Evaluation of Library Services in Private Universities with Special Reference to Madhya Pradesh (India)

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Abstract

In order to meet the demands of the new generation of tech-savvy library users, it is essential for libraries and information centres to integrate ICT for efficient management of library operations and provision of user-centric library services. The report summarizes the findings of a survey conducted to learn whether ICT infrastructure facilities are available and whether new technologies are being used at a few college libraries in the Gwalior district of Madhya Pradesh. In addition to observations and unstructured interviews, questionnaires have mostly been employed as a strategy for data collecting. The findings of the study reveal that most the surveyed college libraries are presently in developing stage in terms of ICT implementation. The proper adoption of ICT in the college libraries under consideration has been found to be hampered by financial limitations and a shortage of ICT-skilled staff.

Keywords: ICT, Library services, Information centre, Financial, University libraries

1. Introduction

The encouragement and promotion of scholarship and the conduct of research in all branches of knowledge and human pursuits is one of the goals of creating any university. As a result, a university creates its course curriculum and offers the required infrastructure to achieve these objectives. Given this, each of the university's infrastructures—the library being unquestionably the most important—is a crucial component of the overall academic system. To address the information needs of the students, teachers, and the entire university community, academic information sources are obtained, arranged, processed, stored, and made accessible in the university library. The university library can aptly be referred to as the heart of the university because it is designed to serve its parent institution and is thought of as an organ around which all academic activities revolve. [1] India's higher education system consists of both private and governmental universities. The Government of India and the state governments fund public universities, while various organisations and organisations mostly support universities. The university Grants Commission (UGC), which derives its authority from the university Grants Commission Act, 1956, is responsible for accrediting universities in India. In addition, 15 professional councils have been established to oversee various facets of accreditation and coordination. According to section 3 of the UGC Act, the Department of Higher Education in the Union Human Resource Development Ministry may give a status of autonomy known as "Deemed University" or "Deemed to be University." [2] Due to the impact of ICT, the trend in libraries has now completely transformed. In the past, emphasis was placed solely on manually managing collections, but in the current digital environment, all information and resources are acquired, managed, and accessed electronically. In this digital age, libraries will automate and struggle for their continued viability. On the one hand, libraries are compelled to incorporate technology advancements; on the other, customer expectations are swiftly changing. Users today expect their desired information promptly and precisely since they are so well-informed. Users expect high-quality services, especially when they are available electronically or digitally. Libraries in Indian universities are not exempt from the effects of technology on educational institutions, particularly universities, around the world. Customers today demand great services in the least amount of time. 24x7x365. So that the authority can identify where they are deficient and take steps to improve it, libraries must change the way they serve services and undertake regular quality surveys. Tools like ServQUAL and LibQUAL have been developed specifically for evaluating the calibre of library services. These tools are very helpful for all types of libraries to gauge the quality of their services.[3]

2. Literature review

Khalid Mahmood, et al., (2021) Using the LibQUAL survey, this study was done to evaluate the college libraries' services in Pakistan's Punjab Province. 998

respondents—college staff and students—were used to get the data. According to the survey, neither group users nor individual users perceived any of the service quality features or dimensions to be in line with their expectations. Based on the gender, type, and academic discipline of users, significant variations in library service quality were found. The Punjab Higher Education Commission (HEC), local college administrators, college libraries, and other developing nations can all benefit from this study. It will help them prepare for the future, optimise resource allocation, and promote resource consumption with purpose. [58]

JeonghyunKim (2021) Academic libraries have made headway in establishing themselves as hubs and leaders for research data services on campus as technology and the stewardship of research data continue to advance. They have been asked to ensure intercampus cooperation and support in order to create a unified service to address the demands of their community. The data, however, on the significance of libraries in leadership, whether other stakeholders' involvement matters, and if so, how that involvement matters, is not well-documented. The study's findings provide more concrete proof of the importance of libraries' advocacy and stakeholder involvement in creating research data policies and services.[59]

Wenting Cheng, et al., (2021) Libraries' use is impacted by their accessibility in terms of space. The effects of spatial accessibility on the fairness and inclusivity of public libraries must be taken into account. The equality of spatial accessibility to library materials and services across demographic groups is to be evaluated using a method that is proposed. There are two techniques to assess accessibility in space: closest-based measures and quantity-based measurements, which describe the accessibility to the nearest resource and to various resources based on travel time and distance on road networks, respectively. With census tract socioeconomic and demographic variables, such as the minority population, non-adults, and population in poverty, two methodologies are used to evaluate equality. The approach is used to investigate the actual locations of public libraries in four significant U.S. cities with different populations. The findings indicate that socially disadvantaged people in the cities of Washington, DC, Baltimore, and Chicago experience spatial disparity. In DC and Baltimore, inequality is particularly pronounced among minorities and non-adults. The study aids in identifying potential disparities for particular subpopulations and directs decision-making for library services to increase equity and inclusion.[60]

Anna Cigarini, et al., |(2021) Can local libraries serve as centres for citizen science? In accordance with the tenets of citizen science, this question was answered jointly by two hands-on tasks completed by librarians from the Barcelona Network of Public Libraries. A training course that 30 librarians from 24 different libraries attended was one activity that gave them the ability to envision the adoption of citizen science at each library. The other engagement comprised professional scientists, seven librarians from three different cities, and 40 library users in constructing a citizen social science project. Through participant observation, surveys, and a focus group, the analysis takes into account the viewpoints of both librarians and users in order to pinpoint strengths and weaknesses. The overall findings imply that public libraries can play a leading role in the advancement of citizen science and contribute to their goal of serving as local community centres.[61]

Seungwon Yang and BoryungJu (2021) Throughout Hurricane Florence's 2018 path, Carolinas public libraries used Twitter to communicate with their local populations. In the Carolinas, 161 libraries in total were looked at. To understand the specifics of interactions between the libraries and the communities they serve, 738 tweets from 17 libraries that had a presence on Twitter were analysed using the framework of crisis informatics, content analysis, and network analysis. The libraries posted information on their Twitter feeds about both disasters and other topics, according to the study's findings. The majority of the disaster-related tweets (291 out of 349) and after (56 out of 349) phases. Comparing the Before and After phases, there were much less general library-related tweets during the During phase. Additionally, the libraries were retweeting tweets on disasters from various governmental organisations and non-profits to the people in their social network. These results suggest that as the hurricane danger started to influence the towns, libraries began to transition from being general services institutions to serving as a central location for emergency information.[62]

Devika P. Madalli and Amit Tiwari (2021) A maturity model defines a class of items' pre-planned evolution route, which is formed of distinct stages or levels. As a result, the maturity model is a useful tool for determining an organisation, process, or group's current capabilities and future needs. Two phases made up this investigation. The primary literature on maturity models for library administration and services was identified during the first phase. The second assessed the details of the maturity models used or derived for managing and providing services to libraries. Twelve maturity models in total were chosen for the investigation. 18 parameters were used to evaluate the chosen models, nine of which were taken from the literature review and nine others were suggested by the authors. Based on the models' descriptive, structural, and administrative characteristics, these parameters were categorised. The parameters aid in determining the maturity model that will work best for implementation in a library or information centre. The findings indicate that a number of domain-specific commercial and free maturity models can enhance library

and information services. To promote information services, library and information workers should take use of the chance provided by user training and community support for maturity models.[63]

Ladislava, et al., (2021) Public libraries have a great deal of potential as producers and catalysts for social innovation in neighbourhoods and society. Social innovation in libraries can take the shape of educational and cultural activities, leisure and networking activities, and social support services, according to qualitative research based on interviews with 27 librarians. The investigation's major objective was to identify the elements that facilitate and complicate these developments in public libraries. A four-layer model comprising structural, local, organisational, and personnel-level social innovation barriers and stimulators is offered. The model might be used to educate librarians, their stakeholders, and governments about all levels of barriers and stimulators related to the future social repositioning of public libraries and innovation of library services.[64]

Rebecca M.Teasdale (2020) Public libraries are spending more money on makerspaces and trying to assess what they have to offer. The evaluation process's first phase, defining success, is challenging since makerspace participation is customised and self-directed and because making participants and purposes are diverse. Seven evaluation criteria that reflected participants' and the library's conceptions of success for one public library makerspace were identified and compared in this study. Findings showed that while none of the seven criteria held true for every participant in the sample, at least one criterion taken from library objectives did. If evaluation criteria are solely derived from library aims and/or are applied evenly, the advantages of the makerspace may be understated. An evaluation that reflects the diversity of goals and advantages connected with makerspaces might be produced by employing individual criteria that vary across the community and criteria that are drawn from both participant and library viewpoints.[65]

Vanessa L. Kitzie, et al., (2020) In order to address common challenges, the World Cafe (TWC) methodology fosters communal knowledge among people and communities. TWC can support LIS research and practise, which are becoming more community-focused and participatory. Ongoing research looking at public libraries' services to LGBTQIA+ groups for health information highlights the benefits and drawbacks of TWC. In [name deleted for blind review], the authors used TWC in a community forum with leaders from the LGBTQIA+ community and librarians/paraprofessionals. Participants engaged in daylong rotating café-style table chats that promoted fresh perspectives and group discussion in accordance with TWC traditions.[66]

Deborah Hicks, et al., (2020) Public libraries and public library researchers have an as-yet-unexplored entry point into their big data stories based on these links with their community thanks to social network analysis (SNA), a theoretical framework and statistically focused methodology. By examining the types of ties public libraries have, how these ties lead to relationships, and how these relationships can be described, SNA provides library and information science researchers with a methodology and a new research agenda to better envision the relationships they have with their communities both in-person and online. In addition to providing libraries with the "hard" facts they frequently require to prove their usefulness to their political authorities, SNA's quantitative focus and its data analysis techniques in the form of networks and hubs may also reveal new trends in library use and library partnerships.[67]

3. Research Approach

As my research experience unfolded, I developed an approach to the study, theoretically and practically, of what Ermine (2007) calls an ethical space of engagement. This is explained as follows: To ensure that there is validity in the concepts that I am measuring and trustworthiness in what I am reporting, at each step in the planning and actual case study design I triangulated data from other sources in relation to my findings (Ermine, 2007; Battiste, 2000; Babbie, 1990). For example, in the four main themes that were developed - library governance, rights, library value and access to information - I referred to Indigenous, Canadian and Ontario public library reports and monographs for information on the history of libraries, levels of library governance and funding (Demers, et al., 2014; Newman, 2004, 2008; Bruce, 2011, 2012). I also consulted First Nations strategic public library reports to understand the Indigenous public library perspective (Saunders, 2012; Aboriginal Library Services Working Group and Mary Cavanagh, 2009; Ontario First Nations Public Library Strategic Plan Liaison Committee, 2004). Ontario public library statistics were useful to understand changes in public library membership, connectivity and resources, and gave a general overview of library types and population estimates. The Ontario public library statistics have been collected since 1999 so I developed a timeline of changes in First Nations public libraries since that date. Data from the provincial statistics were integral to developing a comprehensive overview of First Nations public libraries (Schrader and Brundin, 2012, Ontario, 2016a). Other government publications provided information on the state of First Nations public libraries from a cultural perspective (Ontario, 2016). In my qualitative case study methodology there is no unit of analysis per se. In a quantitative methodology using a randomised sample selection, the sample would have been generalizable to a greater population, but this research is context specific. The rights, freedoms and treaties of the UDHR, the UNDRIP, the ICCPR and ICESCR and the Canadian Charter and their

provisions that have been identified as related to access to information at a public library are generalizable to Indigenous public libraries. These rights are identified as Indigenous and culturally specific to Indigenous library issues. The TRCC report articulates some of these rights, while Indigenous library scholars support international Indigenous cultural rights (TRCC, 2015; Roy and Hogan, 2010).

4. Data Interpretation and Result Analysis

In this work, we have selected only six private university of Madhya Pradesh (1) ITM University, Gwalior, (2) Amity University, Gwalior, (3) Jiwaji University, Gwalior, (4) Lakshmibai National Institute of Physical Education, Gwalior, (5) Rajmata Vijayaraje Scindia Krishi Vishwavidyalaya, Gwalior, (6) Raja Man singh Tomar Music & Arts University, Gwalior. These university provides the users to various books, e-journal, e-library, e-resources etc.

Table 1 General Information

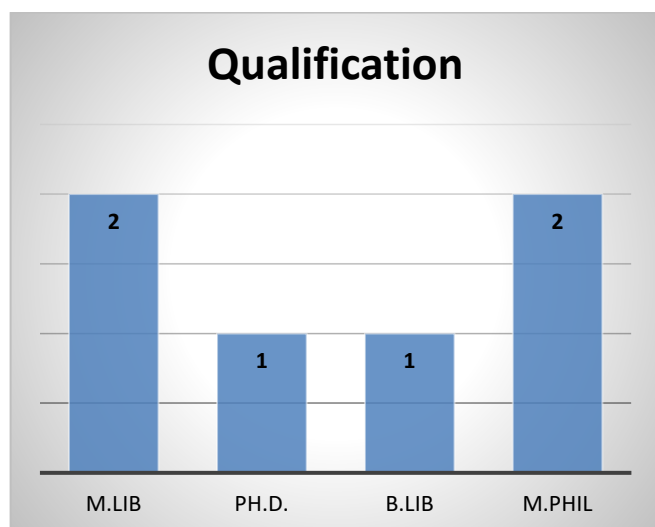| S.No	Colleges	Qualification	Age
1	ITM University, Gwalior	M.Lib	35-40
2	Amity University, Gwalior	M.Lib	30-35
3	Jiwaji University, Gwalior	Ph.D.	50-55
4	Lakshmibai National Institute of Physical Education, Gwalior	M.Phil.	45-50
5	RajmataVijayarajeScindiaKrishiVishwavidyalaya, Gwalior	B.Lib	30-35
6	Raja MansinghTomar Music & Arts University, Gwalior	M. Phil.	50-55

Fig. 1   Qualification of Librarian

As per the survey Table 5.1 showing qualification of librarians & we find in figure 5.1, that 34% librarians are Masters in Library Science whereas 34% librarians are M.Phil. qualified. Only 16% of librarians are a Ph.D. holder in the Indore. 16% of library professional are onlyB.lib.

General Library Information

All the libraries in the study are university academic college libraries. Most of the university have a library in the administrative block and area between 5000- 7000 sq ft. with well equipped library furniture and arrangements. Most of the libraries are 10 to 15 years old and have a good collection of books and other resources.

Table 2 General Information of Library

S. No.	Colleges	Area of Library sq. ft.	Age of Library in years	Seating capacity at a time
1	ITM University, Gwalior	40000-50000	10-15	500-1000
2	Amity University, Gwalior	50000-60000	10-15	500-1000
3	Jiwaji University, Gwalior	50000-60000	50-60	1000-1500
4	Lakshmibai National Institute of Physical Education, Gwalior	10000-20000	20-25	300-500
5	RajmataVijayarajeScindiaKrishiVishwavidyalaya, Gwalior	10000-20000	10-15	300-500
6	Raja MansinghTomar Music & Arts University, Gwalior	10000-20000	10-15	100-300

As per AICTE/UGC norms sitting capacity in the library should be 150 students at a time. Only Raja Mansingh Tomar Music & Arts University, Gwalior are having only seating capacity of 100 students at a time. Whereas 33% colleges have a good sitting capacity of about 500 to 1000 students at a time like ITM University, Gwalior, Amity University, Gwalior, Lakshmibai National Institute of Physical Education, Gwalior and Rajmata Vijayaraje Scindia Krishi Vishwavidyalaya, Gwalior etc. and some of the university, i.e. 17% are having a sitting capacity of more than 1000-1500 students at a time like Jiwaji University, Gwalior.

About timing and use: All the university libraries are closed on all holidays and no library is open for 24 by 7. Most users visit the library during lunch hours. Most of the libraries have library committee for all library approvals.
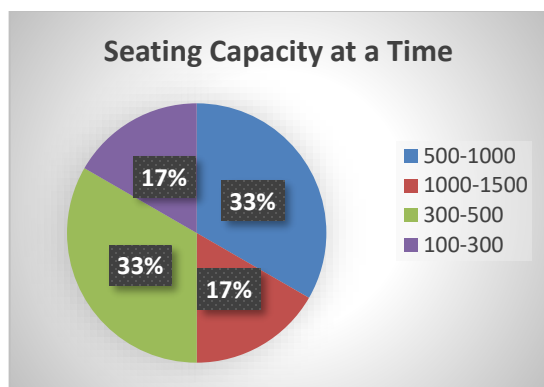
Fig.3   Seating capacity at a time

Table 3 Library Timings & visiting hours

| S. No	Colleges	24*7 library	Service on holidays	Users visit time	Library committee
1	ITM University, Gwalior	No	No	In lunch 01.00-2.00	No
2	Amity University, Gwalior	No	No	Morning 9-11 am	Yes
3	Jiwaji University, Gwalior	Yes	Yes	Short break 11-12 pm	Yes
4	Lakshmibai National Institute of Physical Education, Gwalior	No	Yes	Short break 11-12 pm	No
5	RajmataVijayaraje ScindiaKrishiVish wavidyalaya, Gwalior	Yes	Yes	In lunch 1:00-2:00 pm	Yes
6	Raja MansinghTomar Music & Arts University, Gwalior	No	No	After 2:00pm	Yes
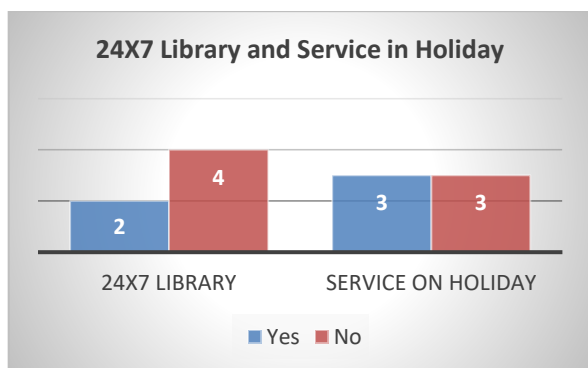
Fig. 4 Library services and round the clock availability

We find from table 3 that no library is open round the clock and provide services on holidays and giving the library services which is clear from the graph fig 5.6, we can see that only 50% university that are only 3 university provide the reading facility on holidays and are open

during the exam on holidays. But at the same time, we find that not a single university is giving library facility for 24*7 to their users in all the private and govt. university.

5. Suggestion

The Data findings and analysis of users feedback received through survey supported the researcher to propose some suggestions for the optimum use of library resources and advancement of services.

Library timings
It is noticed that library timings in university must be extended for users, as users are busy in their classes and labs so they cannot make optimum use of the library for study.

Services
According to the statistics, over half of the users (41%) are dissatisfied with the book selection and recommendation process because their suggestions are ignored and requests are made directly. This aspect of service cannot be overlooked, and library administration should take customer requests seriously, as well as develop standards for book procurement.

It should also be highlighted that users require a distinct reference area for self-study because most libraries only have a single library hall. As a result, private university libraries must be built so that different areas with seating arrangements are accessible.

It has also been observed that private engineering university libraries require enough computers for normal work as well as OPAC searching terminals so that users are aware of the library's holdings.

Users' feedback has also revealed that libraries should have a suitable quantity of computers for internet searching. Furthermore, the internet/Wi-Fi speed must be improved.

It has been discovered that private engineering libraries are not spending enough in journals and electronic resources, causing users' knowledge thirst to be stifled. Users should have access to as many e-resources as possible, including journals, e books, and databases, according to university management.

Physical area improvement
According to the findings, roughly 35% of users believe that library holdings are insufficient and that they should be increased. Furthermore, consumers appear to value the existence of a separate library building with its own facilities.

It's also worth noting that users recognise separate study rooms/cabins for self-study and discussion purposes.

IT Knowledge and staff encouragement:
According to the librarians' study, library workers, both professionals and non-professionals, should be encouraged and given computer/IT training in the university itself in order to improve library services.

The investigation also reveals the condition of librarians in private engineering universities, revealing that they are not

permitted to attend any refresher courses or training programmes. As a result, professionals are behind on current information and trends. Professional librarians should be encouraged to take refresher courses and training programmes in order to improve their own skills and provide better services.

It has also been observed that due to a lack of employees and a busy workload, library professionals are unable to attend national conferences and seminars. If the fundamental staffing requirements are met, library professionals can advance and form personal connections with other professionals throughout the world.

Satisfaction Level of users:

Users are satisfied with the ease with which they may locate library materials. The library's loan period and circulation system are well-liked by patrons.

The majority of consumers are dissatisfied with the private engineering university libraries' operating hours. Users are satisfied with the level of service provided by the reference staff, the display of books, and the availability of back volumes of periodicals.

Users appear to be content with photocopying and OPAC services, but disappointed with the internet / Wi-Fi facility and its speed.

6. Conclusion

The library is important not only in the educational field, but also in society. Libraries have made a substantial contribution to the development and advancement of humanity, as evidenced by history. Information cannot be shared without wisdom being nourished. Libraries grew in popularity following independence, but in the modern day, they have grown beyond their physical boundaries, ushering in the digital era. With the introduction of ICT in library services, collection development, and management, storage, retrieval, and dissemination of information has become simple and ubiquitous, as well as an important instrument for teaching and learning. Traditional services are ineffective at meeting users' needs while saving them time. As a result, academic librarians have little choice but to embrace and honestly integrate information and communication technology in order to match users' expectations and to provide better and more timely services.

ICT has influenced user expectations, and library professionals are pushed to meet those expectations by offering excellent library services, making users aware of library holdings, and delivering the most up-to-date information. To remain and function as a technological picture librarian champion, clever tools for updating users' information must be used. Particularly in university management has high expectations of librarians, and it is acknowledged that librarians must give high-quality service to their users and encourage them to make the most use of library resources by incorporating ICT into all routine tasks.

The current analysis makes every effort to depict the art of library services in the Gwalior institutions that were chosen for the survey. When it comes to evaluating library services using ICT as an expert tool and improving services, it is clear that technology has an impact and that users' and management's expectations have risen. Libraries and library professionals have been endangered by drastic budget cuts in resources, staff, and technology equipment. Still, it is believed that the future of library services will be dependent on the availability of a sufficient number of computer systems, mobile technology uptake, internet connectivity, and ICT-friendly employees. Aside from that, the university's senior administration will have to put in a lot of work to overcome the detected flaw.

7. Future Work

The current study is limited to evaluating library services in the University of Gwalior utilizing ICT as an expert tool. Further extensive evaluation of library services utilising ICT technologies can be conducted not only on university campuses, but also on private universities in Gwalior, as well as universities throughout M.P. According to the literature, continuous review of library services is required because many university libraries are still maintained in a traditional fashion. Because university administration does not anticipate to invest or reinvest in technology, evaluating library services and ICT resources is critical and the best step toward making society digital and hi-tech.

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