

# Library Resources & its Utilization among Undergraduate Students of Sikkim Government College, Tadong (Gangtok)

## Abstract

In this study, the purpose is to investigate the utilization of library resource of Sikkim Government College, Tadong (Gangtok). The main purpose of the study is to find out the level of utilization of the library resources and its satisfaction among the undergraduate students. The need felt for the study with the objectives, scope and methodology has been described here. The study was followed by questionnaire method, distributed and collected to and from the respondents. The basic requirement for the users has been asked through questionnaire. Analysis and findings are based on the data collected through questionnaire. Findings of the study are provided with necessary suggestion.

**Keywords:** Library Resource, Utilization.

## Introduction

A higher education is depended upon the libraries for successfully implementation of its academic programmes. The primary aim of the education is to impart specialized and advanced knowledge to the students and enable them to acquire competence and skill in various fields of human activity. It helps them to develop their sound personality.

A college is regarded as an institution of higher learning after school leading to bachelor's degree. A college library is an integral part of college. It plays an important role in the educational process. The college library is always linked with the objective of college as a whole. Thus the basic function of a college library is to assist its parent body to carry out its programme.

Sikkim Government College, Tadong is ideally located 2 km away from the capital 'Gangtok' (Sikkim). It was established in the year 1981, initially with three streams i.e. Bachelor of Arts, Bachelor of Science and Bachelor of Commerce under North Bengal University. Now, it has its own Central University with additional "Bachelor of Vocational" and 5 (five) PG courses (Mathematics, Physics, Economics, English, History).

## Objectives of the Study

The objectives of the study are to: -

1. Determine the level of utilization of the resources in the library.
2. Determine the problems experienced by the students in utilizing the resources.
3. Find out the perceptions of students on adequacy of the information resources in the library.
4. To assess the present and future needs of the users and to suggest some recommendation from the input given by the users.

## Methodology

In order to achieve the above objective, descriptive method was used to perform the research. This study of the research used questionnaire based survey method. A details and well structured questionnaire was designed and distributed to the selected 110 students. Out of 110, 95 questionnaires were received back, duly filled in, which shows that the percentage of response is 85%. The analysis and the findings are discussed below with each analyzes table giving the responses of the users.



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**Analysis by Gender****Fig. 1: Gender wise distribution of respondents**

Gender	No. of Respondents	Percentage
Male	44	41.8
Female	51	48.45

The result of the study indicates that female undergraduate students were in majority. 49% were female and 42% were male. The gap between the two genders is not too wide which shows that the male counterparts are also using the library.

**Analysis by Course of Study****Fig. 2: Course of Study Wise Distribution of Respondents**

Course Name	No. of Respondents	Percentage
Bachelor of Arts	29 (out of 30)	8.7
Bachelor of Science	28 (----"-----)	8.4
Bachelor of Commerce	22 (----"-----)	6.6
Bachelor of Vocational	16 (out of 20)	3.2

The figure represents the course of study wise distribution of respondents which shows the majority of the responses given by Bachelor of Arts with 8.7% followed by Bachelor of Science with 8.4.

**Daily Library Use****Fig. 3: Time spent for Searching the Information**

Time spent	No. of Respondents	Percentage
Less than 1 hour	62	58.90
1-2 hours	21	19.95
More than 3 hours	12	11.40

The analysis of the result presented in Fig.3. revealed that majority (59%) of the respondents spent time less than 1 hour while 20% of the respondents used library for 1-2 hours followed by 12% who used the library for more than 3 hours. The implication here is that majority of the undergraduate students used the library for less than 1 hour. This may be due to the fact that majority of the respondents may have other sources of satisfying their information needs. Also, students may be busy during the library while lectures during the opening hours of the library. Hence, the time available for their study might not be sufficient as it is competing with other activities.

**Types of Services Provided by the Library****Fig.4: Services Provided by The Library**

Type of services	No. of Respondents	Percentage
Computerized issues of books	00	00
Inter Library Loan	00	00
Reference Services	52	49.40
Photocopy Services	75	71.25

Fig.4. indicate that most important drawback found in the library is the absence of computerized issues of books, it is the most time consuming process. The second drawback is the absence of Inter Library Loan facility due to which much important information may be missed by them. But 50% of the respondents are satisfied with the reference materials

available in the library, and 75 are satisfied with the photocopy services.

**Type of sources used by Respondents:****Fig.5: Type of Sources Used by Respondents**

Type of Sources	No. of Respondents	Percentage
Books	93	88.35
Newspapers	57	54.15
Journals	02	1.9
Government Pub.	00	00
Dictionary/Encyclopedia	03	2.85
Abstracts	00	00
Any other Sources	00	00

Fig.5 shows that entire respondents (89%) are using books for their study. Further, 54% have been accessing newspapers mainly to update their current news. Only 3% were respondents for dictionary/encyclopedia followed by 2% for Journals.

**Satisfaction with Library Facilities and its Physical Environment****Fig.6: Satisfaction with Library Facilities and its Physical Environment**

Library facilities and the Physical Environment	No. of Respondents	Percentage
Library Building	72	68.4
Reading Area	93	88.35
Lighting System	91	86.45
Reading tables and chairs	89	84.55
Ventilation in the library	89	84.55
Individual study Carrels	92	87.4
Toilet facilities	00	00
Level of Cleanliness	50	47.5
Security of personal property	40	38

On the satisfaction of the students with library facilities and its physical environment, the above Figure shows that the majority of the students were satisfied with library building, reading area, lighting system, reading tables and chairs, ventilation in the library, individual study carrels. But in the matter of cleanliness only 47% are satisfied. Further, library having many satisfied facilities, lack in toilet facility which is the one of the most important reason of spending less time in the library.

**Satisfaction with IT Services****Fig.7: Satisfaction with IT Services**

Services	No. of Respondents	Percentage
Computer	63	59.85
Internet	41	38.95
E.Mail	35	33.25
E-Books	04	3.8
E-Journals	04	3.8
CD-ROM	00	00
Fax	00	00
Telephone	00	00
Audio-Visual	00	00

Fig.7. shows that 60% of respondents are using computer but only 39% and 33% were using internet and browsing e-mail. The respondents in e-books and e-journals were 3.8% simultaneously as they are not comfortable in using this or they do not know what it means. The percentage of CD-ROM, Fax, Telephone and Audio Visual were 0%, which means that there are no any facilities of these services.

#### Able to Search Books through OPAC

**Fig.8: Able to Search Books through OPAC**

Gender	No. of Respondents	Percentage
Yes	07	06.65
No	88	83.6

Above Figure shows that 84% of respondents does not use OPAC / library catalogue as they are not aware of using this. So, they cannot use OPAC at all.

#### Use of INFLIBNET Resources

**Fig.9: Use of INFLIBNET Resources**

Inflibnet Resources	No. of Respondents	Percentage
Yes	03	02.85
No	92	87.40

Fig. 9 reveals that the inflibnet website is not accessed by the respondents responding 87% with only 3% who access sometimes.

#### Use of Consortium Based Services

**Fig.10. Use of Consortium Based Services**

Consortium based services	No. of Respondents	Percentage
NLIST	01	0.95
UGC-INFORNET	00	00
OTHERS	00	00

Above finding reveals that Consortium-based services are not known by the respondents responding 0% in all.

#### Help/ Satisfaction with Library Staff:

**Fig.11: Help/Satisfaction with Library Staff**

Help/Satisfaction	No. of Respondents	Percentage
Yes	43	40.85
No	52	49.40

Fig. 11 shows that majority (50%) of respondents are not satisfied with the services provided by the library staff.

#### Suggestions: Based on the finding of the study, the following are some of the suggestions and recommendations:

1. Library staff should have dedication with their duty and they should behave friendly with users when they are in library.
2. Respondent requested that they should be provided with latest editions of books in the library.
3. Extension of library timing for more use of the library.
4. More efficient technical staff should be appointed and they should be present in the computer section for expert advice.
5. Reliable and stable provision should be made for both photocopying and printing services. So, that the respondents get print outs of their study

material and other important documents at nominal rate.

6. It is found that there was a need to train and motivate undergraduates to make use of library resources.
7. Electronic resources like audio-visual materials, CD-ROM collections have to be purchased.
8. College should take steps for highly qualified professional library personnel and non-library professional staff to manage the library well. It is important to give them good incentives so they are motivated and serve the readers better.
9. A Standard main library with necessary physical facilities like toilet, cleanliness and security of personnel property etc that could encourage effective utilization of resources should be built in the college.
10. Adequate training should be given to the students on the use of OPAC and e-resource to ensure optimal use of library resource.
11. Library should make adequate provision for ILL service in order to help their users get needed information materials from other libraries.

#### Conclusion

Some known factors based on the findings, hinder effective utilization of library resources. Consequently, respondents were not satisfied with most of the library facilities and resources in the institution, its resources and services need to be more increased. Majority of students only consulted textbooks. For instance, toilet facility, security of personnel property, lack of current materials, Lack in many services including IT, Lack of awareness programmes of using OPAC, E-resources according to the respondents affect effective utilization of resources in the institution. One most important drawback as found in the library of Sikkim Government College, Tadong (Gangtok) the absence of Inter Library Loan facility and Resource Sharing. Hence, networking of the libraries is also a necessary step towards satisfying the user needs.

With regards to development of the college library for future, it is observed that the library should procure more number of current books or materials to fulfill user's information needs maximally at the place. Further more qualified and well trained technical staff should be recruited in the library. Most structured and informative orientation program will decrease the barriers in getting information from the library and increase the use of library reading materials.

The present study has highlighted some important facts about user's behavior, browsing habits, their specific needs and improvements, along with possible suggestions to achieve substantial valley and also to remove the shortcomings towards meeting the information's need of the college community, which will definitely help to grow the library services provided by Sikkim Government College, tadong (gangtok).

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