Use of Library Resources by the Users at the Institute for the Physically Handicapped (IPH), Delhi: A Case Study

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Abstract

This study is carried out to investigate the use of library resources by the users at the Institute for the Physically Handicapped (IPH), New Delhi, India. By using survey research method, a questionnaire was designed to achieve the objectives of this study and administered on the sample to collect the data. The purposes of the study were to find out the visit of the users of the library, frequency of their visit, other sources used by them to get desired information and their level of satisfaction towards the library resources in terms of collection, services, staff behaviour etc. were investigated The paper also discusses the changing expectations of users in the changed new web environment.

Key-words*: Library resources & Users, IPH, Physically Handicapped, Disability Rehabilitation, Rehabilitation Professionals/ Personnel, Persons with disabilities, Differently-abled.*

1.0   Introduction

A library has no existence without its resources and users as both are meant for each other. Therefore, every library develops its collection or resources according to the needs of its users. Hence, it is imperative for a library to have a frequent check to know the usefulness of the resources for the users time to time. Kaur and Verma (2006) emphasize that "the value of information resources increases by their use and therefore it is important to know the utilization of the library resources". Besides this, one another factor is also noticeable for libraries that, "the users tend to use information sources which are personally known to them and also easily accessible, regardless of the quality of information" (Singh and Satija 2007). On the other hand, Davitt Maughan (1999) opine through a survey based study that the

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respondents irrespective of their academic discipline consult a narrower range of materials and older published materials on regular basis and desired for simpler and more integrated search systems.

Thus, it becomes imperative on the part of a library to procure and develop updated collection of all quality information for its users not only to satisfy their explicit information requirements in their specific fields but also to work as a comprehensive hub of relevant information accessible for them at their ease. Therefore, this research is intended to study the use of library resources of National Institute for the Physically Handicapped (IPH) by the users.

The Institute for the Physically Handicapped, New Delhi came in to force as an autonomous organization in 1976 under the Ministry of Welfare, Government of India now known as Ministry of Social Justice & Empowerment. This is a leading Institute to serve the physically impaired of all age groups in the country. In order to bring the persons who are differently abled in the main stream of the society, the Institute runs various training programs of Physiotherapists, Occupational Therapists and other professionals such as Bachelor of Physical Therapy, Bachelor of Occupational Therapy and Bachelor of Prosthetics & Orthotics. The institute also has a Workshop for the fabrication of Orthotic and Prosthetic appliances including callipers, splints, artificial limbs, surgical boots and customized wooden furniture for the persons with different types of locomotor impairments. Besides this, out-patient clinical services in Physical Therapy, Occupational Therapy and Speech Therapy and Social, Psychological and Vocational Counselling Services to the persons with disabilities are also available at the institute.

The Institute has a well equipped Library to cater to the literary and academic needs of Occupational Therapy, Physical Therapy, Prosthetics and Orthotics students and faculties/ users. For automation of library services, the Institute has taken various initiatives including computerization of library by using E-granthalaya software. There are 10431 titles of professional and non professional subjects and 10 professional Journals in the field of OT/PT/POE are subscribed in the library. The library is providing reference service, Internet facility, and photocopy services to its users.

1.2 Objectives of the Study

The following objectives of this study are framed to investigate the:
1. Users' purposes to visit the library;
2. Users' Frequency of library visit;
3. Users' opinion towards usefulness of library resources;
4. User's Preferred format for information for them; and
5. User's Satisfaction level towards various library dimensions.

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1.3 Methodology

In this survey based study a structured questionnaire developed by the investigator was used as a data collection tool from the selected sample group. The scope of the study is confined to the users of IPH Library. A total number of 130 Questionnaires were distributed to students, faculty members and researchers on purposive-cum-convenience basis, out of which 100 properly filled questionnaires were found suitable for analyses. The collected data were analyzed, tabulated and interpreted by employing appropriate statistical techniques.

1.4 Findings and Discussion

Table 1.

Purpose of Library Visit

Sc. No.	Your Library Visit for-	Respondents (%)
1	Newspapers & Magazines	75
2	Borrowing books	89
3	Reference material	25
4	Periodicals	43
5	Study/reading by sitting in Library	37

The purpose of Respondents of library visit is shown in the Table 1 which clearly indicates that 75 percent users visit the library to read Newspapers and Magazines followed by 89 percent who come to borrow books from the library while 25 percent use Reference Books, 43 percent consult Journals and 37 percent used to visit for sitting in the library for study. The multiple answers were allowed here.

Table 2.

Frequency of Library Visit

Sc. No.	Frequency of Library Visit	Respondents (%)
1	Daily	39
2	2-3 times/ week	23
3	Weekly	15
4	Fortnightly	12
5	Monthly	7
6	Occasionally	4
	Total	**100**

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The Table 2 indicates the frequency of library visit by the respondent users. It shows that 39 percent respondents daily visit the library while 23 percent come 2-3 times per week followed by 15 percent who used to visit the library weekly whereas 12 percent come after 15 days or fortnightly and 7 percent visit the library once in a month though 4 percent rarely visit the library.

Table 3.

Average Time Spent per Library Visit

Sc. No.	Time spent	Respondents (%)
1	Up to half an hour	34
2	Up to an hour	39
3	More than an hour	27
	Total	**100**

The Table 3 indicates the average time spent by the respondent users in the library. The 34 percent respondents generally spend up to half an hour during per library visit but 39 percent spend up to an hour per visit in the library while 27 percent of the total respondents spend more than an hour during their visit to the library.

Table 4.
Library Services Availed by You

Sc. No.	Services Availed by you	Yes	No	Don't Know
1	Reference Service	4	64	32
2	Current Awareness Service (CAS) (Information about latest library activities)	9	67	24
3	Selective Dissemination of Information Service (SDI)	-	42	58
4	Inter Library Loan Service (ILL)	2	35	63
5	Translation Service.	-	58	42
6	Internet Service	62	38	-
7	Photocopying Service	64	36	-

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The questions related to library services other than borrowing and reading/ consulting of reading materials were asked to know the use and awareness of these services by the respondents. A detailed view is given in the Table 4 regarding the services for which questions were asked and the responses received in this regard shows that almost users mainly avail the Internet i.e. 62 percent and Photocopying Service by 64 percent participants in the library followed by Current Awareness Service (CAS) and Reference Service and very limited number of users use Inter Library Loan Service (ILL). However, Selective Dissemination of Information Service (SDI) and Translation services are found to be absent from the scenario as per participants' responses.

Table 5.

Satisfaction Level towards various library Dimensions

Sc. No.	*Various Library Dimensions*	Good	Average	Poor
1	*Collection in your subject*	58	45	7
2	Loan Period	45	50	5
3	Staff Cooperation	27	69	4
4	Reading Atmosphere	57	36	7
5	*Library Timings*	62	35	3

The Table 5 gives a picture about the satisfaction level of user participants towards various library dimensions such as collection in their specific subject, loan period, staff- cooperation etc. The data analysis of the responses received from the participants shows on an average fifty -fifty ratios between the scales of Good and Average and very few have Poor level of satisfaction towards these dimensions of the library as the opinion/scaling towards library timings of 62 percent is Good but of 35 percent participants it is average and only 3 percent keeps under poor category.

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Table 6.

Your Preferred Format to get Relevant Information

Sc. No.	Preferred Format	Respondents (%)
1	Print Document	42
2	Electronic or E-text	19
3	Both	39
	Total	100

In the present web age users interact with digital resources of information and use internet as a good source of information. Therefore, number of participants preferred Electronic or E-format rather than printed format. In this study the table 6 shows that 42 percent preferred print document while 19 percent participants' first choice is Electronic or E-text. However, 39 percent like both the formats simultaneously.

Table 7.

Need for Orientation Programme about library Resources and Services

Sc. No.	Need for Orientation Programme	Respondents (%)
1	Yes	89
2	No	11
	Total	100

The table 7 depicts the need for Orientation Programme to provide information about the resources and services of the library that is felt by 89 percent participants whereas 11 percent think that it is not required.

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1.5   Conclusion

The outcome in this study from data analysis shows that the users including students, faculty members and researchers mainly use borrowing facility in the library and have mix opinion about resources and services of IPH library. Though, almost users are more or less satisfied in terms of library collection and services but however, some want more Electronic or E- resources of information may be included in the library as this is their preferred format. In nutshell, the library is providing services on the set track of past practices with some slight additions in the name of Information Communication Technology (ICT) advancements and that is insufficient. The all concerned including administration need to visualise the demand of the hour that is new technology and methods need to be introduced in to the library services. Since the library is no longer a store house of stack of books, newspapers and magazines etc. but much more beyond that. Therefore, it is suggested that provision of Current Awareness Service (CAS), Selective Dissemination of Information (SDI), Inter-Library Loan (ILL) Services and specially Reference Service in the library not only on demand but also in anticipation of demand will maximize the use of library resources. Besides this, the good collection and services of a well equipped library communicate with users through User Orientation Programme of the library, therefore, User Orientation Programme must be there on regular basis. At last, it is concluded that these services will undoubtedly enhance the library's utility even in this web age.

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