



USER'S OPINION ABOUT QUALITY OF LIBRARY SERVICES IN SELECTED CONSTITUENT COLLEGES IN TAMIL NADU AGRICULTURAL UNIVERSITY: A STUDY

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ABSTRACT

Using a survey and a data-gathering strategy on the effectiveness of library services in Tamil Nadu Agricultural University constituent colleges, information was acquired from college libraries, for both undergraduates and employees. The most recent study makes use of both primary and secondary data. The information gathered from library visitors is the primary data. Someone else has already obtained secondary data, such as from library research topic books and periodicals.

Keywords: User's Opinion, Quality of Library Services, Hypothesis, selected Constituent Colleges in Tamil Nadu Agricultural University.

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INTRODUCTION

Both the organization and the library make technical advancements. Every library makes a substantial contribution to the growth of the organization by creating a setting for greater research activity and effective staff development through the development of library resources and services. Consequently, updating the libraries is essential for the framework and for satisfying the expectations of users.

Evaluating the quality of library services can be challenging because university libraries, technology, and other factors affect how pleased users are with the services. How well the library serves its users is influenced by its interior layout and other psychological factors. Service quality is one of the most important elements in boosting information literacy development initiatives.

About selected Agricultural Colleges

a. Agricultural College and Research Institute, TNAU, Madurai

Madurai Agricultural College was founded on August 17, 1965, and was elevated to a postgraduate center in 1969. After the foundation of the Tamil Nadu Agricultural University in 1971, it became a constituent college of the university and was renamed AC&RI, Madurai in 1980. It is

Tamil Nadu Agricultural University's second-largest Agricultural College Campus. The institution has fifteen departments that provide agricultural education, as well as a Krishi Vigyan Kendra on campus that disseminates research findings to farmers. The four-year B.Sc., (Hons.) The agriculture degree program provided at this main site is limited to 200 students per batch. The state seed farm in Madurai has given this second college a 200-acre area with wetland and garden land ecosystems, as well as a bore well for water supply and a canal system for irrigation.

The Institute's founding marks an important milestone in the expansion of agricultural education and science study in Southern Tamil Nadu. The most stringent academic requirements equivalent to the greatest in the world have been meticulously upheld by this Institute, which has served as a steadfast symbol of the best research in farming. This institution was named TNAU's Top College Times, in 2002, 2008, and 2017. The University site is located 12 kilometers (east) of Madurai City on the Madurai-Trichy Highway and it is 5 kilometers from the Mattuthavani multimodal transport stop. It is located on the western side of the campus, at the slopes of the famous landmark Yanamalai, a tiny limestone.

b. Community Science College and Research Institute, TNAU, Madurai

The Community Science College and Research Institute, Tamil Nadu Agricultural University, Madurai was founded in 1980 as the Department of Home Science at the Agricultural College and Research Institute, Madurai, which offered a B.Sc. Home Science degree. The Food Technology section at TNAU, Coimbatore was established in 1972 and was later renamed the Department of Food Science and Nutrition in 1982 before being relocated to AC&RI, Madurai in 1984 to boost the B.Sc. (Home Science) degree program.

The Institute also offers a Doctoral program in Food Science and Nutrition starting in 1988, as well as a Master's degree in Food Science and Nutrition starting in 1981, which is now provided as an M.Sc. (Community Science) degree. Furthermore, the Department of Differently Abled Studies was founded in 2014 by UGC regulations.

Community Science College and Research Institute in Madurai, which enrolls 150 students yearly, provides masters and doctoral degrees in eight separate departments along with four-year degree programs in food science, nutrition, and dietetics.

c. Agricultural College and Research Institute, TNAU, Killikulam

As the third constituent institution of Tamil Nadu Agricultural University, the institution was founded in 1984–1985. Then, in 1989 and 1990, it was upgraded to become an Agricultural College and Research Institute and a Post-Graduate Institute. In 1990–1991 the college switched to a coeducational setting. In TNAU, the institute won the best college award in 2002, 2005, and 2009. This constituent college of the Tamil Nadu Agricultural University (TNAU) has a 200-student

maximum capacity and provides master's and doctoral degree programs in 10 areas, as well as undergraduate programs in B.Sc. (Hons) Agriculture.

The Killikulam Agricultural College and Research Institute are helping to develop human resources for the agricultural industry. Along with providing top-notch instruction, the College conducts thorough research in all frontier areas of agriculture and engages in extension operations to benefit the farming community in Tamil Nadu's Southern districts. Additionally, it offers a range of professional services to the local stakeholders. Ten departments, a complete administrator building, labs, a library, an auditorium, and contemporary classrooms are now part of the institution.

RESEARCH METHODOLOGY

This survey (TNAU) was conducted among three of the colleges that make up Tamil Nadu Agricultural University. This survey was distributed to participants to complete utilizing printed materials. The approach of random sampling was used in this inquiry. The survey sample consisted of 379 respondents from the research population. The data was evaluated using frequencies and percentage order. To test the theory, Pearson Correlation was also used. This article goes into tremendous length regarding the data about customer reviews of goods and services.

REVIEWS

In the words of Kotler, "A utility is an activity or benefit that one party may provide a different party that is essentially immaterial and does not result in the possession of anything." Its creation might or might not be related to a material benefit.

According to Parasurman, the only factor that matters is how customers rate the quality of service. Users are the only ones who can judge trustworthiness; all other evaluations are essentially useless.

Based on Simmonds and Andaleeb's (2001) theory, universities and research libraries can set themselves apart from the competition by providing high-quality services that satisfy users in addition to the most advanced technical resources. The staff of educational institutions must be aware of the various needs and demands of its patrons to make every attempt to satisfy their needs and wants.

According to Igben (1993), the services a library provides should closely correspond to those needs for it to be most helpful. It will be much easier to persuade consumers to utilize the library more regularly if they have access to and are provided with crucial informational materials.

THE OBJECTIVE OF THE STUDY

- To Distribution of selected Constituent Colleges at Tamil Nadu Agricultural University

- To Distribution of Survey Respondents by Affiliation
- To identify the frequency of Visits to the College Library by the Users
- To Opinion about the Co-operative attitude of Librarians
- To Opinion about the Quick and Better Services
- To Opinion of the Respondents towards the Current Awareness Service
- To Opinion on Reading Newspapers/Competitive Examinations in Various Places by the Respondents
- To Purpose of Using the Library
- To the Priority of Resource Media by the Respondents

For analysis

Table – 1: Distribution of selected Constituent Colleges in Tamil Nadu Agricultural University

<i>S.No</i>	<i>Selected Constituent Colleges</i>	<i>Issue of Questioners</i>	<i>Finally selected Questioners</i>	<i>Percentage</i>
1.	Agricultural College and Research Institute, Madurai	130	128	98.46
2.	Community Science College & Research Institute, Madurai	130	125	96.15
3.	Agricultural College and Research Institute, Killikulam	130	126	96.92
Total		390	379	97.17

Has randomly delivered 390 questionnaires to the employees and students who use the library at the Tamil Nadu Agricultural University (130 for each of the selected constituent colleges). With 379 completed surveys received from the participants in the colleges that were surveyed, the response rate is 97.17 percent, while 11 surveys were turned down.

Table – 2: Distribution of Survey Respondents by Affiliation

<i>S.No</i>	<i>Respondents</i>	<i>Count</i>	<i>Percentage</i>
1.	Students	295	77.84
2.	Staff members	84	22.16
Total		379	100.00

Source: Primary Data

Based on the abovementioned chart, students make up over 78 percent (77.84) of responses, and staff members make up over 22 percent (22.16).

Table – 3: Frequency of Visits to College Library by the Users

<i>S. No</i>	<i>Respondents by Affiliation</i>	<i>Opinion</i>				<i>Total</i>
		Daily	Twice a week	Weekly	Monthly	
1.	Students	101 (34.2%)	99 (33.5%)	57 (19.3%)	37 (12.5%)	295
2.	Staff	28 (33.3%)	18 (21.4%)	22 (26.2%)	16 (19.0%)	84
Total		124	116	77	52	379

Source: Primary Data

Chi-square value: 6.7661

Df.-3

Table 3 indicates how satisfied students and staff were during their journeys to the university library. Among all students that answered, 101 (34.2%) responded daily, 99 (33.5%) contributed twice per week, 57 (19.3%) contributed weekly, and 37 (12.5%) contributed monthly. Following that are the responses from the workforce, with 28 respondents (33.3%) responding daily, 18 respondents (21.4%) contributing twice a week, 22 respondents (26.2%) contributing weekly, and 16 respondents (19.0%) responding monthly.

Testing of hypothesis

H₀: Null Hypothesis

There isn't a connection among the participants' association, the objective of their visits to the college library, and their personal feelings in this case.

H₁: Alternative Hypothesis

By the users' feelings, it appears that a relationship between the respondents' connection and the purpose of their journeys to the university library.

Chi-Square Summary Result

Chi-square calculated value	Degrees of rotational	Chi-square Table Value @ 5%
6.7661	3	7.815

At three rotations, the table value of 2 at the 5% level of significance is 7.815. The null explanation gets dismissed as the predicted value of 2 is greater than this table value, implying that the alternative hypothesis is correct. The results show that there is no relationship between interviewees' subscriptions and the reason why they use the university's library.

Table – 4: Purpose of Using the Library

S. No	Purpose	Count	Percentage
1.	To borrow and return the books	345	93.49
2.	To read journals and books	267	72.35
3.	To access the e-resources	185	50.13
4.	To know further courses	181	49.05
5.	To refer question bank	155	42.00
6.	To use photocopier	148	40.11
7.	To see carrier advertisements	125	33.88

Note: Respondents may have selected more than one option

The above table, which evaluates the users' motivations for using the library, shows that more than 93% (93.49) of respondents always use the lending library to check out and return books, followed by more than 72% (72.35) of participants who frequently utilize the library to read books

and journals, and more than 50% (50.13) of respondents who frequently use the library to access e-resources.

Table – 5: Opinion on Reading Newspapers / Competitive Examinations in Various Places by the Respondents

<i>S.No</i>	<i>Particulars</i>	<i>Respondents</i>	<i>Percentage</i>
1.	Library	204	55.28
2.	Hostel or Home	85	23.03
3.	Departments	52	14.10
4.	Within Departments	28	7.59

Note: Respondents may have selected more than one option

According to the analysis of the table above, over half of the respondents (55.28) read newspapers or took exams that were competitive in the library, after more than 23 percent of respondents (23.03) who read newspapers or took competitive investigations at home or in the dorm, and more than 14 percent of respondents (14.10) who read newspapers or took affordable investigations at the departments they worked in.

Table – 6: Opinion about the Cooperative attitude of Librarians

<i>S.No</i>	<i>Opinion</i>	<i>Respondents</i>	<i>Percentage</i>
1.	Strongly Agree	160	42.21
2.	Agree	97	25.59
3.	Neither agree nor Disagree	60	15.83
4.	Disagree	37	9.76
5.	Strongly Disagree	25	6.59
Total		379	100.00

Source: Primary Data

Based on the above table, more than 42 percent (42.21) of the 379 respondents strongly agreed that librarians collaborated with users to provide additional information for this response. More than twenty-five percent (25.59) of respondents 'agreed' that librarians collaborated with users. More than sixteen percent (15.83) of respondents 'neither agreed nor disagreed' with the statement that library professionals worked together with users, in over of ten percent (9.76) of respondents 'disagreed' with the contention, and more than seven percent (6.59) of respondents strongly disagreed with the statement.

Table – 7: Opinion of the Respondents towards the Current Awareness Service

<i>S.No</i>	<i>Opinion</i>	<i>Respondents</i>	<i>Percentage</i>
1.	Strongly Agree	145	38.26
2.	Agree	120	31.66
3.	Neither agree nor Disagree	60	15.83
4.	Disagree	26	6.86
5.	Strongly Disagree	28	7.39
Total		379	100.00

Source: Primary Data

The aforementioned chart makes it evident that more than 38 percent (38.26) of the respondents' strongly agreed' that libraries offer current awareness services. Following this statement, more than 31.66 percent of those surveyed "agreed," more than 15.83 percent of those surveyed "neither agreed nor disagreed," more than 6.86 percent of those surveyed "disagreed," and more than 7.39 percent of those surveyed "strongly disagreed" regarding awareness services.

Table – 8: Opinion about the Quick and Better Services

<i>S.No</i>	<i>Opinion</i>	<i>Respondents</i>	<i>Percentage</i>
1.	Excellent	179	47.22
2.	Good	99	26.12
3.	Average	56	14.78
4.	Fair	45	11.88
Total		379	100.00

Source: Primary Data

By the aforementioned table, more than 47 percent (or 47.22%) of respondents worldwide had an "excellent" assessment of the fast and better services at the lending institutions that were the subject of the poll. Following this, more than 26% (26.12) of the respondents expressed a "good" opinion about the quick and improved services at the library; additionally, more than 15% (14.78%) of the respondents expressed an "average" opinion, and a greater percentage than 11% (11.88%) of the respondents expressed a "fair" opinion.

Table – 9: Opinion about the suggestion to improve library services and usage

<i>S.No</i>	<i>Opinion</i>	<i>Respondents</i>	<i>Percentage</i>
1.	Develop an Adequate collection of reading materials	235	62.01
2.	To organize E-resources/Internet Training program	83	21.89
3.	Faster Internet services	44	11.61
4.	Ensure Regular Power supply / UPS Backup	17	4.49
Total		379	100.00

Source: Primary Data

The opinions of the respondents' puts have been made arrangements and displayed in the above table, which reveals that a large percentage of respondents, 235 (62.01%), recommend developing a comfortable collection of reading materials. This is followed by the College Library's facilitated e-resources/Internet Training Program, which is set at the second position, but faster Internet organizations, 44 (11.61%), and standard textbooks, which are both set at the third position. The majority of students and academics agreed that libraries needed to be better set up and utilized to encourage optimal categorization of materials collection.

CONCLUSION

The present research project's purpose is to investigate how to improve the quality of library services. It investigates customer characteristics as well as reader impressions of the usefulness of services offered by libraries. Some of them prefer to use the Globe's bookstore, which is located near their university's library. This study used sample sizes from three Tamil Nadu Agricultural University

constituent colleges: the Agricultural College and Research Institute in Madurai, the Community Science College and Research Institute in Madurai, and the Agricultural College and Research Institute in Killikulam. Because bookstores are reliable sources of information and knowledge. Even with ordinary library resources, successful staff members and researchers may strive to meet the standards of customers.

DISCUSSION AND RECOMMENDATION

The outcomes of the investigation proved that a university's employees as well as amenities needed to be of the highest standard to satisfy its customers. The high quality of the services offered is going to assist them achieve their needs, thus users are continuously urged to use the library. These findings concur with those of Simmonds and Andaleeb (2001), Abagai (1993), Martensen and Grønholdt (2003), King (2005), Hiller (2001), Rajavel (2021), Manimekalai and Sivakumar (2022), as well as those from Hiller (2000) and Hiller (2003). The reports' findings demonstrated that the library's competent and knowledgeable staff offers excellent services to patrons who are regularly encouraged to return. The purpose of the survey was to find out which institutions of higher learning faculty and students attended most frequently, the number of times they used the library, how simple it was for them to get the materials they necessary from the library shelves, and how fulfilled they were with the assistance they ought to receive following

1. The academic library administrators at Tamil Nadu Agricultural University should try to simply solicit feedback from users about ways they could enhance the amenities provided by the library.
2. The library organization has to make a greater effort into enhancing its accessible access to the Internet.
3. The academic library administration of Tamil Nadu Agricultural University should set up training programs for its workers to further improve the quality of the library's offerings.
4. To improve the caliber of the library's assets, the research library administrator of Tamil Nadu Agricultural University should provide education opportunities for its staff.

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