that 82.39% (131) users borrowed text books, 79.87% (127) consulted journals and 75.47% (120) read newspaper to meets their information needs. From this study it is felt that user's guidance is necessary to help library users to meets their information needs.

Citti, Politi, and Sabattini (2012) investigated on academic libraries of the University of Bologna situated in Cesena, about users' satisfaction, in order to improve services. Two surveys were carried out: in 2007 and in 2010. The second one aimed to verify whether the actions adopted following the 2007 questionnaire had been appreciated. The 2007 survey adopted the interviewer-assisted administration technique, the 2010 was online. The 2010 questionnaire gave information about users' expectations and actions to be taken, the number of students unaware of advanced services is high. The online questionnaire was adopted. The result was that a higher number of professors answered the questionnaire, but fewer students. That was probably due to the fact that most students do not use the institutional address.

Hossain and Islam (2012) highlighted service quality (PSQ) associated with user satisfaction of Dhaka University Library (DUL). To identify the service quality users' needs and expectations were initially identified. A modified SERVQUAL instrument was used to survey DUL users. User responses for minimum, expected, and perceived services were calculated. A gap analysis was done to measure the PSQ that reveals two types of service gaps, i.e. positive gap provides quality services, and negative gap indicates the service shortfall. Users' satisfaction level was also identified. In both cases (assessment of PSQ and satisfaction). The outcome of the study shows that

“library hours” is the only service item which got the optimum satisfaction of the users, while other items fall short of meeting the user’s need.

Larson (2012) conducted to find out user satisfaction with services and resources at the Institute for Educational Development and Extension (IEDE) Library in University of Education, Winneba, Ghana. A descriptive survey design was adopted for the study. The questionnaire was the instrument used for data collection. In the entire total sample for the study was 454. Data was analyzed into frequency tables and percentages. Results of the study revealed that though students were satisfied with the current services, there is a room for improvement as far as the services and resources of the library are concerned. Recommendations made included lengthening opening hours of the library; reprographic section and printer are suggested to enhance scholarly endeavors of users.

Borbely (2011) identified how task effectiveness, completion, efficiency and task time effect the general user satisfaction with a specific software product, and which factors, mentioned above, have the biggest effect on user satisfaction.

Pauline (2011) examined the relationship between service quality and user’s satisfaction at Redeemers University and investigates how user surveys have been employed in a number of previously published literatures. A questionnaire was used as a data collection instrument for the study. The study revealed that the academic staff and students who formed the population for the study, students were found most frequently used the library. The college of management sciences had the highest frequency of use and it also showed that users were satisfied with the resources and services of the library.

Azzah and Mark (2010) studied and investigated factors influencing user satisfaction in information retrieval; it is evident from this study that user satisfaction is a subjective variable, which can be influenced by several factors such as system effectiveness, user effectiveness, user effort and user characteristics and expectations. Therefore, information retrieval evaluator should consider all these factors in obtaining user satisfaction and in using it as a criterion of user effectiveness.

Kaur (2010) studied to examine the perception of academic staff on the quality of academic library services. It also attempts to assess the impact of library services on their work and their perceived level of satisfaction towards university library services. The study was carried out using a survey methodology. The survey instrument was a questionnaire adopted from a quality impact survey based on SERQUAL dimensions. The result revealed that the overall satisfaction with the library services received.

Mehran and Mostafa (2008) investigated the importance of service quality from the perspective of University of Tehran Central Library users. The research also aims to measure how successful the library in meeting users' needs by providing library resources and services. In order to meet the objectives of the study, SERVPERF methodology was used. Information was collected via questionnaires which consisted of structured questions. All the questions were designed to elicit responses on a five-point Likert scale to measure both respondent satisfaction and perception of service quality. The results revealed that, although University of Tehran Central Library has conducted a number of programs for improving its services, because of the lack of identifying the most important aspects of service quality in their users' ideas, the efforts for providing user satisfaction has failed to a large extent.

Sahu (2007) measured the perceptions of the Jawaharlal Nehru University library users and its quality service and to observe how far the JNU library has succeeded in delivering such service to its users. The research was carried out among the students and faculty members of the JNU. A questionnaire was used as the data gathering instrument. For data collection structured questions were prepared. Closed ended questions were designed to stimulate responses on a five point Likert scale to measure user satisfaction and perception of service quality. Chi- square method was used for the collected data analysis. The results indicated that the JNU library is not lacking in quality of service.

Adomi et.al. (2004) observed levels of satisfaction with reserve collection services at Delta State University Library, Abraka, Nigeria. By means of a questionnaire, data were collected. Findings revealed the personal characteristics of the respondents and their levels of satisfaction with reserve collection, loan policy, staff, condition of reading room, opening hours and the time it takes to serve users. The paper concludes by making recommendations for improvement.

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Chapter-3

AIIMS Profile



3.1 Introduction:

Creating a country imbued with a scientific culture was Jawaharlal Nehru's dream, and immediately after independence he prepared a grand design to achieve it. Among the temples of modern India which he designed, was a centre of excellence in the medical sciences. Nehru's dream was that such a centre would set the pace for medical education and research in Southeast Asia, and in this he had the wholehearted support of his Health Minister, Rajkumari Amrit Kaur.

The health survey and development committee, chaired by Sir Joseph Bhore, an Indian Civil Servant, had in 1946 already recommended the establishment of a national medical centre which would concentrate on meeting the need for highly qualified manpower to look after the nation's expanding health care activities. The dreams of Nehru and Amrit Kaur and the recommendations of the Bhore Committee converged to create a proposal which found favor with the government of New Zealand. A generous grant from New Zealand under the Colombo Plan made it possible to lay the foundation stone of All India Institute of Medical Sciences (AIIMS) in 1952. The AIIMS was finally created in 1956, as an autonomous institution through an Act of Parliament, to serve as a nucleus for nurturing excellence in all aspect of health care.

All-India Institute of Medical Sciences was established as an institution of national importance by an Act of Parliament with the objects to develop patterns of teaching in Undergraduate and Post-graduate Medical Education in all its branches so as to demonstrate a high standard of Medical Education in India; to bring together in one place educational facilities of the highest order for the training of personnel in all important branches of health activity; and to attain self-sufficiency in Post-graduate Medical Education.

The Institute has comprehensive facilities for teaching, research and patient-care. As provided in the Act, AIIMS conducts teaching programs in medical and para-medical courses both at undergraduate and postgraduate levels and awards its own degrees. Teaching and research are conducted in 42 disciplines. In the field of medical research AIIMS is the lead, having more than 600 research publications by its faculty and researchers in a year. AIIMS also runs a College of Nursing and trains students for B.Sc.(Hons.) Nursing post-certificate degrees.

Twenty-five clinical departments including four super specialty centers manage practically all types of disease conditions with support from pre- and Para-clinical departments. However, burn cases, dog-bite cases and patients suffering from infectious diseases are not entertained in the AIIMS Hospital. AIIMS also manages a 60-bedded hospital in the Comprehensive Rural Health Centre at Ballabgarh in Haryana and provides health cover to about 2.5 lakh population through the Centre for Community Medicine.

3.2 Objectives of AIIMS:

To develop a pattern of teaching in undergraduate and postgraduate medical education in all its branches so as to demonstrate high standard of medical education to all medical colleges and other allied institutions in India.

- To bring together in one place educational facilities of the highest order for the training of the personnel in all important branches of the health activity.
- To attain self sufficiency in postgraduate in medical education.

3.3 Functions of AIIMS:

- Undergraduate and postgraduate teaching in medical and related physical biological sciences.

- Nursing and dental education
- Innovations in education.
- Producing medical teachers for the country.
- Research in medical and related sciences.
- Health care: preventive, promotive and curative; primary, secondary & tertiary.
- Community based teaching and research

3.4 List of AIIMS:

In India, I visited five of the seven AIIMs. As a result, there is profile's list.

Table 3.1 List of AIIMS

Sr. No.	Institute's Name	Place	Year
1.	All-India Institute of Medical Sciences	New Delhi	1956
2.	All-India Institute of Medical Sciences	Bhopal	2012
3.	All-India Institute of Medical Sciences	Bhubaneswar	2012
4.	All-India Institute of Medical Sciences	Patna	2012
5.	All-India Institute of Medical Sciences	Rishikesh	2012

3.4.1 AIIMS New Delhi:

AIIMS Central Library is known by the name of Dr. B. B. Dikshit library after the name of the founder director of the institute. It came into existence in 1957. It was originally accommodated on the ground floor of the pre-clinical block, after that it was shifted to its present premises in 1973. The Library building consists of two floors with a carpet area of 27000 square feet and seating capacity of 350 persons. Since August, 2003 the library remains open round the clock, seven days a week including Sundays and holidays except national holidays



Fig 3.1 AIMS New Delhi Library

Source: <https://www.google.com/search?source=univ&tbm=isch&q=aiims+central+library+photo>

This is one of the best reference Library & information centre in the field of medical sciences in South Asia having huge repository of more than 73,142 books, 78,727 bound journals, 8503 thesis and access to more than 1,500 online journals in the field of medical sciences. Library also have the access of important Medical Science databases like Access medicine, BMJ Best Practice, BMJ Case Reports, UPTODATE, Web of Science, NEJM Journal Watch etc. Library holdings can be accessible through library web OPAC. Library resources can be retrieved through Web Scale Discovery Service by EBSCO called “Single Point Search (iSearch@BB Dikshit Library)”. It is a single interface for accessing print and digital resources of the library. BBDL also provide remote access facility of E-resources for the faculty and research scholars.

3.4.1.1 Services:

Two types Library services

3.4.1.2 Library services:**3.4.1.2.1 Library Membership:**

One can take the library membership by submitting application form along with supporting documents. A newly launched RFID enabled Library Smart card will be issued to a member for further library transactions like Book issue and return service, checking number of books issued to a particular user through OPAC by simply putting user ID, checking whether particular book is available on shelf or issued to someone.

3.4.1.2.2 Reading Room Service:

Library is open 24 x 7 to all AIIMS faculty, residents, students and staff members for reading and consultation.

3.4.1.2.3 Reprography & Printing Service:

Library provides photocopy of books and articles from printed journals available in its collection at nominal charges.

Printing facility of articles searched from databases and journals are also available in the library.

3.4.1.2.4 Timings for Printing/Reprography:

- | | |
|--------------------------------|-------------------------|
| ➤ Monday to Friday | 10.00 AM to 05.00 PM |
| ➤ Saturday (Photocopying) | 10.00 AM to 05.00 PM |
| ➤ Saturday (Printing) | 10.00 AM to 01.00 PM |
| ➤ Charges | |
| ➤ B/W Photocopying | INR 0.75 Paisa per Page |
| ➤ B/W Printing | INR 1/- per Page |
| ➤ Colour Printing/Photocopying | INR 8/- per Page |

3.4.1.2.5 Inter library Loan Service:

Library provides Interlibrary Loan facility through DELNET. Through this service one can borrow a book or document which is not available in our library from other libraries.

3.4.1.2.5.1 AIIMS Institutional Repository:

Library has been initiated to develop AIIMS Institutional Repository which has the collection of Books & articles written by AIIMS fraternity and other documents published by AIIMS.

3.4.1.3.1 E-Reading Hall:

A new E-reading hall having the capacity of more than 75 readers with electric power point facility to charge the digital devices. It is fully air-conditioned, Wi-Fi facility and ten Thin Client computers for browsing the Library E-Resources.

3.4.1.3.2 Online Public Access Catalogue (OPAC):

OPAC is an online database of materials held by a B. B. Dikshit Library. Users can search a library catalogue to locate books and other material available at a library.

3.4.1.3.3 E-Resources:

Dr. B. B. Dikshit Library provides access to over 1500 full text e-Journals through various databases; 5 systematic reviews databases, 5 other medical databases, 136 e-Books and a number of other e-resources.

3.4.1.3.4 Database Access:

- Point of Care Databases:
- UpToDate
- BMJ Best Practice

- BMJ Case Report
- Other Databases Access Medicine
- Acland Anatomy
- NEJM Journal Watch
- HSTalks: Biomedical & Life Sciences Lectures
- Web of Science
- Dentistry & Oral Sciences Source

3.4.1.3.5 EBSCO Discovery Service (EDS) or Single Point Search Service:

SPS is a Google like search facility by EBSCO. All the E-resources subscribed by the library can be searched simultaneously with the help of Single Point Search (iSearch@BBDL) EBSCO Discovery Service.

3.4.1.4 Remote Access:

Library also provides remote access for its e-resources so that they are available 24x7 anywhere to the faculty and residents through Open Athens and Remote Xs.

3.4.1.5 Plagiarism:

Library also has the facility to scan documents to check for plagiarism through iThenticate- anti plagiarism tool. Separate access to iThenticate has also been provided to faculty members.

Services	Days	Timings
Opening Hours	Monday- Saturday	8.00 A.M to 8.00 P.M
Issue Timing	On Week Days	9.30 A.M.- 9.30 P.M.
Library Open on Sunday & Holidays		10.00 A.M.- 12.00 P.M. Noon & 4.00 P.M.- 6.00 P.M.
Photocopy Timings		9.30 A.M. - 5.15 P.M. (On Sat. Day Upto 1.15 P.M.)

3.4.1.6 Library Facilities:

- Library Holidays:-

- 1. Republic Day, 2. Holi, 3. Independence Day, 4. Gandhi Jayanti, 5. Dussehra, 6. Diwali.
- Will Also Be Closed After 5.00 P.M. On Janamashtami

3.4.2 AIIMS Bhopal:

Central Library of AIIMS Bhopal is under construction which will be serving the varied needs of its readers efficiently. It is being planned to provide the online scientific as well as print issues of National and International journals of Medical Sciences, good volumes of books and sound reading place with the access to international libraries and major biomedical databases. World class library management systems like radiofrequency identification (RFID) system will be placed in the Central library of the AIIMS Bhopal.

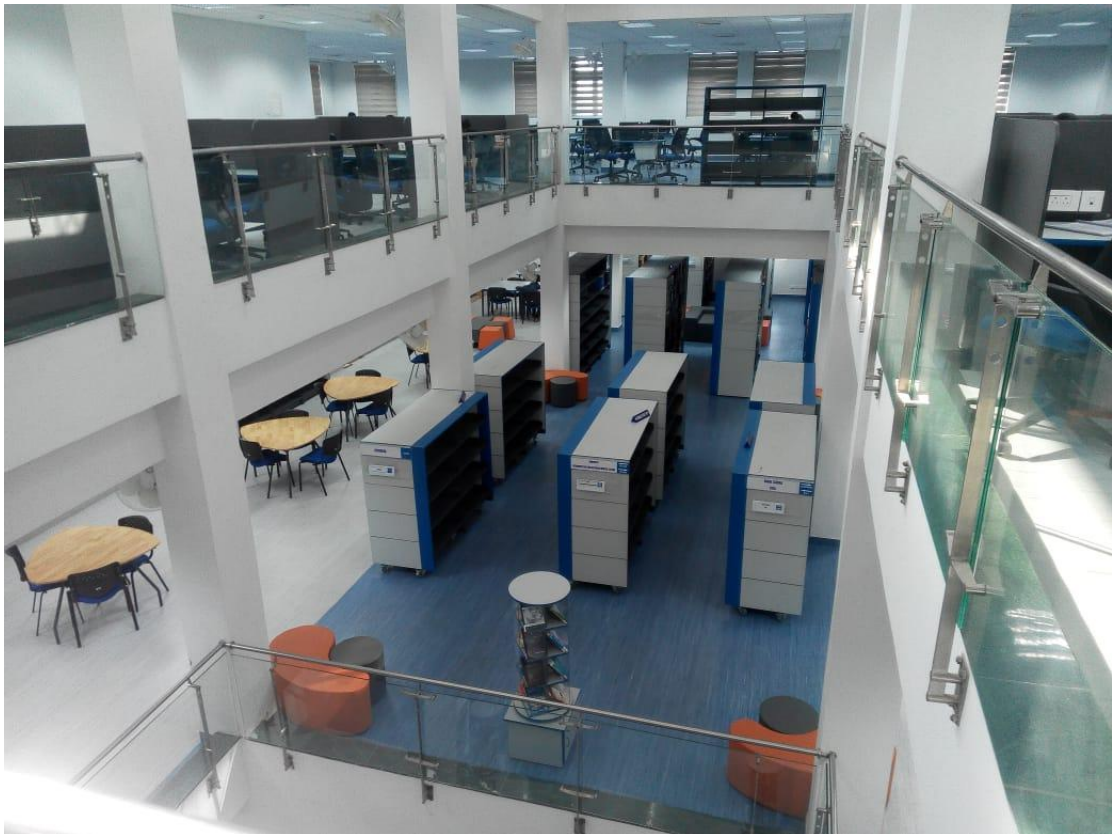


Fig 3.2 AIMS Bhopal Library

3.4.2.1 Library Facilities:

Services	Days	Timings
Opening Hours	Monday- Friday	9:30 am to 6: 00 PM
Reading Room	Saturday	9:30 am to 12: 00 PM

3.4.2.2 Library Services:

- Bibliographic Services
- Circulation Services
- Reference Services
- Literature Review Services

3.4.3 AIIMS Bhubaneswar:

Central Library started functioning since 3rd October 2012 under the Chairmanship of Dr. Pranati Nanda, Additional Prof. Department of Physiology whose painstaking effort saw the library grow by leaps and bounds. Presently, the library is being headed by Prof. (Dr.) A. K. Praharaj, HOD, and Department of Microbiology under whose leadership the library is making further progress. It was situated on the ground floor in the Academic Block. It had moved to 2nd floor of Administrative Building on 9th February 2016. The Library caters to all the faculty members, PG student, MBBS as well as B. Sc. Nursing Student and paramedical courses like OT & AT, Radio Therapy and Medical laboratory. We have 03 functional computers at present with limited Wi-Fi facility. 20 more computers are installed in computer centre. November 2016 we have procured Remote access software for accessing e-resources inside as well as outside the campus purchased by our institute.



Fig 3.3 AIIMS Bhubaneswar Library

3.4.3.1 Library Facilities:

Services	Days	Timings
Opening Hours (Circulation Section)	Monday to Friday	9 A.M to 9 P.M.
	Saturday	9 A.M to 4 P. M.
	Sundays & Holidays Closed	
Reading Room	All day in week	6 A.M to 10 P.M.
Computer Section	Monday to Friday	9 A.M to 9 P.M.
	Saturday	9 A.M to 4.30 P. M.
	Sundays & Holidays Closed	
Photocopy Section (Xerox)	Monday to Saturday	9.00 A.M to 5 P.M
	Sundays & Holidays Closed	

3.4.3.2 Collection of Resources:

Items	Data
Books	Around 7190
CD & DVDs	358
Newspaper	13 (Hindi-1, English-7, Odiya-5)
Magazines	5

Journals	Around 1666 (670+ titles from Elsevier (ClinicalKey), 224 of Lippincott Williams & Wilkins (LWW) , 21 from BMJ, ERMED consortium: 239, Library individual subscription: 60, Medknow: 452)
Medical Protocols	21 Protocols developed by MOHFW for patient care.
Newsletter	Dhauri (Quarterly Issue) of AIIMS, Bhubaneswar.
Miscellaneous	Annual Report and student Magazines are also available.
Databases	CINAHL Complete, Access Medicine
Clinical Tool	Up to date of LWW

3.4.3.3 Library Service:

Items	Data
Books	Up to two books at a time are being issued for 1 month for Faculty Members and 15 days for students.
Renewal	Books are being renewed before expiry of retention period and to a Maximum of two times if the title is not demanded.

3.4.3.4 Fine Collection:

Items	Data
Overdue	Fine collected @ Rs 5/- per day.
Mode of Fine	Receipt for the payment of fine is being given.
Loss of Book	In case of loss of book, borrower has to replace the same or deposit double the cost of purchase price.
Library Management Software	NewGenLib ILS ver 3.1 is in use. It has been indigenously customized by the library team. OPAC search facilities are also available.

3.4.3.5 Reference Service:

- At present two (02) books of the same title are being maintained in the Reference Section.

3.4.4 AIIMS Patna:

AIIMS Patna is the vision of the Hon'ble ex-Prime minister Shri Atal Bihari Vajpayee who decided to give to the nation six regional AIIMS with the mandate to provide the most modern healthcare to the last man in the queue at affordable cost. AIIMS Patna was created by the ordinance dated 16th July, 2012 and then the Act (Amendment), 2012 on 2nd July, 2013. In all, 6 new AIIMS have been created and taken care by the PMSSY (Prime Minister Swasthya Suraksha Yojana). The work started in 2010 with construction in six packages by the Project Monitoring Unit of the MoHFW and is referred to as AIIMS project. The project management at individual sites was done by a Superintending Engineer on behalf of the MoHFW, the DPR consultant, the project consultant and the contractors till date. Recruitment of faculty for all six AIIMS was undertaken by the MoHFW being coordinated by AIIMS Patna from November, 2011 which processed six thousand five hundred online applications for 546 posts in Six New AIIMS by September 30th 2012. The institute is also in the process of recruiting more faculty and starting new departments.



Fig 3.4 AIMS Patna Library

Source: [https://www.google.com/search?source=univ&tbm=isch&q=aiims+central+ library+photo](https://www.google.com/search?source=univ&tbm=isch&q=aiims+central+library+photo)

The Hospital is well developed now, catering to approximately 1500 outpatients per day, with each department having its own OPD block area, running 3 major state of the art semi-modular operation theaters, and two minor operation theaters, in all performing more than 250 surgeries per month. It runs round the clock laboratory and has world class radiology with CT, MRI, Biplane DSA, Digital mammography, digital radiography, ultrasound with color doppler facilities. The institute also has a telemedicine programme called Chhattisa, a community outreach programme which has conducted more than 100 health camps. The medical college is a fully functional central air conditioned building with Wi-Fi and has the various teaching departments along with their teaching and research laboratories. Five MBBS batches each with 100 students (barring the first which had 50 students) have been taken in so far, the first batch now in its internship. Nursing college is housed in a separate building, has been taking in 60 B.Sc. nursing students per year, the first batch having completed its course. Hostels are available for girls, boys and residents separately (married and unmarried accommodation) with multiple mess and food plaza. All hostels are with Wi-Fi facility. Recreational facilities have developed over time and now include a world class gymnasium, cricket and football pitches, open playgrounds, badminton courts and indoor games.

3.4.5 AIIMS Rishikesh:

AIIMS, Rishikesh is one of the FIVE AIIMS like apex healthcare institutes being established by the Ministry of Health & Family Welfare, Government of India under the Pradhan Mantri Swasthya Suraksha Yojna (PMSSY). With the aim of correcting regional imbalances in quality tertiary level healthcare in the country, and attaining self sufficiency in graduate and postgraduate medical education and training the

PMSSY planned to set up 6 new AIIMS like institutions in underserved areas of the country.

These institutions are being established by an Act of Parliament on the lines of the original All India Institute of Medical Sciences in New Delhi which imparts both undergraduate and postgraduate medical education in all its branches and related fields, along with nursing and paramedical training. To bring together in one place, educational facilities of the highest order for the training of personnel in all branches of health care activity.

The All India Institute of Medical Sciences, Rishikesh came into existence as an institute of National Importance through an Act of parliament. The All-India Institute of Medical Sciences (Amendment) Bill, 2012, was passed in the Lok Sabha on August 30,2012 and in Rajya Sabha on September 4, 2012.This Act enabled the Rishikesh AIIMS to be an autonomous body on the lines of the existing AIIMS, Delhi.

Official inauguration ceremony for Medical college of AIIMS,Rishikesh was held done on 20.09.2012. Subsequently MBBS classes with batch of 50 students were started on 21.09.2012.

3.4.5.1 Central Library AIIMS Rishikesh:

Central Library AIIMS, Rishikesh has been striving hard since inception (11th March, 2013) for developing a strong collection of Medical Science Resources both online as well as print to provide all means of access of knowledge to its learned faculty, Research Scholars, SR/JR, PG, Ph.D., PDCC & Fellowship, DM/M.ch, MPH

courses, MBBS as well as BSc. (H) & M.Sc. Nursing Students. Library is a creative and innovative partner in all-educational and research activities of institutions.



Fig 3.5 AIMS Rishikesh Library

Source: <https://www.google.com/search?source=univ&tbm=isch&q=aiims+central+library+photo>

Central Library Division, with the help of Library Core Committee and Library Advisory Committee striving hard to establish it as a pivotal point for all documentary information. Central Library Team is committed in term of contribution to the achievement of Institute Mission & Vision under the Leadership of Director & CEO of Institute, Padam Shri Prof. (Dr.) Ravi Kant. The Central Library is putting their best effort to apply ICT in all possible operations and services to provide quality services.

3.4.5.2 Library Facilities:

Services	Days	Timings
Opening Hours	Monday- Sunday	8.30 A.M to 9.00 P.M
Circulation Hours	Monday- Sunday	9.00 A.M.- 8.00 P.M.
Reading Room		The Library (Reading Room) is kept open for 24 hours on all days.

3.4.5.3 Library Services:**Subscribed Databases:**

Sr. No.	Name of Database
1.	BMJ Best Practice
2.	BMJ Case Reports
3.	BMJ Learning
4.	BMJ Research To Publication
5.	BMJ Journal
6.	Clinical Key
7.	Clinical Key Nursing
8.	Clinical Key Student
9.	Discovery Search
10.	e-Anatomy
11.	EMBASE
12.	ERMED Consortium
13.	Jaypee Digital
14.	Lippincott Procedures
15.	Ovid Database, NEJM & JAMA
16.	SCOPUS
17.	UpTo Date

3.4.5.4 E-Journals Access through Subscribed Database:

Sr. No.	Name of Database	No. of E-Journals
1.	Clinical Key	674
2.	Clinical Key Nursing	66
3.	ERMED Consortium	243
4.	Jaypee Digital	64
5.	Ovid	420
		1467

3.4.5.5.5 Anti-plagiarism Software –Turnitin**3.4.5.4.6 Remote Access Facility – Remote Xs Software.****3.4.5.5.7 Networks- Library has membership of DELNET.****3.4.5..5.8 EBooks:**

- 5,702 e-Books are accessible through e-Library Portal.
- Collection consists of the following resources:
- Clinical Key provides access to 1309 eBooks.
- Clinical Key Nursing provides access 1309 eBooks.
- Jaypee Digital provides 3372 eBooks.

3.4.5.5.9 Other e-Books:

- **WEL (World e-Book Library):-** 40 acs e-Books & Millions of Journals, articles. (Access through INFLIBNET)

3.4.5.5.10 Books:

Total no. of Books = 8402

- Medical books = 6877
- Nursing books = 1525
- Complimentary/Donated books= 890

3.4.5.5.11 CD-ROM:

- **490** (Printed Book CD's)

3.4.5.5.12 Magazines/Serials:

- Central Library subscribed 14 English and 03 Hindi Magazines

3.4.5.5.13 Video & Audio:

- Jaypee Digital:
- Video: 8,340
- Video Atlas: 22
- Clinical Key
- Procedure Video: 443

3.4.5.5.14 DRS (Digital Repository System)

Central Library Provide Service for Harvesting Institutional Research output through Open Source Software DSpace.

3.3.5.5.15 Other Services:

- Circulation
- Departmental Library facility
- OPAC (Online Public Access Catalogue).
- Newspapers/Magazines Facility
- Newspaper Clippings
- Resources are accessed through Wi-Fi/internet
- Photocopy/Print Facility
- Tea/Coffee Facility
- Long Term issue facility for underprivileged students is available

Reference:

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Chapter-4
Collection and Services
in Special Library



4.1 Introduction:

Preserving knowledge in a documentary form is the primary purpose of the libraries. The special libraries satisfy the ever-increasing needs of students, research scholars and faculties, by acquiring the proper documents. The word collection development has evolved itself to satisfy user's demands from personalized services. In a library, the selection of documents, ordering, acquiring and payment of bills, etc. all fall under collection development. It involves administration, planning and control which act as a base for other services of the library. Successful collection development is the central importance for the development of academic libraries for the future.

The progress of collection development involves selection and de-selection of current and retrospective resources which also includes the gift of any kind. They serve the user's needs of planning, acquisition, preservation decision and evaluation of the collection. These works are guided by faculties' decisions, priorities and various support efforts. Due to the scarcity of budget, the library resource selector has to access resources beyond physical ownership which includes providing document delivery and licensing electronic databases.

The policy of collection development is mainly a decision-making process and covers the policies related to selection, assessment of users needs, evaluating the present collection, weeding out policy and storing of collection and planning for resource sharing.

4.2 Library:

A library is a set of resources, a collection of sources, and a resource, and is arranged for use by a public body, an organization, or a private person. The museum may be

the collection itself, the building that holds the collection, or both. The term 'library' has itself achieved a secondary meaning i.e. "a collection of useful and important material for common use." This sense is used in fields such as mathematics, statistics, computer science, electronics and biology. It can be used by publishers to name books in a series, e.g. The Library of Anglo-Catholic Theology (Encarta, 2009). Libraries are characterized as organized collections of published and unpublished documents with the use of the staff to provide the information needed, to serve the needs of academic, educational, and recreational. Libraries are archives of knowledge and information that are used to organize it, acquire it, conserve it and make it accessible to the population. Libraries are an integral part of learning at any level. It is the historical and cultural centrepiece of the society comprising all intellectual, economic and social aspects of the country. When users are granted access to a variety of information sources, they are subjected to differing perspectives. They provide access for users to read and learn throughout their lives. The library consents for the collection, coordination, storage and distribution of information. We need to conserve and retain the irreplaceable knowledge and wisdom in books and records so that we can pass this knowledge on to the coming generations. By keeping the records in a library, the information they contain can be made open to others. Library (institution), with collected documents, books, and other printed materials available for reading, research, or reference. Nonetheless, the word library comes from the Latin word *liber* for "book." (Encarta, 2009) However, libraries have often kept a wide range of materials. Contemporary libraries implement collections that contain not only printed materials such as manuscripts, books, journals, and magazines, but also art reproductions, videos, sound and video recordings, maps, photos, microfiches, CD-ROMs, computer applications, online databases, and downloadable databases.

Libraries today not only exist inside the house but have connections to the rest of the world through the internet.

At the elementary stage library is referred to as:

- A collection of literacy documents or records, which is kept for references or borrowing.
- A storage house that is built to contain books and other materials for reading and studying.
- A collection of common, standard programmes and a subroutine that is stored and available for immediate use.
- A building that keeps a collection of books and other materials.

Advanced definitions of library (Islam, 2004-fm adio gboyega) however are as follows:

- As a learned institution equipped with treasures of knowledge preserved, coordinated, and operated by qualified staff to educate the children, men and women continuously and assist in their self-improvement through an efficient and timely dissemination of information embodied in the resources.
- As a means whereby one can obtain spiritual, inspirational, and recreational activities by reading, and as a means for engaging with the society's wealth and accumulated knowledge.
- An instrument of self-education, a means of knowledge and factual facts, a centre of intellectual leisure, and a beacon of enlightenment that teaches accumulated

and preserved knowledge of civilization, which enriches one's mental vision, dignifies one's habit actions, character, taste, attitude and outlook on life.

- As a place in which archives of literature and art, such as books, periodicals, newspapers, pamphlets, prints, documents, and recordings, are stored for reading, reference, and lending. In a digital context, a library represents more than just a building containing a collection of books and other materials. It can also be described as an online and electronic resource available for accessing documents on various fields of interest.

- As a collection of texts, images, etc, encoded so as to be stored, retrieved, and read by computer.

Libraries have been described as one of the core elements for open access to knowledge, which is essential for educational growth. Public and institutional collections and resources are intended for use by those who cannot buy them. Therefore, who needs information or assistance in their study, a person can really obtain it. Libraries not only provide resources but also provide services to librarians who are experts at identifying and storing information and at interpreting information needs. Libraries have a place of quiet and reflection for learning.

4.3 Classification of Library Collection:

The most important feature of a library is to provide a collection of pertinent materials for educational purposes. Despite the challenge of the subject, science and technology are not the easiest to grow effectively, as there are several options available from the books and journals.

The classification of traditional library collection according to Ranganathan, Hanson

and Grogan (Mal, 2009) are as follows:

4.3.1 S R Ranganathan's Classification:

- Conventional: Books, Maps, Atlas and Periodicals
- Neo conventional: Specification, Standard, Data
- Non-conventional: Audio, Visual and Microform
- Meta document: Automatically generate output without human interference.

4.3.2 Hanson's Classification:

- Primary: Books, Dissertation, Standard, Patents, Periodical, Reports, Conference Proceeding & Trade literature
- Secondary: Catalogue, Indexes, Abstract Bibliographies, Indexing and Abstracting journals

4.3.3 Denis Grogan's Classification:

- Primary: Periodicals, Patents, Research report, Conference Proceeding, Standards, Theses and Dissertation, Trade literature
- Secondary: Reference books, Reviews of Progress, Indexing and Abstracting journals, Text-books, Monographs, etc.
- Tertiary: Bibliography of Bibliographies, Guide to Literature, Year book, Directories, List of research in progress, Guide to libraries, Guide to organizations.

In the modern age, information has been decentralizing, and as a result, information is being concentrated in the form of digital resources. The main advantage of e-resources is that they are open to many users at the same time at various locations.

4.4 Library Core Collection:

In the University curriculum, the programme of the library is determined and then it is decided what is collected. The library collection materials should cover liverwort and other essential plants, and they should be invaluable to students, faculty and research scholars.

4.4.1 Text Book:

It forms the prime sections of academic libraries. A text book is an important teaching tool that imparts information about the subject matter. In a course on workflow for college and university libraries, it was proposed that libraries should “make a list of textbooks and the number of copies of each of them for preparation, parallel study and follow up study by the student in relation to prescribed course of study.” (Pandhey,2008,p.141).

4.4.2 Reference Book:

ALA glossary describes a reference book as “a book designed to be consulted for definite items of information rather than to be read consecutively” and “a book whose use is restricted to the library”.

4.4.3 Periodicals and Serials:

“Periodicals as any magazines that are “released” regularly (Pandhey, 2008, p.142). These are the magazines and journals of the library. The AIIMS library is well-equipped with periodicals and new publications.

4.4.2 Non Book Materials

These reading materials are in various formats including printed and non-printed objects. There might be a booklet, any other written documents, a meeting, a symposium or a seminar, that is included

4.4.2.1 Report Literature:

The primary source of knowledge may be in the form of reports; it is important to have a good collection of reports in a library.

4.4.2.2 News Clippings:

These documents are stored in libraries for the purpose of recording historical events and recent knowledge on current issues.

4.4.2.3 Theses and Dissertation:

These are presented as original scholarly observations and/or inventions. The AIIMS or similarly controlled organization provides subject information along with other credible sources. They can be used to create a wealth of information for students or researchers.

4.4.2.4 Conference Proceeding:

It communicates the views of the meeting or conference in a rather elaborate manner. The is used by researchers to make new interpretations and thoughts on a particular topic.

4.4.2.5 Standard and Specifications:

These are the official printed documents issued by the ultimate authority in the country. Selection and acquisition have an important role in it.

4.4.2.6 Patent:

It is a typical work or research for manufacturing and sale of products of specific individual.

4.4.2.7 Audio and Visual materials:

The AIIMS libraries concentrate on “to provide digital library of audio and visual educational media”. (Jayanthi, 2014, p.13). Materials for these collections are chosen by the faculty or in support of the University's curriculum.

4.4.2.8 Films:

It is a visual-auditory material with color, sound, and image. It is a simulation of real-life events.

4.4.2.9 Video Cassettes:

It's what is most comfortable and easy to use. The information may be used for packages containing recreational and informative content.

4.4.2.10 Archival material:

These are the documents that are printed; written, graphed, and audio-visual materials are published or created by the official bodies. These data are mainly used for analysis relating to several real events.

4.4.2.11 Manuscripts:

These are the traditional methods of transmission of knowledge like books, pamphlets, and oral recitation that have existed for centuries in India. These are the original handwritten versions of the text of the literature, that are mainly written in Sanskrit or any other vernacular languages and which represents the Indian knowledge and wisdom.

4.4.2.12 Newspaper:

The collection in the AIIMS library is a considerable resource for the country. It is a source of current news and serves as an essential record which can be stored in a written form and can act as great source of information.

4.5 Electronic Resources:

The use of information and communication technologies has given rise to the online tools. It serves as a shared resource for digital tools. Now, computers can store, control, distribute, and display information in the digital format. It is a mix of tools that were initially digital but are now made in the form of digital Data which may be stored in a CD-ROM, magnetic tape, or stored in a server used in the Internet. The value of electronic information services in university libraries continues to increase. The purpose of the academic Library's is to provide a large number of digital resources which can provide an access rather than an ownership.

Various authors and organization have defined E-resources as follow:

AACR-2 defines e-resource as “a material (data/ Program) encoded for manipulation by computer machines. This specific material includes the use of a peripheral directly attached to a computerized system. (e.g. CD-ROM) or a link to the Internet. (e.g. Internet)”. On similar line Tenopir (2000) defines e-resources as “electronic information resources and services, used remotely or in a library that the user accesses via a computer network”.

According to IFLA/ FAIEE (2007) there are materials such as computer chips, peripherals, and internal computer controls (a CD-ROM player) attached to a computer, the item may be used to provide some form of online assistance”.

According to Tsakonas and Paptheodoron (2006) electronic services are information resources offered in electronic formats, which include resources available in the Internet such as e-journal, online databases, CD-ROM databases and other computer base electronic networks.

Electronic tools are plentiful and numerous sources as seen in diverse ways. However, for the purpose of evaluating the efficacy of electronic resources as resources for collection creation and access to information, electronic resources are considered as resources.

E-resources can be classified in two types (a) primary sources and (b) Secondary sources.

4.5.1 Primary Sources:

E-journals, E-books and Electronic theses & Dissertations (ETD) are perceived as primary sources of information among electronic resources.

4.5.2 E-Books:

Electronic books are an electronic copy of the printed content. In 1985 the first electronically distributed book was published. American publishers' group (2000) has defined "An e-book is a literary work, which is in the form of a digital object that contains unique identifiers, metadata and a monographic body of material, designed to be distributed electronically".

E-books are essential to the furthering of knowledge of both readers and researchers. Mac Donald and Dunkelburger (1998) express "E-book will become an increasingly important part of the library's collection as online and distance learning technologies continue to expand". It eliminates the burden of carrying several book copies and can be accessed from a remote location.

4.5.3 E-Journals:

The University of Glasgow Library contends that any publication that is available online can be called as “electronic journal”. E-journal is referred as “electronic serials”, “electronic publishing”, “Online journal” and “Electronic periodicals”. It offers a significant position in the digital library by offering full text content on the internet. Its features let you access and retrieve information, distribute and share resources, and use multimedia content in e-resources.

4.5.4 Electronic theses & Dissertation (ETD):

This is the individual's ultimate research work that can convey ideas in small areas with high durability and is less costly and easy to manage. There are many scholarly ETD databases available to support the scientific community. e.g. Shodhganga: A reservoir of Indian Theses.

4.5.5 Secondary Sources:

The database comprises numerical, statistical and bibliographical information about the cited studies. SCOPUS, Dialog, LISA, OCLC, Cambridge science abstract, EBSCO, World of knowledge are some of the important and useful indexing/abstracting databases. Some databases which is providing the statistical, economic, and demographic data. e.g. Foreign Census databases, Asian development Bank, Indian economic info and Reserve Bank of India. Electronic Resources must be selected, arranged, and deposited in an electronic repository.

E-resources provide multiple advantages like:

- They give easy and hassle-free access within a short time.
- Remote access is accessible anywhere and can be easily duplicated.
- Offer the users the ability to search for and retrieve data.

- Evaluate the content of the paper and the electronic materials.
- Several users can use the same database concurrently.
- The cost of maintaining libraries can be minimized if the e-resources are used.

4.6 RFID (Radio Frequency Identification) Technology in Library:

RFID is a modern technology used in libraries for book identification, for self-check-out and for checking out books, and also for theft detection. The key purpose of using RFID technology is to reduce data entry errors, and free up workers to perform more special tasks.

4.6.1 Components of RFID System:

- RFID Tags- Integrated Chip, Antenna, Plastic Inlay)
- RFID Reader- Antenna And Transceiver (Reader)
- Host Computer
- Major player- IBM, Texas, Instrument

4.6.2 Effects on different level of management:

- General effects
- Middle Management
- Higher/Executive Management

The key benefits of RFID Technology Implementation in Libraries are:

- Swift & efficient circulation operations
- Better security for library items
- Unified inventory management
- Emergent technology experience for library staff & patrons

4.6.3 RFID's Advantages:

- Passive-Wireless
- Store data on a tag
- Can be hidden
- Work in harsh environment
- Low cost

4.6.4 RFID's Disadvantages:

- Lack of Standards
- Short Range
- Cost

4.7 Resource Generation for Collection Development:

Finance is one of the key considerations in the acquisitions programme of a public library. Since libraries are not profit-making organizations, in order to control their finances, they have a special requirement for capital. A library heavily depends on continuously supply of ongoing funds to run a smoothly and safely. For to continuously flow of funds, there must be an assured source of income on a regular basis for each and every library. Various libraries receive funding from different sources.

The following are the main sources of income for an institute library in our country:

4.7.1 From the own:

The libraries are funded by their respective institutes, but use their own funds. The funding comes from institute budgets, and is the chief source of funds for institute

libraries. Allocations are usually issued to the library by the University. The libraries are funded by their respective institutes. The funding comes from institute budgets, and is the chief source of funds for institute libraries are university funds. Therefore, allocations are usually issued to the library by the University.

4.7.2 Government:

The government does not explicitly finance the library. The government initially provides grant to the institution in order to enable the institution to be properly financed. The grants provided by various state governments for libraries are often non plan grants.

4.7.3 Fees and caution money:

Some libraries charge fees from students for the usage of their libraries. Every scholar from each department is also charged fees and caution money, which is returned to them at the end of the term. But that amount cannot be considered as an adequate source of revenue for the educational institutions.

4.7.4 Fine and penalties:

The institute library could impose fines and penalties on late returns or for loss or misuse of library materials. Under the conditions, little revenue can no longer be declared to be the main source of income.

4.7.5 Other small sources:

There are small sources such as money earned from the rent of seminar halls, selling of any books, and waste paper from the library.

The decision to distribute funds is usually not taken lightly and is based on well-defined parameters. It can be allocated to the fund on the basis of:

- Different departments
- General subject, special selection, Collection of references
- The organizational format of educational resources such as books, periodicals, audiovisuals, electronic materials etc.

In the allocation of funds, the following points may be considered.

- The number of students, faculty, research scholars, and numerous academic programmes an institute offers. Ph.D. and Ph.D.
- Preferences should be given to the newly formed department so that it can distribute further funds and so that the creation of the new department is effective.
- The past year's spending on a specific item might be considered at the time of setting goals for the next year.
- Prices for international periodicals are growing as they become more and more expensive. Science publications are more expensive than publications about the arts and humanities. So, the authorities have to devote more funds to periodicals, because so many people are reading books.
- Circulation statistics is a helpful measure in assessing the audience for each discipline as well as their reading interests. The library authority has a budget that it allocates for departments with higher demand.
- The budget is distributed in such a way that all the departments have access to the latest documents.

4.8 Selection of Library Collection :

In order to meet the library's users' intellectual needs, education serves as the active instrument of the library. The journal should have recent resources and the latest

references and bibliography tools. The main aim of the library is to gather, store, and disseminate information and the collection plays a main role. Books are the library's key tools, without which users cannot be provided with services. Indeed, books are considered one of the essential materials to be fed. Books have a prominent role within the world of libraries.

Book selection requires absolute judgment, experience and aptness. Reference librarians should check, review and analyses most of the books they buy earlier. A librarian must decide how to pick books for library size and then develop a workable policy. The library's collection strategy is a demonstration of how the library's materials are to be chosen each library of the institute should have a policy of selecting a fixed book.

Selection policy is a good construction tool, a well-balanced, helpful and up-to-date set and an active method to accelerate the qualitative acquisition plan and to design a planned dynamic stock which attracts the readers towards the library.

The selection of the collection of textbooks is a shared responsibility of the departments and the library staff. In the area of their specific expertise, every faculty member should participate in the book selection process.

4.8.1 Guidelines to be adopted:

The significance of various requirements varies depending on the complexity of the materials in the library. Guidelines play an important role in the creation of collections. Some essential notes are given here.

- The needs of the users must be fulfilled by the chosen books
- Those books which will be most widely embraced should be chosen.

- Bibliographies as well as publisher's catalogues should be studied to help pick the best books.
- An unscientific, needless book should not be bought.
- In choosing reference books, it is necessary to remember that the book or author is mentioned in the article.
- The latest edition of the reference books should be chosen.
- Author should be reasonably well-known.
- The publishers of these books must be competent.
- Creative merit of literature
- Books should be chosen based on the local interests.
- Selected books should provide enough scope to fill the subject gaps in the collection growth.
- Simple access to diverse of non-print texts.
- Maps and atlases must be present.
- Provision for online access for digital services.
- The compatibility of digital tools and information technology infrastructure.
- Selection policy of books should include a guideline for which materials to hold and ignore.

If the above instructions are followed, the readers or users' group will be sated with the selection of books.

4.8.2 Criteria of Selection:

The collection of library materials occurs based on the importance of each word. These materials are important for the purposes of the library and therefore chosen. The following general requirements are used to study for inclusion in the collection

- The paper should be of common and popular interest.

- Document must have a permanent value
- Currency of information
- Having Local demand
- Readability
- Accuracy
- Author, Writer, Publisher & Producer's credibility.
- With easy use & format
- Affordable cost and availability
- The collection complements with existing collections.
- The importance of the subject matter.
- Market demand.
- Constraints on budget.
- Critical articles of various journals.
- Importance to the collection and users of the library.

In addition to the usual requirements, the librarian must also consider.

- Recommendations from the different department heads.
- Suggestion of readers
- Suggestion of the library staff.

The collection of books is an essential tool for maintaining a safe library cartridge. Overall, the users' opinions need to be considered for buying the book and using the librarian for book selection. The good librarian on account of their rich and long experience has developed some principles for book selection. The oldest principle has been formulated by Dewey (1876).

Principle of Dewey suggests “Best books for largest number at the least cost” (Mannan Khan, 2013). This theory was developed in line with Dewey's belief in

economy and the state of libraries at the time. The theory Drury proposed specified certain fundamental concepts that relate to the collection and reusing materials for a library. It attempts to direct readers towards suitable choices at the right time” (Mannan Khan, 2013). Here, reader is the most influential theme and the reality of the text must be made readily accessible.

McColvin has mentioned that books are not valuable unless they are being used. Therefore, the book selection by this theory is directly linked to demand; the greater the resulting and potential services (Mannan Khan, 2013).

According to Ranganathan (1952), all library materials should be chosen and located in such a way to adhere to the Five Laws of Library Science. The Five Laws are as follows.

- Books are intended for use.
- Everyone should read his/her book
- Each book has its reader.
- Must save time of the reader
- Library is a growing and increasing organism

The first three laws are applicable to the reader experience; forth law to time and place. Fifth law and the establishment of the library. .

4.8. 3 Tools for Selection:

A library cannot be successful if it does not obtain the new books and other reading materials. The librarian must be familiar with the readings published in different fields of inquiry. An acquisition section that doesn't have a computer at its desk is like a soldier heading into combat without the weaponry. In academic libraries, for effective acquisition education programme, following methods are frequently used:

- Printed catalogues of academic library resources.
- Union catalogues
- National bibliographies
- Subject bibliographies
- Books in print and related publications.
- List of publications.
- List of previously referenced work.
- Publication lists of academic institutions and universities
- A list of recent issues of magazines.
- The list is prepared by government institutions and professional bodies.
- Booksellers and publishers' catalogue and trade lists.
- Suggested reading lists of course syllabus.
- Lists of dissertations and thesis
- Lists of accessible audiovisual materials for a number of fields.
- Routine databases for CD-ROMs, like on-line databases.

This is not an exhaustive list of all appropriate materials, just a reference. Library collection creation is a cooperative and collaborative endeavor of individuals, managed by the library administration, with the goal to develop the collection. Computers should have access to a CD-ROM database and on-line browsing, as well as Internet tools, for use.

We are living in an age of literature explosion. Literature is increasing in popularity in diverse languages and academic disciplines. A large range of resources are available from which the librarian must pick the resources within the library's financial resources. Books may be chosen in a proper way if the appropriate scientific sources are known. The journal includes: book reviews, readers' recommendation and bibliographies.

4.8.3.1 Book reviews:

“A Book review refers to criticism or analysis contained in periodicals, typically on new books. The library is an important resource for selecting books. Book reviews are usually written with several titles: Book reviews, New Idea, New Release, See your book, Spotlight on the Week, etc. The details should be brief but precise, and also complete. Reviews for scientific publications can only be done by experts in the field. So, how one chooses the correct book can be done.

4.8.3.2 Reader’s suggestion:

It is the key source of selection for books. Suggestions can be very useful when making book choices. Appropriate feedback must be provided to the users of the library, so that they can pick the most challenging books based on their needs. A suggestion registry should be maintained by the library to collect people's suggestions. Libraries should maintain a suggestion box, where users can provide input.

Bibliographies are also used to classify essential sources of book collection. The list includes: Topic bibliographies, Author bibliography, Limited bibliography, Bibliography of bibliographies, and National Bibliography.

4.8.3.3 Subject bibliographies:

It consists of a list of reading material on a specific subject. It helps with choosing a book for a specific topic.

4.8.3.4 Author bibliography:

A list of books penned by a certain author. The author biographies aid in choosing books from a specific author.

4.8.3.5 Selective bibliography:

It is mainly a list of the best books on a single topic or subject matter. In an ordinary library, materials are chosen in this manner.

4.8.3.6 Bibliography of bibliographies:

It includes a list of references. It assists in the collection of monographs for a library and is an effective method.

4.8.3.7 National bibliography:

It's a list of books of various writers, most of which are publications that have been published in print form. This database details the complete printed production in a given region, without any geographic restriction.

4.8.3.8 Reading list:

It is a list of the most highly regarded books on the subject.

4.8.3.9 Prospectus:

It is very useful in book selection. Universities and other research bodies print the submission. It provides a full list of books covering all subjects required for any test.

4.8.3.10 Year book:

It is a list of books published in the specific year grouped by subject or language.

4.8.3.11 Library Catalogue:

Catalogue is used in larger collections. A systematic analysis assists with book selection.

4.9 Collection Development in Libraries:

Collection development is the systematic assessment and collection of meaningful data instead of relying on the arbitrary selection of a collection. It is the method of

constantly evaluating a set for strengths and weaknesses and then implementing strategies to fix those weaknesses and preserve the strengths.

Collection development is characterised as the planned procurement of various formats for the instructional and research needs of the campus within the current facility and sharing opportunity. Collection is the foundation of a library.

ALA (2013) defined “A term which is encompassed as activities, that are related to the creation of the library collection including the determination and co-ordination of collection policy, evaluation of user needs and collection use studies, selection of materials, preparation for resource sharing, collection maintenance and weeding. ” (p.59).

According to Encyclopaedia of Library and Information Science (1971), “Library collection is the tally of all the libraries' materials, books, manuscripts, series, government documents and pamphlets, catalogues, reels, micro cards and microfiches, punch cards, computer tapes, etc. (p.260).

Harrods Librarian glossary (2000) defines collection creation as "the process of preparing a stock procurement programme, not necessarily to cater for immediate needs, but to create a cohesive and consistent collection over a number of years, to meet the objectives of the services” (p.163).

Sanchez (2005) Collection creation is a process which assumes that the information needs of the users are fulfilled under a reasonable period of time, utilizing resources within the organisation as well as those external to the organisation.

Reitz (2007) Collection development is characterised as the process of planning and obtaining a balance collection of library materials over a period of years, based on an

ongoing evaluation of the information needs of the library clientele, review of use statistics and demographic prediction. (Kasalu & Ojiambo,2012, p.4).

There are many methods of collection development which are given below:

4.9.1 Purchase:

Purchasing is the most common way for acquiring documents in any library. Purchasing should be limited to only when there are no books left in the library. When appropriate items are not available by other means, the practice of ordering and gathering is typically used in the library.

4.9.1.1 Gifts or Donations:

Gifts and donations of books are always welcome to boost a community library's collection. When personal collections are bequeathed to libraries, they become the key component of the collections. Gifts are permitted in the case of individual titles that are required, particularly older and out of print content. Unreleased publications which are distributed free of charge are another special type of gift idea.

4.9.1.2 Institutional membership:

The institutional membership is another possible resource in gathering institutions. The library can serve as a member of special interest groups and organisations that publish material helpful to the profession. The cost of membership can cover access to their publication either for free or at a reduced rate.

Deposit scheme gives individuals the right to designated libraries to obtain free copies of official publications, press releases and other materials released by local and national government departments or foreign organisations. There are many University libraries and state central library's enjoying these types of benefits.

4.9.1.3 Exchange:

Exchange can help collect a wider range of reading materials. By necessity, the recipient institution should have its own publication scheme that can be used to exchange with the other institutions. It is also possible to borrow library content from other institutions.

The following objectives must happen to fulfill the task of collection creation in the academic libraries. -

- To formulate good quality, appropriate, and balanced selection that will be used to improve teaching, supporting, research, and learning.
- Providing a strong leadership for team base operation in formulating Policies, organising, scheduling, Prioritizing, managing resources and in measured balance collection that satisfy the latest build technologist that are suitable to all users
- To meet the needs of university libraries and respond to curricular changes for new courses and programmes.
- In order to maximize the utilization of resources, a cooperative effort with libraries is recommended.
- Fulfilling the needs of users and fulfilling the collection building needs of parent bodies.
- To provide substantial resources for individualized learning, teaching and research study activities.
- To provide only pertinent information and facts.
- Review of gathered periodically information for weeding out.
- To help the community of users by having the best literature and the most valuable information.

The parent institution attempts to achieve its selection goals and priorities. A policy that will aid in collection growth needs good attention of policy makers. Librarians should consider the following considerations when creating a user-friendly set. These factors are-

4.9.1.4 The organization/ institution:

To attempt and understand the reasons behind the library's goals is significant. Library selection should be efficient and relevant such that the library supports the purpose of the school while also promoting the school's activities. The faculties, the curriculum, extra-curriculum, the research programme, the teaching approach, enrollment, technology, and the use of new media have an influence on the collection growth.

4.9.1.5 The user community:

The most critical element in creating a collection is the intended audience for whom the collection is planned. In collection growth, primary focus should be put on the group of users to ensure their evolving needs are being met. The AIIMS library must give top priority to providing the most appropriate tools for educational purposes. Collection policies and services should be structured to meet the needs of the different types of users.

4.9.1.6 The existing collection:

Existing collection is also a relative concept. The library consists of the total number of books in the series at a given time. The collection must be fully and continuously established over time in order to make the collection more successful in the future. Collection evaluation is necessary to incorporate to make this collection usable to a consumer. Evaluation and evaluation of all of the materials being collected regularly

is important for the continued growth of the collection. There are also aspects like resource sharing and weeding out in order to better plan a successful collection growth programme. It helps to save time, minimize costs, and to increase access to library materials.

4.9.1.7 Human and financial resources:

Human resources with adequate technical qualifications are an advantage to the collection's ability to engage the reader with diverse library techniques. The most critical consideration for making a collection is the amount of financial money a library needs to expend. It is important to note the high price of papers, high inflation and rapid changes in foreign exchanges rates.

4.9.2 Acquisition Policy:

The “acquisition” is the most critical feature of the library. Acquisitions require the qualitative collection of books at all stages of book acquisition.

Acquisition and selection together are sisters, and changes in a team's selection help boost their acquisition of information. Acquiring without selection leads an individual to make unclean, unorganized and mutilated objects. Before purchasing books, it is important to take into account the items that are selected and those rejected. In the AIIMS library, collection is used to facilitate the acquisition.

The acquisition section of the AIIMS library performs various functions, and it is the chief connection for the rest of the library. The acquisition section of the AIIMS library is one of the important sections of the library that deals with the collection and creation in a detailed manner.

4.9.2.1 Functions of acquisition:

The acquisition department managed the numerous tasks which were deemed most significant. The essential roles facing the acquisition department are addressed in the following chapters. :

- Estimating the total amount required to buy books and periodicals.
- Utilization and control of grant money and to provide stipends to new hires as authorised by the library committee.
- Arrangement occurring alphabetically by publisher and bookseller.
- Distribution of catalogues to all departments.
- Searching the catalogue and archive for related materials to prevent duplication.
- Inviting quotes from reputed publishers of books, reference books, rare books, back volume papers, etc., and other items for the Library. Inviting quotes from reputed publishers of books, reference books, rare books, back volume papers, etc., and other items for the Library.
- Order placement for a book and records.
- Communicating in case of a pause occurs out of obtaining books in time.
- Physical checkup after obtaining the books.
- Verification of bills through the actual price, measurement of book price by good office committee.
- Accessioning of arrived documents
- Payment of the bills

4.9.2.2 Collection Development Policy:

For properly evaluating the strengths and weaknesses of library resources collection growth, it is necessary to examine the strengths, weaknesses, opportunities and

threats. Collection planning strategy formulates a plan of action and information to aid in the decision-making process. The collection development strategy should be directed by the collection development staff at the college. The policy is a communication, means that can be used to connect with users and others who fund the policies.

To incorporate a balanced collection growth strategy, revised policy guidelines are strongly recommended. Through doing so, it encourages neutrality and guarantees quality input. Collection creation is a continuous process, where methods must be considered for the long term.

- Who will have ultimate authority for monitoring and directing the distribution of the fund to buy books?
- Who is responsible for making sure the strategy is in place and enforced?
- Who or what should be selected?
- What content or resources should be procured?

According to Evans (1987), a policy document must have-

- i) A brief overall description of the community to be served,
- ii) Identification of detailed clientele to be served,
- iii) a general statement about the parameters of collection, such as particular subject field and specific format that the library will obtain.
- iv) A statement of the key limits and goals that will decide the creation of the array and
- v) Considering the library's role in fostering cooperative growth and networking, it should be noted as to whether the basic principle is self-sufficiency or cooperation.

The primary role of the university library is collection development control. Dr. S R Ranganathan's (1931) five laws of library science have profound implication for policies of collection development. They are:

- Providing a value-added services and adequate collection materials and creation policies are needed.
- Collection development policies aim to provide a basis for the acquisition, allocation of resources, language planning and preservation of collections, for the interest of the users.
- Collection creation policy is the initial requirement for any library regardless of its size such as this policy is the extended version of what libraries are and why they exist.
- The decision to approve or reject an object by a staff of a collections production system depends on the policies in place. The proper guidance in designing a clear and qualitative decision is to implement the policy correctly.
- The policy serves as an important source of support for other areas of object.

The following are the components of collection development-

4.9.2.3 Organizational objectives:

The nature of the organization, its objectives, function and organization's purpose at preliminary level.

4.9.2.4 Users:

A review of the user's needs in determining the most important area of concern and the project undertaken.

4.9.2.5 Information resources:

It covers the general aspects, as well as the latent needs of the users.

4.9.2.6 Levels of collection:

The Collection serves as a means of fulfilling the academic and research needs of the researcher and experts, as well as being of significant value to the organization. .

4.9.2.7 Subject coverage:

The subject area should be up-to-date and essential in the field. The collection depends on the needs and priorities, or can be arranged by sharing data with similar organizations.

4.9.2.8 Type of information sources:

It provides information of the literature, Publishers in the extent of secondary information sources. The maximum access to information is to be provided to users rather than the possession of the resource.

4.9.2.9 Budget:

The budget must be spent properly by using it on university libraries as per users

4.9.2.10 Form:

The resources can be purchased in the forms of print, non-print, and digital formats, but it must be accessible.

4.9.2.11 Service provided:

The library services can be provided to various organisations and also conserving resources obtained at different institution. .

4.9.2.12 Policies:

For conservation of the resources qualitative collection developmental policies should be formulated.

4.9.3 Collection Development Process

Evans (1995) defines collection creation as the “process of matching needs within a service population with information resources held locally as well as those held by other organisations.” (p.17). He postulates that the collection development is having six component processes. These components are:

- Evans (1995) examined these six procedures of library collection development, in the above Investigation of the information that is needed for the users
- Formulating and enforcing a selection strategy that fits the library's administrative objectives.
- Material selection
- Acquisitions to build up a circulating collection.
- Weeding out of the programmes
- Collection and evaluation

In acquisitions, there are several factors that the librarian keeps in mind such as information overload or information explosion, growing users' demands due to specialization, shrinking & restricted library budget, increasing the price of resources, shifting the preference of users to information & access-based services from collections-based services, and increasing the uses of electronic documents.

The collection creation activity involves three different stages. The financial and administrative control lies with the highest-executive authority, which can be repressed by a library authority committee. The second level is the Book Selection Committee which consists of topic specialists and faculty staff.

The criteria for collection development are as follows :

- Allocation of resources and grants for books, magazines and other reading materials. .
- Optimal size of collection.
- Various types of reading materials obtaining procedure.

Materials are stored in print, paper back and hard back. The library should purchase which materials are most approved by the library customers. The importance of the system includes simplicity, performance, cost of use, design, and demand.

Generally, the physical characteristics of AIIMS libraries have two types of systems, namely centralised and decentralised. In the centralised structure the library is alone responsible for creating a balanced collection. In a decentralised agency the responsibility for the subject selection is transferred to the academic department.

Users' preferences can vary depending on a program's climate and institutional systems. The expectations of users in libraries are generally:

- The collection of libraries must be planned and well organized
- There should be simple guidelines and a helpful guide.
- Quick delivery service
- Good and better communication facilities
- Continuous communication and interaction
- Continuous improvement
- Access and distribution of every electronic media.
- Web-based applications and resources.
- Display of information about staff
- Users complaint system
- Smooth & efficient workflow.
- Information of literacy

- Disaster and risk management.

4.9.4 Strategies of Collection Development:

Information is appraised and aligned upon. It communicates the latest views, ideas and essential knowledge in our current society. In a post-industrial world, economics revolve around a newer model of economics from an industrial perspective. Nowadays, information technology facilitates services that allow the acquisition of knowledge and its subsequent transformation into information and intelligence for achieving excellence and survival in this competitive environment. For the intention of having a return on investment, a significant sum of money is being spent.

Slamecka in his report, *Empirical Problems in National Information system Design*, describes a significant shift in national information systems design which is essential for the future. (Mannan Khan, 2013, p.117). The earlier IT framework only allowed computer experts to use, but the new version is designed to be easy to use by the average citizen.

In the present environment even though IT based library facilities are being used by the entire Library & Information centres, still they were not been able to cope up with the dramatic changes in the information technology. This has been the product of external factors such as technological advances, political events, and social transformation. In order to meet the competition, libraries require to be flexible enough and to be prepared to deal with the latest developments in information technology.

Collection development considers all services that are technology-based, including print. The traditional document format should be replaced because the information technology is developing which can be integrated with both the traditional and electronic document formats.

Lancaster has defined the following problem of electronic resources, i.e. convergence of traditional forms with electronic resource, costs of attainment versus access and essential problem of deciding what collection production really means in electronic environment. (Mannan Khan, 2013, p.119). In the collection production of electronic materials the libraries encounter several problems including lack of bibliographic control, difficulty in identification and analysis, lack of well-developed processes for publication and delivery of electronic resources, and other issues. The other problems of creating collections are the cost to procure items, the difficulty of assessing the sources available and obtaining and servicing the sources needed.

Stoller (1992) comments on an issue that is potential in nature such as coping with electronic journal and suggest options to either print the journal directly or import through word processing software; to download the online file; use of PCs to access the data and to retain the file on Mainframe computer through LAN. .

With the use of technical tools, the Librarian and IT professional would be highly benefiting and it can be used for future growth. Librarians should think of their materials as community resources rather than as mere tools for the organization, which should include local ownership of resources. The resource sharing activity is increasing at a rapid rate all over the world. This is assisted by the growth of IT and its widespread availability of networking. But, in India, it is not very significant.

The influence of technology on library operations is obvious and indisputable. IT has a direct impact on any aspect of library service, including the selection and procurement of information materials, collection creation policy, networking and resource sharing, collection assessment, etc.

Mannan Khan (2013) stated Magrill and Gorbin's proposal for allocation of budget for library preparation. The 25 percent of the total content expenditure should be dedicated to general reference publications, special collections and other acquisitions to support all academic units. Consideration should be given to a selection regarding procurement of materials for individual academic departments that are required for instruction and study in a single academic programme. There would be a 50% expenditure reduction for institutional units with a shared research interest and needs for library materials.

The acquisition procedures of the books should be continuous. Since the library budget is allocated at the beginning of the year, appropriate guidelines for the purchase of books must be formulated at this time. A meeting of the department manager should be held to streamline the management of the programme.

Collections creation process should be set up in a way that all of the libraries at AIIMS co-operate with each other. Library's at AIIMS should be in charge of the library. Policies of all AIIMS libraries should be of a universal nature, and should be applied in the AIIMS system.

Documents should be selected in English as the primary language. However, the other regional language books still deserve to be included.

Standard references should be used for selecting necessary data and information sources. Internet sources and expert databases are also helpful.

As the library's collection continues to expand, some books become more important while others are being removed from the collection. The special policy which allows the unwanted objects to be discarded is.

- i) In every five years old and outdated documents would need to be discarded.
- ii) At the time of removal and discarding, the advice must be taken from subject specialist should and be carried out by another group or subject wise.
- iii) The librarian at the library should be held responsible for discarding.
- iv) The documents which were discarding should be shared with the other libraries.

4.9.5 User Analysis:

The creation and development of library collection should be focused on the needs of library users. The library performs customer surveys and tracks their needs through various statistics, such as circulation of books, the objects used, reference service and technical questions. The undergraduate student in AIIMS libraries often uses textbooks deeply in their information retrieval. The assistant professor job listings and the conference papers and presentations about the subject. The research scholar and faculty members primarily depend on journal articles. The primary research sources and periodicals are used by both teachers and secondary academics, but are not used extensively. The librarian and library technical personnel perform the duties required to meet the evolving needs of the academic community. The primary function of the library is inputting users. Maintaining the needs of the users and helping the user to find what they need.

The library needs to be built with a definite intent. Resources can include library collections for the purpose of education, leisure, inspiration and other information needs. The librarian and library staff must not presume that the current collection is adequate without the interaction of the users, whether the collection is of sufficient quantity and consistency or not. Evaluation of collection by the use of data collection techniques to examine the distance, depth, and intensity of collection.

4.9.5.1 Problems in Collection Development:

Selecting documents for AIIMS libraries is a difficult task. It is a product of hard work and commitment. The AIIMS libraries are facing numerous problems in this area. It can be elaborated as:

4.9.5.2 Information explosion:

The Information Explosion is a big problem in AIIMS library collection. Scientific information publishing achieves a large increase after every decade. However, these services cannot be obtained by the AIIMS because the AIIMS has a small budget, and cannot cope with the knowledge growth rate.

4.9.5.3 Approval plan:

A book seller sends numerous catalogues of new publications and slips daily to the AIIMS and it is the responsibility of AIIMS staff to review those slips and procure the proper tools for the AIIMS libraries. It significantly simplifies the collection creation process. The big issue with this arrangement is there are not enough suppliers to satisfy our demand. Due to the commercial interest of some vendors, some AIIMS personnel could be brought in which would also reduce post-doctoral research efficiency.

4.9.5.4 Literature scatter:

Scientific awareness advances exponentially each decade. That's not only to say, the source of knowledge is often dispersed. The selection authority may prefer secondary sources of knowledge like the chemical abstract pages. Today's CAS abstracts and indexes more than 1,000,000 articles, patents, and reports, and publishes more than 1,200,000 pages.

4.9.5.5 Raising cost of documents:

The rising cost of the document is a big obstacle in the collection growth effort. In eleven years, the price of library materials will increase anywhere from two times to six times or more. So, it becomes quite a challenge for university libraries to procure the tools they need. And librarian cannot make any proper decision regarding purchase of reading materials.

4.9.5.6 Widening gap of cost between hard bound and paper back publication:

A paperback is much less expensive than a hard cover. Librarians are also recommending paperback editions of foreign writers as opposed to hard bound foreign authors. However, the same approach would not be sufficient since the variations between the situations are too small. And by thinking about the life of the document or its publisher, libraries have traditionally preferred hardbound rather than paperback.

4.9.5.7 Devaluation of rupees value in the International Market:

The market value of Indian rupees has decreased recently and libraries are now having a tougher time financing their projects. The rising costs of binding, as well as rising postal charges, influence how well book collections are created.

4.9.5.8 Technological revolution:

Due to the revolution in information and communication technology, libraries have access to a variety of resources such as microfiches, microfilms, audio and video materials and CD-ROMs, which impart knowledge to the library users. It is becoming increasingly difficult to pick resources or buy traditional resources in paper or digital format.

4.9.5.9 Faculty and librarianship:

Teaching and libraries are two different disciplines with each field having the vested interest in retaining their separate identities. Academic personnel are not geared towards the management of library resources thus, they do not teach. Engaging librarian in academic work impedes the work of the libraries and decreases their collection growth.

4.9.5.10 Lack of standard book selection tool in regional and local language:

It is very tough to receive accurate literature notices concerning local publications. The librarian cannot adequately handle collection creation with regard to local and regional publications.

4.9.5.11 Declining business ethics in book trade:

The main aim of the publisher of the books is to make sales. They do not care the social meaning of the reading materials. They still allow you to buy books from their catalogue instead of buying directly from the librarian. This trend can greatly hinder collection growth.

4.9.5.12 Restriction on imports:

International shipments of non-book products were subject to certain limitations.

4.10 Evaluation of Collection:

It can be illustrated as the evaluation of the library resources available at the AIIMS libraries. It decides its utility in assessing a company's financial results in a fiscal year. Evaluation of library collection includes consideration of cost efficiency and benefit. The investment of capital, productive and outcome-oriented expenditure, indication is

used to determine expense, and the implementation of collection production procedure. Policy is a rational outcome arising from profit of selection assessment. Evaluation directs the way for cost efficiency which relates to resource utilization which eventually leads to improved service quality.

Evaluation of consistency and utility is the most critical part of controlling collectibles. The assessment process must be thorough, ongoing and properly organised. Mosher (1984) *Collection Evolution* focuses on determining the usefulness and appropriateness of library collections to their users or programme goals” (p.217). Collection assessment ensures the best possible user interface response, which accommodates the needs of the user community.

The collection planning process primarily relies on an assessment process for achieving the required collection goals and collection objectives.

The purpose of collection development is the evaluation and may be stated as follows-

- To develop the strengths and weaknesses of the various subject areas.
- To have a qualitative preservation programme focused on existing collections.
- To provide the required services so that the productivity in the library personals are improved.
- The purpose of evaluating the efficacy of collection production to support the government's funding increase.
- The library meets quality assurance requirements and decides its own importance of the resources.
- To assess whether the library's resources have ensured that the users have all the information they need.

By establishing system goals and evaluating which materials to procure, this assessment process has not been completed. The record collection needs to be managed by reviewing what materials have been obtained and sending the rare materials to storage, and holding the most used and important items in the collection.

In making this evaluation decision, the following considerations will be considered.

- The essence of library resources already collected and the types of new resources that will be collected should be the same.
- It is important to decide whether the resources in the library collection are useful to the existing users, regardless of the new resources which were acquired.
- Whether the group of users is satisfied or anticipated with the product's results.

4.11 Weeding out of Library Materials:

Library rules of weeding out objects are performed by academic libraries to keep the library tidy and orderly. The weeding policy is needed because of ageing documents, errors and omission in the original collection of documents, inadequate replacement and fluctuation in the demand of users, and insufficient funding.

A selection development process in AIIMS libraries should include stock revision and weeding, and for this reason physical inspection of the stock must be performed. Weeding actually needs purchasing, borrowing and space in order to even out. There is no fixed pattern for selecting documents for weeding, but it is based on the individual's judgement.

The material that should be weeded out periodically:

- Books that are read by many readers, and are due for replacement.
- Books that have been personalized by the users
- Books which are printed on of poor quality paper, whose pages are faded and warped. .

- Unexpected gift.

In the scientific and technical field, the pace is so rapid that the books written many years ago are obsolete. These ancient textbooks must have been discontinued and have been replaced by newer textbooks.

Reference books such as the handbook, the yearbook and the annual have to print in their latest edition to get rid of the old ones.

With the introduction of digitalized resources, books that have an obsolete form must be withdrawn from the library shelving so that their use can be decreased or replaced by new sets of resources.

Libraries should always bear in mind that Ranganathan's fifth rule, as a library expands, the demand to allocate more room increases. Unserviceable materials must be removed in order to bring the new document in place.

- Moreover, in the weeding out policy, the library staff should cooperate with the librarian in the assignment. The library authority or library committee may appoint staff members to take decisions and enforce weeding out of material from the Library. Students, faculties, scholars, subject experts, and scientists have to be carefully considered when advising.

Weeding should not be performed arbitrarily. After we weed out a document from the library, it is important to think of:

- The replacement of each by alternate copy on new book on the given subject
- The protocol that should be followed when the Weed Out document is required.

There are some firm ideas that came from the West. .Simon & Fussier (1961) felt that past use in the best guide for future use of documents. Trueswell has developed a technique for weeding a selection which ensures a certain level of satisfaction in the future by analyzing the past. (Turner, 1980).

Ranganathan (1966) analysis has discovered that some of the books detail the concepts in a span of approximately twenty years. After that time, that type of book should not be kept in a library, but should be discarded after keeping a proper record.

The older newspaper that has been salvaged can be sold-out. But if the books are in good condition, they can be donated to other libraries which do not have the capability to buy these expensive books.

Books accumulates information and valid records to be saved. At least one copy should be held at a specific location within the country. According to Ranganathan, “Although weeding out is important in library service. However, it should not be done by libraries of the country is an ungraceful way, it is important to conserve a few copies of every book somewhere in the country for the use of posterity and especially for antiquarian and bibliographic research” (Jayanthi, 2014).

4.12 Category of Collection:

Two types

4.12.1 Traditional Collection:

Building well-suited collections for science and technical, libraries is a dynamic process that cannot be degraded. As a major factor in user satisfaction, the strength of the collections also has a great influence. Science and technology collections are not the easiest ones to produce successfully in view of the complexity of the subjects involved, the large quantities of choice to make because of the sizeable quantity of books and journals from which to choose and the difficulty of even knowing about certain grey area publications, such as significant yet elusive proceedings of meetings, little known government records, or obscure papers which appeared as technical reports.

The Library classification scheme of Ranganathan, Hanson, and Grogan are classified as follows.

- S. R. Ranganathan's Classification
- Conventional: Books, Periodicals, Maps, and Atlases
- Neo-Conventional: Standards, Specifications, Data
- Non-Conventional: Microforms, Audios, Visuals, Audio-visuals
- Meta-document: Directly produced document that is without human intervention.

4.12.2 E-Collection:

There has been a progressive shift in the library world as the latest generation of library collections are being marketed with a focus on e-resources. On the one hand, there is a growing demand for good and accessible library collections that provide vast volumes of data, and on the other hand, the publishing media is working hard to support this demand by way of e-publications and through internet access. As a consequence, there are a large number of E-books written on different subjects. Therefore, libraries should take advantage of electronic information retrieval systems in a more efficient manner to meet the requirements of users. With the advent of advanced technologies, the libraries are heading towards digital services, which are found to be more affordable and more realistic in terms of having immediate access. These are more helpful particularly to that category of users who have limited time to access the libraries from outside through the widely available e-resources mainly CD ROM, OPAC, electronic publications (e-journals, e-books, e-thesis etc.) and other Internet facilities, which are replant media.

4.13 Factors affecting Collection in Special Libraries:

There are many factors which impact the management of collection management in special libraries like AIIMS. The institutions are to serve the purposes and goals of the Special Library, accessible collection, budgets, human capital, recreational, bibliographical, evaluative and other resources, knowledge exchange, modes of information transaction, etc. Collection management is a continuously ongoing process.

Some following factors underlined that affecting special libraries:

- How many staff would serve in the library?
- Budget of Library
- Building of the Library
- Collection and management policy
- Services level that are required by various types of library users
- New arrival problems in the library.
- Physical working space of the Library
- Supplementing the set with online information services and resources.
- Climate etc.

4.14 Library Services:**4.14.1 Background Information:**

The quality of library facilities, as well as management, would depend greatly upon proper collection management. The library's mission is to facilitate and enrich the teaching, learning, and research endeavors of the university by providing versatile access to extensive and appropriate information resources and by providing quality services and facilities.

The meaning of library services involves any operation associated with information resources, library equipment, properties, staff or resources whether in person, online, by telephone, or by correspondence.

4.14.2 Library Facilities:

It includes campus libraries, after-hours facilities, amenities, and other physical structures from which library services are provided.

Library service is one of the most important tasks of all libraries. Among these services is important how prepared the user is for the information he or she needs and how happy the user is with the information. This is a routine service often associated with libraries that usually produces production. The best quality of these special libraries is its low cost. These special libraries and their users are required if a user wishes to be updated on the latest developments.

In the contemporary period, service is the key tool of libraries. By means of the library, one may thrive in the knowledge society. There are the tools, activities, programmes, etc. that libraries have to provide users the knowledge they are seeking.

Report of the Radhakrishnan commission on University education in India (1948-49) stated that:

“Library is heart of all University's work, it is directly related to its research work, and indirectly related to its educational work which is focused on research work. Technology needs a library as well as a research institution, while humanities research needs a library as well as a research institution in one. Education in higher branches of learning and study is primarily a matter of one learning how to use the resources and the libraries not having the tools how can the students learn to use them.”

The delivering of library documents and resources to users off-site. Libraries are supposed to add value of goods and services. Library services comprise the greatest portion of library operations. Without a library, the facilities are impossible. The lack of resources is the biggest reason to come here. To assist and inspire customers in learning how to find the information they need, and to use the library and information services effectively. The AIIMS Library provides a range of resources such as current contents, lending and distribution, medical science database, bibliographic services, SDI, CAS, reprography, user education and training, indexing, abstracting, CD ROM search, digital services, reference services, document delivery services (DDS), Interlibrary loan, borrow direct, research room, and etc.

4.14.3 Services in Libraries:

4.14.3.1 Information services:

Generally, the public library services fall into the category of public users and specialized services fall into the category of technical users. Library public service divisions include reference, special collections, government records and distance learning. Library Services concentrate on providing resources for library users behind the scene such as circulation, procurement, cataloguing, classification, inter-library loan, paper delivery and serial systems.

In the 1990s, The Internet became the predominant format for providing library materials, programmes and instruction. Library user information services have developed into two distinct sectors: conventional library user information services and electronic library user information services.

In the digital era, the most popular current library user information services begin with personal oral and written interactions between librarians and library users: Traditional library user information services have the following major features.

This involves face-to-face communication, which includes eye contact, facial expression and oral communication.

On-site, which includes, campus outreach planning and cooperation, library tours, ready reference, user technical support and virtual reference.

Electronic library usage resources include the Internet and the worldwide web, computerized library catalogues, digital libraries, distance learning services, e-databases, government, instant messenger services, and interlibrary loan.

4.14.3.2 Technology trends change in library services:

Since the 1980, the library automation in libraries has increased every year. There have been different developments including expanded access from multiple locations, increasing the availability of resources, and making information accessible in raw forms. Many of these trends have been brought on by technological advances in the field of networking, file storage, and more graphic user interfaces, as well as by agreements on standards and protocols. (such as Z39.50) and allow for the integration of disparate resources.

4.15 Types of library services:

There are so many different types of library facilities available at the AIIMS libraries. These are

4.15.1 Lending/Circulation:

This service is of utmost importance to every library. Circulation Access facilities at the Circulation Desk offer borrowers' access to library materials after daily library hours. Student and support workers are available to answer questions and explain how to find books and other services in the library. Please come to the library's circulation desk to check out books, copy cards, and other materials.

4.15.2 Reference Services:

According to Ranganathan, Right touch means contact with the right reader and right book at right time and in the right personal way. Therefore, bibliography services are the establishment of contact between a reader and a book through personal services.”

This is a most valuable service in the library where skilled librarians can help people locate the information they need, access the library's collections, and gain expertise in several areas of knowledge. It provides a service to classify and locate details for the users.

4.15.3 Selective Dissemination of Information (SDI) :

Selective Dissemination of Information (SDI) the service offered by a library may be customized to meet the needs of various kinds of users. This may be concern with having a clear response to a question or issue. Unlike the above, this is not the newest discovery in the area, but is focused on anything available in the library and information tools.

SDI is a form of Internet-based current awareness service intended to keep anyone in the field of interest up-to-date with the latest developments. It is built for the person who needs the information or a group of people who have similar information needs. It is an efficient service which provides the exact information required with great ease. SDI includes the scanning of the document and choosing the information based on each user's particular information needs (homogeneous). Its aim is to give users more in-depth and current knowledge in their area of interest.

4.15.4 Current Awareness Service (CAS) :

The Current information is about up to-date knowledge, in the field of interest, which is required to be aware of recent progress, so that researcher or user can offer shape to

his research accordingly and his time can be saved and engage them in other areas of research. This programme is known as 'Present Knowledge Service' by the library's terms. According to Baradol, "The present awareness service is a service given by a library or an information centre to keep the users or clientele Up-to-date with the latest developments of their respective fields. It is known by different names, like Alert service or service for keeping Up-to-date etc (Baradol, 1997, p. 12)."

4.15.4.1 Types of Current Awareness Services (CAS) :

1. Current awareness bulletin
2. Research in progress. The current services an information Centre that is keeping its members up-to-date with the latest innovations in their sector. It is known as an alarm service which maintains the accuracy of data by updating it regularly.
3. Conference alert
4. Selective Dissemination of Information (SDI)
5. Newspaper clipping service
6. Title and table of content announcement services.

4.15.5 Inter Library Loan:

Inter library loan (ILL) applies to requesting items in a library that are not accessible. Although it is not of the nature of a library, you can take advantage of borrowing books from other libraries in the same area.

4.15.6 User Education:

This programme provides users with instruction on the use of library facilities and resources.

4.15.7 Bibliographic Services:

Library is able to provide bibliographical research on request. It provides indexed access to a broad range of information services by defining (bibliographic description), topic analysis (subject headings), and organising (indexing) (classification and location). Also, the library's collection of printed, electronic, and audio-visual resources. Bibliographic services provide users with knowledge, as to what sources they can use while looking for specific subject matter. These provide a summary of sources that the users are interested in. E-mail, network, email, and device access.

4.15.8 Indexing and Abstracting:

An index or an alphabetical list of subjects and names of persons and places that are considered a special significant in documents. An abstracting service offers abstracts of publications, often on a single subject area or group of similar subjects, typically on a subscription basis. Guidelines for indexing and abstracting, including the evaluation of such services, are provided in the literature of library and information science.

4.15.9 Reprographic Service:

The development of photocopying services has helped the Library in its effort to provide better services to the Library users and ensure that users get better access to library resources. Library users have easy access to photocopying facilities, which enable them to reproduce required material from books and journals.

4.15.10 Reservation of Documents:

Reservation of the documents is one of the important services of the library. In this service, the library makes provision to reserve a book in the user's name, when the

required book is already issued to someone else and is not available in the library. Whenever the book is returned by the borrower the library informs the user in whose name the book is reserved so that he/she can get the particular book issued for use.

4.15.11 Assistance in the Use of Library and Library Tools:

Assistance in the use of library collection and library tools such as catalogue including OPAC (Online Public Access Catalogue), reference books, etc. is provided to the users, who are not familiar with the library. This information is sought by the user, who visits the library for the first time. Such readers need directional guidance in the use of the library. They need to know the general layout of the library, location of the newspapers and magazines display racks, location of the textbooks and reference books, availability of card catalogue or computer terminal for searching the library collection, etc. Welcoming such users, personal assistance is provided in a number of ways.

4.15.12 Online Public Access Catalogue:

It is a computerized catalogue of library resources available to public for searching online. Earlier OPACs was developed as stand-alone online catalogue, which users searched on the computer terminal available in the library. With the arrival of Internet, most of the libraries have made their OPACs accessible via Internet, which is accessible to users all over the world on a 24X7 basis. Users can search OPAC remotely and find information online. The search facility appraises the users about the availability of each item for circulation, including the current status of individual copies of a title and the reservation status.

4.15.13 Library Website:

A web presence is very important for the library to reach its users. On the library website, users can search library resources through Online Public Access Catalogue (OPAC) from anywhere and at anytime using Internet without personally visiting the library. Users can reserve a book; make suggestions for purchase of a book, and renew online the book borrowed from the library. Many libraries are providing links to OPAC of other libraries which are useful for their users. Some libraries are also providing online access to union catalogue of books, theses, conference proceedings etc. of the participating libraries which users can search remotely.

4.15.14 Library Facilities:

- AIIMs libraries are have photocopying facilities available subject to copyright restrictions.
- Online Public Access Catalogue for library books, thesis, bound periodicals, students' works Articles from journals, CDs etc.
- Reading room facility

4.16 Conclusion:

Collection creation is ongoing, scheduled and cost-effective procurement of documents that can satisfy the library's informational needs and that fulfil the library's project objectives. Collection growth is increasing the volume and article quantity, and it is making the papers more detailed. We need to create library collections to meet the collections needs. The librarian should oversee physical and digital handling of materials. The library staff should be interacted with by faculty, staff, and users. The collection growth strategy will be updated to meet evolving goals, institutional requirements, changing services, and technical advance

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Chapter-5
Data Analysis and
Interpretation



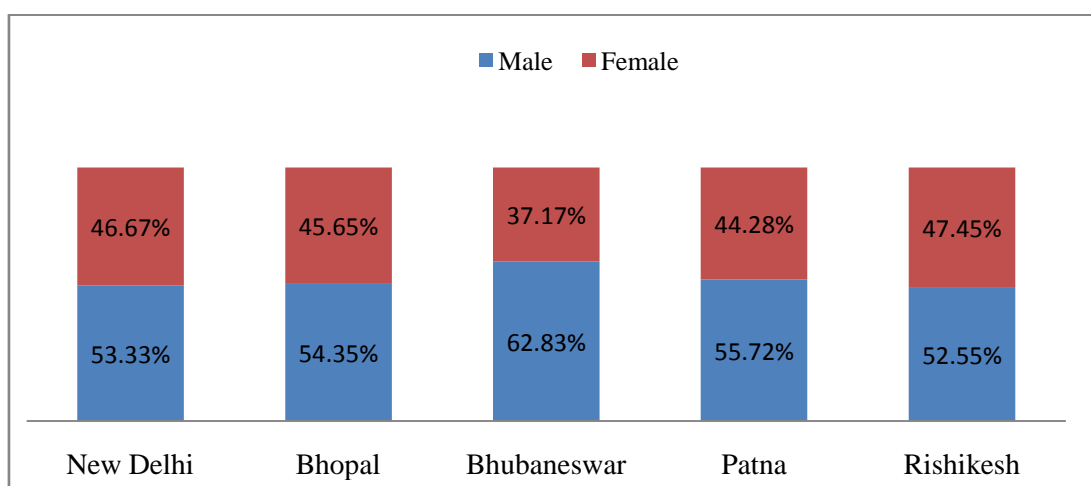
5.1 Introduction:

This study aimed to evaluate the collection and services provide by different AIIMS libraries and find out the users perception and satisfaction with the collection and services of libraries. In this chapter the surveyed data has tabulated and interpreted for evaluation of users' perception and satisfaction with library collection and services used by different medicos of five AIIMS Libraries in India. The analysis was done on the basis of various evaluation criteria like: library collection and services, purposes of library visits, frequency of library visits, preferred documents, and perception about library staff by users. Results obtained during this study were analyzed and interpreted in this chapter.

Table no. 5.1 Gender wise Distribution

AIIMS	Male	Female	Total
New Delhi	40 (53.33%)	35 (46.67%)	75
Bhopal	50 (54.35%)	42 (46.65%)	92
Bhubaneswar	49 (62.83%)	29 (37.17%)	78
Patna	39 (55.72%)	31 (44.28%)	70
Rishikesh	50 (52.55%)	46 (47.45%)	96
Total	228 (55.61%)	182 (44.39%)	410

Figure 5.1 Gender wise Distribution



The gender-based analysis is an integral part of many research of social science to ensure that all genders are included in the sample. Table- 5.1 and figure 1 shows the gender-wise representation of respondents of this study and it was revealed that overall total gender distribution was majority of the respondents under study male were (55.61%) whereas, female respondents were (44.39%).

The AIIMS wise gender distribution of respondents among all the AIIMS. The highest male respondents were from AIIMS Bhubaneswar (62.83%), minimum in AIIMS Rishikesh (52.55%) male respondents while AIIMS Rishikesh showed the highest female respondents (47.45%), minimum in AIIMS Bhubaneswar (37.17%) female respondents.

Table no. 5.2 Age groups of users

AIIMS	Below 25	25to 30	31 to 35	36 to 40	Total
New Delhi	20 (26.67%)	40 (53.33%)	10 (13.33%)	05 (6.66%)	75
Bhopal	65 (70.86%)	22 (23.58%)	05 (5.56%)	00	92
Bhubaneswar	40 (51.29%)	33 (42.30%)	05 (6.41%)	00	78
Patna	60 (85.72%)	10 (14.28%)	00	00	70
Rishikesh	46 (48.48%)	37 (38.84%)	10 (10.52%)	02 (2.16%)	95
Total	231(56.35%)	142(34.64%)	30(7.31%)	7(1.70%)	410

Figure 5.2 Age groups of users

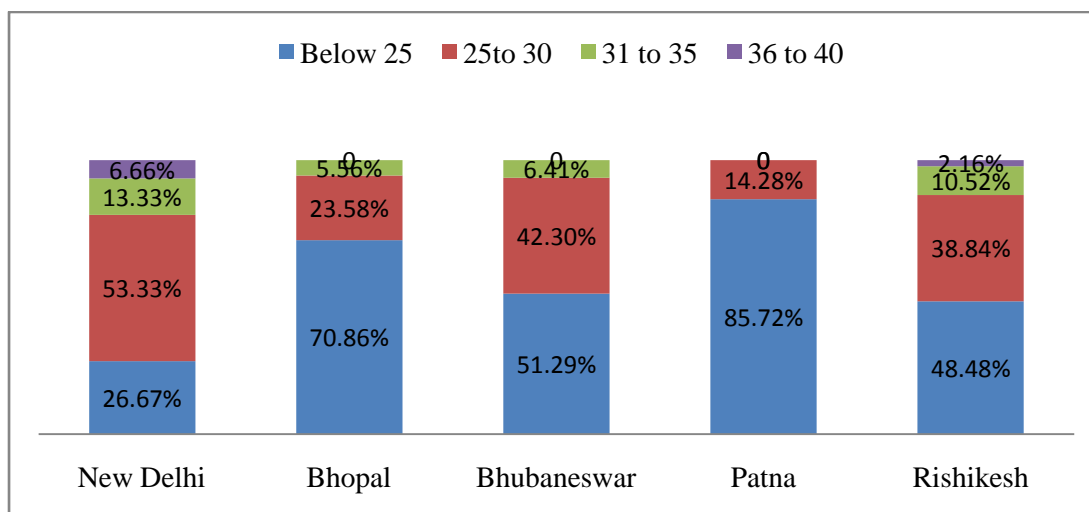


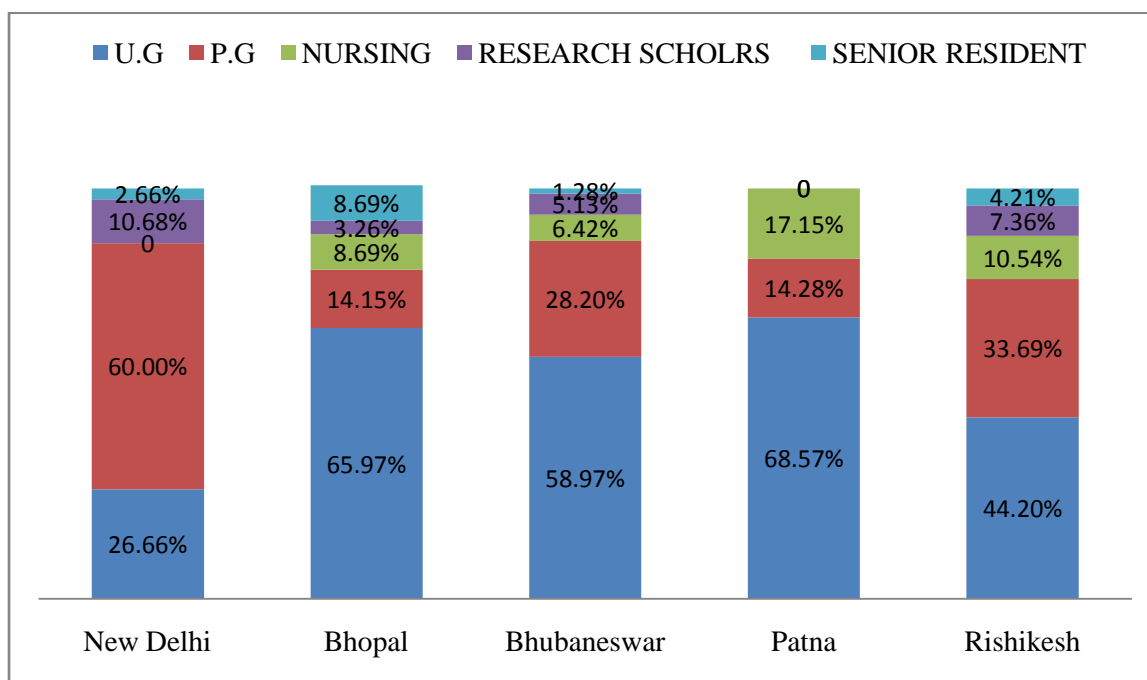
Table no 5.2 and figure 2 shows the percentage of visitors depends on their age group. The age group was also an important factor that influencing the uses of library resources. Our findings reveal that the age group below 25 years was the maximum in Patna (85.72%), and Bhopal (70.86%), while the minimum at New Delhi AIIMS (26.67%). Further, the users of the age group between 25 to 30, shows maximum (53.33%) in New Delhi AIIMS whereas, minimum (14.28%), in Patna AIIMS. Moreover, the users of the age group 31 to 35 maximum number were showing in New Delhi AIIMS (13.33%), while minimum in Bhopal (5.56%). The age groups from 36 to 40, the maximum users were found in New Delhi AIIMS (6.66%), and minimum users were finds in Rishikesh AIIMS (2.16%).

Table no. 5.3 Educational Program

AIIMS	U.G	P.G	NURSING	RESEARCH SCHOLRS	SENIOR RESIDENT	Total
New Delhi	20 (26.66%)	45 (60.00%)	00	08 (10.68%)	02 (2.66%)	75
Bhopal	60 (65.97%)	13 (14.15%)	08 (8.69%)	03 (3.26%)	08 (8.69%)	92
Bhubaneswar	46 (58.97%)	22 (28.20%)	05 (6.42%)	04 (5.13%)	01 (1.28%)	78
Patna	48 (68.57%)	10 (14.28%)	12 (17.15%)	00	00	70
Rishikesh	42 (44.20%)	32 (33.69%)	10 (10.54%)	07 (7.36%)	04 (4.21%)	95
Total	216(52.69%)	121(29.51%)	35(8.53%)	22(5.36%)	15(3.65%)	410

Table 5.3 and figure 3 shows that the usage of course, wise representation of respondents of this study and it is revealed that usage, of course, ware majority of the respondents were U.G (52.69%)respondents, P.G respondents were (29.51%), Nursing (8.53%) respondents, Research Scholars (5.36%), and Senior Residents (3.65%) respondents.

Figure 5.3 Educational Program

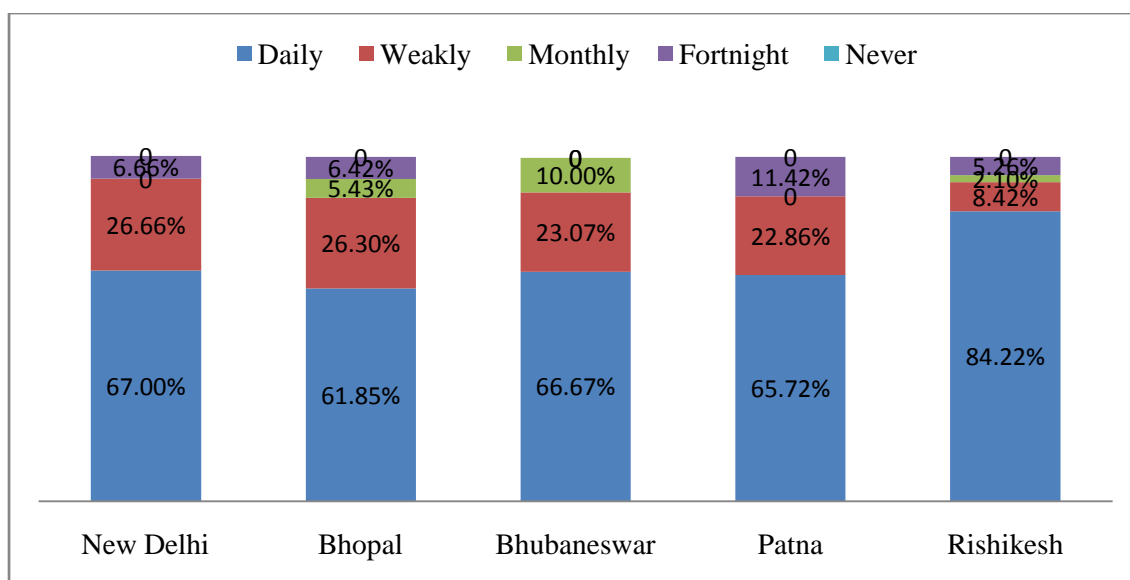


The AIIMS wise percentage of visitors and their usage of course wise were U.G (MBBS) AIIMS Patna (68.57%) maximum, and New Delhi AIIMS in minimum (26.66%) respondents, Further the P.G (M.D) in AIIMS New Delhi (60%) maximum users, and AIIMS Bhopal (14.13%) minimum, Research scholars in AIIMS New Delhi (10.38%) maximum users, and AIIMS Bhopal (3.26%) minimum users, and AIIMS Patna has not started the course of PhD.

Table no. 5.4 Frequency of Library Visits

AIIMS	Daily	Weakly	Monthly	Fortnight	Never	Total
New Delhi	50(67.00%)	20(26.66%)	00	05(6.66%)	00	75
Bhopal	57(61.85%)	24(26.30%)	05(5.43%)	06(6.42%)	00	92
Bhubaneswar	52(66.67%)	18(23.07%)	08(10.00%)	00	00	78
Patna	46(65.72%)	16(22.86%)	00	08(11.42%)	00	70
Rishikesh	80(84.22%)	08(8.42%)	02(2.10%)	05(5.26%)	00	95
Total	285(69.52%)	86(20.98%)	15(3.65%)	24(5.85%)	00	410

Figure 5.4 Frequency of Library Visits

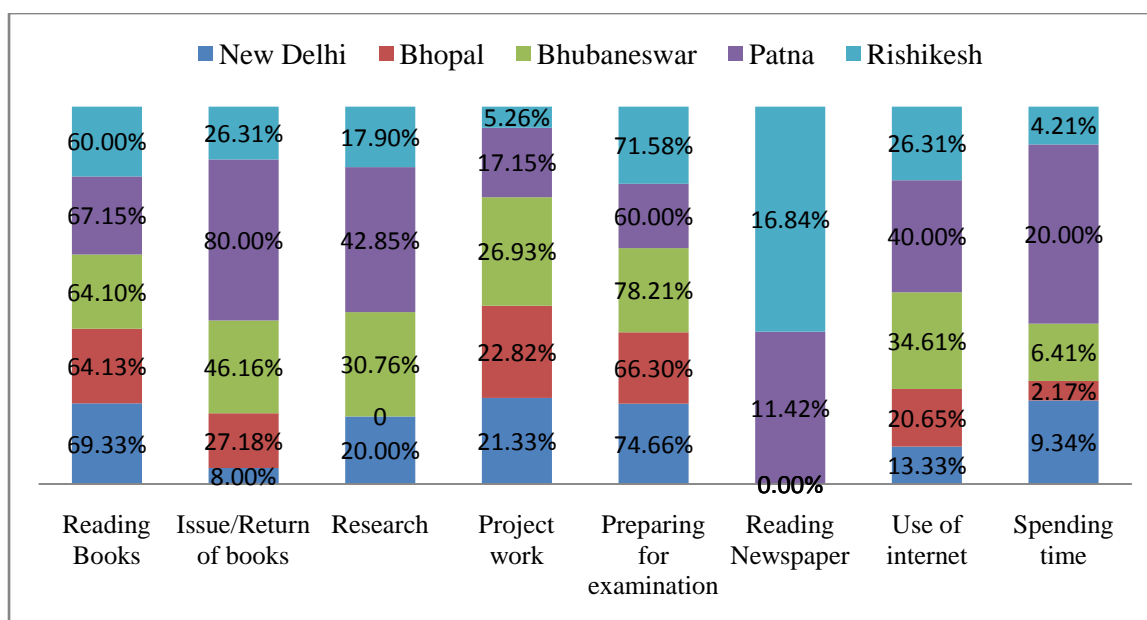


The frequency of library visit is an important indicator of its relative significance about the usage of library collections and services and it is directly associated with library users' satisfaction. Thus an attempt made to know how frequently the respondents visited the library and was provided six categories ranging from daily, three times in a week, weekly, monthly and fortnight and never response depicted in Table 5.4 and figure 4 revealed that in the overall frequency of library visits under study were very good (69.52%) respondents as a whole visited library every day, (20.98%) respondents visited their AIIMS library in a weekly and (3.65%) respondents visited library monthly while (5.85%) respondents were visited fortnight. The AIIMS wise analysis, majority of respondents of AIIMS New Delhi (67.00%) students visited the library daily and (26.66%) students visited the library weekly, fortnight (6.66%). In AIIMS Bhopal, (61.85%) students visited the library daily, (26.30%) visited the library weekly, monthly (5.43%), fortnight (6.42%), AIIMS Bhubaneswar (66.67%) students visited the library daily, (23.07%) visited the library weekly, monthly (10.00%), AIIMS Patna (65.72%) students visited the library daily, (22.86%) visited the library weekly, fortnight (11.42%), and AIIMS Rishikesh (84.22%) students visited the library daily, (8.42%) visited the library weekly, monthly (2.10%), fortnight (5.26%).

Table no. 5.5 Purpose for visiting the library

AIIMS	New Delhi		Bhopal		Bhubaneswar		Patna		Rishikesh		Totals	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
Reading Books	52 (70%)	23 (30%)	59 (65%)	33 (35%)	50 (64%)	28 (36%)	47 (67%)	23 (33%)	57 (60%)	38 (40%)	256 (63%)	154 (37%)
Issue/Return of books	06 (8%)	69 (92%)	25 (28%)	67 (72%)	36 (46%)	42 (54%)	56 (80%)	12 (20%)	25 (26%)	70 (74%)	148 (37%)	262 (63%)
Research	15 (20%)	60 (80%)	05 (6%)	87 (94%)	24 (31%)	54 (69%)	30 (43%)	40 (57%)	17 (18%)	78 (82%)	91 (22%)	319 (78%)
Project work	16 (21%)	59 (79%)	22 (23%)	70 (77%)	21 (27%)	57 (73%)	12 (17%)	58 (83%)	05 (5%)	90 (95%)	76 (18%)	334 (82%)
Preparing for examination	56 (75%)	19 (26%)	61 (67%)	31 (33%)	61 (78%)	17 (22%)	42 (60%)	28 (40%)	68 (72%)	27 (28%)	301 (75%)	109 (27%)
Reading Newspaper	00	75 (100%)	00	92 (100%)	00	78 (100%)	08 (11%)	62 (89%)	16 (17%)	79 (83%)	24 (6%)	386 (94%)
Use of internet	10 (14%)	65 (87%)	19 (21%)	73 (79%)	27 (35%)	51 (65%)	28 (40%)	42 (60%)	25 (26%)	70 (74%)	109 (27%)	301 (73%)
Spending time	07 (10%)	68 (91%)	02 (2%)	90 (98%)	05 (7%)	73 (93%)	14 (20%)	66 (94%)	04 (5%)	91 (95%)	32 (7%)	378 (93%)

Figure 5.5 Purpose for visiting the library



The library users visit library for different academic purpose and it differ from users to users. Information about purpose of library visit will help the librarians to re-design their collection development and services and provide necessary reading materials. The respondents were asked their purpose to visit library on the basis of eight parameters and responses are presented in Table- 5.5 and figure 5 The analysis resolved majority of respondents for preparing of examination (75%) visited the library for study purpose (63%) circulation (Issue/return) by (37%), their research purpose (22%) and project work (18%) while 23% respondents visited the library to do assignments, and (27%) respondents visited library for use internet purpose. Only 7% of respondents reported that they are visiting spending time purpose. Further, it is observed that only 6% of respondents visited the library for reading newspaper reading purpose.

The AIIMS wise categorization of respondents, it is observed that the main purpose to visit the library by AIIMS New Delhi respondents were preparing of examination (75%), for study purpose (70%), for research purpose (20%), project work(21%) and

only (8%) issue/return of the book. The purpose of library visit of AIIMS Bhopal respondents was visited preparing of examination (67%), for study purpose (65%), for issue/ return of books (28%), project work(23%), and respondents visited research (6%), AIIMS Bhubaneswar respondents were visited for preparing of examination (78%), for study purpose (64%), for issue/ return of books(46%), AIIMS Patna respondents were for visited issue/ return of books(80%), for study purpose (67%), for preparing of examination (60%), and AIIMS Rishikesh respondents were visited for preparing of examination (72%), for study purpose (60%), for issue/ return of books(26%).

Table no. 5.6 Perception regarding Print Collection

AIIMS	The Latest	New	Old	Very Old	Can't Say	Total
New Delhi	15(20.00%)	19(25.33%)	15(20.00%)	12(16.00%)	14(18.67%)	75
Bhopal	07(7.61%)	42(45.65%)	29(31.52%)	01(1.08%)	13(14.14%)	92
Bhubaneswar	11(14.34%)	36(46.15%)	22(28.00%)	00	09(11.51%)	78
Patna	12(17.15%)	30(42.85%)	14(20.00%)	06(8.58%)	08(11.42%)	70
Rishikesh	09(9.48%)	51(53.68%)	10(15.85%)	05(5.26%)	20(21.05%)	95
Totals	54(13.18%)	173(42.20%)	95(23.17%)	24(5.85%)	64(15.60%)	410

Figure 5.6 Perception regarding Print Collection

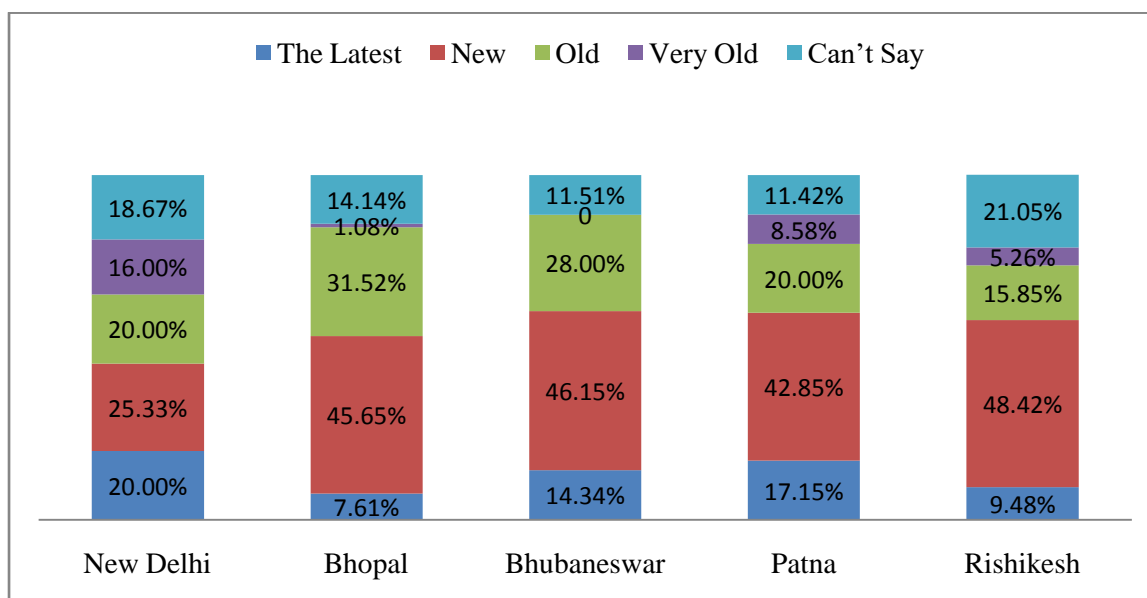


Table and figure 5.6 and figure 6 shows that user's perception regarding print collection on the basis of five parameters and responses. The analysis resolved the majority of respondents have presented library collection the latest collection (13.18%) for respondents new collection (42.20%), old library collection (23.17%), very old library collection only (5.85%) respondents, and can't say (15.60%) for the library collection.

The AIIMS wise analysis of respondents, it is observed of the user's perception about library collection in AIIMS New Delhi respondents were the latest collection and old collection (20.00%), a new collection in the library (25.33%), and only (16.00%) very old collection available in the library, AIIMS Bhopal respondents were the latest collection (7.61%), new collection (45.65%), old collection (31.52%), and only (1.08%) very old collection available in the library, AIIMS Bhubaneswar respondents were the latest collection (14.34%), new collection (46.15%), old collection (28.00%) available in the library, AIIMS Patna respondents were the latest collection (17.15%), new collection (42.85%), old collection (20.00%), and very old collection (8.58%) available in the library, and AIIMS Rishikesh respondents were the latest collection (9.48%), new collection (53.68%), old collection (15.85%), and very old collection (5.26%) .

Table No. 5.7 Satisfaction with Library Collection

AIIMS	Yes	No	Can't say
New Delhi	37(49.34%)	16(21.33%)	22(29.33%)
Bhopal	57(61.94%)	33(34.80%)	03(3.26%)
Bhubaneswar	41(52.57%)	12(15.38%)	25(32.05%)
Patna	40(57.15%)	22(31.43%)	08(11.42%)
Rishikesh	50(52.64%)	25(26.31%)	20(21.05%)
Totals	225(54.88%)	108(26.34%)	78(19.02%)

Figure 5.7 Satisfaction with Library Collection

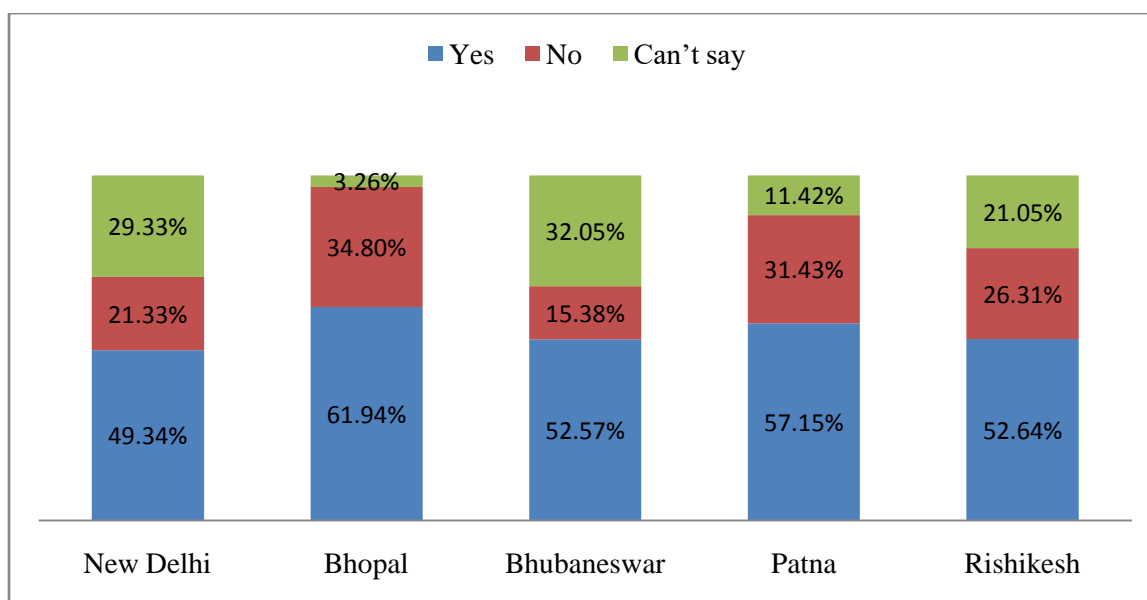


Table 5.7 and figure 7 show that user's satisfaction with the library collection on the basis of parameters and responses. The analysis resolved the majority of respondents have presented library collection as satisfied (54.88%), not satisfied with library collection (26.34%), can't say library collection (19.02%) respondents.

The AIIMS wise analysis of respondents showed that user's satisfied about library collection in AIIMS New Delhi respondents were satisfied with collection (49.34%), not satisfied (21.33%), and can't say about library collection (29.33%) respondents, AIIMS Bhopal respondents were satisfied with collection (61.94%), not satisfied (34.80%), and can't say about library collection (3.26%) respondents, AIIMS Bhubaneswar respondents were satisfied with collection (52.57%), not satisfied (15.38%), and can't say about library collection (32.05%) respondents, AIIMS Patna respondents were satisfied with collection (57.15%), not satisfied (31.43%), and can't say about library collection (11.42%) respondents, AIIMS Rishikesh respondents were satisfied with collection (52.64%), not satisfied (26.31%), and can't say about library collection (21.05%) respondents.

Table no. 5.8 Perception about the Quality of Books

AIIMS	Excellence	Very Good	Good	Poor	Very Poor	Total
New Delhi	12(16.00%)	25(33.34%)	32(41.33%)	06(8.00%)	00	75
Bhopal	10(10.87%)	36(39.14%)	43(46.73%)	03(3.26%)	00	92
Bhubaneswar	00	27(34.62%)	44(56.41%)	07(8.97%)	00	78
Patna	08(11.50%)	20(28.57%)	38(54.60%)	04(5.33%)	00	70
Rishikesh	09(9.48%)	34(35.79%)	42(44.21%)	10(10.52%)	00	95
Totals	39(9.52%)	142(34.63%)	199(48.53%)	30(7.31%)	00	410

Figure 5.8 Perception about the Quality of Books

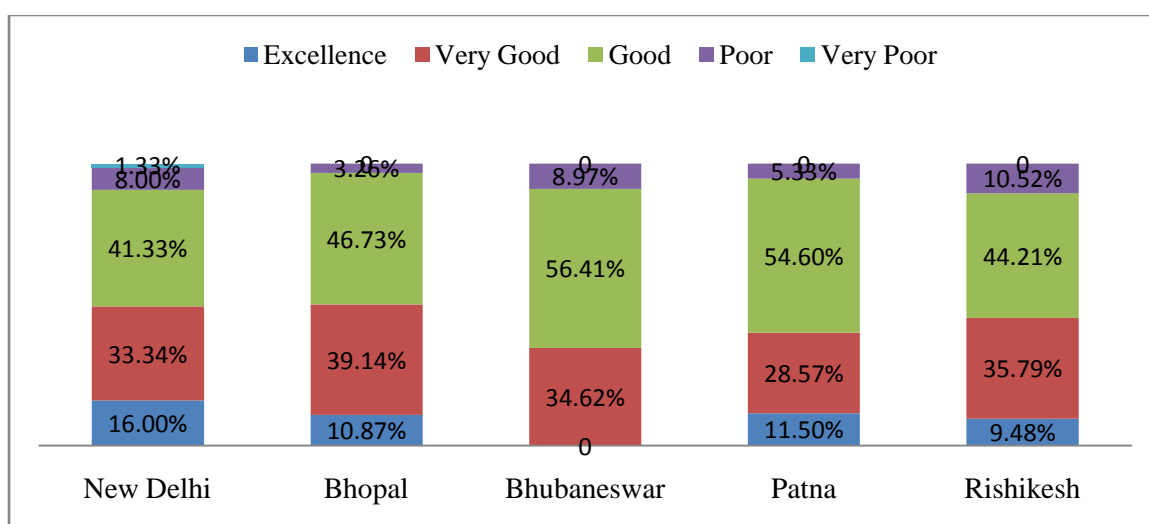


Table 5.8 and figure 8 shows that user's perception of the quality of books available in the library on the basis of five parameters and responses. The analysis resolved the majority of respondents have presented the quality of book collection as excellence (9.52%), very good (34.63%), good quality (48.53%) respondents, and poor quality of books (7.31%) respondents.

In AIIMS wise analysis of respondents, it is observed of the perception about the quality of books in AIIMS New Delhi respondents were excellence quality of books collection (16.00%), quality of books very good (33.34%) respondents, good quality of books (41.33%), poor quality of books (8.00%) respondents, AIIMS Bhopal respondents were quality of books collection excellence (10.87%), very good quality

(39.14%), good quality (46.73%), and poor quality (3.26%) respondents, AIIMS Bhubaneswar respondents were excellence quality of books collection very good (34.62%), good quality of books (56.41%), and poor quality of books collection (8.97%) respondents, AIIMS Patna respondents were excellence quality of books collection excellence (11.50%), very good quality (28.57%), good quality of books (54.60%), and poor quality of books collection (5.33%) respondents, AIIMS Rishikesh respondents were excellence quality of books collection excellence (9.48%), very good quality (35.79%), good quality of books (44.21%), and poor quality of books collection (10.52%) respondents.

Table No. 5.9 Perception about Self-Arrangement/ Shelving

AIIMS	Excellence	Very Good	Good	Poor	Very Poor	Total
New Delhi	20(26.67%)	30(40.00%)	23(30.66%)	02(2.67%)	00	75
Bhopal	30(32.61%)	37(40.21%)	21(22.83%)	04(4.35%)	00	92
Bhubaneswar	12(15.38%)	17(21.80%)	39(50.00%)	10(12.82%)	00	78
Patna	16(22.86%)	28(40.00%)	18(25.71%)	08(11.43%)	00	70
Rishikesh	22(23.16%)	33(34.73%)	35(36.84%)	05(5.27%)	00	95
Totals	100(24.39%)	145(35.37%)	136(33.17%)	29(7.07%)	00	410

Figure 5.9 Perception about Self-Arrangement/ Shelving

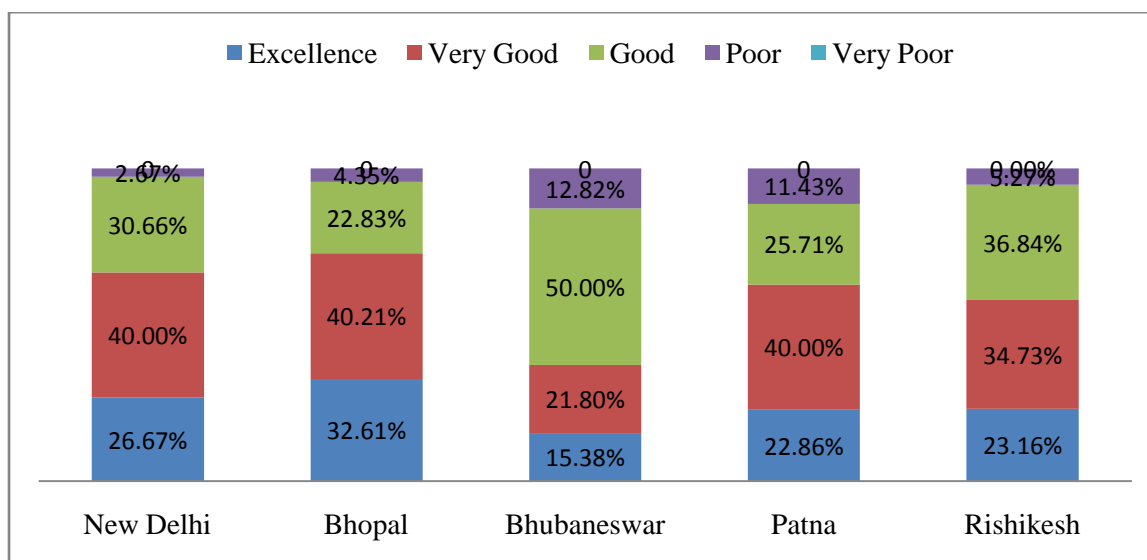


Table 5.9 and figure 9 shows that user's perception about the self-arrangement/shelving of the books collection in the library on the basis of five parameters and responses. The analysis resolved the majority of respondents have presented the self-arrangement/ shelving of the books collection as excellence (24.39%), very good arrangement (35.37%), good arrangement (33.17%) respondents, and poor arrangement of shelving (7.07%) respondents.

In AIIMS wise analysis of respondents, it is observed of the respondent's users perception about self-arrangement/ shelving of the books collection in the library in AIIMS New Delhi respondents excellence arrangement of shelving (26.67%), very good arrangement of shelving (33.34%) respondents, good arrangement (30.66%), poor arrangement of shelving (2.67%) respondents, AIIMS Bhopal respondents were excellence arrangement of shelving (32.61%), the very good arrangement of shelving (40.21%) respondents, good arrangement (22.83%), poor arrangement of shelving (4.35%) respondents, AIIMS Bhubaneswar respondents excellence arrangement of shelving (15.38%), very good arrangement (21.80%), good arrangement (50.00%), and poor arrangement of shelving (12.82%) respondents, AIIMS Patna respondents were excellence arrangement of shelving (22.86%), the very good arrangement of shelving (40.00%) respondents, good arrangement (25.71%), poor arrangement of shelving (11.43%) respondents, and AIIMS Rishikesh respondents were excellence arrangement of shelving (23.16%), the very good arrangement of shelving (34.73%) respondents, good arrangement (36.84%), poor arrangement of shelving (5.27%) respondents.

Table no. 5. 10 Problem faced while using the Library

AIIMS	Yes	No	Total
New Delhi	24(32.00%)	51(68.00%)	75
Bhopal	37(40.22%)	55(59.78%)	92
Bhubaneswar	33(42.31%)	45(57.69%)	78
Patna	12(17.15%)	58(82.85%)	70
Rishikesh	30(31.58%)	65(68.42%)	95
Totals	136(33.18%)	274(66.82%)	410

Figure 5.10 Problem faced while using the Library

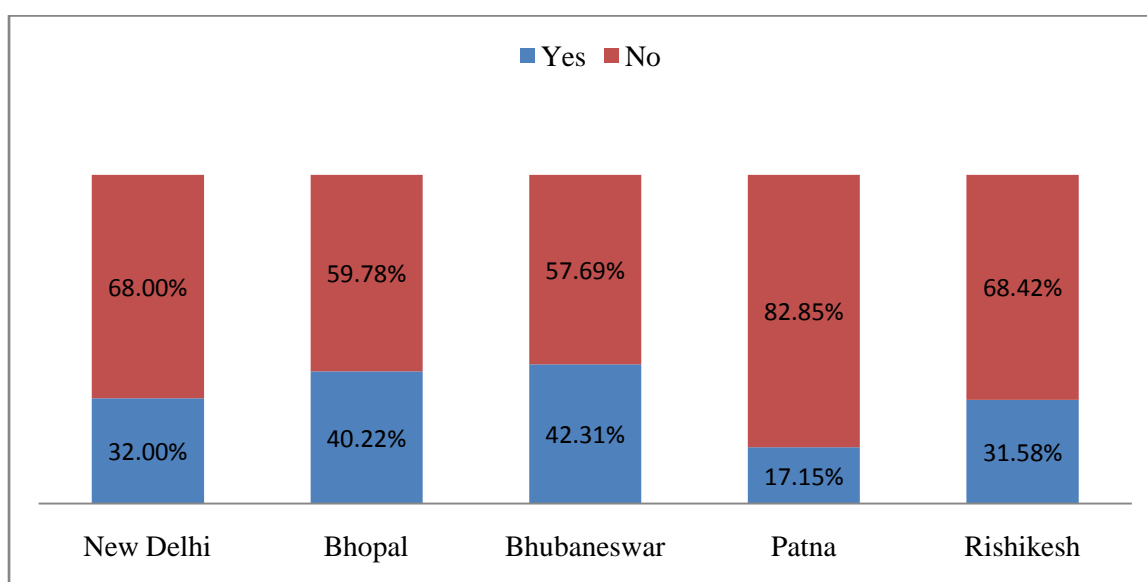


Table 5.10 and figure 10 shows that users faced problem while using the library, the analysis resolved the majority of respondents have presented users with was yes face problem using the library (33.18%) respondents, and no facing problem using by the library (66.82%), respondents.

In AIIMS wise analysis of respondents, it is observed of the respondent's users faced problem while using the library, in AIIMS New Delhi faced problem while using the library (32.00%) respondents, no faced problem while using the library (68.00%), AIIMS Bhopal faced problem while using the library (40.22%) respondents, no faced problem while using the library (59.78%), AIIMS Bhubaneswar faced problem while

using the library (42.31%) respondents, no faced problem while using the library (57.69%), AIIMS Patna faced problem while using the library (17.15%) respondents, no faced problem while using the library (82.85%), AIIMS Rishikesh faced problem while using the library (31.58%) respondents, no faced problem while using the library (68.42%).

Table no. 5.11 Types of Problem

AIIMS	Finding of Books/ information	No Instructions to access information	Library staff is not helpful	No Separate seat provide	Internet accessibility	Lack of basic facilities	Other	Totals
New Delhi	14 (58.35%)	04 (16.67%)	01 (4.16%)	01 (4.16%)	00	02 (8.33%)	02 (8.33%)	24
Bhopal	10 (27.03%)	01 (2.70%)	02 (5.41%)	00	16 (43.24%)	04 (10.81%)	04 (10.81%)	37
Bhuban Eswar	07 (21.21%)	08 (24.24%)	05 (15.16%)	09 (27.27%)	04 (12.12%)	00	00	33
Patna	10 (83.34%)	00	02 (16.66%)	00	00	00	00	12
Rishikesh	16 (48.49%)	04 (13.33%)	00	5 (16.66%)	00	00	06 (20.00%)	30
Totals	57 (41.92%)	17 (12.50%)	10 (7.35%)	15 (11.02%)	20 (14.70%)	06 (4.41%)	12 (8.82%)	136

Figure 5.11 Types of Problem

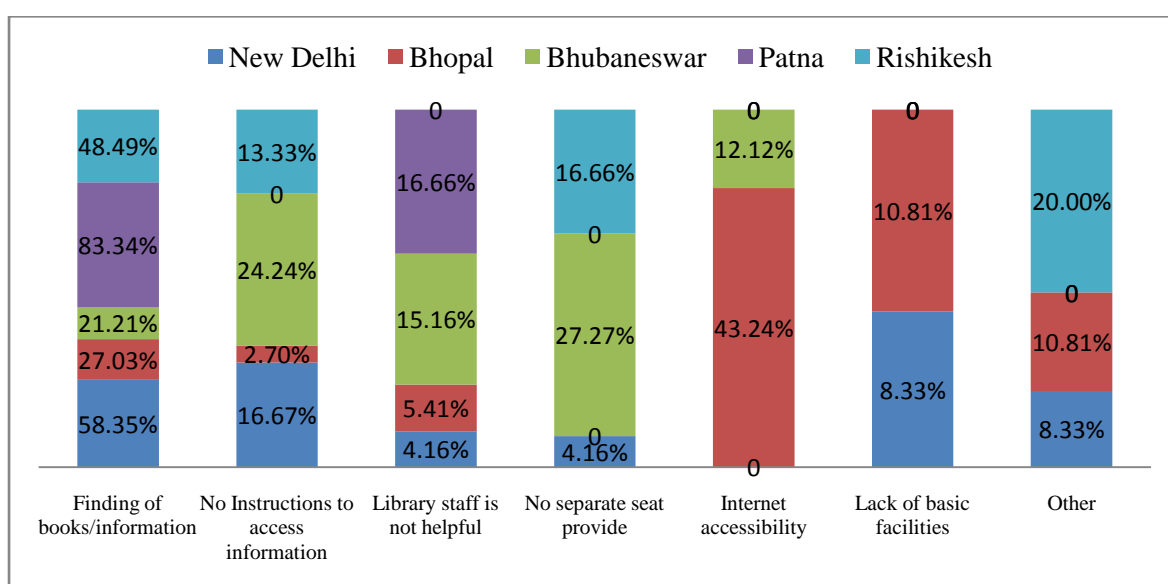


Table 5.11 and figure 11 shows that users faced problem used in the library on the basis of responses. The analysis resolved the majority of respondents have presented

the finding of books/information (41.92%) respondents, no instruction to access information (12.50%), library staff is not helpful (7.35%), no separate seat provides for faculty member (11.02%), internet accessibility (14.70%), lack of basic facilities (4.41%), others (noise) (8.82%).

In AIIMS wise analysis of respondents, it is observed of the respondent's users faced problem while using the library, in the AIIMS New Delhi finding of books/information (58.35%), no instruction to access information (16.67%), library staff is not helpful (4.16%), no separate seat provides for faculty member (4.16%), lack of basic facilities(8.33%), others (noise) (8.33%) respondents, in the AIIMS Bhopal finding of books/information (27.03%), no instruction to access information (5.41%), library staff is not helpful (5.41%), internet accessibility (43.24%), lack of basic facilities(8.33%), others (noise) (10.81%) respondents, in the AIIMS Bhubaneswar finding of books/information (21.21%), no instruction to access information (15.16%), library staff is not helpful (27.27%), internet accessibility (12.12%) respondents, in the AIIMS Patna finding of books/information (83.34%), library staff is not helpful (16.66%) respondents, in the AIIMS Rishikesh finding of books/information (48.49%), no instruction to access information (13.33%), internet accessibility (16.66%), others (noise) (20.00%) respondents,

Table no. 5.12 Need of Users Assistance in Using the Library

AIIMS	Yes	No	Total
New Delhi	24(32.00%)	51(68.00%)	75
Bhopal	19(20.66%)	73(79.34%)	92
Bhubaneswar	12(15.39%)	66(84.61%)	78
Patna	08(11.43%)	62(88.57%)	70
Rishikesh	07(7.37%)	88(92.63%)	95
Totals	70(17.08%)	340(82.92%)	410

Figure 5.12 Need of Users Assistance in Using the Library

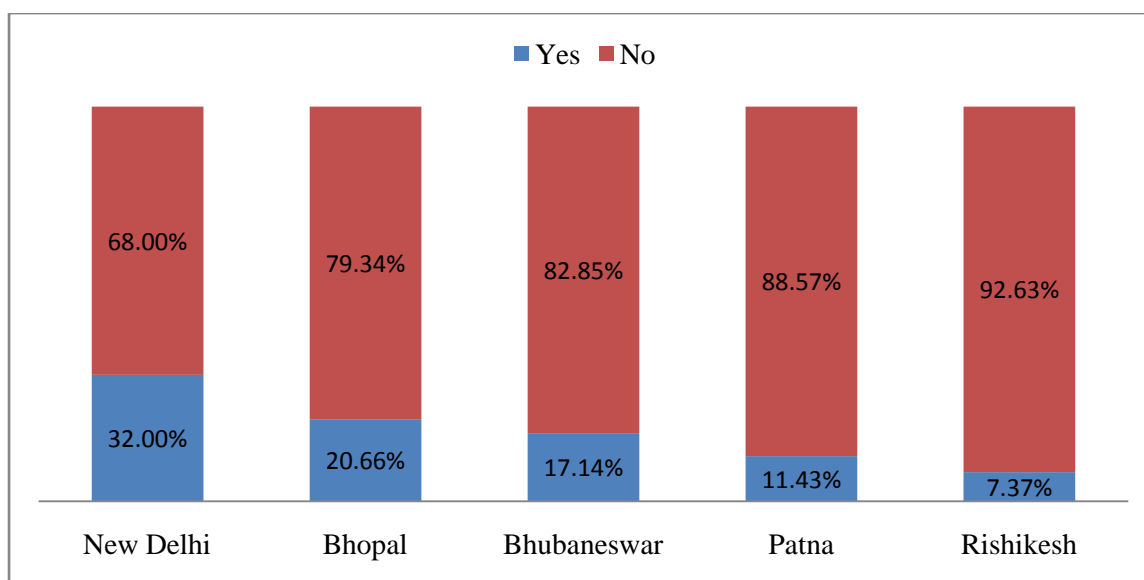


Table 5.12 and figure 12 show that users need any assistance in using the library on the basis of responses. The analysis resolved the majority of respondents have presented the users need any assistance in using the library respondents to say yes (17.08%) and say no (82.92%) respondents.

In AIIMS wise analysis of respondents, it is observed of the respondent's users need any assistance in using the library, in the AIIMS New Delhi says yes (32.00%) respondents, in the AIIMS Bhopal say yes (20.66%) respondents, in the AIIMS Bhubaneswar say yes (15.39%) respondents, in the AIIMS Patna say yes (11.43%), and In the AIIMS Rishikesh say yes (7.37%) respondents.

Table no. 5.13 Kinds of Assistance

AIIMS	The Librarian	Library Staff	Use the bay guides	Totals
New Delhi	07(29.16%)	14(58.33%)	03(12.05%)	24
Bhopal	02(10.53%)	10(52.63%)	07(36.84%)	19
Bhubaneswar	00	07(58.34%)	05(41.66%)	12
Patna	00	00	08(100%)	08
Rishikesh	00	07(100%)	00	07
Totals	09(12.86%)	38(54.28%)	23(32.85%)	70

Figure 5.13 Kinds of Assistance

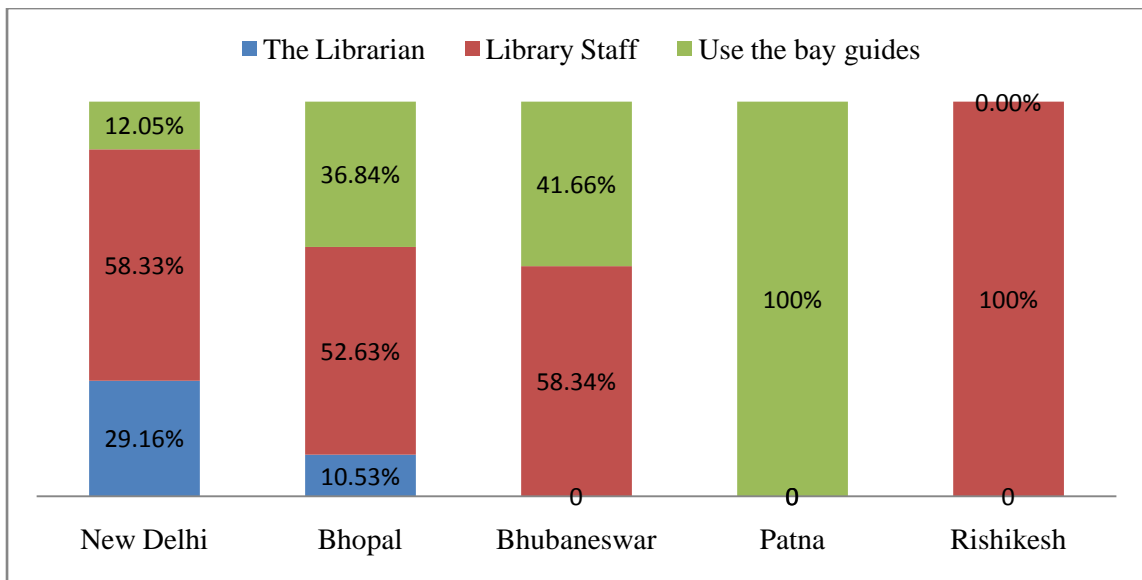


Table 5.13 and figure 13 show that respondents were used kinds of assistance while using the library on the basis of responses. The analysis resolved the majority of respondents were presented the users need with the help of the librarian (12.86%), the library staff (54.28%), and the library use the bay guides (32.85%), respondents.

In AIIMS wise analysis of respondents, it is observed of the respondent's users need any assistance in using the library, in the AIIMS New Delhi users need the help of the librarian (12.86%), the library staff (54.28%), and the help of using the bay guides (32.85%). in the AIIMS Bhopal, users need the help of the librarian (10.53%), the library staff (52.63%), and the help of using the bay guides (36.84%) respondents. in the AIIMS Bhubaneswar, users need the help of the library staff (58.34%), and the help of using the bay guides (41.66%) respondents. in the AIIMS Patna, users need the help of using the bay guides (100%), and AIIMS Rishikesh users need the help of the library staff (100%) respondents.

Table no. 5.14 Impression about the Library

AIIMS	Welcoming	Quite	Noisy	Orderly	Exciting	poor	Total
New Delhi	20(29.60%)	32(43.66%)	10(12.33%)	07(9.33%)	06(8.00%)	00	75
Bhopal	40(43.47%)	43(46.73%)	04(4.34%)	05(5.46%)	00	00	92
Bhubaneswar	12(15.23%)	46(58.50%)	07(8.75%)	10(12.40%)	03(3.84%)	00	78
Patna	28(40.00%)	35(50.00%)	07(10.00%)	00	00	00	70
Rishikesh	32(33.68%)	51(53.58%)	12(12.74%)	00	00	00	95
Totals	132(32.20%)	207(50.49%)	40(9.76%)	22(5.36%)	09(2.19%)	00	410

Figure 5.14 Impression about the Library

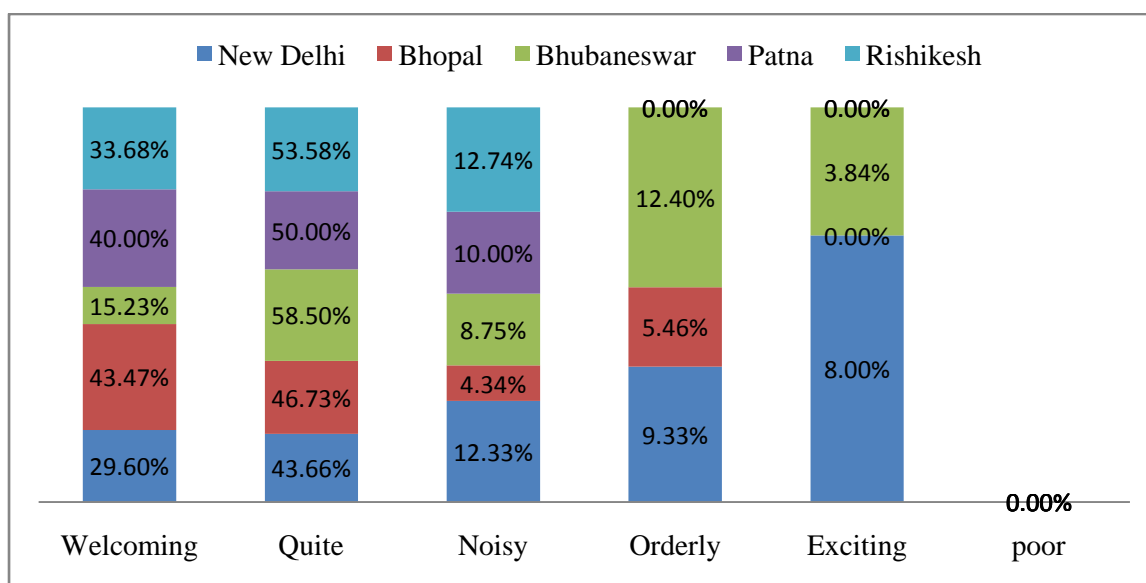


Table 5.14 and figure 14 shows that users feel about the library on the basis of six parameters and responses. The analysis revealed the majority of respondents have presented the users feel about the library as welcoming (32.20%), feel quite (50.49%) respondents, noisy (9.76%) respondents, orderly (5.36%) respondents, and feel exciting (2.19%) respondents.

In AIIMS wise analysis of respondents, it is observed of the respondent's feelings about the library in the AIIMS New Delhi feel welcoming (29.60%) respondents, feel quite (43.66%), noisy (12.33%), orderly (9.33%), exciting (3.84%), in the AIIMS

Bhopal feel welcoming (43.47%) respondents, feel quite (46.73%), noisy (4.34%), orderly (5.46%), in the AIIMS Bhubaneswar, welcoming (15.23%) respondents, feel quite (58.50%), noisy (8.75%), orderly (12.40%), exciting (3.84%) respondents, in the AIIMS Patna welcoming (40.00%) respondents, feel quite (50.00%), noisy (10.00%) respondents, in the AIIMS Rishikesh welcoming(33.68%) respondents, feel quite (53.58%), noisy (12.74%) respondents.

Table no. 5.15 Preference for Resources

AIIMS	Prints resources	E-resources	A combination of both	Total
New Delhi	16(21.34%)	11(14.66%)	48(64%)	75
Bhopal	40(43.48%)	02(2.18%)	50(54.34%)	92
Bhubaneswar	33(42.31%)	06(7.69%)	39(50.00%)	78
Patna	28(40.00%)	02(2.86%)	40(57.14%)	70
Rishikesh	25(26.32%)	08(10.52%)	62(63.16%)	95
Totals	142(34.64%)	28(6.82%)	239(58.29%)	410

Figure 5.15 Preference for Resources

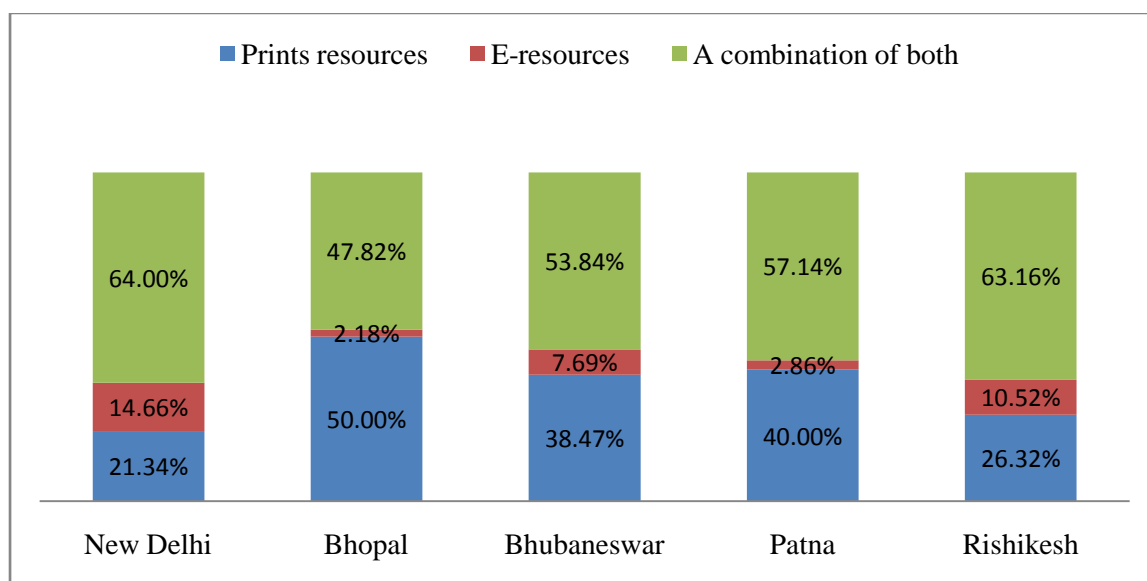


Table no. 5.15 and figure 15 shows that preference for resources in the library on the basis of three parameters and responses. The analysis resolved the majority of respondents were presented the users prefer which types of reading materials prints resource (34.64%) respondents, e-resource (6.82%) respondents, and both resources used (58.29%).

In AIIMS wise analysis of respondents, it has observed of the respondent's users prefer which types of reading materials in the library, AIIMS New Delhi print resources (21.34%) respondents, e-resources (14.66%), both used of reading materials (64%) respondents, in the AIIMS Bhopal print resources (43.48%) respondents, e-resources (2.18%), both used of reading materials (54.34%) respondents, in the AIIMS Bhubaneswar print resources (42.31%) respondents, e-resources (7.69%), both used of reading materials (50.00%) respondents, in the AIIMS Patna print resources (40.00%) respondents, e-resources (2.86%), both used of reading materials (57.14%) respondents, and AIIMS Rishikesh print resources (26.32%) respondents, e-resources (10.52%), both used of reading materials (63.16%) respondents.

Table no. 5.16 Preferences to Use Reading Material

AIIMS Collection	AIIMS NEW DELHI		AIIMS BHOPAL		AIIMS BHUBANESWAR		AIIMS PATNA		AIIMS RISHIKESH	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
Books	64(85.34%)	11(14.66%)	90(97.83%)	02(2.17%)	67(85.90%)	11(14.10%)	68(97.15%)	02(2.85%)	92(96.85%)	03(3.15%)
Journals	55(73.34%)	20(26.66%)	35(38.05%)	57(61.95%)	28(35.90%)	50(64.10%)	25(35.72%)	45(64.28%)	60(63.16%)	35(36.84%)
Back volumes	09(12.00%)	66(88.00%)	10(10.87%)	82(89.13%)	38(48.72%)	40(51.28%)	10(14.29%)	60(85.71%)	39(41.06%)	56(58.94%)
Reference sources	19(25.34%)	56(74.66%)	50(54.35%)	42(45.65%)	30(38.47%)	48(61.53%)	40(57.15%)	30(42.85%)	45(47.37%)	50(52.63%)
Newspaper clipping	10(13.34%)	65(86.66%)	30(32.61%)	62(67.39%)	23(29.48%)	55(70.52%)	32(45.72%)	38(54.28%)	16(16.85%)	79(83.15%)
Theses & Dissertations	23(30.67%)	52(69.33%)	05(5.44%)	87(94.56%)	00	78(100%)	05(7.15%)	65(92.85%)	41(43.16%)	54(56.84%)
Manuscripts	00	75(100.00%)	16(17.40%)	76(82.60%)	10(12.82%)	68(87.18%)	16(22.86%)	54(77.14%)	20(21.06%)	75(78.94%)
E-Collection	29(38.67%)	46(61.33%)	39(42.40%)	53(57.60%)	46(58.98%)	32(41.02%)	28(40.00%)	42(60.00%)	52(54.74%)	43(45.26%)
E-books	47(62.67%)	28(37.33%)	44(47.83%)	48(52.17%)	52(66.67%)	26(33.33%)	36(51.43%)	34(48.57%)	57(60.00%)	38(40.00%)
E-journals	50(66.67%)	25(33.33%)	38(41.31%)	54(58.69%)	48(61.54%)	30(38.46%)	45(64.29%)	25(35.71%)	69(72.64%)	26(27.36%)
Online reference sources	39(52.00%)	36(48.00%)	04(4.35%)	88(95.65%)	24(30.76%)	54(69.24%)	04(5.72%)	66(94.28%)	49(51.58%)	46(48.42%)
OPAC (Online Public Assess Catalogue)	12(16.00%)	63(84.00%)	22(23.92%)	70(76.08%)	40(51.28%)	38(48.72%)	22(31.43%)	48(68.57%)	30(31.58%)	65(68.42%)
Total	357(39.67%)	543(60.33%)	383(34.70%)	721(65.30%)	406(43.38%)	530(56.62%)	331(39.41%)	509(60.59%)	475(41.67%)	665(58.33%)

Table no. 5.16 shows those preferences to use reading material. The analysis resolved the majority of respondents have presented users used which types of library resources, for books (92.93%) respondents, journals (49.52%) respondents, back volumes (25.86%) respondents, reference sources (44.88%), newspaper clipping (27.08%), theses and dissertations (18.05%), manuscripts (15.12%) respondents, e-collection (47.32%), e-books (57.56%), e-journals (61%) respondents, online reference sources (29.27%), and OPAC (30.74%) respondents.

In AIIMS wise analysis of respondents, it is observed of the respondent's preferences to use reading material in the library AIIMS New Delhi books (85.34%) respondents, journals (73.34%), back volumes(12%), reference sources(25.34%), newspaper clipping (13.34%), theses & dissertations (30.67%), e-collection (38%) respondents, e-books (62.67%), e-journals (66.67%), OPACs (16%) respondents, in the AIIMS Bhopal books (97.83%) maximum respondents, journals (38.05%), back volumes(10.87%), reference sources (54.35%), newspaper clipping (32.61%), theses & dissertations (5.54%), manuscripts (17.40%), e-collection (42.42%) respondents, e-books (47.83%), e-journals (41.31%), OPACs (23.92%) respondents, in the AIIMS Bhubaneswar (85.90%) respondents, journals (35.90%), back volumes (48.72%), reference sources(38.47%), newspaper clipping (29.48%), manuscripts (12.82%), e-collection (58%) respondents, e-books (66.67%), e-journals (61.54%), OPACs (51%) respondents, in the AIIMS Patna (97.15%) respondents, journals (35.72%), back volumes(14.29%), reference sources(57.15%), newspaper clipping (45.72%), theses & dissertations (7.15%), manuscripts (22.86%), e-collection (40%) respondents, e-books (51.43%), e-journals (64.29%), OPACs (31.43%) respondents, and AIIMS Rishikesh (96.85%) maximum respondents, journals (63.16%), back volumes(41.06%), reference sources(47.37%), newspaper clipping (16.85%), theses & dissertations (43.16%), manuscripts (21.06%), e-collection (54.74%) respondents,

e-books (60%), e-journals (72.64%) maximum respondents, OPACs (31.58%) respondents.

Table no. 5.17 Satisfaction Level about the Library Collection

Library collection	Most Satisfied	Satisfied	Neutral	Dissatisfied	Most Dissatisfied	Total
New Delhi	89(24.93%)	248(69.46%)	20(5.60%)	0	0	357
Bhopal	113(29.51%)	225(58.75%)	45(11.74%)	0	0	383
Bhubaneswar	131(32.27%)	200(49.26%)	75(18.47%)	0	0	406
Patna	104(31.42%)	203(60.43%)	24(7.25%)	0	0	331
Rishikesh	160(32.53%)	261(53.04%)	71(14.43%)	0	0	492
Total	597(30.32%)	1137(57.74%)	235(11.93%)	0	0	1969

Figure 5.16 Satisfaction Level about the Library Collection

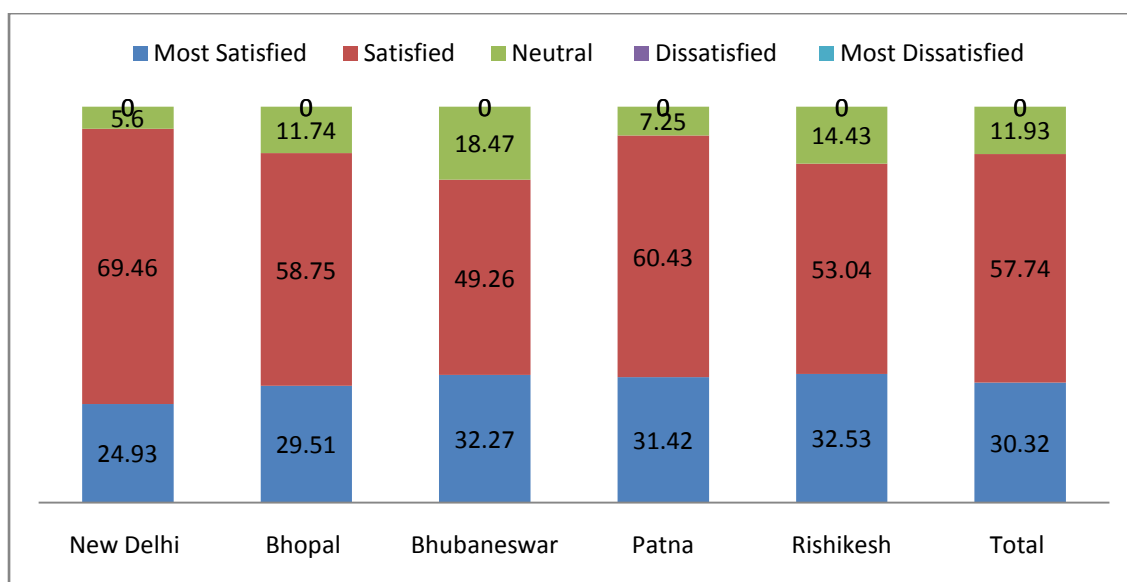


Table no. 5.17 and figure 16 shows the user's satisfaction level with the library collection on the basis of five parameters and responses. The analysis resolved the majority of respondents have presented (30.32%) respondents were most satisfied with the library collection, (57.74%) respondents were satisfied with collection, (11.93%) respondents were neutral.

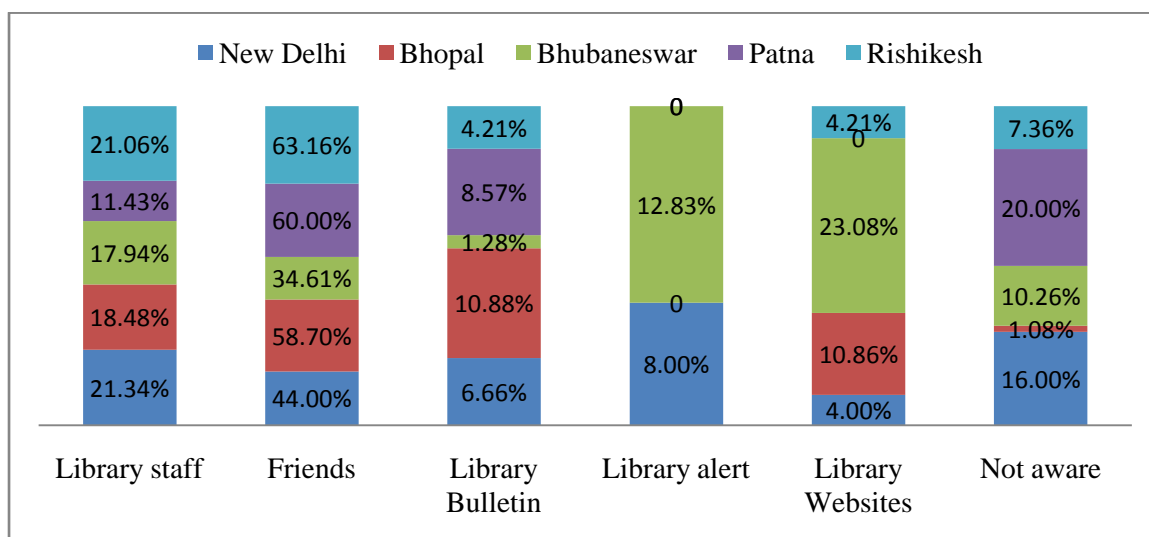
In AIIMS wise analysis of respondents, it is observed of the respondent's users satisfaction level about the library collection AIIMS New Delhi (24.93%) respondents

were most satisfied, (69.46%) respondents were satisfied, only (5.60%) respondents were neutral, moreover, (29.51%) respondents were most satisfied AIIMS Bhopal, (49.26%) respondents were satisfied, (11.74%) respondents were neutral, revealed in the AIIMS Bhubaneswar (32.27%) respondents were most satisfied, (49.26%) respondents were satisfied, (18.47%) respondents were neutral, in the AIIMS Patna (31.42%) respondents were most satisfied, (60.43%) respondents were satisfied, (7.25%) respondents were neutral, and AIIMS Rishikesh (32.53%) respondents were most satisfied, (53.04%) respondents were satisfied, (14.43%) respondents were neutral.

Table no. 5.18 Aware About Collection and Services

AIIMS	Library staff	Friends	Library Bulletin	Library alert	Library Websites	Not aware	ANOVA Results	
							F Value	P
New Delhi	16 (21.34%)	33 (44.00%)	05 (6.66%)	06 (8.00%)	03 (4.00%)	12 (16.00%)	29.202*	0.002
Bhopal	17 (18.48%)	54 (58.70%)	10 (10.88%)	00	10 (10.86%)	01 (1.08%)	43.400*	0.000
Bhubaneswar	14 (17.94%)	27 (34.61%)	01 (1.28%)	10 (12.83%)	18 (23.08%)	08 (10.26%)	28.790*	0.002
Patna	08 (11.43%)	42 (60.00%)	00	00	06 (8.57%)	14 (20.00%)	36.779*	0.001
Rishikesh	20 (21.06%)	60 (63.16%)	04 (4.21%)	00	04 (4.21%)	07 (7.36%)	42.770*	0.000

Figure 5.17 Aware About Collection and Services



The difference in data related to the library collection in the five different AIIMS based on six parameters was signified by Analysis of Variance (ANOVA). The analyzed data were showing higher F value and lowest p-value evidenced the significant differences in the data and significant level. It was showing that five AIIMS was at significant levels. Table 5.18 and figure 17 well showed user awareness about library collection and services on the basis of parameters and responses. The analysis resolved the majority of respondents have presented awareness about library collection and services users aware (94.88%), users not awareness about library collection and services (5.12%) respondents. The ANOVA analysis was applied in the data showed higher F value and lower p-value ($p \leq 0.05$) showed that data was significant. On the basis of ANOVA results and level of significance we can assume that the proposed hypothesis has proved.

Table no. 5.19 Librarian is Useful to Keep informed about new publication, changes in library setup and delivery of requested information.

Parameters	Very Useful	Useful	Neutral	Little Useful	Not Useful	Total
New Delhi	27(12.00%)	76(33.78%)	83(36.88%)	27(12.00%)	12(5.33%)	225
Bhopal	32(11.60%)	77(27.89%)	89(32.24%)	13(4.72%)	65(23.55%)	276
Bhubaneswar	23(9.83%)	87(37.17%)	63(26.92%)	24(10.25%)	37(15.81%)	234
Patna	26(12.39%)	73(34.76%)	74(35.23%)	14(6.67%)	23(10.95%)	210
Rishikesh	51(17.90%)	118(41.40%)	80(28.07%)	36(12.63%)	00	285
Total	159(12.93%)	431(35.04%)	389(31.62%)	114(9.26%)	137(11.13%)	1230

Figure 5.18 Librarian is Useful to keep informed about new publication, changes in library setup and delivery of requested information.

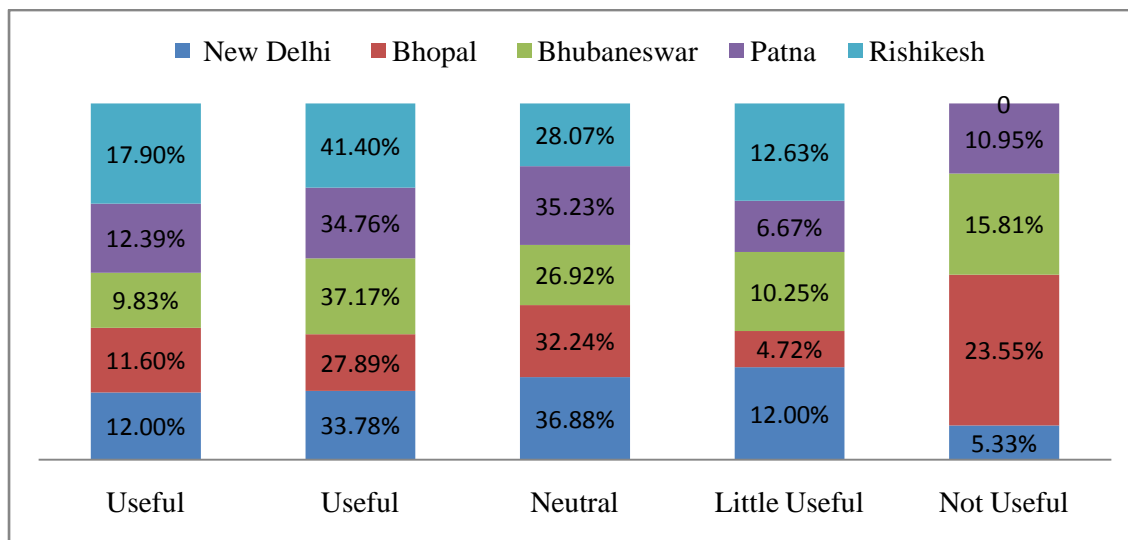


Table no. 5.19 and figure 18 shows that the librarian is useful to keep your information on the basis of five parameters and responses. The analysis resolved the majority of respondents have presented the librarian is useful to keep your information very useful (12.93%), useful (35.04%), neutral (31.62%), little useful (9.26%) respondents, and not useful (11.13%).

In AIIMS wise analysis of respondents, it is observed of the respondent's the librarian is useful to keep your information by AIIMS New Delhi very useful (12.00%), useful (33.78%), neutral (36.88%), little useful (12.00%) respondents, and not useful only (5.33%) respondents. in the AIIMS Bhopal very useful (11.60%), useful (27.89%), neutral (32.24%), little useful (4.72%) respondents, and not useful (23.55%) respondents. in the AIIMS Bhubaneswar very useful (9.83%), useful (37.17%), neutral (26.92%), little useful (10.25%) respondents, and not useful (15.81%) respondents, in the AIIMS Patna very useful (12.39%), useful (34.76%), neutral (35.23%), little useful (6.67%) respondents, and not useful (10.95%) respondents, and AIIMS Rishikesh very useful (17.90%), useful (41.40%), neutral (28.07%), and little useful(12.63%) respondents.

Table no. 5.20 Library Staff is Accomplishing the Information Need

AIIMS	Always	Occasionally	Rarely	Never	Can't say	Total
New Delhi	25(33.34%)	20(21.73%)	03(4.00%)	00	27(36.00%)	75
Bhopal	32(34.79%)	30(29.34%)	12(10.88%)	00	18(19.57%)	92
Bhubaneswar	14(17.95%)	36(46.15%)	08(10.25%)	00	20(25.65%)	78
Patna	16(22.86%)	27(38.58%)	15(21.42%)	00	12(17.14%)	70
Rishikesh	38(40.00%)	26(27.36%)	08(8.42%)	00	23(24.22%)	95
Total	125(30.49%)	139(33.90%)	46(11.21%)	00	100(24.40%)	410

Figure 5.19 Library Staff is Accomplishing the Information Need

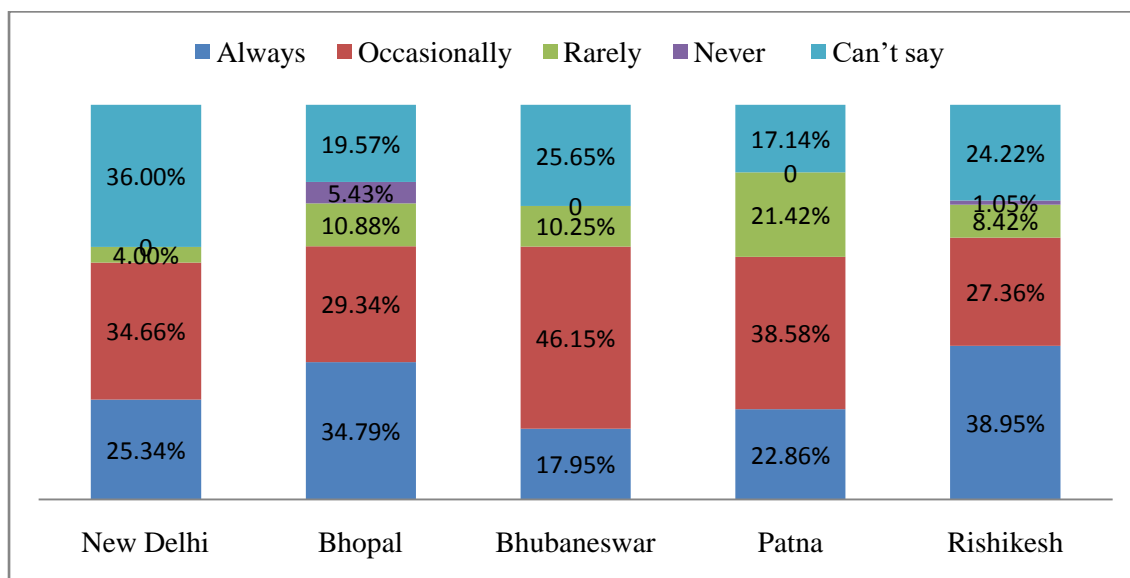


Table no. 5.20 and figure 19 shows that library staff is accomplishing the information need on the basis of five parameters and responses. The analysis resolved the majority of respondents have presented library staff is accomplishing the information need always (30.49%), useful (33.90%), rarely (11.21%) and can't say (24.40%) respondents.

In AIIMS wise analysis of respondents, it is observed of the respondent's library staff is accomplishing the information need in the AIIMS New Delhi always (33.34%), useful (21.73%), rarely (4.00%), and can't say (36.00%) respondents. in the AIIMS

Bhopal always (34.79%), useful (29.34%), rarely (10.88%), and can't say (19.57%) respondents. in the AIIMS Bhubaneswar always (17.95%), useful (46.15%), rarely (10.25%), and can't say (25.65%) respondents. in the AIIMS Patna always (22.86%), useful (38.58%), rarely (21.42%), and can't say (17.14%) respondents. in the AIIMS Rishikesh always (40.00%), useful (27.36%), rarely (8.42%), and can't say (24.22%) respondents.

Table no. 5.21 Librarian is Involved in the Orientation/ User Education Program

AIIMS	Very substantially	Substantially	Moderately	Not Involved	Can't say	Total
New Delhi	10(13.34%)	18(24.00%)	14(18.66%)	04(5.34%)	29(38.66%)	75
Bhopal	11(11.96%)	25(27.18%)	15(16.30%)	13(14.13%)	28(30.43%)	92
Bhubaneswar	08(10.25%)	14(17.95%)	28(35.89%)	18(23.08%)	10(12.83%)	78
Patna	04(5.71%)	05(7.14%)	12(17.14%)	33(47.15%)	16(22.86%)	70
Rishikesh	17(17.90%)	19(20.00%)	17(17.90%)	09(9.47%)	33(34.73%)	92
Total	50(12.20%)	81(19.75%)	86(20.97%)	77(18.78%)	116(28.29%)	410

Figure 5.20 Librarian is Involved in the Orientation/ User Education Program

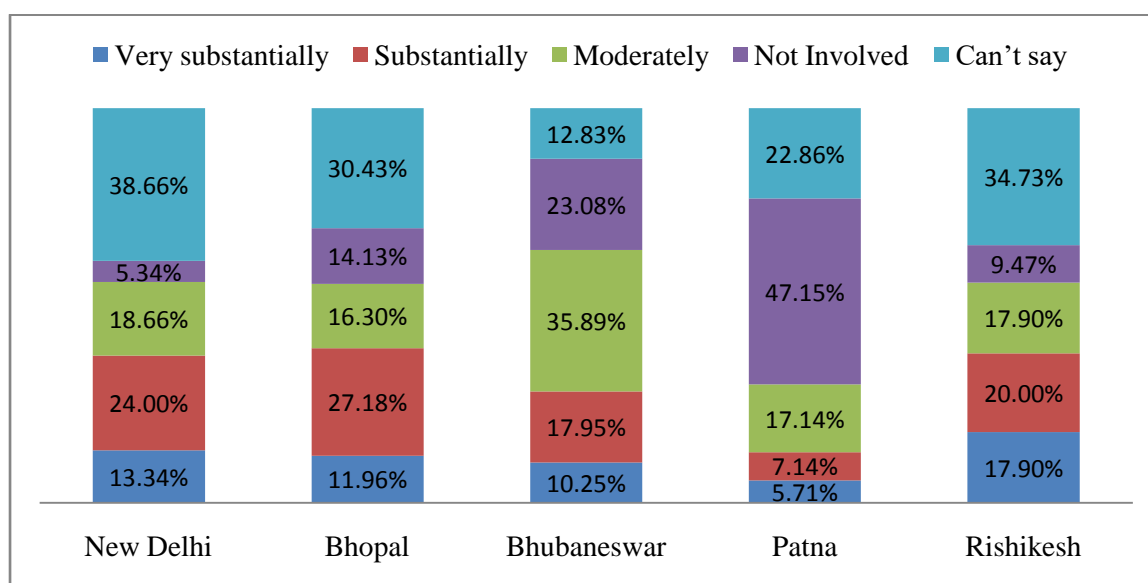


Table no. 5.21 and figure 20 shows that the librarian is involved in the orientation/ user education program on the basis of five parameters and responses. The analysis

resolved the majority of respondents have presented the librarian is involved in the orientation/ user education program very substantially (12.20%), substantially (19.75%), moderately (20.97%), not involved (18.78%) respondents, and can't say (28.29%) respondents.

In AIIMS wise analysis of respondents, it is observed of the respondent's librarian is involved in the orientation/ user education program in the AIIMS New Delhi very substantially (13.34%), substantially (24.00%), moderately (18.66%), not involved (5.34%) respondents, and can't say (38.66%) respondents. in the AIIMS Bhopal very substantially (11.96%), substantially (27.18%), moderately (16.30%), not involved (14.13%), and can't say (30.43%). AIIMS Bhubaneswar very substantially (10.25%), substantially (17.95%), moderately (35.89%), not involved (23.08%), and can't say (12.83%). AIIMS Patna very substantially (5.71%), substantially (7.14%), moderately (17.14%), not involved (47.15%), can't say (22.86%). AIIMS Rishikesh very substantially (17.90%), substantially (20.00%), moderately (17.90%), not involved (9.47%), can't say (34.73%) respondents.

Table no. 5.22 Perception about Library Services

AIIMS	Excellence	Very Good	Good	Poor	Very Poor	Total
New Delhi	16(21.34%)	29(38.66%)	18(24.00%)	00	12(16.00%)	75
Bhopal	19(20.66%)	43(46.74%)	28(30.43%)	02(2.17%)	00	92
Bhubaneswar	10(17.95%)	24(30.76%)	30(38.46%)	09(11.53%)	05(6.41%)	78
Patna	17(24.29%)	20(28.57%)	31(44.28%)	00	02(2.85%)	70
Rishikesh	23(24.22%)	29(30.52%)	36(37.89%)	07(7.37%)	00	92
Total	85(20.74%)	145(35.36%)	143(34.87%)	18(4.39%)	19(4.63%)	410

Figure 5.21 Perception about Library Services

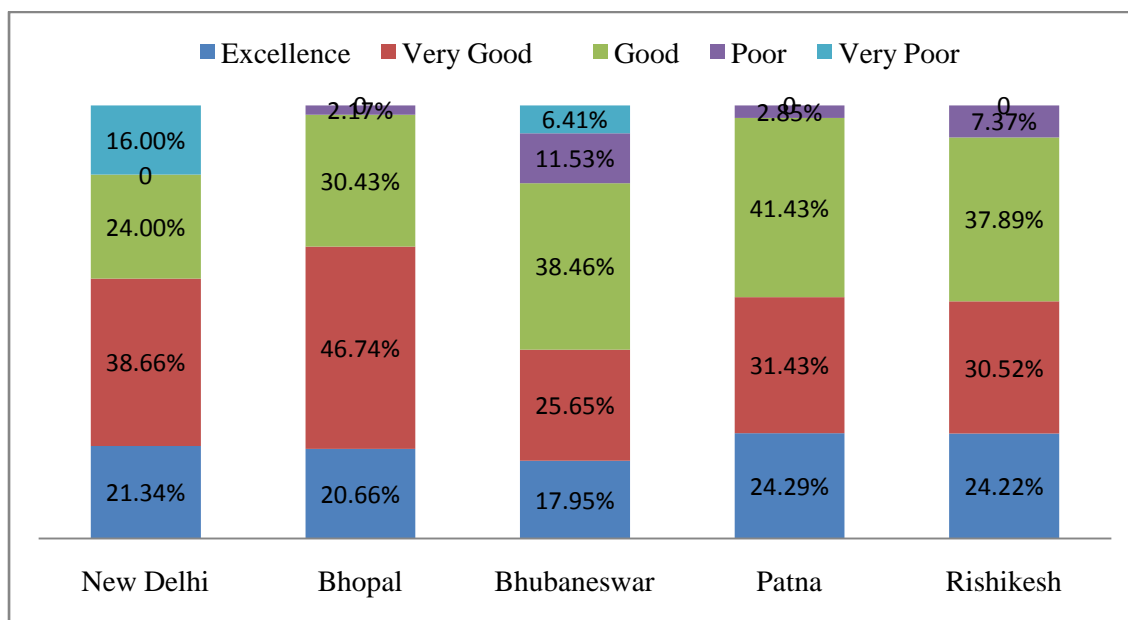


Table no. 5.22 and figure 21 shows that user's perception of library services on the basis of five parameters and responses. The analysis resolved the majority of respondents have presented users perception about library services excellence (20.74%), very good (35.36%), good (34.87%), poor (4.39%) respondents, and very poor (4.63%) respondents.

In AIIMS wise analysis of respondents, it is observed of the respondent's users perception about library services AIIMS New Delhi excellence (21.34%), very good (38.66%), good (24.00%), and very poor (16.00%). in the AIIMS Bhopal excellence (20.66%), very good (46.74%), good (30.43%), poor (2.17%). AIIMS Bhubaneswar excellence (17.95%), very good ((30.76%), good (38.46%), poor (11.53%), and very poor (6.41%) respondents. AIIMS Patna excellence (24.29%), very good (28.57%), good (44.28%), and very poor (2.85%) respondents. and AIIMS Rishikesh excellence ((24.22%), very good (30.52%), good ((37.89%), poor (7.37%) respondents.

Table no. 5.23 Librarian is Capable of Incorporating New Tools and Technologies

AIIMS	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Total
New Delhi	00	04(5.33%)	18(24.00%)	29(38.67%)	24(32.00%)	75
Bhopal	04(4.34%)	05(5.44%)	12(13.04%)	55(59.78%)	16(17.39%)	92
Bhubaneswar	07(8.98%)	10(12.82%)	22(28.21%)	27(34.16%)	12(15.38%)	78
Patna	00	07(10.00%)	10(14.29%)	33(47.14%)	20(28.57%)	70
Rishikesh	10(10.52%)	14(14.73%)	17(17.89%)	21(22.10%)	33(34.74%)	95
Total	21(5.12%)	40(9.76%)	79(19.26%)	165(40.25%)	105(25.61%)	410

Figure 5.22 Librarian is Capable of Incorporating New Tools and Technologies

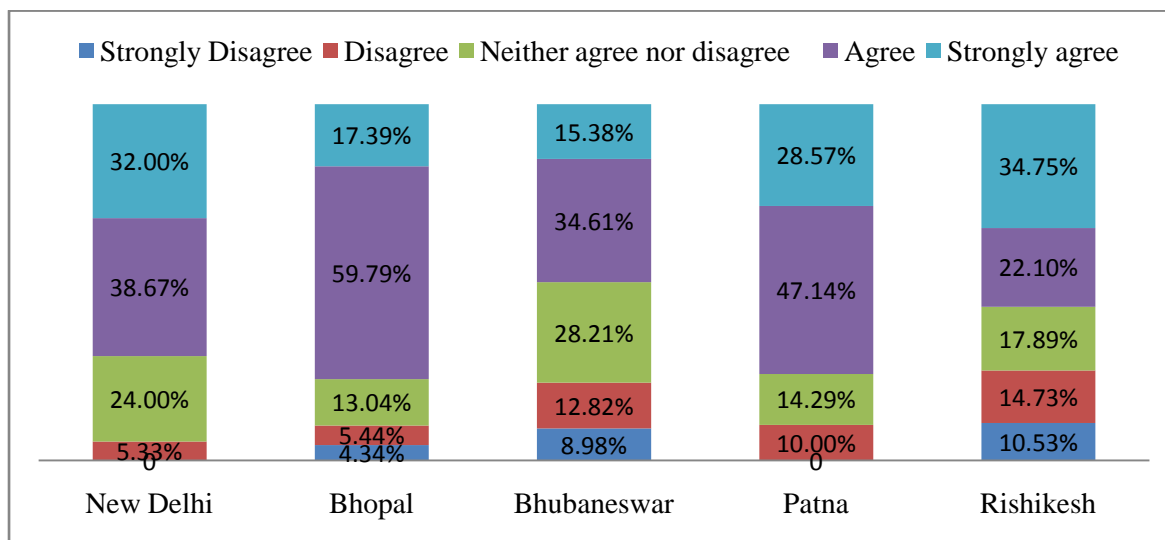


Table no. 5.23 and figure 22 show that the librarian is capable of incorporating new tools and technologies in the library on the basis of five parameters and responses. The analysis resolved the majority of respondents have presented the librarian is capable of incorporating new tools and technologies in the library strongly disagree (5.12%), disagree (9.76%), neither agree nor disagree (19.26%), agree (40.25%) respondents and strongly agree (25.61%) respondents.

In AIIMS wise analysis of respondents, it is observed of the respondent's the librarian is capable of incorporating new tools and technologies in the library, AIIMS New

Delhi disagree (5.33%), neither agree nor disagree (24.00%), agree (38.67%) respondents, strongly agree (32.00%). in the AIIMS Bhopal strongly disagree (4.34%), disagree ((5.44%), neither agree nor disagree (13.04%), agree (59.78%), strongly agree (17.39%). AIIMS Bhubaneswar strongly disagree (8.98%), disagree (12.82%), neither agree nor disagree (28.21%), agree (34.16%) respondents, strongly agree (15.38%). AIIMS Patna disagree (10.00%), neither agree nor disagree ((14.29%), agree (47.14%), strongly agree (28.57%). and AIIMS Rishikesh strongly disagree (10.52%), disagree (14.73%), neither agree nor disagree (17.89%), agree (22.10%), strongly agree (34.74%) respondents.

Table no. 5. 24 Satisfactions with Library Staff

AIIMS	Very Satisfy	Satisfy	Neutral	Least Satisfy	Not Satisfy	Total
New Delhi	46(15.34%)	114(38.00%)	122(40.66%)	10(3.33%)	08(2.67%)	300
Bhopal	60(16.31%)	196(53.26%)	92(25.00%)	16(4.34%)	04(1.08%)	368
Bhubaneswar	44(14.11%)	132(42.30%)	77(24.67%)	31(9.93%)	28(8.97%)	312
Patna	50(17.86%)	112(40.00%)	77(27.50%)	32(11.42%)	09(3.21%)	280
Rishikesh	95(25.00%)	192(50.53%)	93(24.47%)	0	0	380
Total	295(15.80%)	746(45.48%)	461(28.10%)	89(5.42%)	49(2.98%)	1640

Figure 5.23 Satisfactions with Library Staff

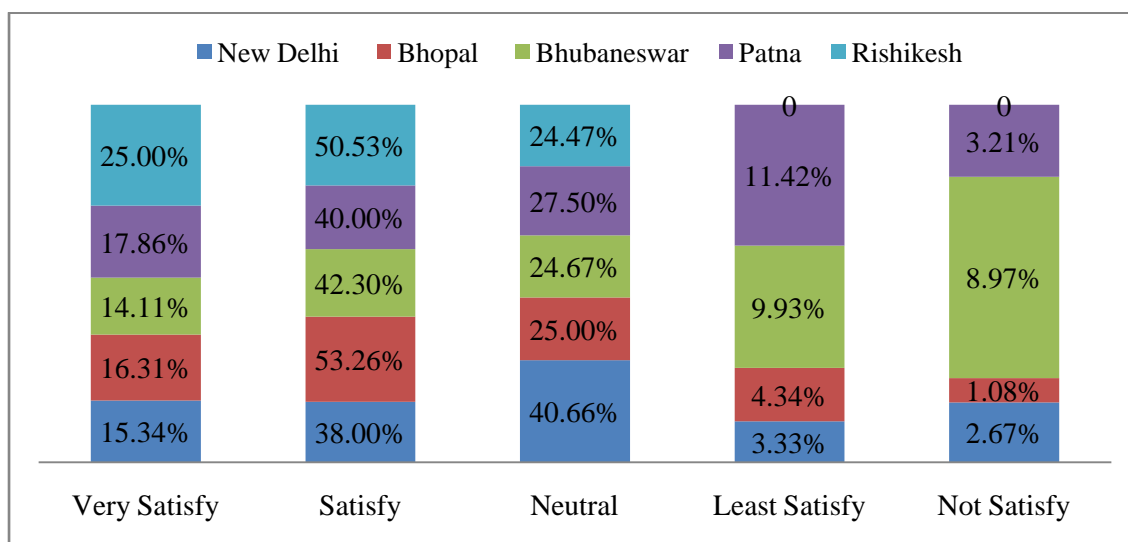


Table no. 5.24 and figure 23 show that satisfaction with library staff on the basis of five parameters and responses. The analysis resolved the majority of respondents have presented satisfaction with library staffs very satisfy (15.80%), satisfy (45.48%), neutral (28.10%), least satisfies (5.42%) respondents, and not satisfy (2.98%) respondents.

In AIIMS wise analysis of respondents, it is observed of the respondent's satisfaction with library staff, AIIMS New Delhi very satisfy (15.34%), satisfy (38.00%), neutral (40.66%) respondents, least satisfy (3.33%), least satisfy (2.67%), in the AIIMS Bhopal very satisfy (16.31%), satisfy (53.26%), neutral (25.00%), least satisfy (4.34%), least satisfy (1.08%), AIIMS Bhubaneswar very satisfy (14.11%), satisfy (42.30%), neutral (24.67%), least satisfy (9.93%), least satisfy (8.97%), AIIMS Patna very satisfy (17.86%), satisfy (40.00%), neutral (27.50%), least satisfy (11.42%), least satisfy (3.21%), and AIIMS Rishikesh very satisfy (25.00%), satisfy (50.53%), neutral (24.47%).

Table no. 5.25 Satisfactions with Collection

Library collection	Most Satisfied	Satisfied	Neutral	Dissatisfied	Most Dissatisfied	ANOVA Results	
						F Value	P Value
New Delhi	71(15.78%)	197(43.77%)	159(35.33%)	23(5.11%)	0	39.202*	0.001
Bhopal	82(14.86%)	278(50.36%)	176(31.88%)	08(1.44%)	0	23.400*	0.05
Bhubaneswar	88(18.81%)	218(46.58%)	111(23.72%)	32(10.89%)	0	18.790*	0.05
Patna	64(15.24%)	212(50.48%)	130(30.95%)	14(3.33%)	0	16.779*	0.05
Rishikesh	96(16.85%)	292(51.22%)	164(28.77%)	15(2.63%)	0	42.770*	0.001

Table no. 5.25 showed the overall satisfaction level of library collection. From results it was clear that all the users were satisfied with the collection of all the five AIIMS. The analysis revealed that the 16.31% users were most satisfied users were 48.65% while neutral users was 30.08%, dissatisfied user were 3.73% and most dissatisfactory users was only 0.77%. The ANOVA analysis was applied in the data showed higher F value and lower p-value ($p \leq 0.05$) showed that data was significant. On the basis of ANOVA results and level of significance we can assume that the proposed hypothesis has proved.

In AIIMS wise analysis of respondents, it is observed of the respondent's satisfaction with collection in the library, AIIMS New Delhi most satisfied (15.78%), satisfied (43.77%), neutral (35.33%) respondents, Dissatisfied (5.11%), in the AIIMS Bhopal most satisfied (14.86%), satisfied (50.36%), neutral (31.88%), dissatisfied (1.44%), AIIMS Bhubaneswar most satisfied (18.81%), satisfied (46.58%), neutral (23.72%), dissatisfied (10.89%), AIIMS Patna most satisfied (15.24%), satisfied (50.48%), neutral (30.95%), dissatisfied (3.33%), and AIIMS Rishikesh most satisfied (16.85%), satisfied (51.22%), neutral (28.77%), dissatisfied (2.63%).

Table no. 5.26 Aware of Services

AIIMS USE	NEW DELHI		BHOPAL		BHUBANESWAR		PATNA		RISHIKESH	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
Book alert	43(57.34%)	32(42.66%)	31(33.70%)	61(66.30%)	37(47.44%)	41(52.56%)	30(42.86%)	40(57.14%)	42(44.22%)	53(55.78%)
Inter library loan	00	00	00	00	00	78(100.00%)	00	00	00	00
Xerox copy	50(66.67%)	25(33.33%)	18(19.57%)	74(80.43%)	10(12.83%)	68(87.17%)	25(35.72%)	45(64.28%)	59(62.11%)	36(37.89%)
Reference	26(34.67%)	49(65.33%)	24(26.09%)	68(73.91%)	17(21.80%)	61(78.20%)	16(22.86%)	54(77.14%)	40(42.11%)	55(57.89%)
Book reservation	47(62.67%)	28(37.33%)	38(41.31%)	54(58.69%)	23(29.49%)	55(70.51%)	20(28.58%)	50(71.42%)	51(53.69%)	44(46.31%)
Literature review	30(40.00%)	45(60.00%)	29(31.53%)	63(68.47%)	12(15.39%)	66(84.61%)	32(45.72%)	38(54.28%)	30(31.58%)	65(68.42%)
Newspaper clipping	43(57.34%)	32(42.66%)	58(63.05%)	34(36.95%)	30(38.47%)	48(61.53%)	18(25.71%)	52(74.29%)	50(52.64%)	45(47.36%)
Online Public Access Catalogue	37(49.34%)	38(50.66%)	37(40.22%)	55(59.78%)	20(25.65%)	58(74.35%)	24(34.28%)	46(65.72%)	25(26.32%)	70(73.68%)
Issue & Return of Books	75(100.00%)	00	92(100.00%)	00	78(100.00%)	00	70(100.00%)	00	95(100.00%)	00
Document Delivery Services(DDS)	00	00	00	00	00	00	00	00	00	00
Selective dissemination of information (SDI)	00	00	00	00	00	00	00	00	00	00

AIIMS USE	NEW DELHI		BHOPAL		BHUBANESWAR		PATNA		RISHIKESH	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
Current Awareness Services (CAS)	17(22.67%)	58(77.33%)	17(18.48%)	49(81.52%)	15(19.24%)	63(80.76%)	03(4.29%)	67(95.71%)	00	00
Library Website	31(41.34%)	44(58.66%)	36(39.14%)	56(60.86%)	34(43.59%)	44(56.41%)	40(57.15%)	30(42.85%)	42(44.22%)	53(55.78%)
Social Networks	19(25.34%)	56(74.66%)	13(14.13%)	79(85.87%)	09(11.54%)	69(88.46%)	10(14.29%)	60(85.71%)	18(18.95%)	77(81.05%)
CD- Based services	00	00	00	00	00	00	00	00	00	00
Intuitional Repositories (IR)	25(33.34%)	50(66.66%)	25(27.18%)	67(72.82%)	27(34.62%)	51(65.38%)	15(21.43%)	55(78.57%)	21(22.11%)	74(77.89%)
E-Mail based alerts	23(30.37%)	52(69.33%)	38(41.31%)	54(58.69%)	35(44.88%)	43(55.12%)	21(30.00%)	49(70.00%)	39(41.06%)	56(58.94%)
E-Journals	40(53.34%)	35(46.66%)	49(53.27%)	43(46.73%)	22(28.21%)	56(71.79%)	37(52.86%)	33(47.14%)	50(52.64%)	45(47.36%)
Self-check in/out	36(48.00%)	39(52.00%)	00	00	37(47.44%)	41(52.56%)	00	00	00	00

Table no. 5.26 shows that library services awareness and their uses in five different AIIMS libraries. The AIIMS wise analysis of respondents clearly indicating that respondent's awareness and library services, AIIMS New Delhi aware and use library services (38.04%), in the AIIMS Bhopal (28.90%), AIIMS Bhubaneswar minimum users aware and use library services (24.90%), AIIMS Patna (27.18%) and AIIMS Rishikesh (33.52%) maximum users aware and use library services, all AIIMS users use circulation services maximum respondents, interlibrary loan, DDS, SDI not use and aware for any AIIMS libraries respondents.

Table no. 5.27 Satisfactions with Library Services

Services	MS	S	N	D	MD	ANOVA results	
						F value	p
New Delhi	86 (15.87%)	349 (64.39%)	97 (17.89%)	10 (1.85%)	00	305.349*	0.000
Bhopal	111 (21.98%)	301 (59.61%)	88 (17.42%)	05 (0.99%)	00	285.780*	0.001
Bhubaneswar	100 (27.11%)	191 (51.76%)	78 (21.13%)	00	00	205.112*	0.002
Patna	106 (29.37%)	208 (57.61%)	47 (13.01%)	00	00	201.101*	0.005
Rishikesh	138 (24.56%)	330 (58.71%)	88 (15.65%)	06 (1.06%)	00	315.349*	0.000

The overall library services (nos 19) in all the five AIIMS was tabulated in Table no.5.27 Results showed the overall library services were satisfactory and the level of user's satisfaction was satisfactory level. From results it was evidenced that all the users were satisfied with library services within all the five AIIMS. The analysis revealed that the 23.13% users was most satisfied and 58.96% users was satisfied while neutral users was 17.02%, and dissatisfied user was only 0.89% and most dissatisfactory users was not available. The ANOVA analysis was applied in the data showed higher F value and lower p-value ($p \leq 0.05$) showed that data was significant.

On the basis of ANOVA results and level of significance we can assume that the proposed hypothesis has proved.

In AIIMS wise analysis of respondents, it is observed of the respondent's satisfaction with services in the library, AIIMS New Delhi most satisfied (15.87%), satisfied (64.39%), neutral (17.89%) respondents, dissatisfied only (1.85%) respondents, in the AIIMS Bhopal most satisfied (21.98%), satisfied (59.61%), neutral (17.42%), dissatisfied only (0.99%), AIIMS Bhubaneswar most satisfied (27.11%), satisfied (51.76%), neutral (21.13%), AIIMS Patna most satisfied (29.37%), satisfied (57.61%), neutral (13.01%), and AIIMS Rishikesh most satisfied (24.56%), satisfied (58.71%), neutral (15.65%), dissatisfied (1.06%).

Table No 5.28 Responses frequencies of user's perception for Actual Services (Ranked by missing value)

Statements	Frequency	Missing value	Mean	Median	Mode	Standard Deviation
Services available in the library	318	92	63.6	58	57	10.78
Library provides adequate resources	311	99	62.2	61	61	14.54
Library Conducts survey of user information needs	181	229	36.2	35	35	9.25
Library ensures to supply documents in fixed time	210	200	42	47	26	10.88
Library keeps update about all services and facility	202	208	40.4	41	31	11.90
Library organizing periodic user awareness program	167	243	31.4	32	32	6.30
Library staff are well trained and responsive	279	131	55.8	55	66	10.01
Library has an adequate PCs to access e-resources	248	162	49.6	60	60	26.89
The Library timing is an Adequate for users	262	162	52.4	46	75	32.06

Responses frequencies of user's perception for each level to Actual Services are represented in table 5.28. All services were ranked respectively as they will be supported information when doing data analysis. It was noted that nine supported services in the five AIIMS libraries were present during this study. It was interesting that all the nine services in the all AIIMS were satisfactory conditions. It was observed that libraries of all AIIMS were proving educate resources. Libraries of four AIIMS i.e., Bhopal, Bhubaneswar, Patna and Rishikessh were providing updated services and collection while, AIIMS New Delhi was proving relatively old collection. It was recorded that four AIIMS i.e. Bhubaneswar, Patna Rishikesh and Bhopal was providing document supply services in fixed time whereas, AIIMS New Delhi was not provided document supply services in fixed time. Service regarding well trained and responsive library staff was observed finding reveled that all five AIIMS were having well trained and responsive library staff. Survey of user information needs was also observed finding represented that AIIMS Rishikesh, New Delhi and Bhopal were conducted survey of user information needs while rest of two AIIMS i.e. Patna and Bhubaneswar was showing low frequency of survey of user information needs.

Analysis of respondents study, observed for the respondent's frequencies of user's perception for actual services, 318(77%) maximum respondents were satisfied to the services available in the libraries of all AIIMS, 311(75%) maximum respondents were agreed with the adequate resources available in the libraries, Moreover, 181(44%) respondents were agreed with the survey conducted by libraries for users information needs. 210(51%) respondents were satisfied with supply documents services provided by libraries in the fixed time. 202(49%) respondents were satisfied with the libraries provided an updated about all services and facilities. Moreover, only 167(40%) respondents were agreed with libraries organized user awareness program.

279(68%) respondents were said libraries staff were well trained. 248(60%) respondents were satisfied with the adequate PCs to access e-resources by libraries. 262(64%) respondents were satisfied with suitable library timing for users.

Table 5.29 Library provides adequate resources

AIIMS	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	ANOVA Results	
						F Value	P value
New Delhi	22.67	58.67	12	6.66	0	122	0.05
Bhopal	20.65	54.34	21.74	3.26	0	101	0.04
Bhubaneswar	20.51	38.47	25.64	15.38	0	107	0.02
Patna	27.15	47.14	22.85	2.86	0	123	0.05
Rishikesh	30.53	56.84	12.63	0	0	143	0.05

Table 5.29 Explain the adequate resources of five different AIIMS. Findings showed that all the five AIIMS were providing adequate resources for their users. The maximum satisfied users with services were found in AIIMS Rishikesh while, minimum satisfied users were found in AIIMS Bhubaneswar. The ANOVA analysis was applied in the data showed higher F value and lower p-value ($p \leq 0.05$) showed that data was significant. On the basis of ANOVA results and level of significance we can assume that the proposed hypothesis has proved.

In AIIMS wise analysis of respondents the library provided adequate library resources in five different AIIMS libraries, it is observed of the respondent's library provided adequate library resources, (81.34%) in AIIMS New Delhi, AIIMS Bhopal (76%), (58%) AIIMS Bhubaneswar minimum satisfied user's library provided adequate library resources, AIIMS Patna (74%) and AIIMS Rishikesh (87%) maximum satisfied respondent's library provided adequate library resources, in five AIIMS libraries (76%) users satisfied of the library provided adequate library resource.



Chapter-6

Findings Conclusion and Suggestion



6.1 Major Findings:

1. The findings of this study showed majority of respondents presented during demographic response were male 55.61% whereas, female respondents were 44.39%.
2. In case of gender based respondents the majority of the users presented were male that was associated from AIIMS Bhubaneswar 62.83% while minimum male respondent from AIIMS Rishikesh 52.55% . Moreover, in the case of female respondents AIIMS Rishikesh has the highest value 47.45%, whereas, minimum female respondents represented from AIIMS Bhubaneswar 37.17%.
3. Study also observed the majority of regular users of the library that were visited in the maximum frequency 69.52% daily, 20.98% weekly, and 3.65%. Users visits library monthly. The main purpose of users to visit the library was for preparing examination and they were 75%, 63% users visited regularly for study, for Issuing/returning of books 37% users, 27% users visits for the internet services,6% were reading newspaper 7% were spending time while, 22% and 18% users were daily visited for research and project work respectively.
4. Study also finds the majority of users have presented perception about the print collection available in library. The users' perception about library collection was 13.18% for latest collection while, 42.20% for new collection. Moreover,23.17%.users percept for old library collection
5. The study also involve in the satisfaction of the library collection. Findings shows majority of users said they were satisfy with the available library collection the percent of satisfied users were 54.88%, not satisfied 26.34% and can't say about the collection were 19.02%.

6. Findings of the study involved users' perception about the books quality. Findings showed books available in the library were 9.52% excellence, 34.63% very good, 48.53% good, and 7.31% books were poor in quality responded by users.
7. Perception about the self-arrangement/shelving in the library excellence arrangement, the majority of users presented 24.39% very good arrangement, 35.37% good arrangement 33.17% and poor arrangement of shelving was 7.07%.
8. Findings of the study showed about the problems faced when using the library, there were 33.18% of respondents faced problems, in which 41.92% users faced problem when they were searching books, while 12.50% respondents were facing problem related to instruction to access information, 7.35% users were facing problems related to library staff was not helpful, 11.02% users were facing problem related about the non availability of separate seat for the faculty member, internet accessibility related problem was also responded by users 14.70%, lack of basic facilities 4.41% and others problem such as noise 8.82% users faced problem.
9. Findings related to assistance for using the library, users responded 17.08% need assistance in which 12.86% users' needs librarian assistance, 54.28% needs library staff help and 32.85% users need "use the bay guides". Moreover, 82.92% users responded no need of assistance for using the library.
10. Findings also involved about the library environment whether, users feel welcoming environment or noisy etc. The 32.20% respondents' feels library environment was welcoming, 50.49% users feels quite, 9.76% feels noisy, 5.36% feels orderly and 2.19% users were feeling exciting environment.

11. In the findings users also respondents their preference about reading materials, the 34.64% users preferred prints resource, 6.82% respondents preferred e-resource and 58.29% users preferred both resources.
12. Types of library resources used by users showed 92.93% users liked reading books 49.52% respondents were like to read journals, 25.86% users liked to read back volumes, 44.88% users were went with reference sources, 27.08% users like newspaper reading 18.05% clipping thesis and dissertations, 15.12% users like to read manuscripts, 47.32% e-collection, 57.56% e-books, 61% e-journals, 29.27% users respondents for online reference sources and 30.74% respondents like to OPAC.
13. Findings related to the level of users' satisfaction respondents about the library collection. The users responded with most satisfied were 30.32%, the maximum satisfied users were 57.74% and neutral users were 11.93%.
14. Findings showed users responded the librarian usefulness to keep the information. The users' perception about the role of librarian keeping information was 12.93% users responded very useful, 35.04% useful, 31.62% neutral, 9.26% little useful and 11.13% users responded not useful.
15. The users' respondents about library staff in accomplishing the information'. Findings showed 30.49% users need always, 33.90% useful, 11.21% rarely, and 24.40% users responded can't say.
16. Findings related to librarian involvement in the orientation/user education program. Users responded 12.20% very substantially, 19.75% substantially, 20.97% moderately, 18.78% users responded the non involvement and 28.29% users were related to can't say.

17. Findings associated with user's perception about rating of the library services. Users rated 20.74% excellence services, 35.36% users responded very good, 34.87% users rated Good services, while, 4.39% users rated poor library services and 4.63% users responded very poor library services.
18. Findings related to the capability of librarian to incorporate new tools and technologies in the library. Users responds were 5.12%, with strongly disagree, 9.76% users were disagree, 19.26% users were neither agree nor disagree, 40.25% users were agree and 25.61% respondents were strongly agree.
19. Satisfaction related to library staff was observed in this study. Majority of respondents responded satisfaction with library staffs, 15.80% users responded very satisfy, 45.48% users were satisfy, 28.10% users were neutral, 5.42% users were least satisfied respondents, and 2.98% users were not satisfy with library staff.
20. Findings related to satisfaction with library collection. Users responded 16.31% users were most satisfied and 48.65% users were satisfied, 30.08%, users were neutral, 3.73% users were dissatisfied and only 0.77% users were most dissatisfactory.
21. Findings related to satisfaction with library services. Users' responded 23.13% users were most satisfied and 58.96% users were satisfied, 17.02%, users were neutral, 0.89% users were dissatisfied and no users found most dissatisfactory.
22. Findings related to actual services available in the libraries showed 77% respondents were satisfied and actually using library services.

23. Libraries provided enough resources for respondents in the libraries. 75% respondents were satisfied with resources available in the libraries.
24. 44% respondents were agreed with the survey conducted by libraries for users information needs.
25. 51% respondents were satisfied with supply documents services provided by libraries in the fixed time.
26. 49% respondents were satisfied with the libraries provided an updated about all services and facilities.
27. 40% respondents were agreed with libraries organized user awareness program.
28. 68% respondents were said libraries staff were well trained.
29. 60% respondents were satisfied with the adequate PCs to access e-resources by libraries.
30. 64% respondents were satisfied with suitable library timing for users.

6.2 Conclusions:

The primary objective of a library is to collect, organize, preserve, disseminate, and provide access knowledge and information to its users. A few decades ago, different variety of documentary sources were collected and organized by different technical process in the library to satisfy the user's information needs but in the present digital era, with documentary sources, there are many non-documentary sources and their availability in various forms. To reduce the price of e-resources, many network-based services are also introduced by different national agencies and many libraries are now participated in this network to provide better information services to their users at minimum cost. Even though, it is a challenge for today libraries to fulfill

their users' information need because of the variety of information sources and multidimensional approach to seek information by users.

User's perception and satisfaction about library collection and services have largely been ignored by U.G P.G and researcher and practitioners in AIIMS Libraries. The present study was conducted to evaluate the library collection and services offered by five AIIMS libraries the level of user's perception about library collection and service, perception about library staff, satisfaction with library staff, satisfaction with library collection and services. Library is always known for their services provide to their users in this study the analysis is done on various services and their evaluation criteria like: Gender analysis, perception about library collection, satisfaction of Library collection and services, purpose of library visits, frequency of library visits, and preferred documents. The findings of the study concluded that overall gender distribution was almost similar but majority of the respondents were male. As far as frequency of library visits is the concern of researchers attempted to know how frequent the library users visited library because it is an important indicator of its essential significance. Therefore, it is identified that the overall visitation of library was very good as the findings of the study concluded. The library users were visited library for different academic purpose and it differs from users to users and persons to persons. Information about purpose of library visit will help the librarians to re-design in collection development and services rendered by the library. The study showed that majority of respondents visited library for the purpose of reading, preparing of examination, Daily visited users were found maximum in AIIMS Rishikesh (80%), while, all four AIIMS were showing similar findings that was equal for daily users visited library. Collection is also an important factors of any library, it was concluded that the maximum respondents library collection was in the

favor of new collections, out of five AIIMS, AIIMS Rishikesh had top ranked in new collection available in the library. Moreover, users' satisfaction about collection of the library was concluded that satisfied users about the collection out of five AIIMS, AIIMS Bhopal was top ranked (61.94%) about library collection. The quality of books is also important for any library the finding of the study concluded that quality of books collection was good in all five AIIMS Libraries out of which AIIMS Bhopal was top ranked there were users perception was best about the quality of books collection available in the library. Self-arrangement is also an important feature for every library, the study clearly showing a good self-arrangement in all the five AIIMS libraries, in the AIIMS New Delhi users were satisfied for self-arrangement/ shelving of the resources in the library while in AIIMS Rishikesh was showing very poor self-arrangement/ shelving in the library, users faced problem while using the library service. The study clearly showed that in all the five AIIMS users faced problem while using the library 33%. 42.31% users of AIIMS Bhubaneswar faced problem while using the library in searching books/information. Users need any help using the library in five AIIMS libraries 17%, maximum users need help by library staff indicating the poor arrangement of shelvings.

The library is considered as a silence zone for proper study, and any kind of interference affects the library atmosphere. It is required to establish a library in a place without risk of background interference or noise, and special care is needed in this regard before designing or constructing the library. 9.76% respondents expressed that the library environment was not suitable for study as the noise level was too high in all five AIIMS libraries. The conversations, especially library staff telephonic were also noted and user demanding the need of separate place for newspaper readers and telephone and separate carrels for individual study to reduce conversation. The

findings are in agreement with the study conducted, in all five AIIMS libraries, which reported user satisfaction with the library atmosphere welcoming and quiet environment in the library. Attitude always counts to determine the impression of a person. Library staff should be humble, well behaved and cooperative, while serving, 62% of respondents were satisfied with the performance and behavior of library staff while serving and found them 'friendly' and 'helpful' in five AIIMS. The Librarian keeps useful information, and 60% of users satisfied of the librarian are capable of incorporating new tools and technology findings that are similar to the results of the studies conducted in all five AIIMS libraries. The collection is the foundation of a library and a key source to meet the information needs of users. The studies have shown that an adequate collection is closely associated with the users' perceptions and satisfaction in the library. 6% of users prefer e-resources, 35% preferred printed collection and 59% preferred both collections AIIMS New Delhi. Maximum used prints collections in AIIMS Bhopal, e-resources and both collection in AIIMS New Delhi. Respondents' most preferred books collection in all five AIIMS, 96% respondents were from AIIMS Bhopal preferred books. This study founded the users satisfactions about collection in the five AIIMS are satisfied, in AIIMS Rishikesh 65% respondents satisfied with library collection. Thus, it can be concluded that the level of satisfaction on library collection and services by U.G, P.G Nursing, Research scholars in the all five AIIMS in India were satisfied. The findings of this study have provided useful and adequate collection, satisfied with library collection and services and library users was aware about library collection and services respondents.

6.3 Suggestions

On the basis of findings of this study it was observed that all the five AIIMS were having good library resources and provides adequate quality of services but some more efforts can improve the quality of services of all the five AIIMS libraries.

- Library should conduct user orientation program for new users for using library collection and services properly.
- Library should open 24×7 that can help the users that cannot access library in their routine time. There are only two AIIMS libraries (New Delhi and Rishikesh) that open round the clock.
- Library should provide tea and coffee to the users for refreshment as a long duration of reading causes learning plateau. There was only one AIIMS Rishikesh provided these type of services to users.
- Libraries should provide separate seat and discussion room for research scholars and faculty, only AIIMS Bhopal provided separate seat for faculty member and research scholars.
- Library should conduct survey regarding required information time to time for library users.
- Libraries should increase prints collection for users and update new collection for users.
- Libraries should also keep general books corner for user's refreshment.

6.4 Area of further Research

- Further research regarding faculty member's perception and satisfaction towards e-resources of the AIIMS libraries needed.
- The difference between Expectations and Perceptions of Students regarding the Service Quality of AIIMS libraries need further research.



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Appendix



Questionnaire for Library Users

Research Topic; Users Perception and Satisfaction towards Collection and Services of the Libraries of All India Institute of Medical Sciences in India: A Study

Dear Sir/Madam

I am requesting your good self to kindly spare few minutes to fill up this questionnaire on the topic "Users Perception and Satisfaction towards Collection and Services of the Libraries of AIIMSs in India: A Study" All information/data provided by you will be remained confidential and shall be used for thesis/research purpose only. I solicit your kind co-operation please.

Thanking you

Please tick mark [] to indicate answers wherever mentioned.

Part 1 Demographic Information

Gender: Male [] Female [] Age group: <25 [] 25-30 [] 31-35 [] 36-40 [] 40 > []

Education Programme: UG [] PG [] Research scholars []

Branch: _____ Department _____

Part 2 Users Perception about Library

1. Do you know the name of your library? Yes [] No []

If yes, Please specify _____

2. How frequently do you visit to library?

Daily [] weakly [] Monthly [] Fortnight [] Never []

3. What is the purpose of library visit?

Reading Books [] Issue/return of books [] Research [] Project work []

Preparing for examination [] Reading Newspaper [] Use of internet [] Spending time []

4. What do you think about the book collection available in the library?

The Latest [] New [] Old [] Very Old [] Can't say []

5. Do you satisfy with the availability of books/ information of your interest in the library?

Yes [] No [] Can't say []

6. What do think, the quality of the books in your library is?

Excellence [] Very Good [] Good [] Poor [] Very Poor []

7. The self-arrangement/ shelving of the books in your library are?

Excellence [] Very Good [] Good [] Poor [] Very Poor []

8. Do you face problem while using the library? Yes [] No []

If yes, (please specify)

Finding of books/information [] No Instructions to access information []

Library staff is not helpful [] No separate seat provide for faculty member []

Internet Accessibility [] Lack of basic facilities []

Other _____

9. Do you need any assistance for using library? Yes [] No []

If, yes please specify to whom do you like to take help.

The Librarian [] Library Staff [] Use the bay guides [] any Other _____

10. What do you feel about your library?

Welcoming [] Quite [] Noisy [] Orderly [] Exciting [] Poor []

Other _____

11. Which of the following resources do you read?

Print resource [] E-resources [] A combination of both []

Please tick among the following resources, you use in library along with the satisfaction level.

Print collection	Use		MS	S	N	DS	MD
	Yes	No					
Books							
Journals							
Back volumes							
Reference sources							
Newspaper clipping							
Theses & Dissertations							
Manuscripts							
E-Collection							
E-books							
E-journals							
Online reference sources							
OPAC (Online Public Assess Catalogue)							

MS= Most Satisfied, S= Satisfied, N= Neutral, DS= Dissatisfied, MD= Most Dissatisfied

12. How do you aware about the new collection and services available in your library?

Library staff [] Friends [] Library Bulletin [] Library alert []

Library Websites [] any other _____

Part 3 Perception about Library Staff

1. Do you know the name of your librarian? Yes [] No []

2. How much librarian is useful to keep you informed about?

Parameters	Very Useful	Useful	Neutral	Little Useful	Not Useful
New publication of your subject interest					
Changes in the library setup and services					
Delivery of requested information					

3. How frequently Librariystaff is accomplishing the information need?

Always [] Occasionally [] Rarely [] Never [] Can't say []

4. How much Librarian is involves in the orientation/ user education program related to the library?

Very substantially [] Substantially [] Moderately [] Not Involved [] Can't say []

5. Please rates towards the services of library at your institution?

Excellence [] Very Good [] Good [] Poor [] Very Poor []

6. Do you agree that the Librarian is capable incorporating new tools and technologies in the Library?

Strongly Disagree [] Disagree [] Neither agree nor disagree []

Agree [] Strongly agree []

7. How much are you satisfied with the following parameters related to Library staff response?

Parameters	Very Satisfy	Satisfy	Neutral	Least Satisfy	Not Satisfy
Performance and services					
Teaching and research assistance					
Attitude and Approach to towards users					
Behaviour towards their duties					

Part 4 Users Satisfaction about Library Collection.

1. Are you satisfied with the following dimension of collection available in library?

Statement	MS	S	N	D	MD
The library collection					
Relevancy of library collection					
Quality of books collection					
Approach to print resources?					
Approach to E-resources?					
Quality of periodical collections					

MS= Most Satisfied, S= Satisfied, N= Neutral, DS= Dissatisfied, MD= Most Dissatisfied

Any other (Please specify) _____

2. Are you satisfied with the following Services in the library?

Please tick on your level of Satisfaction

Library Service	Aware	Use		Level of Satisfaction				
		Yes	No	MS	S	N	D	MD
Book alert								
Inter library loan								
Xerox copy								
Reference								
Book reservation								
Literature review								
Newspaper clipping								
Online Public Access Catalogue								
Issue & Return of Books								
Document Delivery Services(DDS)								
Selective dissemination of information (SDI)								
Current Awareness Services (CAS)								
Library Website								
Social Networks								
CD- Based services								
Intuitional Repositories (IR)								

E-Mail based alerts								
E-Journals								
Self-check in/out								
Any other								

MS= Most Satisfied, S= Satisfied, N= Neutral, DS= Dissatisfied, MD= Most Dissatisfied

3. Does your Library provide the Internet connectivity? Yes [] No []

If yes please specify which type of internet connectivity.

Li-Fi [] Leased Line [] WI-FI [] Any other _____

4. How do you access Internet in the Library?

Desktop [] Mobile [] Laptop [] Any other _____

Part 5 Other Aspects of Library

1. Are you aware about the emergency exists of the Library? Yes [] No []

2. Does your Library provide space for food and tea etc.? Yes [] No []

3. Does your library provide a separate room for research discussion? Yes [] No []

4. Please rate the level of concurrence on the following parameters of the Library?

Statements	SA	A	U	DS	SD
Services available in the library					
Library provides adequate resources					
Library Conducts survey of user information needs					
Library ensures to supply documents in fixed time					
Library keeps update about all services and facility					
Library organising periodic user awareness program					
Library staff are well trained and responsive					
Library has an adequate PCs to access e-resources					
The Library timing is an Adequate for users					

SA= Strongly Agree, A= Agree, U= Undecided, DS=Disagree, SD=Strongly Disagree

Suggestion for improvement of the Libraryservices. (If any) _____

Thank you for giving your valuable time.

Signature _____

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USERS PERCEPTION AND SATISFACTION ON COLLECTION AND SERVICES IN AIIMS, PATNA AND AIIMS, BHUBANESWAR LIBRARIES: A COMPARATIVE STUDY

□ Rishi Kumar*
Dr. Sharad Kumar Sonkar**

ABSTRACT

This paper presents a survey conducted to assess the user's perception and satisfaction towards the collection and services provided by AIIMS, Bhubaneswar and Patna libraries. The study shows the overall assessment of the library and its users. 200 total structured questionnaires were distributed in both the AIIMS, out of which 148 responses were received. The present study has highlighted the user's perception of the library collection. The study found that users showed their satisfaction towards the library resources, but most respondents opined that printed books collection is new. The paper also reveals the frequency of visiting the library, using library collections, awareness about new collections and services, etc., provided by the library.

Keyword- Library Users, Users Perception, AIIMS Patna, AIIMS Bhubaneswar, Library Collection

Introduction:

In today's knowledge era, the library is regarded as a vital hub and any institution's heart. Libraries of medical institutions are designed to meet various users' information needs, including lecturers, non-teaching staff, students, and external researchers. It is necessary to keep in mind that understanding user' needs and perceptions should come first while developing library policies. All library services, resources, and facilities should be aimed at their satisfaction. The satisfaction of library users is critical to the expansion and provision of library services. In particular, academic institutions must measure user satisfaction to ensure quality in all activities. It is necessary for academic libraries to understand and address their users' needs in terms of information.

Medical college libraries have a wide

range of users, and their collections are also very diverse. All India Institutes of Medical Sciences (AIIMS) is one of India's institutions of national importance. AIIMS, Patna and AIIMS, Bhubaneswar was selected for the study as both are newly established. This study will help the libraries improve the library collection and services to meet the users' needs.

Literature Review:

Patrick and Oyovwe-Tinnouye (2020) evaluated the users' perception towards library services, resources and facilities provided in the Federal University of Petroleum Resources, Effurun. They distributed the questionnaire randomly with a response rate of 75%. The study found that users were satisfied with library services and facilities. Library users were dissatisfied with library collection except for reference sources the library poses. Users were delighted with the library staffs.

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Devi and Keshava (2020) studied users' perceptions towards electronic resources in 23 Ayurvedic Medical College of North Karnataka. The study was conducted on undergraduate and post-graduate students as well as faculty members through the questionnaire. The study found that 66.5% of respondents were aware of e-resources provided by the library, but about 55.3% of users were not aware of online databases. They concluded that the library should organize seminars or programmes for users to make them aware of e-resources.

Hemavathi and Chandrashekhara (2018) evaluated the users' satisfaction with library resources of Law College Libraries of Mysore, Karnataka. 91.25% of users were highly impressed by textbook's arrangements as they borrow books from the library. Library's newspaper clipping service has satisfied 56.88% of respondent out of 146. Users were satisfied to a good extent with the collection and their arrangements.

Rani (2018) conducted a study to examine the satisfaction levels of students and faculties about library resources and services provided by the library. 86.7% of respondents were highly satisfied with the books collection, while 66% of users were highly satisfied with online journals subscribed by the library.

Tamrakar and Garg (2018), in their research, investigated the library users' of IIT-Guwahati library about their perception of e-resources and services provided by the library. They found that e-journal was most preferred among other collection resources, i.e. 39.84% and 59.89% of users were aware of e-resources. 75% of users satisfied with the library that the library has adequate e-resources.

Kim (2017) analysed the correlation of user perception and use of the academic library. The study reveals that libraries are mostly used as a place for study, and users like to spend time in the library during leisure and socializing. After getting the users' perception of library use, he suggested that the academic library must support users' collaborative and social needs.

Objectives:

Following are the objectives are taken for the study:

1. To know the purposes to use library resources by the library users in AIIMS, Patna and Bhubaneswar.
2. To assess the users' perception towards library collections in AIIMS, Patna and Bhubaneswar.
3. To find out the users' perception of the services provided by the library in both institutions.
4. To identify the problems faced by the users of the library of both the institution.

Methodology:

The survey method was used to conduct the study, and a structured questionnaire was distributed to the users to collect the required data. About 100 and 200 questionnaires were distributed in both institutions – AIIMS, Bhubaneswar and Patna respectively. In return, 78 responses were received from AIIMS, Bhubaneswar, while 70 responses were received from AIIMS, Patna. The collected data was further analysed using MS-Excel.

Data Analysis and Interpretation

Category of Users

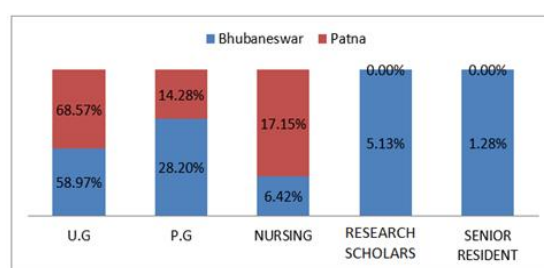


Figure 1. Category of Users

The figure-1 shows that majority of respondent who visits the library are UG and PG students. About 68.57% of UG students among the respondents of AIIMS, Patna and 58.97% of UG students among the respondents of AIIMS, Bhubaneswar visits the library. In case of PG students, 28.20% of respondents of AIIMS,

Bhubaneswar whereas 14.28% of respondents from AIIMS, Patna visit the library. 17.15% of respondent pursuing Nursing visits library in AIIMS, Patna while 6.42% respondents who pursuing nursing visits library in AIIMS, Bhubaneswar. AIIMS, Patna doesn't have research scholars and senior resident at the time of the study.

▪ **Users Awareness about Library's Name**

Figure 2 shows that every respondent from both institutions knows the name of the library.

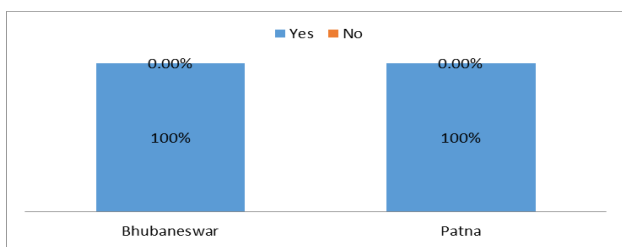


Figure-2 Users Awareness about Library's Name

▪ **Frequency to Visit Library**

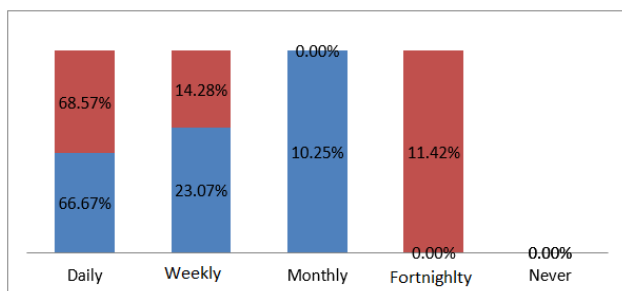


Figure-3 Frequency of Visiting Library by the Users

The figure-3 shows the frequency of library visits by the respondents of both of the institutions. 68.57% and 66.6% of respondents from AIIMS, Patna and Bhubaneswar respectively visit the library daily, while 23.07% and 14.28% of respondents from AIIMS, Bhubaneswar and Patna respectively visit the library weekly.

▪ **Purposes to Visit Library**

Figure-4 depicts the respondent's purposes to visit the library. For reading books, 67.15% of respondents from AIIMS, Patna, visit the library, while 64.10% of respondents from AIIMS, Bhubaneswar. In AIIMS, Patna 80% of respondents visits the library to issue/return the books, while 46.16% in AIIMS, Bhubaneswar.

During the examination time, 78.21% respondents from AIIMS, Bhubaneswar and 60% respondents from AIIMS, Patna visits the library for preparation. For research purpose, about 42.85% of respondents from AIIMS, Patna visits library while 30.76% of respondents from AIIMS, Bhubaneswar. Libraries also provide Internet facility, and to avail, this facility, 40% of respondents from AIIMS, Patna and 34.61% of respondents from AIIMS, Bhubaneswar visits the library to use Internet.

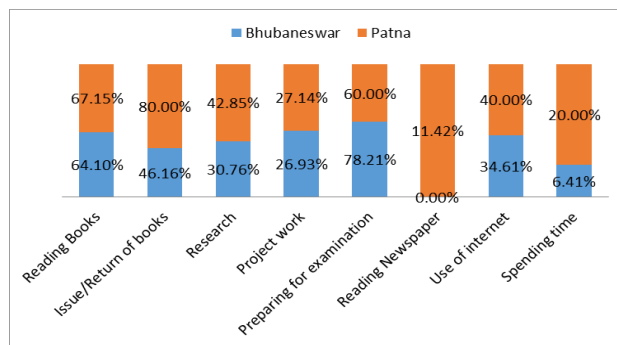


Figure-4 Purposes to Visit Library

▪ **Users Perception Towards the Print Collections Available in the Library**

Figure- 5 visualizes the users' perception of the quality of printed collections available in the library. About 46.15% of respondents from AIIMS, Bhubaneswar opined that the printed collection is new, while 42.85% of respondents said the same in AIIMS, Patna. There were 17.15% respondents AIIMS, Patna and 13.34% respondents from AIIMS, Bhubaneswar responded that the collection is latest.

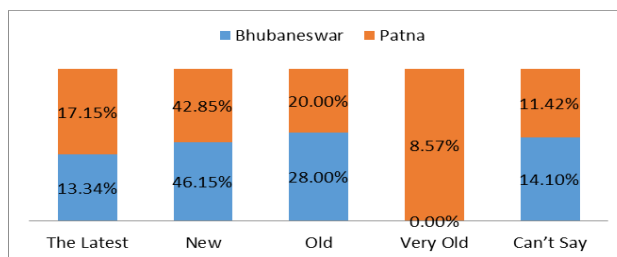


Figure-5 Users Perception towards the Print Collections Available in the Library

▪ **Users' Satisfaction about the Availability of Resources / Information**

The figure-6 shows the users' satisfactions with the resources available in the

library. 57.15% of respondents from AIIMS, Patna and 52.57% of respondents from AIIMS, Bhubaneswar were satisfied with the resources available in the library. There were about 31.42% of respondents from AIIMS, Patna and 5.38% of respondents from AIIMS, Bhubaneswar not satisfied with the available resources in the library.

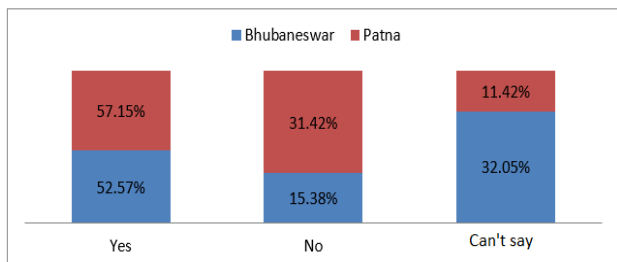


Figure 6 Users' Satisfaction about the Availability of Resources / Information

Users Perception about Quality of Library Collection

Here figure 7 depicts the users' perceptions about the quality of library collection where 11.50% respondents of AIIMS, Patna opined that their library has excellent quality of library collection, but no one said so from AIIMS, Bhubaneswar. 34.62% of respondents from AIIMS, Bhubaneswar and 28.57% respondents from AIIMS, Patna responded that their library has a very good collection. On the other hand, 56.41% of respondents from AIIMS, Bhubaneswar, opined that their library poses a good collection, while 54.60% of respondents from AIIMS, Patna opined the same.

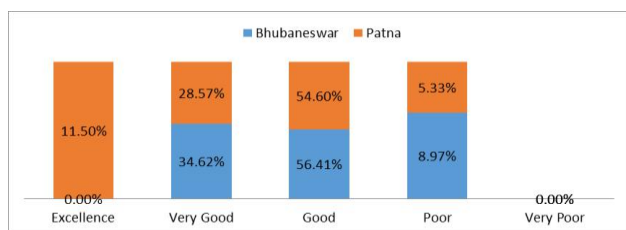


Figure-7 Users Perception about Quality of Library Collection

Users Perception about the Books Self-arrangement and Shelving

User perceptions about the books arrangements and their shelving are depicted in

figure 8. 22.86% of respondents from AIIMS, Patna said the shelving of books is excellent in the library while 15.39% respondents from AIIMS, Bhubaneswar said excellent. 40% of respondents from AIIMS, Patna opined that the shelf-arrangement was very good in their library, whereas 21.79% from respondents from Bhubaneswar said so. About 50% of respondents said the shelving of books is good in Bhubaneswar, while 25.71% opined the same from Patna.

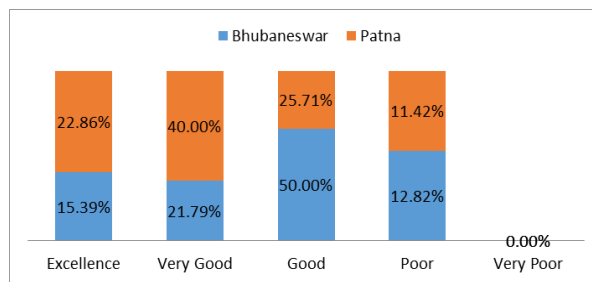


Figure-8 Users Perception about the Books Self-arrangement and Shelving

Users Awareness about New Collection and Services

Figure-9 shows how users get aware of the new collections and services provided by the library of both institutions. 58.70% of respondents from AIIMS, Patna gets aware of new collection and services by their friends while 32.68% of respondents from Bhubaneswar said so. 18.49% of respondents from AIIMS, Patna said library staffs made them aware of the new collections and services provided by the library, whereas 17.96% of the respondent from Bhubaneswar get aware through library staffs. 12.82% and 24.92% of respondents from Bhubaneswar find about new collections and services through library alert and library websites.

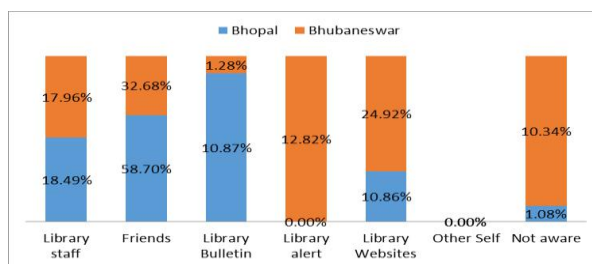


Figure-9 Users Awareness about New Collection and Services

▪ Users Facing Problem in Using Library

Figure 10 shows that 82.85% and 57.69% of respondents face no problems in using the library and availing themselves its services in the library of Patna and Bhubaneswar, respectively. The remaining respondents said they face problems in using the library

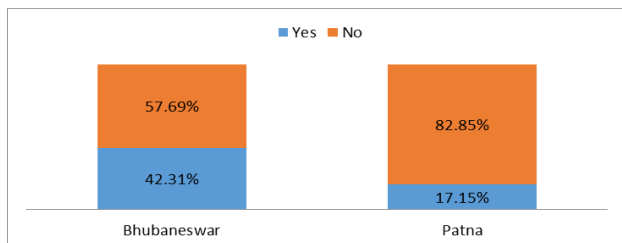


Figure-10 Users Facing Problem in Using Library

Finding

1. This study finds that the majority of users who visits AIIMS, Bhubaneswar and Patna libraries to reading books in the library and during examinations times to prepare for exams.
2. The majority of users from both institutions has the perception that the quality of printed book collections in the library is good.
3. The study found that 57.15% and 52.57% of respondents from Patna and Bhubaneswar 52.57% were satisfied with the book's arrangement over the shelves.
4. It was found that the majority of respondents from both the institutions gets aware of the library's new collections and services from their friends.

Conclusion

This present user studies will help AIIMS to improve their prints collection and encourage them to adopt ICT to improve its services more. The users of both the library had a good perception of the library and its collection. AIIMS libraries should organise

user's orientation programmers to get users feedback, and it will help the library to make their users about the collections and services. The library should provide users with a friendly library website to search for information. The present study has highlighted the user's perception of the library collection.

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USER'S PERCEPTION AND SATISFACTION TOWARDS COLLECTION AND SERVICES OF THE AIIMS BHOPAL AND AIIMS RISHIKESH LIBRARIES IN INDIA: A COMPARATIVE STUDY

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Abstract: Basically, library provides print as well electronic collection to their users. The collection and services are depends on the user's perception and satisfaction. AIIMS are the best institution in India. They are playing important role in the development of the nation. They have rich libraries for the library users. Both the AIIMs were established in the year 2012. The researcher has collected 187 responses from the both of the libraries. Users of libraries were satisfied with the library collection, organisation, references and circulation service. They were concerned about library space, hours, furniture and environment. An attempt is made to bring about a comparative evaluation of users' perceptions with regard to libraries effectiveness in terms of collection development, organization and services. In this paper the perceptive view points of the users, including faculty members, research scholars, and students of referred institutions is undertaken for measuring library effectiveness.

Keywords: AIIMS, Libraries.

Article History

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Introduction

The users are the key person in the libraries, agency or organisations for improving their library services and collections. Therefore, it is necessary to concentrate on user's satisfaction, optimum usage of library facilities and equipment. For the purpose of the awareness of the user's needs the continuous survey or feedback mechanism has to develop for the better understanding of user perception and quality of service in libraries. Librarian and library staff should have knowledge about the users to fulfil their needs in order to properly exploit library resources. The users' satisfaction is considered to be reliable criterion



for determining library effectiveness which help to the library for the development of relevant library collection and services to providing standard and suitable library services required by the users. The user's oriented approach has been considered for the measuring library effectiveness and exhaustiveness.

Objective of the study

- To recognise the library services need to be improved to cope up user's information needs.
- To explore the expectations of the users with respect to the quality of books and journals
- To find out most often used e-resources by the library users.
- To measure the user satisfaction regarding service quality in the library.

Methodology

Based on the objective of the study a survey has been conducted. The detail questionnaire was designed and distributed among 200 users of the library of AIIMS, Bhopal and AIIMS, Rishikesh. The total 187 responses have been received from the users which included 95 from AIIMS, Rishikesh and 92 from AIIMS, Bhopal. The data were collected, codified, classified, tabulated, analysed and interpreted. The findings were drawn on the basis of data analysis.

Table-1 Distributions of user's questionnaires

No of respondents	AIIMS, Bhopal	AIIMS, Rishikesh
U.G	60 (65.21)	40 (42.10)
P.G	13 (14.13)	27 (28.42)
Nursing	08 (8.69)	15 (15.78)
PhD	03 (3.26)	11 (11.95)
Senior Resident	08 (8.69)	02 (2.10)
Total	92 (100)	95 (100)



Table 1 shows that the distribution of users questionnaire, which demonstrate the AIIMS-Bhopal and Rishikesh. Most of the responses were received from the Under Graduate users i.e. 60 (65.21) and 40 (42.10) followed by Post Graduate users were 13 (14.13) and 27 (28.42), nursing users were 08 (8.69) and 15 (15.78), Ph.D. users were 03 (3.26) and 11 (11.95), and Senior Resident were 08 (8.69) and 02 (2.10) respectively.

Table-2: Gender wise Distribution

Gender	AIIMS Bhopal	AIIMS Rishikesh	Total	Percentage
Male	52	43	95	49.20 %
Female	40	52	92	50.80 %
Total	92	95	187	100%

The data presented in the table-2 shows that out of total sample 187 users included in this research study, as per the gender wise distribution of library users, it was found that majority users 95 (50.80) were male and rest of the 92 (49.20) were female.

Table-3:Age-wise Distribution

Age-wise	AIIMSBhopal	AIIMS Rishikesh	Total	%
Below 25	65	46	111	60.00
25 to 30	22	35	57	30.81
31 to 35	05	10	15	8.10
36 to 40	00	02	2	1.08

The table 3 shows that the age wise distribution of the respondents. Majority of the responded were from the below 25 age group (60%). The very less responses were received form the 36-40 age groups.

Table 4: Purpose of Library visit

Users of AIIMS	Reading	Issue/Return	Preparation of	Reading news	Use of Internet	Research	Project work	Spending time	Total



	books		Exam	paper					
AIIMS Bhopal	59 (28.50)	25 (12.08)	74 (35.75)	11 (5.31)	19 (9.18)	5 (2.42)	12 (5.80)	2 (0.97)	207 (100)
AIIMS RISHIKES H	57 (28.79)	30 (15.15)	44 (22.22)	16 (8.08)	25 (12.63)	17 (8.59)	5 (2.53)	4 (2.02)	198 (100)
Total	116 (28.64)	55 (13.58)	118 (29.14)	27 (6.67)	44 (10.86)	22 (5.43)	17 (4.20)	6 (1.48)	405 (100)

Table 04 shows the purpose of the visit in the library. It is highlighted that most of the users 118 (29.14) visit library for the preparation of examination. Followed by the reading of the books that i.e. 116 (28.64). While very less users (1.48) to visit the library for the spending time.

Table 5: Frequency of visiting library by Users

AIIMS Libraries	Daily	Weekly	Fortnightly	Monthly	Total
AIIMS Bhopal	57	24	5	6	92
AIIMS Rishikesh	80	8	6	1	95
Total (N)	137 (73.26)	32 (17.11)	11 (5.88)	7 (3.74)	187 (100)

Table 5 shows that the frequency of visit in the libraries. Most of the respondents i.e.137 (73.26) visited the library daily, and the very less respondents were7 (3.74) to visited the library monthly.

Table 6:User perception about print collection in AIIMS Libraries

AIIMS Libraries	Latest	New	Old	Very Old	Can't say	Total (N)
AIIMS Bhopal	7	42	29	1	13	92
AIIMS Rishikesh	9	45	15	5	20	95
Total	17 (9.09)	87 (46.52)	44 (23.53)	6 (3.21)	33 (17.65)	187



Table 6 shows that the number and percentages of responses regarding the book collection in the library. It is found that 87 (46.52) are new books in library.44 (23.53) are old books in library and 17 (9.09) are latest books in library for users.

Table 7: Satisfaction of the users regarding books/information

AIIMS Libraries	Yes	No	Can't say	Total
AIIMS Bhopal	57	33	12	92
AIIMS Rishikesh	49	25	20	95
Total	107 (57.22)	48 (25.67)	32 (17.11)	187 (100)

Table 7 shows that satisfaction of the users regarding books. it is highlighted that majority of the users (57.22) were satisfied, 25. 67 respondents were not satisfied and 17.11 respondents were can't say about books and information.

Table- 8: Quality collection in AIIMS Libraries

AIIMS Libraries	Excellence	Very good	Good	Poor	Very poor	Total
AIIMS Bhopal	13	33	43	03	00	92
AIIMS Rishikesh	8	30	47	10	00	95
Total (N)	21 (11.23)	63 (33.69)	90 (48.13)	13 (6.95)	00	187 (100)

Table 8 shows that the quality of books in AIIMS Libraries. Out of 187 respondents, 90 (48.13) respondents says that collection quality were good. 13 (6.95) respondents were says that collection quality were poor and none of the respondent says that collection quality was very poor.

Table- 9: Users Perception about Library Services

AIIMS Libraries	User	Excellence	Very Good	Good	Poor	Very Poor
AIIMSBhopal	92	19	43	28	02	00
AIIMSRishikesh	95	23	29	36	7	00
Total	187 (100)	42 (22.46)	72 (38.50)	64 (34.22)	9 (4.81)	00 (00)



Table 9 shows that the User perception about library services of AIIMS Libraries. Most of the respondents 72 (38.50) says that the library services was very good and the very less respondents were 9 (4.81) says that the library services was poor and none of the respondent says that library services was very poor.

Table- 10: Users Satisfaction about Library Collection

	Bhopal AIIMS library					Rishikesh AIIMS library				
	MS	S	N	D	MD	MS	S	N	D	MD
The library collection	13	56	18	03	02	13	53	19	7	3
Relevancy of library collection	11	61	17	1	02	14	49	26	5	1
Quality of books collection	15	58	17	00	02	15	54	21	3	2
Approach to print resources	08	38	42	01	03	14	50	27	3	1
Approach to E-resources	13	37	38	04	00	23	47	22	3	0
Quality of periodical collections	10	33	45	04	01	9	42	39	4	1
Total	70 (12.66)	283 (51.18)	177 (32.01)	13 (2.35)	10 (1.81)	88 (15.44)	295 (51.75)	154 (27.02)	25 (4.39)	8 (1.40)

Note: MS=Most Satisfied, S=Satisfied, N=Neutral, D=Dissatisfied, MD=Most Dissatisfied

Table 10 clearly shows that the Users Satisfaction about Library Collection of both the AIIMS libraries. It was found that 51.75% of users of AIIMS, Rishikesh satisfied regarding library collections whereas 51.18 of users of AIIMS, Bhopal were satisfied with the library collection. Very less number of users most dissatisfied with the collection of the AIIMS Libraries i.e. 13 (2.35) and 8 (1.40).

Conclusion



Establishing and distributing high-quality user's perceptions is an important goal for any library. Changing the demands of library users in a constantly shifting digital era, a library is not only expected to enhance its range, programs and equipment, but it will still strive and seek the user's suggestions and explore the usefulness of the tools and services available. Early research shows that the measurement of library resource and service efficiency involves researching many aspects. The purpose of this study is to explore the perception of the users towards library collection and services offered by AIIMS Libraries selected for the study. The study reveals that the majority of users of the selected libraries were satisfied with the collection and services offered by the AIIMS Libraries of Bhopal and Rishikesh. A very less number of users were dissatisfied with the collection and services of the library. The perception of the users is quite significant which shows that the majority of users say that the quality of services is very good and a very less number of users agreed that the services of the libraries are poor. The libraries were done a highly appropriate selection of printed books and journals.

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