

Users' Attitude towards Library Resources in a University Environment: A Case Study of Gulbarga University Library Gulbarga

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Abstract

The present study has been undertaken to find out the user's attitude comprising of all categories of users of Gulbarga University Library, Gulbarga towards library resources. Based on the survey of 219 users through a questionnaire as a tool for data collection, the paper analysis's the results on awareness, requirement, usage, comprehensiveness, up-to-datedness, adequacy including satisfaction level among the users regarding library collection.

1: Introduction:

It is aptly said that an academic library's services can't be better than its collection. The image of the library depends on the collection that it holds. Future generations will blame us or praise us for what we manage to save and pass on to them [1]. "Variety of up-to-date materials in various formats and selected carefully is needed to meet the curriculum and interest needs of the students and faculty members" [2]. Teaching, Research and extension services are the three major aims of a modern university. The main objectives of the university library are to support teaching-learning, the research and outreach activities. A number of studies have been reported on library services, facilities, different sections of library, library automation, IT applications in libraries etc.

Ahmad and Haridasan [3] investigated the use of periodicals by the veterinary scientists. Biradar and Sampat Kumar [4] identified the periodicals use pattern by teachers and research scholars of Kuvempu University. Satyanarayana [5] reported the results of a survey of the users of the Andhra University Library, on the use made of periodicals. Reddy, Uma and Talpasai [6] presented the results of a survey of faculty satisfaction with the periodical collection in sciences, social sciences and humanities at the University of Hyderabad library. Lahiri [7] presented the results of a survey of users

of the periodical section of Manipur University library and identified their information seeking behaviour and their accessibility to the holdings of the section. Tadasad and Kalamadragi [8] studied P.G. students of Gulbarga University, Gulbarga's approach towards newspapers in a University library. Kawatra's [9] study of research scholars of three universities of Rajasthan-Rajasthan University Library, Jaipur, Sukhadia University Library, Udaipur, and Jodhpur University Library established scholar's impressions of the adequacy of library resources. Barua and Tripathi's [10] study conducted at Burdwan University Library investigated information sources used by them, types of information consulted by scholars, various approaches to information, problems of access to information, and the various services provided by the university library. Reddy [11] identified the gap between the library staff and researcher in the use of the university libraries, particularly through the use of periodicals reviews.

Tadasad and Metesheela [12] based on survey of 204 P G Students of Gulbarga University studied the relative importance of information sources among the P.G. students. Maheswarappa and Havanur [13] and Maheswarappa, Havanur and Tadasad [14] reported the results of studies conducted at Karnataka University, Dharwad, of the relative importance of information sources among biological scientists and social scientists respectively. Baruah [18] made a comparative study of the readers' use at North-eastern Hill University and Gauhati University. Dash [19] through evaluative study on the quality of the periodical service of Smt. Hansa Mehta library of the Maharaja Sayajirao University of Baroda, found that the periodicals are used for research and the degree of benefits received from the service is low and the quality of the periodical service is relatively poor. Garg [23] determined the information seeking patterns of users of engineering institutions in Rajasthan, employing multi-method approach. Prasad and Tripathi [24] reported results of a questionnaire survey, undertaken by Banaras Hindu University, to determine the similarities and differences between the information seeking behavior of physical scientists and social scientists. Malhotra's [26] study related to post graduate students attitude towards library. Panwar and Vyas [27] based on two women colleges of Delhi university, IP College and Laxmibai College completed analyzed students approach towards the collection, library service, reading interest, initiation and reference service, library catalogue and shelf arrangement.

The present study has been undertaken to find out the user's attitude comprising of all categories of users – PG students, research scholars and teaching faculty as study population identified using stratified sampling with variations. The primary objective of the present study is to know the attitude of users towards library resources. The study is geographically limited to Jnanaganga, the main Campus of Gulbarga University, Gulbarga. The present study uses the survey method wherein a questionnaire has been developed as a tool for data collection. The hypothesis framed for the purpose was tested against “*paired t-test and one way ANOVA test*”.

2. Characteristics of Study Population:

A total of 250 questionnaires were distributed to P.G Students, Research scholars, and teaching staff in Jnanaganga campus of Gulbarga University, Gulbarga, Karnataka. In all 219 valid and complete responses were received and analyzed for discussion (Table-1). The data analysis by gender indicates that 68% (N=149) are male. Forty four percent (N=97) belongs to the age group of less than 25 years. 38.8% (N=85) belongs to the Faculty of Social Science. Forty one percent (N=91) of the population belongs to SC/ST category. Thirty eight percent (N=84) of the population's annual income is less than 40,000. Forty five percent (N=99) of the population has rural background. The study population consists of 42% (N=92) of P.G. Students.

Table – 1: Characteristics of the study population

Characteristics	Number (Percentage)		Characteristics	Number (Percentage)
Gender			Domicile	
Male	149 (68.0%)		Rural	99 (45.0%)
Female	70 (32.0%)		Urban	120 (54.8%)
Faculty			Category	
Social Science	85 (38.8%)		General Merit	77 (35.2%)
Humanities	39 (33.8%)		OBC	51 (23.3%)
Science and Technology	95 (43.4%)		SC/ST	91 (41.6%)
Age			Annual Income	
< 25 years	97 (44.3%)		<40,000	84 (38.4%)
26 -35	64 (29.2%)		40,000 – 75,000	54 (24.7%)
36 – 45	22 (10.0%)		75,001 -2,00,000	30 (13.7%)
46 and above	36 (16.4%)		> 2,00,000	51 (23.3%)
Users				
P.G. Students	92 (42.0%)			
Mphil Students	32 (14.6%)			
Ph.D Scholars	39 (17.8%)			
Teaching Faculty	56 (25.6%)			

3 Results:

3.1 Awareness of library resources:

The mean awareness value [Table 2] of all the individual resources falling in the range of 4.71 to 2.75 indicates low awareness with regard to Indian scientific periodicals (Mean: 2.75), catalogues/ union catalogues (Mean: 2.95). The awareness is high for books (Mean: 4.96), dictionaries (Mean: 4.62), newspapers (Mean: 4.49), general magazines (Mean: 4.31), and encyclopedias (Mean: 4.11). The other resources have recorded a mean in the range of 3.98 – 3.11. One way ANOVA and t-test are applied to test the hypothesis with regard to awareness of resources [Table 2(a)]. It is found that except type of user other variables gender, age, faculty to which affiliated, social category of the user, annual income, domicile, frequency of visit to library and average time spent in the library have a non-significant P-value ($P \text{ value} > 0.05$) to accept the null hypothesis. Thus it can be interpreted that ‘type of user’ has a bearing on awareness of resources and that the null-hypothesis is rejected in this case.

Table – 2: Awareness of library resources

Resources	SA	A	TA	TD	D	SD	Mean
Books	87 (39.7)	79 (36.1)	36 (16.4)	-	9 (4.1)	8 (3.7)	4.96
Dictionaries	73 (33.3)	69 (31.5)	39 (17.8)	7 (3.2)	21 (9.6)	10 (4.6)	4.62
Encyclopedias	51 (23.3)	51 (23.3)	44 (20.1)	39 (17.8)	14 (6.4)	20 (9.1)	4.11
Bibliography	56 (25.6)	50 (22.8)	44 (18.7)	39 (17.8)	14 (6.4)	20 (9.1)	3.98
Biographical sources	33 (15.1)	46 (21.0)	43 (19.6)	37 (16.9)	25 (11.4)	35 (16.0)	3.63
Geographical sources	45 (20.5)	24 (11.0)	16 (7.3)	23 (10.5)	55 (25.1)	56 (25.6)	3.14
Year books/ Almanacs	41 (18.7)	49 (22.4)	31 (14.2)	16 (7.3)	45 (20.5)	37 (16.9)	3.60
Hand books/ Manuals	37 (16.9)	65 (29.7)	22 (10.0)	11 (5.0)	44 (20.1)	40 (18.3)	3.63
Catalogues/ Union catalogues	24 (11.0)	44 (20.1)	27 (12.3)	7 (3.2)	37 (16.9)	80 (36.5)	2.95
Directories	43 (19.6)	34 (15.5)	36 (16.4)	11 (5.0)	26 (11.9)	69 (31.5)	3.16
Theses/ Dissertations	68 (31.1)	71 (32.4)	35 (16.0)	10 (4.6)	14 (6.4)	21 (9.6)	3.11
Newspapers	104 (47.5)	48 (21.9)	13 (5.9)	30 (13.7)	12 (5.5)	12 (5.5)	4.49

General magazines	59 (26.9)	79 (36.1)	36 (16.4)	16 (7.3)	13 (5.9)	16 (7.3)	4.31
Indian scientific periodicals	53 (24.2)	63 (28.8)	40 (18.3)	20 (9.1)	18 (8.2)	25 (11.4)	2.75
Foreign scientific periodicals	32 (14.6)	59 (26.9)	29 (13.2)	39 (17.8)	22 (10.0)	38 (17.4)	3.66
Abstracting / Indexing journals	66 (30.1)	37 (16.9)	33 (15.1)	17 (7.8)	30 (13.7)	36 (16.4)	3.92

(Note: Figures given in the parentheses indicate percentages)

SA- Strongly Agree

A-Agree

TA-Tend to Agree

TD- Tend to Disagree

D- Disagree

SD-Strongly Disagree

Table 2 (a) Awareness of resources: Statistical testing

Variable	Value	P	Remarks
Gender	t=0.058	0.391	*
Age	F=2.185	0.091	*
Faculty	F=0.387	0.818	*
Category	F=0.375	0.687	*
Annual income	F=1.257	0.290	*
Domicile	t=0.118	0.081	
Type of user	F=3.777	0.011	**
Frequency of visit	F=0.773	0.510	*
Time spent in the library	F=2.132	0.078	*

(Note: * Accept Null hypothesis ** Reject Null hypothesis)

3.2 Requirement of library resources:

The mean requirement indicates [Table 3] the fact that books (Mean: 4.71), newspapers (Mean: 4.24), general magazines (Mean: 4.15), encyclopedia (Mean: 4.11), and dictionaries (Mean: 4.09) are very much required by the users. Geographical sources (Mean: 2.84) and catalogues/union catalogues (Mean: 2.57) are least sought after resources in the library. It is found [Table 3(a)] that except 'type of user' other variables gender, age, faculty to which affiliated, social category of the user, annual income, domicile, frequency of visit to library and average time spent in the library have a non-significant P-value ($P \text{ value} > 0.05$) with regard to requirement of library resources to accept the null hypothesis. Thus it can be interpreted that 'type of user' has a bearing on requirement of resources and that the null-hypothesis is rejected in this case.

Table – 3: Requirement of library resources

Resources	SA	A	TA	TD	D	SD	Mean
Books	78 (35.6)	90 (41.1)	11 (5.0)	9 (4.1)	4 (1.8)	27 (12.3)	4.71
Dictionaries	44 (20.1)	70 (32.0)	46 (21.0)	12 (5.5)	15 (6.8)	32 (14.6)	4.09

Encyclopedia	62 (28.3)	51 (23.3)	33 (15.1)	26 (11.9)	17 (7.8)	30 (13.7)	4.11
Bibliography	33 (15.1)	55 (25.1)	60 (27.4)	14 (6.4)	19 (8.7)	38 (17.4)	3.79
Biographical sources	24 (11.0)	26 (11.9)	44 (20.1)	48 (21.9)	30 (13.7)	47 (21.5)	3.20
Geographical sources	15 (6.8)	33 (15.1)	34 (15.5)	29 (13.2)	38 (17.4)	70 (32.0)	2.84
Year books/ Almanacs	25 (11.4)	60 (27.4)	32 (14.6)	12 (5.5)	43 (19.6)	47 (21.5)	3.41
Hand books/ Manuals	27 (12.3)	60 (27.4)	29 (13.2)	15 (6.8)	33 (15.1)	55 (25.1)	3.39
Catalogues/ Union catalogues	13 (5.9)	32 (14.6)	45 (20.5)	12 (5.5)	24 (11.0)	93 (42.5)	2.57
Directories	64 (29.2)	32 (14.6)	18 (8.2)	7 (3.2)	21 (9.6)	77 (35.2)	3.47
Theses/ Dissertations	42 (19.2)	47 (21.5)	46 (21.0)	25 (11.4)	19 (8.7)	40 (18.3)	3.76
Newspapers	59 (26.9)	78 (35.6)	23 (10.5)	12 (5.5)	11 (5.0)	36 (16.4)	4.24
General magazines	40 (18.3)	70 (32.0)	59 (26.9)	9 (4.1)	16 (7.3)	25 (11.4)	4.15
Indian scientific periodicals	41 (18.7)	45 (20.5)	60 (27.4)	19 (8.7)	22 (10.0)	32 (14.6)	3.71
Foreign scientific periodicals	31 (14.2)	63 (28.8)	35 (16.0)	26 (11.9)	25 (11.4)	37 (16.9)	3.68
Abstracting / Indexing journals	45 (20.5)	37 (16.9)	35 (16.0)	30 (13.7)	21 (9.6)	51 (23.3)	3.55

(Note: Figures given in the parentheses indicate percentages)

SA- Strongly Agree A-Agree TA-Tend to Agree TD- Tend to Disagree D-Disagree SD-Strongly Disagree

Table 3 (a) Requirement of Resources: Statistical testing

Variable	Value	P	Remarks
Gender	t=0.119	0.080	*
Age	F=1.526	0.209	*
Faculty	F=1.433	0.224	*
Category	F=1.552	0.214	*
Annual income	F=1.185	0.316	*
Domicile	t=0.032	0.634	*
Type of user	F=3.911	0.010	**
Frequency of visit	F=0.917	0.433	*
Time spent in the library	F=2.383	0.052	*

Note: * Accept Null hypothesis ** Reject Null hypothesis

3.3 Usage of library resources:

Books (Mean: 4.75), newspapers (Mean: 4.4), dictionaries (Mean: 4.38) and theses/dissertations (Mean: 4.1) are the highly used resources in the library. Catalogues/union catalogues (Mean: 2.52) and yearbooks/almanacs (Mean: 2.95) are the least used resources [Table 4]. Application of t-test and one way ANOVA [Table 4(a)] revealed that type of user and type spent in the library have a P-value lesser than the threshold P value which is significant to reject the null hypothesis. The other variables do support the null hypothesis (P value > 0.05)

Table – 4: Usage of library resources

Resources	SA	A	TA	TD	D	SD	Mean
Books	93 (42.5)	69 (31.5)	20 (9.1)	8 (3.7)	6 (2.7)	23 (10.5)	4.75
Dictionaries	64 (29.2)	50 (22.8)	49 (22.4)	15 (6.8)	15 (6.8)	26 (11.9)	4.38
Encyclopaedia	39 (17.8)	48 (21.9)	54 (21.7)	23 (10.5)	19 (8.7)	36 (16.4)	3.80
Bibliography	38 (17.4)	42 (19.2)	42 (19.2)	15 (6.8)	38 (17.4)	44 (20.1)	3.65
Biographical sources	23 (10.5)	31 (14.1)	51 (23.3)	31 (14.2)	33 (15.1)	50 (22.8)	3.22
Geographical sources	24 (11.0)	35 (16.0)	35 (16.0)	21 (9.6)	34 (15.5)	70 (32.0)	3.01
Year books/ Almanacs	28 (12.8)	39 (17.8)	36 (16.4)	14 (6.4)	46 (21.0)	56 (25.6)	3.01
Hand books/ Manuals	27 (12.3)	47 (21.5)	42 (19.2)	9 (4.1)	29 (13.2)	62 (28.3)	3.27
Catalogues/ Union catalogues	6 (2.7)	39 (17.8)	29 (13.2)	18 (8.2)	26 (11.9)	101 (46.1)	2.52
Directories	29 (13.2)	45 (20.5)	28 (12.8)	7 (3.2)	26 (11.9)	84 (38.4)	3.05
Theses/ Dissertations	64 (29.2)	55 (25.1)	31 (14.2)	9 (4.1)	29 (13.2)	31 (14.2)	4.10
Newspapers	75 (34.2)	63 (28.8)	30 (13.7)	9 (4.1)	11 (5.0)	31 (14.2)	4.40
General magazines	29 (13.2)	62 (28.3)	48 (21.9)	13 (5.9)	39 (17.8)	28 (12.2)	3.74
Indian scientific periodicals	44 (20.1)	38 (17.4)	63 (28.8)	22 (10.0)	15 (6.8)	37 (16.9)	3.83

Foreign scientific periodicals	50 (22.8)	51 (23.3)	38 (17.4)	14 (6.4)	26 (11.9)	40 (18.3)	3.84
Abstracting / Indexing journals	64 (29.2)	35 (16.0)	36 (16.4)	9 (4.1)	24 (11.0)	51 (23.3)	3.78

(Note: Figures given in the parentheses indicate percentages)

SA- Strongly Agree A-Agree TA-Tend to Agree TD- Tend to Disagree D- Disagree SD-Strongly Disagree

Table 4 (a) Use of Resources: Statistical testing

Variable	Value	P	Remarks
Gender	t=0.067	0.327	*
Age	F=1.778	0.152	*
Faculty	F=0.967	0.426	*
Category	F=0.498	0.608	*
Annual income	F=0.865	0.460	*
Domicile	t=0.127	0.060	*
Type of user	F=3.636	0.014	**
Frequency of visit	F=0.121	0.307	*
Time spent in the library	F=2.392	0.05	**

Note: * Accept Null hypothesis ** Reject Null hypothesis

3.4 Comprehensive and up-to-date collection of library resources:

The mean value ranges from 2.53 (catalogues/ union catalogues) to 3.94 (books). This indicates that as far as comprehensiveness and up-to-dateness of collection is concerned, users opinion falls between tend to disagree to tend to agree [Table 5]. Comprehensiveness and up-to-dateness of collection has a bearing on age of the users, annual income, type of user and time spent in the library ($P < 0.05$). hence, the null hypothesis is rejected in this case where as the variables gender, faculty, social category, domicile and time spent in the library have a non-significant value to support the null hypothesis and establish that these do not have bearing on comprehensiveness and up-to-dateness of collection [Table -5(a)].

Table – 5: Comprehensive and up-to-date collection of library resources

Comprehensive and up-to-date collection	SA	A	TA	TD	D	SD	Mean
Books	51 (23.3)	46 (21.0)	48 (12.9)	17 (7.8)	27 (12.3)	30 (13.7)	3.94
Dictionaries	26 (11.9)	51 (23.3)	61 (27.9)	22 (10.0)	22 (10.0)	37 (16.9)	3.66
Encyclopaedia	35 (16.0)	38 (17.4)	47 (21.5)	33 (15.1)	19 (8.7)	47 (21.5)	3.52

Bibliography	35 (16.0)	42 (19.2)	34 (15.5)	28 (12.8)	29 (13.2)	51 (23.3)	3.42
Biographical sources	14 (6.4)	57 (26.0)	43 (19.6)	26 (11.9)	20 (9.1)	59 (26.9)	3.27
Geographical sources	18 (8.2)	27 (12.3)	24 (11.0)	40 (18.3)	29 (13.2)	81 (37.0)	2.73
Year books/ Almanacs	19 (8.7)	33 (15.1)	52 (23.7)	20 (9.1)	33 (15.1)	62 (28.3)	3.08
Hand books/ Manuals	22 (10.0)	47 (21.5)	47 (21.5)	16 (7.3)	36 (16.4)	51 (23.3)	3.31
Catalogues/ Union catalogues	12 (5.5)	25 (11.4)	41 (18.7)	13 (5.9)	28 (12.8)	100 (45.7)	2.53
Directories	10 (4.6)	41 (18.7)	27 (12.3)	21 (9.6)	20 (9.1)	100 (45.7)	2.63
Theses/ Dissertations	34 (15.5)	39 (17.8)	52 (23.7)	33 (15.1)	18 (8.2)	43 (19.6)	3.58
Newspapers	34 (15.5)	55 (25.1)	63 (28.8)	19 (8.7)	20 (9.1)	28 (12.8)	3.90
General magazines	40 (18.3)	36 (16.4)	69 (31.5)	21 (9.6)	25 (11.4)	28 (12.8)	3.82
Indian scientific periodicals	43 (19.6)	21 (9.6)	61 (27.9)	24 (11.0)	20 (9.1)	50 (22.8)	3.82
Foreign scientific periodicals	23 (10.5)	28 (12.8)	59 (26.9)	28 (12.8)	23 (10.5)	58 (26.5)	3.20
Abstracting / Indexing journals	23 (10.5)	23 (10.5)	44 (20.1)	36 (16.4)	36 (16.4)	57 (26.0)	3.04

(Note: Figures given in the parentheses indicate percentages)

SA- Strongly Agree A-Agree TA-Tend to Agree TD- Tend to Disagree D- Disagree SD-Strongly Disagree

Table 5 (a) Comprehensive and up-to-date collection: Statistical testing

Variable	Value	P	Remarks
Gender	t=-0.035	0.604	*
Age	F=4.895	0.003	**
Faculty	F=0.815	0.517	*
Category	F=2.736	0.067	*
Annual income	F=3.389	0.019	**
Domicile	t=0.090	0.183	*
Type of user	F=5.209	0.002	**
Frequency of visit	F=5.072	0.002	**
Time spent in the library	F=0.283	0.889	*

Note: * Accept Null hypothesis

** Reject Null hypothesis

3.5 Adequacy of library resources:

The mean adequacy value ranges from 2.36 (catalogues/ union catalogues) to 3.89 (newspapers). This means that users have rated the adequacy from moderately inadequate

to slightly adequate [Table 6]. Applications of t-test and one way ANOVA on adequacy of library resources indicate that gender, faculty affiliation, annual income and time spent in the library have no bearing on the adequacy ($P > .05$) thus accepting null hypothesis. The other variables age, social category, domicile, type of user and frequency of visit do have significant bearing on the adequacy thus rejecting the null hypothesis [Table – 6(a)].

Table – 6: Adequacy of library resources

Resources	A	MA	SA	SI	MI	I	Mean
Books	28 (12.8)	47 (21.5)	53 (24.2)	33 (15.1)	30 (13.7)	28 (12.8)	3.66
Dictionaries	27 (12.3)	38 (17.4)	60 (27.4)	38 (17.4)	26 (11.9)	30 (13.7)	3.59
Encyclopaedia	25 (11.4)	48 (21.9)	66 (30.1)	29 (13.2)	23 (10.5)	28 (12.8)	3.72
Bibliography	33 (15.1)	33 (15.1)	43 (19.6)	21 (9.6)	36 (16.4)	53 (24.2)	3.30
Biographical sources	26 (11.9)	20 (9.1)	35 (16.0)	54 (24.7)	21 (9.6)	63 (28.8)	3.02
Geographical sources	22 (10.0)	40 (18.3)	25 (11.4)	25 (11.4)	30 (13.7)	77 (35.2)	2.94
Year books/ Almanacs	25 (11.4)	22 (10.0)	43 (19.6)	18 (8.2)	35 (16.0)	76 (34.7)	2.88
Hand books/ Manuals	31 (14.2)	26 (11.9)	62 (28.3)	18 (8.2)	39 (17.8)	43 (19.6)	3.37
Catalogues/ Union catalogues	14 (6.4)	21 (9.6)	22 (10.0)	11 (5.0)	56 (25.6)	95 (43.4)	2.36
Directories	18 (8.2)	20 (9.6)	35 (16.0)	38 (17.4)	18 (8.2)	90 (41.1)	2.68
Theses/ Dissertations	43 (19.6)	41 (18.7)	50 (22.8)	20 (9.1)	14 (6.4)	51 (23.3)	3.66
Newspapers	32 (14.6)	65 (29.7)	57 (26.0)	11 (5.0)	21 (9.6)	33 (15.1)	3.89
General magazines	35 (16.0)	44 (20.1)	60 (27.4)	24 (11.0)	28 (12.8)	25 (11.4)	3.75
Indian scientific periodicals	43 (19.6)	18 (8.2)	55 (25.1)	35 (16.0)	19 (8.7)	49 (22.4)	3.47
Foreign scientific periodicals	20 (9.1)	44 (20.1)	38 (17.4)	25 (11.4)	19 (8.7)	55 (25.1)	3.08
Abstracting / Indexing journals	26 (11.9)	32 (14.6)	32 (14.6)	22 (10.0)	31 (14.2)	76 (34.7)	2.95

(Note: Figures given in the parentheses indicate percentages)

A-Adequate MA- Moderately Adequate SA-Slightly Adequate SI-Slightly Inadequate
MI-Moderately Inadequate I- Inadequate

Table 6 (a) Adequacy of Resources: Statistical testing

Variable	Value	P	Remarks
Gender	t=-0.111	0.102	*
Age	F=4.223	0.006	**
Faculty	F=1.135	0.341	*
Category	F=4.074	0.018	**
Annual income	F=2.964	0.033	*
Domicile	t=0.065	0.340	**
Type of user	F=5.394	0.001	**
Frequency of visit	F=7.211	0.000	**
Time spent in the library	F=0.523	0.719	*

Note: * Accept Null hypothesis ** Reject Null hypothesis

3.6 Satisfaction with library resources:

The mean satisfaction value lies between 2.35 (catalogues/ union catalogue) and 4.07 (newspapers). It indicates that users have better satisfaction rate compared to others [Table 7]. The application of t-test and one way ANOVA indicates [Table 7 (a)] that the factors age, category and type of user have bearing on the satisfaction level with the collection ($P < 0.05$). Hence, null hypothesis is rejected for the variables. The other variables gender, faculty, annual income, domicile, frequency of visit and time spent do not have any bearing on the satisfaction level ($P > 0.05$). Hence, null hypothesis is accepted.

Table -7: Satisfaction with library resources:

Resources	SA	S	TA	TD	D	SD	Mean
Books	41 (18.7)	45 (20.5)	40 (18.3)	34 (15.5)	28 (12.8)	31 (14.2)	3.83
Dictionaries	21 (9.6)	45 (20.5)	58 (13.7)	26 (11.9)	32 (14.6)	37 (16.9)	3.47
Encyclopaedia	20 (9.1)	40 (18.3)	44 (20.1)	24 (11.0)	42 (19.2)	49 (22.4)	3.47
Bibliographies	20 (9.1)	41 (18.7)	51 (23.3)	23 (10.5)	42 (19.2)	51 (23.3)	3.51
Biographical sources	16 (7.3)	22 (10.0)	49 (22.4)	46 (21.0)	24 (11.0)	62 (28.2)	2.96
Geographical sources	22 (10.0)	41 (18.7)	17 (7.8)	26 (11.9)	31 (14.2)	82 (37.4)	2.86
Year books/ Almanacs	27 (12.3)	25 (11.4)	36 (16.4)	12 (5.5)	31 (14.2)	76 (34.7)	2.87
Hand books/ Manuals	13 (5.9)	30 (13.7)	52 (23.7)	24 (11.0)	42 (19.2)	58 (26.5)	2.96
Catalogues/ Union catalogues	17 (7.8)	12 (5.5)	20 (9.1)	33 (15.1)	38 (17.4)	99 (45.2)	2.35

Directories	18 (8.2)	21 (9.6)	26 (11.9)	23 (10.5)	18 (8.2)	113 (51.6)	2.44
Theses/ Dissertations	55 (11.4)	36 (16.4)	49 (22.4)	23 (10.5)	37 (16.9)	49 (22.4)	3.27
Newspapers	41 (18.7)	66 (30.1)	51 (23.3)	16 (7.3)	19 (8.7)	26 (11.9)	4.07
General magazines	32 (14.6)	34 (15.5)	76 (34.7)	22 (10.0)	27 (12.3)	28 (12.8)	3.71
Indian scientific periodicals	25 (11.1)	21 (9.6)	72 (32.9)	20 (9.1)	26 (11.9)	55 (25.1)	3.24
Foreign scientific periodicals	17 (7.8)	47 (21.5)	40 (18.3)	14 (6.4)	33 (15.1)	68 (31.1)	3.07
Abstracting / Indexing journals	21 (9.6)	30 (13.7)	40 (18.3)	23 (9.1)	39 (17.8)	66 (30.1)	2.96

(Note: Figures given in the parentheses indicate percentages)

SA-Strongly Agree A- Agree TA- Tend to agree TD- Tend to disagree D-Disagree
SD- Strongly disagree

Table 7 (a) Satisfaction with Resources: Statistical testing

Variable	Value	P	Remarks
Gender	t=-0.126	0.062	*
Age	F=2.753	0.044	**
Faculty	F=1.258	0.287	*
Category	F=3.448	0.034	**
Annual income	F=1.713	0.165	*
Domicile	T=0.065	0.339	*
Type of user	F=4.231	0.006	**
Frequency of visit	F=1.210	0.307	*
Time spent in the library	F=0.745	0.562	*

Note: * Accept Null hypothesis ** Reject Null hypothesis

4: Summary of Findings and Suggestions:

There is low awareness with regard to Indian scientific periodicals, catalogues/ union catalogues. The awareness is high for books, dictionaries, newspapers, general magazines, and encyclopedias. Awareness of other resources is average. Books, newspapers, general magazines, encyclopedia, and dictionaries are very much required by the users. Geographical sources and catalogues/union catalogues are least sought after resources in the library. Books, newspapers, dictionaries and theses/dissertations are the highly used resources in the library. Catalogues/union catalogues and yearbooks/almanacs are the least used resources. As far as comprehensiveness and up-to-dateness of collection is concerned, users opinion falls between tend to disagree to tend to

agree. Users have rated the adequacy of resources from moderately inadequate to slightly adequate. Users are not completely satisfied with the collection. However, they have positive attitude with regard to newspapers, general magazines, and books while they have a negative feeling towards other resources. The users have a poor satisfaction rate with regard to catalogues/ union catalogues, directories, abstracting/indexing sources etc

The following are some of the suggestions to improve the quality and adequacy of resources of the library so that users can make best use of the library.

1. Conduct user studies regularly to assess their requirements and the collection need to be developed on the basis of a written collection development policy with emphasis on the requirements.
2. Organize User education programs leading to information literacy programs regularly
3. Subscription of periodicals should not be cancelled arbitrarily. In case of cancellation emphasis be given to subscribe e-journal through some Consortial arrangement.
4. Bring out 'List of additions' quite regularly and new arrivals as well as those information sources which have not been used need to be displayed at prominent places to attract users' attention.

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