



A case study of Library users Services of Mehran University Central Library & Online Information Center, Jamshoro

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Abstract: This is the age of information, and information science is one of the basic requirements for our daily life. For performing any activity we need information regarding it. It can be retrieved by a variety of available sources. Library function as information storage and dissemination center for its users, and deliver the accurate information to the right people at right time. Assessment of library information facilities is one of the main concerns and is an important part of library and information science specialists. User studies are known as an important part of information packets. Library and information centers need to be aware of the information requirements of users, and information storage and retrieval methods through which effective library services may be provided. This paper attempts to examine library users and services in Mehran University Central Library & Online Information Center, Jamshoro. This study examines numerous features of library usage, including the frequency of visiting MUET Central Library, Jamshoro, and user satisfaction of the library available resources. This research also covers basic library services and some suggested measures to enhance the level of user satisfaction.

Keywords: CD ROM, Search Engines, Information Resources, MUL, ICT Applications, library services

I. INTRODUCTION

University Library serves as a nerve center or revolves around a scholarship and therefore an indispensable tool for intellectual development. It is expected to be a rich variety of collection and service users may turn to the data or information is a good university library. Developments changed in the field of ICT and the expectations of the user from the University libraries in different ways. The way to build a collection and display for end users now radically different from the recent past practices. To effectively meet the current demands on the end users, university libraries need to identify good practices and standards and accreditation. The impact of the information technology revolution is great on a new generation of users.

II. PROFILE OF MEHRAN UNIVERSITY LIBRARY

The official name of MUET Central Library is "MUET Library & Online Information Center". It was established in the year 1977 placed in the Department of the Civil Engineering. When MUET grew up as per modern era, a modern library was needed. To solve the rising need it was decided to establish a new building. For this purpose it was suggested that the building should be located at the center of the university as it may become the hub of academic activities. This new building was established in July 2009 and foundation stone was laid by the Governor of Sindh Dr. Ishrat ul Ibad.

MUET Library & Online Information Center is situated in the center of the MUET University. The total area of library building is about 5000 square feet. Library building is consisting on three stories, ground floor, first floor and second floor. Ground floor is reserved for Staff Offices, Technical and Physical Section, Binding Section, Lecture/ Meeting Hall and Online Information Center. First floor is reserved for Reference Section and Newspaper Section while the second floor is reserved for Lending Section, Book Bank Section, Clearance Section, and Membership Section. Central Library now fully integrated with the computerization of the library system is connected to the campus network and the provision of Internet and e-mail facility for the university community. Library continuously updated collection of reference library, and increase them through the acquisition of databases CD- ROM and access to online databases on the Internet. On-line public access catalog facility available in the Reference Desk on the first floor of the library. OPAC can also be accessed through any station on the campus network. You can also search through the collection of Web OPAC library for example library of Congress Z39.50 Server.

MUET Library & Online Information of this University contains more than 125,000 books in the field of science and engineering technology. Access to 28 databases of Higher Education Commission electronic journals, and free electronic resources are also available on the Internet in campus under the Digital Library Program. There are more than 25,000 (almost) textbooks in the book bank, which loaned to students for a period of one semester on the rent. Updating collection of books on an continuing basis and are receiving new books on the approvals of the faculty of experienced staff members, In addition , they are to obtain the latest references and also other books every year to keep the library users informed of the latest information on science and

technology, specifically engineering and allied topics. The library is used heavily by students, faculty members and researchers, and is open 8:00A.M to 9:00P.M throughout the year with the professional staff available at the point of services to meet the needs of readers.

The library system includes 17 seminar libraries in all major disciplines of Engineering and Technology. University caters not only to the needs of students and faculty members and researchers, but also the industry and library keep themselves ready to meet the growing information needs of its customers. It updated collection of books is an ongoing basis and are getting new books on the recommendation of faculty experienced staff members making more convenient and useful collection.

III. LITERATURE REVIEW

To provide excellent services, it is necessary for the library to know its users more closely and to serve them in the way they desired, explored by many researchers and practitioners user studies that provide a reference for libraries to apply user-oriented service. So the basic research on user studies libraries will give an easy way to apply user-oriented service review. This review comes within the scope of evaluation of the use of libraries and information services. Obioma (1986) sees the evaluation and quantitative judgment resulting from the assessment resulting from the test and measurement. These assessments are based on the user to take advantage of these services. The user can be defined as a study methodology for the study of the information requirements of users in order to facilitate a useful exchange of information between systems and users, and Roy (2003). Find information behavior under the digital and environmental catch more of the horizon.

Bruce (2005) states that "information plays an important role in professional and personal everyday of our lives, and we are challenged constantly to assume responsibility for the information we need to work, and fun, and making daily tasks." In the digital age, has taken research on the behavior of information to seek a greater importance in all around the world. Julian (2000) notes that regular library users are educated people who participate more actively in class, and reading, writing and study more. Jeb *et.al.* (2007), we note that academic libraries for centuries played crucial roles in supporting research in all subjects and disciplines in the host universities or colleges. In a study conducted at the University Library in West Bengal, Saha (2011) has highlighted the fact that most of the university library users were not aware of this from the collections of his / her library.

IV. OBJECTIVES

The study was conducted with the following major objectives:

- To explore the information seeking behavior of the user of MUL.
- To determine user level of satisfaction with MUL facilities and services.
- To know the viewpoints of library users about the services provided.
- To identify the information awareness including E- environment of students and their interest.
- To identify the user needs regarding collection development and on the basis of their inputs to give suggestions for improving the services.

V. RESEARCH METHODOLOGY

The survey method was adopted for the study. The study used a questionnaire to collect data, which is consisted of 20 questions. The first 12 questions dealt with demographic and educational characteristics. The data were collected on a sample of 100 users of Mehran University of Engineering & Technology, Jamshoro. Questionnaires were personally distributed to the users and were returned with 100% response.

VI. RESULTS

Table 1: Gender wise Respondents

Gender	Respondent	%age
Male	45	45
Female	55	55
Total	100	100

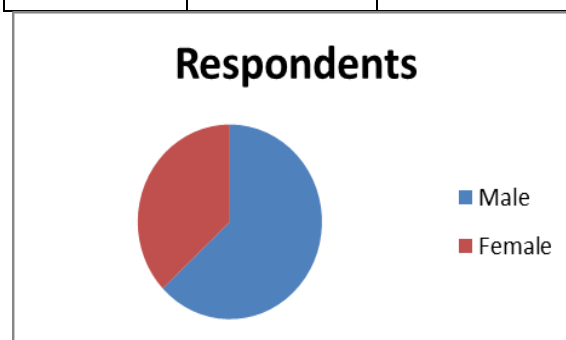


Figure 1: Gender wise Respondents of MUET

The gender wise distribution of MUET users is shown in table and figure 1. It may seen from the table that majority 55 (55%) respondents are female and remaining 45(45%) are male respondents.

Table 2: Age wise Distribution

Age	Respondent	%age
18-25	57	57
26-30	33	33
31-45	20	20

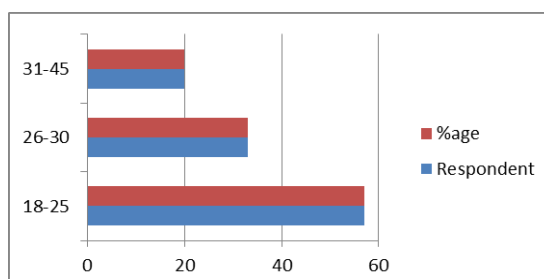


Figure 2: Age Wise Distribution

The age wise distribution of MUET respondents is shown in table and figure 2. Most of them 57% are in the range of 18 to 25. On the 2nd position 33% are in the range of 26 to 30. In the last only 20% of them are in the range of 31 to 45 years.

Table 3: Category of library users

Category	Users	%age
Graduate	42	42
Post Graduate	28	28
Researchers Scholar	20	20
Teachers	10	10

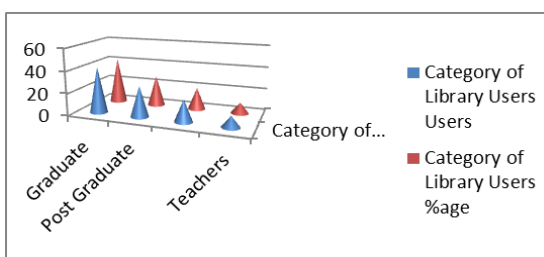


Figure 3: Category of Library users

In table and figure 4 reveals that highest 42(42%) are graduate students, 28 (28%) post graduate students, 20 (20%) research scholars and only 10 (10%) are teachers.

Table 4: mode of information Accessibility

Mode	Users	%age
Manual	6	6
Online	75	75
Both	19	19

Table 4 revealed that 75% of respondents preferred online and 19% respondents preferred the both manual and online search access only 6% used manual mode of information accessibility.

Table 5: Use of Computer based Service

Services	Yes(%age)	No(%age)
E-Mail service	85	15
Internet Service	95	5
Database Service	70	30
Online Database	62	38
CD Rom Database	42	58
E-Journals	89	11

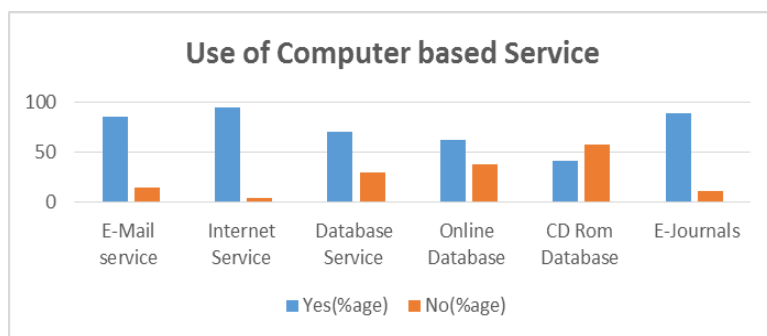


Figure 4: Use of Computer based Service

Table 5 gives data on the use of computer based services. Out of 100 respondents, 85% used email service, 95% internet service, 70% search database service, 62% used online database, 42% were insert CD into CD Rom for databases, 89% accessed e-journals.

Table 6: Use of Web Search Engine

Search Engine	Yes	No
Yahoo	55	45
Vadlo	25	75
Google	95	5
other	10	90

In table 6 95% users used the Google, 55% used yahoo, 25 used Vadlo, and only 10% other search engines used by users.

Table 7: Mode of Information Resource

Mode	Yes(%age)	No(%age)
Books	90	10
Reference Books	89	11
Periodicals	58	42
Cd ROM	42	58
Internet	93	7
Online Resources	83	17
HEC Digital Library	60	40

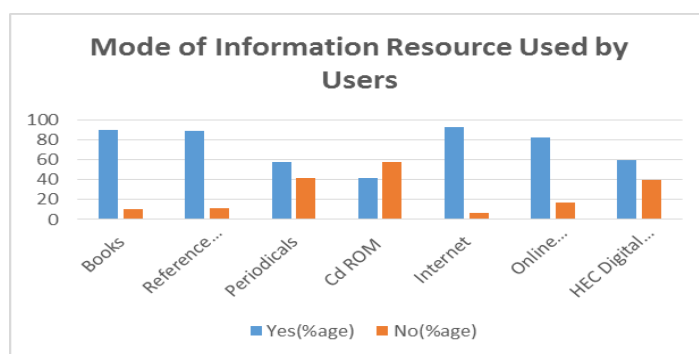


Figure 5: Mode of Information Resources Used by Users

Table 7 tells the preference for mode of information resources. It is observed that that the majority of users 93% use internet as an information resource, 90% used books, 83% online resources and 60% user used for information source HEC Digital library.

Table 8: Consulting the Library staff services

Consulting the Library Staff	Yes %	No%
To Find Book	97	3
To Find Periodicals	30	70
for Software Technical Issue	87	13
To search information on net	78	22
Others	60	40

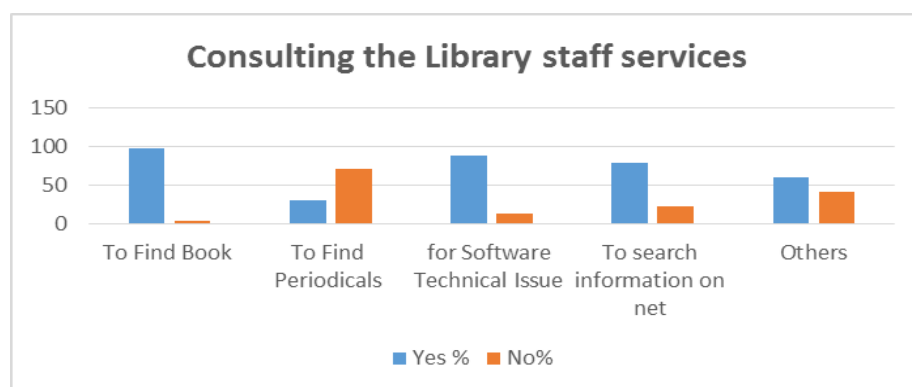


Figure 6: Consulting the Library Staff services

Table 8 shows that 97% users took the help to locate the books, 30% user took help for periodicals, 87% user took help for software issues, 78% user took help from staff for search information on internet and 60% users took help for other library operations.

VII. CONCLUSION

Only faculty members 10% of people use the library as compared with other users. It is expected, because the number of faculty members who visit the library at any time during the day in the university library and take advantage of the library services provided will be lower than the other categories of users, because of the Internet links provided by the faculty in their rooms or departments concerned for members. It has been observed that the majority of users to 80% in this study, preferably both approaches manual search and access the Internet to search for information. Services computer system available in the library, the survey indicates that the majority of respondents use the service on the Internet and data.

The number of users on the search line databases less. Google search is very popular among users to drive 92% of respondents use. The maximum number of participants used 90% of the books as a source of information. Only 42% of users are using CD-ROM. The vast majority of users sought help 80% of the professional staff to determine books library site. Usually seen e-books and magazines also offer great potential for supporting the learner but also as struggling to compete with print due to a limited range of titles offered.

VIII. SUGGESTIONS

Since most of the members of the new library were not familiar with the library collections and services, there should be an orientation program for them, and also to use online databases. Amenities available in the university library must be notified perfectly for students and other users.

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