

Information Technology Amenities Propounded by DAV College Libraries in Haryana

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Abstract

The present study has been carried out on the availability of IT based facilities used by the staff and students of DAV College Libraries in Haryana. These facilities are a necessity in the technology friendly environment. IT provides major help to its users in organizing, processing, managing and retrieving the information and how to apply it in different thrust areas. With the introduction of new IT, Libraries redesigned their facilities to borderless world to support the society. Libraries use IT to manage housekeeping operations, communications, facilities and services and to provide better consistency in value added Library activities. It also assists Libraries in performing their operations and services most efficiently in a systematic way for rendering better and satisfying services to different user needs and to create an effective and intensive impact on all aspects of the present Library environment. This study evaluates various facilities and services rendered by the degree college libraries in Haryana State. For this purpose, the researcher has collected the data with the help of structured questionnaire. The data have been analyzed with the help of percentage and Chi-square test. Findings reveal that most of the IT based facilities are available in the libraries of DAV Colleges.

Keywords: Information Technology, IT Amenities, IT Facilities, DAV Colleges Libraries, Haryana

Introduction

We are living in the age of information. From the ancient times, information has become an essential source for community development. The backbone of any country nowadays is strong, mainly due to the use of sufficient information, which smoothens its way for development. IT is used to help in organizing, processing, managing and retrieving the information. It is applied in different thrust areas and brought a sea change in the manner how information is gathered, stored, structured, accessed, retrieved and consumed. It has removed the chief constraints – storage and retrieval of information – thus providing accuracy in daily routine work along with

removing geographical limitations and preservation of information which can be done without disturbing its originality. Library stimulates the users to find, assess and identify knowledge, and makes them acquaint with the latest trends of knowledge for additional education and learning of new disciplines. Academic libraries are an essential component of higher educational institutions, which generally serve their users with their resources and services. IT provides the librarians with new opportunities for collecting, organizing and disseminating information efficiently and expeditiously; better quality of working for all concerned, development of new services, and upgradation in existing services. Valuable application of IT in libraries helps in performing their operations and services most efficiently in a systematic way. Libraries use IT for better services and in satisfying different user needs, creating an effective and intensive impact on all aspects of the present library environment.

Literature Review

Sharma & Bala (2012) carried out a study on use of IT-based services in the Engineering College Libraries of Kurukshetra district. The study reveals that 80.48% students use computer for internet browsing and email services of internet, 81.63% of students access e-book and 73.46% of students access e-journals. The study suggested that special funds, Wi-Fi facilities and well-qualified technical staff should be provided in the library to enhance the productivity and efficiency of its services.

Kaur (2015) studied the use of ICT products and services by the research scholars of Guru Nanak Dev University, Amritsar. It reveals that research scholars used a variety of ICT products and services for their research work. It is recommended that well-equipped internet labs and more

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computer terminals should be installed for easy access of information.

Sood (2017) studied the technological trends and library services in the Digital Era at A.C Joshi Library, Punjab University, Chandigarh. The study shows that various technology applications are fully implemented in the Library so that it promotes e-learning like introduction of Barcode technology, Web-OPAC, E-resources, DVDs, CD-ROMs, Scanners, Multimedia, Consortia, Automated book drop boxes & digital signage, etc.

Vasishtha & Dhingra (2017) examined the information related to the awareness and use of OPAC as an information retrieval tool in PEC University of Technology, Chandigarh, that there is a growing trend towards the use of Library OPAC as a useful tool for searching the library collection. The study reveals that most of the respondents (95.46%) prefer to use OPAC and 63.7% of users used OPAC just to know the availability of the required document. While most of the users are satisfied with their search outputs.

Patidar (2018) highlighted the components, types and uniqueness, objectives, merits and demerits of ICT in library services. The paper threw light on the possibility that different ICT-based services used in the libraries will provide way for achieving the objectives of the fundamental law of library science which provide right information to the right user at the right time in the right form and format. Some guidelines have been also provided to the professionals to adopt the cost-effective and cost-efficient types of ICT-enabled services in their libraries.

Satheesha & Vaddankere (2018) studied the functioning, resources and services of engineering college libraries in Karnataka considering that all libraries offer variety of services like CAS, SDI, photocopy service, bibliography service, document delivery service, reference service, circulation, membership, OPAC/Web OPAC services, etc. The study also suggested that special funds should be provided in the annual budget to improve the position and non-book materials in the engineering college libraries.

Shenoy, Alexander and Reddy (2018) explored the usage of smart mobile phones by college students studying in various colleges in Bangalore and Mangalore city considering the accessing the information, entertainment and aid to learning variables to measure usage of smartphones. The study indicated that students use smartphones for social networking, to send and receive

email, for online shopping and checking information/announcement sent by college and for learning purposes, etc.

Savitha (2019) studied the present status of automation and impact of ICT in 15 college libraries in Kolar district considering the way to changing information environment and developed their infrastructure with the help of ICT. The study reveals that most of the college libraries agree on IT application that is much easier, flexible and time saving to provide services to their users. The study also suggested that concerned authorities should provide technological infrastructure and Internet facility to their college libraries with the latest configuration.

Uraon and Sinha (2019) studied the ICT-based library services offered in a public library with special reference to the National Library of India to its clientele. This paper highlights the traditional library services as well as ICT-based services in National Library of India. The paper emphasizes on the different ICT-based services offered in the library like Web OPAC, Online circulation system, Book reservation through OPAC, E-Journal, E-Book, Internet facility, E-DDS, CAS, SDI service, Web portal and Digital library initiatives. These services will provide a way for achieving the main challenge of the library which provide right information to the right user at the right time in the right form.

Objectives

To explore the availability of IT-based facilities in DAV College Libraries in Haryana.

Hypothesis

There is no significant difference among users with regard to availability of IT-based facilities in the DAV College Libraries in Haryana.

Scope of the Study

The study is limited to the DAV (degree) College Libraries in Haryana. The libraries covered under the present study are: DAV College (Lahore), Ambala City, DAV College, Cheeka, Dayanand College, Hisar, KVA DAV College for Women, Karnal, DAV Girls College, Kosli (Rewari), DAV College, Naneola (Ambala), DAV College, Pehowa, DAV College, Pundri, DAV College, Sadhaura (Yamunanagar), and DAV College for Girls, Yamuna Nagar.

Methodology

The universe of the study is students and staff working in DAV degree colleges libraries in Haryana. The data were collected with the help of structured questionnaire. The sample size consists of 590 respondents including UG students, PG students and faculty members. The data were collected from September 2017 to January 2018 from the above mentioned colleges.

Table 1: Sample Profile (Category-Based)

Status	Frequency	Percentage
UG	308	52.2
PG	181	30.7
Faculty	101	17.1
Total	590	100.0

Data Analysis and Interpretation

IT Services

The fourth law of Dr. S. R. Ranganathan of saving time of the user is successfully implemented with the advent of IT application in libraries, which has exaggerated the services offered as per the requirements of the users, thus saving their precious time. The key purpose of the library is to provide the right and appropriate information to the right user at the right time, and moreover in a right way with the assistance of IT. This section of questionnaire dealt with the accessibility of IT facilities like circulation, OPAC, audio-visual, photocopy, printer, scanner, internet, etc., and services included were the reference service, current awareness service, selective dissemination of information service, digital board service, etc., by the users in the libraries of DAV Colleges in Haryana under study.

Table 2: Availability of IT-Based In-Housekeeping Operations in the DAV College Libraries

Variables	Rating	DAV College Libraries in Haryana										Total N (%)	Chi-Square (df; C)
		Ambala N (%)	Cheeka N (%)	Hisar N (%)	Karnal N (%)	Kosli N (%)	Naneola N (%)	Pehowa N (%)	Pundri N (%)	Sadhaura N (%)	Ymn N (%)		
Circulation/ Lending	N	0 (0)	0 (0)	0 (0)	0 (0)	0 (0)	48 (8.14)	0 (0)	0 (0)	1 (0.17)	0 (0)	49 (8.31)	9.012 (9; .436)
	Y	63 (10.68)	65 (11.02)	75 (12.71)	75 (12.71)	34 (5.76)	0 (0)	64 (10.85)	46 (7.8)	60 (10.17)	59 (10)	541 (91.69)	
Total		63 (10.68)	65 (11.02)	75 (12.71)	75 (12.71)	34 (5.76)	48 (8.14)	64 (10.85)	46 (7.8)	61 (10.34)	59 (10)	590 (100)	
Reservation of Books via Mail	N	0 (0)	0 (0)	0 (0)	0 (0)	0 (0)	48 (8.14)	0 (0)	2 (0.34)	11 (1.86)	0 (0)	61 (10.34)	69.047(9; .000*)
	Y	63 (10.68)	65 (11.02)	75 (12.71)	75 (12.71)	34 (5.76)	0 (0)	64 (10.85)	44 (7.46)	50 (8.47)	59 (10)	529 (89.66)	
Total		63 (10.68)	65 (11.02)	75 (12.71)	75 (12.71)	34 (5.76)	48 (8.14)	64 (10.85)	46 (7.8)	61 (10.34)	59 (10)	590 (100)	
OPAC (On- line Pub- lic Access Catalogue)	N	0 (0)	2 (0.34)	2 (0.34)	0 (0)	0 (0)	48 (8.14)	20 (3.39)	3 (0.51)	18 (3.05)	0 (0)	93 (15.76)	340.506 (9; .000*)
	Y	63 (10.68)	63 (10.68)	73 (12.37)	75 (12.71)	34 (5.76)	0 (0)	44 (7.46)	43 (7.29)	43 (7.29)	59 (10)	497 (84.24)	
Total		63 (10.68)	65 (11.02)	75 (12.71)	75 (12.71)	34 (5.76)	48 (8.14)	64 (10.85)	46 (7.8)	61 (10.34)	59 (10)	590 (100)	
Generate Reminders for Overdue of Books	N	15 (2.54)	1 (0.17)	0 (0)	1 (0.17)	0 (0)	48 (8.14)	0 (0)	39 (6.61)	11 (1.86)	0 (0)	115 (19.49)	409.332 (9; .000*)
	Y	48 (8.14)	64 (10.85)	75 (12.71)	74 (12.54)	34 (5.76)	0 (0)	64 (10.85)	7 (1.19)	50 (8.47)	59 (10)	475 (80.51)	
Total		63 (10.68)	65 (11.02)	75 (12.71)	75 (12.71)	34 (5.76)	48 (8.14)	64 (10.85)	46 (7.8)	61 (10.34)	59 (10)	590 (100)	

Variables	Rating	DAV College Libraries in Haryana										Total N (%)	Chi-Square (df; C)
		Ambala N (%)	Cheeka N (%)	Hisar N (%)	Karnal N (%)	Kosli N (%)	Naneola N (%)	Pehowa N (%)	Pundri N (%)	Sadhaura N (%)	Ymn N (%)		
SMS for Issue/Return	N	3 (0.51)	0 (0)	0 (0)	0 (0)	0 (0)	48 (8.14)	0 (0)	39 (6.61)	17 (2.88)	0 (0)	107 (18.14)	448.188 (9; .000*)
	Y	60 (10.17)	65 (11.02)	75 (12.71)	75 (12.71)	34 (5.76)	0 (0)	64 (10.85)	7 (1.19)	44 (7.46)	59 (10)	483 (81.86)	
Total		63 (10.68)	65 (11.02)	75 (12.71)	75 (12.71)	34 (5.76)	48 (8.14)	64 (10.85)	46 (7.8)	61 (10.34)	59 (10)	590 (100)	

* The Chi-square statistic is significant at the .05 level.

N- No, Y-Yes

Results of availability of IT-based in-housekeeping operations in the DAV institutions' library in terms of percentage and Chi-square has been summarized in Table 2. The results show that 91.69% of users avail 'circulation/lending' service, whereas 8.31% of users expressed their opinion negatively. Maximum response indicates that the users of Hisar, Karnal, Cheeka and Pehowa agreed about the availability of circulation service followed by Ambala, Sadhaura, Yamuna Nagar, Pundri and Kosli, whereas the users of Naneola did not agree for it at all. 89.66% of users agreed with regard to 'reservation of books via mail' service, whereas 10.34% of users expressed their opinion negatively. The users of Hisar and Karnal agreed more followed by Cheeka and Pehowa. 84.24% of users agreed for availability of 'OPAC' but 15.76% of users did not agree with the same opinion. Maximum response indicates that the users of Karnal and Hisar preferred

this service followed by Ambala, Cheeka, Yamuna Nagar, Pehowa, Sadhaura, Pundri and Kosli, whereas the users of Naneola did not opt OPAC. 80.51% of users availed 'generate reminders for overdue of books' service, whereas 19.49% of users expressed their opinion negatively. The users of Hisar and Karnal gave more preference to availability of this service followed by Cheeka and Pehowa, whereas the users of Naneola did not opt for it. 81.86% of users got 'SMS for issue/return', whereas 18.14% did not receive such message. The users of Hisar and Karnal gave more preference to availability of this service followed by Cheeka and Pehowa, whereas the users of Naneola did not agree for it. The significant values of Chi-square of all the variables except 'circulation/lending' service depict an agreement regarding applicability of availability of IT-based in-housekeeping operations in the library.

Table 3: Availability of IT-Based Facilities in the DAV College Libraries

Variables	Rating	DAV College Libraries in Haryana										Total N (%)	Chi-Square (df; C)
		Ambala N (%)	Cheeka N (%)	Hisar N (%)	Karnal N (%)	Kosli N (%)	Naneola N (%)	Pehowa N (%)	Pundri N (%)	Sadhaura N (%)	Ymn N (%)		
Internet Browsing	N	0 (0)	0 (0)	0 (0)	0 (0)	0 (0)	16 (2.71)	0 (0)	17 (2.88)	2 (0.34)	0 (0)	35 (5.93)	151.518 (9; .000*)
	Y	63 (10.68)	65 (11.02)	75 (12.71)	75 (12.71)	34 (5.76)	32 (5.42)	64 (10.85)	29 (4.92)	59 (10)	59 (10)	555 (94.07)	
Total		63 (10.68)	65 (11.02)	75 (12.71)	75 (12.71)	34 (5.76)	48 (8.14)	64 (10.85)	46 (7.8)	61 (10.34)	59 (10)	590 (100)	
Audio-Visual Facility	N	4 (0.68)	1 (0.17)	17 (2.88)	2 (0.34)	0 (0)	48 (8.14)	4 (0.68)	39 (6.61)	33 (5.59)	0 (0)	148 (25.08)	352.369 (9; .000*)
	Y	59 (10)	64 (10.85)	58 (9.83)	73 (12.37)	34 (5.76)	0 (0)	60 (10.17)	7 (1.19)	28 (4.75)	59 (10)	442 (74.92)	
Total		63 (10.68)	65 (11.02)	75 (12.71)	75 (12.71)	34 (5.76)	48 (8.14)	64 (10.85)	46 (7.8)	61 (10.34)	59 (10)	590 (100)	

Variables	Rating	DAV College Libraries in Haryana										Total N (%)	Chi-Square (df: C)
		Ambala N (%)	Cheeka N (%)	Hisar N (%)	Karnal N (%)	Kosli N (%)	Naneola N (%)	Pehowa N (%)	Pundri N (%)	Sadhaura N (%)	Ymn N (%)		
Photocopy Facility	N	5 (0.85)	64 (10.85)	0 (0)	0 (0)	0 (0)	48 (8.14)	44 (7.46)	27 (4.58)	19 (3.22)	0 (0)	207 (35.08)	398.688 (9; .000*)
	Y	58 (9.83)	1 (0.17)	75 (12.71)	75 (12.71)	34 (5.76)	0 (0)	20 (3.39)	19 (3.22)	42 (7.12)	59 (10)	383 (64.92)	
Total		63 (10.68)	65 (11.02)	75 (12.71)	75 (12.71)	34 (5.76)	48 (8.14)	64 (10.85)	46 (7.8)	61 (10.34)	59 (10)	590 (100)	
Printer Facility	N	3 (0.51)	65 (11.02)	1 (0.17)	0 (0)	0 (0)	48 (8.14)	4 (0.68)	31 (5.25)	7 (1.19)	0 (0)	159 (26.95)	468.601 (9; .000*)
	Y	60 (10.17)	0 (0)	74 (12.54)	75 (12.71)	34 (5.76)	0 (0)	60 (10.17)	15 (2.54)	54 (9.15)	59 (10)	431 (73.05)	
Total		63 (10.68)	65 (11.02)	75 (12.71)	75 (12.71)	34 (5.76)	48 (8.14)	64 (10.85)	46 (7.8)	61 (10.34)	59 (10)	590 (100)	
Scanner Facility	N	3 (0.51)	65 (11.02)	0 (0)	0 (0)	0 (0)	48 (8.14)	44 (7.46)	35 (5.93)	21 (3.56)	0 (0)	216 (36.61)	423.037 (9; .000*)
	Y	60 (10.17)	0 (0)	75 (12.71)	75 (12.71)	34 (5.76)	0 (0)	20 (3.39)	11 (1.86)	40 (6.78)	59 (10)	374 (63.39)	
Total		63 (10.68)	65 (11.02)	75 (12.71)	75 (12.71)	34 (5.76)	48 (8.14)	64 (10.85)	46 (7.8)	61 (10.34)	59 (10)	590 (100)	

* The Chi-square statistic is significant at the .05 level.

N- No, Y-Yes

Table 3 summarized the responses on the availability of IT-based facilities in the library in percentage and Chi-square. The results show that 94.07% users are using 'internet browsing'. Maximum response indicates that the users of Hisar, Karnal and Cheeka agreed more about the availability of internet browsing followed by Kosli, Naneola and Pundri. On 'audio-visual facility', 74.92% of users are using it whereas 25.08% are not using it. The users of Karnal gave more preference to availability of this service followed by Cheeka and Pehowa. 64.92% of respondents are using 'photocopy facility', whereas 35.08% are not using it. Maximum response indicates that the users of Hisar and Karnal preferred this service

more followed by those of Yamuna Nagar and Ambala. 73.05% of users agreed with regard to 'printer facility' service, whereas 26.95% of users expressed their opinion negatively. The users of Karnal agreed more followed by Hisar, Ambala and Pehowa. 63.39% of users agreed for availability of 'scanner facility' but 36.61% of users did not agree with the same opinion. Maximum response indicates that the users of Hisar preferred this service more and the users of Cheeka and Naneola do not use it as this facility is not available in these libraries. The significant values of Chi-square of all the variables depict an agreement regarding applicability of these variables, i.e., availability of IT-based facilities in the library.

Table 4: Availability of IT-Based Reference Services in the DAV College Libraries

Variables	Rating	DAV College Libraries in Haryana										Total N (%)	Chi-Square (df: C)
		Ambala N (%)	Cheeka N (%)	Hisar N (%)	Karnal N (%)	Kosli N (%)	Naneola N (%)	Pehowa N (%)	Pundri N (%)	Sadhaura N (%)	Ymn N (%)		
Electronic Reference Service	N	3 (0.51)	1 (0.17)	0 (0)	1 (0.17)	0 (0)	48 (8.14)	0 (0)	38 (6.44)	38 (6.44)	0 (0)	129 (21.86)	439.185 (9; .000*)
	Y	60 (10.17)	64 (10.85)	75 (12.71)	74 (12.54)	34 (5.76)	0 (0)	64 (10.85)	8 (1.36)	23 (3.9)	59 (10)	461 (78.14)	
Total		63 (10.68)	65 (11.02)	75 (12.71)	75 (12.71)	34 (5.76)	48 (8.14)	64 (10.85)	46 (7.8)	61 (10.34)	59 (10)	590 (100)	

Variables	Rating	DAV College Libraries in Haryana										Total N (%)	Chi-Square (df; C)
		Ambala N (%)	Cheeka N (%)	Hisar N (%)	Karnal N (%)	Kosli N (%)	Naneola N (%)	Pehowa N (%)	Pundri N (%)	Sadhaura N (%)	Ymn N (%)		
Referral Services	N	5 (0.85)	0 (0)	17 (2.88)	2 (0.34)	0 (0)	48 (8.14)	48 (8.14)	37 (6.27)	41 (6.95)	0 (0)	198 (33.56)	355.089 (9; .000*)
	Y	58 (9.83)	65 (11.02)	58 (9.83)	73 (12.37)	34 (5.76)	0 (0)	16 (2.71)	9 (1.53)	20 (3.39)	59 (10)	392 (66.44)	
Total		63 (10.68)	65 (11.02)	75 (12.71)	75 (12.71)	34 (5.76)	48 (8.14)	64 (10.85)	46 (7.8)	61 (10.34)	59 (10)	590 (100)	
CAS through E-Mail	N	8 (1.36)	1 (0.17)	0 (0)	2 (0.34)	0 (0)	48 (8.14)	0 (0)	36 (6.1)	35 (5.93)	0 (0)	130 (22.03)	399.887 (9; .000*)
	Y	55 (9.32)	64 (10.85)	75 (12.71)	73 (12.37)	34 (5.76)	0 (0)	64 (10.85)	10 (1.69)	26 (4.41)	59 (10)	460 (77.97)	
Total		63 (10.68)	65 (11.02)	75 (12.71)	75 (12.71)	34 (5.76)	48 (8.14)	64 (10.85)	46 (7.8)	61 (10.34)	59 (10)	590 (100)	
SDI (Selective Dissemination of Information Service)	N	0 (0)	1 (0.17)	1 (0.17)	1 (0.17)	0 (0)	48 (8.14)	48 (8.14)	39 (6.61)	48 (8.14)	0 (0)	186 (31.53)	445.828 (9; .000*)
	Y	63 (10.68)	64 (10.85)	74 (12.54)	74 (12.54)	34 (5.76)	0 (0)	16 (2.71)	7 (1.19)	13 (2.2)	59 (10)	404 (68.47)	
Total		63 (10.68)	65 (11.02)	75 (12.71)	75 (12.71)	34 (5.76)	48 (8.14)	64 (10.85)	46 (7.8)	61 (10.34)	59 (10)	590 (100)	
Bulletin Board/Digital Board Service	N	5 (0.85)	65 (11.02)	0 (0)	0 (0)	0 (0)	48 (8.14)	44 (7.46)	39 (6.61)	25 (4.24)	0 (0)	226 (38.31)	424.794 (9; .000*)
	Y	58 (9.83)	0 (0)	75 (12.71)	75 (12.71)	34 (5.76)	0 (0)	20 (3.39)	7 (1.19)	36 (6.1)	59 (10)	364 (61.69)	
Total		63 (10.68)	65 (11.02)	75 (12.71)	75 (12.71)	34 (5.76)	48 (8.14)	64 (10.85)	46 (7.8)	61 (10.34)	59 (10)	590 (100)	

* The Chi-square statistic is significant at the .05 level.

N- No, Y-Yes

Table 4 shows that 78.14% of users avail ‘electronic reference service’, whereas 21.86% of users expressed their opinion negatively. Maximum response indicates that the users of Hisar, Karnal and Pehowa agreed about the availability of this service, whereas the users of Cheeka, Kosli and Naneola did not agree for it at all; 66.44% of users are using ‘referral services’, whereas 33.56% do not use it. Maximum response indicates that the users of Karnal and Cheeka preferred this service followed by Pundri and Naneola. 77.97% of users avail ‘CAS through e-mail’ service, whereas 22.03% of users expressed their opinion negatively. Maximum response indicates that the users of Hisar more agreed followed by Karnal,

Cheeka, Pehowa, Yamuna Nagar, Ambala, Sadhaura, Pundri, Kosli and Naneola. 68.47% of users avail ‘SDI service’, whereas 31.53% of users expressed their opinion negatively. The users of Hisar and Karnal gave more preference to availability of this service followed by Cheeka and Ambala. 61.69% of users agreed with regard to ‘bulletin board/digital board service’ service, whereas 38.31% of users expressed their opinion negatively. The users of Hisar and Karnal gave more preference to availability of this service followed by Yamuna Nagar and Ambala. The significant values of Chi-square of all the variables discussed above depict an agreement regarding applicability of these variables.

Table 5: Summary of ANOVA for the Availability of IT-Based Services in the Library Across the Users' Category

Users	N	Mean	Std. Deviation (±)	F	Sig.
Under Graduate	308	16.57	8.06	25.41	.000
Post Graduate	181	19.91	4.76		
Faculty	101	21.37	5.44		
Total	590	18.41	7.05		

Summary of ANOVA (Table 5) reveals that variable availability of IT services in the library yield significant F value, i.e., 25.41 ($p < .000$). Here, the calculated value of F is more than its tabulated value. Hence, hypothesis is rejected. It indicates that there is a significant difference among the respondents on the availability of IT services in the library. Faculty members strongly agree with the availability of IT services in the library followed by postgraduate and under graduate students as reflected by mean score.

Findings

Majority of the users are of the opinion that in-housekeeping operations, i.e., circulation/lending service, reservation of books via mail service, OPAC facility, generate reminders for overdue of books facility and SMS facility for issue/return of books are available in the libraries.

Results reveal that IT-based facilities, i.e., internet browsing, audio-visual facility, photocopy facility, printer facility and scanner facility are offered by the libraries.

The obtained findings depicts that IT-based reference services including electronic reference service, referral service, CAS through e-mail service, SDI service and bulletin board/digital board service are very much available for the users.

The significant values of Chi-square of all the variables of IT-based facilities depict an agreement regarding applicability of these variables.

Faculty members strongly agree with the availability of IT services in the library as compared to PG and UG students as reflected by ANOVA (one way). Hence, proposed hypothesis is rejected. It indicates that there

is a significant difference among the respondents on the availability of IT services in the library.

These findings are supported by the study of Sivasubramanian & Nikam (2008), which shows that 100% professionals in Karnataka agree to provide internet facility; on the other hand, in Tamil Nadu 94.2% professionals provide internet facility in all types of university libraries.

The above findings confirm the findings of Saravanan (2012) that 15 types of services are offered by the libraries and among those, top four services preferred by the users are reference service, reprographic service, book lending and internet browsing in the university libraries of Tamil Nadu. Folorunso & Folorunso (2013) also supported the present findings and reveal that majority of users of university library are very much aware about the services such as reference service, circulation service, readers guidance assistance services, reprographic service and library orientation at Ekiti State University Library, Ado-Ekiti, Nigeria. Merugu & Kumar (2014) also supported the findings that Xerox, scanning and printing facilities are better in all college libraries in Warangal District. These findings are also in conformity with the study of Vasishtha & Dhingra (2017) who revealed that most of the respondents (95.46%) prefer to use OPAC in library of PEC University of Technology, Chandigarh.

Conclusion

In present scenario, libraries are offering different kinds of IT-based facilities to the users so that they can do their work effectively and efficiently. This introduction of IT facilities would surely improve the library facilities and enhances the efficiency of the library staff too. IT will definitely offer solution to many problems faced by the library users. To sum up, it can be suggested that the college libraries should conduct periodic studies to evaluate IT-based services, to measure user satisfaction; and accordingly more advanced technological equipment, devices and products should be added to offer improved services to the users.

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