
**EFFECTIVENESS OF LIBRARY INSTRUCTION PROGRAM :
A SURVEY CONDUCTED AT BPCL COCHIN REFINERY
TECHNICAL LIBRARY, KOCHI, KERALA**

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Abstract

The study gives a basic idea about whether a library instruction program used by the library influences the current or future use of the BPCL Cochin Refinery Special Library. Questionnaire method has been adopted for conducting the survey. Findings reveal that the library instructions are helpful and a combined method of lectures, printed brochures and application of audio-visual methods give the best results in the current and future use of library.

KEYWORDS :

Library instruction program, Bibliographic instruction, User education, BPCL Cochin Refinery, Special Library, Kochi

INTRODUCTION

Library instruction is an instructional program designed to teach new or existing library users how to locate the information they need quickly and effectively.

User education, bibliographic instruction, library instruction, library orientation, reader instruction, information literacy are all similar terms which are used in the field of LIS field to describe various aspects and enable library users to use the library resources to their maximum benefit independently and effectively.

Generally Library instruction programs cover the library's system of organizing resources which includes print and non print materials, the structure of the literature on a particular field of subject(s) and the methods which are appropriate for a special academic discipline. It also includes other specific resources and finding tools like library catalogs, indexes, abstracting services and bibliographic databases, etc.

Library instruction prepares users to make the existing and lifelong use of information effective by teaching the basic strategies involved in searching or accessing information and its subsequent evaluation.

The Kochi Refineries Ltd (KRL)

The Kochi Refineries Ltd (KRL) is an oil refinery located in Ambalamugal in Kochi, Kerala. It was a public sector company owned by the Government of India since its beginnings in 1963. It was then acquired by the Bharat Petroleum Corporation Limited in 2006. The company presently owns and runs

the refinery. The BPCL Cochin Refinery's Technical Library houses a vast number of petro-chemical related books, journals, standards, patents, and other resources. A library instruction program is arranged each year for the new users of the library.

LITERATURE REVIEW

The American Library Association points out that the goal of any Library instruction/ user education/ bibliographic instruction is to teach users how to search, evaluate, and use information and to use the library effectively and independently. Gericke (1996) mentions that, 'user education refers to the teaching of the use of libraries and information sources'. It includes instructions in the use of one or more reference sources as a part of reference transactions, library use presentations, and bibliographic instruction. According to Shahi, "User Education is a process of activities involved in making the users of the library conscious about tremendous value of information in day to day life to develop interest among the users to seek information as and when they requires". According to Salony, Mary (1985) Library instruction "occurs in various forms such as in formal class settings, small group sessions, one-on-one encounters, written guides and brochures, audiovisual presentations, and via computer-assisted instruction (CAI)".

OBJECTIVE OF THE STUDY

- 1.To determine whether the library instruction effectively reaches its potential users
- 2.To measure the category wise usefulness of a library instruction
- 3.To determine the types of library instruction useful for users
- 4.To identify the time duration suitable for a library instruction program
- 5.To examine the usefulness of the content of the library instruction program

RELEVANCE OF THE STUDY

The library instruction programs were conducted among the management and engineering internship trainees and project students who came from different management and engineering institutions, government organizations and universities from all over India to the Cochin refinery in the year 2012-2013. To date we have not found any survey or study that was conducted to analyse the usefulness of the program used. So this study analyses the current method of library instructions for their usefulness.

SCOPE AND LIMITATIONS

The scope of this study is limited to the Cochin refinery Technical library only. The authors could identify only one account of the Cochin refinery library instruction program and cannot come the breadth and depth of library instruction methods and practices adopted in various stages for users. The research findings of this study cannot be generalized to all special /technical libraries due to the diversity of library instruction practices used by other libraries in India.

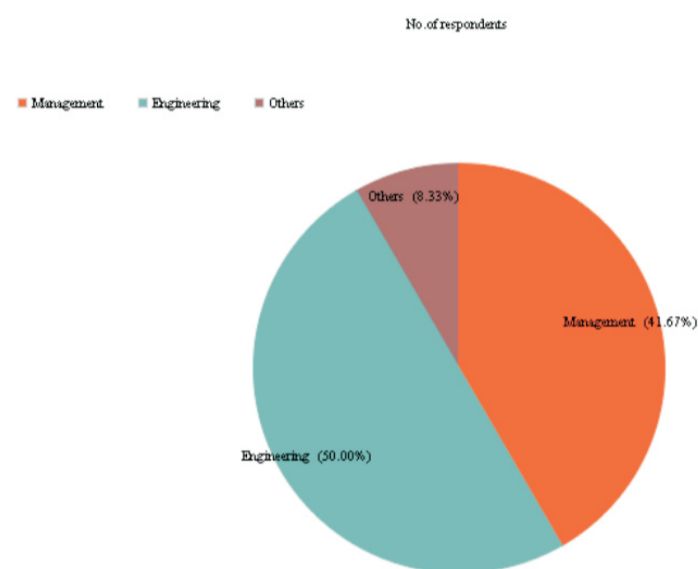
METHODOLOGY

A pre-tested structured questionnaire is used for the collection of data from users of Cochin Refinery Technical Library between 2012 and 2013. A total of 150 questionnaires were distributed to the users of the library. 128 questionnaires were returned of which eight of them were not suitable for data analysis and hence were rejected. The final data analysis was done on the basis of the remaining 120 questionnaires.

DATA ANALYSIS

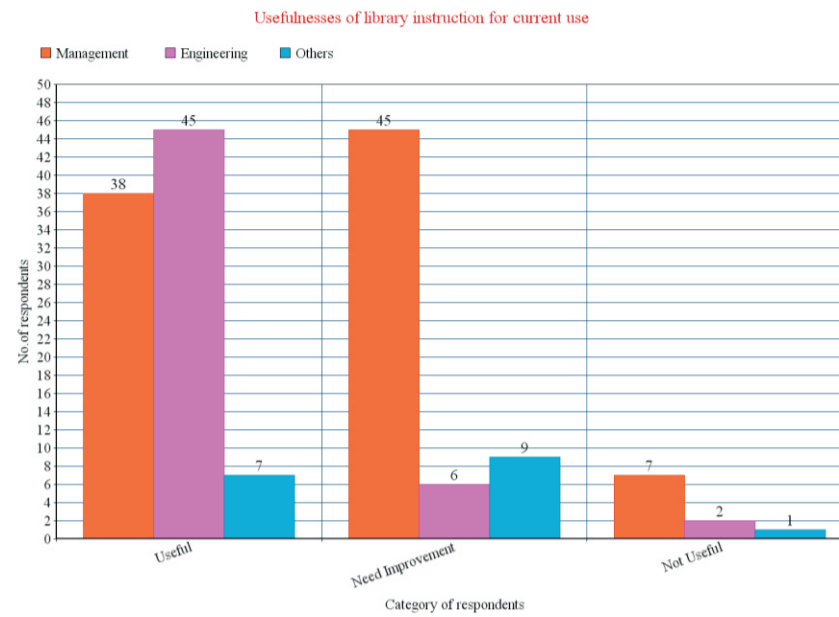
Category wise respondent rate of questionnaire

Sl. No	Category wise	Number of respondents	Percentage
1	Management	50	41.67%
2	Engineering	60	50%
3	Others	10	8.33%
	Total	120	100%

**Usefulness of library instruction for current use**

Sl. No	Category	Useful	Need improvement	Not useful	Total
1	Management	38	10	2	50
2	Engineering	45	6	9	60
3	Others	7	2	1	10
	Total	90	18	12	120
	Percentage (%)	75%	15%	10%	100%

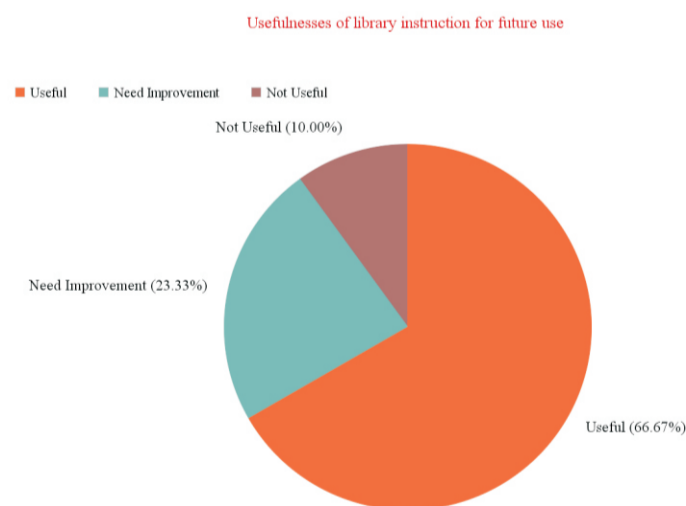
90 respondents (75%) gave the feedback that the library instruction programs are indeed useful in the current use of the library while 18 (15%) of the total respondents suggested the need for improvements in the program. 10% are of the opinion that that the library instructions are not useful nor relevant to their current method of seeking information or in the use of the library. The bar graph of the above data shown below reveals the usefulness of library instruction for current use more easily.



Usefulness of library instruction for future use

Sl. No	Comments	No. of respondents	Percentage (%)
1	Useful	80	66.67%
2	Need improvement	28	23.33%
3	Not useful	12	10%
Total		120	100%

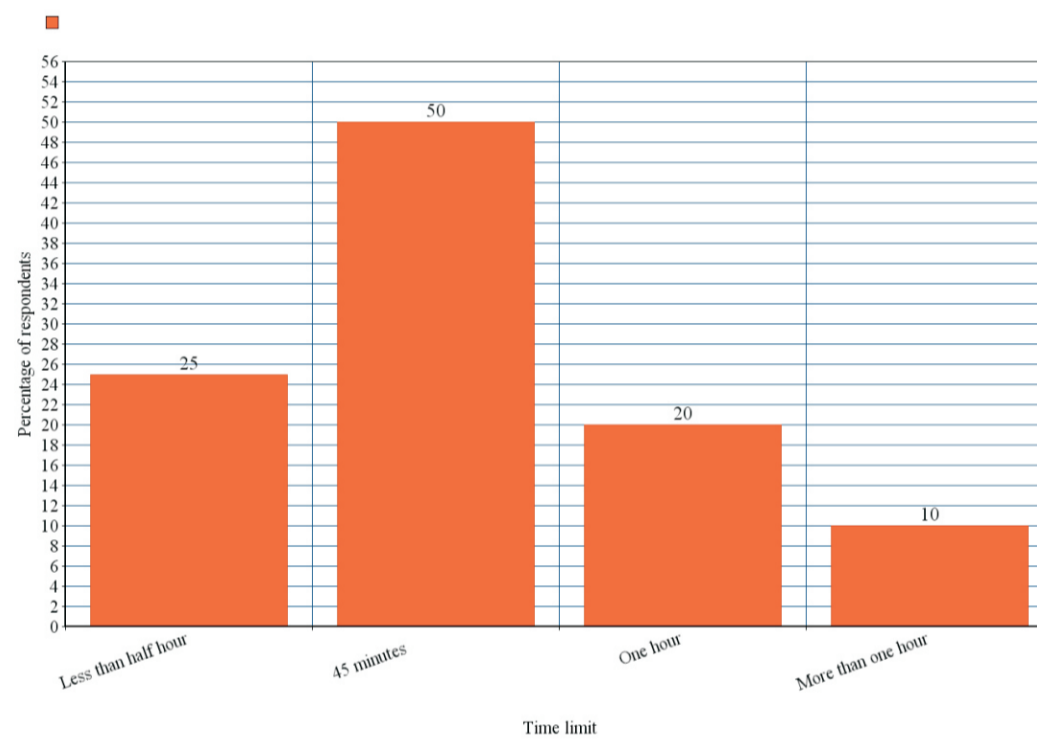
80 respondents (66.67%) informed that library instructions are useful in the future use of the same library and, in use of other libraries also. 28 respondents think that the current library instruction programmes need improvements. 10 % believe that the programs are not useful for a future use of the library. The pie diagram depicts this data more clearly .



Time duration suitable for a library instruction program

Sl. No	Time	No. of respondents	Percentage (%)
1	Less than half hour	30	25%
2	45 minutes	60	50%
3	One hour	18	20%
4	More than one hour	12	10%
	Total	120	100%

Time duration suitable for a library instruction program



The above data and graph indicate that the most preferred time duration suitable for a library instruction program is 45 minutes. Half of the respondents suggested 45 minutes as being enough for a library instruction program at a time.

Types of library instructions useful for users

Sl. No	Method	Respondents	Percentage
1	PPT/Slides with lectures	48	40%
2	Videos	33	28%
3	Lectures without PPT/ Slides	27	22 %
4	Printed Brochures	12	10 %
	Total	120	100%

According to the respondents, power point (PPT)/ slides with a lecture are the most effective methodology for library instruction. 40 % of the respondents were in favor of the method. 28 % are

interested in videos, while 22 % are interested in direct lectures without PPT/Slides. Only 10 % are in support of printed Brochures.

Content of the library instruction program

Sl. No	Comments	No. of respondents	Percentage
1	Very good	72	60%
2	Good	24	20%
3	Average	12	10%
4	Below average	12	10%
Total		120	100%

72 respondents (60 %) pointed out that the content of the library instruction program was very good while 24 respondents (20%) mentioned that the Content of the library instruction program was just good. Each of the rest 12 respondents (20 % of the total respondents), preferred to rate it as average and below average.

FINDINGS AND CONCLUSIONS

The results clearly show that library instruction is an important part of a user's life. It increases the information seeking capability which contributes to the user's educational process positively. The usefulness of the library instruction purely depends upon the content of the instruction and the time limit of library instruction. User education, one of the important services of the Cochin refinery library each year, equips new users with information seeking skills without any hindrance and enables the efficient use of library resources and services. A combined method of lectures, printed brochures and applications of audio-visual methods can yield the best results in the present and future use of the library.

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