

Information Services: A Survey Study of College Libraries in Chandrapur District, Maharashtra

Shrikant S. Rokade¹, Dr. Sanjay N. Sable²

¹Research Scholar, Ph.D., LIS, Gondwana University, Gadchiroli, Maharashtra, India

²Librarian, Anand Niketan College, Anandwan, Warora, Dist. Chandrapur, Maharashtra, India

ABSTRACT

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The paper succinctly describes the availability of conventional and non-conventional information services in college libraries in the Chandrapur district affiliated with Gondwana University, Gadchiroli. The virtual mini survey method was adopted. Research revealed that 55% of the granted college libraries surveyed offer conventional information services, while 32% provide non-conventional information services. 30% of non-granted college libraries offer conventional information services, while 6% provide non-conventional services. The number of unaided college libraries providing information services was comparatively less. While 60% of funded college libraries had NLIST INFLIBNET membership, it was unaffordable for non-funded college libraries. The NAAC evaluation policy resulted in 70% of aided and 23% of unaided college libraries receiving support from authorities to improve information services. All 100% of computers, mobile devices, and open-access resources play a significant role in shaping information services. The Government of India has launched the "One Nation One Subscription Scheme". Enhancing non-conventional information services is currently deemed essential.

Keywords: Information services, College libraries, INFLIBNET, NAAC, COVID-19

Introduction

Information services are keys to the development of education, research, and extension education in India. The conventional and non-conventional information services are normally rendered by the university, institute, and college libraries to the users for their better development. In changing scenario, the role of

libraries has been changed and at present, the libraries are treated as 'Knowledge Resource Center' and also 'Information Centers'. The main aim and object of the college is to provide higher quality education and research facilities to the users. The students, academic staff, researchers, institute and their libraries are playing a major role to fulfill the aims and objectives

of the college. The importance of college libraries is significant, as they greatly support the development of students, faculty, researchers, and the wider community. Presently the libraries are using information communication technology (ICT) for library automation and for providing various types of online information services to the users and the same has been proved during the period of COVID 19. Information services play a crucial role in this context.

Need of the Study

There are a number of factors currently contributing to the radical change in the reading needs of readers. In the future, man-made or natural disasters, as well as the expectation of various epidemics and technological developments, will lead to unexpected changes in the library's information service, and it will take time to adapt. It was important to consider possible scenarios, including those related to the college libraries of Gondwana University in the Chandrapur district. It was crucial to assess the information services offered by college libraries to enable further improvements.

In light of the various challenges currently faced, it was essential to assess the current state of information services and conduct a comprehensive examination titled "Information Services: A Survey Study of College Libraries in Chandrapur District, Maharashtra."

Scope and Limitations of Study

The Gondwana University, Gadchiroli, was established on 2nd October 2011 at Gadchiroli by the State Government of Maharashtra to impart and develop higher education in the backward and tribal region of eastern Maharashtra. The University has established affiliations with 174 colleges located in the districts of Chandrapur and Gadchiroli covering various faculties such as Arts, Science, Commerce, Engineering, Education, Physical Education, Management, and Law. There are 107 college libraries

in Chandrapur district, including both aided and unaided institutions.

The information services provided by 20 of these libraries from different places have been examined in a study. The article omitted the list due to the importance of the facts. The libraries of these institutions have been operational since the colleges were founded. This study deals with traditional and non-traditional information services provided by college libraries affiliated with Gondwana University, Gadchiroli, particularly concerning the Chandrapur district in Maharashtra. The virtual survey method was adopted to collect the data.



Map 1: Chandrapur district Jurisdiction of GUG University

Objectives of the Study

- Understanding the information services offered by the college library.
- Comparing conventional and non-conventional information services available in college libraries.
- Learn about libraries' memberships with INFLIBNET for Nlist e-resources
- To review the ICT-based information services provided to the users by the libraries during the period of COVID-19
- To examine the enhancement of ICT-based information services in libraries resulting from NAAC accreditation and the evaluation of colleges

Information services rendered by the college libraries in Chandrapur district affiliated to Gondwana University, Gadchiroli Maharashtra

Table 5.1: Conventional Information services

Information Services	Granted College Libraries			Non-Granted College Libraries		
	Total 10	Avail.	%	Total 10	Avail.	%
Services offered 20 Libraries						
Reference service	10	10	100	10	10	100
Circulation service	10	10	100	10	10	100
Referral service	10	10	100	10	10	100
Current Awareness Service CAS	10	05	050	10	00	000
Selective Dissemination of Information Service SDI	10	04	040	10	00	000
Newspaper clippings service	10	07	070	10	02	020
Document Delivery Service	10	06	060	10	03	030
Catalogue service	10	07	070	10	03	030
Inter Library Loan Service	10	10	100	10	04	040
Abstracting Service	10	02	020	10	00	000
Indexing Service	10	02	020	10	00	000
Bibliographic Service	10	02	020	10	00	000
Translation Service	10	00	000	10	00	000
Reprography Service	10	02	020	10	00	000
Average number of libraries providing services	140	77	55%	140	42	30%

Source: Questionnaire and website

Table 5.1 shows that, a total number of 20 libraries were studied and divided into 10 granted and non-granted college libraries. Various college libraries, both granted and non-granted, provide conventional information services to their users. It was observed that 100% of granted and non-granted libraries rendered Reference, Circulation and Referral services under conventional information services.

Granted college libraries were rendering 50% Current Awareness Service, 40% Selective Dissemination of Information Service SDI, 70% Newspaper clippings service, 60% Document Delivery Service, 70% Catalogue service, 100% Inter Library Loan Service, 20% Abstracting Service, 20% Indexing Service, 20% Bibliographic Service, 00% Translation Service, 20 % Reprography Service to their users.

Non-Granted college libraries were rendering 20% Newspaper clippings service, 30 % Document Delivery Service, 30% Catalogue service, 40% Inter Library Loan Service, and the libraries were not providing Abstracting, Indexing, Bibliographic, Translation Service, and Reprography Service to their users.

Overall, 55% of the granted college libraries provided conventional information services to their users, and 30% of the non-granted college libraries provided information services. The number of unaided college libraries providing information services is comparatively less.

Table 5.2: Non-Conventional Information services

Information Services	Granted College Libraries			Non-Granted College Libraries		
Services offered 20 Libraries	Total 10	Available	%	Total 10	Available	%
Digital/Virtual-Reference Service	10	04	40	10	02	20
Computerized Circulation service	10	07	70	10	04	40
Online Referral service	10	04	40	10	00	00
E- Current Awareness Service	10	03	30	10	00	00
E-SDI Service	10	02	20	10	00	00
E- Newspaper clippings service	10	00	00	10	00	00
E-Document Delivery Service	10	03	30	10	00	00
Online Public Access Catalogue	10	07	70	10	03	30
Online Inter Library Loan Service	10	03	30	10	00	00
Online Abstracting Service	10	04	40	10	00	00
Online Indexing Service	10	04	40	10	00	00
Online Bibliographic Service	10	04	40	10	00	00
Machine Translation Service	10	00	00	10	00	00
Modern Reprography Service	10	00	00	10	00	00
Average number of libraries providing services	140	45	32%	140	09	06%

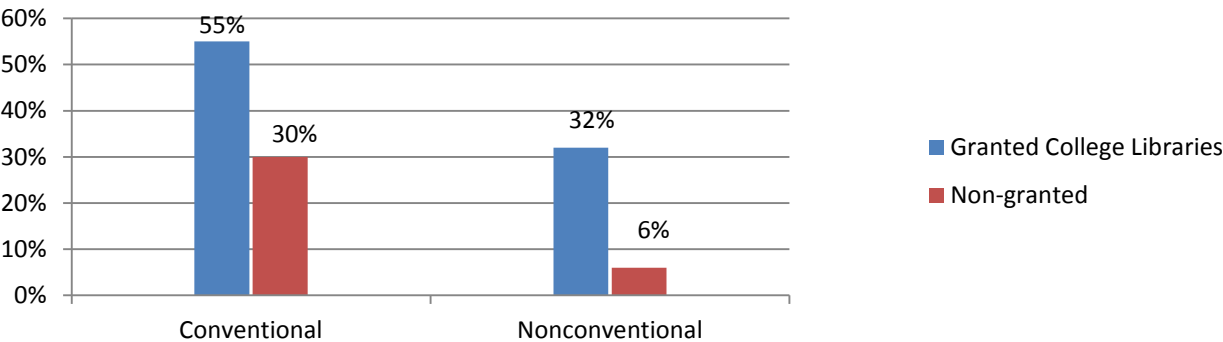
Source: Questionnaire and website

Table 5.2 shows that, 40% of granted college libraries rendered Virtual/Digital/Online Reference Services, 70% Computerized Circulation, 40% Online Referral 30% E-Current Awareness Service, 20% Selective Dissemination of Information Service SDI, 00% E-Newspaper clippings service, 30% E-Document Delivery Service, 70% OPAC service, 30% Online Inter Library Loan Service, 40% Online Abstracting Service, 40% Online Indexing Service, 40% Online Bibliographic Service, 00% Translation Service, 00 % Reprography Service to their users.

Non-Granted college libraries were rendering 20% Virtual/Digital/Online Reference Services, and 40% Computerized Circulation Service. The libraries were not providing E-Newspaper clippings service, E-Document Delivery Service, OPAC, Online Inter Library Loan Service, Online Abstracting and Indexing, and Bibliographic, Translation and Modern Reprography Service to their users.

Overall, 32% of the non-granted college libraries provided conventional information services to their users, and 06% of the non-granted college libraries provided information services

5.3 Comparative statement of conventional and nonconventional information services



Graph: 5.3.1

Graph 5.3.1 table 5.1 and 5.2 shows that 55% of the granted college libraries provide conventional information services and 32% of the libraries non-conventional information services. Furthermore, 30% of the non-granted college libraries provide conventional information services and 06% of the libraries non-conventional information services. The number of unaided college libraries providing information services is comparatively less.

Table 6: Membership with INFLIBNET e-resources

INFLIBNET e-resources	Granted College Libraries			Non-Granted College Libraries		
Services offered 20 Libraries	Total 10	Statistics	%	Total 10	Statistics	%
e-resources NLIST	10	06	60	10	00	00
Average number of libraries subscribed membership	10	06	60	10	00	00

Source: Questionnaire and website

Table 6 shows that six (60%) of the ten college libraries in the funded survey had subscribed to INFLIBNET NLIST e-resources. It was found that no library in the unaided college had subscribed to Inflibnet e-Resources. During a conversation with librarians from unaided college libraries regarding the e-resources provided by Inflibnet, it was noticed a significant point: The subscription costs for unaided college libraries are greater than those for aided libraries, which complicates the process of obtaining membership.

Information services provided to the users by the libraries during the period of COVID 19

7.1 Opinion of Librarians

During the Covid-19 pandemic, libraries ceased to offer any information services. In this context, the perspectives of librarians were solicited. Upon gathering their insights, a significant conclusion emerged: there is a necessity to enhance the efficiency of non-conventional information services.

Table 8: Enhancement of ICT-based information services in libraries resulting from NAAC accreditation and the evaluation of colleges

INFLIBNET e-resources	Granted College Libraries			Non-Granted College Libraries		
Services offered 20 Libraries	Total 10	Available	%	Total 10	Available	%
Infrastructure	10	08	80	10	03	30
Software	10	06	60	10	02	20
e-resources	10	07	70	10	02	20
Average number of libraries	30	21	70%	30	07	23%

Source: Virtual Questionnaire and website

It was found in Table 8 that 70% of aided and 23% of non-aided college libraries were supported by management and college authorities to develop non-traditional information services solely because of the NAAC assessment policy.

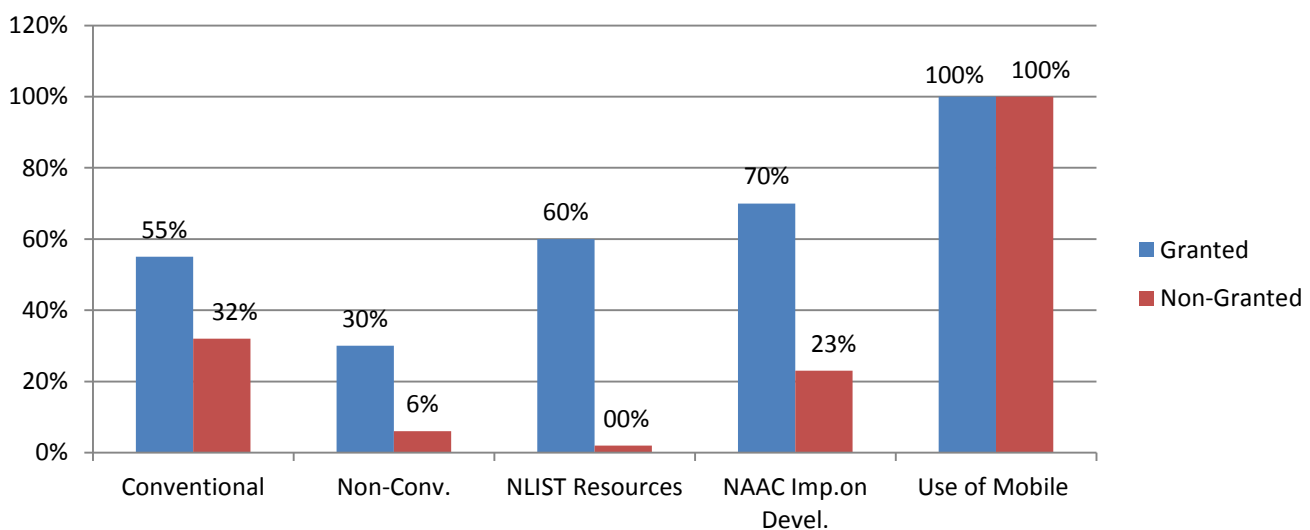
Table 9: Factors affecting information services from the librarian's perspective

Factors affecting information services	Total	Opinion	%
Increasing trend of students towards vocational education	20	12	060
Nature of the new education policy	20	08	040
Declining number of students	20	17	085
Lack of tech-oriented staff	20	11	055
Non-recruitment of non-teaching staff for a long time	20	19	095
Use of computer	20	18	090
Use of mobile phone devices	20	20	100
Impact of increasing technological change	20	20	100
Emergence of the Private Information Center	20	09	045
Availability of open access information sources	20	20	100
Increasing impact of non-conventional sources	20	20	100
A changing educational environment and social change around	20	14	070
Overall average of impact	240	188	79%

Source: Virtual Questionnaire

Librarians believed that 79% of the various factors in Table 9 influence information services. In this, 90% complete priority was given to computer and 100% mobile and open access services.

Overall view of the information services rendered by the college libraries and related factors

**Graph: 10.1**

Findings and recommendations

The number of non-granted college libraries offering information services is relatively low. The subscription costs for unaided college libraries are higher than those for aided libraries, complicating membership acquisition. The pandemic highlighted the importance of enhancing unconventional

information services. NAAC evaluation has also become an important factor for library development. Since information services are essential for students, teachers and researchers, improving them is the need of the hour. Libraries should seriously consider this fact.

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