IT Based User Education Programme in Agricultural University Libraries in India with Special Reference to South India: A Users Study

Dr. H M Chidananda Swamy*

Abstract

The study highlights the IT (Information Technology) based user education programme in the agricultural university libraries in South India. The data reveals that almost all the respondents are felt happy about the IT based user education programme is conducted by their respective agricultural university libraries in south India. Further it is observed from the study that the method is adopted for conducting the IT based user education programme is good and understandable. Overall, the majority of the respondents are happy with the IT based user education programme.

Keywords: Information, Technology, Education, Programme, Agriculture, E-Resources

1. Introduction

Agriculture university libraries play an important role in providing the right direction to the agriculture, scientific and technological development of a nation. The agriculture university is to develop the personality of the human being as a whole. Every library exists, to serve the needs of its own community of users. It follows the overall evaluation of library thought to base mainly on how well it serves these needs. The organized information and dissemination function to suit the needs of the users necessitate a study of library and information service needs of users.

Agriculture strides in the area of Science and Technology, any information centre has to initiate and sustain a variety of library and information services to provide the right of the ways by which, this can be achieved type of information to the users. To achieve this, it is necessary to have a continuous feed back from the users. One is by observing and analyzing the requests received for further information, onany of the items already included in the library and information services. By this it is possible to know which are the areas of interest and orient the contents of the library and information services according to those requirements. This will form a quick and continuous way of evaluating the various library and information services. This type of evaluation will also help to facilitate the information centre to collect and keep the right type of information, which is sought most by the users.

Author's Affiliation: *Librarian (Sr.Sc.), SRNM National College of Applied Sciences, **Shimoga-01,** Karnataka, E-mail:hgs_chidu@hotmail.com

2. Objectives of the Study

A major objective of the present study is to know the user perception and opinion and evaluate the ***'IT Based User Education Programme in Agricultural University Libraries in India with Special Reference to South India'.***

3. Hypothesis

Any scientific investigation starts with the statement of a problem followed by a tentative generalization in the form of a proposition i.e. hypothesis. Keeping in view the objectives of the study attempts have been made to test the following hypothesis. There is a significant relationship among the opinion of the Postgraduate Students, Research Scholars and Faculty Members towards overall satisfaction of IT (Information Technology) based user education programme.

4. Methodology

There have been many methods and techniques are available for data collection. Among them questionnaire survey is found to be very useful techniques for collecting data relating to the users and their information needs. So the questionnaire method is adopted for the present study, which can be applied for collecting data.

5. Analysis and Interpretation of the Data

Here an attempt has been made to analyze and interpret the data collected on users opinion of ***"IT Based User Education Programme in Agriculture University Libraries in India with Special Reference***

to South India: A Users Study" After collecting data, suitable tables have been formulated for each aspect with the aid of computer and the percentages of their performance are analyzed. In some important aspects cross comparisons are also made. Further, to trace out the variations between Post Graduate Students, Research Scholars and Faculty Members, Chi-square Test has been conducted and the calculated values are displayed. The analysis of the evaluative study reveals that some of the findings are really starting. The results of the evaluative study are analyzed and displayed here under:

6. General Information of the Users

The population of this study consists of three categories of users i.e. Post Graduate Students, Research Scholars and Faculty Members (at different level). Since the population size of south Indian agricultural university libraries is very large, random agricultural university libraries is very large, random sampling technique has been applied. Post Graduate Students sample size being larger has been limited to 25% of their total population, whereas for the Research Scholars and Faculty Members the sample size is 20% of the Research Scholars and Faculty Members strength. The sample size is inclusive of all south Indian agricultural university libraries. The details of population size and sample selected i.e., questionnaires administered along with the response has been provided in the following **Table-1**

6.1. Population and Sample Size of the Respondents

Table-1 clearly shows the entire population and the sample size of the respondents under the study. It is observed from the study that there were totally 4396 users, out of which 1000 users have been chosen as sample and distributed the questionnaires to them. Out of 1000 respondents 765 were returned the filled in questionnaires and which amount to 76.50%. In case of university librarians, the response is 100% since the researcher has paid a visit to each university and has personally distributed the questionnaires and collected the duly completed questionnaires.

Table-1

Respondents of the Distributed Questionnaires

Name of the University	Total Population	Questionnaires Distributed	Questionnaires Distributed (%)	Total Respondents	Total Respondents (%)
UASB	895	200	22.34	163	81.50
AN-GRAUH	802	200	24.93	146	73.00
TNAUC	1164	200	17.18	154	77.00
KAUT	836	200	23.92	147	73.50
UASD	699	200	28.61	155	77.50
Total	**4396**	**1000**	**20.25**	**765**	**76.50**

Note:

1. **UASB**= University of Agricultural Sciences, **Bangalore, Karnataka**
2. **ANGRAUH**=Acharya N.G. Ranga Agricultural University, **Hyderabad, Andra Pradesh**
3. **TNAUC=**Tamil Nadu Agricultural University, **Coimbatore, Tamil Nadu**
4. **KAUT=**Kerala Agricultural University, **Thrissur, Kerala**
5. **UASD**=University of Agricultural Sciences, **Dharwad**, **Karnataka**

The 1000 questionnaires are distributed to the users (Post Graduate Students, Research Scholars and Faculty Members) of the five agricultural university libraries in south India, the 765 questionnaires were received back which level to 76.50% (765) response. The details of the various responses on user's parameters are presented in table's numbers 1 to 5. The highest percentage of response has come from University of Agricultural Sciences Library, Bangalore 81.50 (163), next is University of Agricultural Sciences Library, Dharwad with 77.50 (155), followed by Tamil Nadu Agricultural University Library, Coimbatore 77.00 (154), Kerala Agricultural University Library, Thrissur 73.50 (147) and the least response is form Acharya N.G. Ranga

Agricultural University Library, Hyderabad 73.00 (146). The 1000 questionnaires are distributed to users on random basis. It is very interesting to record here that 76.50 % response were received as shown in **Table-1.**

6.2. Membership and Category wise Respondents

Table-2

Membership and Category wise Respondents in Agricultural University Libraries in South India

Membership/ Category	Option	UASB	AN-GRAUH	TNAUC	KAUT	UASD	Total
Post Graduate Students (PGS)	Yes	94 (100.00)	84 (100.00)	89 (100.00)	85 (100.00)	92 (100.00)	444 (100.00)
	No	0 (0.00)	0 (0.00)	0 (0.00)	0 (0.00)	0 (0.00)	0 (0.00)
Research Scholars (RS)	Yes	34 (100.00)	30 (100.00)	33 (100.00)	32 (100.00)	32 (100.00)	161 (100.00)
	No	0 (0.00)	0 (0.00)	0 (0.00)	0 (0.00)	0 (0.00)	0 (0.00)
Faculty Members (FM)	Yes	35 (100.00)	32 (100.00)	32 (100.00)	30 (100.00)	31 (100.00)	160 (100.00)
	No	0 (0.00)	0 (0.00)	0 (0.00)	0 (0.00)	0 (0.00)	0 (0.00)
Total Response with Percentage		163 (21.30)	146 (19.08)	154 (20.13)	147 (19.21)	155 (20.26)	765 (100.00)

Table-2, Figures in parenthesis indicate percentage

Table-2 reveals that all the respondents under the study (Post Graduate Students, Research Scholars and Faculty Members) of the agricultural university libraries in south India. It is quite obvious because non-members are getting a limited information services. Among them 58.03% of users are Post Graduate Students followed by 21.04% are Research Scholars and 20.91% of Faculty Members.

7. IT Based User Education Programme in Agricultural University Libraries in South India

The e-resources and printed materials play vital role in supporting teaching, research and extension activities of a university, which goes a long way in supplementing classroom learning. They widen and deepen the knowledge base and provide an intellectual stimulation. Ability to locate, to have an access and use the library materials is considered as an important requisite both for the university and the life long learning process of students.

The aim of IT based user education programme is to make the user aware of different types of information resources available in the library and to educate them to develop skills to search for information on their own. It is important to take steps to improve the information consciousness of users and their ability to make the best use of library resources. IT based user education programme may be defined as a process of making the library user's conscious of the tremendous value of information and to develop an interest amongst the users to seek information as and when they require it. An IT based user education programme helps in encouraging the users to learn and use techniques by which they can specify their needs and acquire, evaluate organize and communicate information. Information is now channeled through a variety of media and it is necessary for a librarian to prepare students and scholars for a continuing process of self-education to handle information and the various channels.

7.1. Opinion about the IT Based User Education Programme by Post Graduate Students

Table-3

Opinion about the IT Based User Education Programme by Post Graduate Students

IT based User Education Programme	Option	**UASB**	**ANGRAUH**	**TNAUC**	**KAUT**	**UASD**	Total
		N=94	N=84	N=89	N=85	N=92	N=444
Library provides IT based UEP	Yes	94 (100.00)	84 (100.00)	89 (100.00)	85 (100.00)	92 (100.00)	444 (100.00)
	No	0 (0.00)	0 (0.00)	0 (0.00)	0 (0.00)	0 (0.00)	0 (0.00)
IT based UEP Helped to make best use of Library Facilities	Yes	89 (94.68)	72 (85.71)	82 (92.13)	75 (88.24)	78 (84.78)	396 (89.19)
	No	5 (5.32)	12 (14.29)	7 (7.87)	10 (11.76)	14 (15.22)	48 (10.81)

Table-3, Figures in parenthesis indicate percentage

The opinion about IT Based User Education Programme by the Post-graduate Students of agricultural university libraries in south India under the study have presented in **Table-3.** It is observed from the table that all the Post Graduate Students under the study, have expressed that the library provides IT based user education programme in the library. Majority of the Post Graduate Students 396 (89.19%) have reported that user education helped them to make best use of library facilities and services.

7.2. Opinion about the IT Based User Education Programme by Research Scholars

Table-4 presents the data pertaining to the opinion about the IT based user education programme by the Research Scholars of agricultural university libraries in south India under the study. It is observed from the table that all the respondents 161 (100%) under the study have reported that library is providing IT based user education programme. Further it is observed from the table that most of the Research Scholars 140 (86.96%) have expressed that the IT based user education programme is helping them to make best use of library resources and services.

Table-4

Opinion about the IT Based User Education Programme by Research Scholars

IT Based User Education Programme	Option	**UASB**	**ANGRAUH**	**TNAUC**	**KAUT**	**UASD**	Total
		N=34	N=30	N=33	N=32	N=32	N=161
Library provides IT based UEP	Yes	34 (100.00)	30 (100.00)	33 (100.00)	32 (100.00)	32 (100.00)	161 (100.00)
	No	0 (0.00)	0 (0.00)	0 (0.00)	0 (0.00)	0 (0.00)	0 (0.00)
IT based UEP Helped to make best use of Library Facilities	Yes	29 (85.29)	26 (86.67)	31 (93.94)	26 (81.25)	28 (87.50)	140 (86.96)
	No	5 (14.71)	4 (13.33)	2 (6.06)	6 (18.75)	4 (12.50)	21 (13.04)

Table-4, Figures in parenthesis indicate percentage

7.3. Opinion about the IT Based User Education Programme by Faculty Members

Table-5

Opinion about the IT Based User Education Programme by Faculty Members

IT Based User Education Programme	Option	**UASB** N=35	**ANGRAUH** N=32	**TNAUC** N=32	**KAUT** N=30	**UASD** N=31	Total N=160
Library provides IT based UEP	Yes	35 (100.00)	32 (100.00)	32 (100.00)	30 (100.00)	31 (100.00)	160 (100.00)
	No	0 (0.00)	0 (0.00)	0 (0.00)	0 (0.00)	0 (0.00)	0 (0.00)
IT based UE Helped to mak best use of Library Facilities	Yes	28 (80.00)	29 (90.63)	31 (96.88)	27 (90.00)	29 (93.55)	144 (90.00)
	No	7 (20.00)	3 (9.38)	1 (3.13)	3 (10.00)	2 (6.45)	16 (10.00)

Table-5, Figures in parenthesis indicate percentage

The opinion about the IT based user education programme by the Faculty Members of the agricultural university libraries in south India under the study is presented in the **Table-5.** It is very clear from the table that again all the Faculty Members 160 (100%) has reported that the library is providing IT based user education programme. Further it is observed from the table that most of the Faculty Members 144 (90.00%) have expressed that the user education is helping them to make best use of the library resources and services effectively and efficiently.

7.4. Frequency of Conducting IT Base User Education Programme

Table - 6

Frequency of Conducting IT Based User Education Programme

Frequency of IT based UEP	Users Category	**UASB**	**ANGRAUH**	**TNAUC**	**KAUT**	**UASD**	Total
Always	PGS	12 (12.77)	2 (2.38)	10 (11.24)	6 (7.06)	12 (13.04)	42 (9.46)
	RS	7 (20.59)	6 (20.00)	9 (27.27)	7 (21.88)	5 (15.63)	34 (21.12)
	FM	5 (14.29)	2 (6.25)	1 (3.13)	7 (23.33)	3 (9.68)	18 (11.25)
When Requested	PGS	11 (11.70)	3 (3.57)	39 (43.82)	4 (4.71)	17 (18.48)	74 (16.67)
	RS	2 (5.88)	4 (13.33)	6 (18.18)	4 (12.50)	7 (21.88)	23 (14.29)
	FM	11 (31.43)	4 (12.50)	1 (3.13)	10 (33.33)	9 (29.03)	35 (21.88)

Each Term	PGS	35 (37.23)	21 (25.00)	12 (13.48)	17 (20.00)	33 (35.87)	118 (26.58)
	RS	3 (8.82)	9 (30.00)	8 (24.24)	4 (12.50)	4 (12.50)	28 (17.39)
	FM	6 (17.14)	14 (43.75)	4 (12.50)	4 (13.33)	3 (9.68)	31 (19.38)
Annually	PGS	36 (38.30)	58 (69.05)	28 (31.46)	58 (68.24)	30 (32.61)	210 (47.30)
	RS	22 (64.71)	11 (36.67)	10 (30.30)	17 (53.13)	16 (50.00)	76 (47.20)
	FM	13 (37.14)	12 (37.50)	26 (81.25)	9 (30.00)	16 (51.61)	76 (47.50)

Table-6, Figures in parenthesis indicate percentage

Table-6 indicates that 42 (9.46%) Post Graduate Students, 34 (21.12%) Research Scholars and 18 (11.25%) Faculty Members have reported that always the library staff is educating the users to make use of library resources and services. 74 (16.67%) Post Graduate Students, 23 (14.29%) Research Scholars and 35 (21.58%), Faculty Members have expressed that library personal will educate the users on how to make use of library resources and services. 118 (26.58%) Post Graduate Students, 28 (17.39%) Research Scholars and 31 (19.38%) Faculty Members have reported that the user education is conducted in the beginning of each term. Majority of the Post-graduate Students 210 (47.30%) Research Scholars 76 (47.20%) and Faculty Members 76 (47.50) have expressed that annually that is beginning of the academic year library is offering the IT based user education programme to the users.

7.5. Conducting the IT Based User Education Programme

Table - 7
Conducting the IT Based User Education Programme

Conducting the IT Based UEP	Users Category	**UASB**	**AN-GRAUH**	**TNAUC**	**KAUT**	**UASD**	Total
Librarian	PGS	36 (38.30)	38 (45.24)	32 (35.96)	29 (34.12)	47 (51.09)	182 (40.99)
	RS	16 (47.06)	17 (56.67)	16 (48.48)	22 (68.75)	12 (37.50)	83 (51.55)
	FM	21 (60.00)	10 (31.25)	8 (25.00)	13 (43.33)	10 (32.26)	62 (38.75)
Deputy Librarian	PGS	31 (32.98)	24 (28.57)	25 (28.09)	31 (36.47)	20 (21.74)	131 (29.50)
	RS	7 (20.59)	7 (23.33)	10 (30.30)	4 (12.50)	12 (37.50)	40 (24.84)
	FM	8 (22.86)	11 (34.38)	14 (43.75)	9 (30.00)	9 (29.03)	51 (31.88)
Asst Librarian	PGS	27 (28.72)	22 (26.19)	32 (35.96)	25 (29.41)	25 (27.17)	131 (29.50)
	RS	11 (32.35)	6 (20.00)	7 (21.21)	6 (18.75)	8 (25.00)	38 (23.60)
	FM	6 (17.14)	11 (34.38)	10 (31.25)	8 (26.67)	12 (38.71)	47 (29.38)

Table-7, Figures in parenthesis indicate percentage

The opinion about who conduct the IT based user education programme in the agricultural university libraries in south India under the study is depicted in **Table-7.** It is very clear from the table that most of the Post Graduate Students 182 (40.99%), Research Scholars 83 (51.55%) and Faculty Members 62 (38.75%) have reported that librarian is conducting IT based user education programme. Where as 131 (29.50%) Post Graduate Students, 40 (24.84%) Research Scholars and 51 (31.88%) faculty members have expressed that the Deputy Librarian is conducting the IT based user education programme. 131 (29.50%) Post Graduate Students, 38 (23.60%) Research Scholars and 47 (29.35%) Faculty Members have expressed that Asst. Librarians are conducting the IT based user education programme.

7.6. Methods of IT based User Education Programme

Table - 8

Methods of IT Based User Education Programme

Methods of IT Based UEP	Users Category	**UASB**	**AN-GRAUH**	**TNAUC**	**KAUT**	**UASD**	Total
Lectures	PGS	39 (41.49)	32 (38.10)	16 (17.98)	1 (1.18)	19 (20.65)	107 (24.10)
	RS	7 (20.59)	10 (33.33)	8 (24.24)	9 (28.13)	5 (15.63)	39 (24.22)
	FM	17 (48.57)	5 (15.63)	9 (28.13)	7 (23.33)	3 (9.68)	41 (25.63)
Seminars	PGS	24 (25.53)	13 (15.48)	23 (25.84)	24 (28.24)	8 (8.70)	92 (20.72)
	RS	3 (8.82)	9 (30.00)	7 (21.21)	5 (15.63)	10 (31.25)	34 (21.12)
	FM	4 (11.43)	8 (25.00)	6 (18.75)	5 (16.67)	5 (16.13)	28 (17.50)

Demonstration	PGS	4 (4.26)	14 (16.67)	13 (14.61)	21 (24.71)	14 (15.22)	66 (14.86)
	RS	9 (26.47)	1 (3.33)	8 (24.24)	1 (3.13)	4 (12.50)	23 (14.29)
	FM	4 (11.43)	9 (28.13)	8 (25.00)	6 (20.00)	4 (12.90)	31 (19.38)
Guided Tour	PGS	24 (25.53)	15 (17.86)	29 (32.58)	10 (11.76)	19 (20.65)	97 (21.85)
	RS	5 (14.71)	9 (30.00)	9 (27.27)	6 (18.75)	8 (25.00)	37 (22.98)
	FM	9 (25.71)	7 (21.88)	1 (3.13)	2 (6.67)	2 (6.45)	21 (13.13)
Printed Guides/ instruction	PGS	3 (3.19)	9 (10.71)	7 (7.87)	28 (32.94)	31 (33.70)	78 (17.57)
	RS	10 (29.41)	1 (3.33)	1 (3.03)	7 (21.88)	5 (15.63)	24 (14.91)
	FM	1 (2.86)	3 (9.38)	8 (25.00)	9 (30.00)	11 (35.48)	32 (20.00)
Computer Assisted Instruction	PGS	0 (0.00)	1 (1.19)	1 (1.12)	1 (1.18)	1 (1.09)	4 (0.90)
	RS	0 (0.00)	0 (0.00)	0 (0.00)	4 (12.50)	0 (0.00)	4 (2.48)
	FM	0 (0.00)	0 (0.00)	0 (0.00)	1 (3.33)	6 (19.35)	7 (4.38)

Table-8, Figures in parenthesis indicate percentage

The opinion about the methods of IT based user education programme by the users of the agricultural university libraries in south India under the study is depicted in **Table-8.** It is observed from the table that most of the Post Graduate Students 107 (24.10), Research Scholars 39 (24.22) and Faculty Members 41 (25.63) have reported that lecture method is used to educate the users, 92(20.72) Post Graduate Students, 34 (21.12) Research Scholars and 28 (17.50) Faculty Members have expressed that seminar method is used, where as 66 (34.86) Post Graduate Students, demonstration method is used for conducting the user education on the other hand 97 (21.85) Post Graduate Students, 37(22.98) Research Scholars and 21(13.13) 23(14.29) Research Scholars and 31(19.38) Faculty Members have opinioned that Faculty Members expressed that guided tour method is used. Further it is observed from the table that 78 (17.57) Post-graduate Students 24 (14.91) Research Scholars and 32 (20.00) Faculty Members have reported that printed guides were used to educate the users. Finally a very few users expressed that computer assisted instruction method is used to educate the users.

7.7. Weekly Timings allotted for IT Based User Education Programme

Table – 9
Timings allotted for IT Based User Education Programme

Methods of IT Based UEP	Users Category	**UASB**	**AN-GRAUH**	**TNAUC**	**KAUT**	**UASD**	Total
Lectures	PGS	39 (41.49)	32 (38.10)	16 (17.98)	1 (1.18)	19 (20.65)	107 (24.10)
	RS	7 (20.59)	10 (33.33)	8 (24.24)	9 (28.13)	5 (15.63)	39 (24.22)
	FM	17 (48.57)	5 (15.63)	9 (28.13)	7 (23.33)	3 (9.68)	41 (25.63)
	PGS	24 (25.53)	13 (15.48)	23 (25.84)	24 (28.24)	8 (8.70)	92 (20.72)

Seminars	RS	3 (8.82)	9 (30.00)	7 (21.21)	5 (15.63)	10 (31.25)	34 (21.12)
	FM	4 (11.43)	8 (25.00)	6 (18.75)	5 (16.67)	5 (16.13)	28 (17.50)
Demonstration	PGS	4 (4.26)	14 (16.67)	13 (14.61)	21 (24.71)	14 (15.22)	66 (14.86)
	RS	9 (26.47)	1 (3.33)	8 (24.24)	1 (3.13)	4 (12.50)	23 (14.29)
	FM	4 (11.43)	9 (28.13)	8 (25.00)	6 (20.00)	4 (12.90)	31 (19.38)
Guided Tour	PGS	24 (25.53)	15 (17.86)	29 (32.58)	10 (11.76)	19 (20.65)	97 (21.85)
	RS	5 (14.71)	9 (30.00)	9 (27.27)	6 (18.75)	8 (25.00)	37 (22.98)
	FM	9 (25.71)	7 (21.88)	1 (3.13)	2 (6.67)	2 (6.45)	21 (13.13)
Printed Guides/ instruction	PGS	3 (3.19)	9 (10.71)	7 (7.87)	28 (32.94)	31 (33.70)	78 (17.57)
	RS	10 (29.41)	1 (3.33)	1 (3.03)	7 (21.88)	5 (15.63)	24 (14.91)
	FM	1 (2.86)	3 (9.38)	8 (25.00)	9 (30.00)	11 (35.48)	32 (20.00)
Computer Assisted Instruction	PGS	0 (0.00)	1 (1.19)	1 (1.12)	1 (1.18)	1 (1.09)	4 (0.90)
	RS	0 (0.00)	0 (0.00)	0 (0.00)	4 (12.50)	0 (0.00)	4 (2.48)
	FM	0 (0.00)	0 (0.00)	0 (0.00)	1 (3.33)	6 (19.35)	7 (4.38)

Table-9, Figures in parenthesis indicate percentage

Table-9 clearly shows that most of the Post-graduate Students 211 (47.52), Research Scholars 82 (50.95) and Faculty Members 82 (51.25) have expressed that two hours taken to complete the IT based user education programme followed by 102 (22.97), Post Graduate Students 50 (31.06) Research Scholars and 39 (24.38) Faculty Members have reported that one hour is taken for user education, 85 (19.11) Post Graduate Students 18 (11.18) Research scholars and 26 (16.25) Faculty Members have said that three hours were taken for the IT based user education programme and 46 (10.10) Post Graduate Students, 11(6.83) Research Scholars and 13 (8.13) Faculty Members have expressed that one day is taken to educate the users.

7.8. Overall Satisfaction of IT Based User Education Programme

Table - 10

Overall Satisfaction of IT Based User Education Programme

Overall Satisfaction of IT based UEP	Users Category	**UASB**	**ANGRAUH**	**TNAUC**	**KAUT**	**UASD**	Total
Strongly Satisfied	PGS	13 (13.83)	7 (8.33)	10 (11.24)	9 (10.59)	4 (4.35)	43 (9.68)
	RS	2 (5.88)	1 (3.33)	4 (12.12)	23 (71.88)	2 (6.25)	32 (19.88)

	FM	2 (5.71)	4 (12.50)	4 (12.50)	1 (3.33)	3 (9.68)	14 (8.75)
Satisfied	PGS	58 (61.70)	53 (63.10)	56 (62.92)	50 (58.82)	67 (72.83)	284 (63.96)
	RS	21 (61.76)	26 (86.67)	20 (60.61)	3 (9.38)	18 (56.25)	88 (54.66)
	FM	25 (71.43)	20 (62.50)	19 (59.38)	26 (86.67)	22 (70.97)	112 (70.00)
Partially Satisfied	PGS	13 (13.83)	12 (14.29)	10 (11.24)	13 (15.29)	8 (8.70)	56 (12.61)
	RS	4 (11.76)	1 (3.33)	5 (15.15)	2 (6.25)	5 (15.63)	17 (10.56)
	FM	3 (8.57)	3 (9.38)	6 (18.75)	2 (6.67)	4 (12.90)	18 (11.25)
Not Satisfied	PGS	4 (4.26)	4 (4.76)	8 (8.99)	9 (10.59)	5 (5.43)	30 (6.76)
	RS	3 (8.82)	2 (6.67)	2 (6.06)	3 (9.38)	4 (12.50)	14 (8.70)
	FM	1 (2.86)	1 (3.13)	1 (3.13)	1 (3.33)	1 (3.23)	5 (3.13)
Not at all Satisfied	PGS	6 (6.38)	8 (9.52)	5 (5.62)	4 (4.71)	8 (8.70)	31 (6.98)
	RS	4 (11.76)	0 (0.00)	2 (6.06)	1 (3.13)	3 (9.38)	10 (6.21)
	FM	4 (11.43)	4 (12.50)	2 (6.25)	0 (0.00)	1 (3.23)	11 (6.88)
Chi-Square Value			**41.55**			**0.5% Level**	

Table-10, Figures in parenthesis indicate percentage

The opinion of the users on overall satisfaction of IT based user education programme is collected, tabulated and presented in **Table-10** It is observed from the table that majority of the Post Graduate Students 284 (63.96), Research Scholars 88 (54.66) and Faculty Members 112 (70.00) have reported that they are satisfied with the IT based user education programme conducted by the library personnel's, around 11% of the users are partially satisfied and very few users have reported that they are not satisfied with the IT based user education programme.

7.9. Testing of Hypothesis

There is a significant relationship among the opinion of the Post Graduate Students, Research Scholars and Faculty Members towards overall satisfaction of IT based user education programme. In addition to the above discussion statistical test has been conducted using **Chi-square technique.** The calculated **Chi-square value** is presented in **Table-10.** The Chi-Square value is significant at **0.5%** level of significance. The Chi-Square value and the analysis of the data depict that there is significant relationship between the different users and their overall satisfaction with the IT based user education programme. Hence the above Hypothesis is accepted

7.10. Conclusion

The IT (Information Technology) based user education programme in the academic institution is very essential. We the librarians must teach the users about the available e-resources and services of the library, so that users can make use of the e-resources and services to the maximum extent. In this regard the librarians of every library, especially the south Indian agricultural

university libraries are should conduct IT based user education programme for every year to educate the users about the available e-resources, printed information resources and services. Further, it helps us to get the feedback from the users about their expectations and needs, based on the user's expectations; we can plan the new library and information services for the benefits of the user community of the agricultural university libraries in south India..

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