

### The Review of the Usage Rate of Clients of Central Library Information Facilities in Birjand University of Medical Sciences

**Background:** This study was designed in order to review the client's usage rate of central library information facilities at Birjand University of Medical Sciences.

**Materials & Methods:** This is a descriptive - analytical study that was conducted on all faculty members and free members through Census method and on student and clerks through random systematic sampling. A questionnaire was prepared and completed based on the rate of using information service and facility receiving. After data collection and encoding, it was analyzed with Chi-Square test under SPSS software.

**Results:** Participants having diploma with 9.6 included the lowest percentage of participants and experts with 8.57 included the highest percentage of the research community. The highest percentage of useage belonged to of Irandoc database (8.66%) and the lowest to the Ovid database (54%). Among the demographic variables measured, a significant relationship was observed between the average scores of people with field ( $P=0/01$ ), degree ( $P=0/02$ ), rank ( $P=0/002$ ) and jobs ( $P=0.001$ ).

**Conclusion:** Considering the availability of information, number of computers, considered time range, predictive duration for Internet using, and print costs were optimum and proper. The overall evaluation of the information and use of services and facilities Birjand University of Medical Sciences was relatively low.

**Key words:** Usage, Evaluation, Information Facilities, University Libraries, Information Resources.

### تقييم عمل المستخدمين من امکانات المعلوماتية في المكتبة المركزية في جامعة بيرجند للعلوم الطبية .

**التصميم و المقدمة:** تم تصميم هذه الدراسة بهدف دراسة تعامل المستخدمين من امکانات المعلوماتية في المكتبة المركزية في جامعة بيرجند للعلوم الطبية.

**أسلوب التحقیق:** تمت هذه الدراسة التحليلية - الوصفية عبر أساليب في الأسلوب الاول تم إستعمال طريقة الإحصاء في مجموعة أعضاء الهيئة العلمية و الأعضاء العاملين و في الأسلوب الثاني تم إستعمال الطريقة التصادية تجاه الطلاب و الموظفين. تم استخدام استمارات يوضع برها مستوى الاستفادة من امکانات المكتبة المذكورة و تم تحليل المطبوعات بواسطة برنامج Spss و فحص مجزور كای.

**النتائج:** اقل نسبة كانت عند الديريلوم ۵.۹ و اعلى نسبة عند الضمرا ۵۷.۸ بالمئة من مجموعة الدراسة. اعلى نسبة كانت في مجال استعمال ۶۶.۸% Irandoc و اقل نسبة في مجال استعمال ovid ۵% كان هناك ارتباط ذو قيمة في المتغيرات الديموغرافية بين معدل العلامات من جبره و الفرع التعليمي  $p=0.01$  و المقطع التعليمي :  $(p:0.02)$  و الرتبة:  $(p:0.002)$  و السنن  $(p=0.001)$  من جبره اخرى.

**النتيجة:** كان هناك موافقة عامه على أن الامكانات الموجودة كافية و مناسبة و لكن هناك تدرج في مستوى استخدام هذه الامكانات.

**الكلمات الرئيسية:** استخدام، تقييم، امکانات المعلوماتية، المكتبات الجامعية، جامعة بيرجند الطبية.

### بیرجند یونیورسٹی میں مرکزی کتب خانے کی سہولتوں کے استعمال کا جائزہ .

**بیک گراؤنڈ:** اس تحقیق کا هدف بیرجند یونیورسٹی میں انفارمیشن ٹکنالوجی کی سہولتوں کے استعمال کا جائزہ لینا ہے۔

**روش:** یہ ایک توصیفی اور تجزیاتی تحقیق ہے جس میں ایکٹیمیک کونسل کے اراکین اور میڈیکل طلبا نے شرکت کی۔ تحقیق کے لئے ایک سوالنامہ تیار کیا گیا تھا جس میں لائبریری کی سہولتوں کے استعمال کی شرح کے بارے میں سوالات تھے۔ ان سوالات کے جوابوں کا تجزیہ ایس پی ایس ایس سافٹ ویئر کے تحت جی اسکوائر طریقے سے کیا گیا۔

**نتائج:** اس تحقیق سے پتہ چلا ہے کہ ڈپلومہ والے چھ اعشاریہ نو فیصد اور بیچولر اور اس سے آگے کی ڈگری کے حامل افراد ستاون اعشاریہ آٹھ فیصد تحقیقاتی حلقوں کو تشکیل دیتے ہیں۔ سب سے زیادہ استعمال ہونے والا پورٹال ایران ڈاک irandoc تھا۔ سؤسٹھ فیصد افراد نے اس پورٹال سے استفادہ کیا جبکہ چون فیصد افراد نے اووید ovid پورٹال سے استفادہ کیا۔

**سفارشات:** لائبریری کے وسائل و ذرائع اور کمپیوٹروں کی تعداد نیز مقررہ وقت کے پیش نظر لوگوں کے استفادے کی شرح مجموعی طور سے رضایت بخش تھی لیکن انفارمیشن ٹکنالوجی شعبے کے افراد ان سہولتوں سے مطلوبہ طور پر استفادہ نہیں کر رہے ہیں۔

**کلیدی الفاظ:** جائزہ، انفارمیشن ٹکنالوجی وسائل و ذرائع، یونیورسٹی کتب خانے .

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### بررسی عملکرد مراجعین در استفاده از امکانات اطلاع رسانی کتابخانه مرکزی دانشگاه علوم پزشکی بیرجند

**زمینه و هدف:** مطالعه حاضر با هدف بررسی عملکرد مراجعین در استفاده از امکانات اطلاع رسانی کتابخانه مرکزی دانشگاه علوم پزشکی بیرجند طراحی گردیده است.

**روش تحقیق:** مطالعه توصیفی - تحلیلی بروی کلیه اعضای هیئت علمی و اعضای آزاد به روش سرشماری و دانشجویان و کارکنان به روش نمونه گیری تصادفی سیستماتیک انجام گردید. پرسشنامه ای براساس میزان استفاده از خدمات و امکانات طراحی و تکمیل شد. داده ها پس از جمع آوری کدبندی و در نرم افزار SPSS با آزمون آماری مجزور کای مورد تجزیه و تحلیل قرار گرفت.

**یافته ها:** افراد دیپلم با ۶/۹ کمترین و کارشناسان با ۵۷/۸ بیشترین درصد جامعه پژوهش را به خود اختصاص داده اند. بیشترین درصد استفاده از پایگاه اطلاعاتی Irandoc با ۶۶/۸٪ و کمترین مربوط به بانک اطلاعاتی Ovid با ۵۴٪ بود. از میان متغیرهای دموگرافی مورد سنجش ارتباط معنی داری بین میانگین نمرات کسب شده افراد مورد مطالعه با رشته تحصیلی ( $P=0/01$ )، مقطع تحصیلی ( $P=0/02$ )، رتبه ( $P=0/002$ ) و شغل ( $P=0/001$ ) مشاهده گردید.

**نتیجه گیری:** با توجه به امکانات بخش اطلاع رسانی، تعدا کامپیوترها و زمان در نظر گرفته شده، سهمیه پیش بینی شده جهت استفاده از خدمات مناسب و مطلوب بوده و مراجعین خدمات ارائه شده را بطور کلی تا حدودی مناسب دانسته اند ولی در مجموع ارزشیابی و استفاده اعضای بخش اطلاع رسانی از خدمات و امکانات در سطح نسبتاً پایینی قرار داشت.

**واژه های کلیدی:** استفاده، ارزشیابی، امکانات اطلاع رسانی، کتابخانه های دانشگاهی، دانشگاه علوم پزشکی بیرجند

## INTRODUCTION

Attempt for achieving knowledge and its development have always been ideal for humans and man has always done material and spiritual investments in this field. This attempt has always taken the usage of equipment and facilities in to consideration and applied different devices for this purpose which have affected the development of science and thought differently.

Living in information explosion era needs libraries and effective information giving systems which makes information accessible actively alongside information making so that besides information making ,efficient transfer of it influences expand of sciences and as a result total development of countries .Thus in this period active ,critical, and close relationship of researchers with information giving system(1).And as the final goal of libraries in society is providing access to any kind of information for everybody ,anywhere, anytime. Evaluating the function is taken in to consideration as one of the important aspects of library management and information centers (2).This is of prime importance for both library managers and users. One of the methods of assessing the quality and quantity of services and facilities of library is the awareness and usage of these services and also easy accessibility of the required information by users .Caring about the opinions of users is an important factor in the success of an information system(3).In other words users are the most important elements in information world(4).Successful libraries and information centers are those that concentrate on fulfilling the information needs of their users(5) and can identify the needs of users and satisfy them .Libraries and information centers as important factors in education and research of universities develop thoughts of university members by providing information sources and make them work(6),and also it is an improving and important basis in research and teaching for researchers ,instructors and students, and university library(7).

Therefore ,libraries evaluate themselves as an educational ,research, and social center,so that by identifying weaknesses and strengths step toward improving and developing issues(8).Creating a special unit of information besides other units for giving electronic services is the result of this improvement and researchers like others use this network for different jobs such as getting access to scientific resources and also publishing the results of their own work(9).

Studies show that the relationship of electronic resources and teaching and research field can be evaluated and the expand of resources for individual and class learning is effective and electronic sources for universities or a vat geographic area often can stabilize learning everywhere and includes the usage of electronic devices, fast improvement in research ,simultaneous scientific relation and creation of new works .The purpose of the present study is to examine the effect of these facilities on the quality and quantity of scientific works of students ,researchers, and university instructors which usage of results seems necessary in future developments.

## METHODS

This descriptive-analytical study was conducted on all faculty members ,graduates ,and general physicians selected through census and on students and clerks selected through systematic random sampling. For conducting the research ,a questionnaire including 29 questions about the rate and method of using the services in information center was used which was based on Likert Scale(none ,little, average ,much, very much) and was scored from 0 to 4.The content validity of the questionnaire was achieved by getting ten library and information science experts' opinions. In the case of reliability ,as the questions of the questionnaire were objective and were used repeatedly in other studies, its reliability was confirmed.

Data was analyzed by SPSS version and descriptive statistical tests(percent and frequency) and qui-square. P value: .05 was meaningful.

## RESULTS

The study was conducted on 98 faculty members,30 free members,400 students, and 160 clerks.

The study based on education shows that the participants having diploma and those having B.S. included the highest percent of the participants with 6.9% and 57.8% respectively. The rates of participants' knowledge of English and computer were 55.5% and 58.4% respectively which were higher than average.

The results express that 93.4% of the users were aware of the working hours of library and only 16.6% considered the hours suitable. The use of data bases such as Elsevier ,Prequest, Ovid ,Pubmed, Iranmedex, and Irandoc was assessed and the highest percent of use went to Irandoc(66.8%) and the lowest went to Ovid(54%).The number of computers, time limitation considered for using services ,the predicted share for using the Internet and the cost of print have been reasonable in information center.

64.8% of participants evaluated the existing facilities of information center as positive and had made success in restoring their required information.

Among the demographic variables under assessment there was a meaningful relationship between the average of achieved scores of participants and major (P=0.001),level of education(P=0.02),rank(P=0.002),and job (P=0.001, table 1).

## DISCUSSION

In this study ,using services and facilities of information center based on education didn't show a meaningful difference among participants, in a way that participants with M.S. degree were not superior to those with B.S., associate degree,or diploma.Kamaneh azari(2002) in his study named "The study of viewpoint and awareness of members of information services in Mirzay-e-Shirazi library and library of medical school of Shiraz University of Medical Sciences" concluded that there was not a significant difference in the awareness and usage of library members based on education(10).

The results of the study of the usage rate of members based on major shows that there is a meaningful difference

between the average of the use of services and facilities .In a way that medical students used the most and nursing students used the least and also PhD students had the most usage and B.S. students had the least ,which reason can be writing medical theses by medical students .In Moosavi Shoostari's study (2003)called"The study of the rate of users' satisfaction with the services of the library of center of information and scientific documents of Iran",the most usages related to conducting research and preparing theses(11).

The average score of trainers' usage of services and facilities of information center has been significantly more than associate professors .It can be said that professional involvements of associate professors which include working in hospitals ,private offices, or executive ranks, and etc. can be the reason of less usage of services and facilities of information center. Malekizadeh in his research has mentioned that the major obstacles use information are time limitation ,being busy, and spread of libraries(12).Effatnezhad (2005) believed that the most important problems in using information technologies are lack of facilities and time limitation(13).

Also Siamian et al.(2011)have supported that the most important problems in the process of finding information are time limitation and being far from information centers. As a whole ,most of the members mentioned that they could not catch up with the modern advances(14).The results of usage of services and facilities of information center based on job showed that there was a meaningful relationship among the average of the usage of students, faculty

members ,clerks, and free members .In a way that clerks used the least and faculty members used services and facilities of the information center the most.The results of Moosavi Shoshtari's study (2003) showed that the average of awareness and the usage of services of the library of Information and Scientific Documents of Iran expressed a low level of awareness and usage(11). Updating knowledge and information of faculty members and also providence of the required conditions for better and more usage can be the reasons of more usage among this group than other groups.Mohagheghzadeh and Abdollahi (2003)conducted a research called"The study of opinions and members' methods of usage of the facilities of center and its effect on research works of these members". The results of the study showed that the members of the center were aware of the importance of Internet and used it for some issues. These people mentioned that the first reason of their tendency to use Internet was "accessing updated information"(15).The results of Lazigner et al.(1998) showed that the tendency toward using the Internet was high among faculty members and 80.3% of the participants used the Internet. Effective factors of not using electronic information resources include little information about electronic resources and their value, costly services ,and lack of training(16).The results of Golabian's research ( 2002) showed that almost half of the faculty members under study used e-mail .Also users of e-mail had written and published more articles(17). Higher than average familiarity of half of the participants with English and computer knowledge can be the cause of doing research and scientific jobs, writing theses ,and

**Table 1:The comparison of participants' usage based on demographic variables**

Education	Variable	Number	Mean	Standard Deviation	sig
	Diploma	8	7.13	10.	F: 0.35 P: 0.79
	Associate Degree	18	9.89	13.10	
	B.S.	47	11.81	15.10	
	M.S.	14	9.21	10.81	
Major	Medicine	141	28.26	18.61	F: 4.63 *P: 0.01
	Nursing	56	20.34	16.65	
	Para medicine	110	22.69	20.21	
Degree	Associate Degree	117	22.98	19.92	F: 4.19 *P: 0.02
	B.S.	56	20.73	17.25	
	PhD	135	28.35	18.76	
Rank	Associate Professor	32	18.19	18.79	F:3.25 T *P: 0.002
	Trainer	26	34.69	19.78	
Job	Student	309	24.86	19.15	F:17.40 *P: 0.001
	Faculty member	57	25.96	20.77	
	Clerk	89	10.38	13.25	
	Free Member	23	12.91	13.22	

\* P<0.05 is meaningful.

increasing role of computers in education and research, these causes have made them improve their English and computer knowledge. Shamsavari (2006) mentioned that the rate of English language and computer knowledge is an influential factor in using resources (18).

Using the services of information center for doing personal affairs allocated a higher percentage to itself than doing homework. Doing personal affairs such as checkmail, playing games and entertainment, and surfing the net may seem more fun. Bashiri (1999) in a study called "The study of the information needs of faculty members of agricultural research and education organization" has mentioned that in an information community in which everything is based on information and everybody wants easy and fast access to information, it is necessary that information needs of every individual or the whole community are identified precisely and a plan is designed carefully to fulfill them, so that waste of time, money, and supply of unrelated information are prevented (19).

Raeesi and Ebrahimi (2005) in their article called "The rate of users' satisfaction with central library of Iran University of Medical Sciences' resources and services" found out that because of unskilledfulness of some members in doing computer searches or accessing electronic sources and perhaps not receiving enough help, the facilities are not used properly (2).

The participants' viewpoints toward the available facilities in library was evaluated as positive and expressed that most of them to some extent had access to their required knowledge in information center. Zamani and Allahdadian (2008) in their thesis called "The rate of students' satisfaction with computer services of Educational Science and Central Libraries of Esfahan University", in the case of students' viewpoints toward the effect of computer on the distribution of library services, mentioned that easy and fast access to different information sources has been a privilege of computerized systems over traditional ones (3). Also the results of Hayati and Tasviri Ghamsari's study (2001) showed that 46.2% of users have evaluated that the effect of Internet on their research activities has been much, and

25.6% have evaluated it as average. 73.2% of non-users tended to use the Internet (20). In the comparison of the usage of English data bases Pubmed, Elsevier, Proquest, and Ovid had the most users respectively. Probably free access to Pubmed could be one of the reasons of its more usage. Also access to full text of Medline articles is possible through shared data bases in the library. Shamsavari (2006) in his study believed that the main reasons of recognition and satisfaction of faculty members with computer services were free services and the possibility of search in data bases (18).

Among Persian data bases Irandoc was used more than Iranmedex, one of the main reasons could be the widespread subject field of Irandoc which covers all scientific topics, while Iranmedex just covers medical sciences articles.

Although there are a lot of equipment, facilities, and services available in information center but they haven't been used much and the users haven't been able to use the available conditions for improving research and scientific purposes properly.

Totally it seems that facilities in information center must be few that participants haven't used them much and we hope that with more and precise information through colleagues in information center and more interest and attempt on the side of users, the rate of usage with scientific and research purposes are expanded in an almost vast level.

Assessing the amount of using services and facilities of information center can be an appropriate strategy in identifying the information needs of users in improving scientific and research goals, it can also be an important step toward better and more accurate planning and qualitative and quantitative services of information center of Central Library and proper usage and satisfaction of members.

## ACKNOWLEDGEMENT

### Conflict of Interests

Non-declared.

### Research Committee Approval

This study was confirmed by the Research Association of Birjand University of Medical Sciences (cod:524).

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