The present study is conducted to evaluate the library services and resources of Einstein Academy of Technology and Management (EATM), Bhubaneswar. In this study the investigator distributed a simple questionnaire among 72 faculty members from all the departments of the college to obtain their satisfaction, views and suggestions about the services, resources and staffs attitudes. Only 60 faculty members returned the questionnaire at a ratio of male and female as 42 and 18 respectively. The detail procedure of study, methodology and research findings is described in the study. It is found that the overall satisfaction level of faculty members towards library services is about 81.66%. The quality of services, adequacy of e-resources, and the nature of IT enabled services are comparatively good in the library. But adequacy of print resources is not satisfactory. About 15% faculty members disagree about the adequacy of print resources. One another thing also revealed from the study that only 6% faculty members spend more than 2-3 hours in the library whereas 40% of them visit the library on daily basis.

Key Terms: Quality Assessment, Information Seeking Behavior, Information Communication Technology.

ABSTRACT
The present study is conducted to evaluate the library services and resources of Einstein Academy of Technology and Management (EATM), Bhubaneswar. In this study the investigator distributed a simple questionnaire among 72 faculty members from all the departments of the college to obtain their satisfaction, views and suggestions about the services, resources and staffs attitudes. Only 60 faculty members returned the questionnaire at a ratio of male and female as 42 and 18 respectively. The detail procedure of study, methodology and research findings is described in the study. It is found that the overall satisfaction level of faculty members towards library services is about 81.66%. The quality of services, adequacy of e-resources, and the nature of IT enabled services are comparatively good in the library. But adequacy of print resources is not satisfactory. About 15% faculty members disagree about the adequacy of print resources. One another thing also revealed from the study that only 6% faculty members spend more than 2-3 hours in the library whereas 40% of them visit the library on daily basis.

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INTRODUCTION
Library is the epic center of study and research in every academic institution. A well-stocked library with modern resources and equipment can serve better to its user’s community. With the passage of time information seeking behavior of users has changed. Also information communication technology has brought a revolution to search for new and new information. Now users need updated information within the moment of their need. So the academic libraries are to be developed their resources, persons and process of information delivery. The collection should be adequate, qualitative and updated. The process of information delivery should be as simple as possible and there should not be any ambiguity in information. The library staffs need to be so proficient to face the users. Particularly in the library setup it is extremely important to understand who the users are, what are their needs, and how those needs can be satisfied by the library? So assessment of library services is unavoidable to measure the quality of services as it is able to meet the information requirements of the users.

Profile of EATM, Bhubaneswar
Einstein Academy of Technology And Management is an ISO 9001-2008 Degree Engineering College situated in Bhubaneswar. It provides teaching in six core engineering branches like Civil Engineering, Computer Science and Engineering, Electronics Communication Engineering, Electrical and Electronics Engineering, Electrical Engineering and Mechanical Engineering. The Central Library of EATM is partially automated with SoftLib library management software. It has a good collection of printed and electronics resources in the library. It is an institutional member of DELNET, New Delhi and subscribes J-Gate and Wiley India for e-resources.

LITERATURE REVIEW
So many research articles are referred to bring a clear thought content of the study. Khan¹ in his study revealed that JNU library users are more advanced in use of e-resources; internet than JMI Library users. The main purpose of library visit of JMI Library users are for books lending, whereas JNU Library users visit library for
consultation of journals, magazines, News Papers and Reference books. Sivakumaren in his study stated that research scholars were asked to indicate the library resources used for their research. Result shows that 50(58.3%) research scholars used Internet most frequently for their research. Electronic journals are used by (51.5%) users, 38(36.9%) users used print journals and 28(27.2%) users used full-text databases for their research. Only 26(25.2%) users used books for research. The least used resources were bibliographic database and theses and dissertations as (17.5%) & (11.7%) respectively. Sohail in his survey defined six determinants of service quality in library like reliability, responsiveness, assurance, access, communication and tangibles to measure the different dimensions of quality of services in library. Result shows that the positive response of service quality dimension in library is highest tangible (70.62%), followed by access, (61%), reliability, (59.50%), assurance (56.50%), responsiveness, (52.91%), communication, (52%). On the other hand negative response for service quality dimension in library is maximum access factor, (37.20%), followed by both reliability and communication, (32%), responsiveness (28.33%), and followed by tangible, (27.50%), assurance, (26.50%). Mulla in his study revealed that majority (107, 82.31%) of respondents visits the library to borrow text books and (41.54%) prepare for competitive examinations. Whereas 53.85% of respondents use the library OPAC. 39.23% of users are happy with their library automated services. Kumar in his study stated that faculty members spend too less time in library comparison to research scholars and other users. Result shows that library resources are not updated on the demand of time. The existing resources are also not completely used by the users. Only 10% users come library to borrow and return books. Textbooks and magazines are also not completely used by the users. Only 10% users come library to borrow and return books. Textbooks and magazines are used by 16.67% and 13.33% users respectively. Library staffs are incompetent and unqualified. On the overall satisfaction rate result showed that 10% users are totally dissatisfied with the quality of library services. Kumar in his survey disclosed that only small percentages of users were using library networks for the exchange of information resources but a large majority of users were satisfied with the overall functions of the library. Nimsoomboon in his study revealed that the service quality attributes provided in Thammasat university library of Thailand don’t meet user desired expectations and the most problems are related to insufficient library collection, quiet place for study, and service mind of staffs. On the other hand remote access of the library resources is very poor. Library users wanted that the resources should be updated on website of the University.

OBJECTIVES

- To find out the frequency of visiting the library by the faculty members.
- To know the types of information access by the faculty.
- To understand the attitudes of faculty towards different library services.
- To assess the opinion of faculty members towards the library staff.
- To understand the satisfaction level of faculty on different dimensions.

SCOPE & LIMITATIONS

The study is confined to the Library of Einstein Academy of Technology and Management (EATM), Bhubaneswar. Faculty members are selected from all the teaching departments of EATM. Out of 72 faculty members only 60 faculty members those who returned the questionnaire are considered for the study at a ratio of male and female as 42 and 18 respectively.

METHODOLOGY

In this present study, a well-structured questionnaire has been prepared. Questionnaires are distributed among 72 faculty members of all the teaching departments of the college and only 60 respondents returned the filled questionnaires to the investigators. Also the investigator invited personal opinions from the respondents. The collected data are analyzed, classified and tabulated by simple statistical methods, table and percentage to assume the objectives of the study.

RESULTS & DISCUSSIONS

Received data were tabulated and analyzed using simple scientific methods to bring accuracy and reliability of the study. The following results depicts in the study are:

- **Frequency of Visiting the Institution Library**

  There are two modes of visiting a library by the users. Usually, users visit the library on day basis and time basis. On day basis of visiting the library, the frequency of days visited by a user within a definite period is calculated. The frequencies are daily, once in 2-3 days in a week, once in a week, once in 15 days etc. On time basis of visiting a library, the time spent by a user in the library is counted. In this following table researchers presented the data of day basis of visiting the EATM institution library by the faculty members.

![Frequency on Day Basis](image)

- **Frequency on Day Basis**

  From the above figure 1, it is clear that 24(40%) faculty members visit the library in daily basis, while 15(25%) visit the library once in 2-3 days in a week. Besides it 12(20%) faculty members visit the library once in a week, and 6(10%) faculty members visit occasionally. The lowest number of faculty 3(5%) visit the library once in 15 days and no response for last option never.

- **Frequency of Time Spent In the Library**

  In this following figure the time spent by the faculty members when visiting the institution library are presented. The figure 2 shows that about 36(60%) faculty spent less than one hour and 18(30%) faculty spent 1-2 hours in the library. Next to
them 6(10%) faculty spent 2-3 hours a day and no faculty
members spent more than 3 hours in the library.

An interaction with a few respondents regarding short duration of
reading in libraries indicates that:

- In the age of Internet the library resources can be accessed
even outside the library as more and more library resources
are available on electronic media.
- Maximum faculty members are over burden with their class
assignment.

Types of Information Services Received by Faculty

To meet the diversified needs of users’ groups, a good library
provides these following information services like new arrivals,
current awareness services, new developments, reminders, new
services, conferences etc. This following figure depicts the most
common information services that users receive from the
institution library.

![Types of Information Services](image)

Attitudes of Faculty Members Towards the Library Services/ Features

Here faculty members were asked to identify and rate the
library services that these are available in their institution
library.

<table>
<thead>
<tr>
<th>Features</th>
<th>Strongly Disagreed</th>
<th>Disagreed</th>
<th>Somewhat Disagreed</th>
<th>Agreed</th>
<th>Strongly Agreed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Library is a Quiet Place</td>
<td>n</td>
<td>%</td>
<td>n</td>
<td>%</td>
<td>n</td>
</tr>
<tr>
<td>Documents &amp; CDs/ DVDs are Properly Arranged</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>Physical Access is Easy</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>1.67</td>
<td>6.67</td>
</tr>
<tr>
<td>Working Hours are Convenient</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>8.33</td>
<td>10</td>
</tr>
<tr>
<td>Comprehensive Print Resources</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>6</td>
</tr>
<tr>
<td>Collection of CDs/ DVDs/E-Books/ E-Journals etc.</td>
<td>2</td>
<td>3.33</td>
<td>6</td>
<td>10</td>
<td>2</td>
</tr>
<tr>
<td>OPAC</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>12</td>
</tr>
<tr>
<td>Remote access of Library Resources</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>36</td>
</tr>
<tr>
<td>Resources are Available through Website</td>
<td>48</td>
<td>80</td>
<td>8</td>
<td>13.33</td>
<td>4</td>
</tr>
<tr>
<td>Library allows On-Line Reservations/ Renewals</td>
<td>38</td>
<td>63.33</td>
<td>14</td>
<td>23.34</td>
<td>8</td>
</tr>
<tr>
<td>Good Networking with Other Libraries</td>
<td>0</td>
<td>0</td>
<td>16</td>
<td>26.67</td>
<td>34</td>
</tr>
<tr>
<td>Photocopying Facility</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>18</td>
</tr>
<tr>
<td>Internet Connection</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>12</td>
</tr>
<tr>
<td>Response of queries via LAN/ Internet is Very Fast</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>18</td>
</tr>
</tbody>
</table>
Table 1 depicts that 50(83.33%) faculty agreed with physical access in the Library, Library has a quiet place, easy to use of OPAC, Internet connection, Resources are available through Websites agreed 48(80%) faculty. Photocopying facility with 42(70%), Print documents and CDs/DVDs are properly arranged with 32(53.34%), 34(56.67%) faculty neutral with good networking with other Libraries, 48(80%) faculty strongly disagreed with the online resources available in the Library. Similarly 52(68.67%) members disagreed with the Library online reservation/renewal facility.

- **Opinion of Faculty Members Towards the Library Staff**

In every system human power plays a pivotal role to reach the services before the users group. A well-qualified and dynamic staff can better understand the mentality and needs of the users. They must have knowledge and ability to deliver promised services in the library.

Table 2: Opinion of Faculty towards the Library Staff

<table>
<thead>
<tr>
<th>Opinion</th>
<th>Strongly Agreed</th>
<th>Agreed</th>
<th>Somewhat Agreed</th>
<th>Disagreed</th>
<th>Strongly Disagreed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Build up Confidence In Users</td>
<td>22</td>
<td>24</td>
<td>10</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>Giving Users Individual Attention</td>
<td>15</td>
<td>30</td>
<td>13</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>Respond Users’ Queries</td>
<td>45</td>
<td>15</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Knowledge to Answer User Questions</td>
<td>15</td>
<td>30</td>
<td>12</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>Understand the Specific Needs of the Users</td>
<td>22</td>
<td>19</td>
<td>12</td>
<td>7</td>
<td>0</td>
</tr>
<tr>
<td>Ability to Deliver the Services on Time</td>
<td>20</td>
<td>30</td>
<td>6</td>
<td>4</td>
<td>0</td>
</tr>
</tbody>
</table>

Table 2 depicts that 24(40%) agreed with staff build up confidence in users, 30(50%) concur that library staff giving users individual attention, 45(75%) agreed with the quality of staff to respond users queries, 22(36.67%) agreed with the ability of staff to understand the specific needs of the users, 30(50%) faculty agreed with the knowledge of staff to answer the users questions.

- **Satisfaction level of Faculty Members on Different Dimensions of Library Services**

The different dimensions of library services considered here to assess the satisfaction level of users are quality of library services, adequacy of print resources, adequacy of e-resources, and nature of IT enabled services being delivered in the library. Following figure depicts the overall satisfaction level of faculty members towards their institution library.

Table 3: Satisfaction Level of Faculty on Library Services

<table>
<thead>
<tr>
<th>Library Services</th>
<th>Strongly Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Strongly Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Library Facilities, Services and Staffs</td>
<td>9</td>
<td>49</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Quality of Library Services</td>
<td>8</td>
<td>29</td>
<td>13</td>
<td>10</td>
<td>0</td>
</tr>
<tr>
<td>Adequacy of Print Resources</td>
<td>18</td>
<td>21</td>
<td>12</td>
<td>9</td>
<td>0</td>
</tr>
<tr>
<td>Adequacy of e-Resources</td>
<td>21</td>
<td>33</td>
<td>6</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>IT Enabled Services</td>
<td>6</td>
<td>39</td>
<td>15</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

The overall rating based on the experience of the users about the resources, services and staff of the library were presented in the table. The frequency distribution in table shows that about 49(81.66%) of users are satisfied with their library facilities, services and staff whereas 39(65%) satisfied with the nature of IT enabled services in the library and 33(55%) users said they are satisfied with the adequacy of E-resources while 29(48.33%) satisfied about the quality of the library services and 21(35%) users shown their same view on adequacy of print resources. But one important thing is revealed from the study that the percentage of dissatisfied respondents in term of adequacy of print resources is 9(15%) and inviting the attention of library authorities towards the improvement of same.

- **MAJOR FINDINGS**

While doing the ground work for the study the investigator had analyzed the data and came through some of the major findings which are mentioned below:

- Almost all respondents viewed that they access books from library by individual presence.
- Users get the recent activities of library by circulars, e-mails and phones.
- Types of information they get from library are mostly new arrivals of books and reading materials and reminders about their circulation of books and other library materials.
Only 24(40%) faculty viewed that they access library on daily basis.

The frequency of time spent in the library shows that only 6(10%) of faculty spent 2-3 hrs in the library, whereas not a single faculty spent more than 3 hours. It’s a too less percentage of total faculty members.

CONCLUSION

In this study the investigator tried to assess the library services of Einstein Academy of Technology and Management, Bhubaneswar based on library resources exist, information services being offered and staff’s proficiency to deliver promised services. It is found that majority of the faculty members are satisfied on the resources and services of the library. Only few faculty members viewed about the poor adequacy of print resources. In every academic library users want more and more services and resources from their institution library. Because it helps for their day to day study work. So in this study faculty members wants for the increasement of quantity of print resources, publication of e-resources in the college website and to enable the users for online reservation of books.

REFERENCES


