



ISSN: 2319-8435

IMPACT FACTOR : 3.1028(UIF)

VOLUME - 7 | ISSUE - 2 | DECEMBER - 2018

INFORMATION SOURCES, SERVICES AND USERS' SATISFACTION SURVEY OF SIR DORABJI TATA MEMORIAL LIBRARY, TATA INSTITUTE OF SOCIAL SCIENCES, MUMBAI

Dr. Raj Bala Gaur

Deputy Librarian, Manav Rachana International Institute of Research and Studies Haryana.



Abstract:

The paper manages data sources, administrations and clients' fulfillment dimension of the Sir Dorabji Tata Memorial Library, Tata Institute of Social Sciences, Mumbai. TISS is an exceptionally prestigious establishment in the field of Social Sciences. The paper featured the points, for example, utilization of library assets, administrations and client's fulfillment level with the accessible sources and administrations and data looking for conduct, inclinations to the databases, and so on which are addressed from the understudies, explore researchers and showing staff of TISS, Mumbai. The paper finds the vital data looking for practices of the clients of Sir Dorabji Tata Memorial Library, TISS, Mumbai.

Keywords – Information sources, information services, user satisfaction, TISS, Mumbai.

INTRODUCTION:

In the previous couple of years the interest for advanced education particularly in the field of sociology like catastrophe the board, financial matters, humanism, political theory, geology, brain research, and so forth has been expanded. On the off chance that the country must be benefit arranged, its economy must be import ward and buyer situated.

A library involves a vital place in the structure of scholastic framework. It isn't just simple storage facility of books yet a dynamic instrument of instruction with a huge gathering of data sources, assets, books and benefits and the structure in which it is housed. It is sorted out for use and kept up by an organization or a person.

In this way, thus, college libraries need to receive increasingly vital headings towards the creation and spread of data sources and administration for the fulfillment of their clients needs assume an imperative job. This will help the college libraries to comprehend and survey their client's data and research needs and fulfillment level individually.

PRODUCERS/ORIGINATORS OF INFORMATION

There are three primary makers/originators of data. These are:

1. Government Agencies
2. Scholastic organizations
3. The private Sector
4. People

DEFINITION OF TERMS

The title selected for study and the terms used are defined here to avoid ambiguity in the usage of these terms/concepts

Information Sources

The data which is created from wherever and for any reason can't coast in air independent from anyone else. Thus, to convey data, it is made to contain in various sources, which are as per the following:-

1. **Primary Sources** - essential sources are the direct material, fundamentally on which different specialists are very needy. They share the first reasoning or new data on any field. e.g.: antiques, periodicals, explore reports, gathering procedures, licenses, guidelines, exchange writing, proposal, journals, web, letter, paper articles, addresses, photos, work of expressions, and so on.
2. **Secondary Sources** - they are the assessment and elucidation of essential sources. They are the clarification, comments, or elucidation of the confirmations of essential sources. e.g.: lists of sources, discourses, reactions, surveys of advancement, reference books, treatise, magazines, monographs, course books, and so forth.
3. **Tertiary Source** - They are the refinement and accumulation of essential and optional sources. e.g.: almanacs, yearbooks, indexes, abstracts, directory of directories, guides, manuals, etc

CONCLUSION

The examination explored the data sources, administrations and client fulfillment review of Tata Institute of Social Sciences, Mumbai. The principle motivation behind the library is to give significant and a la mode materials with a view to fulfill the data needs of clients.

It was discovered that a large portion of the clients utilized assortment of data hotspots for general mindfulness, research and employment/vocation and for making assignments. Books, Online Journals and Internet/intranet Sources were viewed as increasingly imperative as formal sources.

REFERENCES

1. TISS. SDTM Library. Retrieved 1 March 2016.
2. <http://library.tiss.edu/?q=node/86>
3. TISS. SDTM Library. Retrieved 1 March 2016. <http://library.tiss.edu/?q=node/86>
4. Dole, W.V. & Hill, J.B. Library services to community users: Current practices of urban and metropolitan universities UAIR and community users, 2003. <http://files.eric.ed.gov/fulltext/EJ1092766.pdf>.