

Use and User satisfaction of Library Resources and Services by PG Students and Research Scholars in Bangalore University Library, Bangalore.

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Abstract

University Libraries plays an important role in the improvement of the organization. This study focused on user's satisfaction in library resources and services of the students and research scholars of Bangalore University. The present study discussed with frequency and purpose of visit, use of library resources and services and way of document searching and user's satisfactions with overall performance of the library. The findings revealed that most of the users were satisfied with the availability of information sources and services of the library and they recommended to extend the library hours and purchase more and more textbooks for circulation sections.

Keywords: User satisfaction, Library resources, Library Service, Bangalore University Library

Introduction

Library plays a vital role in providing services to the users by selecting and organising information resources. University Library is an Academic Library, objectives of university Library to meet the information and research needs of its students, faculty and staff. Bangalore University library invests huge amount of money every years on the purchase, process and storage of Information resources to satisfy the user needs. University library have to adopt a more strategic direction in which the creation and delivery of service satisfactions for their users play an important role. Hence, there is a need for university libraries to understand the user needs and satisfy their information and research needs

Review of the literature

Sahail and Upadhyay (2012) they made a study on use of library resources by the students of University of Kalyani. They found that guidance in the use of library resources and services was necessary to help students to meet their information needs of the users. They suggested that the latest edition of text book and reference materials should be added to the library collection

Chamani Gunasekera (2010) studied the student usage of an academic library, the study shows that the undergraduates are overall satisfied with available library resources, services and facilities. But it further found that library resources and services are not being fully utilized by undergraduates. Finally he suggested that information literacy program should be conducted to promote awareness and use of electronic information resources. It was also recommended that the library should increase

Saikia, Mukesh and Gohain, Anjan (2013). This study is an investigation of use of library resources, user's satisfaction on library resources & services and information seeking behaviours of the students and research scholars of Tezpur University. The finding of this study shows that 131(82.39%) users borrowed text books, 127(79.87%) consulted journals and 120(75.47%) read Newspapers to meet their information needs. Library is playing vital role to meet multidimensional demands of students, and research scholar for information.

Gurikar, Rushmanasab and Gurikar, Razaksab (2015). They studied to know the available information sources in the Karnataka university library and its usage pattern among the research scholars in different faculties in several Departments of the University. The study shows that how the usage of the information resources changing from print to e-resources and more users are eager to use electronic resources.

Objective of the study:

- To find out the frequency of visit the Library
- To investigate the purpose of library visit
- To determine the way of documents location and search elements of the libraries;
- To find out the problems encountered in the library

- To study the use of library resources, facilities and services.
- To determine the level of satisfaction of users towards library resources and services

Scope of the study

This study is an attempt to ascertain the use and user satisfaction of library resources and services by PG students and research scholars in Bangalore University Library, Bangalore.

Methodology

Survey method are going to use for the present study. Well-structured questionnaire was designed and distributed to PG students and Research Scholar for collect the necessary primary data. 250 questionnaires were disseminated to the users and collected the questionnaire. Then the collected data tabulated and analysed according to objectives of the study.

Limitation:

The study are limited to only for PG students and Research scholar of Bangalore University Library.

Analysis of data

Table 1: Distribution of Questionnaire

Sl No	Respondent	No. of Questionnaire Distributed	No of Responded	Percentage
1	P G Students	150	130	86.67
2	Research Scholar	100	80	80
	Total	250	210	84

Table 1 shows that distribution of questionnaire and its response. A total 250 questionnaire distributed and received 210 questionnaire, the response rate is 84%. Out of 150 questionnaire 130(86.67%) respond received by P G Students, followed by 80(80%) from Research scholar.

Table 2: Frequency of visit to the Library

Sl No	Frequency	No of responses	Percentage
1	Daily	100	47.62
2	2-3 times in a week	70	33.33
3	Monthly	32	15.24
4	Occasionally	8	3.81
5	Not at all visited	0	0
	Total	210	100

Table 2 reveals that most of the respondent have the habit to visit to the Library daily an account of 100(47.62%). 70 (33.3%) students visit library two or three times in a week.32(15.24%) students visit library Occasionally. This study shows that all students were utilize the library by visiting the Library.

Table 3: Purpose of visit to the Library

Sl No	Purpose of visit	No of responses	Percentage
1	Borrowing book	54	13.78
2	Access Periodical	10	2.55
3	Access Reference sources	102	26.02
4	Access Back volume	6	1.53
5	Read newspaper and Magazine	126	32.14
6	For general reading	94	23.98
	Total		100

Table 3 depicts purpose of visit to the Library. This table revealed that 126 (32.14%) respondents visit library for the purpose of reading Newspapers and Magazine, followed by 102(26.02%) respondent visit to the library for the purpose of accessing reference sources. 54(13.78%) respondent visit the library to borrowing book. From the above table it is observed that reading newspapers is the main purpose of visiting Library and followed accessing reference sources.

Table 4: Search the information sources within the Library

SI No	Search the information	No of responses	Percentage
1	OPAC	56	22.58
2	With the help of library staff	96	38.71
3	With the help of friends	84	33.87
4	With the help of subject teacher	12	4.84
			100

Table 4 indicates that searching the information sources in the Library. The result of this study shows that 96(38.71%) respondent search the information with the help of library staff. Followed by 84(33.87%) respondent search the information with the help of friends and only 56(22.58%) respondent search the information using OPAC. It's clearly showed that most of the respondent don't aware of search the information using OPAC. So training programme is essential for library users.

Table 5: Use of Library Resources

SI No	Library Resources	No of responses	Percentage
1	Textbooks	70	17.68
2	Reference Books	118	29.8
3	Journals	42	10.6
4	Newspapers, Magazines	94	23.74
5	Online databases	60	15.15
6	Thesis and dissertation	12	3.03
	Total	396	100

Table 5 shows the different types of resources used by the students and researchers. It is observed that maximum number of users 118(29.8%) used reference books to meet their information needs. Followed by the use of Newspapers and magazines with 94(23.74%), textbooks with 70(17.68%) and respectively. It is clearly indicates that users come to library for referring reference books than textbooks.

Table 6: Problems Encountered

SI No	Problem encountered	No of responses	Percentage
1	Fine problem	26	8.28
2	All-important books are kept exclusively for references	86	27.38
3	Library timings are not convenience	42	13.38
4	Non-cooperative attitude of the library staff	30	9.56
5	Required chapters in the books are missing	78	24.84
6	Books are not arranged properly in the shelves	52	16.56
	Total	314	100

Table 6 depicts that problem facing the post-graduate students and research scholars in using the library. It indicates that 86(27.38%) of respondents having the problems of all the books kept in the reference section. 78(24.84%) respondents having required chapters in the books are missing and 52(16.56%) respondent have the problem of shelving and respectively

Table 7:User satisfaction on Library Resources

SI No	Library Resources	Highly satisfied	Satisfied	Not satisfied	Total
1	Text Book	47	115	48	210
2	Reference Sources	105	53	52	210
3	Back Volumes	10	110	90	210
4	Thesis and dissertation	85	118	7	210
5	Online Journals	100	98	12	210
6	Newspaper/Magazine	195	10	5	210

Table 7 shows user satisfaction on Library resources. This table indicates that 195 respondent are highly satisfied in newspaper and magazine. Followed by 105 respondent are highly satisfied in reference sources, 100 respondent highly satisfied in Online Journals and respectively. Followed by 115 respondent only satisfied in text books but they need highly satisfaction in that.

Table 8:User satisfaction on Library Service

SI No	Library services	Excellent	Very Good	Good	Poor	Total
1	Circulation service	50	105	45	10	210
2	Cataloguing service	77	57	68	8	210
3	Reference Service	94	80	30	6	210
4	Reprography Service	46	58	91	15	210
5	Newspaper service	150	52	8	0	210
6	Internet service	85	76	34	15	210

Table 8 shows the level of satisfaction with services and resources available in the library from the respondents. It is observed that 150 respondents considered Newspaper services as excellent, followed by 94 respondents who considered the reference service as excellent. 50 respondents considered circulations service as excellent. This table indicated that circulation services need to be improvement.

Findings

The findings of the survey are as follows:

Table 2 reveals that most of the respondent have the habit to visit to the Library daily an account of 100(47.62%). 70 (33.3%) students visit library two or three times in a week.32(15.24%) students visit library Occasionally. This study shows that maximum number of students were utilize the resources by visiting the Library.

Table 3 shows that most of the respondents visit to the library for the purpose of reading Newspapers and magazines than borrowing books

Table 4 indicates that most of the respondent don't aware of search the information using OPAC. User awareness programme is needed.

It was observed in table 5 most of the users used reference books an account of 118(29.8%) to meet their information needs. It's clearly indicates that all the good books were kept in the reference section.

Table 6 stated that 86(27.38%) of respondents having the problems of all the books were kept in the reference section. 78(24.84%) respondents having required chapters in the books are missing and 52(16.56%) respondent have the problem books arrangement and respectively.

Table 7 shows user satisfaction on Library resources. This table indicates that 195 respondent are highly satisfied in newspaper and magazine. Followed by 105 respondent are highly satisfied in reference sources, followed by 47 respondent only highly satisfied in text books but they need highly satisfaction in purchasing more and more textbooks

Table 8 revealed that 150 respondents were satisfied with Newspapers service. Only 50 respondent considered circulations service as excellent, so library should focus on circulation services in order to improve its performance

Recommendations

Based on the above findings, the following Recommendations/suggestions are made:

- The library collection has to be enhanced purchasing more and more textbooks
- Books should be arranged in proper sequence on the shelves.

- The timings of the library services should be extended
- The present libraries are lacking in user awareness programme. So, user education programme should be conducted from time to time.

Conclusion

This study has given a clear picture of the use and user satisfaction of Bangalore university library, Bangalore. University libraries invest cores of rupees every year for purchase of books and others in order to meet the need of users to providing better resources and services. This study revealed that nearly half of the total respondents visit library regularly and reading newspaper and referring books is the main purpose of visiting library and regular user education programme is required for users for effective use of library resources and services.

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