

An Empirical Investigation of Problems and Issues being faced by the Students while using the Libraries in University of the Punjab, Lahore

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Abstract

The study was aimed to explore the problems and issues faced by the students of University of the Punjab, regarding library usage. A survey research method and random sampling technique was used to collect data from the students. The instrument consisted of twenty closed ended questions containing three factors, i.e., i) Library staff services, ii) Library resources and iii) Physical environment of the library. Sample size consisted of 225 students to which the instrument was administered. The data was analyzed using descriptive statistical techniques. The results revealed that, students showed a positive response towards factor one, and a mild dis satisfactory response towards factor two and a satisfactory response towards factor three. Various recommendations were given to improve the library services, resources, and physical facilities.

Keywords: Problems, issues, library

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Introduction

Library has been considered as a storage facility of information. Library is characterized as a building or room containing an accumulation of books; it is the best place to learn through books and electronic media. A library's collection can incorporate books, periodicals, daily papers, compositions, movies, maps, prints, archives, micro form, CD, cassettes, videotapes, DVD s, Blu-beam Disks, e books, book recordings, and databases. Libraries range in size from a couple racks of books to a few million things. Library assumes an essential part in creating learning aptitudes. Libraries assume a dynamic part in the advancement of countries, it has turned into a spot depended with accomplishment, association, conservation, stockpiling, recovery and dispersal of data in whatever configuration it shows up (Olanlokun & Salisu, 1993).

Nowadays students are confronting numerous issues in libraries like absence of material, untrained library staff, restricted opening hours, absence of client mindfulness about ICT, constrained electronic assets, absence of fitting direction from library staff, absence of advanced libraries, physical environment of libraries. Knowing the issues in libraries and satisfaction of student assumptions in regards to different administrations accessible in libraries can upgrade the proficiency and students' fulfillment. However with the advancement of new technologies, new routines for record conveyance, and access of material, the administrations of scholastic library have started to change. Larger parts of Librarians have no information about new advances and new headway in library. With the utilization of new advancements, the administration of library and administrator is likewise evolving.

As university library has various CD-Rom collections and subscribes to some online database, for example, Oare, Jstor, Agora, Hinari and Ebscohost, the library likewise gives a web stage to access to the library-based online databases and for remote access to web based assets. Administration issues prevent the likelihood of having the same data assets among numerous students at once. Besides, it offers the librarians the chance to improve their learning and helps them to have associations with data relating to their needs (Hayat, 2011).

In Pakistan all libraries are not completely modernized. Web administrations for students is being given in college libraries however out in the open and school libraries the procurement of web access is not reassuring. Basically librarians have no information about new innovations in libraries. Innovation requests abnormal state of specialized ability set from library specialists so as to make most extreme utilization of new mechanical instruments for giving compelling support to the students. In Pakistan, the physical environment is among the greatest issues in the libraries.

Literature Review

Ancient Libraries

The historical backdrop of the library falls into five stages. The main, from its establishing in 306 B.C.E. to around 150 B.C.E., was the time of Aristotelian science, amid which the exploratory system was the predominant component of academic examination. The second, from 150 B.C.E. to 30 B.C.E., was stamped by a chose move far from Aristotelian observation to a Platonic distraction with transcendentalism and religion. This period matched with the merging of Roman impact in the Mediterranean bowl. The third was the period of Philo Judaeus' impact, from 30 B.C.E. to 150 C.E. The fourth was the time of the Catechetical School, 150 to 350 C.E., and the fifth was the time of the philosophical development known as the Alexandrian School, 350 to 642 C.E. Together, these five stages cover thousand years. No other organization of this kind has ended up being so extensive or somewhere in the vicinity mentally predominant of its reality and ensuing history as Alexandria's library (Ellens, 2013).

Roman libraries

The late first century BC saw, the first state libraries in Rome, anticipated by Julius Caesar, old writers who recorded the foundation of these libraries sounded the subject that work of literature had gotten to be "open property" and that libraries lay "open" to all people. It is considered that in what sense the libraries of Rome were "open" and whether the philosophy of free set forward by Roman creators' reporter to reality. A few stories offer direct confirmation for meeting of the libraries, yet they include the creators near supreme circles who may normally be relied upon to have won access to libraries under majestic control. Different confirmations incorporates the utilization of state libraries as the settings for creators' recitations, the vicinity of libraries in awesome shower structures of Rome, and the utilization of libraries as vehicle for authority acknowledgment and for oversight of writing (Dix, 1994).

Early Islamic Libraries

The Mosques assumed another focal part, regarded as libraries. One of the noblest customs long held by the Muslims was to pass on their compositions and book accumulations, in some cases a large number of volumes, to the Mosques. Pedersen (1995) clarifies that from the earliest starting point, Mosques were dedicated to worship, as well as schools and seats of learning, thus it was typical that individuals ought to give their libraries to the Mosques, and a whole book accumulation may be exchanged to a Mosque as an independent library or *dar al-kutub*.

Modern Libraries

The information data for society to re-change and re-portray the position and destinations of the considerable number of associations which work with information, data, and society. Of these, media and guidelines have been discussed in the European Union successfully. Libraries have been considered as a fringe subject.

The situation is advancing now and libraries have been perceived as one of the key segments for open access to information, which is basic to fame based information society headway. In October 1998 the European Parliament issued an own-commute report "The Role of Libraries in Modern Societies", the first library course of action paper in the EU. It portrays the prerequisite for the most crucial activity that European exercises in the area of library sciences (Ryynänen, 1999).

Digital Libraries

In the mid1990s the online data industry took the type of online host benefits that mounted databases and programming from which supporters could recover data utilizing initially, devoted terminals and later, PCs. The organizations that offered these administrations depended on substance suppliers (database developers, distributors, abstracting and indexing administrations) and solid, economically accessible information transfers systems (giving dial-up administrations). The supply of online substance was at that point generally extensive. Album ROM database sellers had likewise entered the business for advanced data at that point. Libraries were early adopters of online data frameworks, and exceedingly prepared reference librarians served as mediators leading inquiries of the extremely expensive online services (Calhoun, 1994).

Library Management

With the exponential development of information accumulation happening the world over, with expanded exploratory examination and information being delivered, it brings up issues of how to deal with these yields. Specialists are occupied with putting away, reusing, and conceivably sharing their information; and with an expanded danger of information mishandling, there should be plans set up to guarantee information, assurance and protection. The developing requirement for examination information, administration has incited libraries to get ready for providing information to administrations for their clients (Tenopir et al. 2014). Research information administrations (RDS) incorporate "giving data, counseling, preparing inclusion in: information administration arranging, information administration direction, amid

exploration, research documentation and research information sharing" (Fearon et al. 2013). Most information administrations are expansions of "conventional enlightening administrations," however growing and making control particular administrations can be compelled by absence of information and aptitude among library staff and their trust in this zone (Tenopir et al. 2014).

There is a need to teach librarians, researchers, and students to comprehend, use, and arrange scientific information (Carlson et al. 2011). In light of this need, the Lamar Soutter Library at the University of Massachusetts Medical School made the New England Collaborative Information Management Curriculum (NECDMC), in association with a few libraries in the New

Britain district. This educational modules adjusts to the National Science Foundation's (NSF) information administration arrangement (DMP) suggestions and locations general exploration information administration challenges. The advancement of this asset demonstrates that science and medicinal librarians are mindful of financing office orders, and are effectively giving information to administration system (Antell et al. 2014).

Notwithstanding understanding logical examination information administration, there are numerous other developing regions librarians must be proficient about when examining best practices with scientists. There are new ways to deal with logical exploration are e science moreover it is characterized as group science and organized science (Creamer et al. 2012).

Librarians are instructing researchers about open get to and open information arrangements to advance the openness and reuse of the crude information produced amid the exploratory disclosure stage (Tananbaum 2013); copyright and licensed innovation rights concerning information (Creamer et al. 2012); insightful correspondence which is "the framework look into and other academic works are made, assessed for quality, scattered to the academic group and protected for future utilization" (Association of Research Libraries 2015).

Methodology

The population of the study consists of all students studying in the University of the Punjab, Lahore. A random sampling technique was used to collect data from the students. A Sample of 225 students from different departments were selected to administer the instrument. The random sampling technique was used to collect the data. The Instrument was developed in light of available literature and opinion of experts. A closed ended five point like rt scale (SA: Strongly Agreed, A: Agreed, N: Neutral, DA: disagreed, SDA: Strongly Disagreed) questionnaire, containing three factors i.e., i) Library Staff Service, ii) Library Resources, and iii) Physical Environment of the library. A descriptive, survey research method was employed to find the results.

Results and Discussion

The data were analyzed by using descriptive and inferential statistical analysis techniques. The data were analyzed by using frequency, percentage, mean score and standard deviation. The analysis of above mentioned factors shows that majority of the students are agreed with the statements regarding library staff services. Majority of the students agreed that the library resources are adequate in the library however, some of the students have shown disagreement that resources are difficult to access. Majority of the students agreed that physical environment of the library is good.

Factor 1: Library staff services

Q1: Library staff provide accurate answers

	Frequency	Percentage	Mean	SD
SA	11	22.0		
A	18	33		
N	3	6.0	2.64	1.005
D	13	23		
SDA	8	16		

Majority of the students agreed that library staff provides an accurate answers.

Q2: Library staff treat me fairly and without discrimination.

	Frequency	Percentage	Mean	SD
SA	19	38.0		
A	14	26		
N	4	8.0	3.00	0.926
D	11	24		
SDA	2	4.0		

Majority of the students agreed that library staff treat them fairly without discrimination.

Q3: Library staff have a professional behavior.

	Frequency	Percentage	Mean	SD
SA	18	38.0		
A	18	36		
N	4	8.0	3.10	0.909
D	7	16		
SDA	3	6.0		

Majority of the students strongly agreed that library staff have professional attitude.

Q4: Library staff provides quality service to the students.

	Frequency	Percentage	Mean	SD
SA	20	40.0		
A	11	24		
N	6	12	2.98	0.797
D	12	20		
SDA	3	6.0		

Majority of the students strongly agreed that library staff provides quality services to the students.

Q5: Library staff keeps me informed about new services and collection.

	Frequency	Percentage	Mean	SD
SA	7	14.0		
A	7	14		
N	3	6.6	3.02	1.078
D	15	23		
SDA	23	42.5		

Majority of the students strongly disagreed that the library staff treat keeps them informed about new services and collection.

Q6: Library staffs are friendly with students.

	Frequency	Percentage	Mean	SD
SA	10	20.0		
A	12	24		
N	4	8.0	2.60	1.030
D	16	32		
SDA	8	16		

Majority of the students disagree that the library staff are friendly with them.

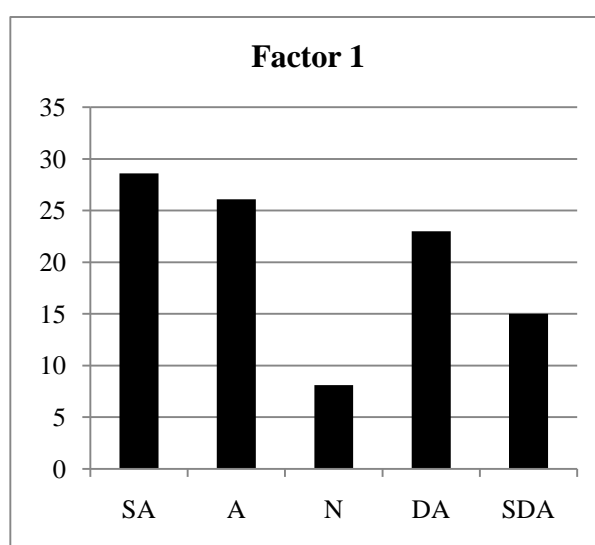


Figure 1 Average percentage presentation for factor one.

Majority of the students strongly agreed that library staff services are good.

Factor 2: Library Resources

Q1: Library resources are easy to find for students.

	Frequency	Percentage	Mean	SD
SA	7	14.5		
A	12	24		
N	2	4	2.60	0.926
D	23	46		
SDA	11	11.5		

Majority of the students disagreed that library resources are easy to find.

Q2: Library resources are up to the date and relevant.

	Frequency	Percentage	Mean	SD
SA	10	20.5		
A	12	23		
N	2	4.5	2.70	0.953
D	17	34		
SDA	9	18		

Majority of the students disagreed that library resources are up to the date and relevant.

Q3: Browsing facilities are good

	Frequency	Percentage	Mean	SD
SA	15	30		
A	18	36		
N	3	6	2.86	0.940
D	10	20		
SDA	4	8		

Majority of the students agreed that browsing facilities are good.

Q4: Computer facilities and electronic equipment are accessible.

	Frequency	Percentage	Mean	SD
SA	15	30		
A	15	30		
N	2	4	2.70	1.111
D	10	20		
SDA	8	16		

Majority of students agreed that computer facilities and electronic equipment are accessible to students.

Q5: Print material is adequate.

	Frequency	Percentage	Mean	SD
SA	11	22		
A	16	32		
N	4	8	2.86	0.926
D	16	32		
SDA	3	6		

Majority of the students agreed that print material is adequate in the library.

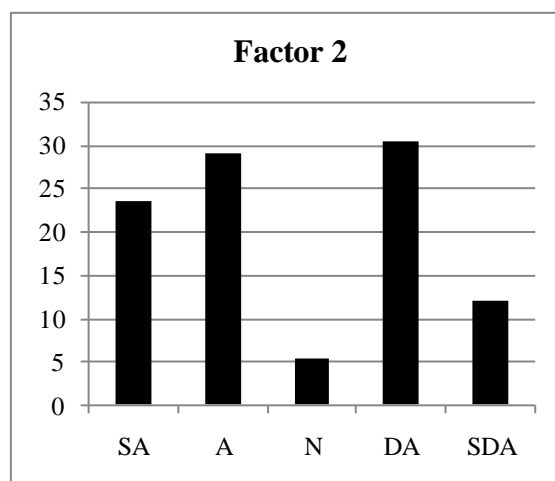


Figure 2 Average percentage presentation for factor two.

Majority of the students agreed that the library resources are adequate in the library.

Factor 3: Physical Environment of Library

Q1: Opening hours of library are adequate.

	Frequency	Percentage	Mean	SD
SA	15	30		
A	20	40		
N	2	4	3.00	0.833
D	11	22		
SDA	2	4		

Majority of the students agreed that library opening hours are adequate.

Q2: Books are properly arranged in the library.

	Frequency	Percentage	Mean	SD
SA	24	47		
A	14	32		
N	4	7	3.32	0.844
D	5	10		
SDA	2	4		

Majority of the students agreed that books are properly arranged in the library.

Q3: A healthy library environment is helpful for the students learning.

	Frequency	Percentage	Mean	SD
SA	5	50		
A	7	34		
N	2	4	3.36	0.802
D	4	8		
SDA	2	4		

Majority of the students agreed that a healthy library environment is helpful for students.

Q4: Students' are able to access computer workstation easily in the library.

	Frequency	Percentage	Mean	SD
SA	19	38		
A	12	24		
N	3	6	2.92	1.047
D	10	20		
SDA	6	12		

Majority of the students agreed that access to the computer work station is easy.

Q5: Siting arrangement of library has proper arrangement.

	Frequency	Percentage	Mean	SD
SA	23	44		
A	15	30		
N	3	4	3.18	0.919
D	8	16		
SDA	3	6		

Majority of the students agreed that access to the computer work station is easy.

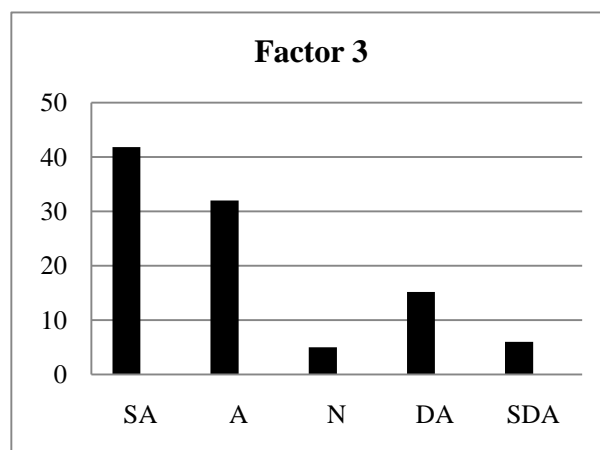


Figure 3 Average percentage presentation for factor three.

Majority of the students agreed that physical environment of the library is good. The results of this research are consistent with (Tenopir et al. 2014). This study has implications for policy makers and concerned departments as use of library is necessary nowadays in this e-learning era. University administration may like to use these results and see the problems that are faced by the students and try to eliminate them. The results of this study may be used to enhance further research knowledge as the researchers recommend conducting similar studies on large scale with different samples. This study did not include inferential statistics, it is therefore, recommended that other studies may use inferential and other rigorous statistical analysis techniques.

Conclusions

Most of the students responded positively towards all three factors. This shows a satisfactory perception of students concerning the library staff attitude, library resources and physical environment of the library. If we consider the results of factor two particularly for, Q1 & Q2, the percentages for disagreement are higher, which reflects that students are not satisfied with the placement of library resources and also not with the updated availability of relevant material Whereas concerning with the questions of factor one “Library staff services”, students showed a satisfactory behavior. Similarly with all the questions of factor three, students showed a satisfactory response.

Recommendations

- To create discipline in the library, proper rules should be displayed at suitable places and the librarians should explain these rules to the students in the beginning of each semester.
- An effective catalog should be maintained for the help of the students and to save their time.
- Books should be subject wise arranged according to the age, ability and interests of the students.
- The principal and the librarians should consult with teachers and students while selecting books.
- Number of latest books, other material and research journals should be increased in the library in order to create effective and conducive learning environment in the library, it is proposed to equip it with latest and relevant books as well as computer and internet so that students may get latest information to enhance their learning.
- The university management should strive to make an effort to upgrade the digital library system to be more user friendly so that it will be easier to use by students.

The institution can also organize a kind of training at least once in a semester for the university students in order to enable them to utilize this new library technology effectively.

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