

An Evaluation of Collection Development and Reader's Services at IIT Library, Bombay

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Abstract

Mentions briefly about the establishment of Indian Institute of Technology (IIT), Bombay and its library. Describes the methodology used for gathering information. Discusses the acquisition, use and adequacy of library collection. Examines user awareness about various library services and their usefulness. Provides users' and librarian's suggestions about collection and services.

1. INTRODUCTION

Indian Institute of Technology (IIT), Bombay, as recommended by the Sarkar Committee, was established in the western region of the country in 1958 with the co-operation and participation of UNESCO utilising substantial assistance from the then Government of USSR. It is situated at Powai, in a campus, extending over an area of 550 acres (220 hectares) amidst picturesque surroundings with Vihar and Powai Lakes on either side. There are 13 departments and 14 centres, having a total student strength of 2,200. Out of which 998 are undergoing postgraduate courses and doing research. The faculty strength is 380.

The library of IIT Bombay was established in the year 1958. The annual book budget (including periodicals) for the year 1991-92 was Rs 1.63 crores. By the end of March 1996, it had a collection of over 337,000 documents and subscribed to 1,210 periodicals.

2. METHODOLOGY

For data collection, two questionnaires (one each for the librarian and the users) were designed. Both the questionnaires were tested by conducting a pilot study at IIT Library, Delhi.

Suitable suggestions made by the Librarian and the users were considered while finalising these questionnaires. Librarian's questionnaire was sent through mail. Two reminders were sent but no response was received, then the help was sought from a Delhi based research scholar, who acted as an agent. He was given another set of questionnaire for the Librarian who filled up the same.

At the same time, questionnaire for users were also distributed by the same agent among postgraduate students (PG) and research scholars (RS). He was briefed by the investigator about the purposes of survey and answers to the possible queries of the users. Questionnaires to the faculty members (FM) were mailed directly along with a request letter. Persuasion and follow up action was taken by the agent and 55 per cent response was received from FM. When the questionnaires were distributed, the library was in the initial stage of computerisation. But later on with the emerging needs, various library operations were computerised. Therefore, recently a third questionnaire on Computerisation of Library was designed and the same was mailed to the Librarian in June 1997. Reminders were sent through e-mail and the data was thus collected.

Table 1 reveals that sample size for distribution of questionnaires among FM was

including annual reports, etc. have also been used.

Table 1: Size of population, number of questionnaires distributed and response received

Categories of Users	Population size	Questionnaire Distributed	Responses Received
FM	380	78 (20.5)	43 (55.15)
Students	998	102 (10.2)	75 (73.3)
Total	1,378	180 (13)	118 (65.5)

Figure in parenthesis is percentage

20.5 per cent and students 10.2 per cent of their respective population size. The response rate for FM and students was 55 per cent and 73 per cent respectively. It was calculated on the basis of questionnaires distributed under each respective category.

A total of 180 questionnaires (Table 1) were distributed among the users, 118 (65.5 per cent) filled in questionnaires, consisting of 43 (55.1 per cent) FM and 75 (73.5 per cent) students were received back. The study focuses on a group of users involved in the advancement of knowledge, teaching and research, therefore, undergraduate students were excluded.

The analysis in the following pages is based on responses received from the librarian and 118 users. In addition, official records of the library and Institute like files, records, reports

3. Collection Development

3.1 Acquisition

Library collection is being developed on the recommendation of various departments of the Institute. However, the librarian and his staff also select books under the categories of generalia and reference books. Every department can make recommendation for purchase of books within its allocated amount. Books are acquired through publishers and agents. These are also procured through exhibitions, organised periodically by publishers and book sellers. This method besides helping in acquisition, also results in creating awareness among users about new publications. Institutional and serial publications, including annuals are acquired on standing order basis. It is a depository library for NASA, and Indian

Table 2: Acquisition of documents

Acquisition	Faculty Members			Students		
	Yes	No	NR	Yes	No	NR
A General						
Requests Made	42 (97.6)	1 (2.3)	—	34 (45.3)	36 (48.0)	5 (6.6)
Requests Attended	36 (85.7)	6 (14.2)	—	20 (58.8)	14 (41.1)	—
B Periodicals						
Satisfaction with No. of Periodicals Subscribed	35 (81.3)	8 (18.6)	—	7 (9.3)	65 (86.6)	3 (4.0)
Periodicals Relevant to Research	41 (95.3)	2 (4.6)	—	71 (94.6)	1 (1.3)	3 (4.0)

Figure in parenthesis is percentage

Patents, in addition to its own institutional publications.

3.1.1 Users' Opinion

The response regarding users' requests for purpose of documents needed by them and action taken by the library has been analysed in Table 2 which reveals that majority of FM request the library for purchase of documents and the library takes care of such requisitions. However, such requests made by students have been comparatively less. About the number of periodicals subscribed to by the library, satisfaction is far more among FM. As regards relevance of these periodicals both categories of users have found subscribed periodicals to be most relevant but majority of the students are not satisfied with number of periodicals subscribed.

3.2 Growth

Collection has grown over a period of time (Table 3) which reveals maximum growth during 1961/62-1965/66 with an average annual increase of 27.73 per cent. Subsequent period has shown a decreasing growth trends with

minor variations during 1978/79-1982/83 and 1987/88-1989/90. However, later an increase in growth of document collection has been witnessed during 1989/90-1990/91. Over the total period of 34 years, the collection has grown at an average rate of 7.19 per cent.

3.3 Periodicals, their Acquisition and Growth

Periodicals form the backbone of the library. Financially it has been very difficult to continue even the same number of subscriptions without getting additional funds every year. Table 4 reveals continuous growth in the number of periodicals subscribed until 1989/90, though, at varying rate. Maximum average growth (5.68) has been exhibited during 1970/71-1975/76, thereafter, by and large there has been a decreasing trend of growth. The annual average growth over the period of 34 years (1961/62-1994/95), shows that during the last two years, the subscription of periodicals has been substantially reduced, bringing an overall decline in the rate of growth to 0.74 per cent per annum.

Table 3: Growth of document collection during 1961/62 - 1994/95

Year	Total No. of Documents	Additions	% Growth	Avg Annual % Growth
1961/62	30,202	—	—	—
1965/66	63,708	33,506	110.93	27.73
1970/71	1,02,026	38,318	60.14	12.02
1975/76	1,44,390	42,364	41.52	8.30
1978/79	1,70,547	26,157	18.11	6.03
1982/83	2,12,377	41,830	24.52	6.13
1985/86	2,47,255	34,878	16.42	5.47
1987/88	2,63,044	15,789	6.38	3.19
1989/90	2,82,337	19,293	7.33	3.66
1990/91	2,98,759	16,422	5.81	5.81
1991/92	3,08,799	10,040	3.36	3.36
1993/94	3,24,458	15,659	5.07	2.53
1994/95	3,31,203	6,745	2.07	2.07

Annual Average Percentage Growth (Over the period of 34 years) = $86.30/12 = 7.19$

Table 4: Growth in number of periodicals subscribed during 1960/61 - 1994/95

Year	No. of periodicals subscribed	Increase/Decrease	% Growth	Avg annual % growth
1960/61	751	—	—	—
1965/66	795	44	5.85	1.17
1970/71	960	165	20.75	4.15
1975/76	1,233	273	28.43	5.68
1978/79	1,429	196	15.89	5.29
1982/83	1,650	221	15.45	3.86
1985/86	1,722	72	4.36	1.45
1987/88	1,731	9	0.52	0.26
1989/90	1,746	15	0.86	0.43
1990/91	1,727	-19	-1.08	-1.08
1991/92	1,729	2	0.11	0.11
1993/94	1,301	-428	-24.75	-12.37
1994/95	1,070	-231	-17.75	-17.75

Annual average percentage growth (Over the period of 34 years) = $-8.91/12 = -0.74\%$

In view of the shortage of funds, the library makes requests from year to year to the academic community to drop some periodicals for which they normally do not agree. Under such circumstances, the librarians have been deleting less used periodicals to meet the financial crisis to some extent.

3.4 Use

Periodicals (Table 5) are used frequently by all the FM. Other categories of documents, used frequently by them, in the order of priority are general books (83.6%), reference books (81.3%), seminar/conference papers (81.3%), text books (48.8%) and reports (41.7%). The other categories like patents/standards, theses/dissertations, non-book materials and maps/diagrams/ charts, etc., are used by a very low percentage of FM. A very high percentage of students (93.3%) use text books frequently, followed by reference books (86.6%) and periodicals (84%). Majority of students rarely use general books, reports, patents/standards, theses/dissertations, seminars/conference papers, non-book materials and maps/diagrams/charts, etc.

3.5 Adequacy

Table 6 reveals that the collection of general books, text books, reference books, periodicals,

seminars/conference papers are considered to be adequate by majority of the users. However, the collection of other categories namely, reports, patents/standards, theses/dissertations, maps/charts/diagrams, etc. are also regarded adequate by students but majority of FM have not given their opinion about these as well as non-book materials.

4. READER'S SERVICES

The library provides various kinds of services (Table 7) to its users. In addition, it also provides book bank and document tracing service (not listed in the Table).

4.1 User Awareness of Library Services

Reader's services have been grouped under nine categories and user's response about their awareness has been presented in Table 7 which reveals that all the FM were aware about the provision of photocopying and interlibrary loan services. Majority of them were also aware about other services like reference (97.6%), lending (95.3%), bibliographical (95.3%), CAS (88.3%), and translation (60.4%). However, among students, majority of them were aware of the provision of lending (93.3%), photocopying (89.3%), reference (82.6%) and inter-library loan (52%).

Table 5: Frequency of use of different categories of documents

Categories of Documents	Faculty Members				Students			
	MF	F	R	NR	MF	F	R	NR
General Books	9 (20.9)	27 (62.7)	7 (16.2)	—	—	26 (34.6)	43 (57.3)	6 (8.0)
Text Book	1 (2.3)	20 (46.5)	17 (39.5)	5 (11.6)	30 (40.0)	40 (53.3)	5 (6.6)	—
Reference Books	14 (32.5)	21 (48.8)	6 (13.9)	2 (4.6)	27 (36.0)	38 (50.6)	8 (10.6)	2 (2.6)
Periodicals	40 (93.0)	3 (6.9)	—	—	36 (48.0)	27 (36.0)	9 (12.0)	3 (4.0)
Reports	3 (6.9)	15 (34.8)	25 (58.1)	—	7 (9.3)	22 (29.3)	39 (52.0)	7 (9.3)
Patents/Standards	1 (2.3)	5 (11.6)	30 (69.7)	7 (16.2)	3 (4.0)	10 (13.3)	44 (58.6)	18 (24.0)
Theses/Dissertations	1 (2.3)	8 (18.6)	26 (60.4)	8 (18.6)	3 (4.0)	23 (30.6)	40 (53.3)	9 (12.0)
Seminar/ Conf. Papers	17 (39.5)	18 (41.8)	7 (16.2)	1 (2.3)	1 (1.3)	21 (28.0)	41 (54.6)	12 (16.0)
Non-Book Materials	—	2 (4.6)	26 (60.4)	15 (34.8)	—	4 (5.3)	59 (78.6)	12 (16.0)
Maps/Diagrams/ Charts, etc.	2 (4.6)	5 (11.6)	27 (62.7)	9 (20.9)	—	4 (5.3)	49 (65.3)	22 (29.3)

MF Most Frequently; F Frequently; R Rarely; NR No Response

Figure in parenthesis is percentage

4.2 Lending Service

Lending service has been recently computerised and the library is using bar-code. Books are issued to all members but periodicals, reference books, standards, specifications, technical reports, educational films and photocopies are issued on restricted basis to FM and other staff members. Documents like annual reports, theses, dissertations, microfilms, videos, floppies and CD-ROMs, etc., are not issued.

Periodicals, bound, current (except latest), and indexing and abstracting are loaned out to FM. Students, research scholars get this facility on limited basis (Table 8).

4.2.1 Reservation Facility

Users' opinion on the availability of reservation facility, for books which are already issued to some other members, has been analysed in Table 9 which reveals that according to majority of users (93% FM and 77.3% students) reservation of documents facility is provided to them.

4.2.2 Alternative Methods Adopted to Procure the Documents

In the event of non-availability of the needed documents, the users acquire them by using different methods.

Table 10 reveals that out of all methods, self purchasing and requesting the library for purchase are the most frequently adopted

Table 6: Rating of adequacy of collection

Categories of Documents	Faculty members				Students			
	MA	A	I	NR	MA	A	I	NR
General Books	16 (37.2)	22 (51.1)	4 (9.3)	1 (2.3)	2 (2.6)	54 (72.0)	11 (14.6)	8 (10.6)
Text Books	2 (4.6)	24 (55.5)	13 (30.2)	4 (9.3)	31 (41.3)	38 (50.6)	4 (5.3)	2 (2.6)
Reference Books	9 (20.9)	26 (60.4)	7 (16.2)	1 (2.3)	17 (22.6)	50 (66.6)	7 (9.3)	1 (1.3)
Periodicals	19 (44.1)	22 (51.1)	1 (2.3)	1 (2.3)	10 (13.3)	56 (74.6)	6 (8.0)	3 (4.0)
Reports	—	5 (11.6)	20 (46.5)	18 (41.8)	12 (16.0)	44 (58.6)	16 (21.3)	3 (4.0)
Patents/Standards	—	—	15 (34.8)	28 (65.1)	13 (17.3)	35 (46.6)	21 (28.0)	6 (8.0)
Theses/Dissertations	—	9 (20.9)	10 (23.2)	24 (55.8)	11 (14.6)	43 (57.3)	17 (22.6)	4 (5.3)
Seminar/ Conf. Papers	10 (23.2)	32 (74.4)	1 (2.3)	—	—	34 (45.3)	18 (24.0)	23 (30.6)
Non-Book Materials	—	3 (6.9)	15 (34.9)	25 (58.0)	3 (4.0)	10 (13.3)	49 (65.3)	13 (17.3)
Maps/Diagrams/Charts, etc.	—	—	9 (20.9)	34 (79.0)	5 (6.6)	23 (30.6)	23 (30.6)	24 (32.0)

MA Most Adequately; A Adequately; I Inadequate; NR No Response

Figure in parenthesis is percentage

methods by FM, whereas in case of students the method of borrowing personally from other libraries followed by self purchase are preferred. Interlibrary loan receives least preference among students but majority of FM use this method frequently. A fairly high percentage of FM as compared to students, abandon the search.

4.3 Interlibrary Loan (ILL)

Library maintains Interlibrary co-operation with local libraries viz. BARC, TIFR, University of Bombay, etc., and has established a courier service with these libraries. Data for ILL has been maintained since 1974. Table 11 reveals that borrowings have been more than the lending. Library during 1974/75-1994/95 had

borrowed a total of 2,416 books and lent out 1,231 i.e., on an average 241 documents have been borrowed and 123 have been lent out annually.

4.3.1 Time Taken to Procure the Document and User Satisfaction

The average time taken by the library, in borrowing the documents has been analysed in Table 12. It reveals that majority of the FM are of the view that the library takes a week or more therefore, they are dissatisfied. Among students, majority of them have not responded, probably very few of them are using this service. On interaction with the students, it was found that the library staff does not encourage provision of ILL service to them.

Table 7: User awareness of services provided by the Library

Library Services	Faculty Members			Students		
	Yes	No	NR	Yes	No	NR
Lending/ Circulation	41 (95.3)	1 (2.3)	1 (2.3)	70 (93.3)	3 (4.0)	2 (2.6)
Inter-Library Loan	43 (100.0)	—	—	39 (52.0)	34 (45.3)	2 (2.6)
Reference	42 (97.6)	—	1 (2.3)	62 (82.6)	10 (13.3)	3 (4.0)
Bibliographical	41 (95.3)	2 (4.6)	—	24 (32.0)	43 (57.3)	8 (10.6)
CAS	38 (88.3)	2 (4.6)	3 (6.9)	25 (33.3)	35 (46.6)	15 (20.0)
SDI	2 (4.6)	30 (69.7)	11 (25.5)	—	67 (89.3)	8 (10.6)
Indexing/Abstracting	3 (6.9)	36 (83.7)	4 (9.3)	2 (2.6)	45 (60.0)	28 (37.3)
Photocopying	43 (100.0)	—	—	67 (89.3)	4 (5.3)	4 (5.3)
Translation	26 (60.4)	15 (34.8)	2 (4.6)	—	62 (82.6)	13 (17.3)

NR No Response

Figure in parenthesis is percentage

Table 8: Users' response about lending of periodicals

Lending of Periodicals	Faculty Members			Students		
	Yes	No	NR	Yes	No	NR
Current	23 (53.4)	19 (44.1)	1 (2.3)	3 (4.0)	29 (38.6)	43 (57.3)
Back Volumes	42 (97.6)	—	1 (2.3)	26 (34.6)	7 (9.3)	42 (56.0)
Indexing/Abstracting	10 (23.2)	21 (48.8)	12 (27.9)	1 (1.3)	11 (14.6)	63 (84.0)

NR No Response

Figure in parenthesis is percentage

4.4 Reference Service

Library provides reference service in anticipation as well as on demand. Besides

attending to regular reference queries, it also keeps the departments informed about the national/international events in their concerned

Table 9: Document reservation facility

Categories of Respondents	Provision of reservation facility		
	Yes	No	NR
Faculty Members	40 (93.0)	1 (2.3)	2 (4.6)
Students	58 (77.3)	14 (18.6)	3 (4.0)

NR No Response

Figure in parenthesis is percentage

Table 10: Frequency of alternative methods adopted to procure the documents not available in the library

Alternative Methods	Faculty Members				Students			
	MF	F	R	NR	MF	F	R	NR
Requesting the Library for Purchase	9 (20.9)	22 (51.1)	8 (18.6)	4 (9.3)	—	11 (14.6)	42 (56.0)	22 (29.3)
Requesting the Library to Get on ILL	8 (18.6)	16 (37.2)	16 (37.2)	3 (6.9)	—	1 (1.3)	43 (57.3)	31 (41.3)
Borrowing Personally from other Libraries	—	2 (4.6)	23 (53.4)	18 (41.8)	16 (21.3)	41 (54.6)	18 (24.0)	—
Purchasing by Oneself	12 (27.9)	23 (53.4)	5 (11.6)	3 (6.9)	1 (1.3)	25 (33.3)	28 (37.3)	21 (28.0)
Abandoning the Search	4 (9.3)	14 (32.5)	9 (20.9)	16 (37.2)	6 (8.0)	3 (4.0)	46 (61.3)	20 (26.6)

MF Most Frequently; F Frequently; R Rarely; NR No Response

Figure in parenthesis is percentage

area. It also keeps the readers alert and informed about latest reference books acquired, through "Ref-Alert" provides CD-ROM searches from "Oxford English Dictionary" and "McGraw-Hill Encyclopaedia of Science and Technology" Library serves as the Western Regional Information Centre for the International Geosphere Biosphere Programme (IGBP). It also helps to use Current Contents, being received on diskette since Jan 1992 along with hard copies. Reference service includes various kinds of help which a user can expect from the Reference Department.

Maximum number (Table 13) of users have mentioned that the library does not provide an

Orientation Programme as well as help to use bibliographical sources, but provision of other types of reference service has been confirmed by majority of them. Majority of students pointed out that the help to search specific information is not provided.

4.4.1 Attitude of Reference Staff and User Satisfaction

Table 14 reveals that majority of the users (60.4% FM and 57.3% students) consider that the attitude of the staff is helpful.

Majority of users (79% FM and 48% students) (Table 15) are satisfied with the

Table 11: Number of documents borrowed and lent out during 1974/75 - 1994/95

Year	Number of documents borrowed	Number of documents lent out
1974/75	120	58
1978/79	387	95
1982/83	460	125
1985/86	187	125
1987/88	116	174
1989/90	289	119
1990/91	170	179
1991/92	294	136
1993/94	161	112
1994/95	232	108
Total	2,416 (Avg 241)	1,231 (Avg 123)

Table 12: Time taken to procure the document

Categories of Respondents	Average Time Taken			
	Less than One Week	One Week	More than One Week	NR
Faculty Members	6 (13.9)	20 (46.5)	14 (32.5)	3 (6.9)
Students	2 (2.6)	—	19 (25.3)	54 (72.0)

NR No Response

Figure in parenthesis is percentage

Table 13: Users' response about provision of different types of reference service

Types of Reference Service	Faculty Members			Students		
	Yes	No	NR	Yes	No	NR
Provision of Orientation Programme	9 (20.9)	32 (74.4)	2 (4.6)	28 (37.3)	40 (53.3)	7 (9.3)
Help to Search the Documents	42 (97.6)	—	1 (2.3)	45 (60.0)	25 (33.3)	5 (6.6)
Help to Use the Reference Sources	39 (90.6)	2 (4.6)	2 (4.6)	43 (57.3)	30 (40.0)	2 (2.6)
Help to Use Bibliographical Sources	9 (20.9)	23 (53.4)	11 (25.5)	16 (21.3)	42 (56.0)	17 (22.6)
Help to Search the Specific Information	19 (44.1)	17 (39.5)	7 (16.2)	3 (4.0)	64 (85.3)	8 (10.6)

NR No Response

Figure in parenthesis is percentage

Table 14: Rating of the attitude of reference staff

Categories of Respondents	Rating of the Attitude of Reference Staff			
	MH	H	NH	NR
Faculty Members	13 (30.2)	26 (60.4)	3 (6.9)	1 (2.3)
Students	8 (10.6)	43 (57.3)	17 (22.6)	7 (9.3)

MH Most Helpful; H Helpful; NH Not Helpful; NR No Response

Figure in parenthesis is percentage

Table 15: User satisfaction of services provided by reference department

Categories of Respondents	User Satisfaction		
	S	NS	NR
Faculty Members	34 (79.0)	6 (13.9)	3 (6.9)
Students	36 (48.0)	32 (42.6)	7 (9.3)

S Satisfied; NS Not Satisfied; NR No Response

Figure in parenthesis is percentage

services provided by the Reference Department.

4.5 Bibliographical Service

Bibliographies are prepared for the FM on demand. However, on special occasions, topical bibliographies are also compiled on their own. Students' requests for compilation of bibliographies are also met when received through the concerned department.

4.6 Current Awareness Service (CAS)

Library organises weekly display of newly added books. Current periodicals are displayed by broad subject grouping on 1st floor. For user awareness, book exhibitions displaying the latest arrivals are also organised by booksellers and publishers from time to time. Library displays some current information on notice board, like important newspaper clippings, list of selected articles published by FM, list of special issues of journals, etc.

4.6.1 Publications for User Awareness

Library alerts the readers about latest reference books through 'Ref Alert' and standards through 'Standards Alert Monthly'.

Library also brings out annually the 'Catalogue of Current Periodicals'. 'New Additions List', a monthly service is published and sent to all departments for their awareness. It includes new books, gift documents (like annual reports), faculty publications, patents, photocopies for selected articles, reports, standards, etc.

4.6.2 Users' Response to Different Types of CAS

Users' response on the provision of different types of CAS and their satisfaction have been analysed in Table 16.

Display of periodicals has been confirmed by a large majority of users. Provision of CAS Bulletin has also been confirmed by most of the FM but on the contrary most of the students mentioned that the library does not provide this service. With regard to satisfaction with CAS majority of the FM are satisfied but majority of the students are not satisfied.

4.7 Selective Dissemination of Information (SDI)

SDI is a personalised information service which was not provided by the library at the

Table 16: Users' response to provision and satisfaction to different types of CAS provided by the library

Types of CAS	Faculty Members			Students		
	Yes	No	NR	Yes	No	NR
Display of Periodicals	43 (100.0)	—	—	63 (84.0)	9 (12.0)	3 (4.0)
Provision of CAS Bulletin	31 (72.0)	6 (13.9)	6 (13.9)	4 (5.3)	47 (62.6)	24 (32.0)
Satisfaction with CAS	27 (62.7)	7 (16.2)	9 (20.9)	10 (13.3)	36 (48.0)	29 (38.6)

NR No Response

Figure in parenthesis is percentage

Table 17: Average time taken for photocopying service provided by the library

Categories of Respondents	Average time taken				
	Less than one hour	Few hours	One day	More than one day	NR
Faculty Members	29 (67.4)	11 (25.5)	2 (4.6)	1 (2.3)	—
Students	25 (33.3)	24 (32.0)	21 (28.0)	4 (5.3)	1 (1.3)

NR No Response

Figure in parenthesis is percentage

time of the original survey. But now it is being provided using computers.

4.8 Indexing/Abstracting Services

According to majority of the users, no Indexing/Abstracting (I/A) service is being prepared by the library.

4.9 Reprographic Services

Photocopying service is available Monday to Friday during working hours and only library material is permitted for photocopying. Library has two self operating Xerox machines available for the students in Xerox room where they can avail the facility at the rate of Rs 0.25 per exposure (A4 size). Xerox copies of articles from the library journals are provided by the library at the rate of Rs 0.50 per exposure. A canon Xerox machine is reserved to provide this facility free of charge to FM and staff (academic/technical) of the equivalent cadre. Library is also providing microfilming facilities.

A separate catalogue is maintained for educational films to be used within the library by the students. However, these films are issued to the FM and departments.

4.9.1 Photocopying Service

Users' opinion on the average time taken to get the photocopying work (10-15 exposures taken as a standard unit) from the library analysed in Table 17 reveals that majority of the users (67.4% FM and 33.3% students) have indicated that library takes less than one hour.

This service is also available from commercial agencies located on the campus. Responses provided by the users have been given in Table 18.

The analysis reveals that the majority of users (69.7% FM and 85.3 students) are also using the services provided by the commercial agency. Comparison of the service provided by the library and commercial agency in terms of quality of work, money charged and time taken

Table 18: Availing of photocopying service provided by the commercial agency

Categories of Respondents	Availing of Commercial Services		
	Yes	No	NR
Faculty Members	30 (69.7)	11 (25.5)	2 (4.6)
Students	64 (85.3)	11 (14.6)	—

NR No Response

Figure in parenthesis is percentage

has been provided in Table 19 which reveals that maximum number of users have stated that the library provided the same quality of work by charging less money. However, opinion differs as far as time taken is concerned. Majority of FM have stated that library takes less time

Users opinion on use of literature in foreign languages, quality of translation work and time taken has been revealed in the Table 20 where data indicates that a majority of users are unable to use foreign language literature on their own. Provision of help by the library for

Table 19: Rating of photocopying services provided by the library in relation to commercial agency

Opinion About	Faculty Members				Students			
	Better/More	Same	Poor/Less	NR	Better/More	Same	Poor/Less	NR
Quality of Work	14 (32.5)	17 (39.5)	3 (6.9)	9 (20.9)	13 (17.3)	24 (32.0)	17 (22.6)	21 (28.0)
Money Charged	5 (11.6)	7 (16.2)	13 (30.2)	18 (41.8)	10 (13.3)	23 (30.6)	29 (38.6)	13 (17.3)
Time Taken	6 (13.9)	7 (16.2)	13 (30.2)	17 (39.5)	20 (26.6)	24 (32.0)	18 (24.0)	13 (17.3)

NR No Response

Figure in parenthesis is percentage

whereas, according to majority of the students, time taken is the same.

4.9.2 Microform Reproduction Service

The availability of reproduction facility of documents into Microform is not available according to the most of the users. However, students have expressed the need for its provision.

4.10 Translation Service

Translation service is not a regular service of the library, however, when needed, translation of documents is arranged through outside agencies like INSDOC.

translation has been expressed only by FM. Therefore, questions on quality of translation work and average time taken have been responded by FM only, showing a low level satisfaction on both these aspects.

4.11 Book Bank Service

Library provides book bank service through its Technology Lending Library (TLL, name used for Book Bank) to the needy students whose parental income is below the taxable limit. Library also has a special collection of books for students belonging to SC/ST group. Besides these facilities, books recommended by faculty for different courses are kept in the collection termed as 'Study Room's Books'. These books

Table 20: Users' response to use of foreign language literature and provision of translation facility

Translation Facility	Faculty Members			Students		
	Yes	No	NR	Yes	No	NR
Use of Foreign Language Literature	14 (32.5)	25 (58.1)	4 (9.3)	—	43 (57.3)	32 (42.6)
Help Provided by Library for Translation Work	9 (20.9)	7 (16.2)	27 (62.7)	—	39 (52.0)	36 (48.0)
Satisfaction with Quality of Translation Work	5 (11.6)	4 (9.3)	34 (79.0)	—	—	75 (100.0)
Satisfaction with Time Taken for Translation Work	2 (4.6)	6 (13.9)	35 (81.3)	—	—	75 (100.0)

NR No Response

Figure in parenthesis is percentage

can be borrowed for reading by any one, within the library against the identity card.

A separate catalogue of such books is maintained and kept near the issue counter.

5. USEFULNESS OF SERVICES

Users' opinion on the extent of usefulness of various reader's services has been analysed in Table 21.

Data reveals that services like lending, interlibrary loan, reference, photocopying and to some extent bibliographical and current awareness are regarded as useful by majority of the users. The SDI and I/A services are not being provided by the library, therefore, a large majority of the users have not responded about these services. However, a few who responded mistakenly have probably responded on the basis of commercial services acquired by the library. Majority of FM (37.2%) have found translation service given through the library not useful.

6. COMPUTER APPLICATION

The computer was introduced in the library in 1989. Presently the IIT library possess 12 PCs a file server (Pentium 120 Mzh—32 MB RAM—2.4 GB hard disc) with 21 nodes and 11 printers. In addition, the library has 2 CD-ROM work stations with CD-ROM double speed drive and printers. IIT/LAN has been implemented, thus making OPAC, accessible within and outside the library at all times. The service

Contents Alert is being sent through E-mail to FM. The library has computerised the acquisition and processing of books and periodicals, the circulation activities and reference service. The library has 2 barcode laser scanners and provided 4 terminals for readers to access 'Mehman' i.e. Library's Online Public Access Catalogue (OPAC). Mehman provides access to bibliographic records of books and bounds volume of periodicals. The library has created a bibliographic databases for books, bound volumes of periodicals, faculty publications and membership records.

7. USERS' OVERALL ASSESSMENT

The overall opinion on various aspects like collection, reader's services and attitude of staff towards users, etc. have been sought with a view to find out users' assessment on these aspects. (Table 22).

Library Collection (72.1% FM and 94.6% students) has been assessed to be good by a high majority of users. There is a difference of opinion about library services and attitude of library staff towards users. Majority of students (84%) and FM (51.1%) consider the service to be good. Over 65% FM have mentioned the attitude of library staff towards users to be good, whereas majority of students (48.8%) felt that the attitude of staff towards them was poor.

Users' opinion about growth and development of library collection and services

Table 21: Extent of usefulness of services

Library Services	Faculty Members				Students			
	MU	U	NU	NR	MU	U	NU	NR
Lending/Circulation	8 (18.6)	29 (67.4)	3 (6.9)	3 (6.9)	59 (78.6)	16 (21.3)	—	—
Interlibrary Loan	30 (69.7)	11 (25.5)	1 (2.3)	1 (2.3)	2 (2.6)	33 (44.0)	16 (21.3)	24 (32.0)
Reference	4 (9.3)	35 (81.3)	3 (6.9)	1 (2.3)	38 (50.6)	36 (48.0)	1 (1.3)	—
Bibliographical	15 (34.8)	22 (51.1)	3 (6.9)	3 (6.9)	4 (5.3)	21 (28.0)	20 (26.6)	30 (40.0)
CAS	18 (41.8)	21 (48.8)	4 (9.3)	—	2 (2.6)	19 (25.3)	14 (18.6)	40 (53.3)
SDI	2 (4.6)	1 (2.3)	—	40 (93.0)	—	1 (1.3)	1 (1.3)	73 (97.3)
Indexing/Abstracting	1 (2.3)	2 (4.6)	—	40 (93.0)	13 (17.3)	8 (10.6)	7 (9.3)	47 (62.6)
Photocopying	30 (69.7)	9 (20.9)	4 (9.3)	—	47 (62.6)	17 (22.6)	8 (10.6)	3 (4.0)
Translation	7 (16.2)	12 (27.9)	16 (37.2)	8 (18.6)	—	—	5 (6.6)	70 (93.3)

MU Most Useful; U Useful; NU Not Useful; NR No Response

Figure in parenthesis is percentage

Table 22: Rating of Collection, Reader's Services and Attitude of Library Staff towards Users

Opinion About	Faculty Members				Students			
	VG	G	P	NR	VG	G	P	NR
Library Collection	9 (20.9)	22 (51.2)	12 (27.9)	—	26 (34.6)	45 (60.0)	4 (5.3)	—
Library Services	6 (13.9)	16 (37.2)	17 (39.5)	4 (9.3)	15 (20.0)	48 (64.0)	10 (13.3)	2 (2.6)
Attitude of Staff Towards Its Users	4 (9.3)	24 (55.8)	10 (23.2)	5 (11.6)	5 (6.6)	30 (40.0)	36 (48.0)	4 (5.3)

VG Very Good; G Good; P Poor; NR No Response

Figure in parenthesis is percentage

has been sought during the period of past five years (survey was conducted in 1992) which reveals that library collection is improving qualitatively and increasing quantitatively within

the limited resources, though at a slow pace. Services are also improving with the computerisation of library.

8. SUGGESTIONS

8.1 Librarian

According to the library staff, IIT libraries have been increasingly facing acute problems of budget. Devaluation of the rupee value, escalating rise in cost of books and subscription of journals, increasing needs of users, multidisciplinary research, etc. have had an added impact. Therefore, greater need for Resource Sharing and Networking at local as well as national level has been emphasised. Exchange of content pages of journals and supply of journals and photocopies of articles among IITs has been suggested. Provision of consultation facilities to the members of participating libraries has also been mentioned. Need for more opportunities for better orientation and exposure of staff towards modern technology has been emphasised.

8.2 Users

A large number of users have suggested for addition of more periodicals particularly those of interdisciplinary nature. They have also mentioned that periodicals, least in use or no more demanded by the users to be deleted, after seeking approval of the concerned department and conducting a proper users' survey. They have warned against any arbitrary or hasty decision in this regard. Need for adopting certain cost-effective measures to overcome the financial constraints such as pooling of resources and co-operation among IIT or other similar libraries has been emphasised. Users have emphasised the need for more funds and further suggested that no budget cut be made from library budget especially from the periodicals funds.

Suggestions have been made for modernisation of library services. About

computer applications, installation of more computer terminals within the library to facilitate use of library facilities or services has been stressed. Users have suggested that the facility to access central computer from Departments to search current literature be provided. Need for inter linking the library through WAN/LAN to access information and also to avoid duplication of periodicals and other costly resources has been stressed. The same has now been implemented. Simultaneously networking of IIT libraries on priority basis has been suggested. To cope up with financial problems to some extent, suggestion has been made that literature search on computers may be done on payment basis especially when done for outside corporate organisations. Need for interlinking all important libraries in India and abroad via e-mail has been emphasised. Use of electronic devices like electronic doors or page detectors or bar-coding device to detect and check the pilferage of documents has also been suggested.

Need for orientation of professional staff towards latest developments as well as exposure to new information technological devices has been stressed. Users have suggested that staff must be sent to visit important libraries in India and abroad to improve upon the existing state of affairs and also to incorporate new technological devices, helpful to expedite the research or academic processes. Staff must be motivated to participate in the seminars/conferences/lectures/discussions, etc. So as to have proper exposure to latest professional advancements. They must be encouraged to improve their qualifications, competence and efficiency by attending various courses especially on newer technologies and programmes organised from time to time.

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