

Use of Library Resources and Services by the PG Students: A Case Study of Bangalore University Library, Bengaluru

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ABSTRACT

The effective use of library resources and services by the students, depending upon the availability required books and other reading materials and at the same the university libraries need to provide an innovative need based library services to students to fulfillment of their academic and learning needs. The major objective of this study is to understand the use of library resources and services by the PG students with special reference to Science Department students. For the purpose of this study the researcher used survey method and questionnaire as a tool to collect primary data from the student's community. The analysis results show that the PG students pursuing their science degrees are satisfied with library resources and services offered by the Bangalore University Library and at the same time students suggested library need to acquire latest edition books including reference collection.

KEYWORDS: Library resources, Library service, Users satisfaction, Bangalore University Library, Bangalore.

INTRODUCTION

In higher education sector, the universities plays vital role in capacity building among the students and at the same time the university libraries need to provide adequate library resources and services to strengthen the academic and research endowers. The quality of the university library will be gauged not only on the basis of strong library collection but also its quality of services rendered the university community. Especially the PG student depends much on university libraries to complete their assignments, seminars and dissertation work. In this context the library professional staff needs to conduct periodic evaluation as well feedback about their library products and services. The study outcome certainly helpful the authorities of the university and library for building and maintenance of need based collection from time to time, if the usage of university library increasing day by day, the study hours of the library should be extended based on the demands of students. In this context the researcher proposed the present study to understand the effective use of library resources and services offered by the Bangalore University Library for the PG students with special reference to faculty of science departments.

2. BANGALORE UNIVERSITY, BENGALURU

The Central College, Bangalore was established in the year 1886; later in 1964 it's renamed as Bangalore University and 1973 the University moved to new campus named 'Jnana Bharathi (JB) located in the 1100 acres of land in the heart of the Bengaluru City, which is greatly known as silicon city and I T Capital of India. The Bangalore University has completed 52 years of its fruitful existence. *'To promote excellence in education for a vibrant and inclusive society through knowledge creation and dissemination' is the great vision of the University.* The Bangalore University is offering post graduate courses in six faculties i.e. Arts, Science, Commerce and Management, Education, Law and Engineering. 684 affiliated colleges and Directorates of higher learning and research under its purview. Presently the University is offering 50 Post Graduate courses with , Employment Oriented Diploma and Certificate courses along with this the university introduced the five years integrated courses in biological sciences.

3. UNIVERSITY LIBRARY

The University Library of Bangalore University was started in 1966 with 58,000 books and journal bound volumes held by Central college library; later in 1975 it has moved to Jnana Bharathi Campus along with the university. The present library building has star modular structure to enable each section to function independently. At present the library has 4,30,000+ books, 218 national journals, having membership in UGC-e-Shodhashindu consortium. With this the library is disseminating the needed information to its user's community.

4. OBJECTIVES OF THE STUDY:

- ❖ To know the frequency of visit to university library by the PG Students of Bangalore University, Bengaluru
- ❖ To identify the use of library resources and services by the PG Students of Science Departments of Bangalore University, Bengaluru.
- ❖ To understand the total time spent in the University library by the PG students under the study.
- ❖ To know the various purposes to visit the library by the respondents
- ❖ To analyze the use of library resources, services and their level of satisfaction while accessing library resources and services for their course of study.

5. ANALYSIS AND INTERPRETATION OF DATA

5.1 DISTRIBUTION OF RESPONDENTS BY GENDER:

The researcher personally distributed the questionnaire to P.G. Students of Science Departments of Bangalore University by adopted simple random sampling techniques. Table 1 depicts that, out of total 100 respondents 62 (62%) are Male and 38 (28%) are female. Different department students responded for the questionnaire. It is inferred that the Male respondents are more when compare to female.

Table 2 deals with the frequency distribution of responses collected from different departments. Maximum responses were received from Bio-technology and Microbiology (34%) followed by Chemistry (24%), Physics (20%), Botany (12%) and Mathematics(10%).

Table 1: Distribution of Respondents by Gender

| Gender | Frequency | Percentage |
|--------|-----------|------------|
| Male | 72 | 72% |
| Female | 28 | 28% |
| Total | 100 | 100% |

Table 2 Distribution of respondents by different science departments

| Name of Department | Frequency | Percentage |
|---------------------------------|-----------|------------|
| Physics | 20 | 20% |
| Chemistry | 24 | 24% |
| Botany | 12 | 12% |
| Bio-technology and Microbiology | 34 | 34% |
| Mathematics | 10 | 10% |
| Total | 100 | 100% |

5.2 DISTRIBUTION OF RESPONDENTS BY FREQUENCY OF UNIVERSITY LIBRARY VISITS:

The respondent's frequency of visit to university library is shown in Table 3. It is good to note that out of 100 respondents 96 have responded for this question. The remaining table analysis and interpretation has been drawing on the basis of number of respondents. The response shows the encouraging trends in library visits because, majority of the PG students of Bangalore University 45(46.88%) visit the library every day. On the other hand the results show that 43 (44.79%) PG students were visiting the university library once in a week. Only 5 (5.21%) were visiting it monthly to get the relevant materials for their reading and completing task assigned by the faculty members of the department and 3 (3.12%) P.G. students are boldly expressed that they are not at all visiting the library.

Table 3 Frequency of University Library Visit N=96

| Period | Frequency | Percent |
|------------------------------|-----------|---------|
| Dailey | 45 | 46.88% |
| Once in a Week | 43 | 44.79 |
| Once in a Month | 05 | 05.21 |
| Not at all visit the library | 03 | 03.12 |
| Total | 96 | 100% |

5.3 DISTRIBUTION OF RESPONDENTS UPON TIME SPENT IN THE LIBRARY:

Table 4 reveals that, the total of time spent in the library by respondents as and when they visit. It shows that equal number of respondents 47 (47.47%) stay and use the library for one hour and three hours during their visit to library. Very less number of PG students (04 (4.04%) state that, they use library for five hours and only one student stated 01, (01.01%) that he/she use library for more than five hours during his/her visit.

Table 4 Time spent in the Library upon their library visit N=99

| Time in Hours | Frequency | Percent |
|----------------------|-----------|---------|
| One hour | 47 | 47.47% |
| Three Hours | 47 | 47.47 |
| Five Hours | 04 | 04.04 |
| More than five hours | 01 | 01.01 |
| Total | 99 | 100% |

5.4 DISTRIBUTION OF RESPONDENTS BY CONVENIENT TIME TO VISIT THE LIBRARY:

Table 5 present the most convenient and preferred period for the PG students to use university library. The PG students were asked this question to know their preferable period and make arrangement to open the library for extended library hours as per their interest and requirements. From the analysis it is noticed that, the maximum i.e., 39 (39%) students says that, they prefer evening hours to use library for their studies. Nearest percentage 35(35%) of students stated that, they prefer afternoon hours to use library. Whereas 16(16%) of respondents are expressed that, they prefer morning hours. and 10(10%) says they prefer night hours to use and visit library.

Table 5 Preferable time to visit to library by the PG Students N=100

| Preferable time to visit | Frequency | Percent |
|--------------------------|-----------|---------|
| Morning Hours | 16 | 16% |
| Afternoon Hours | 35 | 35% |
| Evening Hours | 39 | 39% |
| Late night hours | 10 | 10% |
| Total | 100 | 100% |

5.5. PURPOSE OF VISIT TO UNIVERSITY LIBRARY:

The PG students of Bangalore University with special reference to Science Department student's purpose of visit to university library is presented in table 6. The question was framed with choice by the students is more than one with multiple options. It is observed from the Table 6 that, the main purpose of students to visit library is to study (87) followed by to use of Internet (40). Quite a good number of students expressed that, they visit library for issue/return of books (29) and to prepare notes and to read news papers (27). Whereas some (10) students says that, they visit library to read e-journals. Very less number of (4) students said that, to read print journals was their purpose to visit to physical library of the University.

Table 6 Purpose of visit to library

| Purpose of library visit | Frequency |
|--------------------------|-----------|
| For study | 87 |
| To issue/Return of books | 29 |
| To read e-journals | 10 |
| To use internet | 40 |
| To read print journals | 04 |
| To prepare notes | 27 |
| To read news papers | 27 |

5.6 USE OF LIBRARY RESOURCES AND SERVICES AND THE LEVEL SATISFACTION BY PG STUDENTS:

Users satisfaction is most important on the availability and usage of library resources and services (both print and electronic) by the Students. The level of satisfaction gives more happiness then any other. So the university libraries provides the resources as per the needs of the students. Hence, a research question has been put to the students with regard to effective use of library resources and service sand their level of satisfaction of the same. The five points likert scale techniques was adopted to identify the level of satisfaction among the PG students under the survey. The five points scale includes Extremely satisfied (5), Satisfied(4), Uncertain(3), Not Satisfied (2) and Not at all satisfied(1). Each variable on the scale assigned a score. Response indicating most favorable answer given highest score (5) and response indicating least favorable answer given least score(1).This way the score calculated for each service.

The results presented in Table 8 shows that, the respondents of the survey were extremely satisfied with some library services i.e. Infrastructure (mean=4.02), Circulation services (mean=4.14), reference sources (mean=4.04) and satisfied with Opening hours (mean=3.82),Collection (mean=3.97), Library organization (mean=3.96),Print and Electronic journals-(mean=3.79), Current awareness service(mean=3.54), Bibliographical service (mean=3.63), Library staff support (mean= 3.89), feedback mechanisim (mean=3.87),Internet facility (mean=3.18), Ease of OPAC (mean=3.53),Library information on website (mean=3.69).Overall satisfaction of students with library services(mean=3.87).

Table 7: Level of Satisfaction on the use of Library resources and services

| Name of Service | Number | Mean |
|---|--------|------|
| Library environments is encouraging for study | 100 | 4.02 |
| Library opening hours meet my needs | 98 | 3.82 |
| Library collection is sufficient for my study needs | 94 | 3.97 |
| Library collection are well organized and easy to find | 94 | 3.96 |
| Library subscribed sufficient print and electronic journals | 89 | 3.79 |
| Borrowing books from library is easy | 92 | 4.14 |
| Library has proper reference books for locating information | 94 | 4.04 |
| Library provides information about new addition of resources and facility | 94 | 3.54 |
| Library provides list of study resources on request | 90 | 3.63 |
| Library staff is helpful | 92 | 3.89 |
| Library feedback mechanism is good | 91 | 3.87 |
| Library provides good Internet facility | 90 | 3.18 |
| Electronic catalog is easy to use | 88 | 3.53 |
| Library information on college web site is informative and helpful | 91 | 3.69 |
| Overall satisfaction with library services | 100 | 3.87 |

5.7 STUDENTS RESPONSES ON UNIVERSITY LIBRARY, RESOURCES, SERVICES, STAFF AND ATMOSPHERE

Table 8 clearly exhibits the responses on various statement with regard to library resources, facilities, library staff and atmosphere for easy and convenient access to university library. The multi choice options were provided and asked students to mark the statement with more than one choice. Out of 100 respondents 62(62%) respondents recommended for enhancement of Internet speed in library. Similarly 59 (59%) recommended for purchase of rich and updated resources, 58(58%) for introduction of more internet based services, 53(53%) for maintenance of silence in reading hall, 48(48%) for improvement of library staff behavior, 44(44%) for extension of library opening hours, 32(32%) for proper arrangement of library books, 28(28%) for addition of more print and electronic journals and also for E-books.

Table 8: Statement of Responses from the PG Students

| Statement | Number |
|---|---------------|
| Rich and updated study resources need to be added. | 59 |
| Staff should behave well with students | 48 |
| Internet speed needs to be enhanced | 62 |
| Silence shall be maintained in reading hall | 53 |
| Arrangement of library books shall be proper. | 32 |
| More print journals/e-journals and E-books should be added by the library | 28 |
| Library timings should be increased | 44 |
| More number of internet based services require to introduced. | 58 |

5.8 FEEDBACK, COMMENTS AND SUGGESTIONS PROVIDED BY THE PG STUDENTS

The last table of the data analysis (Table 8) shows that, out of 100 respondents, 28 respondents provided with additional comments and suggestions. They suggested that, Internet facility in digital library needs to be enhanced (n= 11); library time require to be increased (n=5), Competitive examination books shall be added (n=4), state of the art ICT facilities to be improved further (n=8).

Table 8 Frequency Distribution of Suggestions Provided by the Respondents

| Service | Frequency | Percentage |
|---|------------------|-------------------|
| Internet speed | 11 | 39.29 |
| Library time | 05 | 17.86 |
| Competitive examination books | 04 | 14.28 |
| State of the art ICT facilities to be increased | 08 | 28.57 |
| Total | 28 | 100% |

6. CONCLUSION

Information resources, especially electronic resources are no doubt an emerging and preferred choice among the students, especially PG students. The change is remarkably visible in present university libraries in India, and especially the mechanisms of print and electronic data retrieval, present a type of education systems for many students. In varying degrees, the PG students reported using information resources and services for the academic purpose; and they make use of electronic resources are most, followed by various databases. The findings of this

research study suggest those PG students access to information resources and services more from the library and they had satisfied the facilities and services offered by the University library.

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