



Users Perception towards Library Resources at National Institute for the Visually Handicapped (NIVH), Deharadun, India

Jyotsna Gupta

Assistant Professor, Library and Information Science,
Directorate of Distance Education,
Kurukshetra University, Kurukshetra, Haryana

Abstract

This is a survey based study conducted at National Institute for the Visually Handicapped (NIVH), Dehradun, India. This is an effort to find out the users perception towards library resources at NIVH. The data was collected through a questionnaire developed and administered to the library users. This study evaluates the use of library resources and services from the perspective of the users and explores the expanded role of the library of a National Institute in the field of visual disability in India for a larger sky.

***Key-words:* Library Users Perception, Rehabilitation Professionals/ Personnel, NIVH, Disability Rehabilitation, Persons with Disabilities, Visual disability.**

1.0 Introduction

The information is considered as an asset for a society and a nation because it is vital for all kinds of developments. Further, the proper flow of channelized information is also necessary as it works as a base for all research and development activities. In this way, the role of a library becomes significant in the field of education and research as Library is charged to provide adequate reading material to users. The existence of well- equipped libraries with systematically organized reading materials for use is a back bone for value research (Arjun and Dinesh 2009). Therefore, Lohar and Kumbar (2008) put emphasis on “The libraries of modern educational institutions have to plan, to develop and organize their library resources and services in such a



way that it should facilitate retrieval of the desired information as quick as possible and save the time of the users”. But simultaneously to make optimum use of library resources and services by the users a proper guidance is necessary (Fatima and Ahmad 2008). Besides this, Dr. Shiyali Ramamrita Ranganathan (1993) draws a larger canvas for libraries by giving the first fundamental Law of Library Science i.e. “Books Are For Use” and further when he says “...So also a library, keen about its books being fully used...” or in other words Information Resources in a Library are for optimal use.

Thus, the use of library resources by the maximum number of users is much more essential rather than development of huge collection in a library. Because the proper use of information resources can strengthen any development or rehabilitation programme either in the society or nationwide. It also applies in the field of disability rehabilitation or to rehabilitate the persons with visual impairment who had suffered the social negligence in India for a long time. According to Census 2011, there are 50,32,463 persons with visual impairment in India. Though, it is not easy to achieve the goal of this herculean task with this huge figure and therefore, all the institutes and people in this field need a strong back up of information system. By realizing this fact, all the institutes specially the National Institutes have well equipped libraries. But it becomes essential to know the users’ perception towards the information resources and services available in the libraries. Therefore, this study is an attempt in this direction.

The National Institute for the Visually Handicapped (NIVH), Dehradun is a leading Institute in the field of visual disability under the administrative control of Ministry of Social Justice and Empowerment, Government of India since 1982. The Institute is established to protect the rights and dignity of persons with visual impairments and to achieve this goal it produces trained manpower for providing quality education, vocational training and rehabilitation services to the visually impaired persons in the country. It also undertakes research and developmental activities to contribute a number of useful tools and enabling technologies for equal participation by the visually impaired persons in every walk of life. The National Library for the Print Handicapped (NLPH) with the sections i.e. Print Section, Braille Section, Talking Book Section and rich Collection of literature concerning general & disability specific subjects in Print, Braille and Talking books for visually impaired persons, scholars, researchers &



professionals working in the field of visual impairment is also an integral part of the institute. Besides this, the Institute launched the country's first online Braille Library in 2012. The Institute is largest producer and distributor of Braille literature and devices in the country including talking books.

1.1 Objectives of the Study

The main objectives of the present study are to:

1. find out the use of library resources and services of NIVH Library
2. know the level of satisfaction of users for library services.
3. Explore the role of National Institute's Library in larger canvas.

1.2 Methodology

This is a survey based study and confined to investigate the perception of users of the Print Library of NIVH. Therefore, a structured Questionnaire was designed to achieve the set objectives of this study and to collect the data from the sample population. The sample of the present study consisted of 100 users of the print library of the NIVH which included the faculty of the institute as well as the students of B.Ed. and M.Ed Special courses for two academic sessions 2012 onwards. The sample consisted of students of academic and professional courses, teaching and guest faculty including researchers.

The questionnaires were distributed to the sample population and the response rate of duly filled questionnaires was 70%. The collected data were tabulated, analyzed, interpreted with statistical techniques and presented under various captions.

1.3 FINDINGS AND DISCUSSION

The present section deals with findings of the present study. It presents analysis of data as per objectives of the study.



Table 1.

Gender wise Distribution

Sc. No.	Respondents	No. of Respondents	% of Respondents
1	Male	41	58.58
2	Female	29	41.42
	Total	70	100

The Table 1 shows the gender wise distribution of respondents. The total number of user respondents was 70 out of which 41(58.58%) respondents were Male and 29(41.42%) were Female as shown in this table.

Table 2.

Category wise Distribution

Sc. No.	Respondents	No. of Respondents	% of Respondents
1	Students	48	68.58
2	Teaching Faculty	3	4.28
3	Guest Faculty	8	11.42
4	Researchers	11	15.72
	Total	70	100



The Table 2 depicts the category wise distribution of the respondents that 48(68.58%) respondents were students, 3(4.28 %) Teaching Faculty and 8(11.42%) were Guest Faculty while 11 (15.72%) participants were Researchers involved in various projects run by the NIVH.

Table 3.
Frequency of Visit to Library

Sc. No.	Frequency of Library Visit	No. of Respondents	% of Respondents
1	Daily	27	38.58
2	2-3 times/ week	19	27.14
3	Weekly	10	14.28
4	Fortnightly	6	8.58
5	Monthly	5	7.14
6	Occasionally	3	4.28
	Total	70	100

The frequency of visit to the library by the respondent users is shown in the Table 3 that indicates that 10 (14.28%) users visit the library weekly, 6 (8.58%) come fortnightly while 5(7.14%) on monthly basis and 3(4.28%) occasionally visit the library. Only 27(38.58%) respondent users come on daily basis in the library followed by 19(27.14%) who used to come 2 to 3 times per week. A library is known as the heart of an institute especially of an academic institute, thus, this proportion of users to library visit seems to be poor.



Table 4.

Time Spent per Library Visit

Sc. No.	Time spent	No. of Respondents	Respondents (%)
1	Up to half an hour	19	27.14
2	Up to an hour	28	40
3	More than an hour	23	32.86
Total		70	100

The Table4 shows the average time spend in the library by the respondent users of this study. The 28(40%) user respondents spend approximately up to an hour when they visit the library and 23(32.86%) spend more than an hour during per visit to the library whereas 19(27.14%) library users spend hardly half an hour in the library.

Table 5.

Use of Library Collection

Sc. No.	Type of Material	No. of Respondents	Respondents (%)
1	Newspapers & Magazines	55	78.57
2	Subject Books	53	75.71
3	Reference Books	39	55.71
4	Periodicals	37	52.85

In the Table 5, a picture of the use of library collection or different types of library material by the respondent users is shown. The 55(78.57%) respondents used to read newspapers and Magazines in the library during their visit and 53(75.71%) consult subject books, 39(55.71%) Reference Books while 37(52.85%) read the periodicals available in the library. The Multiple options were allowed here.



Table 6.
Use of Library Services

Sc. No.	Services Availed by Uesrs	Yes	No	Don't Know
1	Issue- Return of books Service	56 (80%)	14 (20%)	-
2	Reference Service	6 (8.58%)	39 (55.71%)	25 (35.71%)
3	Current Awareness Service (CAS)	9 (12.86%)	41 (58.57%)	20 (28.57%)
4	Selective Dissemination of Information Service (SDI)	-	23 (32.86%)	47 (67.14%)
5	Inter Library Loan Service (ILL)	-	33 (47.14 %)	37 (52.86%)
6	Translation Service.	-	21 (30%)	49 (70%)
7	Internet Service	-	19 (27.14%)	51 (72.86%)
8	Photocopying Service	-	34 (48.58%)	36 (51.42%)
9	Study in Library Reading Room	29 (41.42%)	41 (58.58%)	-

The use of library services by the user respondents is shown in the Table 6 that the most usable library service is Issue-return of books or borrowing facility availed by 56 (80%) respondents followed by 29(41.42%) who utilize Reading Room facility in the library while only



6 (8.58%) use Reference Service in the form of personal assistance only from the library and 9(12.86%) make use of Current Awareness Service (CAS) as they could know about the current activities in the library to some extent. The almost users were not aware of Translation Service, Selective Dissemination of Information Service (SDI) and Inter Library Loan Service (ILL) in the library and surprisingly Internet and Photocopying Service are also not available there as per the data received from the user respondents.

Table 7.
Usefulness of Library Classification code to find the document

Sc. No.	Use of Library Classification	No. of Respondents	Respondents (%)
1	To good extent	9	12.85
2	To some extent	18	25.71
3	Not at all	45	64.28
	Total	70	100

The library classification aims to organise the library material on the shelves in the library in such a way so that it would be convenient to library staff as well as users to retrieve the documents as and when required within minimum span of time. But the analysis of this study in the Table 7 shows that code numbers of classification scheme are not useful according to majority of respondents i.e. 45 (64.28%) but 18 (25.71%) find it useful to some extent only though in view of 9 (12.85%) it is useful to good extent to search the relevant document in the library.



Table 8.

Usefulness of Library Catalogues to find the document

Sc. No.	Use of Library Catalogues	No. of Respondents	Respondents (%)
1	To good extent	7	10
2	To some extent	8	11.42
3	Not at all	55	78.57
Total		70	100

The Table 8 indicates the usefulness of Library Catalogues to find the document by the user respondents in the library. The library catalogue known as the key to a library collection specifically for users to know that either their document is available in the library collection or not. Here in this study, only 7(10 %) respondents find the library catalogues useful to good extent to get information about the availability of desired document in the library whereas for 8 (11.42%) it is useful only to some extent but the majority of users i.e. 55 (78.57%) do not find it useful for the set purpose as few of them mentioned it time consuming as they don't know how to use it.

Table 9.

Your Preferred Format to get Relevant Information

Sc. No.	Preferred Format	No. of Respondents	Respondents (%)
1	Print text	22	31.42
2	Electronic or E-text	11	15.72
3	Both	37	52.86
Total		70	100

The technological advancements have changed the scenario of libraries also and its impact reflects in the choice of user respondents when a question of their preferred format to get



relevant information is asked. In the Table 9, 11(15.72%) respondents are seems to be very familiar with the latest technology when they choose Electronic or E-text as their preferred format for information whereas 37(52.86%) opt both the options Electronic as well as Print text as their preferred format however 22(31.42%) are still feel comfortable with Print text only.

Table 10.

Need for Orientation Programme about library Resources and Services

Sc. No.	Need for Orientation Programme	No. of Respondents	Respondents (%)
1	Yes	61	87.14
2	No	9	12.86
	Total	70	100

The need for an Orientation Programme to aware the users about library resources and services is an essential task of a library because this is just like a marketing of library products to maximise its utility. But in practice libraries are very negligent to conduct this programme and the Table 10 also shows similar picture of this study where 61(87.14%) user participants feel need for such kind of programme to know more and more about the library resources and its services in order to use them however only 9 (12.86%) consider that it's not necessary.



Table 11.

Satisfaction Level towards various library Dimensions

Sc. No.	Various library Dimensions	Highly satisfactory	Fairly satisfactory	Unsatisfactory
1	Collection in your subject	20 (28.58%)	46 (65.71%)	4 (5.71%)
2	Loan Period	31 (44.28%)	37 (52.86%)	2 (2.86%)
3	Staff Cooperation	18 (25.72 %)	49 (70%)	3 (4.28%)
4	Reading Atmosphere	39 (55.72%)	31(44.28%)	-
5	Library Timings	36 (51.42 %)	32 (45.72%)	2 (2.86%)

The Table 11 is an overview of the satisfaction level of user participants towards various library dimensions. The responses of user participants shows that 20 (28.58%) are highly satisfied in terms of library collection in their specific subject and 46 (65.71%) are fairly satisfied while 4 (5.71%) are unsatisfactory. In totality almost user participants are highly and fairly satisfied in terms of loan period, staff- cooperation, Reading Atmosphere and Library Timings.

1.4 Conclusion

The NIVH is a pioneer National Institute in the field of visual disability in India and has a good library with rich resources in comparison to other institutes in the country. The discussions on the basis of data analysis of this study found that the users are almost satisfied by availing routine services and accessibility to the library resources. However, the number of library users



is very small, therefore, it seems as an ocean in to a pond. Because being the library of a leading institute the responsibility of this library is undoubtedly, much more. Hence, the access to NIVH library's resources needs to be increased strategically to make optimize use by the largest number of users throughout the country. There is an urgent need to provide individual and institutional library memberships to maximum number of users to access and use the resources of this library. Further, the scope of its services is required to extend to reach the all information seekers in this field by using ICT advancements to strengthen the rehabilitation programmes for persons with visual impairment.



REFERENCES-----

- Arjun and Dinesh Kumar (2009). Use of Departmental Libraries of Punjabi University Patiala: A Study. IASLIC Bulletin, 54(4), 235-249.
- Fatima, N., & Ahmad, N. (2008). Information seeking behavior of the students at Ajmal Khan Tibbiya College, Aligarh Muslim University: a survey. Annals of Library and Information Studies, 55, 141-144.
- Lohar, M. & Kumbar, M. (2008). Teacher' Attitudes Towards Library Facilities and Information Resources in First Grade Colleges in shimoga District: A Survey. IASLIC Bulletin, 53(3), 164-188.
- Ranganathan, S. R. (1993). The Five Laws of Library Science. Bangalore: Sarada Ranganathan Endowment For Library Science.
- Rehabilitation Council of India.(2003). Manual for training of PHC Medical Officers. New Delhi: Author.
- Rehabilitation Council of India(2012). Status of disability in India-2012. New Delhi: Author.
- World Health Organization & World Bank. (2011). World report on disability 2011. Geneva: Author.
- www.nivh.gov.in