AWARENESS AND USE OF LIBRARY SERVICES PROVIDED BY CBSE AFFILIATED SCHOOLS SITUATED IN NTPC TOWNSHIP DADRI, UTTAR PRADESH: A SURVEY

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Abstract:

In today's context the user satisfaction is the main focus point of any organization, no matter which field it is working in. So is the library, user satisfaction is directly depends on the services provided by the library. The way of the execution of library services is the guarantee to attract the people into the library. Here in this survey the status and use of the library services were examined and the status of school was taken into the consideration in terms of use and awareness of the library services.

NTPC Dadri is Maharatna Company under PSU, govt. Of India, producing electricity for India and also serving the nation providing good and quality education to the students residing locally as well as coming from far of its vicinity. In NTPC Township there are four schools, affiliated with Central Board of secondary Education, New Delhi. All of the Schools are big in size and in terms of strength of Students. In this Survey, we tried to get the realistic data by providing questionnaire and taking interview of the students. We asked the questions related with the use of library, services provided to them, their needs, their satisfaction and their purpose of visiting, their frequency of visiting the library. Every aspect related with the library had taken into the consideration.

Keywords: Library services, Library status in NTPC, Satisfaction of Users, Library status in CBSE Schools.

1.0 Introduction: Now a day libraries are moving towards the virtual era where all the technologies with the traditional work of library are becoming fruitful and beneficial venture for both students and the institutions. Those services have evolved themselves from very much traditional to techno based in school libraries. The purpose of this survey was to find the status and the value of library for institutes as well as for its users say secondary and senior secondary students. Most of the libraries are adopting the new technologies to satisfy the demands and needs of their users. The Schools libraries are engaged with the services in the manner that students are being benefited. The report of this survey will enquire all the entities in reference of the users. The data related with this survey has been analyzed only for the purpose of knowing the status of awareness and use of the library services .It will also try to know the satisfaction of the users.

2.0 Objectives:

The main purpose and objectives of this survey are following:

1. To know the situation of library in the school.
2. To know the status of library services
3. To enquire the reaction of its users in terms of library services
4. To provide the suggestion for improvement of the library

5. To find the areas in library services to be improved.
6. To get suggestions to make the libraries modern.

3.0 Methodology:

This survey is based on the data collected through the questionnaire. The pre designed questionnaires were given to secondary and senior secondary students of the schools. The collected data was tabulated and the analysis was done on the basis of responses. The questions in the questionnaire were designed keeping in the view most the library services provided by the schools.

4.0 Data Analysis

Below is the data in tabulated form aspects wise. The data shown in the table has been collected from the users of different libraries of CBSE affiliated schools in NTPC Township. Utmost precaution has been taken while the analysis was done and has been presented here.

Table 1 Frequency of visiting the library by the students.

S.No	Frequency	DAV School	Kendriya Vidyalaya	Saraswati Vidya Mandir	Delhi Public School	Total
1.	Daily	1	8	25	10	**44**
2.	Weekly	10	19	20	170	**219**
3.	Monthly	14	8	19	10	**51**
4.	Occasionally	29	7	-	10	**46**
	Total	**54**	**42**	**64**	**200**	**360**

 (Source: Primary)

The table 1 clearly shows that majority 219 (60.8%) students visited library on weekly basis followed by 51 (14.1%) monthly 46 (12.7%) occasionally and only 44 (12.2%) students were visited library daily

Table 2 Purpose of using the library by the students

S.No	Purpose	DAV School	Kendriya Vidyalaya	Saraswati Vidya Mandir	Delhi Public School	Total
1.	General Awareness	8	4	21	110	**143**
2.	For making presentation	1	10	30	10	**51**
3.	Research work	7	6	13	20	**46**
4.	For study and material research	38	22	-	60	**120**
	Total	**54**	**42**	**64**	**200**	**360**

(Source: Primary)

Concluding the table no. 2 we get the data about the purpose of students while visiting the library, this table shows that 143 (39.7%) students visit library for general awareness followed by 120 (33.3%) for study and material research, 51 (14.1%) for the purpose of making presentation and only 46 (12.7%) students visit their library for research work.

Figure 1 :Problems faced by the students while visiting the library.
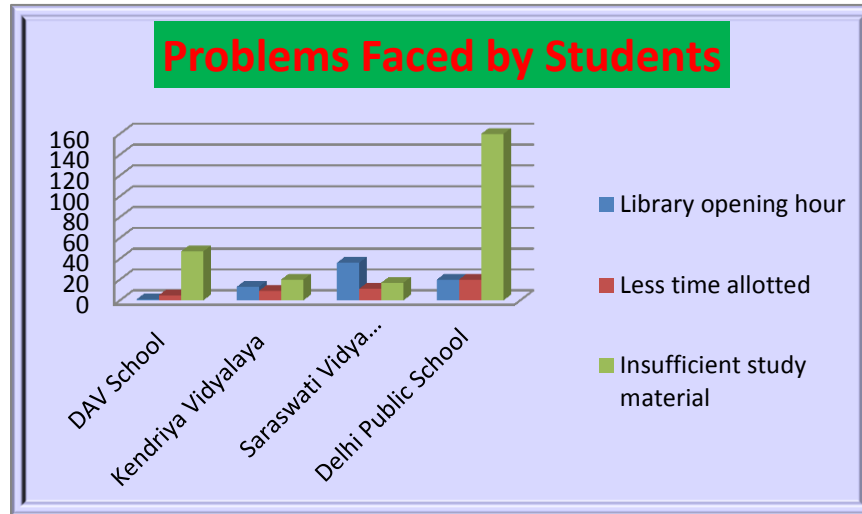
(Source: Primary)

Above figure1 shows that in context of the problem faced by the students when they visit the library is 244 (67.9%) students facing the problem of Insufficient study material in their library followed by the 70(19.4%) students complaints about library opening hour they found it inappropriate and 45 (12.5%) only says that they are allotted less time to visit the library.

Table 3: Preferences of library services by the students of DAV

S.No	Library services	Very Useful	Useful	Not useful	Total
1.	Circulation services	9	39	5	**53**
2.	Reference services	36	16	1	**53**
3.	Abstracting & indexing services	21	16	15	**52**
4.	Bibliographic Services	11	25	6	**42**
5.	Audio Visual service	6	33	15	**54**
6.	Internet Services	36	12	3	**51**
7.	Inter Library Loan	19	5	13	**37**
8.	Reprographic Services	18	19	14	**51**
9.	Translation services	19	29	4	**52**
10.	SMS Alert services	7	17	18	**42**
	Total	**182**	**211**	**94**	**487**

(Source: Primary)

School libraries provide various type of services, in relation with the usefulness of services provided by library, questions were asked in the questionnaire and the 487 response received back shown in above table indicates that maximum 211(43.3%) respondent said that library services are beneficial for them followed by 182 (37.3%) very useful and just 94 (19.3%) said library services provided by their school are not useful.

Table 4 Preferences of library services by the students of Kendriya Vidyalaya

S.No	Library services	Very Useful	Useful	Not useful	Total
1.	**Circulation services**	15	24	3	**42**
2.	**Reference services**	14	22	5	**41**
3.	**Abstracting & indexing services**	9	21	10	**40**
4.	**Bibliographic Services**	23	16	3	**42**
5.	**Audio Visual service**	20	19	3	**42**
6.	**Internet Services**	22	11	7	**40**
7.	**Inter Library Loan**	16	16	10	**42**
8.	**Reprographic Services**	14	21	6	**41**
9.	**Translation services**	24	13	5	**42**
10.	**SMS Alert services**	10	17	13	**40**
	Total	**167**	**180**	**65**	**412**

 (Source: Primary)

The same questions were asked by the students of Kendirya Vidyalaya in relation with the services provided by the school library. The data table above shows that 180 (43.6%)students accepts that the services provided to them were useful while 167(40.5%) responses came in the support of that the services were very useful to them followed by the 65 (15.7) students only says that the services were not useful

Table 5 Preferences of library services by the students of Saraswati Vidya Mandir

S.No	Library services	Very Useful	Useful	Not useful	Total
1.	Circulation services	38	12	14	**64**
2.	Reference services	15	16	33	**64**
3.	Abstracting & indexing services	40	19	5	**64**
4.	Bibliographic Services	22	35	7	**64**
5.	Audio Visual service	20	30	14	**64**
6.	Internet Services	30	30	4	**64**
7.	Inter Library Loan	15	45	3	**63**
8.	Reprographic Services	30	12	22	**64**
9.	Translation services	50	4	10	**64**
10.	SMS Alert services	5	31	28	**64**
	Total	**265**	**234**	**140**	**639**

 (Sources: Primary)

The above table demonstrates that data collected from the students in relation with the usefulness of services provided to the users that: 265 (41.4%) respondents out of 639 says that the services were very useful and the 234 (36.6%) told those were useful to them followed by only 140 (21.9%) says that the services provided them by the school library were not useful.

Table 6 Preferences of library services by the students of Delhi Public School.

S.No	Library services	Very Useful	Useful	Not useful	Total
1.	Circulation services	60	120	20	**200**
2.	Reference services	30	48	22	**100**
3.	Abstracting & indexing services	8	22	10	**40**
4.	Bibliographic Services	18	18	4	**40**
5.	Audio Visual service	14	20	4	**38**
6.	Internet Services	12	18	14	**44**
7.	Inter Library Loan	11	14	14	**39**
8.	Reprographic Services	8	18	8	**34**
9.	Translation services	9	21	10	**40**
10.	SMS Alert services	8	18	14	**40**
	Total	**178**	**317**	**120**	**615**

 (Source: Primary)

The data table 6 tells that maximum percentage of users (51.5%) agreed that the services provided by the library were useful to them followed by 1 (28.9%) says that the services were very useful and only (19.5%) users agreed that the services were not useful to them at all.

Satisfaction of the users was taken into the consideration in terms of services provided to them by the respective school libraries. The school wise responses were as below:-

Table 7 Users of DAV School

Services	Very Satisfied	Satisfied	Partially Satisfied	Dissatisfied	Total
Circulation	**9**	**22**	**18**	**5**	**54**
Reference	**33**	**12**	**5**	**2**	**52**
Book-bank	**32**	**15**		**6**	**53**
Newspaper-clipping	**15**	**30**	**5**	**2**	**52**

Interlay	3	28	19	3	53
CAS	6	4	36	7	53
Internet	36	5	6	6	53
Access	18	19	5	11	53
OPAC	5	13	8	25	51
Photocopying	9	5	15	25	54
Indexing & Abstracting	7	26	6	13	52
Total	163	189	123	105	580

(Source: Primary)

Table 7 demonstrate that out of 580 students toal 189 (32.5%) are satisfied from the services followed by 163 (28.1%) are very satisfied while123 (21.2%) are partially satisfied and 105 (18.1%) are not satisfied or they are dissatisfied.

Table 8 Users of Kendirya Vidyalaya

Services	Very Satisfied	Satisfied	Partially Satisfied	Dissatisfied	Total
Circulation	18	20	3	1	42
Reference	19	17	4	1	41
Book-bank	23	13	2	3	41
Newspaper-clipping	21	15	5		41
Interlay	5	17	13	6	41
CAS	5	14	9	10	38
Internet	25	8	6	1	40
Access	17	16	3	2	38
OPAC	12	15	8	5	40
Photocopying	10	20	5	6	41
Indexing & Abstracting	13	17	7	2	39
Total	168	172	65	37	442

Table 8 reveal that 172 (38.9%) out of 442 users are satisfied with the services of their school library whereas 168(38%) are very satisfied following 65 (14.7%) partially satisfied and only 37(8.3) are dissatisfied.

Table 9 Users of Saraswati Vidya Mandir

Services	Very Satisfied	Satisfied	Partially Satisfied	Dissatisfied	Total
Circulation	20	40	4	0	64
Reference	33	20	11	0	64
Book-bank	20	11	10	23	64
Newspaper-clipping	22	9	25	8	64
Interlay	3	41	18	2	64
CAS	32	11	10	11	64
Internet	51	13	0	0	64
Access	45	19	0	0	64
OPAC	0	12	43	9	64
Photocopying	22	0	10	32	64
Indexing & Abstracting	54	0	10	0	64
Total	302	176	141	85	704

 (Source: Primary)

Above table Containing the responses received from Saraswati Vidya Mandir in terms of satisfaction of the user considering the services provided to them shows that 302 (42.8%) out of 704 users are very satisfied with the services of their school library whereas 176 (25%) are satisfied following 145 (20.5%) partially satisfied and only 85(12%) are dissatisfied.

**Table 10 Users of Delhi Public School**

Services	Very Satisfied	Satisfied	Partially Satisfied	Dissatisfied	Total
Circulation	18	81	80	21	200
Reference	23	89	79	9	200
Book-bank	80	36	64	20	200
Newspaper-clipping	120	30	15	35	200
Interlay	18	82	65	35	200
CAS	40	30	26	104	200
Internet	47	33	0	120	200
Access	36	34	90	40	200

OPAC	32	8	125	35	200
Photocopying	37	43	51	69	200
Indexing & Abstracting	46	124	4	26	200
total	497	590	599	514	2200

 (Source: Primary)

Above data table clarify that total 200 responses were received for each service and total 11 services were asked to criticize in terms of the satisfaction of the users. A total of 2200 responses were reviewed in which 599 (27.2%) users were partially satisfied with the services, 590 (26.8%) were satisfied followed by 514(23.3%) dissatisfied and only 497(22.5%) were very satisfied.

Figure 2 Impact of ICT as far as information resources access is concerned for the satisfaction of the users.
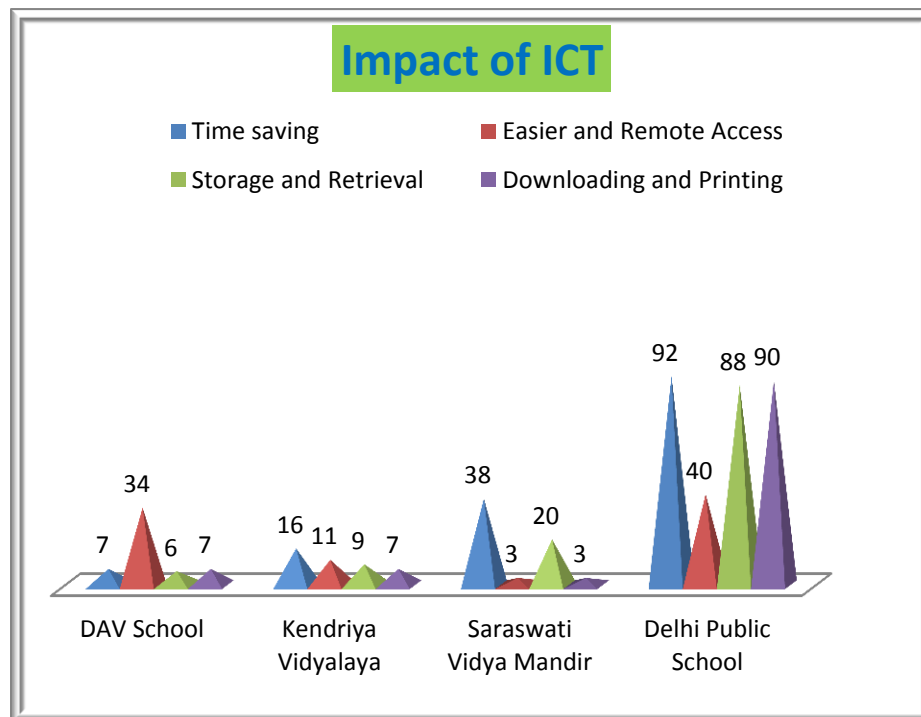
(Source: Primary)

The data in above chart tells about the impact of ICT in terms of Access the information resources through ICT that 471 responses received and 153 (32.4%) accept that time saving is the most important aspect and 123 (29.4%) is the second important aspect which is storage and Retrieval whereas 107 (22.7%) that is downloading and Printing is more valuable and only 88 (21.1%) agreed that easier and Remote Access is more important to them when it comes to Impact of ICT while accessing the Information resources.

Table 11 Problems faced by the user during study in library.

S.No	Problems faced by users	DAV School	Kendriya Vidyalaya	Saraswati Vidya Mandir	Delhi Public School	Total
1	Familiarity with services	4	12	12	51	79
2	Using the services properly	16	6	20	49	91
3	Availability of Material	9	19	27	89	144
4	Durability of Material	4	10	6	51	71
5	Co-operation of Library staff	12	6	0	12	30
6	Technical Problems	18	6	0	48	72
	Total	63	59	65	300	487

(Source: Primary)

Questionnaires were distributed to the users of all the school libraries and we received a Number of 487 responses on the basis of this 144 (29.5%) told that the availability of the material is the main problem from them and 91 (18.6%) is the second problem that user face during the study that they can't use services properly, 79 (16.2%) users says that they are not of less familiar with the services, 72 (14.7%) users faced technical problems while the use to study sitting in library followed by 71(14.5%)users doubted on durability of the material available in their respective libraries and only 30 (6.1%) users said that they face problem in terms of co-operation of Library staff.

Table 12 Need of new facilities expected by the users

S.No	Expected Needs of Facilities	DAV School	Kendriya Vidyalaya	Saraswati Vidya Mandir	Delhi Public School	Total
1	Cafeteria	27	22	28	120	197
2	Rest Room	11	4	6	72	93
3	Entertainment	8	15	20	108	151
4	Games	9	4	10	110	133
5	Any other	1	1	0	43	45
		56	46	64	453	619

(Source: Primary)

The above data given in the table above shows the suggestions of facilities what the users need in their modern library total 619 responses were received and found the percentage of the responses. Out of 619 users 197 (31.8%)

need cafeteria in their library and 151(24.3%) need some kind of entertainment, 133 (21.4%) said that they want to play indoor games in library for recreation during the study followed by 93 (15.0%) said that they want a rest room in the library and just 45 (7.2%) proposed some other suggestions.

5.0 Comfortness of the users in library taking the four aspects into the consideration

1. Access System
2. Seating arrangement
3. Behavior of library staff
4. Proper lighting.

A question was asked in the questionnaire taking the comfort of the users into the consideration and the data received was analyzed as given below:

Table 13 DAV School

S no.	Aspects	Yes	NO	Total
1	Access System	38	14	52
2	Seating arrangements	45	8	53
3	Friendly behavior of library staff	41	12	53
4	Proper lighting	24	8	32
	Total	148	42	190

(Source: Primary)

Above table shows that out of 190, 148 (77.8%) said they were comfort with the above and only 42 (22%) showed their uncomfort.

Table 14 Kendriya Vidyalaya

S No.	Aspects	Yes	No	Total
1	Access System	39	3	42
2	Seating arrangements	39	1	40
3	Friendly behavior of library staff	36	5	41
4	Proper lighting	36	4	40
	Total	150	13	163

This table reveal that out of 163, 150(92.0%) were comfort with the above said aspects and only 13 (7.9%) were not comfort.

Table 15 Saraswati Vidya Mandir

S No.	Aspects	Yes	No	Total
1	Access System	52	12	64
2	Seating arrangements	50	14	64
3	Friendly behavior of library staff	35	29	64
4	Proper lighting	53	11	64
	Total	190	66	256

This table reveals that 256 responses were received and 190 (74.2%) showed their comfort and only 66 (25.7%) said that they were not comfort at all.

Table 16 Delhi Public School

S no.	Aspects	Yes	No	Total
1	Access System	99	97	196
2	Seating arrangements	188	23	211
3	Friendly behavior of library staff	173	34	207
4	Proper lighting	81	96	177
	Total	541	250	791

(Source: Primary)

This table tells that total 791 responses were received and 541 (68.3%) were showed their comfort while only 250(31.6%) said that they were un-comfort.

6.0 Some suggestions we received were given by the users, these suggestions were also analyzed and given below:-

1. To Organize Seminar and workshops
2. To Provide web based guidance or online instruction
3. To provide Computer with high Internet speed
4. To provide Digital Archival facilities
5. To maintain a Book Alert Service
6. To provide Proactive e-mail based contend page
7. To provide a discussion room.
8. To provide an activity corner etc.

7.0 Result and Discussion:

The result of survey tells that maximum no. of users are very much aware about the library services of their respective schools. Every school has the automated library and providing different facilities to its students. This survey speaks that some services are to be upgraded and have to be modernized. It has been noticed that the users of most of the schools are feeling comfortable with the services provided to them especially the users of Kendriya Vidyalaya where 92% of the users are comfortable and happy with the services whereas the users of DPS want extra facilities such as recreational rooms and rest rooms

7.1 Conclusion:

Concluding the data analysis and the survey report it can be inferred that the Schools situated in NTPC Township are imparting the good and quality education to their students and each school has a rich library and trained staff, where different services are being provided with the help of ICT. Some areas are still to be improved. During the survey we find that although libraries are doing good yet the students of secondary and senior secondary section are not much aware about some services like User Orientation, the Access System and more important they are not getting sufficient time to visit the library due to some reason such as schools hours and schedule of time table etc.

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