

The Library User Education Program in an Academic Library: An Experience of the SVKM's Shirpur, Indore, and Dhule Campus Faculties

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Abstract

In today's world of digital information, user education is very important in any kind of library because it bridges the gaps between library user and various resources and services available in the library. In this study, we discuss the user education provided to the teaching faculty members of SVKM institutes in Shirpur, Dhule, and Indore campus and their feedback analysis on user education received through the questionnaire.

Keywords: *Academic library, library resources, orientation, sources and services, SVKM, user education*

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INTRODUCTION

Today information is available in various form, it is very difficult for the faculty members to analyze all types of information resources available in their subject field. But it is very much essential for the academic library to acquire all types of information resources to accomplish teaching, research, and learning activities of the academic institute. According to Dr. S.R. Ranganathan library is a growing organism, today library has expanded their services beyond four walls due to the invention of new tools and techniques of information dissemination.

In private self-financed institute, library budget is a major crunch because of unstoppable raising in subscription cost and other government charges on online databases. When institute is investing a huge amount in various resources of the library, the return on investment is very important. To increase the return of investment on library resources, the library should provide proper training on library resources and services. The training programs on library resources will help library patrons on how to use available library resources effectively to fulfil their institute goals and objectives.

The present study explores the user education provided to the faculty members of SVKM

educational institutes in Shirpur, Dhule, and Indore campuses and analysis of their feedback on user education arranged by the well-qualified and well-experienced SVKM library and information science professionals received through a questionnaire.

USER EDUCATION IN THE DIGITAL ENVIRONMENT

Always changing environment of higher education in India, user education is must for all library users. The user education is also known as library instruction, library orientation, bibliographic instruction, and information literacy. User education is a technique designed to provide complete training on resources and services available in the library to retrieve required information as and when required. According to ALA Glossary of Library and Information Science, "User education encompasses all types of activities, designed to teach users about library services, facilities, and organization of library resources and search strategy." [1] defines user education as the various programmes of instruction, education, and exploration provided by libraries to users to enable them to make more effective, efficient, and independent use of information services and services to which these libraries provide access.

User education is essential in the digital environment because of information explosion, to keep abreast with current information, due to tremendous growth in the various subjects, availability of information in various mode, to enhance reading habits, develop awareness among users, and promote research work in the academic institute. The lecture method, library tour, PowerPoint presentation, booklets, audio–visual aids, and web-based training are highly used methods for user education in digital environment.

SVKM INSTITUTES

Shri Vile Parle Kelavani Mandal known as SVKM, it is a Public Charitable Trust registered under the Society's Registration Act and Bombay Public Trust Act. It started functioning from the year 1934. Today, it has established a large educational complex in Vile Parle, in Suburban Mumbai and has spread its wings to cities like, Bangalore, Shirpur, Hyderabad, Dhule, Chandigarh, Indore, Ahmedabad, Navi Mumbai, and so on, SVKM today is proud of some of the finest educational institutes in the country like

NMIMS deemed to be University, N.M. College of Commerce and Economics, Mithibai College, D.J. Sanghvi College of Engineering, Bhagubhai Mafatlal Polytechnic, to name a few. With a strong vision and passion for being the pioneers of the modern education system, all SVKM institutes are state of the art, with ever-expanding facilities and infrastructure. To promote research activity in its institute SVKM is subscribing 33 online databases in the subjects like Engineering, Architect, Pharmacology, Management, Commerce, Arts, and many more. In 2017, KOHA library management software is introduced in all libraries for housekeeping operations of the SVKM libraries.

The Shirpur campus was established in the year 2007. It is known as Mukesh Patel Technology Park to provide education of Management, Technology, Pharmacy, Sciences, and other emerging areas of higher education. In Dhule campus, SVKM has established two institutes, that is, Institute of Technology for engineering program and

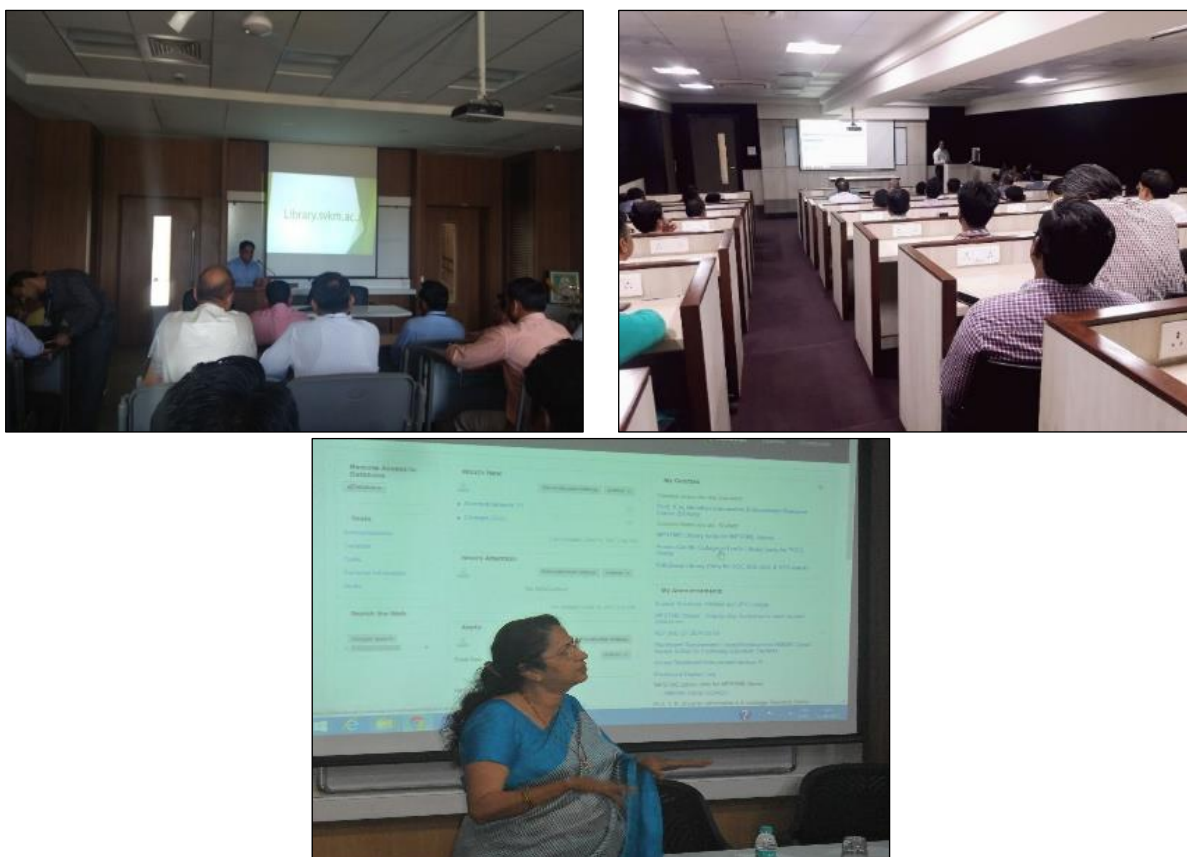


Fig. 1: User Education Program Organised in SVKM's Shirpur, Dhule, and Indore Campuses.

Institute of Pharmacy for B. Pharmacy program. The Indore campus was established in the year 2017 to offer Management and Engineering programs.

To promote library resources, SVKM's library and information science professionals are arranging user education programs at regular intervals. The photos (Figure 1) shows user education programs arranged in Shirpur, Dhule, and Indore campuses. It was a nice experience for the library and information professionals to interact with all faculty members of the campuses.

METHODOLOGY

To conduct user education, we have used lecture cum demonstration method on various online databases available on the campus. However, the feedback on user education was collected through questionnaire method.

OBJECTIVES

The main objectives of the study are as follows.

- To enhance the use of available online databases.
- To develop search strategy among users.
- To encourage faculty members to use online databases.
- To make faculty members aware of library services and products.
- To find out barriers to accessing the online resources.

LITERATURE REVIEW

The literature review is very important for the study, it provides background information about the study. Downard (1992) presents various methods used for the library education and suggestions for how to plan and evaluate library education program [2]. Clement (2001) discuss user education and information literacy in Ghana and felt it is a lifelong learning process [3]. Drabenstott (2003) explores the use of distance education technologies like the development and design of web-based user education with the help of multimedia technologies [4]. Kumar and Phil (2009) express the importance of user education for user and non-user of the library and the different tools used for user education in an academic library [5]. Suleiman (2012) discuss

the experience on user education arranged in International Islamic University Malaysia students [6]. Lincoln (2017) investments in library education methods, effect, and challenges in the academic library of the Federal University of Petroleum Resources Effurun. The author also suggested use ICT tools in user education.

DATA ANALYSIS AND INTERPRETATION

During user education program questionnaire was distributed to all faculty members. The response to the questions as follows.

The Response Rate of the Study

The Table 1 shows the response rate of the study. The well-designed questionnaires distributed to all faculty members in all campuses.

Table 1: Campus-Wise Distribution of Questionnaires.

Campuses	Number of questionnaire distributed	Number of questionnaire received	Percentage
Shirpur	59	50	85.00
Dhule	22	18	82.00
Indore	18	14	78.00
Total	99	82	82.83

The Table 1 indicates that majority of the response came from Shirpur campus, that is, 85.00%, followed by 82.00% from Dhule campus, and 78.00% response from Indore campus. The total response of the study is 82.83%.

Awareness of Online Databases

SVKM is subscribing 33 online research databases to support teaching, learning, and research activities of the institute. A question was asked to the respondents on awareness of the availability of online databases in the library. The response to the question as follows (Table 2).

The Table 2 shows awareness of online research databases in the library. It is noticed that in Shirpur campus majority of the respondents, that is, 45 (90.00%), followed by 17 (94.00%) in Dhule campus, and 14 (100.00%) in Indore campus faculties were aware of various databases available in the library.

Table 2: Awareness of Online Databases.

Awareness	Shirpur campus	Dhule campus	Indore campus	Total
	Number of respondents (%)	Number of respondents (%)	Number of respondents (%)	Number of respondents (%)
Yes	45 (90.00)	17 (94.00)	14 (100.00)	76 (92.68)
No	5 (10.00)	1 (6.00)	0 (00.00)	06 (07.32)
Total	50 (100.00)	18 (100.00)	14 (100.00)	82 (100.00)

Table 3: Remote Access to Online Databases.

Remote access	Shirpur campus	Dhule campus	Indore campus	Total
	Number of respondents (%)	Number of respondents (%)	Number of respondents (%)	Number of respondents (%)
Yes	37 (74.00)	16 (89.00)	14 (100.00)	67 (81.71)
No	13 (26.00)	2 (11.00)	0 (00.00)	15 (18.29)
Total	50 (100.00)	18 (100.00)	14 (100.00)	82 (100.00)

Table 4: Use of Online Research Databases.

Use of databases	Shirpur campus	Dhule campus	Indore campus	Total
	Number of respondents (%)	Number of respondents (%)	Number of respondents (%)	Number of respondents (%)
Yes	40 (80.00)	10 (56.00)	5 (36.00)	55 (67.07)
No	10 (20.00)	8 (44.00)	9 (64.00)	27 (32.93)
Total	50 (100.00)	18 (100.00)	14 (100.00)	82 (100.00)

Remote Access to Online Databases

SVKM has campuses in Navi Mumbai, Bangalore, Hyderabad, Shirpur, Dhule, and Indore. All faculties and students can access subscribed databases globally by using their login and password. A question was asked to the respondent's awareness of remote access facility of online databases (Table 3).

The Table 3 presents the awareness of remote access to online research databases. In Shirpur campus, majority of respondents, that is, 37 (74.00%) are aware that remote access available, followed by 16 (89.00%) in Dhule campus, and 14 (100.00%) in Indore campus, respondents were aware that remote access to the online research database is available.

Use of Online Research Databases

The online research databases are very much essential for the research work of the faculty members and students. These databases provide access to current information to the users. A question was asked to the respondents about the use of online research databases (Table 4).

The Table 4 shows usage of online research databases on all campuses. It is found that

majority of the respondents are using online research databases in Shirpur and Dhule campuses, that is, in Shirpur 40 (80.00%) respondents and in Dhule 10 (56.00%) respondents are using online research databases. However, in Indore only 5 (36.00%) of respondents are using.

In all campuses, we found that majority of the respondents are using online databases for the preparation of lectures, writing articles/research papers, to keep themselves abreast with new developments in the subject fields and for the PhD work.

Essential of Database Orientation

The database orientation provides information on different types of databases available in the campus and various search strategies used to retrieve required information from the online databases. A question was asked to the respondents whether faculties really need of database orientation (Table 5).

The Table 5 explore essential of database orientation. It is found that majority of the respondents are required database orientation, that is, 46 (92.00%) in Shirpur campus, followed by 18 (100.00%) in Dhule campus, and 14

(100.00%) in Indore campus respondents felt that database orientation is essential.

The Frequency of Database Orientation

The SVKM's Library and Information Science professionals are arranging database orientation in regular intervals. A question was asked to know how frequently the faculty members required database orientation (Table 6).

The Table 6 reveals that frequency of database orientation required. It is noticed that in Shirpur campus 24 (48.00%) of respondents need yearly, followed by 17 (34.00%) of respondents need half-years, and 9 (18.00%) of respondents need quarterly database orientation. In Dhule campus, 11 (61.00%) of respondents need half-yearly, followed by 5 (28.00%) of respondents need yearly, and 2 (11.00%) of respondents need quarterly database orientation. In Indore campus, 6 (43.00%) of respondents need quarterly, followed by 5 (36.00%) of respondents need half-yearly, and 3 (21.00%) of respondents need yearly database orientation.

Quality of the Database Orientation

In all campuses, live demonstration has been provided (see Figure 1) on online research databases to faculty members and also resolved some of the technical issues raised while accessing the online research databases. To know the quality of the orientation provided by the library and information science professionals, a question was asked to the respondents (Table 7). The Table 7 presents the quality of the database orientation provided to the faculty members in all campuses. In Shirpur campus, majority of the respondents, that is, 33 (66.00%) felt the user education program was "excellent," followed by 12 (24.00%) of respondents felt "very good," and 5 (10.00%) of respondents felt "good." In Dhule campus, majority of the respondents, that is, 13 (72.00%) felt "excellent," followed by 4 (22.00%) of respondents felt "very good," and 1 (6.00%) of respondents felt "good." In Indore campus, majority of the respondents, that is, 8 (57.00%) felt "excellent" and 6 (43.00%) of respondents felt "very good".

Table 5: Essential of Database Orientation.

Essential of orientation	Shirpur campus	Dhule campus	Indore campus	Total
	Number of respondents (%)	Number of respondents (%)	Number of respondents (%)	Number of respondents (%)
Yes	46 (92.00)	18 (100.00)	14 (100.00)	78 (95.12)
No	4 (08.00)	0 (00.00)	0 (00.00)	04 (04.88)
Total	50 (100.00)	18 (100.00)	14 (100.00)	82 (100.00)

Table 6: Frequency of Database Orientation.

Frequency	Shirpur campus	Dhule campus	Indore campus	Total
	Number of respondents (%)	Number of respondents (%)	Number of respondents (%)	Number of respondents (%)
Quarterly	9 (18.00)	2 (11.00)	6 (43.00)	17 (20.73)
Half-yearly	17 (34.00)	11 (61.00)	5 (36.00)	33 (40.24)
Yearly	24 (48.00)	5 (28.00)	3 (21.00)	32 (39.02)
Total	50 (100.00)	18 (100.00)	14 (100.00)	82 (100.00)

Table 7: Quality of the Database Orientation.

Quality	Shirpur campus	Dhule campus	Indore campus	Total
	Number of respondents (%)	Number of respondents (%)	Number of respondents (%)	Number of respondents (%)
Excellent	33 (66.00)	13 (72.00)	8 (57.00)	54 (65.85)
Very good	12 (24.00)	4 (22.00)	06 (43.00)	22 (26.83)
Good	5 (10.00)	1 (06.00)	0 (00.00)	06 (07.32)
Total	50 (100.00)	18 (100.00)	14 (100.00)	82 (100.00)

Table 8: Motivation of Student Community.

Motivation	Shirpur campus	Dhule campus	Indore campus	Total
	Number of respondents (%)	Number of respondents (%)	Number of respondents (%)	Number of respondents (%)
Yes	47 (94.00)	18 (100.00)	14 (100.00)	79 (96.34)
No	3 (6.00)	0 (00.00)	0 (00.00)	3 (3.66)
Total	50 (100.00)	18 (100.00)	14 (100.00)	82 (100.00)

Table 9: Online Research Database Collection.

Rating	Shirpur campus	Dhule campus	Indore campus	Total
	Number of respondents (%)	Number of respondents (%)	Number of respondents (%)	Number of respondents (%)
Excellent	31 (62.00)	14 (78.00)	7 (50.00)	52 (63.41)
Very good	12 (24.00)	4 (22.00)	6 (43.00)	22 (26.83)
Good	7 (14.00)	0 (00.00)	01 (07.00)	08 (09.76)
Total	50 (100.00)	18 (100.00)	14 (100.00)	82 (100.00)

It is also noticed that in Shirpur campus majority of the respondents, that is, 25 (50.00%) felt “excellent,” followed by 16 (32.00%) of respondents felt “very good,” and 9 (18.00%) of respondents felt “good” for the time allotted for the online database orientation. In Dhule campus, majority of the respondents, that is, 9 (50.00%) felt “very good,” followed by 8 (44.00%) of respondents felt “excellent,” and 1 (6.00%) of respondents felt “good” for the time allotted for online database orientation. In Indore campus, majority of the respondents, that is, 8 (57.00%) felt “excellent” and 6 (43.00%) of respondents felt “very good” for the same.

The Motivation of Student Community

After a brief introduction to various online research database, library, and information science, professionals advised to encourage student community to use online research databases for their project work, classroom assignments, writing research papers, and so on. The same question was asked to the faculty members that do you encourage student community to use our subscribed online databases (Table 8).

The Table 8 reveals that motivation of student community. It is very interesting to note that majority of the respondents, that is, 47 (94.00%) from Shirpur campus, followed by 18 (100.00%) from Dhule campus, and 14 (100.00%) from Indore campus motivate the student community for use of the online database.

Online Research Database Collection

At the end of the user education, it is very important to know the faculty feedback on the collection of online research databases in the SVKM institutes (Table 9).

The Table 9 represents the faculty feedback on the collection of online research databases. Majority of the respondents, that is, 31 (62.00%) from Shirpur campus, followed by 14 (78.00%) from Dhule campus, and 7 (50.00%) from Indore campus said SVKM has an excellent collection of online research database collection. Indeed, 12 (24.00%) from Shirpur campus, 4 (22.00%) from Dhule campus, and 6 (43.00%) from Indore campus said “very good,” and 7 (14.00%) from Shirpur campus, and 1 (7.00%) from Indore campus said “good” for the online research database collection.

SUGGESTIONS

After user education library and information professionals discussed with the faculty members, deans, directors, and principals of the institutes on future requirements and how to develop library resources and services for their convenience. The suggestions as follows.

1. Need IEEE and Emerald online databases to promote research work of the students and faculty community.
2. Educational/motivational CDs/DVDs to enhance reading habits of the students.
3. Add more number of foreign author and bestselling books.
4. Procure more number of copies of recommended textbooks and reference books in the syllabus.

5. Access to Scopus database.
6. Enhance the speed of the Internet to download required materials from the online research databases.
7. Required applied science online research databases.
8. User education extended student community also (Presently library and information professionals are providing user education to all students every semester).

CONCLUSION

There is a rapid change in teaching methods and information available resulting in trend towards a wider use of multimedia learning resources in the higher educational institute. In any academic library, the user is one of the important component and access to relevant information is prime responsibility. The right information to the right user in right time can pave the way for new directions to research and development activities of the parent institute. A well-planned user education program will definitely bridge the gaps between library user and available sources and services. Research is the crucial and most valued element of any higher educational institute. Knowledge rich databases are the power houses. The library professionals have the vital role of connecting it to the the actual researcher.

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