User Satisfaction Survey of Ashtang Ayurvedic College Library, Indore M.P.

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ABSTRACT

This paper try to attempt that, a study of User Satisfaction of Ashtang Ayurvedic College Library, Indore M.P. The study is conducting at Ashtang Ayurvedic College Library, Indore M.P. to know the library user Satisfaction. Questionnaire was used as a data collection tool. In this paper, there is a study of information resources and services of Ashtang Ayurvedic College Library, Indore M.P. Library has rich collection of books which annually updated with new latest publication. Library provide so many facilities like Photocopier for instant photocopies of reading material , Computers with internet connection, Fully Wi-Fi campus, CD, DVD's & online & offline e-books.

KEYWORDS: Library Users, Medical Library, Ayurvedic College Library, User Satisfaction.

1. INTRODUCTION

The academic library is "heart" of their Institution, providing an area for college students to try to their analysis and advance their data. The librarians and library employees offer varied services to those users, addressing their numerous wants, characteristics, and interests. However, with the arrival of on-line catalogs, CD-ROMs, on-line databases, different electronic resources, new ways of document delivery, and access to info, the role of the educational library has begun to vary. Students don't got to be physically within the library so as to access the library's resources. With the web and also the handiness of latest technologies and various indexes, abstracts, and databases, the vary of services that academic libraries will offer has magnified. Users will access the libraries' resources while not moving into the library building. they'll additionally terribly simply access different libraries' resources, like on-line catalogs and unrestricted databases.

Need of the Present Study

The information resources need to be effectively utilized. Librarians have an important responsibility in achieving the purpose of library in different means of promotion and maximizing the use of the information resources which are available in library. Research International on information resources use and usage emphasis the importance of promoting effective use of electronic resources. There is a need to provide

service that work for users so they can easily access to the library resources. Study help to know collection of information resources in Ashtang Ayurvedic College Library.

• To know the difficulties faced by the users in find information.

• Study help to library staff improve their services.

• To know the frequency of users visit in Ashtang Ayurvedic College Library.

• To know the usefulness of information resources of the Ashtang Ayurvedic College Library

Scope and limitation

There are total 349 Ayurvedic colleges in all over India. In M.P. there are total 10 Ayurvedic Colleges. There are 3 Ayurvedic colleges in Indore city. They are Acharya Gyan Ayurvedic College and Shubh Deep Ayurved Colleges are private and Ashtang Ayurvedic College is Government College. The studies cover only Govt. Ashtang Ayurvedic College Library Indore [M.P.]

OBJECTIVES OF THE STUDY

• To study the awareness of Ashtang Ayurvedic College user about library resources, facilities and services.

• To identify the actual Strength & Weakness of library resources, facilities and services.

• To identify the levels and kinds of users needs.

• Identifying the limitations or problems, which seem to discourage the use of library.

• To find out the response of the users towards the existing system, particularly the reason for under utilization, if any of the existing facility.

• To find out the information sources and services, now existing in the respective fields to satisfy the information needs of the clientele.

• Identifying the kinds of information services to be offered.

• Determining the kinds of fabric to be disseminated to specific users.

2. HISTORY OF AYURVEDA

Ayurveda , the science of life, prevention and longevity is that the oldest and most holistic medical system available on the earth today. It was placed in written form over 5,000 years ago in India, it had been said to be a world medicine handling both body and therefore the spirit. Before the arrival of writing, the traditional wisdom of this healing system was a neighborhood of the spiritual tradition of the Sanatana Dharma (Universal Religion), or Vedic Religion. VedaVyasa, the famous sage, shaktavesha avatar of Vishnu, put into writing the entire knowledge of Ayurveda, along side the more directly spiritual insights of self realization into a body of scriptural literature called the Vedas and therefore the Vedic literatures. There were originally four main books of spirituality, including among other topics, health, astrology, spiritual business, government, army, poetry and spiritual living and behavior. These books are referred to as the four Vedas; Rik, Sama, Yajur and Atharva. The Rik Veda, a compilation of verse on the character of existence, is that the oldest surviving book of any Indo-European (3000 B.C.). The Rik Veda (also referred to as Rig Veda) refers to the cosmology referred to as Sankhya which lies at the bottom of both Ayurveda and Yoga, contains verses on the character of health and disease, pathogenesis and principles of treatment. Among the Rik Veda are found discussions of the three dosas, Vayu. Pitta and Kapha, and therefore the use of herbs to heal the diseases of the mind and body and to foster longevity. The Atharva Veda lists the eight divisions of Ayurveda: general medicine , Surgery of Head and Neck, Opthamology and Otorinolaryngology, Surgery, Toxicology, Psychiatry, Pediatrics, Gerontology or Science of Rejuvenation,

and the Science of Fertility. The Vedic Sages took the passages from the Vedic Scriptures relating to Ayurveda and compiled separate books dealing only with Ayurveda. One of these books, called the Atreya Samhita is that the oldest medical book within the world! The Vedic Brahmanas were not only priests performing religious rites and ceremonies, they also became Vaidyas (physicians of Ayurveda). The sage-physician-surgeons of the time were an equivalent sages or seers, deeply devoted holy people, who saw health as an integral a part of spiritual life. It is said that they received their training of Ayurveda through direct cognition during meditation. In other words, the knowledge of the use of various methods of healing, prevention, longevity and surgery came through Divine revelation; there was no guessing or testing and harming animals. These revelations were transcribed from the oral tradition into book form, interspersed with the opposite aspects of life and spirituality. What is fascinating is Ayurveda's use of herbs, foods, aromas, gems, colors, yoga, mantras, lifestyle and surgery. Consequently Ayurveda grew into a respected and widely used system of healing in India. Around 1500 B.C., Ayurveda was delineated into eight specific branches of drugs . There were two main schools of Ayurveda at that point . Atreya- the school of physicians, and Dhanvantari - the school of surgeons. These two schools made Ayurveda a more scientifically verifiable and classifiable medical system

3. HISTORY OF GOVT. ASHTANG AYURVEDIC FACULTY

In 1921 Brahma Charya Ashram Trust was established by Param Pujya Hindoo Dwaraka Duttaji Maharaj in Indore-The nagri of Maa Ahilya, Initially ayurveda course was run by this trust. Iin the year 1964 this course got affiliated to Devi Ahilya Vishwavidyalaya Indore (M.P.) India and the degree course was started by the university. By the sincere effort of the workers and leaders of the state, the Madhya Pradesh Government taken over this institution in the year 1972 and the institution named as GOVT. ASHTANG AYURVED COLLEGE- Indore. In the year 1998, for better development it got the status of Autonomous from state govt., and named as GOVT. AUTO. ASHTANG AYURVED COLLEGE. It's situated at Lokmanya Nagar, which is just 5 KM away from the main Bus Stand and Indore railway station. The college have a good infrastructure in its own 4½ acres of premises. The college is proud to have a newly constructed state of the art Administrative building, Hospital (OPD) building, academic and departmental building, Pharmacy, Hostel, Library, herbal garden, sports, ground etc. The scholars passed out from this institution are rendering their Services to the public of different part of the state and therefore the country as well.

3.1 History of Govt Ashtang Ayurvedic College Library

Ashtang Ayurvedic College is overtaken by M.P. Government in 12.12.72. After that a post of Librarian also created for College library. In 1973 Mrs. Pushpa Prabhawalkar is appointed as a first librarian .In 1975 one private Ayurved institute ,Rajkumar Jain Ayurved institute had been closed and its nearly 2500 books received to this college in donation. Since 1991 nearly 500 books received by the college from university grants commission in donation. In 1998 300 books have been purchased from the grant amount received from the Ayush department of central government. In 2004-2005 college library received grant amount for books, furniture and other instruments, by which nearly 1500 books have been purchased by the college. In 2009 the college library is situated in its own building which is proud to have more than 11000 text books related to Ayurveda and modern medical science provided for the students and staff. Apart from Books, magazines and journals of different fields are available for reference. Thesis ,dissertation, journals ,CD-DVD, Dictionaries, etc. in their collection. Library has Book-bank scheme where more than 2000 books are available for distribution to SC/ST students of each class. Five books are

landed to each student for study at his/her residence. Catalogue (List of books) are also available for students. The library remains open on all working days.

Library provide so many facilities like Photocopier for instant photocopies of reading material , Computers with internet connection, Fully Wi-Fi campus, CD, DVD's & online & offline e-books.

.3.2 Different Section of Govt. Ashtang Ayurvedic College Library

- **Library reception**

As a body is in complete without the HEART, so is the library without circulation. The talk is friendly and gentle and any problem faced by the visitor or the student is solved in a friendly manner in the circulation counter. Adjacent to the Circulation Counter is the HELP DESK to solve problems faced by students like finding a book / journal/thesis and other material. An answer to many of the FAQ'S is available here.

- **Property counter**

The left side of entry gate there is a property counters where members have to submit their personal belongings in the property counter and get a token. There is a security person who is responsible for security of all the property submitted by the member. No one is allowed with their bag or any printed book with them inside the library

- **Thesis section**

This section houses all the thesis and project reports submitted by the student from colleges related to Ayurveda and modern medical science.. This is very helpful for researcher's and scholars to get the latest information .

- **Reference Section**

The Reference Section also houses the books for the Use of the students appearing for the Competitive Examinations. Any material of this section is not issued.

CURRENT STATUS OF RESOURCES:

S.No	Type of Resources	Collection
1	Books	11000
2	Thesis Dissertation	100
3	Journals	8
4	Reference Books	300
5	Dictionaries	150
6	Others	150
7	CD/DVD	50
	Total	**11758**

Analysis and Discussion

4.1 USE OF LIBRARY:

The students use the library to complete their academic formalities. In the process of accessing information, the students rely heavily on the libraries today. Because no student can afford to purchase all the reading material required by them. As a result an attempt is made to find out the use of the libraries by the users. The reply received is presented in **Table-01.**

Table: - 01: Library Use

S. No.	Category	Yes	%	No	%	GT	GP
1	Students	94	75.2%	0	0%	94	75.2%
2	Faculty	31	24.8%	0	0%	31	24.8%
	Total	**125**	**100%**	**0**	**0%**	**125**	**100%**

From the table it is clear that hundred percent of the students and faculty use the college library in pursuit of their information requirements, which is a healthy practice.

4.2 Using time of the Library

It is assumed that the students and faculty of the college library visit the library.How much time they use library according to their information needsThe replies received have been summerised and presented in Table-02

Table: - 02: Using time of the Library

S. No.	Category	Once a month	%	Two or three times in a week	%	Once a week	%	Daily	%	GT	GP
1	Students	17	13.6%	40	32%	31	24.8%	6	4.8%	94	75.2%
2	Faculty	12	9.6%	7	5.6%	9	7.2%	3	2.4%	31	24.8%
	Total	**29**	**23.2%**	**47**	**37.6%**	**40**	**32%**	**9**	**7.2%**	**125**	**100**

From the study,it is clear that around 37.6% of the users use library two or three times in a week. Followed by 32% of the users using Once a week the library.Where as 23.2% of users using Once a month the libraryand very small group of users use library daily.

4.3 Use of the Documents in the Library

Library collect different type of documents in their collection.As such an effort is made to find out which type of document use in library by users.The replies received have been presented in Table-03.

Table :-03 Use of the Documents in the Library

S. No.	Category	For increasing knowledge	%	For latest information	%	For competition of syllabus	%	GT	GP
1	Students	50	40%	30	24%	14	11.2%	94	75.2%
2	Faculty	14	32%	12	9.6%	5	4%	31	24.8%
	Total	64	72%	42	33.6%	19	15.2%	125	100%

From the study,it is clear that around 72% of the users use library document for increasaing knowledge. Followed by 33.6% of the users using library document for latest information..Where as 15.2% of users using library document for competition of syllabus.

4.4 ISSUE AND RETURN OF BOOKS:

The manual system of issue and return of books has been eplaced with computerized issue and return and with the use of bar code and other latest technologies. As a result the time required to issue a book for the member has been considerably reduced. As such, an effort is made to findout the opinion regarding the time being taken for the issue of books. The replies received is presented in **Table-4**

Table-04 Waiting time at circulation desk

S. No.	Category	0-10 min	%	10-20 min	%	20-30 min	%	More than 30min	%	GT	GP
1	Students	14	11.2%	55	44%	15	12%	10	8%	94	75.2%
2	Faculty	16	12.8%	8	6.4%	5	4%	2	1.6%	31	24.8%
Total		**30**	**24%**	**63**	**50.4%**	**20**	**16%**	**12**	**9.6%**	**125**	**100**

From the table, it is noticed that that 24 percent of the users are of opinion that it takes more than 0-10minuites for issuing book from the library. 50.4 percent of the users feel that they get book issued in 10-20 minutes. 16 percent of the users are feels that they get book issued in 20-30 minutes .Whereas about 9.6 percent of users spend more than 30 minutes to get issued.

4.5 BOOKS ISSUED

Different categories of users get books in different numbers, because, the requirements change from category to category. As such an effort is made to find out the number of books issued to the users for their home lending. The replies received have been presented in Table 05.

Table-05 Number of books issued

S. No.	Category	One book	%	Two books	%	More than two books	%	GT	GP
1	Students	9	7.2%	40	32%	45	36%	94	75.2%
2	Faculty	7	5.6%	19	15.2%	5	4%	31	24.8%
Total			**12.8**	**59**	**47.2%**	**50**	**40%**	**125**	**100%**

From the table it is clear that 12.8 percent of the users belonging to different categories are getting issued one book, even though they are eligible for two books. Whereas 47.2 percent of the members are issuing two books at a time and about 40 percent of the members can issue more than two books from the library.

4.6 USEFULLNESS OF THE READING MATERIAL

The Govt. ashtang ayurvedic college builds its collections to meet the specific needs of the uses. The collection development policy of the lbrary, stiulates the approval of many authorities and hence many a times the book recommended by a particular user could not be purchased as well. In these circumstances, an effort has been made to findout the opinion of the users regarding the utility of the Govt. Ashtang Ayurvedic college. The replies received from the uers is presentd in **Table-06**

Table- 06: Usefullness of the reading material

S. No.	Category	Always	%	Sometimes	%	Never	%	GT	GP
1	Students	33	26.4%	56	44.8%	5	4%	94	75.2%
2	Faculty	8	6.4%	21	16.8%	2	1.6%	31	24.8%
	Total	**41**	**32.8%**	**77**	**61.6%**	**7**	**5.6%**	**125**	**100%**

From the table, it is found that 32.8 percent of the users are of the opinion that the reading material available in the college library is useful for them. As many as 61.6 percent of the users are of the opinion that the collection is useful for them in some instances only. The reason for the same has already been explained in the previous paragraph.

4.7 Accessing problem of suitable source of information

Soetimes users have problem in finding suitable source of information**.** As such, it is felt necessary to find out the opinion of the users regarding the problem in finding suitable source of information.. The replies received are presented in **table-7**

Table:-7 Accessing problem of suitable source of information

S. No.	Category	Yes	%	No	%	GT	GP
1	Students	32	25.6%	62	49.6%	94	75.2%
2	Faculty	3	2.4%	28	22.4%	31	24.8%
	Total	**35**	**28%**	**90**	**72%**	**125**	**100%**

From the replies received, it shows that 72% of users have not problem in finding suitable source of information. Whereas 28% of users have problem in finding suitable source of information.

4.8 USES IN THE REFERENCE SECTION

 Reference Section is the heart of all the sections of the Library. Any issue, which could not be answered, can be easily answered in the reference section with the help of the reference sources. As such a visit to the reference section will help the users to get the solutions to many of the questions; they could not find the correct answer in other sections of the library. As such an effort is made to findout the visits made by the users to this section. The replies received are presented in **Table-8**

Table-8: Use the reference section

S. No.	Category	Yes	%	No	%	GT	GP
1	Students	67	53.6%	27	21.6%	94	75.2%
2	Faculty	13	10.4%	18	14.4%	31	24.8%
	Total	**80**	**64%**	**45**	**36%**	**125**	**100%**

From the table, it shows that 64 percent of the users belonging to different categories visit this section in college library of Ashtang Ayurvedic college..

4.9 PERIODICAL COLLECTION:

As discussed in the second chapter of the study, periodicals is the primary means of the scientesits top communicate their research results. Arranging these periodicals for the sue of the users, will greatly enhance their research work. Availalbilty of ther research periodicals will increase the usage of the library collections as well. Now a days, the journals are being published electronically and made available for the users for faster dissimation of information. Under these circumstances, an effort is made to findout the availability of these rresources for the use fo the users in the college library. The replies received for the users is presented in **Table-9**.

Table- 9: Availiblity of the periodicals in library

S. No.	Category	Print	%	Electronic	%	Online	%	GT	GP
1	Students	75	60%	14	11.2%	5	4%	94	75.2%
2	Faculty	16	12.8%	10	8%	5	4%	31	%
	Total	**91**	**72.8%**	**24**	**19.2%**	**10**	**8%**	**125**	**100%**

From the study, it is found that nearly 72.8 percent of the users are of the opinion that they use periodicals in print form, followed by 19.2 percent of the users using the same in electronic form. .

And 8 percent of users are using the online periodical.

4.10 FREQUENCY OF THE VISITS BY THE USERS:

As stated in the previous paragraph, the current periodicals are the primary source of information for the users, pursuing their higher degrees. Hence the visits made to the library and the access to these journals online, will enhance their information richness and will be able to contribute better , when compared to other users. As such an effort is made to findout as to how frequenty the use the periodical resources . The replies recied is presented in **Table 10**

Table- 10: Frequency of visit to periodicals senction:

S. No.	Category	Daily	%	Weekly	%	Monthly	%	Quarterly	%	GT	GP
1	Students	13	10.4%	51	40.8%	20	16%	10	8%	94	75.2%
2	Faculty	3	2.4%	8	6.4%	11	8.8%	20	16%	31	%
	Total	**16**	**12.8%**	**59**	**47.2%**	**31**	**24.8%**	**30**	**24%**	**125**	**100**

From the table it is clear that very small group of the users with 12.8 percent uses the periodical literature daily, followed by 47.2 percent by using the same at weekly intervals. 24.8 percent of users uses the periodical literature at monthly intervals. and 24% percent of users uses the periodical literature at quarterly intervals

4.11 ARRANGEMENT OF BOOKS:

The arrangement of books in the libray is generally according to set of guidelines prescribed the standard libray classification schemes. Quite a large number of users are still unaware of the classification methods used in the libraries, and they feel that the arrangement fo books in the shelf is not familiar to them. As such an effort is made to findout the helpfullness of the library shelf arrangement for the users. The replies received is summarized and presented in **Table-11**

Table-11 Arrangement of Books

S. No.	Category	Yes	%	No	%	GT	GP
1	Students	81	64.8%	13	10.4%	94	75.2%
2	Faculty	28	22.4%	3	2.4%	31	%
Total		109	87.2%	16	12.8%	125	100%

From the study, it is found that the users of Ashtang Ayurvedic college. are familir with the arrangement of books in the library shelves. This can be atributed to the fact that the libray has arranged systematic shelf guides at appropriate places, which enalbes to users to traceout the reading material, what they want.

4.12 FAMILIARITY OF THE CLASSIFICATION SCHEMES:

As discussed in the previous paragraph, the users are not very much aware of the library classification schemes. However, the shelf guides and other tools will help the users in tracing out the books they want. As such, it is necessary to find out the familiarity of the users with the library classification scheme used in the Ashtang Ayurvedic college the replies received anis presented in **Table-12**.

Table: 12 Familiarities with Classification Schemes.

S. No.	Category	Yes	%	No	%	GT	GP
1	Students	38	30.4%	56	44.8%	94	75.2%
2	Faculty	12	9.6%	19	15.2%	31	%
Total		50	40%	75	60%	125	100%

From the table, it is clear that the user group with 60 percent are not familiar with the scheme of classification. Whereas 40 percent of the users are familiar with the arrangement of books on shelves. This can be attributed to the fact that the 40 percent of the users might the potential users, who by using the library continuously have got acquaintance with the scheme of classification.

4.13 USE OF COMPUTERS:

Computer is the most necessary tool in the library, for information handling today., use of computers by the users has become inevitable to access the information. As such an effort is made to find out the view of the users regarding the use of computers. The replies received have been summarized and presented in the **Table-13**

Table-13: Use of Computers

S. No.	Category	Yes	%	No	%	GT	GP
1	Students	35	28%	59	47.2%	94	75.2%
2	Faculty	7	5.6%	24	19.2%	31	%
Total		42	33.6%	83	66.4%	125	100%

From the replies received, it is found that nearly 33.6 % of the users are using computer in library

4.14 USE OF INTERNET IN THE LIBRARY:

Internet is the widest facility being very much used by everybody now a day. As such an effort is made to find out the usage of internet by the members in the library. The replies thus received are presented in **Table-14**

Table:-14 Use of internet in the library

S. No.	Category	Yes	%	No	%	GT	GP
1	Students	16	12.8%	78	62.4%	94	75.2%
2	Faculty	4	3.2%	27	21.6%	31	%
Total		**20**	**16%**	**105**	**84%**	**125**	**100%**

From the data received, it is found that only 16% of the users are using internet facility in the library.

4.15 HELPFULNESS OF LIBRARY STAFF:

As stated in the chapter 2, the library is a trinity of books, users and staff. The staffs in the library play the role of the mediator, between the documents and the users. It is of particular importance that the staffs of the library are cooperative and helpful for the users as the cooperation of the library staff effects the users to a great extent. As such an effort is made to find out the opinion of the readers regarding the helpfulness of the library staff and the result are arranged and presented in the **Table-15**

Table-15: Helpfulness of library staff

S. No.	Category	Yes	%	No	%	GT	GP
1	Students	84	67.2%	10	8%	94	75.2%
2	Faculty	29	23.2%	2	1.6%	31	%
Total		**113**	**90.4%**	**12**	**9.6%**	**125**	**100%**

The replies received show that the maximum users of 90.4 percent are satisfied with the helpfulness of the library staff. The reasons for dissatisfaction can be answered in several ways, since all the library staff are not professionals and might not be in opposition to address to the needs of the users.

CONCLUSIONS

Based on the discussions made in the previous chapters, the following are the major conclusions of the study.

- Hundred percent of the members use the Govt. Ashtang Ayurvedic College library.
- Sixty percent of the users are of the opinion that the reading material available in the Govt. Ashtang Ayurvedic College library is useful for them.
- Seventy three percent of the users are of the opinion that they use periodicals in print form. Twenty seven percent users are using the online and e-journals.
- The users of the Govt. Ashtang Ayurvedic College library are familir with the arrangement of books in the library shelves. But not familiare with the library classificatin schemes.

- Forty-one percent of the users are of opinion that it takes more than 60 seconds for issuing book from the library.

- Seventh two percent of users have no problem in finding suitable source of information.

- Eighty percent of the collection of library understands for users.

- Maximum number of users with eighty six percent of them are using other library system for their literature search.

- A group of users that is twenty eight percent of users are having no problem in finding their sutaible information source.

- The replies received show that the maximum users of ninety percent are satisfied with the helpfulness of the library staff. The rest for dissatisfaction can be answered in several ways since all the library staff are not professionals and might not be in apposition to address to the needs of the users.

- Forty seven percent of the users belonging to different categories are getting issued two books. Fifty two percent of the users belonging to different categories are getting issued one book even they are eligible for two books.

- Seventy four percent students and faculty totaling are allowed to keep book for two weeks and 12% of the users are allowed to keep book for more than 15 days.

- By this study to know the maximum visit the library for specific subject needs.

- Nearly thirty four of the users are using computer in library and the usage of the computers need improvement.

- More than fifty percent of the users feel that library of Govt. Ashtang Ayurvedic College need more computer systems for better services.

- Eighty four Percent of the users are not using internet facility in the library.

- Twenty seven percent of the users are using the internet facility for the purpose of searching resources of the library and 32.8 % of them use internet to collect information through internet and very few users chat and mail through in interested in the library.

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