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## Awareness and Utilization of Library Resources and Services by M. Com Students and Faculty Members in College Libraries of Udupi District: A Case Study

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# **Awareness and Utilization of Library Resources and Services by M. Com Students and Faculty Members in College Libraries of Udupi District: A Case Study**

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## **Abstract**

The present study investigates the awareness and use of information resources and services by M. Com students and faculty members in First Grade College Libraries of Udupi District of Karnataka. For this survey the sample population consisting of 160 M. Com students and 15 faculty members from three selected First Grade Colleges from Udupi District. 175 well-structured questionnaires were distributed among the users, out of which 160(91.4%) had given their response. Findings revealed that most of the users were satisfied with the available library resources and services. On the basis of finding, some suggestions have included to increase user's satisfaction from libraries. To conclude that, library should focus on user's orientation programmes to enrich and promote the use of library resources and services.

**Keywords:** Awareness of Library Resources, Library Services, M. Com Students, Faculty Members, College Libraries, User Satisfaction

## **1. Introduction:**

Libraries are going through continuous transformation through ages. "Libraries have witnessed of tremendous changes in the recent years in terms of their collection and services".(Sonkar, Sharad Kumar, Singh, M. P., Kumar, 2014). Development of society depends on knowledge and this knowledge comes from a variety of information sources. This is applicable in the field of education also. There is continuous teaching and research activity going on in educational institutions. This requires continuous flow of reliable, relevant and recent information. Libraries fulfil this demand for information through a number of information resources.

In a college library there are various types of users like the students, faculty members and the research scholars. The information needs of each of these categories are different and so

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are their expectations from the Library. The library tries to satisfy the information needs of its users through different information sources that it stores or subscribes to, as well as through a variety of services it provides from time to time.

The present study is conducted with an intention to find out about the awareness, utilization and satisfaction level of users with regard to library resources and services in college libraries of Udupi District. The core user population in this study, consists of faculty members and students of postgraduate departments belonging to Commerce discipline from selected three colleges in Udupi District. As sample population, 160 M. Com students and 15 faculty members from three selected First Grade Colleges from Udupi District have been taken into consideration.

## **2. Literature Review:**

Gowda and Shivalingaiah have conducted a survey about attitude of research scholars towards usage of electronic information resources of university libraries in Karnataka. Responses received from 845 research scholars shows that in general the research scholars prefer print resources and there exists significant differences in the preference of print and electronic resources among various disciplines. The study reveals that the electronic resources have created a positive hope among the research community in searching the information. (Gowda & Shivalingaiah, 2009) In their study Kannappanavar and Manjunatha have examined the resources and services status provided to the users in the Engineering Colleges in Karnataka. They have identified that some of the colleges in Karnataka have very rich collection of resources and well infrastructure facilities. They have also stressed the importance of computers and communication technologies and their application to the present library. Hence, they have suggested that more fund is necessary for the development of library, training the manpower and for providing better services to the user's community. (Kannappanavar & Manjunatha, 2011)

Saikia and Gohain have conducted a survey regarding the use of library resources, user's satisfaction on library resources, services and information seeking behaviour of the students and research scholars of Tezpur University. The results revealed that majority of the students are not used text books for their information needs. (Saikia & Gohain, 2013) Lewis and Mallaiah conducted a study on the use of information resources by the students, faculty members and research scholars in the engineering college libraries of Dakshina Kannada and Udupi Districts was undertaken during August 2013. The analysis showed

that respondents do experience insufficiency of information resources in their college libraries. The findings of the study s showed that there were significant differences in the satisfaction level of information resources among the users of various categories. The study suggested that there is need to evaluate the information resources, facilities and services frequently to meet the changing needs of the users. (Lewis & Mallaiah, 2014) Khan and Khan had studied the case study of awareness and use of resources and services in IIT Delhi Library. This study examines the use of collections and services at IIT Delhi Library. The findings of the study was faculty members, PGs and UGs students were favourable towards information and highly satisfied with the services and facilities provided by IIT library. The study suggested that library should adopt modern techniques to get better search of documents and extend the library network for the exchange of information. (Khan & Khan, 2016) Veerabasavaiah and Shivappa in their study about user satisfaction of library collections, services and facilities at Law College libraries of Bangalore University. The findings of the study was most of the users are satisfied with print and e-resources such as Books, Reference collections, Journals, Magazines etc. but, not satisfied with OPAC service, CDROMs service and E-resources provided by the library. The study suggested that provide maximum number of electronic resources and conduct regular training programs for better use of library resources. (Veerabasavaiah, Shivappa, C. R., 2017). In the joint study by Hemavathi and Chandrasekhara on the use and user satisfaction on library resources and services in Law College Libraries in Mysore region found that the majority of the users use library for borrowing reading materials and fully satisfied with library resources. The study proposed that law college libraries should carry out user education at regular intervals in order to identify the required information. (Hemavathi, K N, Chandrashekara, 2018)

### **3. Objectives of the study:**

The following are the objectives of the study:

- ❖ To find out the Library resources and services that available in College libraries under study;
- ❖ To study the awareness and utilization with regard to library resources and services available in college libraries,
- ❖ To propose suitable recommendations that will enhance the use of libraries under study.

#### **4. Scope of the study:**

The study is limited to degree colleges with PG courses in Udupi District, Karnataka State, affiliated to Mangalore University. Keeping in view the enormity of the task, the researcher limits the scope of this study to cover only 3 out of 15 colleges from Udupi district. The total study population is 175 which include faculty members and M. Com students from 01 Government college and 2 Private Colleges. Only commerce departments have been taken for study.

#### **5. Research Methodology:**

Keeping in view the objective of the study, structured questionnaires were distributed among the M.Com students and commerce department faculty members of three selected colleges from Udupi District. Statistical methods were used to find out the awareness and user satisfaction level of library resources and services from three selected colleges. The researcher has distributed 175 questionnaires, in which 15(100%) commerce department faculty members and 145(90.7%) M. Com students responded to the questionnaires in order to elicit responses on the use of library resources and services.

#### **6. Data Analysis:**

On the basis of the responses received from the librarians, the data was analysed and the analysis is resented in the following sections regarding the resources and services of the college library under the study.

##### **6.1 Library Resources:**

The information resources in the library included documents available in print and electronic resources They include Text books, reference books, journals, question papers, dictionaries, Encyclopaedia, theses/dissertations, Newspapers/magazines, e-books, online journals, online databases, project reports, online library catalogue, e-newspapers and magazines and N-List consortia. The information obtained about these resources from the libraries is show in Table 1.

Table-1: Library Resources

Library Resources	Colleges		
	PPC, Udupi	GFGC, Barkur	PPC Evening College, Udupi
Text books	✓	✓	✓
Reference books	✓	✓	✓
Journals	✓	✓	✓
Encyclopaedia's	✓	✓	✓
Dictionaries	✓	✓	✓
Question Papers	✓	✓	✓
Newspapers and Magazines	✓	✓	✓
Theses, Dissertation, Reports	✓	✓	✗
Yearbooks	✓	✓	✓
E-books	✓	✓	✗
E-journals	✓	✓	✓
Online databases	✓	✗	✗
E-thesis and Dissertations	✗	✓	✗
E-Magazines	✓	✓	✗
E- newspapers	✓	✓	✓
Online library catalogue	✓	✓	✓
N-list Consortia	✓	✓	✓

The table shows that all the respondents' college libraries have access to good resources to meet the needs of users. It is observed that in the two college (PPC and PPC evening College) libraries, essential resources like e-thesis and dissertations are not available. It is also observed that Theses, Dissertation and Reports, E-Books, E-magazines and online databases are not available in PPC Evening College library. Even Barkur college library is not providing online databases to their users.

## 6.2 Library Services:

College libraries offer user focused services to support research, teaching, and learning. Responses of users of libraries of the colleges regarding information services are presented

in Table 2. It is observed that resource sharing services, online search services, photocopying services and library bulletin services are not provided in PPC Evening college library. It is also observed that PPC College, Udupi has not provided services like, resource sharing services and library bulletin services. In Barkur college library reservation of document service is not available to users.

Table-2: Library Services

Library Services	Colleges		
	PPC, Udupi	GFGC, Barkur	PPC Evening College, Udupi
Circulation service	✓	✓	✓
Reference Service	✓	✓	✓
Resource sharing service	X	✓	X
Overnight Issue service	✓	✓	✓
Newspaper clipping service	✓	✓	✓
Online Search Service	✓	✓	X
Reservation of Documents	✓	X	✓
Photocopying (Xerox) service	✓	✓	X
OPAC Service	✓	✓	✓
Library Bulletin service	X	✓	X
Career guidance service	✓	✓	✓
Content page services	✓	✓	✓

Questionnaire was distributed among faculty members and M. Com students and data collected from them based on the use of information resources and services of the libraries. The data collected and analysed is presented in the following sections

### 6.3 Category wise responses:

The respondents were classified into two broad categories like M. Com students and faculty members. The category wise distribution of responses received is presented Table 3.

Table-3 Category wise responses among the colleges

Colleges	Students(N=145)	Faculty Members(N=15)	Total(N=160)
PPC, Udupi	58(40%)	6(40%)	64(40%)
GFGC, Barkur	61(42%)	5(33.4%)	66(41.2%)
PPC Evening College, Udupi	26(18%)	4(26.6%)	30(18.8%)
Total	145(100%)	15(100%)	160(100%)

It is clear from the Table 3 that, all (100%) faculty members from selected Three First Grade Colleges responded the survey and response rate of 90.7% was received from the PG students.

The responses are scrutinised to understand the nature of distribution among the different institutes and the distribution is shown in Table 3. The responses from Govt. First Grade College (GFGC), Barkur (42%) form the biggest group followed by Poorna Prajna College (PPC), Udupi (40%), whereas PPC, Udupi (40%) forms the biggest group of the faculty members. 30 (18.8%) responses received from Poorna Prajna College (PPC) Evening College, Udupi.

#### 6.4 Gender wise Responses:

The gender wise distribution of respondents under the study is shown in table- 4

Table-4: Gender wise Responses

Gender	Category		Total
	Students	Faculty Members	
Male	47(32.4)	7(46.7)	54(33.8)
Female	98(67.6)	8(53.3)	106(66.2)
Total	145(100.0)	15(100.0)	160(100.0)

Note: Numbers shown in parentheses are percentages

It is seen that, female respondents 106(66.2%) are more in comparison to their male 54(33.8%) respondents. The results of the data collected are shown in Table 4. Among the student respondents, 32.4% were males and 67.6% were females. Among the faculty members, 46.7% were males and 53.3% were females.

#### 6.5 Frequency of Library Visit by the users:

Frequency is the number of times one can visit the library within a stipulated period. To study the regularity in library use, the users were asked to how frequently they visit the library and the responses are represented in Table 5

Table-5: Frequency of Library Visit

Frequency of Library visit	Students	%	Faculty Members	%	Total	Total %
		49	33.8	5	33.3	54
Once in two days	22	15.2	2	13.3	24	15
Twice in a week	35	24.1	2	13.3	37	23.1
Once in a week	18	12.4	6	40	24	15
Occasionally	21	14.5	0	0	21	13.1
Total	145	100	15	100	160	100



Figure 1 reveals that, maximum 54 (33.8%) respondents visit the library daily, followed by 37(23.1%) visit the library twice in a week, some 24(15%) visit the library once in two days and once in a week, and a few 21 (13.1%) of the respondents visit the library occasionally. Category wise response shows 40% of faculty members visit the library once in a week followed by 12.4% of the students.

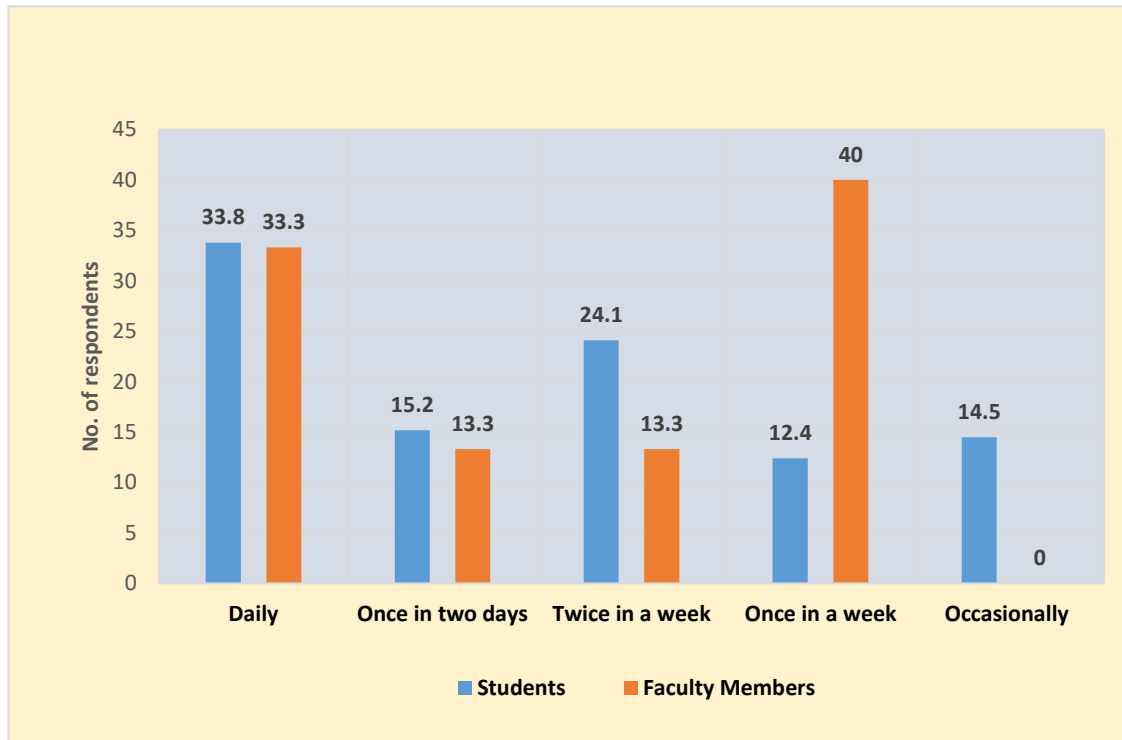


Figure-1 Frequency of Library Visit

### 6.6 Average time spent in the library on a visit:

Frequency of visit to the library and the amount of time spent during each visit by the users are important as to identify the usage of the library. To study the average time/day a respondent can utilise the library resources and services they asked were on how much time they spent per day in the library and the results are shown in Figure 2

Table-6: Average time spent in the library by users

Time	Category		Total
	Students	Faculty Members	
Less than an hour	59(40.7)	12(80.0)	71(44.3)
More than an hour	76(52.4)	2(13.3)	78(48.8)
More than two hours	7(4.8)	1(6.7)	8(5)
Two to Three Hours	3(2.1)	0(00)	3(1.9)
Total	145(100.0)	15(100.0)	160(100.0)

Note: Numbers shown in parentheses are percentages

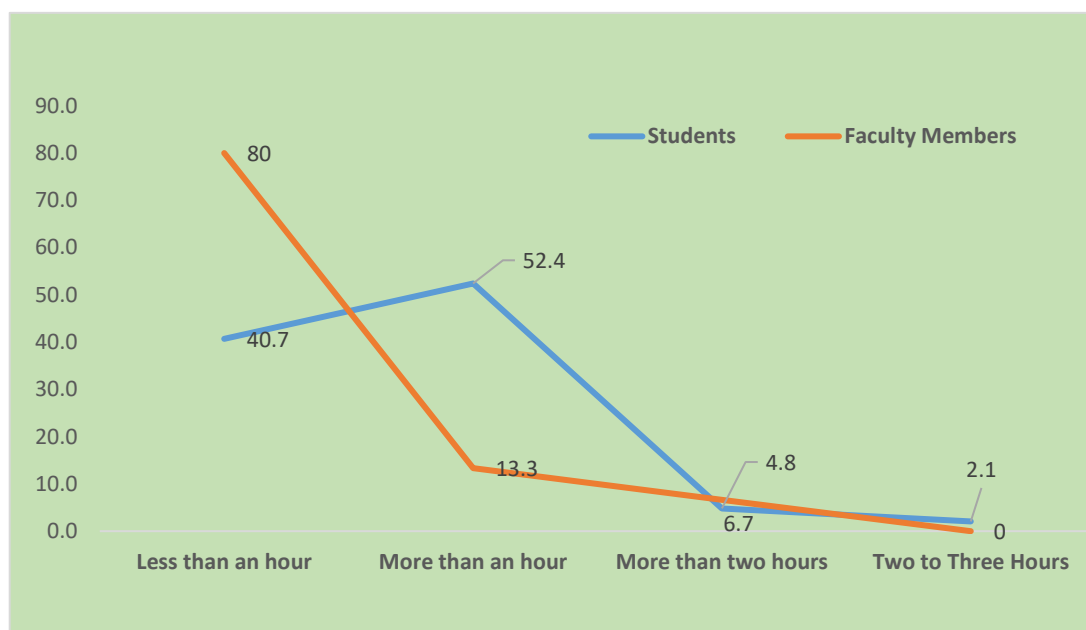


Figure-2 Average Time Spent

Figure 2 shows that greater part of the respondents 78(48.8%) spent more than an hour in the library during each visit. The 71(44.4%) of the respondents spent less than an hour followed by 8(5%) more than two hours in the library. Very few respondents 3(1.9%) who spent two to three hours in the library.

The category wise response shows that 12(80%) of the faculty members and 59(40.7%) of the M. Com students spent less than an hour in the library during each visit. whereas 76(52.7%) of the students and 2(13.3%) faculty members spent more than an hour in the library during each visit.

### 6.7 Purpose of library visit by the users:

The respondents visit the library with a certain purpose in mind. Hence, it is necessary to study the different purposes such as, to borrow books, to read newspapers and magazines, to refer subject journals (printed), to consult reference documents, to consult project reports, to refer conference/seminar proceedings, to browse online journals, to use online databases, to refer theses/dissertations, and to browse CD/DVD ROMS, and their responses are shown Table 7

Table-7: Purpose of library visit

Purpose	Students	Faculty Members	Total
	(N=145)	(N=15)	
Borrow books and other reading materials	138(95.2)	15(100.0)	153(95.6)
Prepare notes/lectures	74(51.0)	7(46.7)	81(50.6)
To read newspapers and periodicals	98(67.6)	12(80.0)	110(68.8)
Refer old question papers	76(52.4)	2(13.3)	78(48.80)
For research work	8(5.5)	7(46.7)	15(9.4)
To access E-resources	21(14.5)	0(0.0)	21(13.1)
Use N-List consortia	1(0.7)	6(40.0)	7(4.4)
Total	416(286.9)	49(326.7)	465(290.6)

Note: Numbers shown in parentheses are percentages

Table 7 shows that, majority 153(95.6%) of the respondents (both faculty members and students) visit the library to borrow books and other reading materials from the library. Whereas, the other purposes like, to read newspapers and periodicals 110 (68.8%), to Prepare notes / lectures 81 (50.6%) and to refer old question papers 78(48.80%), to access E-resources 21(13.1) and for research work 15 (9.4%) are relatively low. As much as 40% of the faculty members and only few percentage (0.7) of the student community use N-List consortia for their teaching / learning activities.

### 6.8 Awareness about library resources available in the library:

Awareness about the library collection is very important for effective use of the Library resources by the respondents.

The responses are presented in Table 8 indicates that 100% of faculty members and students are aware of the availability of the textbooks in the library. Whereas newspapers and magazines are the most popularly known information resources among the faculty members 15(100%) and 141(97.2%) students followed by Reference books are the next known information resource among faculty members (100%) and the students (93.1%) respectively. Journals are very impotent source to faculty members 100% and students 97.2% for their study and research purpose. The overall responses, depicts that majority of the respondents are aware of most of the information resources of their libraries, but online resources like e-books, e-journals online databases, theses/dissertations and N list consortia are not much aware of respondents both students and faculty members.. The

reason behind is that lack of awareness about e-resources and some colleges these resources are not available.

Table-8 Awareness about library resources available in the library:

Library Resources	Category		Total(N=160)
	Students(N=145)	Faculty Members(N=15)	
Textbooks	145(100.0)	15(100.0)	160(100.0)
Reference books	141(97.2)	15(100.0)	156(97.5)
Journals	142(97.9)	15(100.0)	157(98.1)
Dictionaries & Encyclopaedia's	134(92.4)	13(86.70)	146(91.3)
Newspapers and Magazines	141(97.2)	11(73.3)	152(95.0)
Theses, Dissertation, Reports	61(42.1)	11(73.3)	71(44.4)
Yearbooks	73(50.3)	9(60.0)	82(51.3)
E-books	78(53.8)	7(46.7)	85(53.1)
E-journals	85(58.6)	9(60.0)	94(58.8)
Online databases	40(27.6)	7(46.7)	47(29.4)
E-- newspapers& Magazines	70(48.3)	7(46.7)	77(48.1)
N-list Consortia	50(34.5)	9(60.0)	59(36.9)
Total	1581(1090.3)	177(1180.0)	1756(1097.5)

### 6.9 Frequency of using library resources by users:

The frequency of using various information resources among the respondents is shown in Table-9. The Table shows that 73.3% faculty members and 40.7% students are most frequently using newspapers and magazines followed by textbooks (60%) and reference books (20.6%). 17.9% of the students using journals most frequently while as e-books(13.3%) and e-journals by faculty members(13.3%). It is also interesting to note that around 8(53.3%) faculty members are using N-List consortia frequently followed by 43.4% of students are using textbooks. Majority of the respondents are not using online databases 78.6%, N-list consortia 72.4%, Yearbooks 71.7%, Theses and dissertation 68.3% and E-books (49%) even these resources are available in their library.

Table-9: Frequency of using library resources by users

Library Resources	Category	Most Frequently	Frequently	Sometimes	Rarely	Never
Text books	Students	27(18.6)	63(43.4)	25(17.2)	30(20.7)	0(00)
	Faculty Members	9(60)	0 (00)	6(40%)	00(00)	00(00)
Reference books	Students	38(26.2)	41(28.3)	44(30.3)	28(19.3)	4(2.8)
	Faculty Members	3(20)	0(00)	2(13.3)	10(66.7)	0(00)
Journals	Students	26(17.9)	24(16.6)	25(17.2)	51(35.2)	19(13.1)
	Faculty Members	0(00)	2(13.3)	3(20)	10(66.7)	0(00)
Dictionaries & Encyclopaedia	Students	3(2.07)	8(5.5)	69(47.6)	20(13.8)	45(31.1)
	Faculty Members	0(00)	2(13.3)	0(00)	13(86.7)	0(00)
Newspapers & Magazines	Students	59(40.7)	32(22.1)	21(14.5)	21(14.5)	12(8.3)
	Faculty Members	11(73.3)	0(00)	0(00)	4(26.7)	0(00)
Theses, Reports Dissertation,	Students	4(2.8)	6(4.1)	2(1.4)	34(23.4)	99(68.3)
	Faculty Members	0(00)	0(00)	2(13.3)	12(80)	1(6.7)
Yearbooks	Students	2(1.4)	0(00)	35(24.1)	4(2.8)	104(71.7)
	Faculty Members	0(00)	0(00)	0(00)	15(100)	0(00)
E-books	Students	1(0.7)	25 (17.2)	39(26.9)	9(6.2)	71(49)
	Faculty Members	2(13.3)	2(13.3)	0(00)	10(66.7)	1(6.7)
E-journals	Students	0(00)	1(0.7)	45(51.7)	11 (7.6)	88(60.7)
	Faculty Members	2(13.3)	2 (13.3)	0(00)	10(66.7)	1(6.7)
Online databases	Students	0(00)	2(1.4)	7(4.8)	22(15.2)	114(78.6)
	Faculty Members	0(00)	2(13.3)	0(00)	10(66.7)	3(6.7)
E-thesis and Dissertations	Students	0(00)	3(2.07)	4(2.8)	22(15.2)	116(80)
	Faculty Members	0(00)	0(00)	2(13.3)	12(80)	1(6.7)
N-list Consortia	Students	6(4.1)	4(2.8)	27(18.6)	3(2.07)	105(72.4)
	Faculty Members	0(00)	8(53.3)	0(00)	6(40)	1(6.7)

Note: Numbers shown in parentheses are percentages

### 6.10 Locate library resources from library by the users:

The respondents were asked to state their preferred information resources locating strategy and the responses are shown in Table 10.

Table-10: Search Strategies

Methods	Students(N=145)	Faculty Members(N=15)	Total
By consulting catalogue	20(13.8)	3(20.0)	23(14.4)
With the help of library staff	134(92.4)	12(80.0)	146(91.3)
With the help of Friends/colleagues	57(39.3)	2(13.3)	59(36.9)
Browsing through shelves	78(53.8)	9(60.0)	97(60.6)
Through guide boards	23(15.9)	3(20.0)	26(16.3)

Note: Number shown in parentheses are percentages

The category wise responses show that, 134(92.4%) of the students and 12(80.0%) of the faculty members search information with the help of library staff, whereas 78(53.8%) of the students and 9(60.0) faculty members browsing through shelves. The other strategies are consulting friends/colleagues 59(36.9%), guide boards 26(16.3%) and consulting catalogue 23(14.4%).

### 6.11 Preference of the format of library Resources:

Responses are drawn on the preference of print and electronic resources from the respondents and the results are shown in Table 11.

Table 11: Preference of library resources format

Library Resources	Category		Total(N=160)
	Students(N=145)	Faculty Members(N=15)	
Print Resources	71(49)	4(26.7)	75(46.9)
Electronic Resources	4(2.8)	0(0.0)	4(2.5)
Both	70(48.3)	11(73.3)	81(50.6)
Total	145(100.00)	15(100.0)	160(100.0)

Note: Number shown in parentheses are percentages

Table 11 depicts that, overall 81(50.6%) of the respondents prefer to use the both print and electronic resources, whereas 75(46.9%) prefer print resources. Only few 4(2.5%) respondents prefer electronic resources for their study and research purpose. Category

wise responses show that 71(49%) of the students prefer print resources, whereas 11(73.3%) of the faculty members prefer the both print and electronic resources. So the students prefer print resources more compared to other categories.

### 6.12 Awareness about library services provided by the library:

To make use of the information services effectively, the users should be aware of the services offered by their respective libraries. The respondents expressed their awareness on the availability of library services in their respective libraries.

Table-12: Awareness of library Services

Library Services	Category		Total(N=160)
	Students(N=145)	Faculty Members(N=15)	
Lending service	145(100)	15(100)	160(100)
Reference Service	142(97.9)	15(100)	157(98.1)
Resource sharing service	108(74.5)	13(86.7)	121(75.6)
Overnight Issue service	48(33.1)	11(73.3)	59(36.9)
Newspaper clipping service	123(84.8)	11(73.3)	134(83.8)
Online Search Service	116(80.0)	11(73.3)	127(79.4)
Reservation of Documents	63(43.4)	7(46.7)	70(43.8)
Photocopying	64(44.1)	6((40.0)	70(43.8)
OPAC Service	61(42.1)	7(46.7)	68(42.5)
Library Bulletin service	46(31.7)	7(46.7)	53(33.1)
Career guidance service	87(60.0)	7(46.7)	94(58.8)
Content page services	114(78.6)	15(100.0)	129(80.6)
Total	1117(770.3)	125(833.3)	1242(776.3)

Note: Number shown in parentheses are percentages

The Table 12 reveals that cent percent of faculty members and students are aware of the lending service followed by reference service 157(98.1%), newspaper clipping service 134(83.8%), New arrival notification service 129 (80.6%), online search service 127

(79.4%) and resource sharing service 121 (75.6%) of their library. A manageable number of 94(58.8%) respondents are aware of career guidance service, reservation of documents 70(43.8), photocopying service and OPAC 68(42.5%) service. Only a few respondents are aware of the overnight issue service 59(36.9%) and library bulletin service 53(33.1%). The responses show that majority of the respondents are aware of the services offered by their libraries. Proper training programme may help the respondents to know the services and their proper use.

### **6.13 Satisfaction level of Library Resources by the users:**

Based on the user's awareness and utilization, their opinions about the satisfaction level of the information resources were collected. Five options were given for each source of information.

Table 13 shows that, 8(53.3) faculty members are highly satisfied with N-List e-resources available in their library, but only 4(2.8%) of the students are highly satisfied with it. 72(49.7%) of students and 6(40%) of faculty members are highly satisfied with newspapers and magazines followed by 71(49%) of the students and 5(33.3%) of the faculty members are highly satisfied with text books available in their library. 11(73.3%) of the faculty members are satisfied with journals, 41.4% of students are highly satisfied with reference books available in their library. E-books, e- journals, online databases, Theses and dissertation, yearbooks are moderately satisfactory information resources. Lack of awareness and non-availability of these resources may be the reason for less satisfaction from respondent's side.

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Table 13: Satisfaction about library resources by users



library Resources	Category	Highly Satisfied	Satisfied	Neutral	Not satisfied	Highly not Satisfied
Text books	Students	71(49)	67(46.2)	7(4.8)	0(00)	0(00)
	Faculty Members	5(33.3)	10(66.7)	0 (00)	0(00)	00(00)
Reference books	Students	60(41.4)	72(49.7)	13(9)	0(00)	0(00)
	Faculty Members	3(20)	6(40)	6(40)	0(00)	0(00)
Journals	Students	35(24.1)	85(58.6)	23(15.9)	2(1.8)	0(00)
	Faculty Members	0(00)	11(73.3)	4(26.7)	0(00)	0(00)
Dictionaries & Encyclopaedia	Students	28(19.3)	59(40.7)	53(36.6)	5(3.4)	0(00)
	Faculty Members	0(00)	7(46.7)	8(53.3)	0(00)	0(00)
Newspapers and Magazines	Students	72(49.7)	56(38.6)	15(10.3)	2(1.8)	0(00)
	Faculty Members	6(40)	7(46.7)	2(13.3)	0(00)	0(00)
Theses, Dissertation, Reports	Students	9(6.2)	52(35.9)	75(51.7)	9(6.2)	0(00)
	Faculty Members	0(00)	7(46.7)	6(40)	2(13.3)	0(00)
Yearbooks	Students	4(2.8)	26(17.9)	92 (63.4)	18(12.4)	5(3.4)
	Faculty Members	2(13.3)	5(33.3)	6(40)	2(13.3)	0(00)
E-books	Students	10(6.9)	39(26.9)	79(54.5)	14(9.7)	3(2.1)
	Faculty Members	0(00)	5(33.3)	6(40)	4(26.7)	0(00)
E-journals	Students	7(4.8)	35(24.1)	87(60)	11(7.9)	5(3.4)
	Faculty Members	0(00)	5(33.3)	6(40)	4(26.7)	0(00)
Online databases	Students	4(2.8)	21(14.5)	96(66.2)	19(13.1)	5(3.4)
	Faculty Members	0(00)	4(26.7)	7(46.7)	4(26.7)	0(00)
N-list Consortia	Students	4(2.8)	25(17.2)	52(35.9)	43(29.7)	21(14.5)
	Faculty Members	8(53.3)	0(00)	3(20)	4(26.7)	0(00)

Note: Numbers shown in parentheses are percentages

#### 6.14. Satisfaction about library services:

The data was collected to know about the satisfaction level of the library services by the respondents and the responses are presented in Table 14. The circulation service is a highly satisfied service of faculty members 11 (73.3%) and PG students 78(53.8%) followed by reference service 69 (47.6%) of the library. 9(60%) of the faculty members are satisfied with reference services provided by library followed by newspaper clipping service are satisfied by students 75(51.7%). 43 (29.7%) of the students are not satisfied with resource sharing services of the library followed by Overnight issue service 33 (22.8%) and OPAC service 33 (22.8%) A cross section interview was conducted and it was found that lack of

awareness about the existence of these services in the respondent libraries are the factors for less satisfaction of these services by the respondents.

Table-14: Satisfaction about Library services by the users

Library Services	Category	Highly Satisfied	Satisfied	Neutral	Not satisfied	Highly not Satisfied
Circulation service	Students	78(53.8)	61(42.1)	4(2.8)	2 (1.8)	0(00)
	FM	11(73.3)	4(26.7)	0(00)	0(00)	00(00)
Reference Service	Students	69 (47.6)	72(49.7)	3(2.1)	1(0.7)	0(00)
	FM	4 (26.7)	9(60)	2(13.3)	0(00)	0(00)
Overnight Issue service	Students	16(11.1)	24(16.6)	64(44.1)	33(22.8)	8(5.5)
	FM	4(26.7)	3(20)	6(40)	2(13.3)	0(00)
Newspaper clipping service	Students	27(18.6)	75(51.7)	40(27.6)	3(2.1)	0(00)
	FM	2(13.3)	6(40)	7(46.7)	0(00)	0(00)
Reservation of Documents	Students	18(12.4)	38(26.2)	71(49)	16(11.1)	2(1.8)
	FM	2(13.3)	3(20)	8(53.3)	2(13.3)	0(00)
Resource sharing service	Students	20(13.8)	50(34.5)	62(42.8)	43(29.7)	0(00)
	FM	3(20)	2(13.3)	8(53.3)	2(13.3)	0(00)
Photocopying (Xerox) service	Students	12(8.3)	31(21.4)	61(42.1)	32(22.1)	9(6.2)
	FM	0(00)	1(6.7)	12(80)	2(13.3)	0(00)
Online Search Service	Students	12(8.3)	49(33.8)	58(40)	22(15.1)	4(2.8)
	FM	0(00)	4(26.7)	9(60)	2(13.3)	0(00)
Content page services: New arrival service	Students	10(6.9)	41(28.3)	64(44.1)	25(17.2)	5(3.4)
	FM	0(00)	5(33.3)	8(53.3)	2(13.3)	0(00)
OPAC Service	Students	5(3.4)	15(10.3)	87(60)	33(22.8)	5(3.4)
	FM	1(6.7)	4 (26.7)	8(53.3)	2(13.3)	0(00)
Career guidance service	Students	14(9.7)	28(19.3)	76(52.4)	23(15.9)	4(2.8)
	FM	0(00)	3(20)	10(66.7)	2(13.3)	0(00)

Note: Numbers shown in parentheses are percentages (FM=Faculty Members)

### 6.15. Overall satisfaction about Library resources and services of library:

The data was collected to know about the overall satisfaction about information resources and services by the respondents and the responses are presented in Table 15. Majority of the faculty members 11(73.3%) and students 77(53.1%) are satisfied with library information services followed by faculty members 10 (66.7%) and students 72(49.7%) with information resources available in the library. 45.5% of the students are highly satisfied with library resources followed by faculty members 20%. The 40% students are highly satisfied with information services followed by faculty members 13.3%.the data shows

that majority of respondents are satisfied with information resources and services of the library.

Table-15: Overall Satisfaction about library resources and services by users

Description	Category	Highly Satisfied	Satisfied	Neutral	Not satisfied	Highly not Satisfied
Library Resources	Students	66(45.5)	72(49.7)	6(4.1)	1(0.7)	0(00)
	Faculty Members	3(20)	10(66.7)	2(13.3)	0(00)	00(00)
Library Services	Students	58(40)	77(53.1)	9(6.2)	1(0.7)	0(00)
	Faculty Members	2(13.3)	11(73.3)	2(13.3)	0(00)	0(00)

Note: Numbers shown in parentheses are percentages

### 6.16 Need training to use Library Resources:

Training is an important aspect in the libraries on the use of resources, facilities and services. Majority of faculty members 13(86.7%) and less than 50% of the students expressed that they need training to use library resources. It is clear that staff members need training to use information resources from the library.

Table-16: Need training to use Library Resources

Description	Category		Total
	Students	Faculty Members	
Yes	60(41.4)	13(86.7)	73(45.6)
No	85(58.6)	2(13.3)	87(54.4)
Total	145(100.0)	15(100.0)	160(100.0)

Note: Numbers shown in parentheses are percentages

## 7. Findings of the study:

The major findings of the study are listed below.

- All the three first grade college libraries have a good collection of printed library resources and e- resources and provide both traditional as well as ICT based services.
- Maximum numbers of students (33.8%) and faculty members 33.3% visit the library daily and 23.1% respondents visit twice in a week. It is observed that most of the respondent utilise the library for their teaching/learning and research purpose.

- The respondent's main purpose of visiting the library is to borrow books (95.6%) and to read newspapers and magazines (68.8%) and faculty members (40%) visit library for use N-List consortia.
- The study depicts that majority of faculty members (80%) and 40.7% of the students spent below half an hour time during each visit to the library. More than 50% of the students and 13.3% of the faculty members spend more than an hour and very less respondents more than two hours during each visit to the library.
- The study has revealed that majority (95.6%) of the respondents visit the library for borrow books and other reading materials followed by to read newspapers and periodicals (68.8%). The other reasons for visiting the library for research work by faculty members (46.7%), refer old question papers by students (52.4%) and prepare notes (50.6%) by respondents. Very few respondents use library for access e resources 13.1% and use N-list consortia by faculty members 40% and students (0.7%) for their teaching and learning purpose.
- The study indicates that 100% of faculty members and students are aware of the availability of the textbooks in the library. Whereas newspapers and magazines are the most popularly known information resources among the faculty members 15(100%) and 141(97.2%) students followed by Reference books are the next known information resource among faculty members (100%) and the students (93.1%) respectively. Journals are very impotent source to faculty members 100% and students 97.2% for their study and research purpose. The overall responses, depicts that majority of the respondents are aware of most of the information resources of their libraries, but online resources like e-books, e-journals online databases, theses/dissertations and N list consortia are not much aware of respondents both students and faculty members. The reason behind is that lack of awareness about e-resources and some colleges these resources are not available.
- The study revealed that 73.3% faculty members and 40.7% students are most frequently using newspapers and magazines followed by textbooks (60%) and reference books (20.6%). 17.9% of the students using journals most frequently while as e- books (13.3%) and e-journals (13.3%) by faculty members. It is also interesting to note that around 8(53.3%) faculty members are using N-List consortia frequently followed by 43.4% of students are using textbooks. Majority of the respondents are not using online databases

78.6%, N-list consortia 72.4%, Yearbooks 71.7%, Theses and dissertation 68.3% and E-books (49%) even these resources are available in their library.

- The study revealed that majority 142(88.8%) of the respondents, students (91%) and faculty members (66.7%) come to know the new arrivals through library staff, followed by new arrivals rack (45%) and through friends and colleagues 47(29.4%). Very few respondents' modes of communications are Library OPAC 4(2.5%), through WhatsApp 3 (1.9) and e-mail 1(0.6%) follow next in the order of preference.
- The study depicts that 134(92.4%) of the students and 12(80.0%) of the faculty members search information with the help of library staff, whereas 78(53.8%) of the students and 9(60.0) faculty members browsing through shelves. The other strategies are consulting friends/colleagues 59(36.9%), guide boards 26(16.3%) and consulting catalogue 23(14.4%).
- The study revealed that, overall 81(50.6%) of the respondents prefer to use the both print and electronic resources, whereas 75(46.9%) prefer print resources. Only few 4(2.5%) respondents prefer electronic resources for their study and research purpose. So the preference of print resources by students (49%) more compared to faculty members (26.7%).
- The Table reveals that cent percent of faculty members and students are aware of the lending service followed by reference service 157(98.1%), newspaper clipping service 134(83.8%), New arrival service 129(80.6%), online search service 127 (79.4%) and resource sharing service 121 (75.6%) of their library. A manageable number of 94(58.8%) respondents are aware of career guidance service, reservation of documents 70(43.8), photocopying service and OPAC 68(42.5%) service. Only a few respondents are aware of the overnight issue service 59(36.9%) and library bulletin service 53(33.1%). The studies showed that majority of the respondents are aware of the services offered by their library. Proper training programme may help the respondents to know the services and their proper use
- It has been recognised that, 8(53.3) faculty members are highly satisfied with N-List e-resources available in their library, but only 4(2.8%) of the students are highly satisfied with it. 72(49.7%) of students and 6(40%) of faculty members are highly satisfied with newspapers and magazines followed by 71(49%) of the students and

5(33.3%) of the faculty members are highly satisfied with text books available in their library. 11(73.3%) of the faculty members are satisfied with journals, 41.4% of students are highly satisfied with reference books available in their library. E-books, e-journals, online databases, theses and dissertations, yearbooks are moderately satisfactory information resources. Lack of awareness and non-availability of these resources may be the reason for less satisfaction from respondent's side.

- It is observed that the circulation service is a highly satisfied service of faculty members 11 (73.3%) and PG students 78(53.8%) followed by reference service 69 (47.6%) of the library. 9(60%) of the faculty members are satisfied with reference services provided by library followed by newspaper clipping service are satisfied by students 75(51.7%). 43 (29.7%) of the students are not satisfied with resource sharing services of the library followed by Overnight issue service 33 (22.8%) and OPAC service 33 (22.8%) A cross section interview was conducted and it was found that lack of awareness about the existence of these services in the respondent libraries are the factors for less satisfaction of these services by the respondents.
- The study revealed that majority of the faculty members 11(73.3%) and students 77(53.1%) are satisfied with library services followed by faculty members 10 (66.7%) and students 72(49.7%) with library resources available in the library. 45.5% of the students are highly satisfied with library resources followed by faculty members 20%. The 40% students are highly satisfied with information services followed by faculty members (13.3%). The data shows that majority of respondents are satisfied with library resources and services of their respective library.
- The study observed that majority of faculty members 13(86.7%) and less than 50% of the students expressed that they need training to use library resources. It is clear that staff members need training to use library resources than students from the library.

## **8. Suggestions**

Based on the study the following suggestions are made.

- ✓ More than 40% of the students and faculty members (32.5%) suggested that increase the volume of subject related textbooks with new editions and subscribe online resources (e-books and e-journals).

- ✓ More than 30% of the respondents suggested that provide more computers with internet facilities.
- ✓ The few respondents (4%) suggested that, the library timings should be extended from Morning 9:30 to 5:30pm and in Evening College library should be kept open from 1:00pm to 9:00pm for better use of library resources. Therefore, the librarian should take necessary measures to satisfy the information needs of the users by extending the working hours of the library.
- ✓ 12.5% of the respondents are suggested that encourage the users to use library resources for their teaching and learning purposes. Therefore library professionals should conduct user education program, hands on training program and information literacy program to attract and encourage the users towards library.

## **9. Conclusion**

The fruitful operation of the library depends upon information resources and services provided to users by the library. The result of the study discloses that users collect academic information from many sources, both in print and electronic forms. Hence, the study revealed that there is an indispensable role for a library to play as an information centre with an updated library collection and the activities lead by a professorial librarian. The study has revealed that students prefer print resources to electronic resources. The respondents considered text books, newspaper/magazines and online journals as the most important information resources for their teaching and learning purposes. The library professionals should provide user education and support the users to cope-up with the changing information environment, so that optimum use of information resources becomes possible. The library infrastructure needs to be restored and they need to be equipped with the latest electronic tools and techniques to facilitate CT based library services. User friendly arrangement of books should be developed and OPAC search should be implemented in the library. It is always good to take regular feedback from the users the improvement of existing library facilities and services. However, the above-mentioned suggestions and recommendations if implemented would definitely enhance the use of the libraries to the maximum level.

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