



OPEN ACCESS ONLINE LIS JOURNALS, VOL -1, NO-2 PAGES, 1-13, FEBRUARY, 2011,

=====

Full Length of Research Paper

INFORMATION SERVICE SATISFACTION AMONG PG STUDENTS IN SANJAY GANDHI POSTGRADUATE INSTITUTE OF MEDICAL SCIENCES: A SURVEY

Gaurav Kumar Bajpai

Deputy Librarian,

Central Library Rural Institute of Medical Sciences & Research,

Saifai Etawah, 206301

E-mail: deputylibrarian@indiatimes.com

Phone No: 09410802338

Introduction: - SANJAY GANDHI POSTGRADUATE INSTITUTE OF MEDICAL SCIENCES (SGPGIMS), Lucknow is a university established under state act 1983, the Institute is located on a 550 acres residential campus at Raibareli road, Lucknow. The Institute offers its own degree, which is duly recognized by the Medical Council of India (MCI). The Institute is rated amongst the top medical institutes in the country. Delivering Medical Care, Super - Especially Teaching, Training & Research. The Institute offer DM, Mch, MD, MS, PHD, Post Doctoral Fellowships (PDF) and Post Doctoral Certificate Courses (PDCC) and Senior Residency in various Specialties.

The Institute has more then 120 faculty members in 20 Academic Departments, These departments are engaged in Teaching , Training, Patient care & Research.

Facilities Provided by SGPGIMS:-

- ❖ Library Facilities: - The Institute has a big library with more then 16000 books, Internet access, Literature search, Photocopy, Inter Library Loan etc.
- ❖ Computer Facilities
- ❖ Auditorium and Seminar Room
- ❖ Hospital facilities
- ❖ Department Activities:-
 - ✓ Anesthesiology and Critical Care Medicine

<http://oaolisjournals.wordpress.com/>

- ✓ Biostatistics
- ✓ Cardiology
- ✓ Cardiovascular & Thoracic Surgery
- ✓ Endocrinology
- ✓ Endocrine Surgery
- ✓ Gastroenterology
- ✓ Immunology
- ✓ Medical Genetics
- ✓ Microbiology
- ✓ Pathology
- ✓ Radio diagnosis
- ✓ Radiotherapy
- ✓ Nephrology
- ✓ Neurology
- ✓ Neurosurgery
- ✓ Nuclear Medicine
- ✓ Surgical Gastroenterology
- ✓ Transfusion Medicine
- ✓ Urology

SGPGIMS Central Library:-

Introduction: - The Central Library has established in 1988 to provide access to “Current Health Information”, it is designed to function as a centre of learning and meet the requirement of the Institution’s various academic program.

The Institute Central Library and Information System have played an important role in the advances of medical knowledge, research & practice. It has all essential infrastructure and information resources, to meet the various information required by the user (Faculty Members, Senior Residents, Research Scholars and Paramedical Staff) of the Institute.

Opening Hours: - The Central Library is kept open round the clock between 8.00AM to 8.00PM through the year.

Library Collection: - The Central Library has a rich collection of over 40,000 vols. Comprising of books, bound volumes of journals, annual reports, periodicals & CD ROMs, National & Local Newspapers.

<u>Nature of Collection</u>	<u>No. of Collection</u>
1. Books (Reference & Textbooks)	19327
2. Global Serials	289
3. Indian Serials	23
4. Bound Vols of Journals	24089
5. WHO Global Serials	381
6. Books received on gratis / Exchange	800
7. CD ROM Disks (Books)	72
8. CD ROM Disks (Medline)	46
9. E- Journals	188
10. Annual Reports	200

Library Services: - The Central Library is offering various services to its User.

- ✓ Current awareness Service (CAS)
- ✓ Selective Dissemination of Information (SDI)
- ✓ Reference Service
- ✓ Reprographic Service
- ✓ Bibliographies Service
- ✓ Internet Service
- ✓ Downloading Service
- ✓ Inter Library Loan Service
- ✓ Sharing of Resources to other Lucknow Special Libraries
- ✓ Lending (Computerized charging and discharging of Books / Journals)
- ✓ Notification of new arrivals through web OPAC
- ✓ Literature search Facilities through MEDLARS (ON / OFF Line)

Resources Sharing:- The Central Library has participated locally with the LUSLIC and nationally with the ICMR - MIC center for Biomedical Information, New Delhi, the Center is catering to all Information need of the Indian Medical Professional by providing Bibliographic information and document support services, on such services the UNION CATALOGUE which contains holding 188 Biomedical libraries.

Library Automation: - The Automation of this Central Library was initiated with the provisions of computers in the library during 1996. Internet connections were given to the library in the year 1998. library is well equipped with a server (HP Net Server E-800) as well as with new it devices that are 8 HP Brio with a processing speed 1.6 GHZ and memory of 128 SDRAM, the network has been done with all the 14 computers hooked with server. Library has also a network laser printer, scanner and two dot matrix printers. An integrated library management software package LIBSYS

4.0, Linux based, incorporating the latest information technology was selected, and it covers library operations such as acquisitions, serials control, cataloguing, circulation and OPAC. The Web OPAC is a powerful search engine to find out information available in central library.

Library Charges:-

- ✓ Photocopy .50 Paisa per copy
- ✓ Literature Search Service 1.00 Rupee per sheet
- ✓ Overdue Charge 1.00 Rupee per Night
- ✓ Loss of Book full cost against latest edition
- ✓ Loss of Journal full cost for a set of Journal

FINDING OF SURVEY

To active the objective of the whole survey the following statistical tabulated data is collected. However total no. of postgraduate students in SGPGIMS is approximately 200.

Table 1:-

Respondents who have given search request to the library: -

Respondents (Type)	Total	Give search Request		Not Give Search Request		Did Not Answer	
		No.	%	No.	%	No.	%
MD Students	18	09	50.00%	05	27.78%	04	22.22%
MS Students	14	07	50.00%	05	35.71%	02	14.29%
Mch Students	08	05	62.50%	02	25.00%	01	12.50%
<u>Total</u>	40	21	52.50%	12	30.00%	07	17.50%

The above figure reveals that 52.50% students have made their information request, 30.00% students have not given their search request to the library and 17.50% students did not answer.

Table 2:-

Respondents who had made a systematic search request to the library: -

Respondents (Type)	Total	Yes		No		Did not Answer	
		No.	%	No.	%	No.	%
MD Students	18	09	50.00%	07	38.89%	02	11.11%
MS Students	14	10	71.43%	03	21.43%	01	7.14%
Mch Students	08	03	37.50%	03	37.50%	02	25.00%
<u>Total</u>	40	22	55.00%	13	32.50%	05	12.50%

The above figure shows that 55.00% students have made a systematic literature search, 32.50% students said no and 12.50% students did not answer.

Table 3:-

Librarians Practical Assistance to Respondents in study: -

Respondents (Type)	Total	Yes		No		Did Not Answer		Not Consult	
		No.	%	No.	%	No.	%	No.	%
MD Students	14	09	64.28%	01	07.14%	01	07.14%	03	21.12%
MS Students	17	07	41.17%	05	29.43%	02	11.76%	03	17.64%
Mch Students	09	05	55.55%	02	22.22%	01	11.11%	01	11.11%
<u>Total</u>	40	21	52.50%	08	20.00%	07	10.00%	07	17.50%

The above figure shows that 52.50% students said yes and 20.00% students said No and 17.50% students are not consult and 10.00% students did not answer.

Table 4:-
Respondents who have Obstacle in their Study: -

Respondents (Type)	Total	Having Obstacles		Not Having Obstacles	
		No.	%	No.	%
MD Students	18	04	22.22%	14	77.77%
MS Students	14	03	21.42%	11	78.57%
Mch Students	08	06	75.00%	02	25.00%
<u>Total</u>	40	13	32.50%	27	67.50%

The above figure shows that 32.50% students are having obstacles in their studies and 67.50% students not having Obstacles in their studies.

INFORMATION MEDIA AND INFORMATION SERVICES

Medical Professionals needs type of information, its depth and detail, the length and more of presentation. All these many vary along several dimensions. For examples

According to category of users, functional responsibilities of users, and according to the activities in which the user is involved with in the technology management.

This variety in dimensions has given rise to the respondents or regards information media. In the modern age, the new advancement of information technology has invented the more and more fast and easy accessible media of communication, which makes the information transmission more easily and faster as well as a small compact storage for the large amount of data.

Table 5:-

Kind of Information Media prefer by Respondents in study: -

Respondents (Type)	Total	Newspaper		CD - Rom		Journals		Reports	
		No.	%	No.	%			No.	%
MD Students	18	14	77.70%	05	27.70%	09	50.00%	10	55.50%
MS Students	14	12	85.70%	08	57.10%	10	71.40%	08	57.10%
Mch Students	08	06	75.00%	02	25.00%	04	50.00%	04	50.00%
<u>Total</u>	40	32	80.00%	15	37.50%	23	57.50%	22	55.00%

Respondents (Type)	Total	Periodicals /Serials		Online Journals		Bibliographical Sources	
		No.	%	No.	%	No.	%
MD Students	18	10	55.50%	06	33.30%	08	44.40%
MS Students	14	09	64.20%	07	50.00%	10	71.40%
Mch Students	08	05	62.00%	02	25.00%	03	37.50%
<u>Total</u>	40	24	60.00%	15	37.50%	21	52.50%

According to above tables Newspapers are primary interest, provide much information, Periodicals and others are secondary interest. The order of preference should help in acquiring the literature depending upon the various sources likes - Reference sources, CD- ROMs, Journals, Reports,

Online Journals, and Bibliographical Sources etc. Most of the users preferred these sources which are published edition for the current information. The overall rating indicates that most of the respondents prefer the general information, only few of them use other information media for their proper conduction of the study.

Table 6:-

Kind of Information Services prefer by Respondents in study: -

Respondents (Type)	Total	SDI		CAS		Internet		Inter Library Loan	
		No.	%	No.	%			No.	%
MD Students	18	07	38.80%	12	66.60%	10	55.50%	11	61.10%
MS Students	14	05	35.70%	10	71.40%	11	78.50%	09	64.20%
Mch Students	08	04	50.00%	04	50.00%	02	25.00%	03	37.50%
<u>Total</u>	40	16	40.00%	26	65.00%	23	57.50%	23	57.50%

Respondents (Type)	Total	Abstracting /Indexing Service		Reprographic Service		Subject Bibliography		Translation Service	
		No.	%	No.	%	No.	%	No.	%
MD Students	18	06	33.30%	05	27.70%	09	50.00%	12	66.60%
MS Students	14	08	57.10%	06	42.80%	08	57.10%	08	57.10%
Mch Students	08	03	37.50%	01	12.50%	04	50.00%	03	37.50%
<u>Total</u>	40	17	42.50%	12	30.00%	21	52.50%	23	57.50%

The above tables shows that 57.50% respondents are using internet Services, 65.00% respondents are using CAS, 40.00% respondents are using SDI and 57.50% respondents are using Inter Library Loan Services.

42.50% respondents are using abstracting / Indexing services, 30.00% respondents are using reprographic services, 52.50% respondents are using subject bibliography and 57.50% respondents are using translation Services.

Evaluation of Services

At this stage it may be proper to evaluate the information services available in the in Central Library. The criteria may be

- ✓ How many respondents feel satisfied and if so due to what reasons?
- ✓ How many respondents are not satisfied and if so due to what reasons?

Table 7:-

Will show same right in this:-

Respondents (Type)	Total	Respondents Satisfied		Not Respondents Satisfied	
		No.	%	No.	%
MD Students	18	15	83.30%	03	16.66%
MS Students	14	13	92.85%	01	07.14%
Mch Students	08	06	75.00%	02	25.00%
Total	40	34	85.00%	06	15.00%

From the table 83.30% (MD Students), 92.85% (MS Students), 75.00% (Mch Students) are satisfied with the present methods and library services offered by the central library.

Only 16.66% (MD Students), 07.14% (MS Students), 25.00% (Mch Students) are not satisfied with the present methods & library services.

Table 8:-

Feed back between the respondents and the librarians: -

Respondent (Type)	Total	Respondents				Not Respondents Satisfied	
		Having feedback		Not having feedback		No.	%
		No.	%	No.	%		
MD Students	18	11	61.10%	04	22.20%	03	16.60%
MS Students	14	10	74.40%	03	21.04%	01	07.10%
Mch Students	08	05	62.50%	02	25.00%	01	12.50%
Total	40	26	65.00%	09	22.50%	05	12.5%

The above table show that 65.00% respondents get feedback by the librarian, 22.50% respondents not find feedback by the librarians and 12.50% not answer.

Table9:-
Comparison of Table:-

Respondent (Type)	Respondents who have given search request to the library (table 1)	Respondents Having feedback With the library (table 8)	Respondents Satisfied with the library service (table7)
MD Students	50.00%	61.10%	83.30%
MS Students	50.00%	71.40%	86.60%
Mch Students	62.50%	62.50%	75.00%
Total	54.10%	65.00%	81.60%

As per above table given different result and shows overlapping in some cases, as for as the total average is concerned 54.10% respondents have made their search request to the library, where as 65.00% respondents have feedback with the library and 81.60% respondents have made satisfied with the presents library services.

- ✓ In MD Students, 50.00% respondents have made their request to the library and 83.30% are satisfied with the present library services, where as 61.10% respondents having feedback with the librarians.
- ✓ In MS Students, 50.00% respondents have made their request to the library and 86.60% are satisfied with the present library services, where as 71.40% respondents having feedback with the librarians.
- ✓ In Mch Students, 62.50% respondents have made their request to the library and 75.00% are satisfied with the present library services, where as 62.50% respondents having feedback with the librarians.

Table 10:-

Qualities of Information Services are Judge by P.G. Students: -

Respondent (Type)	Total	Fully		Average		Poor		No Answer	
		No	%	No.	%	No.	%	No.	%
MD Students	18	04	22.22%	13	72.22%	01	05.55%	--	--
MS Students	14	04	28.57%	09	64.28%	01	07.14%	--	--
Mch Students	08	02	25.00%	05	62.50%	01	12.50%	--	--
Total	40	10	25.00%	27	67.50%	03	07.50%	--	--

The above figure shows that 25.00% students are students are fully satisfied, 67.50% students are find average services and only 07.50% students are find poor services.

Table 11:-

Respondents and their major reasons of survey: -

Reasons of Survey	MD Students	MS Students	Mch Students
Equipments through Internet Access are not good	04	05	02
Hours in between Internet access is short	02	04	03
Information Services not Prompt	01	01	01
Library Services are inefficient	--	--	--

Out of 40 students only 11 students find that equipment through internet access is not good.

Out of 40 students only 09 students find that hours in between Internet access is short.

Out of 40 students only 03 students find that Information Services not prompt.

Out of 40 students no students find that Library Services are inefficient.

CONCLUSION

During the study, it has been observed that role of information science, information division and information scientist is an indispensable resource for socioeconomic development of the country. The supply of current and precise information in time helps the students to maximum use of available resources and also avoiding duplication of work. Similarly, a research and development

program can be accomplished successfully. If the required information become available as and when it is needed. In fact no progress is possible with the support of information.

Since the progress of every type is liked with the availability of right information at right time, access to it and its timely dissemination is very important.

In the changing technological environment, we need information professionals, who are expert in handling technology, able to design databases and carry out on -line searchers of databases with experts.

At present, there is a shortage of information officers posse ssing the required level of expertise.

The professional's organization and library school must make a special effort to train and educate information professionals to serve present and future needs.

RECOMMENDATION

Following recommendation and suggestions on the basis of survey of SGPGIMS central library have been formulated.

- ✓ Some more Computers are needed in the library, because many students are standing in the library for internet services.
- ✓ Access internet services, user request minimum 1 hour.
- ✓ Equipments through internet access is needs to replacing (feed back is the heart of library through this library can maintain and update their services in various fields)
- ✓ Feedback is requiring for evaluation of every information services.
- ✓ It is also important that training is given to the students (New) in the use of library. How to read and how to get information from the various source, how to handle reference books.

Reference:

- <http://www.sgpgi.ac.in>
- <http://www.google.com>
- <http://www.lucklib.net>
- Ranganathan, S.R. five laws of library science.2nd ed. Bangalore, Sarda Ranganathan endowment for library services, 1988.
- Kumar, P.S.G. Fundamental of Information Science. New Delhi, S. chand, 1998.
- Luha, H.P. Selective Dissemination of New Scientific Information with the Aids of Electronic Processing Equipments. New York, American Documentation Centre, 2001.
- Kumar, Girja and Kumar, Krishan Introduction of library Services, New Delhi, Vikas, 1996.