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Users Attitudes towards Library Resource and Services of First Grade College in Bangalore City, India: A Study

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Abstract

The Investigator has discussed the users' attitudes towards library resources and services of first grade colleges of Bangalore city. The purpose of study is to identify the awareness of library resources and services. The findings of the study is that majority of 74.86% students satisfied with space for reading room followed by 66%, 63.71%, 62.57%, and 57.43% are stated that they satisfied with furniture, Toilet, Ventilation, and cleanliness available in the library. The suggestion was given by the investigator library collection and other operation must be computerized to meet the users' needs quickly and promptly

Key words: Library resources, Service, First Grade College, Bangalore

Introduction

Colleges, which have the continuous work of educating the students for their future, have to keep up with both the immediate and impending changes that permeate society. Modern has now shifted from being teacher-centric to student-centric – in other words from directed instruction to active learning and knowledge discovery and construction (**Majid, 2005**). Hence, due to the new demands that the current information age places on students, college no longer have the prime objective of helping students to read. Other side, they are expected to inculcate skills that go beyond that basic ability to read. **Naik (2016)** explained that students now need to

be trained on how to think critically. Tried, tested and workable ways of doing things are not attractive or desired anymore. Master trainers need to use a variety of information sources in their lessons so as to keep their students interested and their lessons current and informative.

Attitudes towards use of First Grade College libraries

To complement the new functions and objectives that college has to accomplish, college libraries also have to undergo certain changes (**Naik, 2019**). Hence, college libraries are required to provide access to local and remote information resources, and college librarians need to assume a more instructional role in order to develop competency in providing access to information effectively and to cultivate information resources in students.

Review Literature

The College library is essential part of the any organization and provision of information for the purpose of increasing students' knowledge, and the integration of information skills into the curriculum. (**Kumar N. K., 2018**)

This article study is electronic information resources utilization by 47 students of the Bangalore university constituent colleges. Survey method was used for the purpose. It was found that 68.08% students visit the library for reading text books.87.23% students were aware about the photocopy service, while 65.95% students use the internet for educational purpose.51.06% students face the problem while using the OPAC and 61.7% ask for help to the Librarian in using the library.25.53% students rated reading area as very good. Students need proper orientation in the use of library resources (**Kumar S. K., 2015**).

The use of library resources by the users and services imparted by the central universities of North East, India. structured questionnaire covering various relevant facets relating to research topic was prepared and submitted to the respective librarian of all nine central universities from which, 7 (seven) filled-in questionnaires were received (constituting 78% responses). Stratified sampling technique was used to obtain representative samples as the user samples

constituting a heterogeneous group. As discussed, non-receipt of the questionnaires from two university libraries limited the population size to 350. Thus, out of 350 questionnaires, 312 filled in questionnaires were received from the users of the libraries of seven central universities which formed 89% in total leaving behind the non-respondent 38 (11%). Findings are after due analysis reflected that, MZU, NU, RGU & SU have responded 100% followed by the responses from NEHU (86%), MU (76%) and AU (62%) respectively. Further, out of three category of users i.e., Faculty members, Research Scholars and the Students, the Research Scholars have responded more i.e., 112 compared to the Students and Faculty members which constitute 108 and 92 respectively. Thus, the total respondents irrespective of the types of users come to 312 out of 350 that constitute 89% leaving behind the non-respondents 38 in total, which comes to 11% Concluded that Libraries in true sense of the term add potential resources to support teaching, learning and research (Mishra, 2016).

Naik (2015) have jointly conducted a study on "Usage of Wi-Fi Service among Users' of Bangalore Medical College and Research Institute Library, Bangalore". The main purpose among 75% of users was to avail this facility for searching articles through an online database.

Narasappa KC (2016) studied about ICT skills among library professionals and he stated that "adequate knowledge of information technology and its application in libraries with a positive attitude can make the real difference between the real and desired situation. Again the author expressed professor should be IT skilled".

Objectives of the Study

The primary objective of the study is to investigate the view of the users toward the services and facilities.

- To know the frequency of the users to visit the library.
- To find out the purpose of their library visits.
- To find out the awareness of users to the library services,
- To assess the satisfaction of the users with regard to the working
- To determine the level of user satisfaction towards the physical facilities.
- To know the views of the users about the library staff.

Hypotheses

- Most of the users will not be satisfied with the services and facilities.
- Installation of computers will be welcomed by most of the users.

Methodology

For this study the investigators used questionnaire, observation and informal interview for the collection of data. The questionnaire was circulated 425 students received back 350. The data collected through questionnaire are organized and tabulated by using statistical methods, tables, percentages, data collected through observation and informal interview are used for the formulation of the findings.

Data Analysis and Interpretation

In user studies immediately after the data collection the next task is the data analysis and interpretation of result. Analyzing means to categorizing ordering, manipulation and summarizing of data to obtain answer to research problems.

Frequency of Library Visit

The frequency of library visit by the teachers was investigated by analyzing the responses obtained from a representative sample of 210. The detail of analysis is summarized in Table -1.

Table 1 Frequency of Library Visit

	frequency	Percentage
Every day	99	28.29
Once in two days	83	23.71
Occasionally	91	26
Weekly once	35	10
Monthly	28	8

The frequency of library visits by the students was investigated by analyzing the responses obtained from a representative sample of 350. (28.29%) of students

claimed that they visit the library daily and (23.71%) of them visit the library once in two days. (26%) of students claimed that they visit the library occasionally and (10%) claimed that they visit once in a week.

Purpose of visit Library

Table 2 Purpose of visit Library

	Frequency	Percentage
Study purpose	151	(43.14)
Journals	-	-
Collecting teaching material	-	-
Borrow books	175	(50)
Spend leisure time,,	8	(2.29)
Newspapers	16	(4.57)

In the case of students 43 .14% visit the library for study purpose and 50% visit to borrowing books. Very low percentage of students 2.29% visits the library to spend leisure time. 4.57% of students visit for other purposes.

Awareness to the Services

Table 3 Awareness to the services

	Aware	Not Aware	No Response
Reference Service	226 (64.57%)	38(10.86%)	86(24.57%)
Circulation Service	320(91.43%)	19(5.43%)	11(3.14%)
Newspaper/periodical Service	236(64.43%)	75(21.43%)	39(11.14%)
Inter Library Loan Service	3(0.86%)	328(93.71%)	19(5.43%)

64.57% students are aware of reference service while 91.43% and 67,43% are aware of circulation service and newspapers/periodical service respectively. It is also clear that a major part of the students i.e. 93.71% are not aware to Inter Library Loan Service.

Awareness of Library Service

Table 4 Awareness of Library Service

	Aware	Not Aware	No Response
Reference Service	216(61.71%)	40(11.43%)	94(26.86%)
Circulation Service	280(80%)	14(4%)	56(16%)
Newspaper/periodical Service	163(46.57%)	175(50%)	12(3.43%)
Inter Library Loan Service	105(30%)	160(45.71%)	85(24.29%)

From the above table majority of respondents 61.71% are aware reference service. Followed by 80% are also aware circulation services. 50% of users are not aware about newspaper and periodical service.

Adequacy of Library Collection

Table 5 Adequacy Library Collection

	Adequate	Inadequate	No Response
Reference Service	221(63.14%)	64(18.29%)	65(15.57%)
Circulation Service	218(62.29%)	86(24.57%)	46(13.14%)
Newspaper/periodical Service	143(40.86%)	181(51.71%)	26(7.43%)
Inter Library Loan Service	104(29.71%)	61(17.43%)	185(52.86%)

63.14% of students expressed that the collection of this section is adequate to meet their information needs. 15.27% of students did not respond to this question

because the undergraduate e students do not us e the Reference Section. 62.29% of students stated that the circulation service is adequate to circulate books and periodicals 24.57% of inadequate circulation service. Whereas newspaper/periodical service 51.71% of students stated inadequate and 40.86% stated that adequate. 52.86% of students did not response about inter library loan service because they don't have idea about it.

Users Opinion about the Physical Facilities in the Library

Table 6 Users Opinion about the Physical Facilities in the Library

	Satisfaction	Not satisfaction	Not respond
Space for Reading	262(74.86%)	65(18.57%)	23(6.57%)
Furniture	231(66%)	80(22.86%)	39(11.14%)
Cleanliness	201(57.43%)	75(21.43%)	74(21.14%)
Ventilation	219(62.57%)	63(18%)	68(19.43%)
Drinking water	143(40.86%)	165(47.14%)	42(12%)
Toilet	223(63.71%)	99(28.29%)	28(8%)

Majority of 74.86% students satisfied with space for reading room followed by 66%, 63.71%, 62.57%, and 57.43% are stated that they satisfied with furniture, Toilet, Ventilation, and cleanliness available in the library. Whereas not satisfaction of drinking water (47.14%) providing in the library.

Views about the Computerization of the Library

This is age of information technology explosion. No one library can exist without the computerization or automation.

Table 7 Views about the Computerization of the Library

Yes	262(74.86%)
No	47(13.43%)
No response	3(2.14%)

It is evident from the table that majority of the users consisting of 74.86% of students expressed that the library should be computerized and 13.43% of students are expressed should not be computerized. Some of them not expressed any thing.

Opinion about library Staff

Table 8 Opinion about library Staff

Opinion	frequency
Most helpful	41(11.71%)
Helpful	186(53.14%)
Not helpful	85(24.29%)
No Response	38(10.86%)

It is evident from the above table that 53.14% of respondents are indicated that staff was Helpful and 24.29% of Students are not satisfied with the staff.

Users Opinion about the Library Services

Table 9 Users Opinion about the Library Services

Service	Most helpful	Helpful	Not helpful	No Response
Reference Service	36 (10.29%)	139 (39.71%	63(18%)	112(32%)
Circulation Service	72(20.57%)	205 (58.57%)	29(8.29%)	44(12.57%)
Textual Service	96(27.43%)	168 (48%)	23(6.57%)	63(18%)
Periodical Service	32(9.14%)	86 (24.57%)	80(22.86%)	152(43.43%)
Inter Library Loan Service	4(1.14%)	8(2.29%)	58(16.57%)	280(80%)

From the above table shows that 39.71% of Students expressed that reference service is helpful. 18% of Students expressed that this Service is not helpful and 32% of students are did not respond. Regarding circulation service 58.57% of respondents are expressed that it is helpful. 43.43% of respondents are not expressed about periodical service. In sense of inter library loan 80% of respondents are not respondents.

Satisfaction with Overall Functions

Table 10 Satisfaction with Overall Functions

Opinion	Response
Satisfied	183 (52.29%)
Not Satisfied	142 (40.57%)
No Response	25 (7.14%)

It is evident from the table 52.29% of respondents were satisfied, 40.57% of respondents were not satisfied.

Tenability of Hypotheses

The tenability of hypotheses can be checked in the light of above findings.

Hypothesis - 1

Most of the users will not be satisfied with the service and facility

It is clear from the result of the study that most of the teachers and research scholars are not satisfied with the services and facilities but it is also clear that most of the students are satisfied with the services and facilities. So the hypothesis is not fully true.

Hypothesis - 2

Installation of computer will be welcomed by most of the users. It is clear from the result of the study that almost all the respondents demanded the computerization of Library as soon as possible. So the hypothesis becomes fully true.

Findings

- Majority of the students are satisfied with overall functions.
- Collection of reference section and textual studies division is adequate towards the information needs of the students.
- Majority of the respondents are not satisfied with the opening hours of the circulation and periodical section.
- Most of the respondents are not aware with Inter Library Loan Service.
- Majority of the respondents are aware with reference service, circulation service and newspapers/periodical service.
- Students most them visit the library for study purpose and borrow books.
- Satisfactory percentage of Students visits the Library regularly.

Suggestions and Conclusion

- User education programs should be started in order to familiarize the library services.
- Working hours of periodical section and circulation section should be extended till 8.00 p.m. including Sunday
- Circulation Section and Textual studies division must be strengthened by additional copies of books.
- In the Reference section there are a large number of outdated books which hindered the use of collection, so to maintain currency in the collection weeding out of documents should be undertaken at regular intervals and it is to be replaced by latest editions.
- Library collection and other operation must be computerized to meet the users' needs quickly and promptly
- Library should conduct the user study to find out the need of the user.

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