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ORIGINAL ARTICLE

USER PERCEPTION IN SOFTWARE LIBRARIES: A STUDY

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ABSTRACT

Today Software Libraries available in the corporate sector occupies significance in timely needs of scientists and technocrats. The study highlights results of perception of users in the Software libraries with respect to Reliability of library collections, organization of information sources Effectiveness and reliability of Library services in the Software Libraries,

KEYWORDS: Corporate Libraries, User Study, Knowledge Management

INTRODUCTION

Information Technology has emerged on the international scene and has made decisive in every walk of life to optimize the use of scarce resources through intelligent technical support. The technicality of the information system in handling information in voice, digital, text, image, and graphics or vice media has been skillfully applied in the network environment by establishing campus network in a institution. This will enhance efficiency in flow of work and speedy disposal of work with proper centralized monitoring regarding the proper workflow in a institution. Besides the establishment of campus network, connecting to library facilitates its resources on the desktop of the users.

"Library is a social and non-profit institution. It exists for the benefit of a given user population, whether they are the citizens of a community, members of an educational institution, or some larger or more specialized group. The library culture lies in apprehension of library's mission and assignment; library's major goals recognized and shared by its employees; values elicited from library's mission; the methods to be used by the library to achieve its goals; accepted standards of power and responsibility sharing; style of communication, both intra-library and inter- library; attitude towards library's history, traditions, customs; the way to aggregate newcomers to library's values, the scope of staff development" (Bagaeva, 2001). On the other hand, Panda (2006) articulates that "Software culture, refers to a company's values, beliefs, business principles, traditions, ways of operating, and internal work environment, to develop the firms' overall value proposition, the vision and articulation of how it proposes to deliver superior value to customers in the context of changing librarianship".

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OBJECTIVES

The objective of the study is to determine the quality dimension of reliability of library collections in Software Libraries, Reliability of Library sources and its organization of information sources and Effectiveness and reliability of Library services

METHODOLOGY

For each Software Library, online questionnaires were distributed to atleast 10 users and in fact, many have refused to fill the questionnaire, but due to personal rapport and persuasion, out of 450 questionnaires which were distributed to their email/ on the web survey, only 136 were duly filled with a feedback of 30.22 percentage.   In order to measure the customer satisfaction with collections and services of Software libraries, the model proposed by Parasuraman.A et al. (1985), namely (PZB) is used to measure service quality called SERVQUAL with little modifications to suit the Software environment.

RESULTS AND DISCUSSION

The library collection mainly books, reference books like dictionaries, encyclopedia etc, indexing /abstracting journals , journals, bibliographies, E- books, online journals and databases and CDROM databases are used by clienteles (Users) in the Software Libraries of Maharashtra in order to determine the relevance and usefulness of various types of information sources in their research and developmental activities . Table 1 is shown below to identify the reliability indicators.

Table 1: Reliability of library collections in Software Libraries

Sr. No	Quality Dimensions	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	Mean	Rank
Reliability								
1	Books			16 (11.8)	84 (61.8)	36 (26.5)	4.14	3
2	Reference Books (Dictionaries, encyclopedias etc)			56 (41.2)	80 (58.8)	_	3.58	5
3	Indexing/Abstracting Journals	24 (17.6)	84 (61.8)	28 (20.6)	-	-	2.02	7
4	Journals		16 (11.8)	76 (55.9)	44 (32.4)	-	3.20	6
5	Bibliographies	28 (20.6)	108 (79.4)			-	1.79	8
6	E-Books	-	-	-	84 (61.8)	52 (38.2)	4.38	2
7	Online Journals and Databases	-	-	-	80 (58.8)	56 (41.2)	4.41	1
8	CD-ROM Databases		-	52 (38.2)	84 (61.8)		3.61	4

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It is found from table 1 that more than half of the clienteles agree the relevance and usefulness of books (61.8%), relevance books (58.8%), E- books (61.8%), online journals (58.8%) and CD ROM databases (61.8%).   On the other hand   majority of them disagree the relevance and usefulness of indexing and abstracting journals (61.8%) and bibliographies.

As per the means value calculated for each of the information sources , online journals and database mean =4.41, (Rank 1) followed by E –books (mean 4.38, Ranks 2) books (4.14 , Rank 3) and CDROM databases (3.61, Rank 4) are the top four information sources which are rated highly useful and relevant by the respondents (clienteles) of Software Libraries in Maharashtra.

Table 2: Reliability of Library sources and its organization of information sources

Sr. No	Quality Dimensions	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	Mean	Rank
1	The information obtained from the Library resources are relevant	4 (2.9)	4 (2.9)	20 (14.7)	44 (32.4)	64 (47.1)	4.17	2
2	The Library provides soft copies of books which are in great demand	-	4 (2.9)	12 (8.8)	84 (61.8)	36 (26.5)	4.11	3
3	The OPAC is available for searching and getting the reliable information	-	-	16 (11.8)	56 (41.2)	64 (47.1)	4.35	1
4	e library resources properly organized - classification and cataloguing of Library materials are consistent	-	36 (26.5)	12 (89.8)	65 47.8	20 (14.7)	3.8	4

Table 2 shows reliability of library sources and its organizational of information sources. Results found that 47.1% of the respondents strongly agree that the information obtained from the library resources are relevant and OPAC is available for searching and getting reliable information. It is also indicated users that the library provides soft copies of books which are in highly demand (61.8%). Based on the mean value and corresponding ranking given OPAC availability and information obtained are ranked first and second respectively.

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Table 3: Effectiveness and reliability of Library services in Software Libraries

Sr.No	Quality Dimensions	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	Mean	Rank
1	Reference services	-	-	16 (11.8)	56 (41.2)	64 (47.1)	4.35	2
2	Issue/ Discharge of documents	-	-		92 (67.6)	44 (32.4)	4.32	3
3	Indexing and abstracting Services	-	4 (2.9)	32 (23.5)	56 (41.2)	44 (32.4)	4.02	4
4	Web-Enabled services	-	-	8 (5.9)	56 (41.2)	72 (52.9)	4.47	1

Table 3 depicts effectiveness and reliability of library services in Software Libraries. Software Libraries compare to other type of libraries provide more of web enabled library services and this reflected in the results of the table where in 52.9% of the users strongly agree that the library services are effective and reliable in Software libraries with mean values (4.47%) and rated first rank. This followed by reference services, Issue and discharge of documents and indexing and abstracting services.(Rank 4)

CONCLUSION

Software culture is taught to employees both explicitly and by example. Software values and attitudes include ethical standards, flexibility of management, creativity of employees, concern for public welfare, and the need for compliance with the law. Although these corporate libraries are improved in service part as compared to the other types of libraries, but still there is a need to address the user sensitization part and innovative workshops to build the image of librarians and also render web-enables services to the clienteles.

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