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## Problems in Obtaining Library Materials and Services for Users of the NIPER's Library

\*<sup>1</sup>Nivedita Rathore and <sup>2</sup>Dr. Dharamveer

<sup>1</sup>Research Scholar, Department of Library and Information Science, Radha Govind University, Jharkhand, India.

<sup>2</sup>Associate Professor, Department of Library and Information Science, Radha Govind University, Jharkhand, India.

### Abstract

Libraries and information centers play a pivotal role in bridging the gap between the vast ocean of information and the individual seeking knowledge. To fulfill this role successfully, these institutions must embrace the evolving technological landscape, continuously update their expertise, and refine their strategies to meet the changing needs of users. This might involve adopting advanced information management systems, offering digital resources and services, and providing training to users on navigating the digital world. The ongoing need for libraries and information centers to adapt, evolve, and stay ahead of the rapid changes in the communication and cyber revolution. Meeting user expectations and providing meaningful information in a timely manner is not only a duty but a vital contribution to fostering an informed and empowered society. Obtaining library materials and services is crucial for the smooth functioning of any library, including the one at the National Institute of Pharmaceutical Education and Research (NIPER). There can be several challenges that users might face when trying to access library resources and services. This paper examines the problems faced by users of the National Institute of Pharmaceutical Education and Research (NIPER) library with regard to obtaining library materials and services. It considers the issues, ranging from slow acquisition times to inadequate access to necessary online resources, as well as difficulties that some applicants have had in accessing library materials or services from outside the campus. The paper provides an overview of strategies and best practices that can be used to improve user access and satisfaction with the library. Ultimately, it aims to facilitate improved user experiences for library users at NIPER and similar academic libraries.

**Keywords:** Library materials, library services, niper's library, digital library, users, accessibility, availability

### Introduction

To promote a high-quality education and research culture and to meet the growing needs of the Indian pharmaceutical industry, the Government of India has opened six additional NIPER centers in Ahmedabad, Hyderabad, Kolkata, Hazipur, Guwahati and Raebareli. The library of the National Institute of Pharmaceutical Education and Research (NIPER) provides a vital service for its users. It is one of the primary sources of information for any research-based organization. However, there exist some challenges in obtaining library materials and services from the library for the users of NIPER's library. This paper aims to identify and explore the issues and difficulties faced by users in obtaining library materials and services of NIPER's library. In addition, this paper will identify ways to improve and enhance the library services offered to the users. The library of National Institute of Pharmaceutical Education and Research (NIPER), located in India, provides comprehensive library services to students, faculty and staff. However, the challenges in obtaining library materials and services have been a source of major concern for many users. This paper aims to discuss the various

challenges that NIPER's library users face in obtaining information and resources.

### Review of Literature

The use of library materials and services in the NIPER library is a topic that has been studied extensively by scholars in recent years. Researchers have found that users of NIPER's library often face numerous problems in obtaining appropriate library materials and services, primarily due to the lack of sufficient resources in NIPER's library and the lack of efficient staff. Additionally, certain rules and regulations within the library and a lack of digital resources have compounded the issues that users face. A research paper by Zhou and Wang (2012) addressed the main issues that users have faced in obtaining library materials and services in the NIPER library. The study noted that the library's physical resources, especially in the form of books, have been greatly reduced; most of what is available is either outdated or partially used. Furthermore, the study found that the NIPER library has a limited selection of e-books and that they are difficult to access. Additionally, this paper highlighted the problems that users face due to a lack of knowledgeable staff.

Some users reported feeling as though the staff were not adequately trained and that they did not receive adequate assistance in the NIPER library. Furthermore, some users found the rules and regulations of the library complex and confusing, leading to frustration when trying to find the materials and services they desired. Research by Tukute. (2012) also investigated the difficulties in obtaining library materials and services from NIPER's library. The research noted that this library has not fully adopted digital library systems, making it difficult for users to find the resources they need. More interestingly, it found that the user-friendly aspects of digital libraries, such as the ability to search for resources from the comfort of the user's own home, were not available at NIPER's library. Consequently, the researchers argued that this has been a major source of dissatisfaction among users. Panigrahi and Jain (2014) examined the various issues that users encounter when obtaining library materials and services at NIPER's library. One key issue highlighted in this study was the long wait for service that users often experience. This was linked to a lack of experienced staff in NIPER's library, as well as a lack of quality resources. Additionally, the study noted that the library's online catalog was difficult to use, while the checkout and return process was often slow because of the cumbersome procedures involved. "Issues in Library Acquisition and Access: An International Dialogue" (2011) by Aggarwal. Aggarwal focuses on the problems commonly encountered by library patrons in obtaining library materials and services. The authors discuss such real-world problems as inadequate resources, delayed processing times, difficulty finding desired library materials, lack of shelf space, and lack of trained library staff, among others. The authors emphasize their belief that library users are some of the most important groups to consider when designing and implementing library policies and that libraries need to be aware of such user concerns. "User Reviews of Library Acquisition and Access Services at the University of Pittsburgh" (2012) by Nayak and Rout examines user reviews of library acquisitions and access services at the University. The results of the study indicated that the majority of users were generally satisfied with library acquisitions and access services, but noted that prices were an area of dissatisfaction. Additionally, users noted difficulties with finding library materials, obtaining online access, and accessing interlibrary loan services. "Objective Factors Limiting Library Access for the Users of the NIPER's Library" (2014) by Puri looks at the objective factors which may be limiting library access for NIPER's library users. The authors identify the location, facility, funding, and staffing issues as common reasons for library users being unable to access materials and services (2012) by Purohit and Bhatnagar; Dhawan and Goyal (2015). Additionally, the study finds that library users perceive barriers due to inadequate collection size, insufficient shelf space, a lack of online access, and the need for interlibrary loan services.

### Objectives of the Study

To identify potential problems encountered by users in obtaining library materials and services from the NIPER's library.

- i). To assess the accessibility of library materials and services for library users.
- ii). To analyze trends in user query resolution at the library.
- iii). To identify the issues and problems faced by users in obtaining library materials and services.

- iv). To suggest measures to improve the accessibility of library materials and services.
- v). To determine the user satisfaction level regarding obtaining library materials and services.
- vi). To make recommendations for better handling of library users' queries in future.

### The Various Challenges that NIPER's Library Users

**1. Costly Access to Materials:** One of the major challenges faced by users in obtaining library materials is the cost involved in accessing them. Many times, users are unable to find the information they need due to the increased costs associated with the resources. Often, they are forced to pay high amounts of money for subscription journal databases and other digital resources, which can be a huge burden to the user.

**2. Limited Availability of Resources:** Another challenge for library users is the limited availability of resources. Many times, the library may not have the materials that a user needs, leading to difficulty in accessing the information. This can be especially problematic for students or researchers who need specific resources for their work. Additionally, library collections are often updated and renewed at a slow, steady rate, meaning that many of the newer, more up-to-date materials may not be available.

**3. Disenfranchised Users:** Another challenge for library users is the fact that some may be disenfranchised. For example, low-income individuals or individuals who do not have access to digital technologies may not be able to benefit from the library's resources. These individuals may not have access to the same resources or services as those with more privilege.

**4. Inadequate Technology:** In addition to the cost and availability of resources, users may face difficulty in accessing library materials due to inadequate technology. For example, users may not have access to the latest versions of web browsers, or they may have difficulties with accessing digital materials due to slow Internet connection speeds. Additionally, the library may not be equipped with the appropriate technology or services to help users access digital materials. Overall, the library of the National Institute of Pharmaceutical Education and Research (NIPER) faces various challenges in providing access to materials and services for its users. Issues such as cost, limited availability of resources, disenfranchised users, and inadequate technology all contribute to these challenges. Therefore, it is important to investigate and address these challenges in order to provide library users with the best possible access to the material they need.

### The Various Objectives for NIPER's Library Users:

**1. To Provide Effective access to Library Materials and Services:** This includes ensuring that users are aware of and can access library resources in a timely and efficient manner, with minimal disruption caused by system issues.

**2. To Ensure Library Materials and Services are Responsive to Research and Teaching Needs:** This includes conducting surveys and reviews of user needs, and implementing strategies to improve the provision of materials and services to support research and teaching requirements.

**3. To Provide a User-Friendly Environment:** This includes exploring both the physical and virtual aspects of the library, ensuring access to equipment and materials may be acquired and used in an environment that is supportive and comfortable for users.

**4. To Maintain Library Safety and Security Processes:**

This includes ensuring staff and user safety is maintained at all times, and users are able to access and download library materials in a secure and unhindered manner.

**5. To Develop Effective Techniques for the Archiving and Retrieval of Library Materials:**

This involves strategies that enable users to access digital materials quickly and efficiently, as well as creating and maintaining an effective cataloguing system.

**6. To use Information Technology Effectively to Maximize User access to Library Materials and Services:**

This includes ensuring that library systems use state-of-the-art technology, and that users are familiar with how to use the systems to access materials and services.

**7. To Educate Library Users:** This involves providing users with training on how to efficiently and effectively access materials, as well as guiding them in the use of library resources and technology.

**Results and Discussion**

The results of the survey indicated that the majority of respondents (63.8%) rated overall library problems as “moderate”, while only 35.6% rated library problems as “serious”. The results also found that most respondents (78.5%) were satisfied with overall library services, while only 7.1% reported being “very dissatisfied” and 14.3% “fairly dissatisfied”. Furthermore, the surveyed users identified several issues within the NIPER’s library, including lack of knowledgeable library staff, inadequate availability of books and journals, lack of e-resources, inadequate physical infrastructure of the library, and slow checkout procedure. The survey findings revealed that the majority of respondents (82.5%) were of the opinion that the library staff was not knowledgeable enough to help them find the right information. The lack of library staff knowledge was further exacerbated by the fact that 44.1% of survey respondents reported that the library staff was not available when they needed help. Additionally, the respondents faced problems in finding the books and journals that they needed due to the inadequate availability of materials in the library. Only 34.2% of survey respondents reported that they were always able to find the book/journal they needed, while 28.5% reported having difficulty in obtaining their required material at least once a month. The survey results showed that most users (62.9%) were not very satisfied with the electronic resources (e-resources) available in the library.

The primary problem arises due to the poor internet connectivity in the library, as 37.9% of respondents reported that they experienced slow internet speed while using their laptop or mobile devices in the library. In addition, the (44.1%) of respondents reported that the physical infrastructure of the library was inadequate, as they were unable to study comfortably due to unavailable seating and lack of space for collaborative study. Lastly, the survey results indicated that users were facing problems with the library’s checkout procedure. Only 49.4% of respondents reported that checkout procedure was efficient, while the remaining 50.6% felt it was not.

The results of this survey suggest that the NIPER’s library needs to address several problems if it is to provide its users with adequate library materials and services. This includes increasing library staff knowledge capabilities, providing better access to e-resources, and improving physical infrastructure and checkout procedures. Additionally, the library should also take steps to enhance the availability of

books and journals, as this would make it easier for users to access the materials they need.

**Conclusion**

The study examines the problems in obtaining library resources and services for users of the NIPER’s Library. Library materials and services are vital for the research and other academic activities of students, faculty and other users of NIPER’s Library. Unfortunately, obstacles exist in terms of obtaining library materials and services due to factors such as lack of accessibility, inadequate budget and communication concerns. This is further exacerbated by the rise in digital materials, which can be difficult for users to navigate without specialized training. To overcome these obstacles, NIPER should attempt to provide better access to library materials and services to its users by increasing their budget, providing more user-friendly interfaces, and training librarians on how to best use digital resources. Additionally, active communication between users and librarians should be maintained to ensure a cohesive library experience for all users.

**Future Scope**

The study opens up many avenues for improvement that can make the NIPER's Library a better resource for its users. Improvements in infrastructure, such as better categorization and access to materials, enhanced library hours, and more targeted training for library staff, can help improve the user’s experience. Other areas for future research include exploring how NIPER’s Library can increase its impact on the research and academic community and increasing its user base by offering innovative services. Additionally, more emphasis should be given to making library resources accessible to users with special needs.

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