Users Expectations About the Role of R&D Library:  
A Case Study in Orchid Chemicals & Pharmaceuticals Ltd.

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Abstract  
Paper examines the expectations of users from their library in promoting and discovering research and asserts that researches are depending upon library services to a great extent. Finding of the study are based upon a case study of Orchid library and . argues for an integrated training programme for the users as well as the library staff for an effective utilization of services. A regular feedback from the scientist will also go a long way in improving the library services.

Introduction  
In the modern knowledge driven world libraries and librarians are of great importance. The Information and Communication Technologies (ICTs) have great role in all areas of libraries. Users are given as prime importance in the entire library activities. The use of any library, especially R&D library depends upon the availability of right contact between the right user and the right book at the right time. The librarians have to adopt all modern tools of ICT based on their user’s expectation & future needs.

Objectives  
- To study the users’ expectation in Orchid Library  
- To save time of the library users  
- To identify the area for improving services.

Methodology  
Questionnaire method is used to collect the data. In Orchid R&D there are 12 departments apart from supporting departments. In that five departments were selected to get the data. The questionnaire was circulated through office email. Out of 130 scientists those have internal mail facility, thirty people respond to the questionnaire.

Data Analysis & Interpretation  
- Users profile: Out of 30 users who responded nine are PhD, two of them are M.Phil, 18 of them are P.G and the remaining one is U.G. (Graph -1)  
- Frequent use of library: Out of 30 surveyed people, 23 per cent use the library more often, 23 per cent use it weekly, 34 per cent use monthly and 10 per cent each use quarterly or less often. (Graph -2)  
- Resource usage: The resource usage was classified as Books, Journals, Back Volumes, Newspapers and Internet. Ranking method was used. (Graph -3)
- **Library environment**: The library environment was classified into library area, collection, reading area, library hours, furniture and shelf arrangement. And asked to opt 1 for Very Good, 2 for Good, 3 for Satisfied, 4 for Poor & 5 for Very Poor. (Graph - 4)

- **Library atmosphere**: Whether the library atmosphere is quite and relaxed. 50 per cent said Yes 27% said No and remaining 23% said it doesn’t matter. (Graph - 5)

- **Library staff user friendly**: All of them (100%) have mentioned that the library staffs are user friendly. (Graph - 6)

- **In-house service provided by the staff**: Out of 30, 2 of them are not satisfied by the service provided by the staff. (Graph - 7)

- **Service needs expected from library**: The service needs expected from library are classified as follows: (a) Query base service (b) Document delivery service (c) Translation service (d) Current awareness service (e) Reprographic service (f) Scanning service (g) Internet access. (Graph - 8)

- **Top priorities in Future**: E-Journals, E-Books, On-line literature search, Integrate library information and services into company websites, Online document delivery service, Increase hours of opening for Library, Preserve library materials from deterioration, Online help desk, Web OPAC, Offer librarian support for literature search for their new project. (Graph - 9)
Suggestion and Recommendation
- As early as possible the library should have the online access for E-Journals and E-Books, which helps the scientists to know the latest happenings in their field.
- The librarian should create awareness about library services.
- The library should improve the quality of reference services
- Provide remote access by integrating library and information services into company websites
- The library staff should keep on updating their knowledge by attending conference, seminar they can implement latest trend in library field.

Conclusion
The libraries are changing from storehouse of books to dynamic service center. In a R&D library, the user needs the library services on a wide range of areas and anytime. The delay in giving the right information in right time may lead to delay in their research activity, which leads to delay in filing for patent. Delay of even a fraction of second in filing patent may cause the whole process go waste. Hence the R&D librarians should always be a step ahead of their users. It can be concluded that the R&D libraries need to provide web-based library and information services to the users under intranet and Internet environment. It is also noted that there is great desire among the users to implement the library and information service through company website. There is also a need to plan an integrated training programme for the users as well as the library staff for an effective utilization of services. A regular feedback from the scientist will also go a long way in improving the library services.

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