Users' Perception on Medical College Libraries' Systems and Services of Odisha

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ABSTRACT

Users are treated as the most important components of libraries, irrespective of types and size. After all libraries are established and maintained for them. The collection development in libraries is based on the needs of users and offers various library services to satisfy the information and document needs of users. The study found that the medical college libraries need to develop systems which will allow library professionals to quantitatively measure perceived quality, satisfaction, and loyalty towards library as well as the degree to which specific elements of a library's services, collections, and environment contribute to those perceptions.

Keywords: Users' perception, medical college libraries

1. INTRODUCTION

The changing technology, explosion of information and the transition of libraries from print to electronic have influenced the user behavior. Most of the libraries, especially academic libraries are continued to be hybrid (print and electronic) libraries. Compare to other academic libraries, medical college libraries need special attention in developing collection, systems and services, keeping the changing-needs and information seeking behavior of the users. The present study has undertaken a survey for assessing the exiting situation, perception and expectations of users in medical college of Odisha.

There are three government medical colleges in Odisha:

(1) Sriram Chandra Bhanja Medical College (SCB Medical College), Cuttack,

(2) Vir Surendra Sai Medical College (VSS Medical College), Burla, and

(3) Maharaja Krushna Chandra Gajapati Medical College (MKCG Medical College), Berhampur.

All three colleges offer undergraduate and postgraduate level courses. SCB Medical College, Cuttack, also offers Bachelor of Dental surgery (BDS) course.

The random sample of the survey includes 450 medical students, selected from three medical colleges, which includes both undergraduates and post-graduates, out of which 310 responded, wherein 30 students were included form each year of MBBS course in each college. Librarians of the colleges were interviewed using a structured questionnaire to collect data about their library. The libraries of these medical colleges are equipped with a good numbers of print resources such as books, journals, theses, research reports, etc. and electronic resources. The library of SCB Medical College, Cuttack has been designated as Resource Library (RL) under HELLIS Network, National Medical Library, sponsored by WHO. The library at VSS Medical College, Burla is considered as a part of the Health Internet Work (pilot project of Government of India) for networking of medical college libraries.

2. LITERATURE REVIEW

There are numbers of studies on users' perception and medical college library systems and services. Bhatt[1] examined the status of library services in medical colleges in Gujarat, which surveyed 13 medical colleges' libraries and found they are still in development stages where library automation is not encouraging and lacking in e-resources collection. Baikady and Mudhol[2] explored use of web resources in learning, teaching, clinical practice, and patient care and found that users prefer web-based resources over traditional library and users perceive

that web contains exhaustive information and is easy to use. Baskaran[3] revealed that maximum use of library is by faculty of science particularly scientific e-journals for preparing seminars, conferences and other assignments. Bashorun[4], *et al.* found that the frequency of use of electronic resources by teaching staff was low, as most of the faculty time is spent on teaching. The study also pointed out some of the problems like lack of awareness to users about electronic resources provided by the library, lack of electricity supply to use computer, slow speed of network, and inadequate searching skills. Kumar & Kumar[5] found, in his study of medical and management colleges in Bangalore city, that the users are well aware of e-resources and prefer to use internet.

3. OBJECTIVES OF THE STUDY

The basic objectives of the study are to assess the users' perception on medical college libraries systems and services of Odisha. However the other objectives of the study are:

(a) To find out the existing situation of medical colleges of Odisha.

(b) To evaluate the present library systems and services of these libraries.

(c) To assess users perception and expectations of medical college libraries.

4. RESULTS AND DISCUSSIONS

The survey revealed that the collection of books in these libraries is up to 20,000 books, subscription of journal ranges from 50-100 titles, bound volume journals were up to 10,000. The SCB Medical College Library has 15000 theses and other two libraries has 1200 thesis. All the medical colleges are traditional, where each medical college is using different classification, NLM classification is used in SCB Medical College Library, CC in VSS Medical College Library and DDC scheme of classification in MKCG Medical College Library. All these libraries are confined to traditional service of print media such as lending service, reference services and reprographic service. Internet service is provided just as facility with access of very few e-resources.

As per the Table 1, users are visiting library to borrow (98.3 %) printed books, access Internet (91.2 %), use of magazines & newspapers (63.2 %), reference service (60.6 %), and others (51.2 %) service like photocopy of documents, preparation of projects, assignments, etc. The study is silent what 91.2 % of internet users are accessing.

As per the Table 2 books and journals are still being used. The survey is not clear about the access to e-resource (whether library provide e-resources or not) and library as place and physical environment looks positive with (69.4 %).

5. FINDINGS OF THE STUDY

All the medical college libraries are good as a traditional library. Majority of the basic reference services are moving away from the practice such as current awareness services (CAS), selective dissemination of information (SDI), document delivery service, preparation of index, abstract, bibliography etc. Numbers of e-resources and ICT facilities in the medical libraries are very limited and not satisfactory.

6. SUGGESTIONS AND CONCLUSIONS

All the medical libraries in Odisha are still operational as traditional libraries, at the same time, the survey response shows that 91.1 % of the respondents are visiting library for internet access, which provide benefit of prediction that 'though users are interested in e-resources' libraries are not equipped to meet these needs. Even the basic automation of the library procedure and database services are poor. The libraries have to subscribe

Table 1. Purpose of visiting library

S. No.	Purpose	No. of responses	Percentage
1.	Issue/return of books	305	98.3
2.	Reference service	188	60.6
3.	Use of Internet /e-resource	283	91.2
4.	Reading of magazines & newspapers	196	63.2
5.	Others	159	51.2

Table 2. Use on library collection and internet

S. No.	Types of collection	Excellent	Good	Poor	Total
1.	Books	215 (69.4)	32 (10.3)	63 (20.3)	310 (100)
2.	Journals	188 (60.7)	54 (17.4)	68 (21.9)	310 (100)
3.	Theses	130 (41.9)	111 (35.8)	69 (22.3)	310 (100)
4.	e-resources	57 (18.4)	150 (48.4)	103 (33.2)	310 (100)

Note: Figures in parentheses denotes percentage

e-resources such as online medical databases, e-journals and e-books. At the same time, institutions have to be equipped with suitable campus network (with good network backbone and Wi-Fi facilities) to provide access to e-resources and provide suitable tools and technique to provide single window access to e-resources, as well as print resources through web-OPAC. Libraries have to have website of its own to achieve good visibility for all the resources. Libraries required to have Web 2.0 capability for active participation of users in promoting effective use of library resources like blog, wiki, etc.

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