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ACADEMIC LIBRARIES IN DUBAI AND RAS AL KHAIMAH (UAE) AND FIVE LAWS OF LIBRARY SCIENCE

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ABSTRACT

*T*he Five Laws of Library Science have many implications on library collection development, organization, staff, automation, consortia, services, digitization, stock verification, user education and sensitization programs, users and every concept concerned with libraries. In this paper an attempt has been made to study how far these Five Laws of Library Science are fulfilled by the academic libraries in Dubai and Ras Al Khaimah (RAK). The study has been designed with the objectives such as : to Survey the Academic Libraries in Dubai and Ras Al Khaimah; to examine the implications, impact and relevance of Dr. S.R. Ranganathan's Five Laws of Library Science in relation to the Academic Libraries of Dubai and Ras Al Khaimah; to survey the users opinions on the resources, and services provided by the libraries under survey in relation to Five Laws of Library Science.

KEYWORDS: *Five Laws of Library Science- User study- Dubai-*

Ras Al Khaimah.

INTRODUCTION :

Librarianship by means of user sensitization and continuing educational programs to suit market employability is the need of the hour. Hence, prepare the LIS professionals for the new millennium, which needs to be practiced rather than mere proclamation for better image building and survival (Ramesh Babu, 2010). The Five Laws of Library Science have many implications on library collection development, organization, staff, automation, consortia, services, digitization, stock verification, user education and sensitization programs, users and every concept concerned with libraries. Thus five laws help in evaluating the performance of library and information services and has great potentiality to bring reforms in the administration of libraries. In this paper an attempt has been made to study how far these Five Laws of Library Science are fulfilled by the academic libraries in Dubai and Ras Al Khaimah (RAK). This study becomes more relevant in the present digital/virtual environment to understand the performance of libraries. This has been substantiated by McMenemy (2007) while discussing the relevance of Dr. S.R. Ranganathan's teachings for librarians in the 21st century who said that "we owe as much of a debt to Ranganathan today as we did when he first published his five laws in the 1930s and his laws remain relevant in numerous areas of modern library and information practice, and will continue to be reinterpreted by the profession for a long time to come".

OBJECTIVES
The objectives of the study are
• To Survey the Academic Libraries in Dubai and Ras Al Khaimah.
• To examine the implications, impact and relevance of Dr. S.R. Ranganathan's Five Laws of Library Science in relation to the Academic Libraries of Dubai and Ras Al Khaimah and
• To survey the users opinions on the resources and services provided by the libraries under survey in relation to Five Laws of Library Science.

An attempt has been made in this paper to analyze and interpret the data collection from the students and teaching faculty of universities or institutes of higher learning from Ras Al Khaimah, and Dubai to examine the implications of five laws of Library Science in libraries with respect to library building, information resources, working hours, library staff, organization of information sources and arrangement, lending policies, services, technology adoption, user orientation and overall library facility/resources.

ANALYSIS AND INTERPRETATION

In order to assess the extent of satisfaction or dissatisfaction towards library sources, request and purpose of visiting library, extent of usefulness and opinion about quality of information sources, organization methods, technical processing and arrangement of collections, facilities and services extended to users of Ras Al Khaimah, and Dubai, data collected has been tabulated , analysed and interpreted in the following pages:

Table 1 Classification of Questionnaires Distributed and Received

S. No.	Name of the Institution	No. of Questionnaires Distributed		No. of Questionnaires Received		Total
		Students	Faculty	Students	Faculty	
1	American University of Ras Al Khaimah, RAK	30	10	30	9	39 (10.26)
2	Bolton University, RAK	30	10	29	9	38 (10)
3	RAK Medical and Health Sciences University, RAK	30	10	30	10	40 (10.53)
4	Royal of Applied Science and Technology , RAK	30	10	29	9	38 (10)
5	Western International (University of Bolton & London University) RAK	30	10	30	9	39 (10.26)
6	Al Ghurair University, Dubai	30	10	29	8	37 (9.74)
7	Institute of Management Technology, Dubai	30	10	27	9	36 (9.47)
8	Manipal University, Dubai	30	10	29	8	37 (9.74)
9	Biotechnology University, Dubai	30	10	29	9	38 (10)
10	BITS, Dubai	30	10	29	9	38 (10)
	Total	300	100	291 (76.58)	89 (23.42)	380 (100)

The respondents in the survey of Ras Al Khaimah, and Dubai is shown in Table 1 representing from five universities of Ras Al Khaimah, and five universities of Dubai. The sample size covered from each university is shown in this table. A total 400 questionnaires were distributed in which 380 have been responded and the response rate is 95.00 percent. The detailed analysis of the college wise is presented in Table 1.

USE OF INFORMATION SOURCES
The extent of use of information sources have been analysed and the data is shown in Table 2.

Table 2: Adequacy of Information Resources

S. No.	Description	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Mean	Std. Deviation	Rank
1	Books	16 (4.2)	28 (7.4)	74 (19.5)	134 (35.3)	128 (33.7)	3.87	1.091	2
2	Reference Books	8 (2.1)	38 (10.0)	75 (19.7)	154 (40.5)	105 (27.6)	3.82	1.016	3
3	Periodicals	3 (.8)	29 (7.6)	128 (33.7)	131 (34.5)	89 (23.4)	3.72	.934	5
4	Non-Book Materials	23 (6.1)	48 (12.6)	137 (36.1)	110 (28.9)	62 (16.3)	3.37	1.085	6
5	E-resources	14 (3.7)	27 (7.1)	95 (25.0)	148 (38.9)	96 (25.3)	3.75	1.029	4
6	Books prescribed in the course curriculum	15 (3.9)	24 (6.3)	66 (17.4)	139 (36.6)	136 (35.8)	3.94	1.067	1

The computed mean value against each of the library collections shows that there is an adequacy of "Books prescribed in the course curriculum" (3.94), "Books" (3.87), "Reference Books" (3.82) and "e-Resources" (3.75) in five point scale near 4. Thus it can be inferred that the respondents almost agree the availability of adequacy of library collections in the libraries of Ras Al Khaimah, and Dubai. The first and fifth Law of Library Science calls for adequacy of library collections to meet the education and information needs of the academic and research community and is met to a larger extent based on the opinion of the user's community.

First and fifth law of library science enunciates for adequacy of Library Collections and the results found that the various information sources including e-resources are found to be adequate training near scale 4 which implies that respondents agree to the statements regarding adequacy of library collections. Thus the First and fifth Law of Library Science has been adhered by majority of libraries in Ras Al Khaimah, and Dubai.

ARRANGEMENT

The method of arrangement of library collection were ascertained from the respondents of the library based on seven variables on five point scale such as 1-Significantly disagree, 2-Disagree 3-Neutral, 4-Agree and 5-Strongly Agree. The respondents' opinions, mean, standard deviation and the ranks were shown in Table 3.

Table 3: Arrangement of books

S. No.	Description	SD	D	N	A	SA	Mean	Std. Deviation	Rank
1	Closed rack	104 (27.4)	103 (27.1)	71 (18.7)	66 (17.4)	36 (9.5)	2.54	1.310	6
2	Open rack	2 (.5)	19 (5.0)	54 (14.2)	130 (34.2)	175 (46.1)	4.20	.901	2
3	Rack is quite convenient	4 (1.1)	11 (2.9)	50 (13.2)	160 (42.1)	155 (40.8)	4.19	.847	3
4	Subject wise	1 (.3)	6 (1.6)	42 (11.1)	152 (40.0)	179 (47.1)	4.32	.753	1
5	Shelf guides are maintained	2 (.5)	9 (2.4)	66 (17.4)	144 (37.9)	159 (41.8)	4.18	.839	4
6	Bay guides are used	10 (2.6)	29 (7.6)	117 (30.8)	128 (33.7)	96 (25.3)	3.71	1.011	5
7	Books are usually misplaced	95 (25.0)	133 (35.0)	87 (22.9)	48 (12.6)	17 (4.5)	2.37	1.121	7

First, second and third law of Library Science demands for open access system and respondents strongly agree that "books are arranged by subject wise" (4.32), "books are kept in open racks" (4.20) and "racks are quite convenient" (4.19). Third law of Library Science advocates for accessible height of the rack (4.19) and "subject-wise arrangement of books" (4.32) and is accepted by majority of the respondents. The fourth law of Library Science suggests for proper shelf guides and bay guides to save the time of users and the results found that respondents almost agree the "availability of shelf guides" (4.18) and "bay guides are found in the library" (3.71). It is to be noted from the results that generally users do complain about misplacement of books and lack of proper shelving of books especially in academic state university library setup, but the results are quite encouraging to note that respondents disagree that the "books are usually misplaced in the library" (2.37) (Table 5).

Lending

The method of lending library documents were ascertained from the respondents of the library based on four variables on five point scale such as 1-Significantly disagree, 2-Disagree 3-Neutral, 4-Agree and 5-Strongly Agree. The respondents opinions, mean, standard deviation and the ranks were shown in Table 4.

Table 4:   Lending of books

S. No.	Description	SD	D	N	A	SA	Mean	Std. Deviation	Rank
1	Books lent users are sufficient	15 (3.9)	33 (8.7)	102 (26.8)	110 (28.9)	120 (31.6)	3.76	1.109	1
2	Duration of lending the books is sufficient	15 (3.9)	43 (11.3)	92 (24.2)	145 (38.2)	85 (22.4)	3.64	1.070	2
3	Collects overdue charges of late returning books	34 (8.9)	30 (7.9)	107 (28.2)	118 (31.1)	91 (23.9)	3.53	1.194	3
4	Information about issue of books	22 (5.8)	66 (17.4)	95 (25.0)	132 (34.7)	65 (17.1)	3.40	1.131	4

Library Services

The user's opinions on the provision of various library services has been analysed by seven variables and examined by 5 point scaling technique. These services are essential to meet the first and fourth law of library science and the results are presented in Table 5.

Table 5:   Library Services

S. No.	Description	SD	D	N	A	SA	Mean	Std. Deviation	Rank
1	Happy with services rendered	2 (0.5)	19 (5.0)	60 (15.8)	166 (43.7)	133 (35.0)	4.08	.867	2
2	staff encourage use of books	12 (3.2)	31 (8.2)	82 (21.6)	131 (34.5)	124 (32.6)	3.85	1.065	5
3	staff always accessible to users	3 (0.8)	10 (2.6)	76 (20.0)	140 (36.8)	151 (39.7)	4.12	.872	1
4	staff prefer to work with reader	6 (1.6)	41 (10.8)	95 (25.0)	140 (36.8)	98 (25.8)	3.74	1.010	6
5	Library development based on standards	3 (0.8)	26 (6.8)	85 (22.4)	157 (41.3)	109 (28.7)	3.90	.921	4
6	Indication system for books lent and on reservation	3 (0.8)	27 (7.1)	70 (18.4)	139 (36.6)	141 (37.1)	4.02	.955	3
7	Library rules are followed very strictly	26 (6.8)	32 (8.4)	93 (24.5)	133 (35.0)	96 (25.3)	3.63	1.149	7

It is quite clear from the table 5 that respondents agree indicating their satisfaction with the "services rendered by the library" (4.08), "library staff always accessible to the users" (4.12) and the "provision to identify the books already lent out and on reservation in the library" (4.02). The result depicts that first and fourth laws are satisfied. Besides, the respondents almost also agree that "library staff always encourages use of books" (3.85) and "prefer to work with readers" (3.74), "library resources, services and facility are developed on the basis of existing standards" (3.90) and "library rules are followed very strictly" (3.63). Thus, the opinion of respondents towards library services have been quite satisfactory agreeing to the satisfaction of library services rendered by the libraries in Ras Al Khaimah, and Dubai and thereby fulfil the implications of first and fourth laws of Library Science.

User Orientation

Library Orientation Programmes are organized in the library in order to create an awareness among the fresh students about the proper utilization of the library and its resources and services; to give first hand information about the library and to provide them a closer acquaintance and more familiarity about various aspects of the library system. This programme is an educative and informative and also bridges the gap between the library staff and clients.

Table 6:   User Orientation

S. No.	Description	SD	D	N	A	SA	Mean	Std. Deviation	Rank
1	Staff orients students	5 (1.3)	22 (5.8)	87 (22.9)	151 (39.7)	115 (30.3)	3.92	.937	2
2	Staff attends the user requirement	4 (1.1)	15 (3.9)	66 (17.4)	168 (44.2)	127 (33.4)	4.05	.872	1
3	Staff understands the psychology of users	17 (4.5)	29 (7.6)	100 (26.3)	144 (37.9)	90 (23.7)	3.69	1.055	4
4	Need for creating awareness about the library	9 (2.4)	37 (9.7)	97 (25.5)	130 (34.2)	107 (28.2)	3.76	1.042	3

User Orientation is essential to satisfy the first and fourth laws of Library Science and the results depict that "Library staff orients the students the use of library" (3.92) and "library attends to the user's

requirements at all time" (4.05) with mean values.

CONCLUSION

In all organizations, where a group of human beings assemble for a common purpose irrespective of caste, creed, and religion, management principles come into play through the management of resources, finance and planning, priorities, policies and practice. Dr S. Ranganathan's Five Laws of Library Science were published in 1931 which is a classic work. These laws have provided a scientific approach to library science. They constitute the philosophical basis for work and services of all types of libraries. These also provide guidance in the practice of Library and Information Science. Results are of course encouraging but still efforts needs to be made to meet the facets of five laws of library science in toto. The vision and legacy of Ranganathan will continue to be an inspiration and guiding spirit for the emergence of the new library and information profession. These will serve as source of inspiration and guidance in the years to come.

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