





Library services awareness by Industrial Engineering semester two students at Steve Biko Campus Library, Durban University of Technology

INTRODUCTION

Widely availability of information resources; rising costs of books, serials, and electronic resources; emerging new technologies and services, providing information to potential library users drove academic libraries to improve their services to stay in a competitive pool (Wang 2012: 79). This has led academic libraries to keep pace with the latest developments (Yongtao 2012: 283). Furthermore, Yongtao (2012: 283) revealed that, the academic library has been described as the “heart” of the learning community, providing a place for students to do their search and advance their knowledge. With the internet and the availability of new technologies and numerous databases, the range of services that academic libraries can provide has increased dramatically (Monge and Frisicaro-Pawlowski 2013: 65). This means that, students do not have to be physically present in the library in order to access the library’s resources. This makes it difficult for the library to exactly know whether their users are aware of their services rendered.

PROBLEM STATEMENT

The unawareness of library services by many students is associated to the faculty which is not often encouraging students to utilize library resources to the maximal point (Slutskaya, Rose, Salter and Masce 2013: 7). However, the study by Onyekach, Oluchukwu, and Cinedu (2013: 15) found that, students were not sufficiently exposed to the library by both the faculty and library staff. This calls for both faculty and academic libraries to work collaboratively for the benefit of the students. Tanloet and Tuamsuk (2011: 125) revealed that, if academic libraries neglect to match library services capabilities to users' needs, the library run the risk of being marginalized and therefore users will seek alternative competitive offerings in order to satisfy their many academic needs. This compels the library more than ever to find a competitive strategy to survive, thrive and remain relevant to their users.



The purpose and objectives of the study

The purpose of the study was to determine the students' awareness of the library services at the Steve Biko Campus Library.

The objectives of the study were:

- To determine whether the Industrial Engineering semester two students at Steve Biko Campus Library, Durban University of Technology are aware of the library services.
- To find out the user satisfaction with the library services rendered at Steve Biko Campus Library, Durban University of Technology.

Research methodology

The focus of the study was on forty Industrial Engineering semester two students at Steve Biko Campus Library in the Durban University of Technology. The methodology of this study used both qualitative and quantitative research approaches. Though it was more of a quantitative approach but, both of them were applied since these two research methods complemented each other and contributed to a better understanding of information behaviour throughout this exploratory study (Haglund and Olsson 2008: 53). Due to a small population targeted the census research design was used. Open and closed-ended questions were used to collect data from the population to get their awareness and satisfaction on Steve Biko Campus Library services. As the target population was 40 (100%) of the Industrial Engineering semester 2 students. All 40 (100%) students participated and responded fully. The E-zone-two computer lab in Steve Biko Campus Library was used for the students to participate in the study.



Usage of the Alan Pittendrigh Library

Industrial Engineering S2 students	Frequency	Percentage
Using the AP Library	39	97%
Not using AP Library	01	3%
Total	40	100%



Awareness of the library services

Industrial Engineering S2 students	Frequency	Percentage
Aware of services	33	83%
Unaware of services	7	17%
Total	40	100%



Assistance in the use of library services

Industrial Engineering S2 students	Frequency	Percentage
Assisted	27	82%
Not assisted	6	18%
Total	33	100%

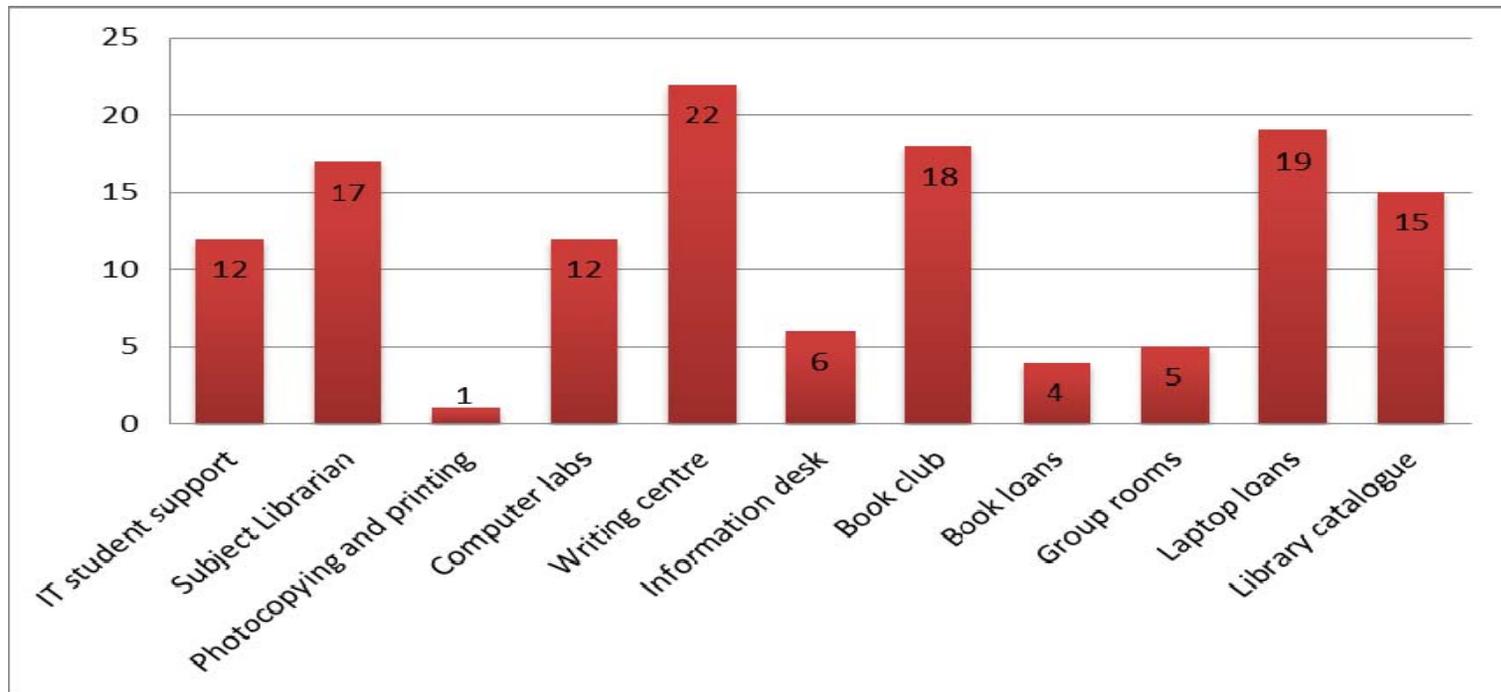


Awareness of the information literacy programmes

Industrial Engineering S2 students	Frequency	Percentage
Aware of information literacy	30	75%
Unaware of information literacy	10	25%
Total	40	100%



Awareness required on library services by the students





Satisfaction with the Steve Biko Campus Library services offered.



CONCLUSION AND THE SUMMARY OF FINDINGS

As the study was set out to determine whether the Industrial Engineering semester 2 students were aware and satisfied with the Steve Biko Campus Library services. The study firstly, found that students were aware of the library and they used it. Moreover, they (students) were aware of the library services rendered. Though, the study showed that as much as they were aware of the library services, they were not able to use them independently, as they always needed assistance. This was even confirmed by the amount of training they still need. However, the students indicated that they were satisfied with the Steve Biko Campus Library Services. The way the results came out fulfilled the purpose and objectives of the study.

Recommendations

Based on the above discussions and conclusions, the study made the following recommendations:

- Information literacy classes should continue every semester, progressing with the level of students.
- Subject Librarians should make sure that they include all library services during the information literacy classes.
- Marketing of new library services must be prioritised and new ways of marketing services must be tested.
- Available communication channels like DUT4LIFE, sms', and Facebook, must be used to market library services to reach more students.

THANK YOU

