

## STUDENT ATTITUDE TOWARDS LIBRARY SERVICES IN PHARMACEUTICAL COLLEGES / INSTITUTIONS IN THE CENTRAL AND NORTH GUJARAT REGION

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### Abstract

*Pharmacy education has become part of global health care system, which cover all-round developments that taking place in the field of Pharmaceutical sciences and basic Medical education with the broader objectives of serving the society by providing better health care services. The role pharmacy education to the students is very important to developed knowledgeable pharmacist which becomes a part of health care system. It has far-reaching influence on the society they live in and no other personality can have an influence more profound than that of the teachers and students are deeply affected by the teacher's role. In pharmaceutical educational system, libraries play an essential role in the teaching and learning process. Educational system is a knowledge industry under service sector with the entire globe as a market where every individual works for profit making, although there is substantial growth of pharmacy education in the state towards the promotion and development pharmaceutical education in the state of Gujarat. The present study has been set with an objective to evaluate the use of library services of Pharmaceutical colleges in the central and north Gujarat region. The survey includes 502 students from the 28 pharmaceutical degree colleges of central and north Gujarat region conducted through a questionnaire tool. The collected data covers the use of library, services, provided by college authority. Concludes that main intension for the use of library have academic, research, personal and professional educational development interest of the students.*

### KEYWORDS :

Library Services Utilizations; Students Attitudes; Pharmacy Libraries, North and Central Gujarat.

### 1.INTRODUCTION

The library is a public institution or establishment charged with the care of a collection of books and the duty of making them accessible to those who require them. The education is to bring knowledge which will eventually built the character, increase thinking, social and intellectual power to every individual and give him the capacity and training to use them not only for his professional benefit but also for the benefit of the authority. The pharmacy education has to made Global agenda the well encompass the developments that have taken place in, Pharmaceutical Sciences and basic medical in serving the

needs and expectation of the society.

The role of a library in the education system especially at the college level for the user as development of personality, educational skill, communication and career is very significant. The quality of education will come and linked with libraries, information collected and disseminated by libraries decides the quality of teaching and learning process in a college. The libraries of Pharmaceutical educational institution have to plan to develop and organize their library services in such a way that it should facilitate retrieval of the desired information in timely, pin pointedly and save the time of the readers. Library services should consist of different type of services like circulation, periodicals, ILL, CAS, SDI, Electronic, Library Automation etc., According to S.R. Ranganathan libraries are not mere store houses, they are rich springs from which knowledge flows out to irrigate the side field of education and culture without the help and cooperation of a library no formal educational programme can successfully fructify[7].

### **1.1 LIBRARY SYSTEM IN PHARMACY COLLEGES**

In the Indian context, many students do not have a proper place to read at home and in hostel. Therefore, it is essential that a college library should provide modern facilities for comfortable reading. Today more than 928 Pharmacy council of India approved pharmacy colleges are functioning in India, with an annual intake of about more than twenty five thousand students and quite a few of them have good library facilities to foster wide reading and love for books among the students[3]. Pharmacy College should have specialized works like encyclopedia, yearbooks, directories, serials, non-book materials and collection of standard treatises on various branches of pharmacy education. The reader does not get benefit of most important services like selective dissemination of information, Current awareness service, Indexing and Abstracting. Modernization of libraries is essential for research activities in the field of pharmacy [11].

### **1.2 Pharmacy Education in Gujarat**

The pharmacy education in Gujarat started in the year 1947 at Lallubhai Motilal College of Pharmacy at Ahmedabad there emerged the first full-fledged college of pharmacy in India[13]. Since then now there are more than 90 institutions offering pharmacy courses i.e. diploma, degree, post graduate, Pharm D, MBA Pharma and Ph.D. Many teachers associated to the institutions have also completed Ph.D. in pharmacy education. There has been a substantial quantitative growth of pharmacy institution in the state towards the promotion and development of pharmaceutical education and industries in the state Gujarat. Each institutions and colleges has its own library and information centre attached to it catering the needs of faculty, students and research scholars. Till date 47,000 plus pharmacists have been registered with Gujarat State Pharmacy Council [3, 12].

## **2. AIMS AND OBJECTIVES OF THE RESEARCH**

The proposed study focuses on evaluate the attitudes of the students towards the library services of pharmaceutical institutions/ colleges in the north and central Gujarat. As such to full fill the aim, the following objectives have been undertaken.

- 1.To identified the information services of the students and their respective field of interest.
- 2.To find out the attitudes of the students regarding the adequacy of information and services, available in the respective libraries.
- 3.To observed and documented the opinion of the students about the information communication technology application on library services.
- 4.To help the librarians for preparing an enrichment programme for providing better services and by the by better use of library by patron users, including suggesting some measures.

### 3.LITERATURE REVIEW

The reviewed literature documents are support for this study focused on the need for technical and pharmaceutical education, in central and north region of Gujarat, students attitudes/behavior and library services. Kumari and Talawar have undergone a study to assess the extent of use of reference sources in university libraries under the title “Use of Reference Sources in University Libraries of Karnataka: A Study”. Data was collected using questionnaire and the response rate was 73.28% for the total 1740 questionnaires distributed. Their study exposed growing interest in reference sources among users in university libraries. A small percentage of users made use of bibliographies and directories as compared to the use of dictionaries, encyclopedia and yearbooks [6]. Mahawar explained the utilization of the library services, frequency and purpose of the internet use, functions such as CD-ROM databases, PAC search, ILL, IR, CAS, SDI, Indexing, DDS etc. of users of research and academic institution libraries. In his conclusion he found that the use of electronic resources is increasing day by day, at the same time the usage of printed document is also [9]. Dickinson (2006) in his study on Colorado Academic Library found that library computer access is utilized by students far more than by faculty while the use of interlibrary loan services is much more widespread among faculty members than students [1]. Jeesy, et al. (2007) explaining that to confront the new challenges we suggests necessity to revamp the pharmacy education that is mainly related to regulatory bodies, industry, institution interaction, different teaching technologies along with collaboration with foreign pharmacy institute and Distance Education” [5]. Rajput (2008), et al. in their study made an attempt to know the use of online access catalogue by the users. The study revealed that the tool is useful and at the same time respondents felt that there must be someone near the OPAC to help in retrieving the required documents. They also examined the utilisation and satisfaction of users about OPAC and highlighted the suggestions made by the users for the further improvement [10].

### 4. SCOPE AND LIMITATIONS

The study is give conformation on basis of attitude of the students regarding to services provided by the libraries of pharmaceutical institutions/colleges in the north and central region of Gujarat, which aim at fulfill the needs of the students concerned to the pharmaceutical institutions of during the period, the students in these institutions and colleges shall be the populations of study. They study also covers the different types of library services, facilities including computerized library access, internet, e-subscriptions, etc. The study is purposed to have coverage of twenty eight pharmaceutical institutions/colleges of Gujarat affiliated to the different universities like Gujarat Technological University, Ganpat University, Kadi Sarva Vishva Vidyalaya, Hemchandracharya North Gujarat University, NIPER Chandigadh, and Nirma University, approved by All India Council of Technical Education (AICTE), and only the institutions imparting pharmaceutical education at B. Pharma, M. Pharma and Ph.D.

### 5. METHODOLOGY

Questionnaire method is now a day very useful for various research and finding in the field of library, computer study, media, pharmaceutical, medical sciences etc. this method also good for collection of the data from the diverse and scattered group of people. A questionnaire consists of a variety of the questions printed or typed in a definite order on a form – which are mailed and personally distributed to the respondents and they are answer these questions on his own. The main function or the objective of the questionnaire is to collect data from the respondents, who are generally scattered in different areas. This method also helps in the collection of reliable and dependable data. According to Bogardus, “a questionnaire is a list of the questions sent to a number of persons to answer. It secures the standardized results that can be tabulated and also treated statistically.”

A set of questionnaire was designed for students to obtain the data regarding the Use and availability of library services, opinion of subject directories, library networking and consortia, satisfaction of overall library services, information regarding resources and services of their respective college libraries. A total of 721 questionnaires were distributed to faculty members of whole, 502

(69.63%) responses were collected. The filled in questionnaires received from the students were analyzed and interpreted [7].

Questionnaire based survey as well as the case study approach has been employed in the said study. As the concept of computerization in pharmacy college libraries is new to the library and information field, their applications have been studied in other fields through literature search. The present status of pharmacy college libraries in India reviewed through a literature search. For the study of pharmacy colleges libraries of Gujarat, the data collected through the surveys based on questionnaire, interviews and case study [2].

## 6. DATA ANALYSIS AND FINDINGS

### 6.1 Personal Information

**Table 1: Respondent category**

Respondent	Total strength	Questionnaire distribution	Received questionnaire
PG Student	5350(72.99)	180(24.97)	120(23.90)
UG Student	1748(23.85)	510(70.74)	360(71.71)
DP Student	190(2.59)	28(3.88)	22(4.38)
Ph D.	42(0.57)	3(0.42)	0(0.00)
Total	7330(100.00)	721(100.00)	502(100.00)
Numbered respondent (%)			

The data collection from the different categories of users has been shown in the Table 1 the total population of the survey was 7330. This population includes 5350 PG students, 1748 UG students, 190 DP students and 42 Ph. D. students. The questionnaire was given to 721 users. There were 180 PG students, 510 UG students, 28 DP students and 3 Ph. D. students. The total response received was 502 (100%) respondents belonging to Pharmaceutical Institutions of central and north Gujarat region. The response received from UG students 120 (23.90%), PG students 360 (71.71%) and assistant DP students 220 (4.38%). The result indicates that out of the total respondents, maximum respondents belong to UG students category, followed by PG students and DP students but Ph.D. candidates does not give response of questionnaire.

### 6.2 Use of Library

**Table 2: Use of library**

Respondent Category	Use of Library (N=502)		
	Yes, %	No, %	Total, %
PG Student	115(22.91)	5(1.94)	120(23.90)
UG Student	350(69.72)	10(3.88)	360(71.71)
DP Student	22(4.38)	0(0)	22(4.38)
Total	487(97.01)	15(5.81)	502(100)
Chi Square Value = 1.30	Df = 2	at 5% Significant level	

Table 2 shows that the response of respondents regarding the use of library. Response collected from students on basis of questionnaire whether they use the library of their institutes, from the total 502 number of population 487(97.01%) users are use the library properly. It is evident from the data that UG students are use the library more efficiently compared to PG students and DP students.

The value of Chi square is 1.30 at the degrees of freedom (df) is 2 and tabulated chi Square Value is 5.99 at 5% significant level. This implies that there is a no significant variation among the respondents it indicates that students of institute are adequately used of library. Thus from the total population of 502

users, maximum number of users, i.e., 487 (97.01%) are adequately use the library and where as the remaining users 15(5.81%) are don't use the library adequately.

### 6.3 Adequacy of use of Library

**Table 3: Adequacy of use of library**

Respondent Category	How to use of library (N=502)		Total ,%
	Adequately	Not Adequately	
	Yes, %	No, %	
PG Student	110(21.91)	10(3.88)	120(46.51)
UG Student	342(68.13)	18(6.98)	360(139.53)
DP Student	20(3.98)	2(0.78)	22(8.53)
Total	472(94.02)	30(11.63)	502(194.58)
Chi Square Value = 2.82      Df = 2      at 5% Significant level			

The Table 3 shows that out of total response 472 (94.02%) of the respondents adequately use the library, where as remaining 30 (11.63%) of the respondents were do not use the library adequately. Results show that maximum respondents are using the library adequately.

The value of Chi Square is 2.82, the degrees of freedom (df) is 2 and tabulated chi Square Value is 5.99 at 5% significant level. This implies that there is a significant variation among the respondents adequate use of institutional library. Thus from the total population of 502 users, maximum number of users, i.e., 472 (94.02%) are use the library adequately and where as the remaining users 30(11.63%) were don't use the library adequately.

### 6.4 LIBRARY SERVICES

In an academic environment library is a service oriented institution that should provide on basis of priority to the needs of the student, faculty members and other academic staff of the institution. Library provides such services which help in promoting and facilitating the effective use of information in any form of the library user.

**Table 4: Availability of library services**

Services	PG Student		UG Student		DP Student		Total		Chi <sup>2</sup> , df
	Yes( %)	No( %)	Yes( %)	No( %)	Yes( %)	No( %)	Yes( %)	No( %)	
Lending	115(22.91)	5(1.00)	348(69.32)	12(2.39)	21(4.18)	1(0.20)	484(96.41)	18(3.59)	0.24,2
References	116(23.11)	4(0.80)	350(69.72)	10(1.99)	11(2.19)	11(2.19)	477(95.02)	25(4.98)	98.61,2
Int.lib loan	5(1.00)	115(22.91)	50(9.96)	310(61.75)	2(0.40)	20(3.98)	57(11.35)	445(88.65)	8.57,2
Opac	65(12.95)	55(10.96)	160(31.87)	200(39.84)	14(2.79)	8(1.59)	239(47.61)	263(52.39)	5.78,2
Back exam paper	85(16.93)	35(6.97)	300(59.76)	60(11.95)	20(3.98)	2(0.40)	405(80.68)	97(19.32)	10.57,2
Announcement	25(4.98)	95(18.92)	165(32.87)	195(38.84)	5(1.00)	17(3.39)	195(38.84)	307(61.16)	26.19,2
New paper clipping	60(11.95)	60(11.95)	185(36.85)	175(34.86)	14(2.79)	8(1.59)	259(51.59)	243(48.41)	1.41,2
Photocopy	55(10.96)	65(12.95)	175(34.86)	185(36.85)	5(1.00)	17(3.39)	235(46.81)	267(53.19)	13.04,2
Indexing	5(1.00)	115(22.91)	25(4.98)	335(66.73)	2(0.40)	20(3.98)	32(6.37)	470(93.63)	1.45,2
Content	10(1.99)	110(21.91)	25(4.98)	335(66.73)	2(0.40)	20(3.98)	37(7.37)	465(92.63)	0.35,2
Lit. Serarch	45(8.96)	75(14.94)	200(39.84)	160(31.87)	14(2.79)	8(1.59)	259(51.59)	243(48.41)	13.08,2
Library orientation	65(12.95)	55(10.96)	200(39.84)	160(31.87)	16(3.19)	6(1.20)	281(55.98)	221(44.02)	2.69,2
Electronic information	65(12.95)	55(10.96)	190(37.85)	170(33.86)	4(0.80)	18(3.59)	259(51.59)	243(48.41)	10.35,2

The Table 4 Shows that only Lending (96.41%), Reference (95.02%) and back exam paper (80.68%) are maximum library services used where as Indexing (6.37%), Inter library loan (11.35%)

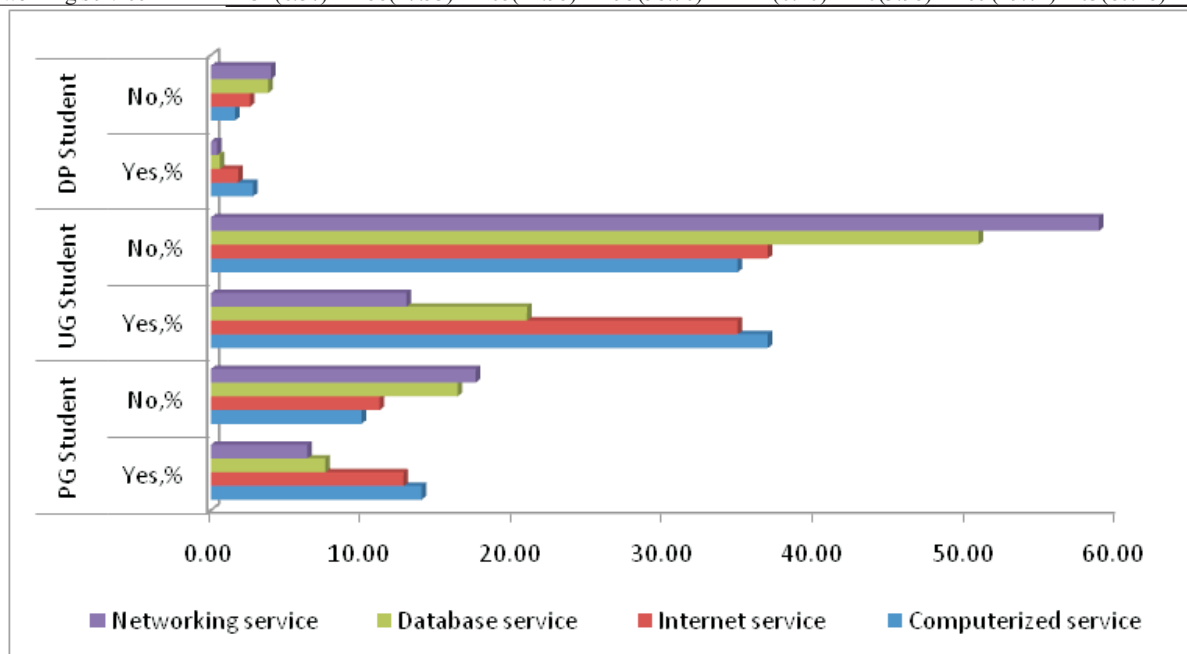


and Content (7.37%) were used by UG, PG and DP students.

### 6.5 Availability of Library Operation and Services

**Table 5: Availability of Library Operation and Services**

Library orientation and service	PG Student		UG Student		DP Student		Total		Chi <sup>2</sup> , df
	Yes(%)	No(%)	Yes(%)	No(%)	Yes(%)	No(%)	Yes(%)	No(%)	
Computerized service	70(13.94)	50(9.96)	185(36.85)	175(34.86)	14(2.79)	8(1.59)	269(53.59)	233(46.41)	2.68,2
Internet service	64(12.75)	56(11.16)	175(34.86)	185(36.85)	9(1.79)	13(2.59)	248(49.40)	254(50.60)	1.47,2
Database service	38(7.57)	82(16.33)	105(20.92)	255(50.80)	3(0.60)	1993.78)	146(29.08)	356(70.92)	2.93,2
Networking service	32(6.37)	88(17.53)	65(12.95)	295(58.76)	2(0.40)	20(3.98)	99(19.72)	403(80.28)	5.86,2



**Figure 1: Availability of Library Operation and Services**

Figure 1 and Table 5 indicates that computer service using by respondents are more followed by internet service, Database service and Networking service provided by libraries. It cleared that assistant professor are well aware with computer, internet, database and networking services, as compared to associate professor and professor it may be due to awareness of computer services in young generation. It is cleared that respondents are reluctant to give their opinions as per the data.

### 6.6 Necessities of Library Operation and Services

**Table 6: Necessities of Library Operation and Services**

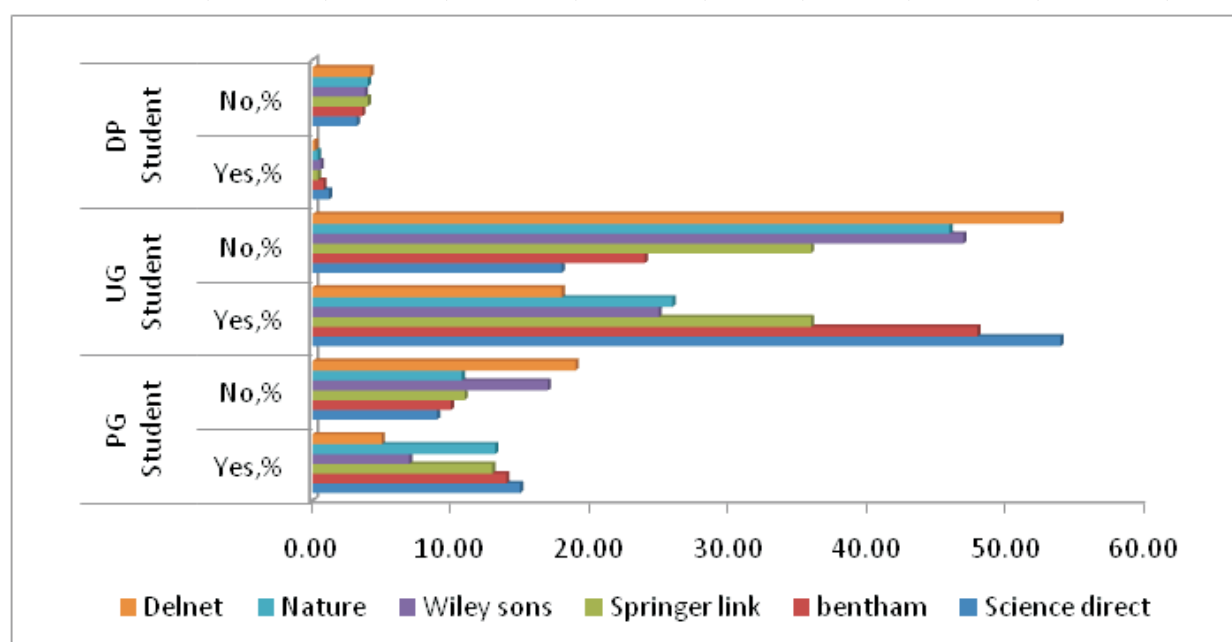
Library operation and service	PG Student			UG Student			DP Student			Total			Chi <sup>2</sup> , df
	Y %	N %	NR %	Y %	N %	NR %	Y %	N %	NR %	Y %	N %	NR %	
Computerized service	105 (20.92)	13 (2.59)	2 (0.40)	280 (55.78)	55 (10.96)	25 (4.98)	18 (3.59)	2 (0.40)	2 (0.40)	403 (80.28)	70 (13.94)	29 (5.78)	7.51 2
Internet service	105 (20.92)	13 (5.04)	2 (0.78)	285 (56.77)	45 (8.96)	30 (5.98)	17 (3.39)	3 (0.60)	2 (0.40)	407 (81.08)	61 (12.15)	34 (6.77)	7.15 2
Database service	85 (16.93)	25 (9.69)	10 (3.88)	190 (37.85)	150 (29.88)	20 (3.98)	9 (1.79)	9 (1.79)	4 (0.80)	284 (56.57)	184 (36.65)	34 (6.77)	22.4 2
Networking service	85 (16.93)	25 (9.69)	10 (3.88)	176 (35.06)	160 (31.87)	24 (4.78)	9 (1.79)	9 (1.79)	4 (0.80)	270 (53.78)	194 (38.65)	38 (7.57)	25.53 2

The data from the Table 6 show that the response of Internet service (81.08%) more number of respondents feels necessary followed by computerized service (80.28%), database service (56.57%) and networking service (53.78%). Respondents have not given any response regarding the computerized (5.78%), Internet (6.77%), database (6.77%) and networking service (7.57%) for necessity of library operation and service respectively. It is cleared that respondents are reluctant to give their opinions.

### 6.7 Opinion on Subject Directories / Portals/ Gateways

**Table 7: Availability of Subject Directories / Portals/ Gateways**

Subject Directories	PG Student		UG Student		DP Student		Total		Chi <sup>2</sup> , df
	Yes, %	No, %	Yes, %	No, %	Yes, %	No, %	Yes, %	No, %	
Science direct	75(14.94)	45(8.96)	270(53.78)	90(17.93)	6(1.20)	16(3.19)	351(69.92)	151(30.08)	26.58,2
Bentham	70(13.94)	50(9.96)	240(47.81)	120(23.90)	4(0.80)	18(3.59)	314(62.55)	188(37.45)	22,2
Springer link	65(12.95)	55(10.96)	180(35.86)	180(35.86)	2(0.40)	20(3.98)	247(49.20)	255(50.80)	15.44,2
Wiley sons	35(6.97)	85(16.93)	125(24.90)	235(46.81)	3(0.60)	19(3.78)	163(32.47)	339(67.53)	4.99,2
Nature	66(13.15)	54(10.760)	130(25.90)	230(45.82)	2(0.40)	20(3.98)	198(39.44)	304(60.56)	22.32,2
Delnet	25(4.98)	95(18.92)	90(17.93)	270(53.78)	1(0.20)	21(4.18)	116(23.11)	386(76.89)	5.34,2



**Figure 2: Availability of Subject Directories / Portals/ Gateways**

Figure 2 and Table 7 shows that Science Direct (69.92%), Bentham (62.55%), Springer link (49.20%), Nature (39.44%), and Wiley sons (32.47%) availability of subject directories are found to be used by the users. Delnet (23.11%) is less used by user, reason being other subject gateways less used by the users compared to the above subject gateways may be availability of information related to their subjects and academic requirements, data also shows that availability of subject directories are found to be used by UG, PG and DP students.

### 6.8: Satisfaction of Overall Library Service

**Table 8: Satisfaction of Overall Library Service**

Respondent Category	Satisfaction on Library Services (N=502)		Total
	Satisfied	Not Satisfied	
PG Student	86(17.13)	34(6.77)	120(23.90)
UG Student	225(44.82)	135(26.89)	360(71.71)
DP Student	14(2.79)	8(1.59)	22(4.38)
Total	325(64.74)	177(35.26)	502(100.00)

Chi Squire Value = 3.325    Df=2                      at 0.5 % Significant level

After assessing the use of individual services, an attempt has been made to ascertain the user's overall satisfaction with library services. Table 6.8 reveals that 325 (64.74%) respondents are satisfied with the library services of their respective libraries. while 177 (35.26%) users are not satisfied with the overall services of libraries.

The calculated chi square value was found to be 3.325 for a (Df) of 2 and tabulated chi Square Value is 5.99 at 5% significant level. Since the calculated value was less than the tabulated value, there is significant difference in response of the respondent towards satisfaction of overall library service in their libraries.

#### 6.9 Satisfaction on Service Provided by Staff

The Library staff is an important and have vital role in the development and effective running of the library. Without an efficient and service oriented library staff the utilization of library service will be less than required. Students are requested to express their opinion regarding the help sought from the library staff.

**Table 9: Satisfaction on Service Provided by Staff**

Respondent Category	Satisfaction on Service Provided by Staff (N=502)		Total
	Yes (%)	No (%)	
PG Student	95(18.92)	25(4.98)	120(23.90)
UG Student	236(47.01)	124(24.70)	360(71.71)
DP Student	14(2.79)	8(1.59)	22(4.38)
Total	345(68.73)	157(31.27)	502(100.00)

Chi Squire Value = 8.03    Df=2                      at 0.5 % Significant level

Table 9 shows that in total 345 (68.73%) users expressed satisfaction with the services of library staff, whereas 157(31.27%) are not satisfied with the helpfulness of library staff. It was found that most of them were satisfied with the attitude/cooperation of staff in libraries.

The calculated chi square value was found to be 8.03 for a (Df) of 2 and tabulated chi Square Value is 5.99 at 5% significant level. Since the calculated value was high than the tabulated value, there is no significant difference in response of the respondent towards satisfaction on service provided by staff in their libraries.

#### 6.10 Necessity of Library Orientation

Library orientation ideally is served vital role in the user awareness and it is an aspect of library instruction intended to familiarize the user with the library resources and services available. Keeping in view the students were requested to indicate whether the library has conducted the orientation programme to the faculty members.



**Table 10: Necessity of Library Orientation**

Respondent Category	Library Orientation by staff (N= 502)				Total	
	Yes	%	No	%		
PG Student	98	19.52	22	4.38	120	23.90
UG Student	246	49.00	114	22.71	360	71.71
DP Student	15	2.99	7	1.39	22	4.38
Total	359	71.51	143	28.49	502	100.00
Chi Squire Value = 7.78    Df =2                      at 0.5 % Significant level						

Table 10 shows that in total 359 (71.51%) respondents expressed library orientation programme required by the library staff, whereas 143 (28.49%) have replied no. It has found that most of them are positive on library orientation programme provided by library staff in libraries.

The calculated chi square value was found to be 0.78 for a degree of freedom of 2 and tabulated chi Square Value is 5.99 at 5% significant level. The calculated value was less than the tabulated value, there is no significant difference in response of the respondent towards library orientation provided by staff in their libraries.

#### 6.11 Overall faculty library service awareness and used library service

**Table 11 : Overall student library service awareness and used library service**

Library services	Service Awareness		Service Used	
	Yes(%)	No(%)	Yes(%)	No(%)
Lending	502(100.00)	0(0.00)	502(100.00)	0(0.00)
Reservation	250(49.80)	252(50.20)	155(30.88)	347(69.12)
Reference	440(87.65)	62(12.35)	340(67.73)	162(32.27)
Opac	325(64.74)	177(35.26)	235(46.81)	267(53.19)
Exam paper	480(95.62)	22(4.38)	410(81.67)	92(18.330)
Back journal	365(72.71)	137(27.29)	135(26.89)	367(3.11)
Photocopy	490(97.61)	12(2.39)	115(22.91)	387(77.09)

Table 11 shows that library services users are more aware in lending (100%), exam paper (95.62%), photography of document (97.61%), back journal issue (72.71%) and references (87.65%) as compared to OPAC and reservation services while many users are more frequently used lending (100%), exam paper (81.67%) and reference (67.73%) library services but back journal, photography and Reservation of documents are very less used by users because most of pharmacy college library has not availability of this kind of services.

## 9. CONCLUSION

Students are accessing the libraries effectively mainly due to the implementation of modern services in the libraries in the institution. Most of the students are satisfied with the computerization of the libraries. They feel libraries are partially computerized. They use only self-designed packages for circulation and search purposes. Many students are aware but not used service of back journal, Reservation, and photocopy. Open access e-journals, e-books, thesis and dissertations / portals available on net, but those who are aware are using these resources. Usage of e-resources has increased due to the awareness and increasing internet facilities among the institutes and users. Users have started using e-resources and this shows that they are friendly with electronic medium. The introduction of internet and other e-services in the libraries have attracted users to visit libraries in their educational institutions. They are also aware of the modern electronic-enabled information system. The electronic information system saves the time, feel respondents. They feel the system helps them getting required information.

The students are satisfied with services provided by the librarian and the supporting staff.

#### 10. REFERENCES

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