

# Periodic Research

## Use and Satisfaction of Library Resources and Services by the Students, Research Scholars and Faculty of the G.B. Pant University



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### Abstract

The research paper focuses to know the use and satisfaction of the users with the available library resources and services of the G.B. Pant University, Pantnagar. The paper is part of a survey conducted through a structured questionnaire. For sample size Solvin formula was used, and for data analysis Chi-Square test, Standard Deviation and mean was used. The findings of the study reveals that the main problem faced by users in the proper utilization of the library sources is the timing of the library, lack of availability of books, non-availability of required Journals, non-availability of enough computer terminals and Internet facility, Lack of notification of new arrivals, new services and information about the procedures.

**Keywords:** Library Resources, University Libraries, User Satisfaction, Library Users, Library usage, G.B. Pant University.

### Introduction

The main purpose of an academic library as stated by Aina (2004) "is to support the objectives of an academic environment in the areas of learning, teaching, research, and service." *Campbell, J. D. (2006)* believes that though Academic libraries today are complex institutions with multiple roles and a host of related operations and services developed over the years. Yet their fundamental purpose has remained the same: to provide access to trustworthy, authoritative knowledge. According to Halsey (2006), the growth of research in all fields of human endeavour is becoming increasingly detailed and sophisticated, faculty members and students have realized that the library has great roles to play in the provision of information necessary for their day to day research. Moreover, the library acts as a medium of getting the latest scientific and technological information either in print or electronic form. University libraries collect a variety of materials for preservation and use of the library patrons. These resources include not only traditional print-on-paper media like books, journals, newspapers, and maps, but also audio-visual materials like records, audiocassettes, videocassettes, and projectors. Libraries maintain collections that include not only printed materials but also art reproductions, maps, photographs, microfiches, CD-ROMs, computer software, online databases, Internet, electronic books and e-journals and other media. In addition to maintaining collections within library buildings, libraries often feature telecommunications links that provide users with access to information at remote sites.

Library materials acquired needs to be used adequately to justify a huge amount of money invested in such resources. *Connie (1976)* reiterated that "we cannot continue to justify the huge expenditure each year to buy collections which are only minimally used." Library resources should be utilized judiciously. One of the problems common to libraries in most developing countries is their inadequate, outdated and irrelevant collections. *Nicholas (1996)* felt that the traditional measures of library evaluation such as the number of books and serials on the shelves or titles bought per year, etc. were no longer valid. He argued that the yardstick had to be changed since the success or effectiveness of a library can be measured only through user satisfaction.

### Review of Literature

*Geetha, Shurpani, B, & Supriya, (2016)* undertaken a study to identify how the resources and services of libraries are being

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utilised by the students. The findings of the study revealed difficulties in locating the needed materials by the students and lack of latest collection in both the college libraries as the major problems.

Khan, N., Kumari, D., & Firdaus, S. (2015) conducted a study to know the usage of information sources by the PG students of Social Science Faculty, AMU. It was found that a maximum number of PG students used general books for getting their required information, followed by consulting thesis/dissertations, encyclopaedias, and journals/periodicals.

Bidar, Ramanna, Tq, Gulbarga, & Assistant, n.d. examined the use of collections, facilities, and services at the Central University of Karnataka Library. Results show that 36% of the users visit the library 'almost daily', while 5% visit it once in a month. 41% users visit the library two to three times in a week, followed by 16% visits once in 15 days. The majority of research scholar 40% visit the library for professional purpose, while 33% of the students for preparing the competitive exams. Nkamnebe, Udem, & Nkamnebe, 2014 evaluated the use of library resources and services by students of Paul University, Awka in Anambra State, Nigeria. Observation shows that they use the library most during examination periods. It was also revealed that resources currently available are fairly adequate and fairly accessible to the students.

Tripathi & Kumar, 2014 has conducted a study on the use of e-resources at Jawaharlal Nehru University (JNU), The investigation is based on secondary data of usage statistics made available by the UGC-INFONET consortium. Kumari, Firdaus, Iqbal, & Khan, 2014 made a study to find out the awareness and utilization of library services by the users of Women's College and Tika Ram Kanya Mahavidyalaya library, Aligarh. The study reveals that highest percentage of users from WC (64.44%) and TRKM (63.53%) respectively prefer to visit the library for borrowing books and all the respondents in TRKM (100%) and the majority of library users in WC (97.78%) are aware of circulation service. However, 94.12% respondents from TRKM followed by WC (88.89%) prefer circulation service. A moderate percentage of respondents in WC (45.56%) face difficulties in obtaining the required information due to library rules.

## Objective of the Study

The objectives of the present study are as follows:

1. To know the awareness of the users about the library resources and services.
2. To know the use of library resources by the Students, Research Scholars and faculty members.
3. To study the satisfaction level of the users from the availability and condition of library resources.
4. To know the difference between the different categories of users in awareness, use and satisfaction from the available library resources and services.

5. To know the problem in proper utilization of library resources.

## Sample Size

Solvin Formula is used to calculate the sample size (n) given the population size (N) and a margin of error (e). The population under study comprises Students, Research Scholars, and Faculty Members. The sample has been taken from each category of users.

## Central Library, G.B. Pant University

The Library was established in the year 1960, since then it continues to make progress in its programme to face the challenges of information explosion by adopting information technology. The University Library of G. B. Pant University of Agriculture & Technology is providing quality services to the students, teachers & research scholars, supporting teaching research and extension programmes of the university.

University Library has a highly specialised collection of 3.9 Lakh documents in the field of Agriculture, Veterinary Sciences, Animal Husbandry, Home Science, Fisheries, Basic Sciences, Humanities, Technology & other allied subjects. The collection includes Books, Theses, Periodicals, Standards, Reprints, Maps, Toposheets, Globes, Microfilms, Microfiches, Records, Tapes & CD-ROMs. The collection grows at an average rate of 4000 Volumes per year.

The library Reference & Information, Rental Text Book/Book Bank Scheme, CD-ROM Based Bibliographical Search, Indian Agricultural Index, Reprography, Inter Library Loan / Resource Sharing, On-line Full Text e-journals, OPAC (On-line public access catalogue), User Education, Rental Text Book Scheme. The Library has a rich CD-ROM DATABASES (Bibliographic) and providing database of AGRICOLA, AGRIS, BIOSIS, CAB, COMPENDEX and FSTA.

About the Library (2018) Retrieved form <http://www.gbpuat.ac.in/facility/library/index.html> on 9.12.2018

## Data Analysis

The Data collected from the respondent of G.B. Pant University of Agriculture & Technology Pantnagar have been analyzed. A total of 729 questionnaires were distributed to the different category of the users i.e. students, research scholars, and faculty members; out of the 729 distributed questionnaires, 653 filled in questionnaires were received, and out of received questionnaires, 642 were found right for data analysis. The analysis of the received data is as follows:

## Gender Wise response

Table 2.1 depicting the gender wise details of the respondents, in the overall percentage of respondents 50.23% were male and 49.76% were female. In the category wise response; 49.22% were students, 14.17% were research scholars and 36.60% were faculty members.

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## The frequency of visit to the Library:

**Table 1: Frequency of visit to the Library**

User	Daily	Twice a Week	Once a Week	Once in 15 days	Once in a month	Occasionally	Total	$\chi^2$	df
Students	106 33.54%	76 24.05%	99 31.3%	1 0.31%	1 0.31%	33 10.4%	316	156.16	10
Research Scholars	25 27.47%	35 38.5%	1 1.1%	5 5.5%	1 1.1%	24 26.4%	91		
Faculty Members	8 3.4%	48 20.4%	73 31.1%	14 6%	2 0.85	90 38.3%	235		
Total	139 21.65%	159 24.76%	173 26.94%	20 3.11%	04 0.62%	147 22.89%	642		

The frequency of visits to the Library by the different users is shown in table1. The table depicts that there is a variation in the frequency of visit to the library. It is clear from the data that majority of the students (33.54%) visit the library daily followed by 31.3% who prefer to visit once a week, on the other hand, the majority of the research scholars (38.5%) visit the library twice a week. The majority of the

## Average time spent in the Library:

**Table 2: Average time spent in the Library**

User	Less than half an hour	One to two hours	Two to Three hours	Three to four hours	More than four hours	Total	$\chi^2$	df
Students	48 15.18%	113 35.75%	131 41.45%	22 7%	2 0.63%	316	136.886	8
Research Scholars	07 7.7%	28 30.8%	16 17.6%	35 38.46%	5 5.49%	91		
Faculty Members	6 2.6%	98 41.7%	119 50.63%	9 3.8%	3 1.27%	235		
Total	61 9.50%	239 37.22%	266 41.43%	66 10.28%	10 1.55%	642		

The average time spent in the Library by different category of users is shown in table 2. The data indicates that majority (41.43%) of the respondent users spend two to three hours when they visit the library. In the category wise analysis there is a variation in the average time spent in the Library by different category of users. The majority of the responded students (41.45%) and faculty members

## Purpose of the visit to the Library:

**Table 3: Purpose to visit the Library**

Purpose to visit the Library	Students	Research Scholars	Faculty Members	Total N=642
To borrow books	316 (100%)	86 (94.5%)	235 (100%)	637 (99.22%)
To consult reference sources	295 (93.4%)	91 (100 %)	232 (98.7%)	618 (96.26%)
To consult print journals	206 (65.2%)	91 (100 %)	204 (86.8%)	501 (78.037%)
To consult e-journals	181 (57.3%)	90 (98.9%)	174 (74%)	445 (69.31%)
To consult thesis	79 (25%)	72 (79.1%)	171 (72.8%)	322 (50.15%)
To browse newspaper	308 (97.5%)	45 (49.5%)	135 (57.4%)	488 (76.012%)
To browse magazine	282 (89.2%)	34 (37.4%)	125 (53.2%)	441 (68.69%)
To consult CD-ROM	37 (11.7%)	17 (18.7%)	40 (17 %)	94 (14.64%)
To use Institutional Repository	60 (19%)	36 (39.6%)	71 (30.2%)	167 (26.01%)
For other purposes	18(5.7%)	00(00%)	00(00%)	18(2.80%)

The table 3 shows the purposes to visit the library, the first purpose to visit the library for all most all the respondent users is to borrow books followed by to consult reference sources and to consult print journals. In the category wise analysis also the first purpose to visit the library for all the respondent

faculty members (38.3%) visit the library occasionally. The calculated value of chi-square is 156.16 and the degree of freedom is 10. The calculated value of chi-square is significant at the 5% level ( $\chi^2 \leq 0.05$ ). The calculated value of  $\chi^2$  being more than the tabulated value, so there is a significant difference among the respondents as far as the visit to the library is concerned.

(50.63%) spent Two to Three hours when they visit the library whereas, the majority of the research scholars (38.46%) spent Three to four hours. The calculated value of chi-square is 136.88 and the degree of freedom is 8. The calculated value of  $\chi^2$  being more than the tabulated value, so there is a significant difference among the respondents as far as spending time in the Library is concerned.

students is to borrow books, followed by to browse newspapers (97.5%). Whereas all the research scholars visit the library to consult reference sources and to consult print journals. The faculty members visit the library to borrow books, and to consult reference books and print journals.

## Awareness of the Library sources

**Table 4: Awareness of the Library sources**

Library Sources	Students	RS	Faculty	Total	$\chi^2$	df
	N=316	N=91	N=235	N=642		
Text Books	315 (99.68%)	89 (97.80%)	233 (99.14%)	637(99.22%)	3.2612	2
Reference Books	315 (99.68%)	90 (98.90%)	234 (99.57%)	639(99.53%)	0.9439	2
Dictionaries	314 (99.36%)	87 (95.60%)	210 (89.36%)	611(95.17%)	32.155	2
Encyclopaedia	257 (81.3%)	86 (94.50%)	191 (81.27%)	534(83.17%)	9.7239	2
Print-Journals	248 (78.48%)	89 (97.80%)	229 (97.44%)	566(88.16%)	55.891	2
Bound Volume of Journals	129 (40.82%)	70 (76.92%)	192 (81.70%)	391(60.90%)	106.01	2
Research/Tech-Report	61 (19.30 %)	45 (49.45%)	163 (69.36%)	269(41.90%)	141.20	2
Thesis	252 (79.74%)	87 (95.60%)	222 (94.46%)	561(87.38%)	31.959	2
Dissertation	201 (63.60%)	78 (85.71%)	162 (68.93%)	441(68.69%)	16.065	2
Map/Charts/Diagram	129 (40.82%)	24 (26.37%)	167 (71.06%)	320(49.84%)	72.665	2
Patents/Standard	118 (37.34%)	12 (13.18%)	53 (22.55%)	183(28.50%)	14.947	2
Newspapers	313 (99.05%)	89 (97.80%)	234 (99.57%)	636(99.06%)	2.2269	2
Magazines	313 (99.05%)	90 (98.90%)	233 (99.14%)	636(99.06%)	0.045	2
e-books	147 (46.51%)	86 (94.50%)	211 (89.78%)	444(69.15%)	150.23	2
e-journals	235 (74.36%)	89 (97.80%)	229 (97.44%)	553(86.13%)	72.202	2
CD-ROM	98 (31.01%)	44 (48.35%)	98 (41.70%)	240(37.38%)	17.766	2
IR	189 (59.81%)	54 (59.34%)	138 (58.72%)	381(59.34%)	0.066	2
Audio/Video Cassettes	42 (13.29%)	22 (24.17%)	182 (77.44%)	246(38.31%)	243.67	2

Table 4 shows the awareness of various library sources among the respondents. Only the available library sources are taken for the study, the library sources; online databases and microfilms are not available in the library, hence not taken in the analysis. The data shows that the majority of students (99.68%), the majority of the Research Scholar (97.80%), and the majority of faculty members (99.14%) are aware of the availability of textbooks in the library. The calculated value of  $\chi^2$  is less than the tabulated value, so there is no significant difference among the respondents in awareness of textbooks. For Reference books, the calculated value of  $\chi^2$  is 0.9439 and the p-value is .623781 so there is no significant difference among the respondents in awareness of Reference books.

For Dictionaries the chi-square statistic is 32.1558. The p-value is < 0.00001. The calculated value of  $\chi^2$  is more than the tabulated value, so there is a significant difference among the respondents in awareness of Dictionaries. Similarly, there is a significant difference between the respondents in awareness of Encyclopaedias. For Print Journals, the Calculated value of the  $\chi^2$  is 55.8914. The p-value is <0.00001. the calculated value is more than the tabulated value, so there is a significant difference between the respondents in awareness of Print Journals. For Bound Volume Journal, the chi-square statistic is 106.014. The p-value is < 0.00001. the calculated value is more than the tabulated value, so there is a significant difference between the respondents in awareness of Bound Volume of Journals. For Technical Reports, the chi-square statistic is 141.2088. The p-value is < 0.00001. The calculated value of  $\chi^2$  is more than the tabulated value, so there is a significant difference in the awareness about the Research and Technical Reports.

For Thesis, the chi-square statistic is 31.9597. The p-value is < 0.00001. The result is

significant at  $p < .05$ . The calculated value of  $\chi^2$  is more than the tabulated value, so there is a significant difference between the respondents in awareness about the Thesis. For Dissertations, the chi-square statistic is 16.0656. The p-value is .000325. The  $\chi^2$  value is more than that of tabulated value, so there is a significant difference between the respondents in awareness about the Dissertations. For Maps/Charts/Diagrams, the chi-square statistic is 72.6651. The p-value is < 0.00001. The  $\chi^2$  value is more than the tabulated value, so there is a significant difference in awareness about the Maps/Charts/Diagrams. For Patents/Standard/ Specifications, the chi-square statistic is 14.9478. The p-value is .000568. The  $\chi^2$  value is more than the tabulated value, so there is a significant difference between the respondents in awareness about Patents/Standard/ Specifications. For Newspapers, the chi-square statistic is 2.2269. The p-value is .328425. The  $\chi^2$  is less than the tabulated value, so there is no significant difference between the respondents in awareness about the Newspapers.

For Magazines, the chi-square statistic is 0.045 and the p-value is .977756, The  $\chi^2$  value is less than the tabulated value, so there is no significant difference between the respondents in awareness about the Magazines. For e-books, the chi-square statistic is 150.2308. The p-value is < 0.00001. The  $\chi^2$  value is more than the tabulated value, so there is a significant difference between the respondents in awareness about the e-books. For e-journals, the chi-square statistic is 72.2026. The p-value is < 0.00001. The  $\chi^2$  is more than the tabulated value, so there is a significant difference in awareness about the e-journals. For CD-ROM, the chi-square statistic is 17.7664. The p-value is .000139. The  $\chi^2$  value is more than the tabulated value, so there is a significant difference in awareness about the CD-ROM. For Institutional Repository, the chi-square statistic is 0.066. The p-value is .967553. The  $\chi^2$  value is less

than the tabulated value, so there is no significant difference in awareness about the Institutional Repository. For Audio/Video Cassettes, the chi-square statistic is 243.6719. The  $p$ -value is  $< 0.00001$ . The  $\chi^2$  Useof Library Sources

value is more than the tabulated value, so there is a significant difference in awareness about the Audio/Video Cassettes.

**Table 5: Use of Library Sources in study, teaching and research**

Library Sources	Students			Research Scholars			Faculty Members		
	N	Mean	Std. Deviation	N	Mean	Std. Deviation	N	Mean	Std. Deviation
Text Books	315	4.3659	0.624	89	2.797	0.7217	233	3.905	1.0480
Reference Books	315	3.933	0.755	90	3.888	1.0482	234	4.2435	0.78205
Dictionaries	314	3.4458	0.905	87	3.609	1.1075	210	3.5095	1.01061
Encyclopaedia	257	2.8093	0.885	86	3.523	1.1586	191	3.2198	1.03540
Print-Journals	248	2.6975	0.757	89	4.606	0.6639	229	3.6506	0.98026
Bound Volume Journals	129	2.4651	0.889	70	3.885	0.8708	192	2.8697	0.74212
Research Report	61	2.3114	0.984	45	3.8	1.0241	163	3.2576	0.83327
Thesis	252	2.1349	0.621	87	4.172	1.0527	222	3.9324	1.03538
Dissertation	201	2.3980	0.753	78	3.538	1.297	162	2.9074	0.94806
Map/Charts/Diagram	129	2.2093	0.666	24	2.458	1.0793	167	2.7005	0.87899
Patents/Standard	118	1.7796	0.714	12	2.833	1.5723	53	2.6226	1.13646
Newspapers	313	2.4408	0.739	89	2.314	0.7125	234	2.4102	0.74137
Magazines	313	2.5431	0.830	90	2.333	0.7453	233	2.111	0.72685
e-books	147	2.8367	0.86	86	4.011	1.1153	211	3.8151	1.12656
e-journals	235	3.1319	0.768	89	3.741	1.2499	229	3.943	0.7366
CD-ROM	98	2	0.714	44	3.295	1.1595	98	3.8061	0.95466
IR	189	2.4285	0.804	54	3.074	1.1682	138	2.8768	1.11285

Table 5 depicts the usage of various library sources by the respondents. The frequency of usage is measured on five-point scale i.e. Library Sources Used Never = 1, Used Rarely = 2, Used Sometimes = 3, Used Frequently = 4, Used Most Frequently = 5. The data has been analyzed considering only those respondents who are aware of the library sources. The table shows that the most used Library Source for student in order of Library Sources Used Never to Library Source Used Most Frequently is Textbooks with a mean value ( $\bar{x} = 4.3659, \sigma \pm 0.6249$ ) followed by Reference Books with a mean value ( $\bar{x} = 3.933, \sigma \pm 0.7550$ ) followed by Dictionaries ( $\bar{x} = 3.4458, \sigma \pm 0.905$ ). Patents/Standard/Specifications are the least used library source by the students. For Research

Scholars, the most used Library Source in order of preference is Print Journals with a mean value ( $\bar{x} = 4.6067, \sigma \pm 0.66396$ ) followed by Thesis with a mean value ( $\bar{x} = 4.1724, \sigma \pm 1.05271$ ) and e-books on third position with a mean value ( $\bar{x} = 4.0116, \sigma \pm 1.11537$ ), Maps/Charts/Diagrams are the least used source by the Research Scholars with a mean value ( $\bar{x} = 2.4558, \sigma \pm 1.0793$ ). For Faculty, the most important Library Source in order of preference is Reference Books with a mean value ( $\bar{x} = 4.2435, \sigma \pm 0.69209$ ) followed by e-journals with a mean value ( $\bar{x} = 3.9324, \sigma \pm 1.03538$ ) than Thesis and e-books. Magazines are least used by faculty members also with a mean value ( $\bar{x} = 2.111, \sigma \pm 0.72658$ ).

**Satisfaction with the Library Sources**

**Table 6: Satisfaction with the Library Sources**

Library Sources	Students			Research Scholars			Faculty Members		
	N	Mean	Std. Deviation	N	Mean	Std. Deviation	N	Mean	Std. Deviation
Text Books	315	3.615	0.713	89	3.404	0.490	233	3.802	0.799
Reference Books	315	3.298	0.820	90	2.688	0.570	234	3.465	0.996
Dictionaries	314	2.894	0.699	87	2.804	0.424	210	3.333	0.800
Encyclopaedia	257	2.929	0.644	86	2.790	0.508	191	2.973	0.609
Print-Journals	248	2.717	0.622	89	2.696	0.607	229	3.165	0.808
Bound Volume-Journals	129	2.426	0.755	70	2.657	0.474	192	2.781	0.615
Research Report	61	3.475	0.715	45	2.422	0.537	163	2.687	0.678
Thesis	252	3.404	0.490	87	2.965	0.576	222	3.918	0.659
Dissertations	201	3.427	0.494	78	2.961	0.723	162	3.141	0.6560
Map/Charts/Diagram	129	2.697	0.699	24	2.541	0.498	167	2.275	0.771
Patents/Standard	118	2.449	0.497	12	2.083	0.276	53	1.849	0.491
Newspapers	313	3.690	0.476	89	3.775	0.513	234	3.803	0.874
Magazines	313	3.699	0.458	90	3.811	0.391	233	3.085	0.572

e-books	147	2.755	0.686	86	3.151	0.755	211	2.971	0.875
e-journals	235	2.744	0.745	89	3	0.653	229	2.938	0.823
CD-ROM	98	3.051	0.800	44	2.636	0.481	98	2.336	0.533
IR	189	2.883	0.760	54	2.444	0.496	138	2.615	0.605
Audio/Video	42	3.5	0.5	22	2.227	0.419	182	2.648	0.754

The result of the question on the satisfaction level with the library sources are presented in table 6. The satisfaction level has been measured on a five-point scale i.e. Highly Dissatisfied =1, Dissatisfied=2, Moderately Satisfy =3, Satisfied=4, and Highly Satisfied =5. The data has been analyzed considering only those respondents who are aware of the library sources. The data revealed that the respondent students are most satisfied with Newspapers and Magazines in order of Highly Dissatisfied to Highly Satisfied with a mean value ( $\bar{x} = 3.690$ ,  $\sigma \pm 0.476$ ) for Newspaper and ( $\bar{x} = 3.699$ ,  $\sigma \pm 0.458$ ) for Magazines, followed by Textbooks with a mean value ( $\bar{x} = 3.615$ ,  $\sigma \pm 0.7138$ ), and Research /Technical Report with a mean value ( $\bar{x} = 3.475$ ,  $\sigma \pm 0.715$ ); the students are

**Awareness about the Library Services:**

**Table 7: Awareness about the Library Services**

Library Sources	Students	RS	Faculty	Total	$\chi^2$	df
	N=316	N=91	N=235	N=642		
Circulation Service	315 (99.68%)	90(98.90%)	234 (99.57%)	639 (99.53%)	0.9439	2
OPAC	315 (99.68%)	90 (98.90%)	234(99.57%)	639 (99.53%)	0.9439	2
Reference Service	314 (99.36%)	90 (98.90%)	234(99.57%)	638 (99.37%)	0.4814	2
Inter-Library Loan	158 (50%)	61(67.032%)	125(53.19%)	344 (53.58%)	8.2644	2
CAS	151(47.78%)	31(34.06%)	149(63.40%)	331 (51.55%)	26.153	2
SDI	43 (13.60%)	1(1.098%)	107(45.53%)	151 (23.52%)	105.99	2
Photocopy Service	274 (86.70%)	84(92.30%)	233 (99.14%)	591 (92.05%)	30.935	2
Bibliographic Service	284 (89.87%)	84(92.30%)	211(89.78%)	579 (90.18%)	0.54	2
CD-ROM Service	72 (22.78%)	20(21.97%)	175 (74.46%)	267 (41.58%)	164.97	2
Indexing Service	146 (46.20%)	67(73.62%)	154 (65.53%)	367 (57.16%)	32.297	2
Newspaper Clipping	215 (68.03%)	50(54.94%)	144 (61.27%)	409 (63.70%)	6.1855	2
Library Orientation	270 (85.44%)	57(62.63%)	159 (67.65%)	486 (75.70%)	33.007	2
Book Bank	313 (99.05%)	87(95.60%)	222 (94.46%)	622 (96.88%)	9.952	2
Reading Room	314 (99.36%)	90(98.90%)	222 (94.46%)	626 (97.50%)	16.728	2
Extended Library Hours	88 (27.84%)	58 (63.73%)	99 (42.12%)	245 (38.16%)	41.031	2

The table 7 shows the awareness of various library services among the respondents. Only the available library services are taken in the study, the library services; online database is not available in the library, therefore not taken in the analysis. The respondent students (99.68%), (98.90%) Research Scholars and (99.57%) faculty members are aware of the Circulation Service, the calculated value of  $\chi^2$  is 0.9439. The calculated value is less than the tabulated value, so there is no significant difference in the awareness of Circulation service among different category of users. For OPAC service of the Library the calculated value of  $\chi^2$  is 0.9439. The p-value is .623781. The result is significant at  $p < .05$ , the calculated value of the  $\chi^2$  is less than the tabulated value, so there is no significant difference in the awareness of OPAC between the respondents. For Reference Service the calculated value of  $\chi^2$  is 0.4814. The p-value is .786093. The calculated value of the  $\chi^2$  is less than the tabulated value, so there is no significant difference between the respondents in awareness of Reference Service. For Inter-Library Loan service, the calculated value of  $\chi^2$  is 8.2644. The p-value is .016048. the calculated value is more

least satisfied with the Bound volume of Journals with a mean value ( $\bar{x} = 2.42$ ,  $\sigma \pm 0.75$ ). The respondents Research Scholars are most satisfied with the Magazines with a mean value ( $\bar{x} = 3.811$ ,  $\sigma \pm 0.391$ ), followed by Newspaper ( $\bar{x} = 3.775$ ,  $\sigma \pm 0.513$ ) and textbooks with a mean ( $\bar{x} = 3.404$ ,  $\sigma \pm 0.490$ ) value. Research Scholars are least satisfied with the online database ( $\bar{x} = 2.187$ ,  $\sigma \pm 0.390$ ). The Faculty members are most satisfied with the Thesis with a mean value of ( $\bar{x} = 3.918$ ,  $\sigma \pm 0.659$ ), Newspaper and Textbooks with a mean value of ( $\bar{x} = 3.803$ ,  $\sigma \pm 0.874$ ) for Newspaper and ( $\bar{x} = 3.802$ ,  $\sigma \pm 0.799$ ) for textbooks, they are least satisfied with the availability of CD ROM with a mean value ( $\bar{x} = 2.336$ ,  $\sigma \pm 0.533$ )

than the tabulated value, so there is a significant difference between the respondents in awareness of Inter-Library Loan. For CAS service of the Library, the chi-square statistic is 26.1537. The p-value is  $< 0.00001$ . the  $\chi^2$  is more than the tabulated value, so there is a significant difference between the respondents in awareness of the CAS. For SDI service. The  $\chi^2$  is 105.9906. The p-value is  $< 0.00001$ . the value of the  $\chi^2$  is more than the tabulated value, so there is a significant difference between the respondents in awareness of SDI. For Photocopy Service of the Library. The  $\chi^2$  is 30.9358. The p-value is  $< 0.00001$ . The  $\chi^2$  is more than the tabulated value, so there is a significant difference between the respondents in awareness of Photocopy service. For Bibliographic service of the Library. The  $\chi^2$  value is less than the tabulated value, so there is no significant difference between the respondents in the awareness of Bibliographic Service. There is a significant difference between the respondents in the awareness of CD-ROM service, indexing service Newspaper Clipping. Library Orientation. Book Bank, Reading Room. Extended Library Hours.

## Use of Library Services

**Table 8: Use of Library Services**

Library Sources	Students	RS	Faculty	Total	$\chi^2$	df
	N=316	N=91	N=235	N=642		
Circulation Service	315(99.68%)	90(98.90%)	234(99.57%)	639 (99.53%)	0.9439	2
OPAC	315(99.68%)	90(98.90%)	234(99.57%)	639 (99.53%)	0.9439	2
Reference Service	307(97.15%)	87(95.60%)	218(92.76%)	612 (95.32%)	5.8383	2
Inter-Library Loan	70(22.15%)	50(54.94%)	81(34.46%)	201 (31.30%)	37.0502	2
CAS	23(7.278%)	17(18.68%)	13(5.53%)	53 (8.25%)	15.7598	2
SDI	00(0%)	00(0%)	14(5.95%)	14 (2.18%)	-----	
Photocopy	217(68.67%)	83(91.20%)	165(70.21%)	465 (72.42%)	18.8849	
Bibliographic Service	184(58.22%)	75(82.41%)	140(59.57%)	399 (62.14%)	18.6196	2
CD-ROM Service	19 (6.012%)	5(5.49%)	18(7.65%)	42 (6.54%)	0.7882	2
Indexing	40(12.65%)	22(24.17%)	28(11.91%)	90 (14.01%)	9.137	
Newspaper Clipping	25(7.91%)	7(7.69%)	17 (7.23%)	49 (7.63%)	0.0882	2
Library Orientation	134(42.40%)	24(26.37%)	11(4.68%)	169 (26.32%)	98.8932	2
Book Bank	249(78.79%)	35(38.46%)	56(23.82%)	340(52.95%)	172.402	2
Reading Room	284(89.87%)	86(94.50%)	145(61.70%)	515 (80.21%)	81.0418	2
Extended LibraryHours	72(22.78%)	19(20.87%)	13(5.531%)	104 (16.19%)	31.2622	2

Table 8 depicts the use of Library Services by the respondents. The data has been analyzed considering only those respondents who are aware of the library services, similarly only the available library services are taken in the study, the library services; online database is not available in the library, therefore not taken in the analysis. Almost all the respondent students, research scholars and faculty members are using the Circulation service. The  $\chi^2$  is less than the tabulated value, so there is no significant difference between the respondents in using the circulation service. Similarly, there is no significant difference between the use of Reference Service among the respondents. The 22.15% of the respondent students, followed by 54.94% of the respondent research scholars and 34.46% of the respondent faculty members are using the Inter-Library Loan service of the Library. The  $\chi^2$  value is more than the tabulated value, so there is a significant difference between the use of Inter-Library Loan service among the respondents. Similarly, there is a significant difference in the use of the CAS between the respondents, use of the photocopy service between the respondents and the use of Bibliographic Service. Only 6.012% of the students, followed by 5.49% of research scholars and 7.65% of the faculty members from the respondents are using the CD-ROM service of the Library. The  $\chi^2$  value is less than the tabulated value, so there is no significant difference between the respondents in the use of CD-Satisfaction with the Library Services

ROM service. The 12.65% of the respondent students, followed by 24.17% of the respondent research scholars and 11.91% of the respondent faculty members are using the indexing service of the Library. The  $\chi^2$  value is more than the tabulated value, so there is a significant difference between the respondents in the use of Indexing service. The majority of the students (7.91%), followed by (7.69%) research scholars and (7.23%) of the faculty members are using the Newspaper Clipping Service of the Library. The  $\chi^2$  value is less than the tabulated value, so there is no significant difference between the respondents in the use of the Newspaper Clipping. The 42.40% of the respondent students, followed by 26.37% of the respondent research scholars and 4.68% of the faculty members are using the Library Orientation service of the Library. The  $\chi^2$  value is more than the tabulated value, so there is a significant difference between the respondents in the use of the Library Orientation. The majority of the respondent students 78.79% and 38.46% of the respondent research scholars and 23.82% of the faculty member are using the Book Bank facility. The  $\chi^2$  value is the more than the tabulated value, so there is a significant difference between the respondents in the use of the Book bank facility. Similarly, there is a significant difference between the respondent for using the Reading Room facility of the Library and Extended Library Hours.

**Table 9: Satisfaction with the Library Services**

Services	Students			Research Scholars			Faculty Members		
	N	Mean	Std. Deviation	N	Mean	Std. Deviation	N	Mean	Std. Deviation
Circulation	315	3.8793	0.462621	90	3.533	0.498888	234	3.405	0.8123
OPAC	315	3.9047	0.440573	90	3.377	0.484832	234	3.346	0.8547
Reference Service	307	3.358	0.74542	87	3.551	0.673959	218	3.155	0.6159
Inter-Library Loan	70	3.0428	0.596075	50	3.12	1.177115	81	2.679	2.6790
CAS	23	2.826	0.56354	17	2.470	0.696009	13	2.538	0.7457
SDI	---	----	----	--	--	--	14	2.428	0.97937
Photocopy	217	3.479	0.4995	83	3.518	0.5232	165	3.387	0.6089
Bibliographic	184	3.3423	0.640267	75	3.386	0.586364	140	3.0642	0.634831

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Services									
CD-ROM	19	3.526	0.881	5	2.4	0.8	18	2.5555	0.83147
Indexing	40	2.975	0.52381	22	2.409	0.8344	28	2.678	0.6008
Newspaper Clipping	25	2.16	0.542586	7	2.285	0.880631	17	3.1176	0.582323
Library Orientation	134	3.6417	0.509653	24	2.833	1.067187	11	3.0909	0.668043
Book Bank	249	3.5100	0.601954	35	3.171	1.133533	56	3.4464	0.705075
Reading Room	284	3.661	0.675396	86	3.383	0.809372	145	3.6482	0.477508
Extended Library hours	72	1.9583	0.7348	19	2.473	1.044707	13	3	0.679366

The results of the question on the satisfaction level with the library services are presented in the above table. The satisfaction is measured on a five-point scale i.e. Highly Dissatisfied=1, Dissatisfied=2, Moderately Satisfy=3, Satisfied=4, and Highly Satisfied=5. The data has been analyzed considering only those respondents who are using the Library services, similarly only the available library services are taken in the study, the library services; online database is not available in the library, therefore not taken in the analysis. The table shows that the students are most satisfied with the

OPAC with a mean value ( $\bar{x} = 3.9047, \sigma \pm 0.44057$ ) followed by Circulation service with a mean value ( $\bar{x} = 3.8793, \sigma \pm 0.4626$ ). The responded students are least satisfied with the Newspaper clipping with a mean value ( $\bar{x} = 2.16, \sigma \pm 0.5425$ ). The Research Scholars are most satisfied with the Circulation service with a mean value ( $\bar{x} = 3.533, \sigma \pm 0.4988$ ) followed by reference services. The table shows that the faculty members are most satisfied with the Reading room facility with a mean value ( $\bar{x}=3.6482, \sigma \pm 0.4775$ ). They are least satisfied with the SDI with a mean value ( $\bar{x}=2.428, \sigma \pm 0.97937$ ).

**Problems faced in the proper utilization of the Library sources.**

**Table 10: Problems faced in the proper utilization of the Library sources**

Services	Students N=316		Research Scholars N=91		Faculty Members N=235	
	Mean	Std. Deviation	Mean	Std. Deviation	Mean	Std. Deviation
Location of the Library	2.2974	0.907	2.6923	0.9456	1.991	1.0189
Timing of the Library	3.3797	0.978	3.0659	0.6255	2.017	1.0435
Lack of availability of Books	3.0886	0.441	2.9120	0.4099	2.659	0.6076
Lack of availability of Thesis	2.9050	0.402	2.8131	0.3897	2.625	0.4839
Lack of availability of Journals	2.8734	0.431	3.2747	0.6963	3	0.4967
Lack of availability of computers	2.9620	0.544	3.4945	0.5812	2.953	0.6603
Lack of proper Internet facility	2.8607	0.573	3.1978	0.5182	2.919	0.6238
Lack of information about the procedures of the Library	2.4778	0.608	2.9230	0.5785	3.004	0.7908
Proper arrangement of books on shelves	2.2753	0.446	2.9010	0.575	2.757	0.7640
Lack of support from the staff	2.3639	0.537	2.5494	0.4975	2.327	0.8089
Lack of Physical amenities: Drinking water	1.9208	0.603	2.5494	0.4975	1.702	0.6938
Lack of Physical amenities: Washroom	1.8829	0.633	2.1758	0.6038	1.663	0.7894
Lack of Un-interrupted power supply	2.1708	0.628	2.4175	0.4931	2.225	1.073
Lack of proper furniture of extended sitting	2.2246	0.506	2.0879	0.5476	2.225	1.073
Communication Problem	2.2689	0.707	2.5824	0.5942	1.825	0.7877
Lack of proper services for proper utilization of Library sources	2.6107	0.494	2.5274	0.4992	2.846	0.9003
Lack of notification of new arrivals and new services	2.5791	0.570	2.6263	0.4837	3.080	0.8787

The results of the question on the problems faced by the user in the proper utilization of library sources are presented in the above table. The satisfaction level has been measured on a five-point scale i.e. Problem Faced Very Frequently=5, Problem Faced Frequently = 4, Problem Faced Sometimes =3, Problem Faced Rarely = 2, and Problem Faced Never= 1. The table shows that the main problem which students face in the proper utilization of the library sources is the timing of the library with a mean

value ( $\bar{x}= 3.3797, \sigma \pm 0.978$ ), followed by lack of availability of books with a mean value ( $\bar{x}= 3.0886, \sigma \pm 0.441$ ) they are most satisfied with the physical amenities: drinking water with a mean value ( $\bar{x}= 1.9208, \sigma \pm 0.603$ ). The problems most frequently faced by Research Scholars are the Lack of availability of computers with a mean value ( $\bar{x}= 3.4945, \sigma \pm 0.5812$ ), followed by Lack of the availability of Journals with a mean value ( $\bar{x}=3.2747, \sigma \pm 0.6963$ ) and lack of availability of Internet facility



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with a mean value ( $\bar{x}$  = 2.8607,  $\sigma \pm 0.573$ ). In proper utilization of the library sources the frequently faced problems by the faculty member is the Lack of notification of new arrivals, and new services with a mean value ( $\bar{x}$  = 3.080,  $\sigma \pm 0.8787$ ), followed by the Lack of information about the procedures of the Library with a mean value ( $\bar{x}$  = 3.004,  $\sigma \pm 0.7908$ ) and Lack of availability of Journals with a mean value ( $\bar{x}$  = 3,  $\sigma \pm 0.4967$ )

## Conclusion and Suggestion

The study revealed that majority of the students visit the library daily, on the other hand, the majority of the research scholars visit the library twice a week. The majority of the faculty members visit the library occasionally. The majority of the responded students and faculty members spent Two to Three hours when they visit the library whereas, the majority of the research scholars spent Three to four hours. Textbooks are most used and Patents/Standard/Specifications are the least used library source by the students. For Research Scholars, the most used Library Source is Print Journals and Maps/Charts/Diagrams are the least used source by the Research Scholars. For Faculty, the most used Library Source is Reference Books and Magazines are least used by faculty members also with a meant value. The students are most satisfied with availability and condition of Newspapers and Magazines and least satisfied with the Bound volume of Journals. The respondents Research Scholars are most satisfied with the Magazines and least satisfied with the online database. The Faculty members are most satisfied with the Thesis and least satisfied with the availability of CD ROM. For library services the students are most satisfied with the OPAC and least satisfied with the Newspaper clipping. The Research Scholars are most satisfied with the Circulation service and are least satisfied with the SDI.

It is suggested that the library should arrange user awareness/ orientation/practical session to aware the user about the availability of library sources and services, their utilization process and working mechanism. The frequency of these programmes must be more than two a year. The library should develop a collection development policy with the arrangement/mechanism for all the stack holders to contribute in collection development activities. The policy should cover all category of sources including e-resources.

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