

University of Nebraska - Lincoln

DigitalCommons@University of Nebraska - Lincoln

---

Library Philosophy and Practice (e-journal)

Libraries at University of Nebraska-Lincoln

---

November 2021

## Awareness and Utilization of Information Resources and Services among Library Users of JCBM College, Shringeri, India: A Study

shivananda Bhat Dr

*Manipal Academy of Higher Education, shiva.bhat@manipal.edu*

Prasad TP

*Government First Grade College, Shivamogga, prasadtp98@gmail.com*

Mahabaleshwara Rao Dr

*Manipal Academy of Higher Education, m.rao@manipal.edu*

Follow this and additional works at: <https://digitalcommons.unl.edu/libphilprac>



Part of the [Collection Development and Management Commons](#)

---

Bhat, shivananda Dr; TP, Prasad; and Rao, Mahabaleshwara Dr, "Awareness and Utilization of Information Resources and Services among Library Users of JCBM College, Shringeri, India: A Study" (2021). *Library Philosophy and Practice (e-journal)*. 6477.

<https://digitalcommons.unl.edu/libphilprac/6477>

# **Awareness and Utilization of Information Resources and Services among Library Users of JCBM College Shringeri, India: A Study**

## **Prasad TP**

Assistant Librarian

Government First grade college, Thirthahalli, Shivamogga-577432

E-mail: [prasadtp98@gmail.com](mailto:prasadtp98@gmail.com)

## **Dr. Shivananda Bhat K.**

Associate Professor and Chief Librarian

Department of Library & Information Science and Health Sciences Library

Kasturba Medical College

Manipal Academy of Higher Education

Manipal – 576 104, Karnataka, India

E-mail: [shiva.bhat@manipal.edu](mailto:shiva.bhat@manipal.edu)

## **Dr. Mahabaleshwara Rao**

Associate Professor and Deputy Chief Librarian

Department of Library & Information Science and Health Sciences Library

Kasturba Medical College

Manipal Academy of Higher Education

Manipal – 576 104, Karnataka, India

E-mail: [m.rao@manipal.edu](mailto:m.rao@manipal.edu)

## **Abstract**

College libraries are integral part of higher education institutions and they play an important role in raising the standard of education. The study was conducted at Sri JCBM College, Sringeri to assess users' awareness and utilization of library resources and services. The data were collected using a structured questionnaire and personal visits to the said college library. Convenience sampling technique was used to collect the data. Seventy structured questionnaires were distributed and 52 duly filled questionnaires were returned back, the response rate is 76.04%. The data were analyzed using SPSS software (16.0) and Excel. The study revealed that the majority (86%) of the users are visiting library daily. The study revealed that majority of the users have awareness on almost all the services provided by the library. The majority of the users always use internet browsing service (50%), Reference service (44.23%) and Book bank facility (40.38%) while they visit the library. The users were satisfied with various resources and services provided by the library. The study suggested to provide a separate digital

library with the adequate number of computers with high speed internet connectivity, Wi-Fi, access to more number of e-resources including CDs/DVDs and online journals to the users in the library. The library needs to explore innovative methods by making use of technology in reaching out to users.

**Keywords:** Library Resources, Library Services, JCBM College, Sringeri, Academic library users, User satisfaction

## **1. Introduction**

Academic libraries play an important role in supporting teaching, learning and research activities in the institutions. Application of IT and ICT in college libraries have revolutionized the traditional activities of the college libraries. College libraries are transforming the library collection from print to online. College libraries are providing access to digital resources in addition to print resources and thus maximizing the usage of library. RFID technology is being used in providing security to library materials, in circulation section for lending the books quickly and in stock verification. Academic Libraries are providing access to their resources through a well-designed website. Remote access software are being installed in academic libraries for off-campus access to e-resources. Modern technologies are playing an important role in automating library services. College libraries are developing their digital repositories using e-prints/DSpace open access software. Best attempts are being made in college libraries to meet the users' information needs by providing a good ambiance for reading, access to various resources and research support services by implementation of technologies and thus promoting academic activities in their institutions.

## **2. JCBM College Library, Sringeri, India**

JCBM College, Sringeri is one of the premier institutions, holds a reputed position among various higher education institutions in Kuvempu University, Karnataka state, India. The College served with quality education to the students of the Malnaad region of Karnataka state. The College has committed to cater to the needs of higher education by offering Arts, Science and Commerce programs, Ad-on-courses and Certificate courses. It has excelled in higher learning and got the grade 'A' by the NAAC. The college has grown in all facets in leaps and bounds in the past five decades and committed itself in accomplishing the objectives of teaching, research, extension and outreach activities.

## **2.1 Library Resources and Services**

J.C.B.M. College library is located in the centre of the campus. The library is being extensively used by the students and faculty members. The library has a rich collection of general books, reference books and textbooks. Library has a collection of 61655 books. Other materials include Maps & Charts, Manuscripts and CD/DVDs. There are 118 maps & charts, 117 manuscripts and 45 CD/DVDs available in the library. The library subscribes to 74 periodicals and 12 newspapers. Library has been automated using library management software EasyLib.

Some of the important services by the J.C.B.M. college library include Book Bank Facility, Reprographic Service, Inter Library Loan, Reference Service, Newspaper Clipping Service, Current Awareness Service, Library Orientation, Lending Service and conducting books exhibition.

## **3. Objectives**

The objectives of the study include:

- To know the frequency of visits to the library.
- To understand the reasons for library visits.
- To explore the types of resources used for accessing the information.
- To understand the awareness on library collections and services.
- To find out the usage of information resources and services.
- To assess the user satisfaction with library resources and services.
- To explore and analyze the problems being faced in using the library.

## **4. Scope and limitations**

The study is conducted at the JCBM College library, Shringeri to know the the awareness and utilization of information resources and services. The study is limited to the final year undergraduate students of the said college.

## **5. Methodology**

The study is restricted to JCBM College Library, Shringeri only. The data required for study is collected from respondents through different approaches. The data is collected by personal visits to the library, discussion with the respondents and by getting necessary

data from questionnaire. Structured questionnaires were used to gather the data from the respondents.

The questionnaires were distributed to the users who visited the library using convenience sampling method. Total 70 questionnaires were distributed to the library users, and 52 duly filled-in questionnaires were returned. The rate of response is 74.29 percent. The data obtained through questionnaires were analyzed using SPSS (version 6.0) and MS excel.

## **6. Literature Review**

**Syamalamba Rani (2009)<sup>1</sup>** conducted a study on "library usage by students of minority degree colleges of Andhra Pradesh State". The study revealed the usage level of college libraries by undergraduate students. The study exposed the type of documents, resources and services utilized by students. The study also revealed students satisfaction towards collection, services, timings, staff co-operation while searching for required information.

**Felicia Yusuf and Juliana Iwu (2010)<sup>2</sup>** investigated the usage of library by users of Covenant University, Nigeria. The study concentrated on most used resources, regularity of library visit, methods of finding the reading materials, reasons for library visit, user satisfaction with library resources, library services and facilities etc. The study found that the library has sufficient number of reading materials. The users are satisfied with library services and facilities. The study also explored the less usage of Online Public Access Catalogue (OPAC).

**Sriram B and M.K.G.Rajev (2014)<sup>3</sup>** explored the "user satisfaction by academic library services of Sur University College". The study focused on how library services and facilities impacted on users satisfaction. The study is focused on the services such as photocopying facilities, printing facilities, study desk facilities, PC provisions and library catalogue. The study was based on questionnaire method of data collection. An impact model or graph was created. The users were highly satisfied with printing facilities, photocopying, PC provision and the library catalogue.

**Felcy Lewis and T.Y.Mallaiah (2014)<sup>4</sup>** conducted a study to discover the "utilization of information resources by engineering college library users of Udipi and Dakshina

Kannada Districts of Karnataka State.’’.The study disclosed the information requirements of users, satisfaction level of respondents and the problems they faced. Using the questionnaire method of data collection users opinions were collected and analyzed using Factor Analysis and Fisher's Exact Test. The study revealed that the users felt inadequacy with information resources in their libraries. The study showed different satisfaction levels with information resources by various categories of users.

**Mehar Singh and Ajay Kumar Arora (2015)<sup>5</sup>** conducted a study to explore the role of selected university libraries of Haryana State of India in the academic environment. The study aimed to know about the current status of available information resources, electronic information sources, services provided by the library, library infrastructure along with collection development, library staff management, working hours etc. The selected libraries had a sufficient number of print resources but some of libraries were not providing book bank facility. Newspapers were sufficient in number but few libraries were lagging behind in magazine subscription. None of the libraries had audio-visual materials. The libraries had sufficient number of staff. Libraries were offering various services like CAS, SDI, photocopying service, document delivery service, inter library loan, web OPAC etc. The study revealed that all university libraries had good infrastructure, and library management software to manage the library activities.

**Rakesh Mohindra and Anil Kumar (2015)<sup>6</sup>** conducted a study on “ user satisfaction with quality of library services of A. C. Joshi library, Punjab University, Chandigarh”. The study aimed to explore the correlation between the users satisfaction with library services. The study analyzed that the users were satisfied with the services of library. The study revealed that utilization of library services is satisfactory and resources and users are happy with staff co- operation and OPAC.

**Ijiekhuamhen Osaze Patrick, Blessing Aghojare and Omosekejimi Ademola Ferdinand (2015)<sup>7</sup>** carried out a study to determine the "users' satisfaction with library services, infrastructure /place /space and collection/information provided by an academic library in Federal University of Petroleum Resources (FUPRE) library". The study revealed that library users are highly satisfied with the services, infrastructure /place/space and collection, dissemination of information etc. The respondents suggested

about inconvenience with working hours, internet bandwidth, user education program, research support services etc.

**Rilwanu Adamu (2017)<sup>8</sup>** conducted a study to determine the students' insight into library resources, facilities and library services available at Yusuf Maitama Sule University (YMSU) Library. The study is focused on undergraduate students. The study aimed to achieve students satisfaction towards resources, services, quality of services. The study revealed that undergraduate students are well satisfied with services like reference service, photocopying service, internet service, information resources, physical facilities like library building, sitting arrangement etc.

**Saravanakumar RR, Mani, M . Manthiramoorthi M and Thirumagal A(2018)<sup>9</sup>** carried out a study on "user's satisfaction towards library resources and services at Sadakathullah Appa College Tirunelveli, Tamilnadu". The study pointed out on users' concern about library resources, services, physical facilities, internet etc. The study focused on user perception on satisfaction of user on library resources and services. The study also revealed about how quality of physical facilities influenced the users' academic works.

**Yugandhar B and B. R. Doraswamy Naick (2018)<sup>10</sup>** conducted a comparative study on "users views on library facilities and services of University Arts and Science College Warangal and Government Degree College Eturunagaram, Warangal (district), Telangana". The study aimed to estimate users insight on different library facilities and services of both colleges. The study had several objectives like library facilities and services, purpose of users visit, staff co- operation, requirements to access e-resources etc. The study showed that users were highly satisfied with reading room infrastructure, lighting and ventilation in both colleges. The study also explored that the users are not satisfied with the notice boards, bulletin boards, Internet facility etc.

**Awotona Samuel Olukayode and Ipadeola Oluwaseun Lekan (2019)<sup>11</sup>** investigated the users' opinion about library services, library staff co-operation and problems with library of the students of Oyo-state college of Health Science and Technology Ibadan. The study had the objective to asses the relevance of library resources and services, library staff co-operation. The study revealed that textbook, reference sources, back volumes of journals, Newspapers and Magazines are most used resources in the library.

The study unveiled the users' satisfaction level with circulation service, orientation programmes to freshers, CAS, new arrival records, reference or information service, the users' staff co-operation, library fines, relevancy of information resources etc.

**Zakaria Abukari (2019)<sup>12</sup>** conducted a study to examine the "usage of library resources, library services and user opinions about Narh-Bita College Library, Tema, Ghana". The result of study showed that the library is extensively used and contains sufficient number of reading materials. The students are satisfied with textbooks, print journals, reference materials, etc., but most of users are not satisfied with latest editions of textbooks which are not acquired in time, e-books, proper supply of newspapers. The users are satisfied with staff knowledge about library resources, physical facilities etc.

**Viji P and Balasubramanian P (2019)<sup>13</sup>** conducted a survey to explore the way of assembling the information by the students of affiliated colleges in Manonmaniam Sundaranar University, Tirunelveli, Tamilnadu, India. The study had the several objectives likely the information needs of the users, time spent while gathering information per week, to know the platform for accessing information. The survey revealed most of respondents believed and using the 'Internet' as the source for accessing information. Second preference, the respondents gave 'library' as a source for accessing information.

**Shabir Ahmed, Bilal Ahmed Dar and Mohd Basharat (2019)<sup>14</sup>** conducted a study on "usage, choice, perception of e-resources by undergraduate students of Government Degree College Baramulla, J&K". The study aimed to know about the e-resources and services available in the library, reasons for using e-resources and satisfaction of users towards those e-resources. The result of the study revealed that the users are well aware about the e-resources available in the library.

**Hira Kalita and Sanjay Kumar Singh (2020)<sup>15</sup>** conducted a study to explore "utilization and user satisfaction of the central library of Sikkim Manipal Institute of Medical Sciences (SMIMS), Gangtok, Sikkim, India". The study aimed to investigate, regularity of library usage, reasons for library visit and services of the library. The study explored that undergraduate students using the library most. The study revealed that the



students are using the library for accessing e-resources and preparing for the examination. The users were making use of various services offered by the library like E-PAC, e-resource accessibility, lending service, printing service and information alert service. The users are pleased with the internet facility, infrastructure, library staff co-operation, Wi-Fi facility. The study also explored that PG students were using more e-resources than print resources.

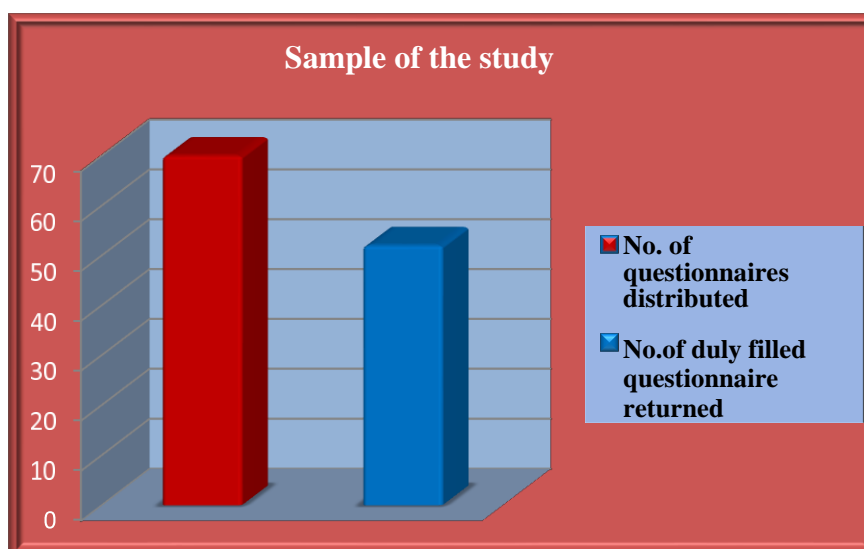
## 7 Data Analysis

### 7.1 Survey Population

The survey population consists of users of JCBM college library, Sringeri. The questionnaires were distributed to the final year undergraduate students and faculty members of JCM College, Sringeri who visited the library. Convenience sampling method was used in the study. A total of 70 questionnaires were self-administered to the participants. The percentage of response was (74.29%).

**Table 1. Survey population**

No. of questionnaires distributed	No. of duly filled questionnaires returned	Percentage of sample size
70	52	74.29%



**Fig. 1. Survey population**

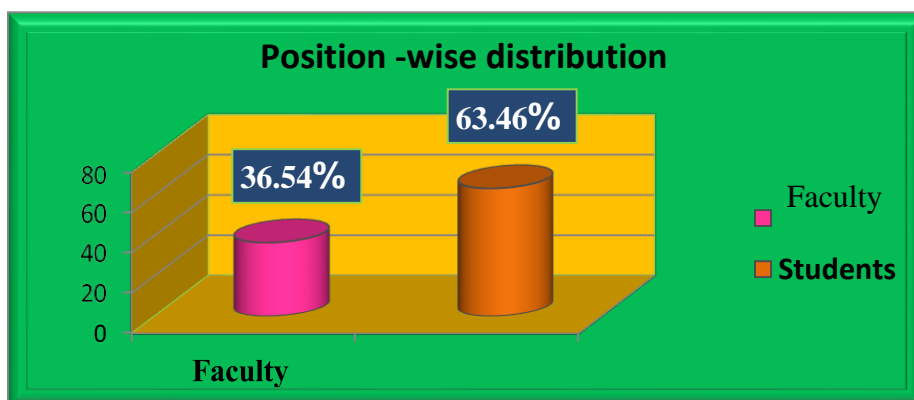
## 7.2 Gender wise and Position wise Distribution of Users

Table 2 and Figure 2 demonstrate that there are 44.23% male users, against 55.77% female users. Thus it was observed that female users are more than male users.

**Table 2 Gender wise Distribution of Users**

Gender	Total no.of respondents	Percentage (%)
Male	23	44.23
Female	29	55.77
Total	52	100

The sample size includes 63.46% of postgraduate students and 36.54% of faculty members and the same has been depicted in Figure No.2. below.



**Fig. 2. Positiowise Distribution of Users**

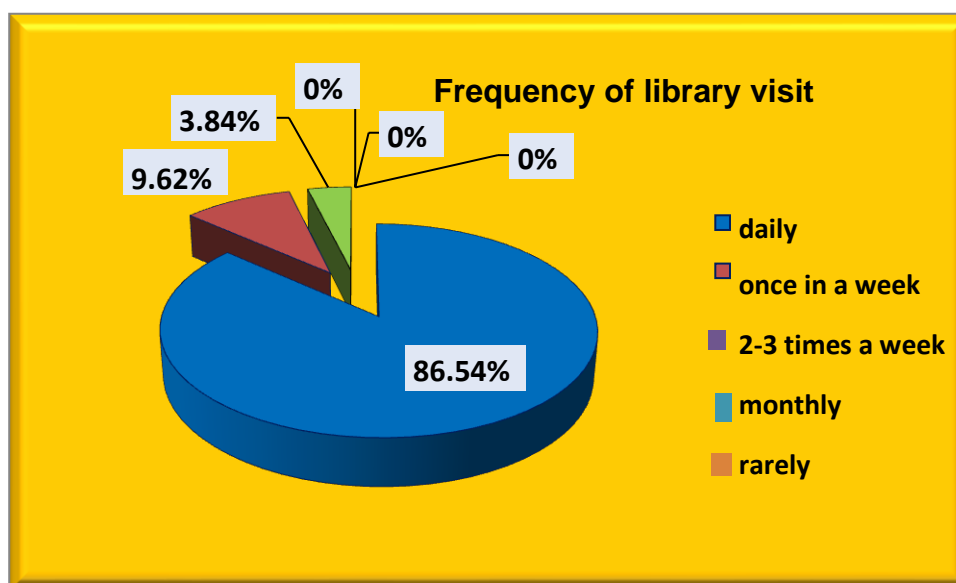
## 7.3 Frequency of Library Visit

From Table 3 and Figure 3, it was observed that the percentage of respondents (86.54%) who visit the library daily are more when compared with the percentage of users (9.62%) who visit the library weekly. Very less percentage of users visit the library (3.84%) 2-3 times a week.

**Table 3. Frequency of Library Visit**

Frequency of library visit	Total no of respondents	Percentage (%)
Daily	45	86.54
Once in a week	5	9.62

2-3 times a week	2	3.84
Monthly	0	0
Rarely	0	0
Never	0	0



**Fig. 3 Frequency of library visit**

#### **7.4 Reasons for Visiting the Library**

Table 4 shows 63.46% of users are using the library for reading newspapers, 55% of users are using the library for updating their knowledge, 42% users are using the library for study, 26% of users are using for exam preparation and 26% of users are using library for reading general books, 26.92% of users using the library for preparing exams, 23.08% users are using library to issue and return the books, 21% of users prefers to read general magazines and another 21% of users using the library for internet browsing, 17% users are using the library for referring journals, 7% users use are using the library for other purpose and 1% of users are using the library for preparing slides.

**Table 4. Reasons for Visiting the Library**

Reasons	Total no of respondents	Percentage (%)
For preparing exam	14	26.92
For issue and return the book	12	23.08
For updating the knowledge	29	55.77
To refer journals	9	17.31
To read general magazines	11	21.15
To read newspapers	33	63.46
For browsing internet	11	21.15
To read general books	14	26.92
To prepare slides	1	1.92
For study	22	42.31
Others	4	7.69

### **7.5 Resources used in College Library**

Table 5 shows the type of information resources being used by the users . The majority of users i.e., 75% of users are using newspapers, 73% users are using Text Books, 36% of users using general books, 34% of users using previous year question papers, 17% are using general periodicals, 15% of users using journals, dictionaries and encyclopedias.

**Table 5 Utilization of Information Resources  
(n=52)**

Information Resources	Frequency	Percentage (%)
Text books	35	73.08
General books	19	36.54

Dictionaries & Encyclopedias	8	15.38
Journals	8	15.38
General periodicals	9	17.31
Newspapers	39	75
Back volumes	0	0
Question papers of previous years	18	34.62
CD/DVD s	0	0

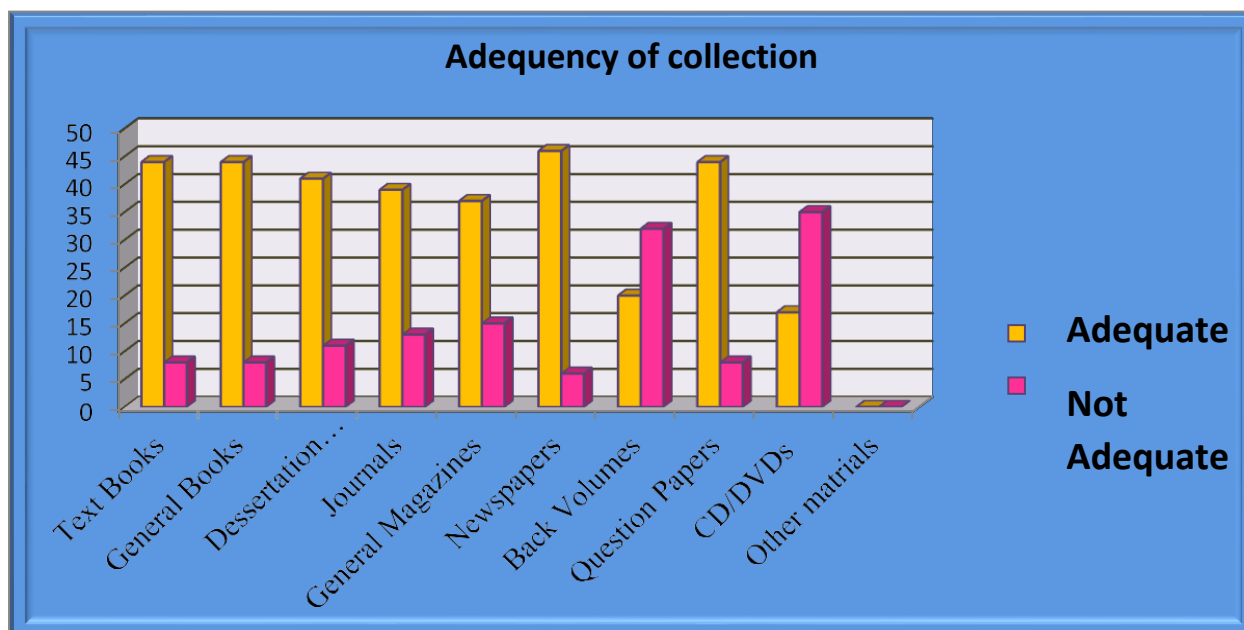
## 7.6 Adequacy of Collection

Table 6 and figure 4 show the respondents' opinion about the collection of library. Majority of the respondents ( more than 84%) are of the opinion that collection of Newspapers, Textbooks, General books, Previous years question paper are adequate and the majority of the respondents(more than 60%) are of the opinion that collection of Backvolumes and CDs/DVDs are not adequate.

**Table 6. Adequacy of Collection (n=52)**

Collection	Adequate No.(%)	Not Adequate No.(%)
Textbooks	44(84.62)	8(15.38)
General books	44(84.62)	08(15.38)
Dissertation /Encyclopedias	41(78.85)	11(21.15)
Journals	39 (75.0)	13(25.0)
General Magazines	37(71.15)	15((28.85)
Newspapers	46(88.46)	06(11.54)
Back volumes	20(38.46)	32(61.54)
Question papers	44(84.62)	08(15.38)
CD/DVDs	17(32.69)	35(67.31)

Other materials	0	0
-----------------	---	---



**Fig. 4. Adequacy of Collection**

### 7.7 Users' Satisfaction with Library Working hours

Table 7 shows users' satisfaction with library working hours. The majority of the respondents (67%) are satisfied with library hours, 25% of respondents are highly satisfied with working hours, 5% users' opinion is neutral, 1% of respondents are dissatisfied with working hours of the library.

**Table 7. Users' Satisfaction with Library Working Hours(n=52)**

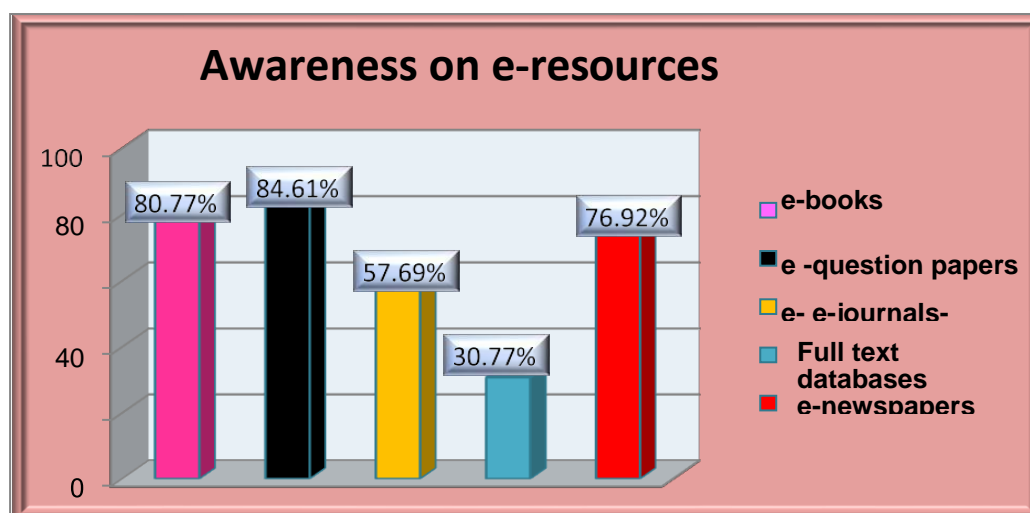
Satisfaction with library hours	Total respondents(%) n=52
Highly satisfied	13(25)
Satisfied	35(67.31)
Neutral	3(5.77)
Dissatisfied	1(1.92)
Highly dissatisfied	0

## 7.8 Awareness on E-resources

Table 8 and figure 6 show users' awareness on e-resources. The majority of the users (84%) are aware about e-question papers, 80% users about e-Books, 76% users aware of e-newspapers.

**Table 8. Awareness on E-resources(n=52)**

Sl.No	E-resources	Total no of respondents(%)
1	e-books	42(80.77)
2	e -question papers	44(84.61)
3	e-journals	30(57.69)
4	Full-text databases	16(30.77)
5	e-newspapers	40(76.92)



**Fig. 6. Awareness on E-resources**

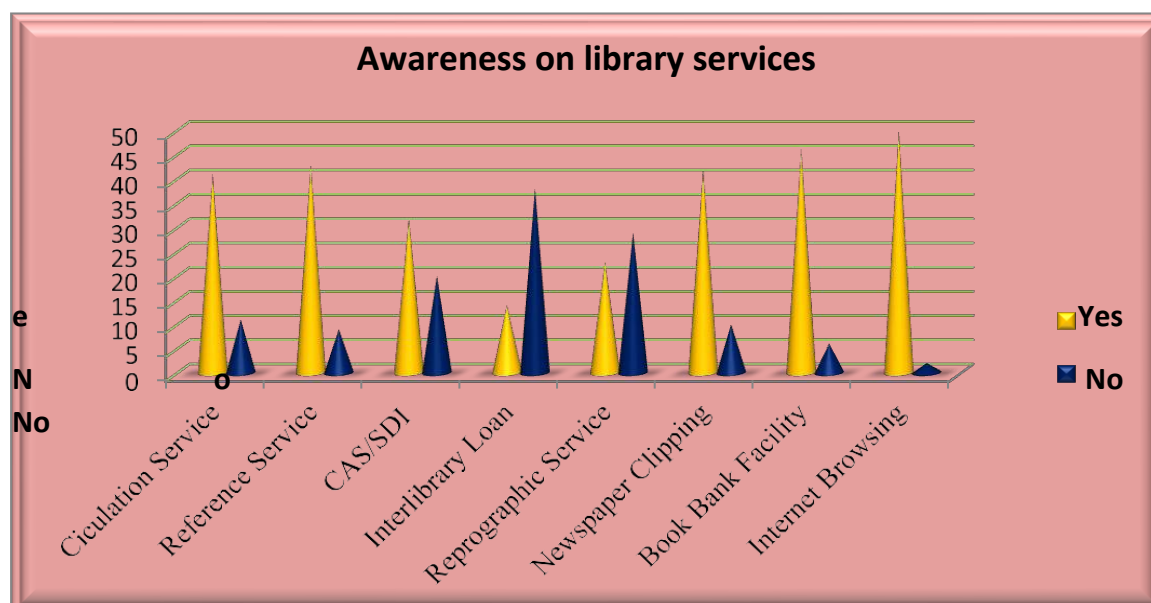
## 7.9 Awareness on Library Services

Table 9 and figure 7 show users' awareness on library services. The study revealed that the majority of the users have awareness on all the services provided by the library.

**Table 9. Awareness on Library Services(n=52)**

Sl.No	Services	Yes No.(%)	No No.(%)
-------	----------	------------	-----------

1	Circulation service	41(78.85)	11(21.15)
2	Reference service	43(82.69)	09(17.31)
3	CAS/SDI	32(61.54)	20(38.46)
4	Interlibrary loan	14(26.92)	38(73.08)
5	Reprographic service	23(44.23)	29((55.77)
6	Newspaper clipping	42(80.77)	10(19.23)
7	Book bank facility	46(88.46)	06(11.54)
8	Internet browsing	50(96.15)	02(3.84)



**Fig. 7. Awareness on Library Services**

### 7.10 Use of Library Services

Table 10 shows the frequency of use of library services by its users. The majority of the users always use internet browsing service (50%), Reference service (44.23%) and Book bank facilities (40.38%) while they visited the library. The study revealed that the majority of the users (40.38%) use circulation service most of the time. Percentage of the users who never any of the users provided by the library is very low except interlibrary loan service.



Twenty-five percent (25%) of the users informed that they never used the photocopying facility provided by the library.

**Table 10. Use of Library Services (n=52)**

Sl.No	Library Services	always	most of the times	neutral	rarely	never
1.	Circulation Service	13(25)	21(40.38)	5(9.62)	10(19.23)	3 (5.77)
2.	Reference Service	23(44.23)	17(32.70)	4(7.70)	8(15.38)	0
3.	CAS/SDI	14(26.92)	10(19.23)	17(32.69)	9(17.31)	2(3.85)
4.	Inter library Loan	6(11.54)	11(21.15)	6(11.54)	16(30.77)	13(25.0)
5	Reprographic Service	7(13.46)	14(26.92)	7(13.46)	17(32.69)	7(13.46)
6.	Newspaper Clipping	23(44.23)	16(30.77)	2(3.85)	9(17.31)	2(3.85)
7.	Book Bank Facility	21(40.38)	12(23.08)	9(17.31)	8(15.38)	2(3.85)
8.	Internet browsing	26(50)	14(26.92)	9(17.31)	3(5.77)	0

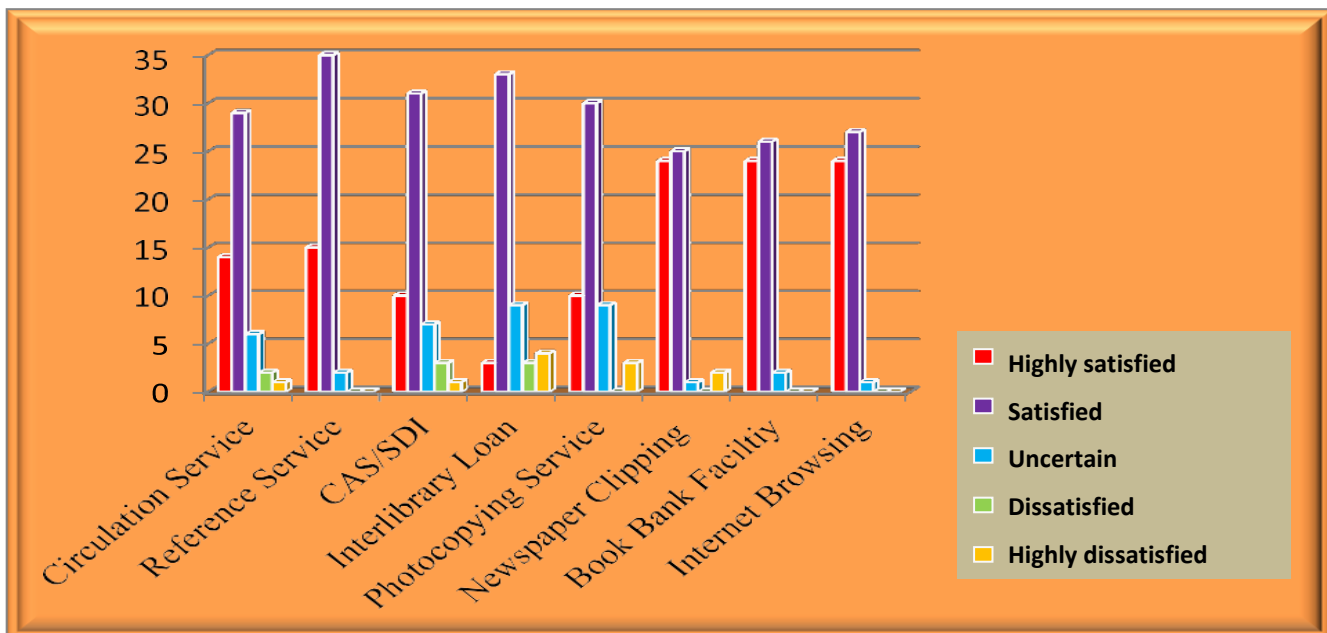
### 7.11 Satisfaction level with Library Services

Sl. No.	Library Services	Satisfaction Level				
		highly satisfied No.(%)	Satisfied No.(%)	Uncertain No.(%)	Dissatisfied No.(%)	Highly Dissatisfied No.(%)
1	Circulation service	14 (26.92)	29 (55.77)	6(11.54)	2(3.85)	1(1.92)
2	Reference Service	15(28.84)	35(67.31)	2(3.85)	0	0
3	CAS/SDI	10(19.23)	31(59.62)	7(13.46)	3(5.77)	1(1.92)
4	Interlibrary loan	3(5.77)	33(63.46)	9(17.31)	3(5.77)	4(7.69)
5	Photocopying service	10(19.23)	30(57.70)	9(17.31)	0	3(5.77)

6	Newspaper clipping	24(46.15)	25(48.08)	1(1.92)	0	2(3.85)
7	Book bank facility	24(46.15)	26(50)	2(3.85)	0	0
8	Internet browsing	24(46.15)	27(51.93)	1(1.92)	0	0

Table 11 and figure 8 show the satisfaction of users with library services. The study revealed that the majority of the respondents (46.15%) are highly satisfied with the newspaper clipping, Book Bank facility and internet browsing. The majority of the users are satisfied with all the services provided by the library and the percentage of users dissatisfied or highly dissatisfied with the services is very low.

**Table 11. Satisfaction level with Library Services**



**Figure 8. Satisfaction level with Library Services**

### 7.12 Problems in Finding the Information

Table 12 shows the problems faced by respondents while searching for required information. 42% of respondents feel internet speed is low, 36.54% of users feel lack of training is the problem in finding information from the library, 38% of respondents feel

lack of computer facility, 32.69% respondents find lack of time in finding information.

**Table 12. Problems in Finding Information**

Sl. No.	Problems	Total no of respondents (%)
1.	lack of access to all information	6 (11.54)
2.	lack of resources	11 (21.15)
3.	lack of familiarity	5 (9.62)
4.	lack of time	17 (32.69)
5.	lack of training	19 (36.54)
6.	low internet speed	22 (42.31)
7.	lack of assistance by staff	7 (13.46)
8.	lack of computer facility	20 (38.46)

## 8 Findings

The findings of the study are as follows:

- The percentage of respondents (86.54%) who visit the library daily are significantly more when compared with the percentage of users who visit the library weekly (9.62%).
- The study showed that 63.46% of users are using the library for reading newspapers, 55% of users are using library for updating their knowledge, 42% of users are using the library for study.
- The study revealed that the majority of users i.e. 75% of users are using newspapers, 73% users are using Text Books, 36% of users using general books, 34% of users using previous year question papers, 17% are using general periodicals, 15% of users using journals, dictionaries and encyclopedias.
- The majority of the respondents ( more than 84%) are of the opinion that collection of Newspapers Textbooks, General books, Previous years question paper are adequate and the majority of the respondents(more than 60%) are of the opinion that collection of Backvolumes and CDs/DVDs are not adequate.

- The majority of the users (84%) are aware of e-question papers, 80% users of e-Books, 76% users aware of e-newspapers.
- The study revealed that majority of the users have awareness on all the services provided by the library.
- The Majority of the users always use internet browsing service (50%), Reference service (44.23%) and Book bank facility (40.38%) while they visited the library.
- The study revealed that majority of the respondents (46.15%) are highly satisfied with the newspaper clippings service, Book Bank facility and internet browsing.
- 42% of respondents feel internet speed is low, 36.54% of users feel lack of training is the problem in finding information from library, 38% of respondents feel lack of computer facility, 32.69% respondents find lack of time in finding information.

## **9. Suggestions**

It is suggested to have a digital library with adequate number of computers with high-speed internet connectivity, Wi-Fi, access to more number of e-resources including CDs/DVDs and online journals to the users in the library. It is also suggested that the library needs to explore the strategy to provide proper training to the users in making effective use of resources in the library.

## **10. Conclusion**

JCBM College, Shrengeri is one of the premier institutions in Karnataka and is providing quality education to the students. The college library has made its best attempt in collection development as per the needs of its users and in supporting users in their teaching, learning and research activities. The library is fully automated and is well equipped with computer and internet facility. The library is well utilized by its users and are satisfied with the resources and services provided by the library. The library needs to explore innovative methods by making use of technology in promoting reading habits among the students and in reaching out users. There is a need to have separate digital library and to enhance the digital library collection to meet the expectations of the users.

## **References**

1. Rani, Syamalamba (2009). Library Use Pattern of Undergraduate Students in Minority

- Degree Colleges in Andra Pradesh. *DESIDOC Journal of Library and Information Technology*, 5(29),44-53.
2. Yusuf, Felicia, & Iwu, Juliana (2010). Use of Academic Library: A Case Study of Covenant University, Nigeria. *Chinese Librarianship : An International Electronic Journal*, 30. URL: <http://www.iclc.us/cliej/cl30YI.pdf>.
  3. Sriram, B., & Rajev, M.K.G.(2014). Impact of Academic Library Services on User Satisfaction: Case Study of Sur University College, Sultanate of Oman. *DESIDOC Journal of Library and Information Technology*, 2(34),140-146.
  4. Lewis, Felcy, &Mallaiah, T. Y. (2014). Use of Information Resources in Engineering College Libraries of Dakshina Kannada & Udupi Districts :A Comparative Study. *Annals of Library & Information Studies*, 61,142-152.
  5. Singh, Mehar, &Arora, Ajay Kumar (2015). Library Resources and Services in the Selected University Libraries of Haryana, India.*DESIDOC Journal of Library and Information Technology*, 1(35), 47-53.
  6. Mohindra, Rakesh, & Kumar, Anil (2015). User Satisfaction Regarding Quality of Library Services of A.C. Joshi Library, Panjab University, Chandigarh. *DESIDOC Journal of Library and Information Technology*, 1(35),54-60.
  7. Osaze Patrick, Ijiekhuamhen., Aghojare Blessing, &Ferdinand, Omosekejimi Ademola (2015). Assess users' satisfaction on academic library performance :A Study. *International Journal of Academic Research and Reflexion*, 3(5), 67-77.
  8. Adamu Rilwanu. Assessment of library service quality and user satisfaction among undersgraduate students of Yusuf Maitama Sule University (YMSU) library (2017). *Library Philosophy and Practice (e-journal)*, 1675 <https://digitalcommons.unl.edu/libphilprac/1675>.
  9. Saravanakumar, ; Mani, M.; and Thirumagal, (2018), User's satisfaction level of Library sources and services in Sadakatthullah appa college Tirunelveli, Tamil Nadu: A Study. *Library Philosophy and Practice (e-journal)*, 2210. <https://digitalcommons.unl.edu/libphilprac/2210>.
  10. Yugandhar, B., & Doraswamy Naick, B.R.(2018). User perception about library facilities and services : A comparative study of University Arts &Science College

Warrangal and Government Degree College -Eturunagaram-warangal, Telangana. *International Journal of Library and Information Studies*, 8(2), 313-321.

11. Awotona Samuel Olukayode . and Ipadeola Oluwaseun Lekan (2019). Perspectives of user's satisfaction on Library resources and services in Oyo-state college of Health Science and Technology, Ibadan. *Library Philosophy and practice(e-Journal)*, 2330. <https://digitalcommons.unl.edu/libphilprac/2330>.
12. Abukari, Zakaria, (2019). User satisfaction of resources and services of libraries :A case study of the NARH-BITA college library Tema, Ghana. *Library Philosophy and practice(e- Journal)*, 2743. <https://digitalcommons.unl.edu/libphilprac/2743>.
13. Balasubramanian, P., and Viji, P (2019). Information gathering habits among students of Affiliated colleges in Manonmaniam Sundaranar University, Tirunelveli, Tamil Nadu,India. *Library Philosophy and practice (e-Journal)*, 2563. <https://digitalcommons.unl.edu/libphilprac/2563>.
14. Ahmad, . Shabir, Dar, Bilal Ahmad ; and Mughal, Mohd Basharat (2019). Usage and Perception of e-resources by undergraduate students :A case study of Government Degree College BARAMULLA-J&K .*Library Philosophy and practice (e-Journal)*, 2991. <https://digitalcommons.unl.edu/libphilprac/2991>.
15. Kalita, Hira and Singh, Sanjay Kumar, (2020). Utilization and Satisfaction of library services by the users of Sikkim Manipal Institute of Medical Sciences (SMIMS) Gangtok, India: A study. *Library Philosophy and Practice*, 3061. <https://digitalcommons.unl.edu/libphilprac/3061>.