Evaluation of Information Services and Facilities Among the Arts and Science Colleges in Cuddalore District: An Users' Point of View

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Abstract

This paper deals with evaluation of information services and facilities among the Arts and Science Colleges in Cuddalore District with the user point of view. The study discusses how the libraries perform their services to the user community for their academic activities. The study provides level of satisfaction of users about the collections available in the library which include primary, secondary and tertiary sources. It also discusses the different types of services offered by the library depending upon the user needs and determine the level of satisfaction of the users.

Keywords

Performance; Evaluation: Information Services and facilities; E-Resources; and physical facilities.

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INTRODUCTION

Information services and facilities are an inseparable part of today's education system. The dependency on the information services is increasing everyday among the academic community particularly the students and teaching staff. The information services available in the college library are playing prominent role in facilitating to access the required information by the academic community. The present day college education has become student centred and it encourages students to play a vital and creative role in their own education. The college library is one of the means to achieve their ends. The aims of college education and college libraries are interrelated. The college library provides ample opportunities for self education to the students, besides supplementing the class lectures. Hence it is important to evaluate the library resources, services and facilities of arts and science colleges located in Cuddalore district, Tamil Nadu.

OBJECTIVES OF THE STUDY

1. To find out college wise respondents' opinion on level of satisfaction with library collection and level of performance on overall library collections .
2. To determine college wise respondents' opinion on level of satisfaction with Library services and level of performance on overall library services.
3. To know college wise respondents' opinion on level of satisfaction with e-resources and level of performance on overall e-resources.
4. To study college wise respondents' opinion on library physical facilities and overall physical facilities of the library.

METHODOLOGY

There are fifteen arts and sciences colleges functioning in Cuddalore district the researcher collected data from all the colleges. The questionnaire was prepared in such a way that the respondents could easily understand the items. At first, a pilot study was conducted to test the feelings of the respondents in answering questions. The data collection was done in person by the researcher and filling the questionnaire by the respondents in their college premises. 1950 questionnaire distributed to the respondents and 1700 filled in questionnaire received from the respondents and making the response rate 87 percentage.

LIMITATIONS OF THE STUDY

The findings of this study are applicable to students and teaching staff members of arts and science colleges located in Cuddalore district, Tamilnadu, India. No other arts and science colleges in other districts of Tamilnadu are included in the present study. The study has not been covered the research scholars working in the study colleges.

RESULTS AND DISCUSSION

Table 1: College wise respondents' level of satisfaction with library collection

S. No	Library collection	Government						Aided					
		Level of satisfaction						Level of satisfaction					
		Not satisfied	Not much satisfied	Particularly satisfied	Fairly satisfied	Absolutely satisfied	Total	Not satisfied	Not much satisfied	Particularly satisfied	Fairly satisfied	Absolutely satisfied	Total
1	Newspaper and magazine	-	-	87 (25.6)	194 (57.4)	59 (17.4)	340 (100)	-	-	42 (18.9)	123 (55.2)	58 (26.1)	223 (100)
2	Text book	-	-	97 (28.5)	178 (52.6)	65 (19.2)	340 (100)	-	-	73 (32.8)	60 (26.9)	90 (40.6)	223 (100)
3	Fiction	88 (25.9)	94 (27.7)	120 (35.3)	38 (11.8)	-	340 (100)	49 (21.9)	73 (32.8)	58 (26.0)	43 (19.3)	-	223 (100)
4	Encyclopedia	79 (23.3)	134 (39.4)	62 (18.3)	50 (14.8)	15 (4.5)	340 (100)	64 (28.7)	76 (34.1)	38 (17.5)	18 (8.1)	27 (12.1)	223 (100)
5	Dictionary	7 (2.1)	25 (7.4)	186 (54.7)	100 (29.5)	22 (6.5)	340 (100)	6 (2.7)	10 (4.5)	135 (60.6)	40 (17.9)	32 (14.4)	223 (100)
6	Conference proceedings	-	-	-	-	-	340 (100)	-	-	-	-	-	223 (100)
7	Journals	59 (17.4)	167 (49.2)	56 (16.5)	50 (14.7)	8 (2.6)	340 (100)	42 (18.4)	71 (31.8)	39 (17.4)	69 (31.9)	2 (0.8)	223 (100)
8	Project report	113 (33.3)	77 (22.6)	38 (11.6)	62 (18.3)	50 (14.8)	340 (100)	78 (34.9)	56 (25.2)	59 (26.5)	20 (8.9)	10 (4.5)	223 (100)
9	Thesis and dissertations	97 (28.5)	80 (23.5)	43 (12.6)	114 (33.5)	6 (2.7)	340 (100)	64 (28.7)	45 (20.2)	60 (26.9)	50 (22.5)	4 (1.7)	223 (100)
10	Question papers	20 (5.9)	124 (36.5)	95 (27.9)	60 (17.6)	41 (12.1)	340 (100)	10 (4.5)	62 (27.8)	71 (31.8)	37 (16.6)	43 (19.7)	223 (100)
11	Year books	87 (25.6)	79 (23.4)	41 (12.2)	70 (20.6)	63 (18.6)	340 (100)	36 (16.2)	45 (20.2)	66 (29.6)	36 (16.2)	40 (17.9)	223 (100)
12	Biographical sources	178 (5.3)	26 (7.6)	80 (23.6)	56 (16.5)	-	340 (100)	121 (54.3)	39 (17.5)	21 (9.5)	42 (18.9)	-	223 (100)
13	Geographical sources (Atlas maps)	261 (76.8)	34 (10)	34 (10)	11 (3.3)	-	340 (100)	156 (69.9)	32 (14.3)	26 (11.6)	9 (4.2)	-	223 (100)
14	Directory	-	-	-	-	-		-	-	-	-	-	-

S. No	Library collection	Self finance						Total					
		Level of satisfaction						Level of satisfaction					
		Not satisfied	Not much satisfied	Particularly satisfied	Fairly satisfied	Absolutely satisfied	Total	Not satisfied	Not much satisfied	Particularly satisfied	Fairly satisfied	Absolutely satisfied	Total
1	Newspaper and magazine	-	-	617 (54.3)	170 (14.9)	350 (30.8)	1137 (100)	-	-	746 (43.8)	487 (28.6)	467 (27.5)	1700 (100)
2	Text book	-	-	462 (40.7)	362 (31.8)	313 (27.5)	1137 (100)	-	-	632 (37.2)	600 (35.3)	468 (28.6)	1700 (100)
3	Fiction	251 (22.1)	313 (27.6)	434 (38.8)	139 (12.3)	-	1137 (100)	388 (22.8)	480 (28.3)	612 (36)	220 (12.9)	-	1700 (100)
4	Encyclopedia	96 (8.5)	259 (22.8)	465 (40.8)	299 (26.3)	18 (1.6)	1137 (100)	239 (14.2)	469 (27.6)	565 (33.3)	367 (21.6)	60 (3.6)	1700 (100)
5	Dictionary	14	20	565	333	205	1137	27	55	886	473	259	1700

		(1.2)	(1.7)	(49.7)	(29.3)	(18.3)	(100)	(1.5)	(3.3)	(52.2)	(27.8)	(15.3)	(100)
6	Conference proceedings	-	-	-	-	-	1137 (100)	-	-	-	-	-	1700 (100)
7	Journals	580 (51.2)	188 (16.6)	152 (13.4)	210 (18.5)	7 (0.7)	1137 (100)	681 (40.1)	426 (25.2)	247 (14.6)	329 (19.4)	17 (1)	1700 (100)
8	Project report	422 (37.2)	303 (26.7)	241 (21.2)	128 (11.3)	43 (3.8)	1137 (100)	613 (36.8)	436 (25.6)	338 (19.8)	210 (12.4)	103 (6.2)	1700 (100)
9	Thesis and dissertations	457 (40.2)	155 (13.7)	334 (29.4)	171 (15.4)	20 (1.8)	1137 (100)	618 (36.4)	280 (16.5)	437 (2.6)	335 (19.7)	30 (1.8)	1700 (100)
10	Question papers	54 (0.5)	238 (20.9)	262 (23.2)	231 (20.4)	352 (30.9)	1137 (100)	84 (4.9)	424 (24.9)	428 (25.2)	328 (19.3)	436 (25.6)	1700 (100)
11	Year books	278 (24.5)	321 (28.2)	168 (14.8)	310 (27.3)	60 (5.2)	1137 (100)	401 (23.6)	445 (26.8)	275 (16.2)	416 (24.5)	163 (9.5)	1700 (100)
12	Biographical sources	579 (50.9)	163 (14.4)	373 (0.3)	22 (1.9)	-	1137 (100)	878 (51.7)	228 ()13.5	474 (27.8)	120 (7.6)	-	1700 (100)
13	Geographical sources (Atlas maps)	844 (74.3)	229 (20.2)	13 (1.2)	51 (4.5)	-	1137 (100)	1261 (74,2)	295 (17.5)	73 (4.3)	71 (4.2)	-	1700 (100)
14	Directory	-	-	-	-	-	-	-	-	-	-	-	-

Figure in the parenthesis denote percentage

Table 1 shows College wise respondents' level satisfaction of library collection. Out of 340 government college respondents majority 57.4 percent of them and 52.6 percent of them fairly satisfied with news paper/ magazine and text book collection respectively. Whereas among aided college respondents 55.2 percent of them and 40.6 percent of the fairly and absolutely satisfaction the above Sais collection respectively. But in case self financing college 30.8 percent of them and 27.5 percent of them absolutely satisfied with news paper/ magazine and text book collection.

Table 2: College wise respondents' opinion on level of performance of overall library collections

Level of performance	**Nature of college**			**Total**
	Government	**Aided**	**Self finance**	
Excellent	28 (8.23)	32 (14.34)	130 (11.43)	190 (11.17)
Adequate	81 (23.82)	105 (47.08)	38 2(33.59)	568 (33.41)
Fair	108 (31.76)	58 (26.0)	513 (45.11)	679 (39.94)
Inadequate	88 (25.88)	28 (12.5)	62 (5.45)	178 (10.47)
Poor	35 (10.29)	-	50 (4.39)	85 (5.00)
Total	340 (100.0)	223 (100.0)	1137 (100.0)	1700 (100.0)

Figure in the parenthesis denote percentage

Table 2 shows that college wise Respondents opinion on level of performance of overall library collections. Out of 340 Government college respondents majority 31.76 percent of them says 'fair' and it is followed by 25.88 percent of them pointed out 'inadequate' . Whereas among the aided college respondents majority 47 percent of them says 'adequate' and it is followed by 26 percent of them says 'Fair'. But incase of among the respondents of self financing college majority 45.11 percent of them pointed out 'Fair' and 33.59 percent of them 'inadequate'. It is observed from the above discussion that more percent of Aided college respondents says 'Adequate' than others

Table 3 shows that College wise respondents' level of satisfaction with library services. Among 340 government college respondents 20-30 percent of them absolutely satisfied with book lending service, periodical service and reprographic service whereas among the aided colleges it was 55.6 percent, 19.2 percent and 24.6 percent. In case of self financing colleges it was 15.4 percent, 34.2 percent and 5.7 percent. It is observed from the table that nearly 40 percent of the respondents absolutely satisfied with reference service whereas among aided and self financing college it was below 5 percent level. Regarding to current awareness service 30 percent of them and nearly 30 percent of them belongs to Government College and self financing college fairly satisfied but 16 percent in among the aided college respondents. 20-30 percent of the respondents in government and aided colleges particularly satisfied with 'current awareness service' and 'SDI service

Table 3:College wise Respondents' Opinion on Level of Satisfaction with Library Services.

S. No	Library services	Government						Aided					
		Level of satisfaction						Level of satisfaction					
		Not satisfied	Not much satisfied	Particularly satisfied	Fairly satisfied	Absolutely satisfied	Total	Not satisfied	Not much satisfied	Particularly satisfied	Fairly satisfied	Absolutely satisfied	Total
1	Book lending service	-	22 (6.5)	59 (17.4)	164 (48.3)	95 (27.8)	340 (100)	-	24 (10.7)	45 (20.2)	30 (13.5)	124 (55.6)	223 (100)
2	Current awareness service (CAS)	64 (18.8)	52 (15.3)	97 (28.5)	103 (30.3)	24 (7.1)	340 (100)	47 (21.1)	50 (22.4)	61 (27.3)	36 (16.2)	29 (13.0)	223 (100)
3	SDI service	67 (19.7)	114 (33.5)	99 (29.1)	54 (15.8)	6 (1.7)	340 (100)	55 (24.6)	63 (28.3)	48 (21.5)	52 (23.3)	5 (2.2)	223 (100)
4	Reference service	-	78 (22.9)	89 (26.2)	42 (12.4)	131 (38.5)	340 (100)	-	65 (29.2)	67 (30.1)	71 (31.8)	20 (3.9)	223 (100)
5	Periodical service	-	54 (15.8)	124 (36.5)	84 (24.7)	78 (22.9)	340 (100)	-	38 (17.0)	69 (30.9)	73 (32.7)	43 (19.2)	223 (100)
6	Reprographic service	-	51 (15)	165 (48.5)	26 (7.6)	98 (28.8)	340 (100)	-	39 (17.5)	49 (21.9)	80 (35.8)	55 (24.6)	223 (100)
7	Inter library loan service	152 (44.7)	136 (40)	22 (6.5)	30 (8.8)	-	340 (100)	87 (39.1)	72 (32.3)	34 (15.3)	30 (13.4)	-	223 (100)
8	Bibliographic service	178 (52.3)	81 (23.8)	40 (11.8)	-	41 (12.05)	340 (100)	89 (39.9)	65 (29.2)	29 (13.1)	-	40 (17.8)	223 (100)

S. No	**Library service**	**Self finance**						**Total**					
		Level of satisfaction						**Level of satisfaction**					
		Not satisfied	**Not much satisfied**	**Particularly satisfied**	**Fairly satisfied**	**Absolutely satisfied**	**Total**	**Not satisfied**	**Not much satisfied**	**Particularly satisfied**	**Fairly satisfied**	**Absolutely satisfied**	**Total**
1	Book lending service	-	32 (2.8)	251 (22.1)	679 (59.7)	175 (15.4)	1137 (100)	-	78 (4.5)	355 (20.8)	873 (51.4)	394 (23.3)	1700 (100)
2	Current awareness service (CAS)	80 (7.1)	183 (16.1)	526 (46.3)	323 (28.4)	25 (2.1)	1137 (100)	191 (11.3)	285 (16.7)	684 (40.2)	462 (27.2)	78 (4.5)	1700 (100)
3	SDI service	160 (14.1)	239 (21.1)	535 (47.1)	197 (17.3)	6 (0.5)	1137 (100)	282 (16.6)	416 (24.5)	682 (40.1)	303 (17.8)	17 (1)	1700 (100)
4	Reference service	-	184 (16.2)	417 (36.7)	518 (45.5)	18 (1.6)	1137 (100)	-	327 (19.3)	573 (33.7)	631 (37.1)	169 (9.9)	1700 (100)
5	Periodical service	-	129 (4.4)	220 (19.4)	400 (35.2)	388 (34.2)	1137 (100)	-	221 (13)	413 (24.3)	557 (32.7)	509 (29.9)	1700 (100)
6	Reprographic service	-	52 (4.6)	769 (67.6)	251 (22.1)	65 (5.7)	1137 (100)	-	142 (8.4)	983 (57.8)	357 (21)	218 (12.8)	1700 (100)
7	Inter library loan service	831 (73.1)	233 (20.5)	41 (3.6)	32 (2.8)	-	1137 (100)	1070 (62.9)	441 (25.9)	97 (5.7)	92 (5.4)	-	1700 (100)
8	Bibliographic service	733 (64.5)	256 (22.5)	129 (11.4)	-	19 (1.6)	1137 (100)	1000 (58.8)	402 (23.7)	198 (11.7)	-	100 (5.8)	1700 (100)

Table 4: College wise respondents' opinion on level of performance of overall library services

Level of Performance	**Government**	**Aided**	**Self finance**	**Total**
Excellent	28(8.23)	22(9.86)	131(11.52)	181(10.64)
Adequate	80(23.52)	78(34.97)	340(29.90)	98(29.29)
Fair	102(30)	61(27.35)	552(48.54)	715(42.05)
Inadequate	91(26.76)	42(18.83)	71(6.24)	204(12.00)
Poor	39(11.47)	20(8.96)	43(3.78)	102(6.00)
Total	340(100.0)	223(100.0)	1137(100.0)	1700(100.0)

Table 5: College wise Respondents' level of satisfaction with e-resources

S. No	E-resources	Government						Aided					
		Level of satisfaction						Level of satisfaction					
		Not satisfied	Not much satisfied	Particularly satisfied	Fairly satisfied	Absolutely satisfied	Total	Not satisfied	Not much satisfied	Particularly satisfied	Fairly satisfied	Absolutely satisfied	Total
1	Internet	-	154 (45.3)	66 (19.4)	78 (22.9)	42 (12.4)	340 (100)	-	48 (21.5)	59 (26.5)	23 (10.4)	93 (41.7)	223 (100)
2	On-line journal	-	136 (40)	87 (25.7)	94 (27.6)	23 (6.8)	340 (100)	-	65 (29.2)	47 (21.2)	96 (43.2)	15 (6.7)	223
3	On line database	7 (2.7)	124 (36.5)	45 (13.3)	2 (0.5)	162 (47.6)	340 (100)	8 (3.6)	82 (36.7)	34 (15.3)	3 (1.3)	96 (43.1)	223
4	CD-ROM database	170 (50)	-	51 (15)	93 (27.4)	26 (7.6)	340 (100)	54 (24.2)	-	63 (28.3)	85 (38.1)	21 (9.4)	223
5	OPAC	48 (14.11)	35 (10.3)	24 (7.2)	69 (20.9)	164 (48.3)	340 (100)	50 (22.4)	32 (14.3)	87 (39.1)	15 (6.7)	39 (17.4)	223
6	College website	132 (38.8)	111 (32.6)	45 (13.3)	37 (10.8)	15 (4.5)	340 (100)	87 (39)	39 (60)	65 (29.3)	20 (8.9)	12 (5.4)	223
S. No	E-resources	Self finance						Total					
		Level of satisfaction						Level of satisfaction					
		Not satisfied	Not much satisfied	Particularly satisfied	Fairly satisfied	Absolutely satisfied	Total	Not satisfied	Not much satisfied	Particularly satisfied	Fairly satisfied	Absolutely satisfied	Total
1	Internet	-	252 (22.2)	77 (6.7)	217 (19.2)	591 (51.9)	1137	-	454 (26.7)	202 (11.8)	318 (18.7)	726 (42.7)	1700
2	On-line journal	-	264 (23.2)	633 (55.6)	205 (18.1)	35 (3.1)	1137	-	465 (27.3)	767 (45.1)	395 (23.4)	73 (4.2)	1700
3	On line database	12 (1.0)	572 (50.3)	46 (4.1)	5 (0.4)	502 (44.2)	1137	27 (1.5)	778 (45.7)	125 (7.4)	10 (0.5)	760 (44.9)	1700
4	CD-ROM database	346 (30.4)	-	643 (56.5)	97 (8.5)	51 (4.5)	1137	570 (33.5)	-	757 (44.5)	275 (16.2)	98 (5.8)	1700
5	OPAC	225 (19.8)	66 (5.8)	96 (8.4)	185 (16.3)	565 (49.8)	1137	323 (19)	133 (7.8)	207 (12.2)	269 (15.8)	768 (45.2)	1700
6	College website	759 (66.7)	118 (10.4)	15 (1.3)	73 (6.4)	172 (15.2)	1137	978 (57.5)	268 (15.7)	125 (7.4)	130 (7.6)	199 (11.8)	1700

Figure in the parenthesis denote percentag

Table 4 shows that College wise Respondents' Opinion on level of performance of overall Service. Among the 340 government college respondents majority 30 percent of them and 23.52 percent of them says 'Fair' and 'Adequate' whereas among the aided college respondents nearly 35 percent of them says adequate and 27.35 percent of them says 'Fair' but incase of among the self financing college respondents 48.54 percent of them says 'Fair' and nearly 30 percent of them says 'Adequate'. It could be seen from the above discussion that more percent of respondents belongs to aided college says adequate and more percent self financing college respondents says 'Fair'.

College 5 wise respondents' satisfaction of e-resources. Among the government college respondents' nearly 50 percent of them absolutely satisfied with online database and OPAC whereas among the aided college respondents 43 percent of them only satisfied with online database but in case of self financing colleges more than 50 percent of the respondents absolutely satisfied with internet services and nearly 50 percent of them OPAC, nearly 45 percent of them with online databases. 20-30 percent of the respondents belongs to government colleges fairly satisfied with online journal and CD-ROM databases but it is more than 40 percent and nearly 40 percent among the aided college respondents. **Table**

6: College wise respondents' opinion on level of performance of overall E-resources

Level of Performance	Government	Aided	Self finance	Total
Excellent	36 (10.58)	38 (17.04)	47 (4.13)	121 (7.11)
Adequate	62 (18.23)	101 (45.29)	180 (15.8)	343 (20.17)
Fair	102 (30.0)	61 (27.35)	755 (66.4)	918 (54.0)
Inadequate	98 (28.82)	15 (6.72)	55 (4.83)	168 (9.88)
Poor	42 (12.35)	8 (3.58)	100 (8.79)	150 (8.82)
Total	340 (100.0)	223 (100.0)	1137 (100.0)	1700 (100.0)

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Table 6 shows that Colleges wise Respondents' Opinion on level of performance of overall E-Resources. Among the government college respondents 30 percent of them says 'Fair' and only 18 percent of them says 'Adequate'. Whereas among the aided college respondents 45.29 percent of them says 'Adequate' and 27.35 percent of them says 'Fair'. In case of self financing colleges 66.4 percent of them said 'Fair' and it is the highest percentage among the respondents.

Table 7: College wise respondents' opinion on library physical facilities

S. No	Library physical facility	Nature of college						Total	
		Government		Aided		Self finance			
		Satisfied	Not satisfied	Satisfied	Not satisfied	Satisfied	Not satisfied	Satisfied	Not satisfied
1	Ventilation	166(48.8)	174(51.2)	99(44.4)	124(55.6)	735(64.6)	402(35.6)	1000(58.8)	700(41.2)
2	Furniture	38(11.2)	302(88.8)	32(14.4)	191(85.6)	375(33.0)	762(67.0)	445(26.2)	1255(73.8)
3	Lighting	46(13.5)	294(86.5)	127(57)	96(43.0)	465(40.9)	672(59.1)	638(37.5)	1062(62.5)
4	Study hall or cubicles	21(6.2)	319(93.8)	115(51.6)	108(48.4)	352(31.0)	785(69.0)	488(28.7)	1212(71.3)
5	Drinking water	40(11.8)	300(88.2)	124(55.6)	99(44.4)	500(44.0)	637(56.0)	664(39.1)	1036(60.9)
6	Toilets	29(8.5)	311(91.5)	26(11.6)	197(88.4)	110(9.7)	1027(90.3)	165(9.7)	1535(90.3)

Figure in the parenthesis denote percentage

Table 7 shows College wise respondents' opinion on library physical facilities. Among the Government college respondents majority 48.8 percent of them satisfied with ventilation facility whereas in the aided college 50-60 percent of the respondents satisfied with "Lighting", "Study hall or cubicles " and "Drinking water" facilities. But in case of among the self financing colleges 64 percent of them satisfied with ventilation and 40-45 percent of them satisfied with "lighting", "Drinking water" specialties.

Table 8 shows that College wise respondents' opinion on level of performance of overall Physical facilities of library. Among 340 government college respondents and 223 aided college respondents 47 and 45 percent of them says 'Inadequate' but in case of among the self finance college respondents 46 percent of them says 'Fair'. It is important to note that 11.47 percent of respondents belongs to government college says 'Inadequate' about overall physical facilities of the library. It is also noted from the table that nearly 20 percent of the respondents belongs to aided college says 'Excellent'.

Table 8:College wise respondents' opinion on level of performance of overall Physical facilities of library

Level of performance	Nature of college			Total
	Government	Aided	Self finance	
Excellent	25 (7.35)	43 (19.28)	150 (13.19)	218 (12.82)
Adequate	160 (47.05)	102 (45.73)	414 (36.41)	676 (39.76)
Fair	97 (28.52)	67 (30.0)	528 (46.43)	692 (40.70)
Inadequate	39 (11.47)	11 (4.93)	14 (1.23)	64 (3.76)
Poor	19 (5.58)	-	31 (2.72)	50 (2.94)
Total	340 (100.0)	223 (100.0)	1137 (100.0)	1700 (100.0)

Figure in the parenthesis denote percentage

FINDINGS

- Out of 1700 total respondents, 43.8% of them and 37.2% particularly them are with News paper / magazine and text book collection. More

than 30 percent of the respondents particularly satisfied with fiction and encyclopedia collection. It is also observed from the table that more than 50 percent of the respondents particularly satisfied with dictionary.

- Out of 1700 total respondents nearly 40 percent of them says 'Fair' and 33.41 percent of them says 'Adequate' about the performance of overall library collection. Only 11.17 percent of the respondents says as 'excellent'. It is also noted form the table that 10.47 percent of them felt as 'Inadequate' the collection available in the college library.
- Irrespective of the colleges majority 51.4 percent of them fairly satisfied with 'book lending service' whereas 37 percent of them also satisfied with 'reference service' but 40 percent of the respondents particularly satisfied with 'current awareness service' and 'SDI service'. It is noted from the above table that majority 57 percent of them particularly satisfied with 'bibliographic service'.
- Irrespective of the colleges out of 1700 total respondents majority 42 percent of them says 'Fair' and nearly 30 percent of them says 'Adequate'. It is also noted from the table that more percent of government college respondents says inadequate than others.
- Irrespective of the colleges more than 40 percent of them absolutely satisfied with internet services, online database services and OPAC services in a same way majority of the respondents particularly satisfied and not much satisfied with online journal and online databases respectively. It could be seen from the above discussion that internet service, online database and OPAC service are the popular e-resources/ services among the college respondents.
- Out of 1700 total respondents 54 percent of them says 'Fair' and 20.1 percent of them says 'Adequate' and other levels of performance comes under each 10 percent.
- Out of 1700 total respondents nearly 60 percent of them satisfied with ventilation whereas nearly 40 percent of them "Drinking water" facilities and 37.5 percent of them with "Lighting" facility. It could be seen from the above discussion that majority of the respondents satisfied with "Ventilation" facilities and it is followed by "Drinking water" and "Lighting" facility. It is important to note that more than 90 percent of the respondent snot satisfied with "Toilets" facility.
- Irrespective of the colleges out of 1700 total respondents 40 and nearly 40 percent of them says 'Fair' and 'Adequate' respectively and it is followed by 12.82 percent of them says 'Excellent'.

CONCLUSION

The primary objectives of performance evaluation are to enhance the quality of library service and to promote the professional development of library staff members through a regular and systematic assessment of individual performance. Performance evaluation concerns with a system evaluation which tends to determine whether a system has sufficient capacity to meet the demands that will be placed on it. System performance is measured to understand how well the system is working and ideally how to improve the performance. With this aim of assessing the conditions of library services and recommending improvements that the present study is undertaken. It is concluded that the present study evaluates the arts and science college libraries situated in Cuddalore district and have taken positive approaches to meet the needs of user requirement.

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