



## A Survey on Users' opinions about Library Automation

Mr. J.Jagan Babu

*Research scholar (Dept of Library science )  
Hindustan institute of technology and science, Chennai*

Mr. T.Jyothi

*Research scholar (Dept of Library science )  
Hindustan institute of technology and science, Chennai*

Date of Submission: 07-08-2023

Date of Acceptance: 22-08-2023

### ABSTRACT:

We are all aware that the information age saw a widespread adoption of ICT. Housekeeping tasks are being atomized in libraries. The purpose of the paper is to emphasize user opinions regarding library automation. Aspects like how automation is carried out, the software utilized for automation, etc. are not covered. The study's goal is to determine user awareness of library automation. A web-based questionnaire was used to gather information from 50 users of the academic library. With the use of tables and diagrams, it is analyzed. Users are aware of a library's automated system, and they are pleased with its speedy service, according to data analysis that was conducted. The conclusion reached is that customers are accustomed to automated library sources and services such as web OPAC and due book reminders. They are knowledgeable of the many library automation software options. They stated that automation will boost their working capacity and allow them to perform their tasks in less time.

**KEYWORDS:** Computerization, ICT, and Academic Libraries

### I. INTRODUCTION

Libraries are required to employ ICT to give information to their patrons in this information era. The computerized management of library toward housekeeping has proven to be an essential step in ICT. When libraries decide to computerize their operations, various library automation software emerges. The primary goal of the library is to deliver appropriate information to the appropriate users at the appropriate time. And it is now possible

Thanks to the automation of library housekeeping operations. Automation offers library users with

instant information, saving the user's time. The information explosion is another rationale for computerizing library sources and services. Growing user demand for information and limited financial resources make it impossible for libraries to purchase all information content, necessitating resource sharing. Other libraries or users can access their available materials via OPAC or WEB OPAC thanks to automation. It is no longer necessary to investigate how to accomplish automation and what software is used to automate libraries. The purpose of this study is to discover how a user's impression of an automated library affects their academic work and their level of satisfaction with the automated library. Consider user feedback for future enhancements.

### LIBRARY AUTOMATION DEFINITION

Library Automation is defined by the Encyclopedia of Library and Information Sciences as "the use of automatic and semi-automatic data processing machines to perform traditional library activities such as acquisitions, cataloging, and circulation."

Automation is defined as "the techniques of making an apparatus, a process, or a system operate automatically" by Webster's Third New International Dictionary of English Languages. In other words, it is the equipment that manipulates information mathematically by storing, selecting, presenting, and recording input data or internally created data. Library automation refers to the use of



computers to automate library housekeeping chores. (Gove, 1986)

## II. Review of literature

Some publications have been examined in order to gain a better understanding of the concept of automation.

William Saffad's [1] discussed in the article "Library Automation: An Overview," technology has been employed since 1960. Computerization of activity in various domains has occurred. This paper includes an overview of computerizing library maintenance duties. The article discusses the state of computer applications in six areas: circulation control, cataloguing upkeep and creation, reference service, acquisition, and serial control.

Bansode and Periera [2] did a survey on library automation in Goa state college libraries and discovered that the current state of library automation and software utilized for automation by Goa state college libraries.

Dhanavandan [3] discuss about the advancement of Library Automation software and the many types utilized in self-financing engineering college libraries in Tamil Nadu. The paper also compares the software packages used by self-supporting engineering college libraries.

Michael Con, Schonberg [4] In the essay "Automation and Academic Library Structure," Cotta claimed that while libraries have discussed whether computers have a place in the library, they now recognize that computers and ICT are important for immediate practical advantage. For the first time, libraries utilize a computer to replace a catalogue card. It states that libraries have a dual structural aspect: first, they have their own internal structure, and second, they are part of a larger, external structure of libraries, sometimes connected through formal networks, or they may belong to the structure of an academic mother institution.

John Oswald [5] The study was conducted to determine which library processes in Ghana's three older public university libraries, namely the Balme Library, the Kwame Nkrumah University of Science

And Technology (KNUST) Library, and the University of Cape Coast (UCC) Library, had been automated. The study analyzed general automation, automation of specific library processes, networking, Internet access, training, and key impediments to library automation using data gathered through the use of questionnaires. The study discovered that, while university libraries recognize the value of library automation, they are inhibited by a lack of funding, university administration support, and experienced employees to embark on automation of all library procedures. It was also discovered that none of the libraries have an OPAC.

## III. Objective of the study

1. To Determine library user awareness about automation.
2. To Determine the impact of library automation housekeeping activities involving library usage and Users' academic work.
3. Research the benefits and drawbacks of library automation.
4. To obtain suggestions for future enhancements.

## IV. Research Methodology

The survey is primarily concerned with user opinions about library automation, the survey approach was determined to be more appropriate for the study. In survey research, two tools are often employed to collect data: the questionnaire method and the interview approach. A web-based questionnaire has been created and is being distributed to library members through email. We collected data from 75 users and obtained 50 responses.

## Data analysis

Table -1

Response Received		
Total number of users	Response received	Not received
75	50	25

Out of 75 questionnaires 50 are received



**Table -2**

Type of Software	Percentage %
Open Source Software	20
Commercial Software	50
In- House Developed software	30

20% of users said their library uses open source software, 50% said commercial software, and 30% said they use software developed by their own specialists.

**Table - 3**

To investigate the influence of automation of library housekeeping operations on library usage and academic work of users.

Influence of Library automation		
Simple access	Save time	Material availability can be checked
65%	80%	75%

65% of users think that automation makes access very straightforward, 80% say it saves time, and 75% say that the OPAC or WEB OPAC capability allows them to access information from anywhere.

**Table - 4**

Library security	Percentage %
Bar code technology	75
RFID technology ( Radio frequency technology)	25

75% of users responded that their library is using Bar code technology, and 25% responded that their library is using RFID technology. Due to high expensive most of the libraries could not implement RFID technology .

**Table - 5:** To find out Advantage and Demerits of Library Automation

Advantage of Library automation	Percentage %
Accuracy	47
Speed	62
Effectiveness in terms of cost	58
Work load reduction in the library	75
Enhanced user service	78
Excellent circulatory control	82
Avoids duplication of work	42

47% of respondents said the degree of accuracy is good, 62% said the speed is good, and 58% said the cost of automation is reasonable to implement in their library. 75% believe their workload has decreased. 78% believe that improved quality is delivered to users. 82% believe that the circulation mechanism has become well controlled. 42% believe that work duplication has decreased significantly.

**Table - 6**  
**Demerits of Library Automation**

Demerits of Library automation	Percentage %
Expenses on the financial front	80
Problem with the security issue	52
The computer administrator is entirely responsible for the upkeep of automation software	74
Staff training	70
An orientation to the library is required	57

80% of users say the cost is very high, 52% say there is a security issue, 74% say the responsibility for software updates is with the administrator, 70% say adequate training is required to work with library automation, and 57% say a proper orientation program is required for a better understanding of library automation functions.



## V. Findings

According to data analysis, users are aware of the automated system of a library, and they are satisfied with the simple access of the library after automation, so that they can receive information quickly and accomplish their tasks swiftly. Suggestions from users are now libraries must move forward following automation and begin digitizing their resources.

## VI. Suggestion

- In the future, the remaining libraries must be computerized in order to provide better and more efficient services to readers.
- Vacant technical staff positions must be filled, and new positions must be created as needed.
- The library software must be carefully chosen, with an emphasis on its capacity to satisfy specific library demands
- Librarians must be trained and retrained in the use of information technology. Information literacy is also crucial for all librarians who will live and work in the twenty-first century.
- Computer training should be made available and mandatory for all library workers. This type of training session will allow the personnel to practice and integrate more effectively. At the same time, it will help them to do day-to-day tasks.

## VII. Conclusion

According to the statistics collected, the majority of users are aware of the library automation systems. They are now accustomed to computerized library sources and services such as webopac and due book reminders. They are knowledgeable of the many library automation software options. They stated that automation will boost their working capacity and allow them to perform their tasks in less time. Some flaws they discovered were that library workers should be taught, the power supply should be enhanced, a higher-quality computer with internet access was required, and so on. However, in general, library automation benefits patrons.

## References

- [1]. Tabusum, S. (2013). Impact of Library Automation in the Development Era. *IOSR Journal Of Humanities And Social Science*, 17(5),20-26. doi:10.9790/0837-1752026
- [2]. Bansode, S. (2008). A Survey of Library Automation in College Libraries in Goa State, India. *Library Philosophy and Practice* 2008.
- [3]. Dhanavandan S. Library automation software in self-financing engineering college libraries: A study, *J Adv in Libr and Infor Sci*. 2012; 1 (1): 12–18p.
- [4]. COTTA-SCHÖNBERG, M. (1989). Automation and Academic Library Structure. *Libri*, 39(1). doi:10.1515/libr.1989.39.1.47.
- [5]. John- Oswald A. An evaluation of library automation in some Ghanaian university libraries. *Elec Libr*. 2005; 23 (4): 439– 450p.