

**Utilization of Collections and Services by the Users of Allama Shibli Nomani Library,
Darul Uloom Nadwatul Ulama, Lucknow (U.P.) INDIA: A Case Study**

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ABSTRACT

The study examines the utilization of collections and services by the users of Allama Shibli Nomani Library Darul Uloom Nadwatul Ulama, Lucknow (U.P.) in India. A well structured questionnaire was distributed among library users during the academic session 2010-2011, to find out the utilization of collections and services of the said library. The present study demonstrates and elaborates the various aspects of the utilization of collections and services such as Purpose of use, Physical facilities, Services and collections of the documents. The study also highlights the uses of library services, document location, stages of library automation, satisfaction level of the users and over all evaluation of the library. Findings and suggestions has been given to make the services more beneficial for the academic community of Allama Shibli Nomani Library Darul Uloom Nadwatul Ulama, Lucknow (U.P.) in India.

Keywords: User Studies, Document collections, Information Service, Darul Uloom Nadwatul Ulama, Lucknow, India.

INTRODUCTION

Darul Uloom Nadwatul Ulama is an international institute of Islamic learning at Lucknow, India, which draws large number of Muslim students from all over the country. Nadwa's objective was reaching a middle path between classical Islam and modernity. It was founded at Kanpur in 1894 in the first annual convention of Nadwatul Ulema (Organisation of Scholars) by Muhammad Ali Mongiri, Ashraf Ali Thanwi, Mahmud-ul-Hasan and Maulana Shibli Nomani with an idea to counter the challenge of western education. The institution was intended to be a modified version of Deoband. The foundation stone was laid by Sir. John Briscott Hewitt, Lt. Governor of India on November 28, 1906. The choice of the name Nadwa got inspiration from a hall in Mecca, where nobles used to assemble to deliberate. Nadwa was eventually shifted to Lucknow in 1898

(from Kanpur) and updated the Islamic curricula with modern sciences, vocational training etc. (Wikipedia, 2011).^[1]

As far as about Allama Shibli Nomani Library is concerned. In 1894, after laying the foundation of Nadwatul Ulama, when the founders presented a new and modern school of thought to get the education, training, arts and learning prevailed among the people ,there was in the same time a thought of establishing a library was in the minds of broad minded scholars which contained a collection of essential printed books, along with the eminent and rare manuscripts and the most distinguished feature which was supposed to be an attractive quality of the library was that it should not be confined to a particular school of thought and instead it could be utilized by everyone who wished to gain the maximum of it. The appeals and articles of Allama Shibli and Maulana Azad published in the news papers and journals of that time very clearly expose that the establishment of this library and its important factor was not supplementary rather it was a very important factor of the objectives and aims of this movement.

LITERATURE REVIEW

In brief this article reviews a few studies conducted abroad as well as in India on utilization of collections and services in chronological order.

Idrees (2011) focused that the major findings of the study are standard classification systems lack proper space for materials on Islam for two reasons: less awareness on the part of devisers of the depth and variety of Islamic topics; and their bias and lack of interest in Islam. Different indigenous classification systems and expansions have been developed, using either the original notation or alternative notations. Some systems have been developed without following any standards or logic. This study has revealed a need for empirical study of libraries with rich collections on Islam in order to gain a better understanding of the problem and find an optimal solution.

Hasim and Salman (2010) From the results there is sustainability of internet usage among Malay youth. As far as factors that have positive effects on sustainability of internet usage is concerned, the results of the study showed that interpersonal and social network and perceived and realized benefits have significant positive effects on sustainability of internet usage by Malay youth. The results also showed that issues relating to security concerns and interruptions have significant negative effect on the sustainability of internet usage by Malay youth.

Mohsenzadeh and Isfandyari-Moghaddam (2009).Results show that the level of application of information technology in Kerman academic libraries is acceptable but they should improve their status to match with ever increasing demand for better librarian services at universities; the most important problem and serious difficulty is the lack of educated librarians, which needs a suitable investment and planning; and, although about 70 percent of librarians in Kerman academic libraries have participated in related training courses, the most serious difficulty in using information technology is still the lack of educated librarians.

Tahir, Mahmood and Shafique (2009).The study reveals that most of the respondents feel themselves good in library use skills, which is owing to their high frequency of library use, not to any formal training. Respondents found the central library richer in collection than their departmental libraries. Most of respondents were visiting the library for using the reference material or for searching some specific information and they seldom seek help from the library staff. Resources and services/facilities available in the central library were professed to be better than their departmental libraries. Respondents fulfilled their information needs not only from central and departmental libraries of the university but from other libraries in the city as well. Dissatisfaction was also shown with the library staff and technical support. More journals and reference material in humanities were suggested by the respondents, along with better facilities and services

Nejati and Nejati (2008). The results show that, although University of Tehran Central Library has conducted several programs for improving its services, because of the lack of identifying the most important aspects of service quality in their customers' ideas, the efforts for providing customer satisfaction has failed to a great extent.

Akhtar Hussain, Krishna Kumar (2006) carried out a survey the use, collection and services of IIRS Library. The major findings of the study were:(1) A majority of the users (41.25%) of the IIRS Library use the library services daily.(2) Majority of the respondents mainly used the library to borrow books and other materials (81.25%) and the list number of respondents use the library for audio-visual materials.(3) Most of the respondents preferred to print collection (87.50%) were using books followed by electronic collection, (68.75%) were using CD-ROM, further followed by 86.25% respondents use for current periodicals.(4) Most of the respondents fully satisfied with library services.

OBJECTIVES OF THE STUDY

The objectives of the present study are:

1. To identify the factors which effect the provision use of collection and services of Allama Shibli Library, Darul Uloom Nadwatul Ulama, Lucknow
2. To study effects of various factors such as manpower, physical facilities, utilization of documents, documents location, collection, and services provided by the library.
3. To determine the stages of library automation.
4. To study the users image about the library personnel.
5. To suggest measures to make library services more effective and efficient.

RESEARCH METHODOLOGY

The problem for the present study is the “Utilization of Collections and Services by the Users of Allama Shibli Nomani Library, Darul Uloom Nadwatul Ulama, Lucknow,India”. The collected data are organized and tabulated by using statistical method, tables and percentage of the paper focuses the analysis and interpretation of the data collected through questionnaire, interview and observation method. The sample size in all categories of user’s population is 9.84 percentages. Random sampling technique has been followed for the study. The total number of users are 5000 approximately according 500 questionnaire are distribute 450 filed questionnaire were returned by users.

There are large numbers of users in Allama Shibli Library, Darul Uloom Nadwatul Ulama, Lucknow and the investigator has taken study in collections and services. A sample from all categories of users was taken to find out their opinion about the services provided by the library. The table below gives the categories of users and the size of sample of the study.

Table 1: Size of the sample

Users		No. of respondents (n=450)	Percentage
<i>Name of course</i>	<i>Equivalent</i>		
Alia Sania	10 th	120	26.67
Alia Rabia	12 th	105	22.22
Almiyat	Under Graduation(UGs)	90	20.00
Fazilat	Post Graduation(PGs)	75	17.78
Takmil	Research Scholar(RS)	50	13.33
Total		450	100.00

The above table shows that 26.67% of the total population under study consists of 10th, 22.22% 12th, 20% Undergraduates, 17.78% Postgraduates and 13% Research Scholars. The size of the sample chosen for study is quite large so that the formalities of finding can be facilitated.

Table 2: Frequency of Visit to the Library

Frequency	Percentage of users					Average % age
	10 th	12 th	UGs	PGs	RS	
Daily	54.17	47.62	50	46.67	36.00	46.89
Twice a week	16.67	28.57	27.78	20.00	30.00	24.60
Weekly	12.50	9.52	8.89	13.33	16.00	12.05
Fortnightly	8.33	8.57	5.56	10.67	10.00	8.63
Monthly	5.83	4.76	4.44	9.33	4.00	5.67
Rarely	2.50	0.95	3.33	0.00	4.00	2.16
Total	100	100	100	100	100	100

The above table shows that 46.89% of the users visit the library ‘almost daily’, while 24.60% visit it twice a week. There are 12.05% of users who weekly visit the library followed by 8.63% of user who visit fortnightly. Only a small percentage of users i.e. 5.67% and 2.16% are visiting monthly as well rarely.

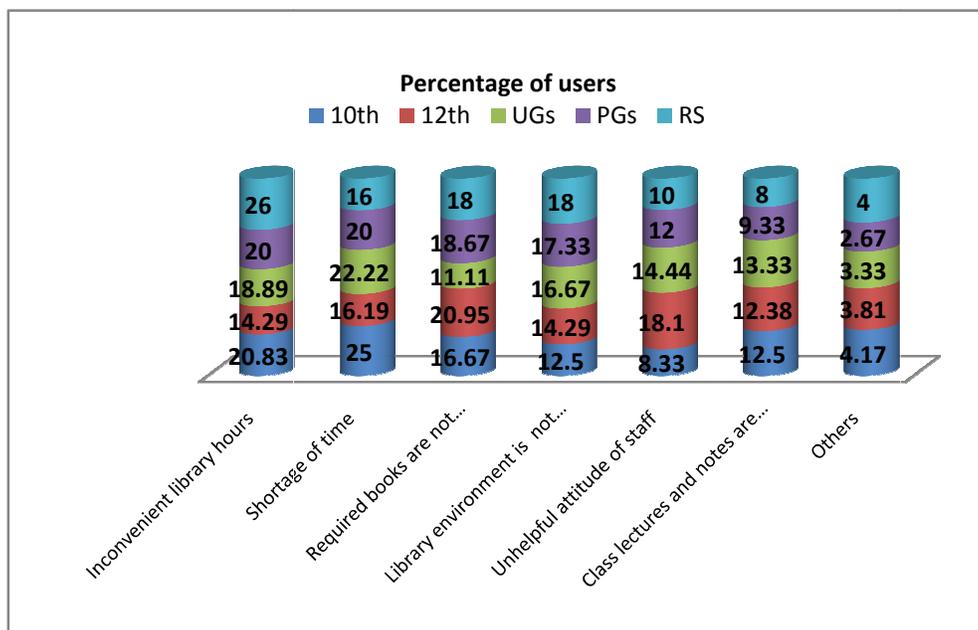


Fig.1: Do not use the library frequently

The figure 1 shows that an average percentage of users i.e., 20% users are not using due to inconvenient of library hours, while 19.88% users are not using the library due to shortage of time. Followed by 17.08% users are not using due to required books are not available, 15.76% library environment is not congenial, 12.57% Unhelpful attitude of staff, 11.11% Class lectures and notes are sufficient and 3.60% users are do not using the library frequently (Daily or twice a week), due to others reasons.

Table 3: Purpose of use of Library

Purpose	Percentage of users					Average % age
	10 th	12 th	UGs	PGs	RS	
To borrow and return the books	32.50	33.33	34.44	30.67	30	32.19
To read newspapers/magazines	20.83	20.00	18.89	20.00	18	19.54
To consult reference books	12.50	16.19	14.44	14.67	14	14.36
To read subject books	12.50	14.29	13.33	13.33	18	14.29
To complete class room assignments	8.33	7.62	11.11	9.33	10	9.28
To prepare for next class	9.17	6.67	5.56	12.00	6	7.88
Others	4.17	1.90	2.22	0.00	4	2.46
Total	100	100	100	100	100	100

The above table shows that maximum percentage of 10th, 12th, Undergraduates, and Postgraduates of the student visit the Library to study the course material, while Research Scholars go to the Library to consult the research material and for preparation of class lectures. This table further reveals that 32.19% of the respondents use the library, for borrow and return the books, followed by 19.54% respondents to read newspapers/magazines, further followed by 14.36% to consult reference books. 14.29% and 9.28% of the respondent also admitted that they use the library for reading the subject books and to complete class room assignments. Only 7.88% and 2.46% users go to the Library to prepare for next class and other purposes.

Table 4: Physical facilities

Facilities	Percentage of users					Average % age
	10 th	12 th	UGs	PGs	RS	
Working hours	48.33	38.10	38.89	33.33	30	37.73
No. of seats	20.83	23.81	24.44	28.00	22	23.82
Environment	14.17	20.00	17.78	20.00	20	18.39
General facilities(air, light, water)	16.67	18.10	18.89	18.67	28	20.07
Total	100	100	100	100	100	100

The table shows that the 37.73% adequate library working hours facilitate the use of the resources of the Library, whereas 23.82% users are satisfied with the numbers of seat available in the library. Followed by 18.39% users are satisfied with the inductive library environment. While 20.07% users are satisfied with the general library facilities i.e. air, light, water etc

Table 5: Use of the documents

Documents	Percentage of users					Average % age
	10 th	12 th	UGs	PGs	RS	
General books	30.83	33.33	30.00	26.67	24	28.97
Text books	19.17	23.81	17.78	18.67	22	20.29
Reference books	16.67	20.00	17.78	17.33	16	17.56
Periodicals	12.50	14.29	12.22	18.67	10	13.54
General magazines	9.17	3.81	10.00	10.67	8	8.33
Newspapers	7.50	1.90	5.56	5.33	10	6.06
Microfilms/microfiches	2.50	1.90	3.33	1.33	4	2.61
Maps/charts/diagrams,etc.	1.67	0.95	3.33	1.33	6	2.66
Total	100	100	100	100	100	100

The information given in the above table depicts that 28.97% of the respondents use general books out of 33.33% 12th, 30.83% 10th, 30% Undergraduates courses, 26.67% Postgraduates, 24% Research Scholar. It is single largest groups. While 23.81% 12th, 22% Research Scholar, 19.17% 10th, 18.67% Postgraduates and 17.78% Undergraduates are uses of documents as text books, as their second preference. The uses of other type of document in order of average percentage of preferences are reference books 17.56%, Periodicals (13.54%), general magazine (8.33%), Newspapers (6.06%), Maps/charts/diagrams,etc.2.66% and Microfilms/microfiches 2.61%.

Table 6: Document Location

Frequency	Percentage of users					Average % age
	10 th	12 th	UGs	PGs	RS	
Consulting the Library Catalogue	38.33	38.10	33.33	36.00	24	33.95
By Assistance of Library Staff	25.00	33.33	27.78	25.33	22	26.69
Searching the shelves yourself	17.50	11.43	15.56	17.33	20	16.36
Taking the help of friends/ Colleagues	12.50	9.52	12.22	16.00	16	13.25
Others	6.67	7.61	11.11	5.33	18	9.75
Total	100.00	100.00	100.00	100.00	100	100.00

The above table represents that majority of the users (33.95%) use the catalogue for the location of documents in the Allama Shibli Nomani Library, Lucknow, followed by 26.69% respondents who use of the documents by assistance of library staff. 16.36% respondents also admitted that they use resources by searching themselves, while 13.25% respondents locate the document by taking the help of friends/colleagues. There are a small numbers of documents 9.75% uses for others options.

Table 7: Use of Services

Documents	Percentage of users					Average % age
	10 th	12 th	UGs	PGs	RS	
Lending	29.17	33.33	16.67	33.33	22	26.90
Reservation	19.17	21.90	17.78	6.67	10	15.10
Reference	17.50	11.43	15.56	13.33	14	14.36
Bibliographical ¹	9.17	9.52	8.89	14.67	16	11.65
Document Tracing	10.00	7.62	10.00	9.33	10	9.39
Book Bank ²	5.83	0.00	7.78	10.67	0	4.86
Subsidized rate book facility ³	4.17	8.57	12.22	6.67	10	8.33
Photocopying	3.33	5.71	7.78	4.00	10	6.16
Others	1.67	1.90	3.33	1.33	8	3.25
Total	100.00	100.00	100.00	100.00	100	100.00

1. List of books.
2. Books are made available on minimum rent.
3. Books are sold on discount price to economically poor students.

Users' awareness about the library services is prerequisite for proper utilization of the library and its resources. Therefore the responses of the users in this regard have been analysed in the above table. The table indicates that an average percentage i.e., majority of users of all college libraries such as 26.90% used lending service, 15.10% users used reservation service, 14.36% users used reference service, 11.65% users used bibliographical service, 10.15% users used bibliographical service, 9.39% users used document tracing, 4.86% users used Book Bank service, 8.33% users used subsidized rate book facility, and 6.16% users used photocopying service. There were a small percentage of users i.e., 3.25% used others service.

Table 8: Stage of library automation

Computer facilities	Percentage of users					Average % age
	10 th	12 th	UGs	PGs	RS	
Fully automated	0.00	0.00	0.00	0.00	0	0.00
Partially automated	0.00	0.00	0.00	0.00	0	0.00
Beginning stage	83.33	95.24	88.89	93.33	90	90.16
Not started	16.67	4.76	11.11	6.67	10	9.84
Total	100.00	100.00	100.00	100.00	100	100.00

The above table represents that majority of the users have response (90.16%) stage of library automation as a beginning stage while 9.84% users have given response stage of library automation as a not started. in the Allama Shibli Nomani Library, Lucknow.

Table 9: Satisfaction with Library Staff

Satisfaction	Percentage of users					Average % age
	10 th	12 th	UGs	PGs	RS	
Most helpful	35.00	33.33	25.56	33.33	30	31.44
Helpful	20.83	25.71	21.11	20.00	30	23.53
Undecided	17.50	18.10	21.11	20.00	14	18.14
Least helpful	14.17	14.29	16.67	14.67	16	15.16
Not at all helpful	12.50	8.57	15.56	12.00	10	11.73
Total	100.00	100.00	100.00	100.00	100	100.00

The above table shows that maximum average percentages of users 31.44% have most helpful, while 23.53% of users have helpful and 18.14% have undecided. Followed by 15.16% users who have less satisfied with the staff, while 11.73% users have not at all helpful.

Table 10: Over-all evaluation of the library

Evaluation	Percentage of users					Average % age
	10 th	12 th	UGs	PGs	RS	
Physical facilities	41.67	39.05	25.56	33.33	46	37.12
Documents collection	24.17	28.57	31.11	20.00	30	26.77
Library services	17.50	21.90	27.78	22.67	14	20.77
Library automation	1.67	0.95	0.00	4.00	0	1.32
Attitude of staff	15.00	9.52	15.56	20.00	10	14.02
Total	100.00	100.00	100.00	100.00	100	100.00

It is important to find out the image of the Library in general. It includes all aspects such as buildings, physical facilities, services collections, etc. The above table shows that maximum percentages of users have satisfied with the physical facilities of the library, while 26.77% of users have satisfied with the documents collection of the library and 20.77% as library services. Followed by 14.02 % users who have satisfied with the attitude of staff whereas 1.32% who have satisfied with the Library automation.

FINDINGS AND SUGGESTIONS

There are following major findings of the study:

1. Thus, it clearly shows that 92.17% of the users are regular visitors of the Library, while the remaining 7.83% are not regular visitors of the library.
2. It is clear from analysis that 34.44% Undergraduate Students consult to borrow and return the books, while 33.33% 12th standard users consult library for above said purpose.
3. It is found that 20% users are not using due to inconvenient of library hours.
4. Therefore, it is clear that majority of users are satisfied with the working hours of the library staff.
5. Therefore, it is clearly indicates that majority of users (i.e., 33.95%) of all college libraries were consulting the library catalogues for borrow the documents in the library.

6. It is found that majority of users of all college libraries such as 26.90% used lending service, after that 15.10% users used reservation service.
7. As a result, majority of users respondent that library automation as a beginning stage.
8. shows that maximum percentages of users have satisfied with the physical facilities of the library

There are following important suggestions of the study:

1. It is therefore, suggested that all the section of the library must be opened for maximum hours to ensure the optimum use of the library collections.
2. It is suggested that library should arrange more multiple copies of documents in all fields. Books of latest edition should be acquired. Library should also acquire more reference sources to satisfy the needs of the users.
3. Therefore, it is suggested that more journals should be subscribed by the library keeping in view the needs of the researchers.
4. It is suggested that library should acquire more non-books material as well as manuscripts to satisfy the increasing demand of the users.
5. It is suggested that librarian should be efficient, polite and have co-operative nature.
6. It is suggested that library should arrange more multiple copies of documents in all fields. More journals should be subscribed by the library keeping in view the needs of the though it is suggested that library should make an arrangement to provide nascent information to the visitors.
7. I would like to suggest that library should make the issuing policy more satisfactory/users' friendly.

CONCLUSION

The study has to focuses the utilization of collections and services by the users of Allama Shibli Nomani Library, Darul Uloom Nadwatul Ulama, Lucknow (U.P.). Though the users under study use of collection and services. It was found that a majority of the users used general books, text books and reference books for the study .It was also found that majority of users used circulation, reservation and reference services. To build onto this study for further improvement of services to meet students' information needs, a study may carried out to measure the impact

of instruction on the use of library resources and services on students' performance in their studies.

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