

Users' Expectations Towards ICT Infrastructure and Library Services of Rabindra Library:

A Study on PG Students and Research Scholars of Assam University, Silchar

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Abstract

The progressive advancement of technology, the overflow of information, the unpredictable and unlimited wants of information, the hike of the price of information and the limited capital in the library are the huge challenges modern library is encountering. But despite all those challenges libraries are putting an energy and effort to cope with the challenges.

Library provide many services, procure many modern ICT Infrastructure to provide the users the resources they want at the most conveniences and expectation. Understanding the users' expectations is not that easy as the conception we have. Therefore, this study is conducted to understand the library user's expectation on ICT infrastructures and library services taking PG Students and Research Scholars of 16 (sixteen) departments of Assam University Silchar, the study area selected by purposive method.

Survey method has been used for the study. Self-designed Questionnaire was used to collect primary data. The simple random sampling method has been used to collect the samples. The study collected 229 (two hundred twenty-nine) samples out of which 77 samples (34%) are research Scholars and 152 (66%) samples are PG Students.

The finding of the study reveals that most of the respondent have no idea about the OPAC Services, Current Awareness Services and Reservation of Books Services, it is therefore suggested that the library and the authority should organize a User Awareness Campaign or organised the Orientation Programme regularly and visiting department to department or generally for all the users at once. It is also recommended that the library should organise it annually or twice or thrice a year. The users do not meet their expectation with the computer's facilities in the library, thus the library should procure more latest and modern computer for the users.

The study concludes that most of the ICT Infrastructure and Library Services meets the expectation of the users. The users rated the Rabindra Library 3-star each to ICT Infrastructures and Library Services.

Key Words : *Users expectations, Information Seeking Pattern, ICT Infrastructure, Library Services, Rabindra Library- Assam University, Silchar*

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1.0 INTRODUCTION

In today's world, the library's importance plays a huge role in all the spheres of knowledge and information. The more Users utilize the library's resources, the more the importance of the library grows. The interconnection between the users and the resources in the library values are so high, that it can be said, they both are the life to the libraries. Libraries are begun to compares hand in hand with the commercial business institutions, where it is regards as customers to the users. The Users perceptions, expectations and satisfactions are the most concern, to value the library, to prosper and to fulfil the purpose of the existence of library.

1.1 Background of the study

Library's purpose started as a storehouse of valuable materials, manuscripts, laws, songs, letters, collections of precious messages of the Notable or noble peoples in the ancient periods. The perceptions, expectations and satisfactions of the libraries was then to the common peoples were not there, even it might be up to the extent was not there, the concept or the understanding of the term "library" except a few. In ancient time library access was limited or even restricted to access the available resources. With the evolution of the generations, the term "Library" takes a great turn from an old restricted sense to a common users Satisfactions goal.

Ever since the years of technology appears and as ICT (information Communication and technology) entered into our life, the seekers techniques and the user's convenience ways of acquiring the information took a slight turn and started to re-shape the traditional and conventional library institutions. It has also changed the ways of providing services offered to user's community (**Gohain & Saikia, 2013**). Presently, the libraries are dealing hard to meet the different ways of expectation of the users to quench the users' thirst for information. Every single user who visits the library has one or the other reason, objectives and expectation, for being in the library. To not let the users, go in vain of his/her time purposive visits to the library, as a library an and a library professional asking these questions to ourselves and analysing it is essentials these questions are, according to **Bernstein (2007)** "What are these expectations? What are these motives? What are the reasons that people come into the library? And, more importantly from a librarian or library employee standpoint, are these expectations met? Is the typical patron, whether student, faculty, or community user, satisfied with his/her library experience? Does she/he enter the library expecting that whatever his/ her needs and reasons for being there will be successfully met? Does she/he exit the library sometime later, whether five minutes or five hours, satisfied that the incoming expectations were, indeed, met? Or, do they exit the library, dissatisfied, confused, concerned, unhappy, or disappointed?" (**Bernstein, 2007**). Those questions are can be solved with proper examination and study, by hearing it directly from the users it has the possibility of bringing awareness to the libraries and improve the services that needs to be improve and fixed the gap. This study is an attempt to understand the user's expectation on the ICT infrastructure and library services of Rabindra library Assam University Silchar. It looks deeply on the ICT Infrastructure collection it has in the library and the user's expectation of it. It also studies thoroughly on the library services available and whether the Users are able to meets their expectation from the services or not are find out.

1.2 Brief about the Rabindra library Collection and Services Available

Central Library of Assam University was established with the inception of the University in 1994. Later on name of the Central Library has been changed to Rabindra Library (Rabindra Granthagar).

Assam University Library was started with the establishment of the University in the year 1994 as a central facility for meeting the information requirements of the academic community of the University. The Central Library of Assam University was shifted to its new permanent Central Library-cum-Computer Centre building in January 2006 and renamed as RABINDRA LIBRARY. The new building has a total plinth area of 38,700 sq.ft. The main function of Library includes collection and development of knowledge resources, technical processing, organization, retrieval and dissemination of information to the end users including the academic community of Barak Valley in particular and the entire North Eastern Region in general (http://www.aus.ac.in/library_old/). It is an ISO 9001:2015 Certified Library. The Rabindra Library is member of INFLIBNET Centre, Gandhinagar and signed MoU to contribute Full -Text of Ph.D. Theses in Sodhganga Repository. Rabindra Library is also a member of DELNET, New Delhi using its services extensively. This Library has enabled Remote Access facility during COVID-19 Pandemic.

1.2.1 ICT Infrastructure collection in the Rabindra library

Table- 1 : ICT infrastructure collection in the Rabindra library

ICT Infrastructure Collection in Rabindra Library			
Sr. No.	Types of ICT infrastructure	Collection in Numbers (approximately)	Collection In words
1	Computer	35	Thirty-five
2	RFID (Radio Frequency Identification)	1	One
3	CCTV Cameras	27	Twenty-seven
4	Library Management Software	1 (Koha)	One (Koha)
5	Printers/Scanners of the Library	9	Nine
6	Photocopy Machines	9	Nine
7	Barcode Scanner	7	Seven
8	Fans	36	Thirty-six

Rabindra library has an enough collection of ICT infrastructure collection such as computers for the staff and the users, it is equipped with RFID technology and WIFI facilities for the users and the staff, it has also installed CCTV cameras all-round the library, fans, printers, scanners and barcode scanners are all available in the library.

1.2.2 Services Provided by the Rabindra Library

Table- 2 : Library Services Provided in the Central Library (Rabindra Library)

Sr. No.	Types of Services
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1	Circulation Services : Membership, Renewal of Membership , Lending Issue/Return Service, Overdue
2	Serial Control Service/ Periodical Service/ Access to Online Journals
3	Reference Services
4	OPAC Service
5	Current Awareness Services
6	Reservation of Books Services
7	Security Services/ CCTV Surveillance
8	Access to Internet and E-Resources Services
9	Reading Room Service

Rabindra library serve the student with many services such as issues/return services, staff services, references services, OPAC services, current awareness services, reservations of books services, security services and much more.

1.2.3 Facilities Available in the Library

Table- 3 : Facilities Available in the Library.

Facilities Available in the Library		
Sl. No.	Types of Services and others	Capacity/total
1	Computer Facilities	
2	Internet Facilities	
3	Library Websites	
4	Wash Room both for Male and female	
5	Users Sitting Facilities in Reading Room/ Reference Hall	200 Sitting Capacity Reading-cum-Reference Hall
6	Periodical and Newspaper Service	

The library also has the internet facilities for the students, scholars, faculty and staff. It has a wash room for both the males and females' users, the library has a sitting capacity of 200/ (two-hundred) for the users.

1.3 Meaning of Expectation

Expectations are the standards against which a vendor's or service provider's performance should be judged (Cooper et al., 1998). In the service institutions, the use of customers' expectations and perceptions of performance of various service quality attributes are essential in determining the most effective means of predicting customer satisfaction and loyalty (Cristobal, 2018). Cooper et al. (1998) divide the "level of expectation into two service levels. The first is the desired service level or what the customer hopes to receive-a blend of what can and should be. The second represents the adequate service level-that level of service a customer finds acceptable" (Cooper et al.,1998).

1.4 Objectives of the study

- To study the user expectation from the Rabindra's library services; and
- To study the user expectation from the Rabindra's library ICT Infrastructure and Library services available in the library.

1.5 Scope of the Study

The study is conducted on the PG Students and the Research Scholars of 5 (five) selected schools consisting of 16 (sixteen) different departments of Assam university Silchar. The study observes to examine the users' expectations on the library services and the ICT infrastructure of the Rabindra library. The study covers all the library services provided by the library and the users expectation on the ICT infrastructure available in the library. Discuss below are the Different Schools and the Departments cover for study in the Assam University Silchar.

i, Jadunath Sarkar School Social Sciences;

- 1, Department of history
- 2, Department of political science
- 3, Department of social work
- 4, Department of sociology

ii, Swami Vivekananda School of library sciences;

- 5, Department of library and information science

iii, Sarvepalli Radhakrishnan school of philosophical studies;

- 6, Department of philosophy

iv, Rabindranath Tagore school of Indian languages & cultural studies;

- 7, Department of Bengali
- 8, Department of Hindi
- 9, Department of Indian comparative literature
- 10, Department of linguistics
- 11, Department of Manipuri
- 12, Department of Sanskrit
- 13, Urdu

v, Suniti kumar Chattopadhyay school of English and foreign Language studies;

- 14, Department of Arabic
- 15, Department of English
- 16, Department of French, of Assam university, Silchar.

1.6 Limitations of the study

Every research or study had/has certain limitation, this study is no exception. The limitation the study has are discuss below:

- The study is carried out on 16 department of Assam university Silchar only
- The study brings out the users' expectation from the Rabindra confined to library services and the ICT infrastructure only;
- Respondents can be at various levels of knowledge and has the possibility of being without any idea on library-service and ICT Infrastructure apart from the Library and information students and the scholars;

- The survey was administered in a Questionnaire mode thus, many of the students were not willing to answer the questionnaire.
- The questionnaire was the same for both the PG students and the Research Scholars where there is a possibility of a knowledge gap.
- The survey was carried out on between 30th of July 2022 to 20th of August 2022. Owing to limited time period, the study could not collect more responses,

2.0 REVIEWS OF THE RELATED LITERATURE

2.1 International Literature Reviews

Bawden & Vilar (2006) in their study discusses the expectation of the users and its nature. The appropriate suggestion to fit and administer the user expectation in the best possible manner in regards to the setting of Digital Library is studied. The study stated that, the free availability of different sources of information in the web, has made the users expectation high from the digital libraries, where the study claims to be unrealistic.

Chiran Jayasundara (2008) paper is a study on users' perceptions and expectation particularly on the development programme of the e-information literacy skills conducted by the library of the university of Colombo. A participant of 21 users of post-graduates' students were taken for study through a semi-structured questionnaire. The study shows that, to majority of the users the programme was more than they expected. The study in detail study the expectation and satisfaction on different sessions of the e-information literacy programme.

Posey (2009) in his paper study the satisfaction, perception and expectation of the students of the Walters State Community College with the 666 respondents. The study reveals the potential ways for improvement in the service of the library.

Rehman (2012) analysed the libraries service quality in Pakistanis universities libraries. It investigated the desired expectations among the students and the faculties of the Pakistani library's users. The study through a survey questionnaire collected 1473 responses from the under-graduate, graduate and faculty members. The finding shows that, the Pakistani users expected a very high level of service quality. The most expectation was on the physical aspect of the libraries like the environment, space and location of the libraries. And the lowest was on the soft skills of the library staff, like skills of the staff, etiquettes and willingness of the staff. Further, the faculties have the highest level of expectations and the graduates found to have the minimum level of expectation and knowledge of the library services.

Feliciati & Alfier (2013) examined the users' expectation towards the changing scenario to the digital libraries and the archival efficiency on the www, it brings out majority of the issues commonly faced when retrieving the information.

Ibrahim & Abbas (2014) conducted a study on expectation on ICT usages among the senior citizens of Malaysia between the age of 45 and 75, with 25 samples who had attended the university ICT workshop. It had found that the participants do not have much skills on ICT and low confidence in it. But it also found that the participants have a high expectation on ICT in the future.

Cristobal (2019) in his article analysed how much the USL (university of Saint Louis) college library users are satisfied and met their expectation at the minimum level, taking 400 samples for the study. It was examined that the services in the library were able to

meet the expectation of the users in most of the services. The study found that, the mutual communication of the users and library service plays a significant role in meeting the satisfaction of the users.

Garnar & Tonyan (2021) conducted a study on the contradiction and diverse expectation of the users in the present century. The study explores the growing gap in utilising the resources and services through interview on a chosen population. The study found that the service quality and resource availability make the library a sense of belonging, that found attractive to a user

2.2 National literature Reviews

Sinha (2008) in his paper examined Himachal Pradesh university teachers, on how much they are familiar with the concept of ICT (information and communication technology), their usual usages, their conveniences etc. are focus in the paper.

Kumbar & Mallaiah (2008) analysed the expectation of the users from the library OPAC of the Mangalore University library. For the study they had collected 400 samples from the PG students, research scholars and the teachers. The study founded that teachers and research scholars mostly used the OPAC while majority of the post-graduates' students do not used the OPAC. The paper also suggested that, all the non-printed materials be catalogue so that all the available materials be utilized and make known to the potential library users.

Tiwari & Sahoo (2013) conducted a study on the ICT infrastructure and its usages in libraries focusing on the 8 (eight) Universities libraries of Rajasthan. It was discovered that in most of the universities libraries in Rajasthan were in the process of developing day by day. The frequent alteration of ICT, the improper planning and management stands in the way to fully development and implementation of the ICT infrastructures.

Bhardwaj (2014) in his paper discussed the changing expectations and approach in ICT environment of library users of engineering and technology institutes affiliated to University of Delhi and GGSIP University Delhi. It analyses the motive of users visit to library, views of library users about the library facilities and services. It depicts the statistics of IT Equipments and resources available with the library. It evaluated the usage of library resources, preference and satisfaction level of the users, discussed the reflections of trends in library growth and development and assessed the future plans for library to keep in mind the users' changing demands in ICT environment, e.g., development of information resources and IT infrastructure, etc.

Mohindra & Kumar (2015) studied on the user satisfaction with 220 respondents of Punjab University found that the services were satisfied to majority of the respondent, it was also found that the satisfaction level of different services differ to different academic students.

Iqbal, Ali & Khan (2016) study on the familiarity of ICT services available in the Maulana Azad Library of Aligarh Muslim University. The 160 respondents were analysed, it was found that 93.12% were familiarly with the ICT services available in the library. The study found that online journal lab facility, OPAC, digital resource centre was the mostly used services in the ICT available services. The study also found that those ICT services facility has enhanced the utilization of library resources.

Sajna & Mohamed (2018) studied with 180 samples on the library service quality of ICAR Kerala. The paper findings shows that it lacks the library service quality and do not

meet the expectation of the users. The paper also suggests for feedback provision in the library, so that the improvement can be made according to it.

Aslam & Sonkar (2018) in their study taken in 9 (nine) selected public Libraries in Lucknow with 135 respondents analyse the perception and expectation of the users. It shows that the majority of the users visiting the library were for competition and study purposes. The finding shows that, the staff and services were satisfied to the users, but the users have more expectation on the internet, Wi-Fi, websites, computer facilities.

Baada et al. (2019) their papers with 160 samples taken through convenience sampling examined the quality services of public library in Ghana, Accra Region. The study found that the quality of public library services do not meet the expectation of the users. The library materials, the internet connectivity, the e-resources etc. were not satisfied to the users. The paper suggested for appropriate funding and to maintain the sustainable approached to enhance the quality of library services.

Salunkhe & Gaikwad (2021) in their article examined about the needs of library portal and expectation of the users in them. It analysed that, with the advancement of society and people, the convenience of the users is taking different turns in terms of information seeking behaviours example like availability of resources; everywhere, anywhere anytime, the right thing at the minimum time. Therefore, the study examined that, in order to cope with the ongoing trends and meets the expectation of the users, the library portal plays a significant role.

Shah et al. (2021) in their article study the service quality expectation of the students through 372 responses gathered by random sampling, taken from a Public Multi Campus University of Punjab. The studies examined on how students feel about the service quality in their university library, how they comment on the usefulness, helpfulness, understanding, tidiness of the staff of the library in compliant with the expectation of the students. It has recommended some ways to be improved to meet the user expectations.

2.3 Regional / Local Literature Reviews

Gohain & Saikia (2013) conducted a study on B. Tech Students of the Tezpur University with 390 samples on the OPAC (Open Public Access Catalogue). The study aims to identify the satisfaction level of the users on the OPAC services. The study found that majority of the students uses OPAC to find the documents and they are satisfied with the system, however some of the students are found to be lacking the knowledge of the OPAC services in term of purposes and its usefulness.

Sinha, Bhattacharjee, & Bhattacharjee (2016) investigated the expectation of the users of the different university libraries at Tripura. A total of 178 samples were analysed for the study. The study investigated the changing expectation of the library users with respect to the advancement of social media. The frequency of the usage, the awareness and their preferred sites and the devices to accessed it are investigated in the study.

Mahanta (2019) did a study on the 192-degree colleges of Assam by observation, interview and questionnaire method on the ICT infrastructure facilities. Data was collected through email, calls conversation and personal meeting selected by Random sampling method. The study found that the colleges in assam are equipping with the ICT infrastructure and maximum of the colleges are equipped with the barcode technology and provide internet

facilities to the users. Deficiency of highly skilled manpower of technology knowledge is the core challenges face by the libraries.

3.0 RESEARCH METHODOLOGY

For this study, one of the most widely used methods of research known as survey method is used. The study is carried out on the 16 (sixteen) out of 39 (thirty-nine) different department of Assam university, Silchar, selected by purposive sampling method. There is a total of 1,195 (one thousand one hundred and ninety-five) where post-Graduate student 855 and Research scholars 340. The study has gathered 229 samples of responses (152 PG Student and 77 Research scholar).

The questionnaire was set in Google forms and distributed in simple random method in online mode through WhatsApp, E-mails, to the Post-Graduate students and Research Scholars of selected department for the study Assam University Silchar, the offline questionnaire, observation and interview were also conducted where necessary. Questionnaire were prepared according to the objective of the study, and distributes to the selected field of study to obtain objective data.

4.0 DATA ANALYSIS AND INTERPRETATION

This research is carried out in a 5 (five) Different Schools where it has 16 (sixteen) different department in it mainly on the disciplines of Arts and Humanities of Assam University Silchar Assam. The research is carried out on the Post-Graduate Students and the PhD Scholars of all genders that male, female and other of Assam University Silchar. A sum of 299 responses were collected through a google form questionnaires where 77 (seventy-seven) responses were Research Scholars and 152 (one hundred and fifty-two) responses were post-graduate students of Assam university Silchar Assam. The analysis is group into 3 (three) section they are discuss as follow.

4.1 Gender Wise and Categories Wise Distribution of the Respondents

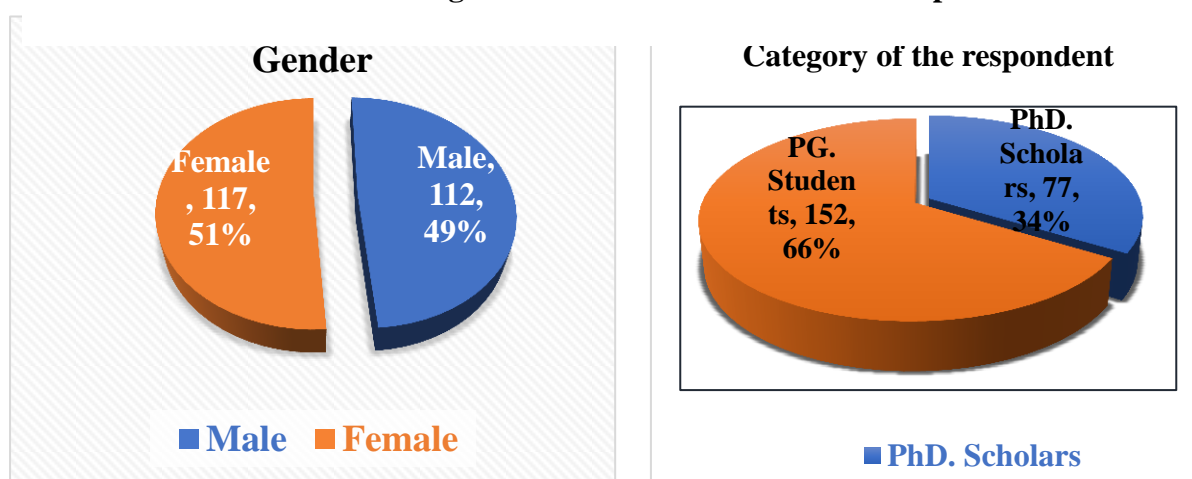


Figure- 1 : Gender Wise Distribution of the Respondents

Figure 1 shows the gender wise respondent received and taken for the study, a total of 229 (two hundred and twenty-nine) responses were received and taken for the study, from among responses 112 (one hundred twelve) respondents were male that is 49%, and 117 (one hundred seventeen) respondents were female that is 59% of the respondent.

The above figure 2 determine the respondent's category, it shows that from the total respondents that is 229 (two hundred and twenty-nine) 100%. PG students consist of 152 (one hundred fifty-two) respondents that is 66% from among the total respondents and PhD scholars consist of 77 (seventy-seven) responses that is 34% from among the total

Table- 4 Department Wise Distribution of Respondent

respondents.

4.2 Department Wise Distribution of Respondent

Department Wise Respondent							
Department	No.	%	Total Respondent	PG Student in No.	PG Student in Percentage (%)	PhD Scholars in No.	PhD Scholars In Percentage (%)
French	1	0.43%	1	0	0.00	1	0.43%
Arabic	7	3.05%	7	5	2.18%	2	0.87%
Urdu	8	3.49%	8	6	2.62%	2	0.87%
Sanskrit	12	5.24%	12	7	3.05%	5	2.18%
Hindi	13	5.67%	13	11	4.8%	2	0.87%
Manipuri	13	5.67%	13	13	5.67%	0	0.00
Indian comparative literature	15	6.55%	15	9	3.93	6	2.62%
Linguistics	15	6.55%	15	7	3.05%	8	3.48%
Bengali	16	6.98%	16	5	2.18%	11	4.8%
English	16	6.98%	16	9	3.93%	7	3.05%
Department of history	16	6.98%	16	10	4.36%	6	2.62%
Philosophy	17	7.42%	17	15	6.55%	2	0.87%
Political science	17	7.42%	17	10	4.36%	7	2.18%
Sociology	19	8.29%	19	15	6.55%	4	1.74%
Library and Information Science	22	9.60%	22	19	8.29%	3	1.31%
Social Work	22	9.60%	22	11	4.8%	11	4.8%
Total	229	100%	229	152	66%	77	34%

Table -4 Revealed that, Social Work and Library and Information Science department has the highest responses with 9.60% each (4.8% PG students and 4.8% Scholars) and (8.29% PG Students and 1.31% Scholars) respectively followed by Sociology 8.29% respondents (PG Students 6.55% and Scholars 1.74%), Political science 7.42%, Philosophy

7.42%, History 6.98%, English 6.98%, Bengali 6.98%, Linguistics 6.55%, Indian comparative literature 6.55%, Manipuri 5.67%, Hindi 5.67%, Sanskrit 5.24%, Urdu 3.49%, Arabic 3.05%, French 1 Scholars 0.43%.

4.3 Users' Expectation Towards Rabindra Library

Table- 5: Users' Expectation Towards Rabindra Library

Users' Expectation Towards Rabindra Library												
Computer Facilities			RFID		Software Maintenance		Internet Facilities		Printers		Websites	
	No	%	No	%	No	%	No	%	No	%	No	%
More than I Expected	32	14%	30	13.10%	31	13.50%	40	17.50%	30	13.10%	33	14.40%
Meet my Expectation	63	27.50%	89	38.9%	98	42.85%	104	45.40%	82	35.80%	107	46.70%
Somehow meet my Expectation	83	36.20%	77	33.60%	77	33.65%	55	24%	57	24.90%	63	27.50%
Do not meet my Expectation	51	22.30%	33	14.40%	23	10%	30	13.10%	60	26.20%	26	11.40%
Total	229	100%	299	100%	229	100%	229	100%	229	100%	229	100%

The Table -5 shows the users expectation towards Rabindra Library Assam university, Silchar Assam. It is shown that maximum of the users 35.20% (83 responses) somehow met their expectation on computer facilities followed by 27.50% (63 responses) respondents met their expectation, to 14% (32 responses) respondent it was more than expected, it also revealed that to 22.30% (51 responses) of the respondent the computer facilities did not meet their expectation.

It reveals that most of the respondents 89 that is 39.9% responses it meets their expectation on the RFID in the library followed by 77 (33.60%) respondents somehow meets their expectations 30 respondent response RFID technology is more than they expected, to and it do not meet the expectation to 33 responses that 14.40% of the total responses.

It shows that most of the users 42.85% meets their expectation 98 respondents on library management software maintenance followed by 33.65% somehow meet their expectation 77 respondents more than they expected to 31 respondents, where as 10% do not meet their expectation 23 respondents.

The Table -5 reveals that 45.40% (104 respondents) meets their expectations on the Internet Facilities followed by 24% (55 respondents) somehow meets their expectation,

17.50% (40 users) from the total respondents are more than they expected, where as to 13.10% (30 respondents) it does not meet their expectation.

It reveals that from a sum of 229 respondents, majority 35.80% (82) respondents meet their expectation on the printers of the library followed by 26.20% (60 respondents) does not meet their expectation, 24.90% (57 respondents) somehow meet their expectation and to 13.10% (30 respondents) printers in the library is more than they expected.

It shows that most of the users 46.70% meet their expectation (107 respondents) on library websites maintenance followed by 27.50% somehow meet their expectation 63 respondent, 14.40% more than they expected to 33 respondents, where as 11.40% it does not meet their expectation 26 respondents.

4.4 Expectation of users Towards Rabindra Library

Table 6: Analysis on the Expectation of Users Towards ICT Infrastructure in Rabindra

Analysis on the Expectation of Users Towards ICT Infrastructure and Services in Rabindra Library												
	Scanners		Photocopy Machines		Circulation		Staff Service		Reference Services		CCTV	
	No	%	No	%	No	%	No	%	No	%	No	%
More than I Expected	25	10.90 %	28	12.20 %	43	18.70 %	44	19.50 %	36	15.70 %	24	10.50 %
Meet my Expectation	98	42.80 %	81	35.40 %	127	55.50 %	128	55.50 %	104	45.40 %	104	45.40 %
Somehow meet my Expectation	65	28.40 %	69	30.10 %	46	20.10 %	47	20.50 %	74	32.30 %	80	34.90 %
Do not meet my Expectation	41	17.90 %	51	22.30 %	13	5.70%	10	4.50%	15	6.60%	21	9.20%
Total	229	100%	229	100.0%	229	100.0%	229	100%	229	100.0%	229	100%

Library

The Table -6 reveals the user's expectation on the Expectation of users Towards Rabindra Library. It reveals most of the users that is 42.80% of the respondents meet their expectation on the Scanners of the Rabindra Library succeeded by 28.4.% somehow meet their expectation 10.90% more than they expected, where as 17.90% Scanners does not meet their expectation. The table tells that most of the users 35.40% meets their expectation on the photocopy machines followed by 30.10% somehow meet their expectation, 12.20% meet more than they expected but 22.30% does not meet their expectations.

Table 7: Analysis on the Expectation of Users Towards Rabindra Library Services

Analysis on the Expectation of Users Towards Rabindra Library Services						
	OPAC		CAS		Reservation of books services	
	No.	(%)	No.	%	No.	%
Meet my Expectation	30	13.10%	11	4.10%	105	45.90%
Somehow meet my Expectation	90	39.30%	47	18.50%	27	11.80%
Poor	33	14.40%	56	22.40%	33	14.40%
No Idea About it	76	33.20%	126	55.00%	64	27.90%
Total	229	100.00%	229	100.00%	229	100.00%

It reveals that most of the users 55.50% responses meet their expectation on the circulation of the Rabindra library followed by 20.10% responses somehow meet their expectation, 18.70% responses more than they Expected, where as 5.70% responses do not meet their expectation.

It shows that majority of the users 55.50% respondents meet their expectation on Staff Services followed by 20.50% respondents somehow meet their expectation, 19.50% respondents more than they expected while 4.50% respondents do not meet their expectation.

It shows that majority of the users 45.40% meet their expectation on reference services succeed by 32.30% somehow meet their expectation, 15.70% more than they expected while 6.60% do not meet their expectation.

The table explain that majority of the users are 45.40% are satisfied with the CCTV Cameras followed by 34.90% Just fine, 10.50% of the respondents are extremely satisfied, where as 5.20% CCTV Cameras is poor followed by 4.00% of the respondent CCTV cameras do not meet their expectation.

The Table- 7 shows the expectation on the library services and the knowledge on the term. The figure reveals that 33.20% of the respondent had no idea about OPAC service, 13.10% meet their expectation, 39.30% somehow meet their expectation, 14.40.% do not meet their expectation.

The figure shows that maximum of the respondents had no idea about CAS (current awareness services) that is the 55.00% (126) of the respondent followed by 22.40% of the respondent's poor on the Current awareness services of the library while 18.50% somehow meet their expectation followed by 4.10% meet their expectation,

It reveals that majority of the users 45.90% of the respondent meet their expectation on reservation of books services followed by 27.90% of the respondents had no Idea about the reservation of book service while 1.80% somehow meet their expectation, 14.40% responded poor.

4.5 Users' Rating on Rabindra Library towards ICT Infrastructure and Services

The Figure 3 shows the rating on overall ICT Infrastructure Facilities from 1 to 5 Star of the Rabindra library Assam university Silchar. It shows that the highest responses that is 38.90% gave 3-Star to ICT infrastructures of Assam university followed by 27.90% gave 4-Star, 13.50% gave 5-Star, 12.25% gave 2-Star and 7.45% a 1-Star.

The Figure 4 shows the Rating of the respondent from 1 to 5 Star on Library Services of Rabindra library Assam university Silchar. It shows that the highest numbers of rating is the 3-star with 38% that is 89 respondent followed by 4-Star with 31.90% that is 73 respondent, 12.20% that is 28 respondent gave 5-Star, 11.80% that is 27 respondent gave 2-Star and 6.10% that is 14 respondents gave 1-Star.

Users Rating 1 to 5 Star on Rabindra Library

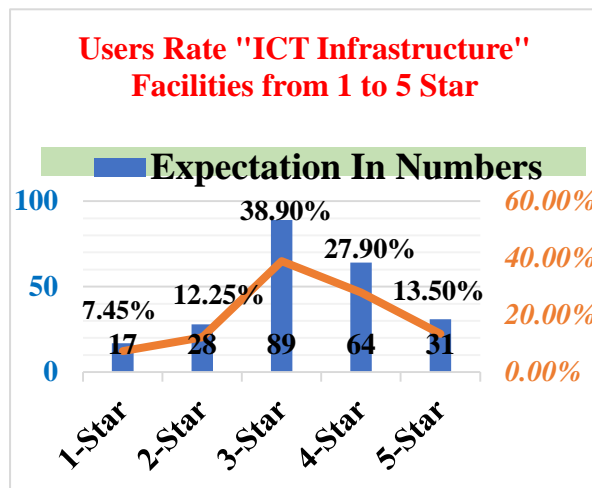


Figure 3 Users Rating on ICT Infrastructures Facilities from 1 to 5 Star

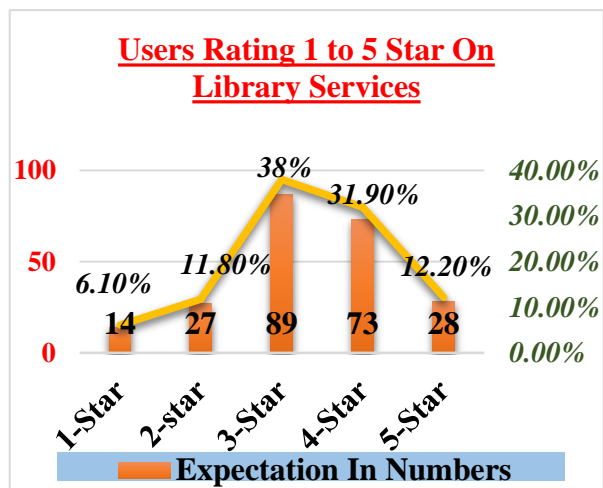


Figure 4 Users Rating on library services from 1 to 5 Star

5.0 MAJOR FINDING AND SUGGESTIONS

5.1 Major findings

- A total of 229 samples taken for study are 112 males that is 49% and 117 females that is 51%.
- From a total of 229 respondent Research Scholars consist of 34% and Post-Graduate Student 66%.
- The study discovers that 35.20% the highest respondent found the computer facilities somehow meet the expectation and to 22.30% it does not meet their expectation; it means that the computer facilities in the library is not up to the mark to the users.
- The study reveals that RFID technology in the library meet the expectation of the users with maximum 38.9% of the responses followed by somehow meet their expectation 33.60%.
- It reveals that most of the Users 45.40% are satisfied with the CCTV cameras in the library whereas 4.00% does not meet their expectation and 5.20% responses poor to CCTV cameras.

- It reveals that the software maintenance is good and meet the expectation to the Users 42.85% of the Rabindra library followed by Somehow meet the Expectation 33.65%.
- The study found that the internet facilities in the library is meeting the expectation of the Users by 45.40% of the respondents. It is inferred that printers in the library meets the expectation of the users 35.80% of the library followed by 26.20% Do not meet the Expectation.
- It is found that most 46.70% of the users found to be meeting their expectation on the library websites maintenance followed by Somehow meet the Expectation 27.50%.
- The study examined that the users of the Rabindra library are satisfactory 42.80% on the scanners of the library.
- The study reveals that the photocopy machines in the library meet the expectation of the users with most 35.40% of the responses followed by Somehow meet my Expectation 30.10%.
- The study reveals that overall ICT infrastructure Facilities is rated as 3-star with highest responses of 38.90% followed by 4-star 27.90%.
- It is found that maximum 55.50% of the users are satisfied with the Issue/Return services of the library
- It is found that the Staff Services in the library meets the expectation of the users, responded by 55.50% of the respondents.
- It is inferred that the reference services in the library meets the expectation of the user responded by 45.40% of the respondents.
- It is found that the OPAC services of the library does not highly satisfied the users (39.30%) and 33.20% of the users does not have any Idea about the OPAC services
- The study resulted that maximum of the user 55.00% have no idea about the “CAS” (current awareness services), followed by poor services 22.40%, it meets the expectation to only 4.10% of the respondents.
- It is found that the reservation of books services in the library meets the expectation of the users 45.90%, and 27.90% of the respondent has no idea about reservation of books services followed by poor services 14.40%.
- It is inferred that security services in the library meets the expectation of the users 53.70%, followed by meets more than the expectation 27.50%.
- It is found that the e-resources services meet the expectation of the users 45% followed by 25.80% somehow meets their expectation.
- It is resulted that the users of the library rated 3-star 38% on overall library services of Rabindra Library followed by 4-star 31%.

5.2 Recommendations/Suggestions

5.2.1 Recommendations on ICT Infrastructure Facilities

- The study found that computer Facilities in the library does not meet the expectation of the users, therefore the librarian should look into the matter by installing more computers of workable condition in the library.

- The study reveals that the overall rating of ICT infrastructure by the users is 3-Star, it shows that the ICT Infrastructure in the library has a room for improvement for example; it can upgrade computers, CCTV cameras, frequently updating the library software and the Websites:
- E-resources are suggested to upgrade and its access are to be made simple and easy.
- The internet facilities and speed need to be improved,
- The library needs more computers, scanners and photocopy machines to be installed:
- The library should do its best to upgrade to 5-Star on the ICT infrastructures from the current rating of 3-Star by the users.

5.2.2 Recommendations on Library Services

- It is found that most of the users are not satisfied with the OPAC services in the library, thus the librarian should upgrade the OPAC Services to properly useable conditions.
- The study found that most of the users have no idea about the Current Awareness Service and also some have no idea about the Reservation of books Services. Therefore, it is suggested that the library should organise an awareness programme or an orientation programme at least once or twice a year, as new students are admitted every year in the university, so that the newly admitted and all the student can be aware and utilized the services.
- The study reveals that the overall library services is rated by the users as 3-Star, the librarian and the authority should look into the weakness and improves the services and potentially it will rate as 5-Star to library services in the future.
- The study recommended to increase the sitting capacity in the library.
- If possible, the university bus is to be provided according to the library closing timing, so that users can have no hurry and worry to go back.

6.0 CONCLUSION

The Users built the library ambition/objectives complete. The libraries introduce many new services and even give priority to those services that holds the objectives of the library and serves the user's needs. The changing atmosphere of the world complicated human in the whole of the expectations and satisfaction out of something. It also touches the library institution where their expectation and satisfaction are critical to understand and perceive, where libraries are examining hard to give services and what to equipment are to give priority, for it can serves the users with the limited funds the library have. There are many studies done on the user's expectation and satisfaction on library services and the equipment best to holds in the library.

This study carried out on the users of Rabindra library Assam University, Silchar on the expectation on the library services and ICT infrastructures reveals that the users are quite happy with most of the library services provided by the Rabindra library. Except some services like the Current awareness services, reservation of books services are not known to most of the users. The study rate as 3-Star by majority of the users in both the services and ICT Infrastructures.

The study is done collecting 229 responses from the Post-Graduate and Research Scholar of Rabindra library users Assam university, Silchar, with the objectives to understand the user's expectation on the library services and the expectation on the ICT infrastructures. The study suggests that the library and its authority to conduct an awareness programme/orientation on a daily bases to make familiar the facilities and the services updated, and encourage the users to utilize it. The study will help the library and th e staff to understand the users' thoughts and modify where necessary.

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