Library Professionals’ Awareness, Knowledge and Use of Integrated Library Management Software (ILMS) in Engineering College Libraries of East Godavari District Affiliated to JNTUK – Kakinada: A Survey

Mr. M. Akhil Kumar  
Research scholar  
Dept of Library and Information Science  
JNTUK- Kakinada

B. R. Doraswamy Naick  
Associate Professor  
Dept of Library and Information Science  
JNTUK- Kakinada

K. Somasekhara Rao  
Professor  
Dept of LIS, Andhra University  
Visakhapatnam

Abstract - The study was conducted to know the library professional’s awareness, knowledge and use of integrated library management software (ILMS) in engineering college libraries of E.G.Dt affiliated to JNTUK – Kakinada. The study is adopted a questionnaire method to collect the data from the respondents. The survey mainly focused library professional’s awareness, knowledge and application regarding technologies related to automation, automated library services. The study discussed level of knowledge and use of library professionals on software installation and functional modules. The paper also discussed which type of ILMS packages are preferred by the library professionals and criteria followed for the selection of the software.

Keywords: Library professionals, ILMS, Automation, Engineering college libraries

Introduction:

The library plays a critical role in our society it is an important component of any educational institution, which is focal point of the teaching, and learning activities where students, researchers and teachers can explore the vast resources of information. In the age of information communication technology, computers are being used for day-to-day housekeeping activity of the library which saves the time of the end users, and library professional also and at the same time avoid duplication of work and make the library service smooth and effective. In the age of ICT library scenario has been drastically changed in terms of collection, organization and services. Simultaneously, user’s demands and attitudes have changed in its kinds. Also the information seeking behavior of user has dynamically changed. They want relevant, authentic information very quickly within a single place at their hand. This concept has posed challenges for library professionals for quick delivery of library services and information. This development in library field has brought the idea of Library Automation.
Review of related literature:

Ansari (2008) studied on Libsys ILMS software packages used in AMU central library, New Delhi regarding software modules such as circulation, cataloguing, serial control, OPAC, Acquisition and Administration with functional features. Okewale and Adetimirin (2011) studied on two library management software packages used in 4 Nigerian University libraries. The study focused on use of various ILMS modules regarding Acquisition, circulation, cataloguing, OPAC, Serial control and Administration. For the study questionnaire method was adopted to elicit the data from the users of the library both students and faculty. Dhanavandan (2012) described library automation facilities in engineering college libraries and use of ILMS software’s. Questionnaire method was adopted for data collection from library professionals. The study found most of the colleges are using commercial library software packages than in-house software packages. Eguavoen, O.E.L (2011) The author studied attitudes of library professionals in the application of ICT in the library of Kenneth dike of University of Ibadan, for this questionnaire method was adopted to elicit the information use of ICT in libraries. Sahu (2013) the author explained the skills and competencies of the library professionals regarding use of ILMS packages in libraries. The study found that library professionals should acquire required skills towards library automation for smooth functioning of the ILMS. Saxena (1998) Studied evaluation process of ILMS packages such as Granthalaya, Suchika, Libsys and Basisplus. For this the author designed some parameters for evaluation of ILMS packages.

Objectives of the study:

- To find out the awareness, knowledge and use of technologies and services towards library automation among the library professionals of east Godavari district engineering college libraries.
- To ascertain the knowledge level of library professionals towards functional modules and software installation.
- To know the criteria which are mostly followed by library professionals in the selection of integrated library management software.

Scope of the study:

The study focused on 20 engineering college libraries in east Godavari district affiliated to JNTUK- Kakinada. The study investigates library professional’s awareness, knowledge and use of integrated library management software

Methodology:

Printed questionnaire was distributed in person to all 29 engineering college libraries in east Godavari district affiliated to JNTUK, Kakinada and simultaneously the same soft copy was sent to the e-mail ID’s of librarians and Assistant librarians. About 20 colleges were responded to my questionnaire these are automated, the response rate of the questionnaire is 68.96%.

<table>
<thead>
<tr>
<th>Table-1: Respondent rate of the questionnaires</th>
</tr>
</thead>
<tbody>
<tr>
<td>Questionnaires distributed colleges</td>
</tr>
<tr>
<td>----------------------------------------</td>
</tr>
<tr>
<td>29</td>
</tr>
</tbody>
</table>
Table 2 presents list of engineering colleges which were automated. About 20 engineering college libraries were automated in east Godavari district out of 29 established.

**Gender-Wise Distribution:** A detailed analysis of the data and its interpretation is presented below in the form of tables

---

**Table-3: Gender -Wise Distribution of Respondents**

<table>
<thead>
<tr>
<th>Gender</th>
<th>No of respondents</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>30</td>
<td>90.90%</td>
</tr>
<tr>
<td>Female</td>
<td>3</td>
<td>9.10%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>33</strong></td>
<td><strong>100.00%</strong></td>
</tr>
</tbody>
</table>

---
It is shown in table-3, about 30 (90.90%) library professionals working in East Godavari engineering college libraries are male, only 3 (9.10%) female candidates are working.

Table-4: Designation-wise distribution of respondents

<table>
<thead>
<tr>
<th>Designation</th>
<th>No of Respondents</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Librarians</td>
<td>20</td>
<td>60.60%</td>
</tr>
<tr>
<td>Assistant Librarians</td>
<td>13</td>
<td>39.40%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>33</strong></td>
<td><strong>100.00%</strong></td>
</tr>
</tbody>
</table>

It is shown in table -4, Professionals are working in librarian designation in all 20 engineering college libraries, and remaining 13 professionals are working with Assistant librarian designation in 7 engineering college libraries.

It is shown in table -4, Professionals are working in librarian designation in all 20 engineering college libraries, and remaining 13 professionals are working with Assistant librarian designation in 7 engineering college libraries.

Librarians were asked about the awareness, knowledge and use of the following automated technologies and their responses are shown in the table -5

Table-5: Awareness, knowledge and use of the technologies

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Technology</th>
<th>Awareness (N=33)</th>
<th>Knowledge (N=33)</th>
<th>Use (N=33)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Internet Technology</td>
<td>33 (100.00%)</td>
<td>32 (96.97%)</td>
<td>30 (90.90%)</td>
</tr>
<tr>
<td>2</td>
<td>Digital Technology</td>
<td>28 (84.85%)</td>
<td>22 (66.67%)</td>
<td>20 (60.60%)</td>
</tr>
<tr>
<td>3</td>
<td>Mobile Technology</td>
<td>29 (87.88%)</td>
<td>19 (57.58%)</td>
<td>17 (51.51%)</td>
</tr>
<tr>
<td>4</td>
<td>Barcode Technology</td>
<td>32 (96.97%)</td>
<td>24 (72.72%)</td>
<td>23 (69.70%)</td>
</tr>
<tr>
<td>5</td>
<td>Bio-Metric System</td>
<td>23 (69.70%)</td>
<td>10 (30.30%)</td>
<td>9 (27.27%)</td>
</tr>
<tr>
<td>6</td>
<td>RFID Technology</td>
<td>17 (51.52%)</td>
<td>4 (12.12%)</td>
<td>0 (0.00%)</td>
</tr>
<tr>
<td>7</td>
<td>Cloud Computing</td>
<td>12 (36.36%)</td>
<td>8 (24.24%)</td>
<td>1 (3.03%)</td>
</tr>
<tr>
<td>8</td>
<td>Hardware</td>
<td>24 (72.72%)</td>
<td>20 (60.60%)</td>
<td>15 (45.45%)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>198 (75.00%)</strong></td>
<td><strong>139 (52.65%)</strong></td>
<td><strong>115 (43.56%)</strong></td>
</tr>
</tbody>
</table>

Table-5 presents the respondents level of awareness, knowledge and use of technologies in the automated library environment. It is found from the table that the respondents, all the library professionals are fully awareness, knowledge on internet technology and also usage is good. Majority of library professionals are not having awareness and knowledge of latest emerging technologies like RFID and cloud computing and as well as usage also. Most of the automated libraries were using barcode technology so library professionals are having good awareness and knowledge on barcode technology and usage is moderate. Now days mobiles are frequently using in library operations for fast dissemination of library information such as e-resources access and circulation information, although library professionals are having good awareness on mobile technology their knowledge and usage level is moderate.

Librarians were asked about the awareness, knowledge and use of the following automated library services and their responses are shown in the table -6
Table-6: Awareness, Knowledge and providing the following automated library services

<table>
<thead>
<tr>
<th>S.No</th>
<th>Services</th>
<th>Awareness (N=33)</th>
<th>Knowledge (N=33)</th>
<th>Providing (N=33)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Information Retrieval (Database)</td>
<td>33 (100.00%)</td>
<td>25 (75.75%)</td>
<td>25 (75.75%)</td>
</tr>
<tr>
<td>2</td>
<td>Electronic Document Delivery System</td>
<td>31 (93.94%)</td>
<td>19 (57.58%)</td>
<td>14 (42.42%)</td>
</tr>
<tr>
<td>3</td>
<td>Abstracting Service</td>
<td>27 (81.82%)</td>
<td>8 (24.24%)</td>
<td>3 (09.09%)</td>
</tr>
<tr>
<td>4</td>
<td>Indexing Service</td>
<td>27 (81.82%)</td>
<td>9 (27.27%)</td>
<td>5 (15.15%)</td>
</tr>
<tr>
<td>5</td>
<td>Current Awareness Service (CAS)</td>
<td>33 (100.00%)</td>
<td>31 (93.93%)</td>
<td>28 (84.84%)</td>
</tr>
<tr>
<td>6</td>
<td>SDI Service</td>
<td>23 (69.70%)</td>
<td>13 (39.40%)</td>
<td>10 (30.30%)</td>
</tr>
<tr>
<td>7</td>
<td>Digital Reference Service</td>
<td>22 (66.67%)</td>
<td>11 (33.33%)</td>
<td>7 (21.21%)</td>
</tr>
<tr>
<td>8</td>
<td>Online Bibliographic Service</td>
<td>26 (78.79%)</td>
<td>15 (45.45%)</td>
<td>8 (24.24%)</td>
</tr>
</tbody>
</table>

Table-6 deals with the awareness, knowledge and its application on library automated services, librarians got 100% awareness on the information retrieval and current awareness services, and also good knowledge in providing same automated services to the library users. Librarians got less knowledge on abstracting services (24.24%), indexing services (27.27%), digital reference services (33.33%), SDI services (39.40%) and online bibliographic services (45.45%) and these automated services were providing very less to the users due to lack of knowledge of many library professionals.

Librarians were asked about knowledge on automated housekeeping operations and their responses are shown in the table 7.

Table-7: Knowledge on functional modules

<table>
<thead>
<tr>
<th>S.No</th>
<th>Module</th>
<th>Fully (N=33)</th>
<th>Partially (N=33)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Acquisition</td>
<td>14 (42.42%)</td>
<td>19 (57.58%)</td>
</tr>
<tr>
<td>2</td>
<td>Cataloguing</td>
<td>14 (42.42%)</td>
<td>19 (57.58%)</td>
</tr>
<tr>
<td>3</td>
<td>Circulation</td>
<td>19 (57.58%)</td>
<td>14 (42.42%)</td>
</tr>
<tr>
<td>4</td>
<td>Serial Control</td>
<td>11 (33.33%)</td>
<td>22 (66.67%)</td>
</tr>
<tr>
<td>5</td>
<td>OPAC</td>
<td>18 (54.54%)</td>
<td>15 (45.46%)</td>
</tr>
<tr>
<td>6</td>
<td>Administration</td>
<td>15 (45.45%)</td>
<td>18 (54.55%)</td>
</tr>
</tbody>
</table>

It is evident from the table that, about 57.58% of the library professionals having fully knowledge on circulation module, where as OPAC (54.54%), Administration (45.45%), Acquisition and Cataloguing modules (42.42%) and Serial control module is 33.33%. Most of the library professionals haven’t sufficient knowledge in use of serial control module.

Library professionals were asked towards which type of software packages are preferred and their responses are presented in table-8

Table-8: Preference on type of ILMS package

<table>
<thead>
<tr>
<th>S.no</th>
<th>Type of software</th>
<th>Number (N=33)</th>
<th>Percentage (N=33)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Open source software</td>
<td>5</td>
<td>15.15%</td>
</tr>
<tr>
<td>2</td>
<td>Commercial software</td>
<td>26</td>
<td>78.79%</td>
</tr>
<tr>
<td>3</td>
<td>In house developed</td>
<td>2</td>
<td>6.06%</td>
</tr>
</tbody>
</table>
Most of the librarians 78.79% are show interested in use commercial software packages due to having major features and good functionalities and error free maintenance, followed by open source software 15.15% and In-house developed 6.06%.

Librarians were asked knowledge on software installation and their responses are presented in table 9.

<table>
<thead>
<tr>
<th>Knowledge level</th>
<th>Number (N=33)</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fully</td>
<td>3</td>
<td>09.09%</td>
</tr>
<tr>
<td>Partially</td>
<td>12</td>
<td>36.36%</td>
</tr>
<tr>
<td>No</td>
<td>18</td>
<td>54.55%</td>
</tr>
</tbody>
</table>

The knowledge level on software installation, about 36.36% of the library professionals got partial knowledge on software installation, it is found that 54.55% of the library professionals were not get any knowledge on installation. Only 9.09% of library professionals well knowledge on installation process.

<table>
<thead>
<tr>
<th>Response</th>
<th>Number (N=33)</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>20</td>
<td>60.61%</td>
</tr>
<tr>
<td>No</td>
<td>13</td>
<td>39.39%</td>
</tr>
</tbody>
</table>

Evaluation is basically a judgment of worth; in selection of the suitable software for library evaluation is important, librarians possessed knowledge to evaluate the software packages, it is evident from the table that, most of the library professionals 20 (60.61%) possessed knowledge to evaluate library automation software packages, only 13 (39.39%) haven’t evaluation knowledge.

Librarians were asked about the criteria on library software selection and their responses are shown in the table -11

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Criteria</th>
<th>Number (N=33) (1-6)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Evaluation of each module</td>
<td>4 (12.12%)</td>
</tr>
<tr>
<td>2</td>
<td>Using demo/Trail version of the software</td>
<td>3 (09.09%)</td>
</tr>
<tr>
<td>3</td>
<td>By reference from other college librarians</td>
<td>10 (30.30%)</td>
</tr>
<tr>
<td>4</td>
<td>Vendor approaches</td>
<td>6 (18.18%)</td>
</tr>
<tr>
<td>5</td>
<td>Cost effectiveness of software</td>
<td>2 (06.06%)</td>
</tr>
<tr>
<td>6</td>
<td>Reputation of software</td>
<td>8 (24.24%)</td>
</tr>
</tbody>
</table>

Table- 11 presents criteria on library software selection in preference order; about 30.30% of library professional’s choose as first option by reference from other college librarians as a criteria for selecting the best software, where as reputation of software (24.24%), vendor approaches (18.18%), evaluation of each module (12.12%), using demo (9.09%) and cost effectiveness of software (6.06%).
Findings:

1. Majority of library professionals 26 out of 33 (78.79%) showed interest to use commercial software packages as part of automated activities in their libraries.
2. Most of the library professionals 18 (54.55%) haven’t knowledge on installation of library software, where as partial knowledge 12 (36.36%) and Fully 3 (9.09%).
3. Most of the library professionals are having the awareness is 75%, knowledge (52.65%) and application is only 43.56% in all the 8 technologies related to automation in the libraries.
4. Most of the library professionals having good knowledge in providing services on current awareness service and information retrieval service, professionals have less knowledge in providing the services i.e. abstracting and indexing services and application also same.
6. Library professionals 20 out of 33 (60.61%) obtained knowledge to evaluate the library software packages.
7. Most of the library professionals choose criteria as reference of other college librarians for selection of library software.

Suggestions:

- Library professionals should be encouraged and deputed by the authority to attend seminars, workshops, conferences, training programmes on library management software, IT tools, Search techniques.
- Before selection of the library management software, library software should be demonstrated to the library professionals by a team of vendor/ software professionals for effective management of a library from all aspects.

Conclusion:

Now a day library automation has become a buzz word in library profession and has become a bare necessity for any libraries. An automated library can provide better library services to their users and can maintain the library more properly. The success of any library automation programme depends upon its awareness, knowledge of library professionals in related to automated technologies. For that trained manpower is required. Hence library professionals should be trained properly with requisite knowledge for making the automation programme successful.

References:

3. Owusu-Ansah Christopher Mfum & Mprah Richard Kwadwo. (2014). The impact of library automation on the job satisfaction of library staff. European journal of Business and Social sciences, 3 (9), 100-113


