Use of Indexing and Abstracting Service by the Customers of Fisheries College of SKUAST Kashmir

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Abstract

The study discuses the Use of indexing and abstracting services by the customers of fisheries college , and to find out the problems hindering the use of indexing and abstracting services by the customers. A survey research method was employed in conduct of this study. 30 students from the faculty were selected for conducting survey. The instrument used for data collection was questionnaire; the data collected for the study were presented and analyzed using descriptive statistics. Frequency tables, simple percentages were used for the study. The study discovered majority of the library users were not using the indexing and abstracting services due to lack of awareness of their availability and Lack of currency of the resources in library. the study recommended that awareness should be created for the users to enable them use this services in accessing relevant information without the waste of time. Which can be achieved through orientation and publicizing its services.

Keyword:- indexes abstracts service, fisheries libraries, Customers, Skuast-k

Introduction

The goal of any library and information centre is to satisfy the information needs of its clientele. Thus, all services provided in the library are geared towards user satisfaction for the library to fulfil these needs; it acquires all kinds of resources such as prints and non-prints materials. These resources have to be organized so that they can be accessible to the users who have different interest, and need relevant information in order to satisfy their various interests. The information needed may be found in any document be it print or non-print. For this relevant information to be available to existing and potential users Aina (2004) said libraries, have devised tools such as catalogues, bibliographies, indexes, abstracts etc. which are expected to make users or readers aware of the variety of information carriers such as books, serials, audio-visual materials available in the library and information centres collections..
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Abstracting &Indexing

This is where abstracting and indexing come in as libraries and other information institutions strive to provide efficient and satisfactory services. The special Libraries covers library and information functions in a variety of settings of each which dictates the types of services

required and increasingly, the mode of operation to conform to organizational stands and procedures.. The information needed may be found in any document be it print or non-print. For this relevant information to be available to existing and potential users Aina (2004) said libraries, have devised tools such as catalogues, bibliographies, indexes, abstracts etc. which are expected to make users or readers aware of the variety of information carriers such as books, serials, audio-visual materials available in the library and information centres collections. Satisfaction by users can only be guaranteed when relevant information materials are accessed or retrieved to atch their requests. To retrieve information involves the library acquiring the right collection and also providing the right processes for locating the document that matches the customer's request. The most important tool used by the library to locate information is the catalogues.

Special Libraries

Library which is attached to academic institutes is called special library.
special library has devised a number of tools such as catalogues, index and Abstract to make users aware of the various information carriers of both prints and Electronic Resources.
With the importance of the index is to serve as a pointer to the intellectual content in a document whiles the abstracts aids the user in deciding on the relevance of the document to his/her information needs. Hence the need to investigate the use of indexing and abstracting services by customers of the Special libraries and how effective has been in their request for information search and retrieval.
The study seeks to find answers to the following questions:
- What are the type available indexing and abstracting services e in the special libraries in fisheries science?
- What are the challenges in the utilization of indexing and abstracting services by Customers of Special Libraries?
- What are the strategies to be adopted to improve the use of indexing and abstracting services in the special Libraries?

Indexing and Abstracting Service

Indexing and abstracting (I & A) services are the important links in the chain of communication between the originator of information and the ultimate user. The major factors that have contributed to the launching of secondary periodicals like indexing and abstracting services are:

- enormous growth in published literature
- diversity of publication
- language barrier
- Scatter of published information etc.

Indexing and Abstracting services are excellent records of contemporary published literature, analysis of which would provide very useful indicators for planning research and

development. These indicators could throw a flood of light on the development of a subject, its rate ofgrowth, unploughed areas for further research and a number of other quantitative and qualitative data. Indexing and abstracting services bring together all or significant current publications, that lie scattered in a number of source documents. Indexing and abstracting services may be pertaining to a subject or discipline, irrespective of the country from which a document originates language or form (journal article, technical reports or thesis). There are also national I & A services, confining themselves to all documents that emanate from a country.

REVIEW OF RELATED LITERATURE

Concept of indexing and abstracting

Indexing is defined by Reitz (2004) as the "process of compiling one or more indexes for a single publicationsuch as a monograph or multivolume references work or adding entries for new document to an open end indexcovering a particular publication format (example newspapers), works of a specific literacy form (biography,book reviews etc.) or the literature of an academic field discipline or group of disciplines". Indexing which is atechnique of producing an index is also seen by Aina (2004) as "the process of providing a guide to the intellectual contest of a document or collection of document.The end product of an indexing process is the index which is an important tool for the retrieval of relevantinformation context of a publication or document. The index serves as a guide to the intellectual content ofpublications or reading materials, such content are presented as a list comprising the major terms, concepts,subjects, topics and named arranged in a particular order especially alphabetical or chronological withreferences (particularly page or pages) to show where each item indexed can be found in the originaldocument (Nnadozie, 2007). Indexes therefore have become in the words of Banjo (1987) cited in Nnadozie (2007) as:"The indispensable tool for navigating the complex reservoirs of information, whether these are contained in
a single column of text, Several columns or whether they lie buried in any hundreds of issues of Newspapers,journals, magazines, documents or other reports". There are various types of indexes found in a standardlibrary for example indexes to individual books or back of the book index, indexes to collection of books (thecard catalogue in a library), index to the contents of journals or periodicals, for instance reader's guides toperiodical literature by H. W Wilson in 1901.

RESEARCH METHODOLOGY

The survey research design was used for this study. The population of the study comprises of the patrons and professional of the Fisheries college library,SKUAST-K of totalling 200. 30 participants were randomly selected to serve as sample size for the study. The researcher used questionnaire and interview to collect data and descriptive statistics, tables and percentages for analyzing the data. The instrument was administered personally. Questionnaires were randomly distributed to 30 respondents and later the completedquestionnaires were retrieved. Out of the 30 questionnaires distributed 30 were retrieved and out of the 30, only
24 representing 80% correctly filled. While six (6) were discarded due to incorrect response.

DATA PRESENTATION AND ANALYSIS

The result of the data obtained from the completed questionnaires are presented by analyzing the researchquestions that guided the study. Thus, the analysis of the data collected is given below:

This Section analyzes data collected from staff of the library.
Table 1.1 indexing and abstracting services available

Table 1.1:-Indexing & Abstracting Services Available

Response	Response Frequency	%
Yes	24	80
No	6	20
Total	30	100

The table shows that 30 respondents representing 80% agreed that indexing and abstracting services wereavailable while 4 responses representing 20% said that abstracting and indexing services were not available

Table 1.2: Are Users Aware of its Availability

Response	Response Frequency	%
Yes	12	40
No	7	23.33
Not sure	11	36.6
Total	30	100

Table 1.2: Reveals that 12 responses, representing 40% said yes the users awareness of the availabilityof indexing and abstracting services 7 responses representing 23.33% said users were not aware of its availability while 11 (36.60%) responses were not sure of if users were aware of the availability of this service

Table1.3:-How regular is the provision of Indexing & Abstracting Service in Library

Response	Response Frequency	%
Yes	10	33.33
No	7	23.33
Not really	13	43.34
Total	30	100

Table 1.4.-Types of material indexed

From **table 1.3** it was discovered that 10 (33.33%) of the responses said the provision of indexing and abstracting services was a very regular process in the library. While 7 representing 23.33% of the responses confirmed that it was an irregular process, and 13 (43.34%) responded represent that indexing and abstract service is not regular at all.

Table 1.4: Types of materials indexed

Response	Response Frequency	%
Newspaper	13	43.33
Magazine	00	00
journals	17	56.67
total	30	100

The table reveals that the types of materials indexed ware Newspapers as represented by 13(43.33%) responses 0 (00%) responses said magazines and 17 (56.67%) responses said journals.

Table 1.5:-Types of Indexes complied by the Library

Response	Response Frequency	%
Author index	06	20
Subject Index	10	33.33
Per mutual index	04	13.33
bibliography	10	33.33
Total``	30	100

Table 1.5 shows that 6 (20%) of the responses said Author index is what the library compiles. While 10(33.33%) of the responses said the type of indexes compiled is the subject index.4 (13.33%) responses saidpermutual index. And 10 (33.33%) of the responses said bibliography.

Table 1.6:- How often is this series utilized by the users

Response	Response Frequency	%
Very often	15	50
Not often	10	33.33
Not at all	05	16.67
Total	30	100

The table revealed that 15(50%) responses said this services is sued by the users very often while 10 (33.33%)responses show that the service is not often utilized by the users. 5(16.67%) responses revealed that the users donot utilized the services.

Table 1.7:-ways to promote the use of indexing & Abstracting Services by the user

Response	Response Frequency	%
Creatingawareness of its	07	23.33
Patrons to be sensitized on the importance and use of indexing &	06	20.00

abstracting service.		
The indexing & abstracting service should be on a regular basis	05	16.67
All the above	12	40.00
Total	30	100

Table 1.7 shows the responses to the ways to promote the use of indexing and abstracting services by thepatrons. 7(23.33%) responses said by creating awareness of its availability6 (22.00%) responses said patrons should be sensitized on the importance of indexing and abstracting services while 5(16.67%) responses also said the services should be compiled on a regular basis. While 12 (40%) of the responses said all the above responses should be promoted.

This section provide analysis of the result of the library

Table 2.1 how often you use the services of the library

SNo	Response	Response Frequency	%
a.	Very often	07	23.33
b.	occasionally	10	33.33
c.	Not at all	13	43.33
d.	Total	30	100

Table 2.1 shows the responses not at all using the services of the library. It revealed that 13 (43.33%)of responses not using the indexing service library. 10(33.3%) of responses use the library occasionally and 7(23.33%) ofresponses very often using this service the library.

Table 2.2 Effectiveness of Service provided by the Library

SNo	Response	Response Frequency	%
a.	Very effectives	09	30.00
b.	Effective	07	23.33
c.	Ineffective	10	33.33
d.	Very ineffective	04	13.34
	Total	30	100

This table presents responses on effectiveness of services provided by the library. 9 (30%) of the responsessaid the service is very effective. Also 7(23.33%) of responses said the service is effective while 10(33.33%) ofresponse are of the opinion that the service is ineffective. 4(13.34%) response said the service is very ineffective.

Table2.3:- Are you aware of the availability of indexing and Abstracting

Response	Response Frequency	%
Yes	20	66.67
No	10	33.33
Total	30	100

Table 2.3 shows the response of users on whether they are aware of the availability of indexing and abstractingservices in the library. 20(66.67%) of responses said they are aware of its availability while 10(33.33%) of theresponses said they are not aware of its availability

Table: 2.4:- why have you not been using the indexing & abstracting service provide by the library

Response	Response Frequency	%
Not aware ofavailability	12	40
Ignorance its usage	05	16.67
Not accessible	04	13.33
Not current as wellas not regular	07	23.33
All of the above	5	16.67
total		

This table presents the responses on why indexing and abstracting services are not used by the patrons. 12(40%)of responses claim they are not aware of its availability, 5 (16.67%) of responses are ignorant of its usage4(13.33%) of responses also said it is not accessible to them. 7(23.33%) of responses claim the indexes are notcurrent as well as not regular. While 5(16.67%) of response said all of the above reasons is responsible for their not using the services .

Table 2.5: Ways to help promote patronage of this service

SNo	Response	Response Frequency	%
a.	It should be publicized through orientation ,current awareness services	11	36.67
B	To be produced regularly	09	30
c.	Library staff to assist users on how to use indexes& abstracts	08	26.67
d.	The series should be current& timely	01	3.33
e.	All of the above	02	6.67
f.	Total	30	100

Table 2.5 shows the responses to the ways to promote the use of indexing and abstracting services by users.11(36.67%) of responses said the services should be publicized through orientation and current awareness service.9(30%) of responses said it should be produced regularly 8(26.67%) of responses suggested that library staff should assist users on how to use indexes and abstracts. While 1 (3.33%) of responses said the services should be current and timely 2(6.67%) of responses suggested all of the above suggestions.

MAJOR FINDINGS

- Indexing and abstracting services are available in Fisheries college library as shown in the responses of 24 (80%) all affirmedthat it was available.
- On users' awareness of its availability, it was discovered that 12(40%) responses were sure if it wasavailability.
- It was discovered that the provision of indexing d abstracting services was not really regular as shown in theresponses of 17(56.67%)
- On types materials indexed was discovered that the type of materials indexed by the I librarywere mostly journals, as shown in responses of 17(57.67%).
- It was revealed from the analysis that the type of indexes compiled was the subject index and bibliographic index as affirm by the response of 10(43.33%).
- It was found 13(43.33%) user often using the service of indexing & abstracting in library.

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CONCLUSION

- Based on the findings of the study, it could be concluded that, the lack of use of indexing and abstractingServices by patrons is largely due to lack of awareness of its availability and for this service to be effectively.
- It must be publicized and orientation be given to the users, to keep them aware of its availability.
- Itcould also be concluded that lack of profession knowledgeable staff and funds to underwrite production cost is amajor problem faced in the course of providing indexing and abstracting service.
- To promote its use, the librarians must advertise it services and encourage its users to exploit this means ofretrieving information that is relevant to their needs.

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