User Expectation: an Automated Library

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Introduction

This presents a great challenge. Educating the user is the proper solution. With shrinking budgets, libraries must encourage users to make greater and better use of available resources. In addition, educating the library user improves the quality of use. Librarians must be patient with users, since to implement and to understand new technology is a tedious process for both sides.

The Automated Library System (ALS)

The Demotic solution, referred to as the Automated Library System (ALS), is a cost effective and space saving alternative to common document shelving technologies. Addressing the need for space efficiency, secure and automated document and records handling, ALS is a turnkey design and software solution focused on reliability and maintainability. The solution, developed by a team of experienced industry professionals, is supported by comprehensive services including on-site maintenance, spare parts, modernizations, upgrades and expansions.

Library Search Utility (OPAC)

Library Search Utility (OPAC) is a **stand-alone** application. Search Utility allows you to process search transactions without launching Organizer Pro software. Your Organizer Pro databases are protected from unwanted modifications or deletions. Search Utility can be used on one computer or on the network.

How to Configure Search Utility

- Search configuration files are in the **Search** folder: search.ini, search f.ini.
- You can open search configuration files with any text editor (example: Windows Notepad)
- Search configuration files allow you to define:-
  - which fields are included in the **Search By** drop-down box
  - which fields will be displayed in the **Search** Results table
  - which database will be searched
  - which fields will be displayed in the **Detail Display** section

Simple Search

The application Search function helps you to locate records that contain the piece of data you are looking for. With this software, you are able to locate a piece of text in any field with the capability of moving to the next record filling your search criteria.

Users and Their Expectations

Private-public library users include students, teachers, scholars, business people, housewives, professionals, retired persons, the newly literate, and so on. Their educational attainments, interests, and cultural backgrounds will vary a great deal. Mostly "User Expectations in Private-Public Libraries in India," M. Christina Vasanthi, *Library Philosophy and*

Practice, Vol. 5 No. 1 (Fall 2002) users use a private-public library for either general reading or for obtaining documents or information on a subject. Each user group has different needs and expectations. The private-public library's role is to provide accurate information quickly to any individual or group.

When determining the needs of users it is essential to know: Who are they? What are their backgrounds? What are their qualifications, knowledge of languages, areas of research and specialization? For what purpose do they seek information? How would they assess the quality of library service? Information service exists for the sake of users. Therefore, it is essential to know what they need.

There is an enormous waste of resources due to nonuse and misuse in all types of libraries. This presents a great challenge. Educating the user is the proper solution. With shrinking budgets, libraries must encourage users to make greater and better use of available resources. In addition, educating the library user improves the quality of use. User education aims to provide knowledge and skills necessary for a user to find his way.

User Expectation and Information Technology

By employing modern technology a private-public library should be able to supply information to the right users in the right form at the right time. Private-public libraries should be equipped with computers to automate all library activities. Information technology should also be used in every private-public library for effective management and administration. Computer networks can help end users share resources, ideas, and knowledge electronically and communicate with the users worldwide. Paper documents should gradually be replaced with electronic formats wherever possible. Every private public library should acquire these technologies to meet the complex demands of the

user and also to deal with space problems in the library.

User Education and User Expectation

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A new library user would not be familiar with the ways of the library. He would not know about rules, regulations, and services of the library. The tools of the library are not easy for a beginner to understand. There are many particulars about the arrangements of documents, the layout of various sections, and the kind of services being provided. All this requires some sort of orientation, otherwise new users might feel inhibited in using the library. Private-public libraries require experienced, knowledgeable reference librarians who possess practical knowledge about the psychology of users, and are able to hold their interest. Instruction should aim to increase user awareness of the library as a primary source of information and as a place to turn to for assistance. This is achieved through publicizing the library, with special reference to the resources and services available to the community.

Users expect the staff to be informed about modern technology. The staff should understand recent developments in the field. Librarians must be patient with users, since to implement and to understand new technology is a tedious process for both sides. Member fees should be nominal so that everyone in the area can become a member. User suggestions should be considered in selecting material for the library.

Steps for staff to meet the user's needs

i) Being responsible for the total service quality to the users both the T e c h n i c a l

staff and frontline staff in the library should serve the users

ii)   Services must be provided to the users in a most effective way.

iii) Providing maximum benefits to the users form collection and facilities.

iv)   Stay close to users: Library cannot understand users' needs, tastes, interests etc. Without listening to them, and services without users' interest will be a mere wastage.

v)   Users must be treated well, informed well and acknowledged well about the services to the users.

Impact of Ranganathan's Five Laws in Quality Service

The five laws of Ranganathan help in quality improvement of service as those are concentrated to the users very seriously. The laws directly advocate towards libraries' collection development, speedy processing, maintenance and quick retrieval of information by users.

"Books are for Use" is a direction for measuring the quality of a library; quality in terms of contents, accessibility and availability as and when needed.

"Every reader his/ her books" implies needs of users. In order to meet this law the library has to index all micro and macro documents so that every reader can find out his or her requirements.

"Every Book / Information its reader" implies the importance of book/ information selection in a library. The law advocates scientific document selection, subject based organization, advanced and in depth indexing, efficient and effective searching and locating tools, Staff assistance, open access, extension services, publicity programs etc.

"Save the time of Reader" indicates the importance of fast services to the users with the advanced technologies, method, techniques and

tools. Open access, digital services, classified arrangement of documents in shelves, location and directing guides, excellent searching tools, and techniques i.e. Online public Access Catalogue (OPAC) in an automated library, Xerox facility, Online Information services, qualified and experienced staff will ensure fast service to the users.

"The Library is a growing organism" implies collection development, changing of all components of a library.

Expectation: Users Quality of Services

1. Modern building and furniture are required for a good library.

2. A good library provides excellent facilities and services.

3. Required books and journals in adequate number will be available with attractively displayed in a good library.

4. In a good library, the staff will assist the users for locating a document.

5. Accurate information and proper records will always be available in a good   library.

6. The staff of a good library will have sufficient knowledge to answer user's questions.

7. Easy accessing and convenient working hour should have in a good library.

Facilities in a Quality based Library
a) Physical Facilities

1.   Good library is easily accessible.
2.   Good layout for a good library.
3.   Sufficient Space, lighting and ventilation.
4.   Clean, tidy and hygienic.
5.   Cozy and comfortable furniture.

b) Library Collection

1.   Good collection of textbooks, journals, reference books, online journals, e books, etc. is needed in a good library.

2.   Good library displays new arrival of books

in separate shelves.

3. Good library offers open access to the collection.

c) Library Staff

1. Staff in a good library should be experienced with knowledge of modern technology.
2. Staff should help the users to locate the documents needed and do their works in time.
3. Sufficient staff to run the library.

d) Technical Processing

1. Good library acquire new documents in time.
2. Shelf arrangement and rectification is a never ending process in a good library.
3. Good library has proper catalogue or database for collection (OPAC etc.)
4. Good library has prompt processing, charging and discharging system.

Conclusion

Today library introduces many new services either converting existing services into-services or by developing and implementing entirely new services for searching, delivery and use of information. Such new or converted services include e.g. online service, portals, digitized collection, etc. to enhance the quality of library services. Quality will be mainly defined by the speed and accuracy of reference and information delivery services, open access to both physical collection and online retrieval systems. The comprehensiveness and good support from library staff is most important needs in a library. The efficiency of background processes, convention of workshop, seminar, in service training of new technology introduced, refreshment course organized by library professional community are most essential for library to cope with globalization. Performance measurement and user survey can show whether a library is efficient and effective delivering services. The Total Quality Management, Data collection and analysis of data, SERVQUAL a scale for measuring service quality, Lib QUAL, an instrument for measuring library quality are some methods and techniques to evaluate, control and improve the quality of a library. The greatest chance of success will come from affiliating the library with the unique goals of its parent organization.

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