

The Psychological Barriers between Library Users and Library Staff: An Observational Study on Central Library, University of Kota (Rajasthan) India

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Abstract:

The aim of this paper is to describe the psychological barriers between library users and library staff. The focus is to highlight the courses of the barriers in the central library of university of Kota; Rajasthan and the type of barriers exist among the users and staff. After a deep literature review of some researches conducted in the same line. The researcher discovered that, the central library applied the methods of equipping the library with modern facilities and library software to resolve the issues of psychological barriers in the library. Finally the researcher identifies some solutions to common psychological barriers in the libraries.

Key words: University of Kota, university of Kota Central library, psychological barriers

Introduction:

The University of Kota was established in the year 2003 by the Government of Rajasthan through and recognised by the UGC under section 2(f) on 23rd February 2004) and under section 12(B) on 22nd October, 2012). NAAC accredited the University with "B" grade in 2017. Presently, six districts of the state namely: Kota, Bundi, Jhalawar, Baran, Karauli, and Sawai Madhopur are under the territorial jurisdiction of the University. The University has six faculties, namely, Arts, Commerce & Management, Education, Law, Science and Social Science. Almost forty academic programmes are being running at the campus and the affiliated colleges of the University. These courses are: MBA, MBA-IB, MCA, MSW, LLM, M. P. Ed., M. Com (Accounting & Finance), Bsc-Hons. (Physics), Msc (Organic, Analytical Chemistry, Industrial Chemistry, Physics, Wildlife Life, Maths, Zoology and Botany), M. Tech.(Solar Energy), MA/MSc (Geography), MA (Development studies, Heritage, Tourism, Museology & Archaeology), MPhil (Chemistry, Physics, Commerce, Geography, History, Political Science, Sociology and Library & Information Science), and PhD (Chemistry, Physics, Mathematics, Zoology, Botany, Home Science, Accountancy & Business Statistics, Business Administration/Management, Economic Administration & Financial Management, Law, English, Hindi, Sanskrit, History, Music, Urdu, Drawing & Painting, Public Administration, Political Science, Economics, Sociology, Geography, Education, Library & Information Science, etc.). Furthermore University has established five research centres (Dr. B. R. Ambedkar, Mahatma Gandhi, Swami Vivekanand, Vanshavali, Sindhu- shoodh Addayaan and Pandit Dindayal Upadhyay).

An overview of the Kota University Central Library

the central library of university of kota established in 2003 with aims to cater to academic interest of readers such as postgraduates, research scholars, faculty and having huge collection of textbooks and reference books in different disciplines . The central library is currently subscribing 77 printed journals and providing access to different types of resources such e-journals and e- books in different subjects. Beside this, central library is member of e-shodh sindhu consortium and developing library network (delnet). Central library is providing inter- library- loan facility through delnet. The central library is using soul (software for university libraries) software for its automation activities and also using cutting edge technologies. The central library of university of Kota is the academic library just like other academic libraries in the universities. The main objective of any academic library's selection policy is to provide the college or university community with a wide range of scholarly materials that are consistent with the institution's mission, curricula/research needs, and academic freedom tenets. A selection policy should include an avenue for collaboration and input from all members of the campus community.

Objectives and Aims of the Central Library, university of kota:

- To create good learning environment for the readers.
- To meet the information needs of the users.
- To promote advanced learning among users.
- To enrich the library with quality reading materials.
- To use new technologies in the library.

Activities (with photographs) in the central library

Services offer: Circulation service, Reference services, Reprographic services, Document delivery services, Inter library loan, E-resources search, access and download services. Subscription of EBSCO e- books academic collection. Equally, on 11- 12 February 2020, two days book fair was organised by the central library. In this two days book fair, different national and international book publishers and book supplier were participated. One day user awareness programme on E-Books Access on 15-

10-2019 by EBSCO Company. In addition to the above services and activities provided by Central Library, the library is also providing the following services for both university members (students & Staff) and peoples of Kota at large:

1. Recognizes the library's role in providing for the specialized research needs of student and faculty conducting independent and advanced research
2. Assists librarians and faculty who are making decisions about resources. Including the library's print collection, digital resources, and databases
3. Provides a balanced collection with diverse and differing points of view or intellectual thought.

Psychological Barriers between Library Users and Library staff

A psychological barrier is a person's state of mind that can limit their ability to make the right decisions. This can also affect the human capacity to communicate with others with a logical state of mind. Psychological barriers are also known as emotional barriers **Fahad, (2022). Also, Marzena Świgoń** from Department of Archive Studies, Library & Information Science(2010) University of Warmia and Mazury in Olsztyn (UWM), Olsztyn, Poland. Outlined in the research titled "Information barriers in libraries: types, typologies and Polish empirical studies" Information barriers (or information limits) are obstacles to access to information. Engelbert (1974) described them as manifestations (appearances) of the objective reality which impede or prevent the flow of information from the generator or the information system to the addressee. Haag (1989) found that information barriers arise whenever there is a variance between the ideal and the actual accessibility to published information. Information barriers are obstacles hindering, delaying or preventing access to information that is, information seeking, searching and using. Information the current issue and full text archive of this journal is available at www.emeraldinsight.com/0143-5124.htm. Barriers arise in the same context as information need, and are connected with personal characteristics and micro- and macro- environmental conditions. Information barriers (limits) have a negative influence on information need (can hinder their identification or awareness) and information behaviour (Świgoń, 2006, 2011b). On the other hand the aims of this research paper is to find out some common psychological barriers that exist in the central library, university of kota, in this regards the researcher discovered that many literature mentions many different types of information barriers (called barriers, barriers to access to information, information limits or simple variables) and provides a number of possible typology schemes. In this paper the universal typology of information barriers based on Wilson's (2007) intervening variables has been presented. Furthermore, other examples of typologies of barriers in libraries have been cited. Library anxiety components are one of these examples. The author's research on development and validation of the new instrument measuring level of library anxiety (Polish Library Anxiety Scale, P-LAS) were finished (Świgoń, 2011a). One from the oldest concerns communications barriers between inquirers and the reference staff. Mount (1966) mentioned, that all the possible causes for poor communications between them could have been indicated psychological, intellectual, physical etc. He named nine detailed examples:

1. An inquirer lacks knowledge of the depth and quality of the collection;
2. An inquirer lacks knowledge of the reference tools available;
3. An inquirer lacks knowledge of the vocabulary used by a particular set of tools;
4. An inquirer does not willingly reveal his reason for needing the information;
5. An inquirer has not decided what he really wants;
6. An inquirer is not at ease in asking his question;
7. An inquirer feels that he cannot reveal the true question because it is of a sensitive nature; An inquirer dislikes reference staff members (or vice versa) and consequently avoids giving a true picture of his needs; and
8. An inquirer lacks confidence in the ability of the reference staff.

Solutions to the above mentioned psychological Barriers that exist in the Libraries

The university and central library management should provides the sufficient **information** materials in academic library , Psychological barrier – feeling of anxiety, fear, shame, resistance to asking questions etc. Should be eradicated through seminar orientation to the users, Problems in using online catalogues, Long time waiting for a book, Lack of help from librarian ,Too few computers in library, Photocopying of materials was not allowed and Lack of knowledge of how to begin information seeking by the users.

Conclusion:

The researcher has found that the phenomenon of information barriers in the library is very common, encountered by around 80 per cent of users of every libraries. The most important barriers are connected with libraries, especially with the lack of materials (books, journals, databases) in libraries (lack of purchase, subscription, single copy policy, overdue title etc.). The researcher also observed that, the central library management provide the solutions to psychological barriers that exit between library users and library staff by equipping the library with the following softwares: E-Shodh Sindhu Consortium and Developing Library Network (DELNET). Central library is providing inter- library- loan facility through DELNET. The central library is using SOUL (Software for University Libraries) software for its automation activities and also using cutting edge technologies to eradicate the information provision obstacles in the library.

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