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## Library users opinion about library professional staff help to users in university libraries: a study

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# **Library users opinion about library professional staff help to users in university libraries: a study**

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## **ABSTRACT**

Library users opinion about library professional staff help to users in university library: a study in deemed to be university libraries, Andhra Pradesh, India. In this study distributed 1164 questionnaires to library users and received 1030 responses, the response rate is 88%. The study revealed that the response rate among the faculty fluctuated between 71 and 100, among the research scholars it ranged between 68 and 91 percent and among Post Graduate students it varied between 84 and 95 percent. It is clearly evident from the responses of users that majority of them visited the library for borrowing library books. The study found that regarding the preparedness and readiness of library staff to respond to users questions, it is noticed that majority of them have somewhat agreed to the statement. It is found that majority of respondents some what agreed that library staff have required as well as latest knowledge to answer user queries. The study found that majority of respondents respond as somewhat effective about staff help to users in university library. The study suggested that library staff should be proactive towards library users and help the users in solving the problems related to seeking and using the information in an effective manner. Libraries surveyed should strengthen the features of their websites to where navigation becomes easy and direct.

**Keywords:** Higher Education, Academic Libraries, University Libraries, Library and Information Services, User Study

## **INTRODUCTION**

Education is one of the key factors in shaping a country's economic, social and cultural development. The actual value of education lies in its application for the benefit of human society which in turn is possible with people who are educated and information literate. In other

words the level of awareness about the need for information and proper and adequate access to information empowers individuals to be effective and successful both at personal level and as a member of society. Libraries as social institutions are striving from the beginning for this noble cause to make people literate besides other welfare activities. Academic library plays crucial role in deciding the quality of teaching and learning facilitated by the parent institution. Especially libraries at the college and university level play a very significant role in shaping students' creativity, personality and all sorts of abilities that help him or her to be successful in their future accomplishments. The present study mainly focuses on deemed university libraries serving higher education institutions.

### **Deemed to be Universities**

According to the Ministry of the Higher Education an Institution of Higher education, other than a university, working at a very high standard in specific area of study can be declared 'deemed' by the Central Government on the advice of the UGC as an Institution 'Deemed to-be-University' (MHRD 2014). These institutions enjoy academic status and privileges of a university. Such an institution can be under both private as well as government management. There are two ways to attain the 'Deemed-to-be-University' status. The first is the general route, where institutions with 15 years of standing and excellent research in the concerned field can apply for the deemed status. The second route is applying under the de-novo category. An institution under the de-novo category needs to be registered as a not for profit society or trust and possess the highest grade on the assessment certificate. Further they need to provide evidence that it is devoted to unique and emerging areas of knowledge. These areas must particularly be field of study which are regarded as important for strategic needs of the country or for preserving the cultural heritage, as determined by a laid out process of wide consultations with eminent experts in the academic community. In addition to this, these institutions should have the required land and infrastructure as per UGC norms.

The 'Deemed-to-be-a-University' status was initially given to leading institutions offering programmes at an advanced level to facilitate in awarding degrees. Indian Institute of Science(IISc) at Bangalore and Indian Agricultural Research Institute(IARI) at Delhi were the first two institutions to be declared as 'Deemed-to-be-Universities' in 1958, there is a

advancement of education and research in the field of basic sciences and agriculture respectively.

Earlier, this status was granted only to government and government aided institutions. The first privately managed and self-financial institution to be declared as Deemed-to-be-University was the Manipal Academy for Higher Education (MAHE) in 1976.

In the year 2000, the UGC simplified and liberalized the guidelines for granting; Deemed-to-be-a –University’ status, so as to encourage the participation of private players in the higher education sector. The provisions of granting this status to de-novo institutions was also introduced for the first time, so that the institutions which may not be fulfilling the conditions laid down the guidelines, to have promise of excellence, could be considered for the status. For instance, the Energy and Resource Institute (TERI) is declared deemed under the de-novo category, while Symbiosis International University is declared deemed under the general category.

## **NEED FOR THE PRESENT STUDY**

The Universities, especially deemed universities are under severe pressure to maintain quality and demand in the highly competitive world of higher education in India. Good infrastructure facilities and academics with high quality and standards are mandatory not only to meet the expectation of accreditation agencies but also to reach out the students’ expectation and market demands. Well maintained and modernized library and information facility is one of the key factors that attributes to the quality and high standards of education and training offered by the university. The four university libraries selected for study are operating in different locations in the state of Andhra Pradesh. Three of the four universities were started as Engineering colleges by private management. Both GITAM and K L College of engineering were started in 1980 where as Vignan Engineering College was started in 1997. RSVP was established in 1961 by Government of India in Tirupathi, Andhra Pradesh. Later all the four universities attained the deemed-to-be Universities status, RSVP in 1987, GITAM in 2007, Vignan in 2008 and KLU in 2009. Though the libraries of all these four universities are well established and serving the parent organizations for many decades, so far no study has been undertaken to assess the usefulness of library facility and services.

## **SCOPE OF THE STUDY**

The study covers only four deemed universities from the state of Andhra Pradesh. The user sample is heterogeneous in nature. Since there is no response from Sri Sathya Sai Institute of Higher Learning to the present survey, it has not been covered in the study. The present study has been carried out taking a sample from the following four deemed university libraries. All the four universities under study are arranged in a chronological order according to their year of establishment.

1. Rashtriya Sanskrit Vidya Peetha (RSVP), Tirupati, established in 1961.
2. Gandhi Institute of Technology and Management (GITAM), Visakhapatnam, established in 1980
3. Koneru Lakshmaiah University (KLU), Guntur, established in 1980
4. Vignana University (VU), Guntur, established in 1997.

## **STATEMENT OF THE PROBLEM**

The title of the present study is “Library users opinion about library professional staff help to users in university libraries: a study”.

## **SAMPLE SIZE**

The study covered librarians of selected deemed university libraries in Andhra Pradesh. All the 4 librarians (100%) responded to the survey. On the other hand the questionnaires were circulated among 1164 library users (nearly 20% of the Universe) (faculty members, research scholars and postgraduate students) out of whom 1030 responses were received representing 88 percent of the total sample to whom the questionnaire was distributed.

## **OBJECTIVES OF THE STUDY**

- To study frequency of visiting to university libraries
- To study opinion on convenience of library working hours
- To study purpose of visiting the university library
- To study user opinion about staff help to users in university libraries

## **Methodology**

There are different methods and procedures used to gather data for qualitative research that include survey method, historical method, descriptive method and case study method.

For collecting primary data for the present study, the investigator adopted the survey method. The tool employed for collecting data is questionnaire. The questionnaire is designed in such a way to collect the data from the library users (faculty members, research scholars and postgraduate students) of selected deemed university libraries in Andhra Pradesh. The observation and interview techniques are also used where ever they are necessary for the collection of primary data. The data collected is analysed in the light of the objectives stated

## **REVIEW OF LITERATURE**

**Arshad and Ameen (2010)** made a study to measure service quality of academic libraries of University of Punjab excluding the main library from student's perspectives and to determine their own performance towards meeting users expectations. A survey method was chosen as methods of investigating and modified SERVQUAL questionnaire was used for data collection. The study exposed that users expectations were high as compared to their perceptions and a inconsistency was found between expectations and awareness of all 22 SERVQUAL statements. Users were satisfied with the courteous and caring behavior of the library staff. The researcher recommended the need to take remedial actions to improve library staff competency and physical facilities.

**Hassanzadesh and others (2010)** studied the assessment of service quality of central library of management and planning organization, the research was conducted in two stages. The study found that no important deference among organizational and nonorganizational users opinions about the quality of services. Here was a connection between the rate at which the library conformed to the national values and users expectations of quality.

**Kiran (2010)** studied service quality and user satisfaction in university libraries. The main aim of this study helpful to academic libraries to improve library services, particularly in supporting university teaching staff in teaching and research. The quality of library services are supposed as just above average, academic will continue to use the library resources and be dependent on university librarians for their information requirements. The study was questionnaire-based survey using SERVQUAL tool. The findings of this study described the results of a study to

observe the insight of teaching staff on the quality of the university library services. The study also efforts to evaluate the impact of library service on their work and their supposed point of satisfaction towards academic library services.

**Sohail (2012)** conducted a study to find out the awareness and use of library resources and type of information sources used by students of University of Kalan. The questionnaire method was followed for the collection of data. In this study, the researcher distributed 70 questionnaires among the students by following simple random method. Out of them 60 questionnaires were returned back. The study exposed that, 65% of the user respond were aware of circulation service and 78% of the respondents were aware of books and journals in the university library. Majority of the respondents 75% were using newspapers followed by books and journals 71%. The study also revealed that 93% of the respondents strongly agreed with the statement that for more effective and efficient use of the library, students need instruction on how to use information sources in their subject areas.

**Suresh Kumar (2012)** conducted a survey user satisfaction and service quality of the university library in Kerala. The university libraries user satisfaction and awareness of quality depends on the level to which user expectations were coordinated by information resources and services provided by the university library. In this study, the data was gathered from 842 library users from the university library through a well-designed questionnaire. This study found that the quality of library services provided by the university libraries was moderately good. The study examined the majority of the library users were satisfied with various features of service quality excluding responsiveness and were moderately satisfied with the physical facilities, resources, and services.

**Ogbuiyi and Okpe (2013)** evaluated the use of library materials, the main objective of this study to evaluate the level of usage of the university library resources and services, user awareness on the adequacy of the available library resources and services and level of user satisfaction, In this study distributed 255 registered library users and collected 200 filled questionnaires. The study found that the majority of users respond inadequately of library collection of materials.

**Palaniappan (2013)** conducted a comparative study about the library information services in the university libraries in Tamilnadu state. The study exposed that in Alagappa university 31% of library users visited the library daily, 30% of users respond visited weekly, 29% of students

respondent visited library alternative days, 4% of respondents and 5% of respondents visited library monthly and occasionally. The study highlighted in Bharatidasan University majority of 47% users respond visited library alternative days, 29 of respondents visited daily, 20% of respondents weekly, 2% of respondents visited monthly and only 0.4% of respondents occasionally. The study found from the overall respondent that 41% of users respond visited library alternative days, 30% users visited daily, 23% of respondents visited library weekly and only 2% of library user visited library monthly and occasionally.

**Sharma (2013)** investigated user study of library services of Punjab university library. The study efforts to study the library services and its users in Punjab university library Chandigarh. The study examined several features of library use including frequency of visiting the university library, user satisfaction with library resources and services.

**Mardani and others (2014)** conducted a study on measuring the service quality at Tehran University using LIBQUAL tool. The study main aim to compare the viewpoints of library users and librarians in the university library to decide the quality of services. The study revealed that users regard as the present quality of library services lower than investigating the information manage subscale. The study examined librarians have the right understanding of the user's expectations and the gap among the user's expectations and librarians insights of their requirements and demands are very small 0.18.

**Sharmistha Mitra and others (2014)** studied library services in University of Calcutta and Jabalpur university libraries by Differently abled library users. The study exposed the situation of others central universities, recently some university libraries have taken steps in this regard. The study revealed that UNESCO and IFLA have issued some guidelines to provide equal library services to all including people with disabilities, the government of India also issued guidelines in this regard. The study was highlighted the special equipment, library infrastructure and library services that the libraries were predictable to provide for the disabled library users.

**Mukesh and Anjan (2015)** discussed the use of library resources and user satisfaction university students and research scholars of Tezpur University. This study the examiner distributed 200 questionnaires among students and research scholars at the university to collected applicable data 159 users submitted. The study found that the library is playing a main role to meet the multidimensional demands of library users. It was felt that user guidance was essential to help



library users to meet their information requirements and to make users aware of the available library resources and services.

**Nawarathne (2015)** conducted a study on service quality and user satisfaction in university libraries in Sri Lanka, The academic library services from the library users point of view in university libraries. In this study the major objective was the university library was library user satisfaction with formal higher education. The user satisfaction was a good judgment about delight against disapproval. The inventive systems present challenges not only for university librarians but also library users. The user satisfaction was a chief division of service quality measurement technique in university libraries. The study was identified that the mean median and mode scores of services and facilities such as ventilation in the university library, related books on various department, the range of printed journals, the range of electronic journals, number of subscribed electronic databases, number of service time and printing facilities were significantly very low.

**Parvathamma and Mukesh (2015)** conducted a study use of library resources and services by undergraduate students of Horticultural University. The study found that the majority of university students visit the library daily or at least twice in a week and spent less than two hours during their visit. The students visit the library for to issue of textbooks and read reference books, news papers, magazines, and journals. The study revealed that majority of respondents never accessed electronic databases and electronic resources; this may be due to the ignorance about the academic value of these library resources or lack of the technical skills. The study examined the photocopying service is rarely used or never used by students, it is compulsory to provide Photocopy service at reasonable price, which also helps in reducing the misuse of print resources in the university library.

**Rakesh and Anil Kumar (2015)** studied service quality and user satisfaction of the Punjab university library. The study was used SERVQUAL tool was used to examine to supposed library service quality and the level of user satisfaction. The found that the library surroundings and library services extensively forecast the library user satisfaction. This study will be useful to the libraries to improve their quality of services and increase user satisfaction.

**Shukla (2015)** evaluated university libraries; the main aim of this study was to examine the common situation and status of university libraries in Uttar Pradesh in terms of the collection

budget, manpower and special reference to information communication technology infrastructure. The study exposed that university libraries do not have good infrastructure. The study was restricted to a limited number of the university libraries in the Uttar Pradesh state. The findings of the study will facilitate authorities to take suitable measures in developing the situation of the libraries in Uttar Pradesh.

**Khan (2016)** studied about the use of online information sources at University of Mysore by research scholars. In this study used random sampling technique, distribute 180 questionnaires and collected 150 filled questionnaires the response rate was 83%. These days availability of online information resources in a university library is very common. The study revealed that majority of users respond satisfied with university subscribed online resources.

**Savitha and Geetha (2016)** studied about the use of information sources and services at Karnataka University by students and users satisfaction level. The study found that majority of users respond use the library for online resources and found that some of the users preferred to use books and news papers. Here most of the users suggested have to arrange new books and journals because a lot of books was damaged.

**Giddaiah (2017)** studied library services and facilities of university libraries. The study revealed that most of the librarian stated that they provided recent additions list, web OPAC, online databases, access to the internet, electronic journals service and access to internet resources through library portals. Most of the universities covered under the present study have also leased line or V-SAT or both for internet connection also from BSNL, NKM or ERNET or from all the three universities. It was found that Kuvempu university library in addition to 24 was providing special internet services for schedule caste and schedule tribes with 15 computers internet nodes to at free of cost access

**Ramakrishna and others (2018)** studied user opinion about effectiveness of library and information services of K L Deemed University, Andhra Pradesh. The study found that majority of users expressed their opinion about effectiveness of library and information services as very effective and effective, majority 42% of user's expressed their opinion on interlibrary loan service respond as ineffective and 34 percent of users respond as ineffective. Finally majority of research scholars satisfied on the resources and services of the university library.

## DATA ANALYSIS OF THE STUDY

### University & Designation wise Distribution of Questionnaires

Present study is based on survey method. Questionnaires were used for collection of primary data from the librarians and library users. The sample of library users comprises of faculty, research scholars and P.G. students of four deemed universities identified for the survey.

**Table No.2**

#### University & user category wise Distribution of the sample

Details	GITAM			KLU			VU			RSVP			Total
	FM (%)	RS (%)	PS (%)	FM (%)	RS (%)	PS (%)	FM (%)	RS (%)	PS (%)	FM (%)	RS (%)	PS (%)	(%)
<b>Distribution of Questionnaires</b>	76	70	145	76	70	145	76	70	145	76	70	145	<b>1164</b>
<b>Questionnaire Received</b>	<b>76</b> <b>100</b>	<b>64</b> <b>91.42</b>	<b>136</b> <b>93.79</b>	<b>69</b> <b>90.78</b>	<b>63</b> <b>90</b>	<b>130</b> <b>89.65</b>	<b>65</b> <b>85.52</b>	<b>63</b> <b>90</b>	<b>139</b> <b>95.86</b>	<b>54</b> <b>71.05</b>	<b>48</b> <b>68.57</b>	<b>123</b> <b>84.82</b>	<b>1030</b> <b>88.48</b>

\*FM: Faculty Members \*RS: Research Scholars \*PS: P.G. Students

Above table shows the composition of the sample selected for the survey of libraries and their users viz, faculty, research students and PG students of four deemed universities in Andhra Pradesh. The response rate among the faculty fluctuated between 71 and 100 percent, among the research scholars it ranged between 68 and 91 percent and among PG students it varied between 95 and 84 percent.

### Gender wise Distribution of Respondents

The sample consists of both male and female users in all categories. Gender wise and university wise distribution of the respondents has been shown in the following table.

**Table No.3**

#### Gender wise Distribution of Respondents

Gender	GITAM			KLU			VU			RSVP			Total
	FM (%)	RS (%)	PS (%)	FM (%)	RS (%)	PS (%)	FM (%)	RS (%)	PS (%)	FM (%)	RS (%)	PS (%)	(%)
<b>Male</b>	48 63.15	45 70.31	84 61.76	43 62.31	40 63.49	87 66.92	38 58.46	44 69.84	90 64.74	43 79.62	39 81.25	96 78.04	<b>697</b> <b>66.67</b>
<b>Female</b>	28 36.84	19 29.68	52 38.23	26 37.68	23 36.50	43 33.07	27 41.53	19 30.15	49 35.25	11 20.37	9 18.75	27 21.95	<b>333</b> <b>32.33</b>

<b>Total</b>	<b>76</b> <b>100</b>	<b>64</b> <b>100</b>	<b>136</b> <b>100</b>	<b>69</b> <b>100</b>	<b>63</b> <b>100</b>	<b>130</b> <b>100</b>	<b>65</b> <b>100</b>	<b>63</b> <b>100</b>	<b>139</b> <b>100</b>	<b>54</b> <b>100</b>	<b>48</b> <b>100</b>	<b>123</b> <b>100</b>	<b>1030</b>
* $\chi^2$ Value= 1.693      * $\chi^2$ table Value-5.991      *df= 2      *Nature of Relation= Not Significant													

As per the user population in the selected universities the sample selected for survey is dominated by male users. Male users ranged between 61 to 81 percent whereas the representation of female users ranged between 18 to 41 percent to the sample to the sample. Female faculties are more in the sample of VU whereas male representations very high among the research scholars of RSVP.

### Age wise Distribution of Respondents

The sample selected for the survey includes users from different age groups. Following table shows age wise distribution of library users surveyed. Age of the user has been grouped into five classes with minimum limit 25 years and maximum limit 56 years.

**Table No.4**  
**Age wise Distribution of Respondents**

Age Group	GITAM			KLU			VU			RSVP			Total
	FM (%)	RS (%)	PS (%)	FM (%)	RS (%)	PS (%)	FM (%)	RS (%)	PS (%)	FM (%)	RS (%)	PS (%)	(%)
<b>Below 25</b>	3 3.94	15 23.43	109 80.14	5 7.24	17 26.98	116 89.23	11 16.92	14 22.22	112 80.57	2 3.70	6 12.5	98 79.67	<b>508</b> <b>49.32</b>
<b>26-35</b>	21 27.63	33 51.56	27 19.85	19 27.53	29 46.03	14 10.76	31 47.69	33 52.38	27 19.42	9 16.66	21 43.75	25 20.32	<b>289</b> <b>28.05</b>
<b>36-45</b>	23 30.26	12 18.75	0 0	21 30.43	12 19.04	0 0	11 16.92	13 20.63	0 0	18 33.33	17 35.41	0 0	<b>127</b> <b>12.33</b>
<b>46-55</b>	17 22.36	4 6.25	0 0	17 24.63	5 7.93	0 0	9 13.84	3 4.76	0 0	21 38.88	4 8.33	0 0	<b>80</b> <b>7.77</b>
<b>Above 56</b>	12 15.79	0 0	0 0	7 10.14	0 0	0 0	3 4.61	0 0	0 0	4 7.40	0 0	0 0	<b>26</b> <b>2.52</b>
<b>Total</b>	<b>76</b> <b>100</b>	<b>64</b> <b>100</b>	<b>136</b> <b>100</b>	<b>69</b> <b>100</b>	<b>63</b> <b>100</b>	<b>130</b> <b>100</b>	<b>65</b> <b>100</b>	<b>63</b> <b>100</b>	<b>139</b> <b>100</b>	<b>54</b> <b>100</b>	<b>48</b> <b>100</b>	<b>123</b> <b>100</b>	<b>1030</b> <b>100</b>
* $\chi^2$ Value= 647.467      * $\chi^2$ Table Value-15.507      *df =8      *Nature of Relation= Significant													

It is observed that most of the library users surveyed (49%) are below 25 years of age. Second highest percent (28%) belong to 26 to 35 years age group. Few of them (2%) are found to be above 56 years of age. In total more than 75 percent of them less than 35 years old.

University wise distribution of the user sample reveals that among the faculty of GITAM and KLU, highest percent (30% each) belong to the age group 36 to 45 years. Highest percent of

VLU are found to be aged between 26 to 35 years whereas majority of RSVP faculty(nearly 39%) belong to 46 to 55 age group. Compared to the faculty of other universities more percent of the faculty in GITAM are aged above 56 years (nearly 16%).Among the research students in all deemed universities, majority (ranging between 43 % to 52 %) belong to the age group 26 to 35 years. Among them the RS of VU stood first with 52 percent followed by GITAM with 51 percent. As expected in the students' sample of all deemed universities surveyed, majority(79 % to 89%) are below 25 years old. Among them KLU stood first with 89 percent followed by VU (80.57%) and GITAM (80.14%).

### Frequency of visits to University Libraries

Library users may visit their institutional library with different frequencies. For the purpose of the survey, seven point scale has been used to know the frequency with which different users visit the library. The responses of users on their frequency of library visits are tabulated university wise and user category wise in the following table.

**Table No.5**  
**Frequency of visits to University Libraries**

Frequency	GITAM			KLU			VU			RSVP			Total
	FM (%)	RS (%)	PS (%)	FM (%)	RS (%)	PS (%)	FM (%)	RS (%)	PS (%)	FM (%)	RS (%)	PS (%)	(%)
<b>Daily</b>	6 7.89	10 15.63	21 15.44	9 13.04	7 11.11	17 13.08	7 10.77	9 14.29	19 13.67	0 0	3 6.25	13 10.57	<b>121</b> <b>11.75</b>
<b>Once in a week</b>	15 19.74	13 20.31	32 23.53	13 18.84	15 23.81	36 27.69	24 36.92	11 17.46	38 27.34	13 24.07	15 31.25	34 27.64	<b>259</b> <b>25.15</b>
<b>Twice in a week</b>	15 19.74	6 9.37	25 18.38	16 23.19	9 14.29	22 16.92	9 13.85	14 22.22	26 18.71	6 11.11	3 6.25	15 12.2	<b>166</b> <b>16.12</b>
<b>Thrice in a week</b>	10 13.15	7 10.94	18 13.24	12 17.39	12 19.05	19 14.62	6 9.23	12 19.05	22 15.83	8 14.81	2 4.17	10 8.13	<b>138</b> <b>7.86</b>
<b>Fortnightly</b>	7 9.21	9 14.06	13 9.56	7 10.14	6 9.52	8 6.15	4 6.15	5 7.94	6 4.32	3 5.55	4 8.33	9 7.32	<b>81</b> <b>13.39</b>
<b>Once in a month</b>	15 19.74	11 17.19	16 11.76	8 11.59	9 14.29	19 14.62	8 12.31	7 11.11	16 11.51	9 16.67	11 22.92	26 21.14	<b>155</b> <b>15.05</b>
<b>Occasionally</b>	8 10.53	8 12.5	11 8.09	4 5.79	5 7.93	9 6.92	7 10.77	5 7.94	12 8.63	15 27.78	10 20.83	16 13.01	<b>110</b> <b>10.68</b>
<b>Total</b>	<b>76</b> <b>100</b>	<b>64</b> <b>100</b>	<b>136</b> <b>100</b>	<b>69</b> <b>100</b>	<b>63</b> <b>100</b>	<b>130</b> <b>100</b>	<b>65</b> <b>100</b>	<b>63</b> <b>100</b>	<b>139</b> <b>100</b>	<b>54</b> <b>100</b>	<b>48</b> <b>100</b>	<b>123</b> <b>100</b>	<b>1030</b> <b>100</b>
* $\chi^2$ Value= 11.348                      * $\chi^2$ table Value=21.026                      *df =8                      *Nature of Relation= Not Significant													

The inferences drawn from the analysis of responses in general on frequency of visits shows that highest percent (25%) of them are found to be visiting the university library once in a week.

Second highest percent (16%) are visiting the library twice in a week. D.f=Daily visits to the library are made only by 12 percent of the users. Frequency wise analysis of visits also shows some variation among the users of University libraries. Among daily visitors, users from GITAM are more (30%) compared to other universities whereas it is only 13 percent in the case of RSKV. In contrast to this the percentage of occasional visitors (28%) is more from RSKV compared to other deemed universities. In this group of occasional visitors to the library KLU stands in the last place with 7 percent. User category wise responses also show that majority of the library users (ranging between 23 and 29 %) irrespective of their category are visiting the library once in a week.

### **Opinion on convenience of library working hours**

Extent of use of the institutional library by users is also influenced by the pattern of working hours (opening and closing hours) of the library. Opinions of all types of users on this issue have been analyzed in the following table.

**Table No.6**  
**Opinion on convenience of library working hours**

Opinion	GITAM			KLU			VU			RSVP			Total
	FM (%)	RS (%)	PS (%)	FM (%)	RS (%)	PS (%)	FM (%)	RS (%)	PS (%)	FM (%)	RS (%)	PS (%)	
<b>Convenient</b>	74 97.37	59 92.19	130 95.59	64 92.75	60 95.24	128 98.46	63 96.92	60 95.24	135 97.12	50 92.59	45 93.75	119 96.75	987 95.83
<b>Not Convenient</b>	2 2.63	4 6.25	6 4.41	5 7.25	3 4.76	2 1.54	2 3.08	3 4.76	4 2.88	4 7.41	3 6.25	4 3.25	43 4.17
<b>Total</b>	76 100	64 100	136 100	69 100	63 100	130 100	65 100	63 100	139 100	54 100	48 100	123 100	1030 100
* $\chi^2$ Value= 3.834      * $\chi^2$ table Value=5.991      *df =2      *Nature of Relation= Not Significant													

Survey findings reveal that majority of the users of four deemed universities (nearly 96 %) responded positively and expressed their view that the existing timings are convenient to avail the library facility in the campus. Irrespective of university and user category majority pronounced that the library timings are convenient

### **Purpose of visiting the university library**

Libraries at universities are approached and accessed by users for various reasons. Various options are enumerated in the questionnaire indicating the reasons behind visiting the library. The responses of users on this item are analyzed in the following table.

It is clearly evident from the above table that majority of the users (49%) visited the library for borrowing library books. Second highest percent of them visited the library for availing the internet facility(34%).Other significant reasons for visiting the library include-for referring books(31%),for accessing e-resources (30%),for referring print journals(nearly 30%) and for referring project reports and/or Ph.D theses. Few of them are visiting the library for the purpose of consulting audio-visual material (3%).

Institution wise analysis shows that among those visiting the library for borrowing purposes, the percentage of users of GITAM is more (29%) compared to other users. In terms of visits made to the library to refer books and access e-resources users of KL stood in the first place with 29 percent and 38 percent respectively. Users of GITAM who visited the library for referring project reports/Ph.ds (38%) and print journals (30%) are more compared to the users of other three universities. When it comes to visits made to the library for accessing internet, Vignan stood first with 33 percent followed by KL with 29percent.Among those users who are visiting the library for reading newspapers the percentage of users from KL is more(31%) compared to the users of other deemed universities.

**Table No.7**  
**Purpose of Visiting Library**

[illegible]



## User Opinion about staff help to users in University Libraries

Another important factor that influences the extent of use of services provided by university libraries is the attitude, behavior and the preparedness of library staff. The feelings and opinions of library users on the Table no. 8 to 16. The opinions of users on each attribute defining the expected behaviour of library staff have been assessed using a five point opinion scale.

**Table No. 9**  
**Opinion about passion to help users**

User Opinion	GITAM			KLU			VU			RSVP			Total
	FM (%)	RS (%)	PS (%)	FM (%)	RS (%)	PS (%)	FM (%)	RS (%)	PS (%)	FM (%)	RS (%)	PS (%)	(%)
Strongly agree	12	9	16	14	9	15	15	13	21	18	27	37	206
	5.83	4.37	7.77	6.79	4.37	7.28	7.28	6.31	10.19	8.74	13.11	17.96	100
	15.78	14.06	11.76	20.28	14.28	11.53	23.07	20.63	15.1	33.33	56.25	30.08	20
Somewhat agree	31	29	31	33	27	31	29	29	36	15	11	71	373
	8.31	7.78	8.31	8.85	7.24	8.31	7.76	7.76	9.65	4.02	2.95	19.03	100
	40.78	45.31	22.79	47.82	42.85	23.84	44.61	46.03	25.89	27.77	22.91	57.72	36.21
Neutral	27	23	73	19	24	76	17	14	77	19	9	11	389
	6.94	5.91	18.77	4.88	6.17	19.54	4.37	3.59	19.79	4.88	2.31	2.83	100
	35.52	35.93	53.67	27.53	38.09	58.46	26.15	22.22	55.39	35.18	18.75	8.94	37.77
Somewhat disagree	5	2	13	2	3	5	2	4	3	2	1	3	45
	11.11	4.44	28.89	4.44	6.67	11.11	4.44	8.88	6.67	4.44	2.22	6.67	100
	6.57	3.12	9.55	2.89	4.76	3.84	3.07	6.34	2.15	3.7	2.08	2.43	4.37
Very ineffective	1	1	3	1	0	3	2	3	2	0	0	1	14
	7.14	7.14	21.43	7.14	0	21.43	14.29	21.43	14.29	0	0	7.14	100
	1.31	1.56	2.2	1.45	0	2.3	3.07	4.76	1.43	0	0	0.81	1.36
Total	76	64	136	69	63	130	65	63	139	54	48	123	1030
	100	100	100	100	100	100	100	100	100	100	100	100	100
* $\chi^2$ Value= 30.266      * $\chi^2$ table value = 15.507      *df=8      *Nature of Relation= Significant													

Responses of library users on library staff's passion to help users reveal interesting findings. Majority of them are found to be neutral on this issue (nearly 38%). Second highest percent (36%) of them somewhat agreed with the statement that library staff are passionate to help users. However 20 percent of the respondents strongly agreed and felt that the library staff have passion to help the users.

Among those who considered the facility as effective and very effective the percentage of users from RSVP are more (26% and 39% respectively) compared to others. In terms of those who considered this facility as somewhat effective, GITAM users are more in percentage than other users (nearly 31%).

Further it found that calculated Chi-square value is 30.266 while Chi-Square value with 8 degree of freedom at 5% level of significance is 15.507. It is observed that the calculated Chi-Square value is more than the Chi-Square tabulated value for effectiveness about passion to help users. This indicates that there is significant variation among faculty from four university libraries regarding user. Opinion on this issue.

**Table No. 4.10**

**Opinion about Preparedness and readiness to respond to users questions**

User Opinion	GITAM			KLU			VU			RSVP			Total
	FM (%)	RS (%)	PS (%)	FM (%)	RS (%)	PS (%)	FM (%)	RS (%)	PS (%)	FM (%)	RS (%)	PS (%)	(%)
Strongly agree	21	17	41	19	21	32	17	13	23	18	13	17	252
	8.33	6.75	16.27	7.54	8.33	12.7	6.75	5.16	9.13	7.14	5.16	6.75	100
	27.63	26.56	30.14	27.53	33.33	24.61	26.15	20.63	16.54	33.33	27.08	13.82	24.47
Somewhat agree	32	29	76	37	18	83	41	37	79	31	28	53	544
	5.88	5.33	13.97	6.80	3.31	15.26	7.54	6.80	14.52	5.69	5.15	9.74	100
	42.1	45.31	55.88	53.62	28.57	63.84	63.07	58.73	56.83	57.4	58.33	43.08	52.82
Neutral	20	15	11	11	23	8	6	9	28	4	5	39	179
	11.17	8.38	6.15	6.15	12.85	4.47	3.35	5.03	15.64	2.24	2.79	21.79	100
	26.31	23.43	8.08	15.94	36.5	6.15	9.23	14.28	20.14	7.4	10.41	31.7	17.38
Somewhat disagree	2	3	5	1	1	4	1	3	7	1	2	9	39
	5.13	7.69	12.82	2.56	2.56	10.26	2.56	7.69	17.95	2.56	5.13	23.08	100
	2.63	4.68	3.67	1.44	1.58	3.07	1.53	4.76	5.03	1.85	4.16	7.31	3.79
Very ineffective	1	0	3	1	0	3	0	1	2	0	0	5	16
	6.25	0	18.75	6.25	0	18.75	0	6.25	12.5	0	0	31.25	100
	1.31	0	2.2	1.44	0	2.3	0	1.58	1.43	0	0	4.06	1.55
Total	76	64	136	69	63	130	65	63	139	54	48	123	1030
	100	100	100	100	100	100	100	100	100	100	100	100	100
* $\chi^2$ Value= 22.83      * $\chi^2$ table value = 15.507      *df=8      *Nature of Relation= Significant													

It is evident from the table that more than half them have somewhat agreed with the library staff preparedness and readiness to help users. Further 24 percent of users have strongly agreed the statement.

Among the users of four university libraries who strongly appeared with the statement the users from GITAM (31%) more than others. Further somewhat agreed users from VU are more (nearly 28%) compared to others. In terms of those who considered this facility as neutral, RSVP users are more in percentage than other users (nearly 26%).

Further it is found that calculated Chi-square values is 22.83 while Chi-Square tabulated value with 8 degree of freedom at 5% level of significance is 15.507. It is observed that the calculated Chi-Square value is more than the Chi-Square tabulated value for opinion about

preparedness and readiness of staff to respond to users questions. This indicates that there is significant variation among faculty from four university libraries regarding user opinion about preparedness and readiness to respond to users questions.

**Table No. 4.11**  
**Opinion on Staff should have latest knowledge to answer user queries**

User Opinion	GITAM			KLU			VU			RSVP			Total
	FM (%)	RS (%)	PS (%)	FM (%)	RS (%)	PS (%)	FM (%)	RS (%)	PS (%)	FM (%)	RS (%)	PS (%)	(%)
Strongly agree	22	27	27	19	14	26	19	21	25	24	17	37	278
	7.91	9.71	9.71	6.84	5.04	9.35	6.84	7.55	8.99	8.63	6.12	13.31	100
	28.94	42.18	19.85	27.53	22.22	20	29.23	33.33	17.98	44.44	35.41	30.08	26.99
Somewhat agree	31	29	59	37	39	68	26	32	66	19	26	59	491
	6.31	5.91	12.02	7.54	7.94	13.85	5.29	6.52	13.44	3.87	5.29	12.02	100
	40.78	45.31	43.38	53.62	61.9	52.3	40	50.79	47.48	35.18	54.16	47.96	47.67
Neutral	19	6	37	9	6	29	15	7	39	10	3	18	198
	9.59	3.03	18.69	4.55	3.03	14.65	7.58	3.54	19.7	5.05	1.52	9.09	100
	25	9.37	27.2	13.04	9.52	22.3	23.07	11.11	28.05	18.51	6.25	14.63	19.22
Somewhat disagree	3	1	11	2	3	4	3	2	7	1	2	5	44
	6.82	2.27	25	4.55	6.82	9.09	6.82	4.55	15.91	2.27	4.55	11.36	100
	3.94	1.56	8.08	2.89	4.76	3.07	4.61	3.17	5.03	1.85	4.16	4.06	4.27
Very ineffective	1	1	2	2	1	3	2	1	2	0	0	4	19
	5.26	5.26	10.53	10.53	5.26	15.79	10.53	5.23	10.53	0	0	21.05	100
	1.31	1.56	1.47	2.89	1.58	2.3	3.07	1.58	1.43	0	0	3.25	1.84
Total	76	64	136	69	63	130	65	63	139	54	48	123	1030
	100	100	100	100	100	100	100	100	100	100	100	100	100
* $\chi^2$ Value= 41      * $\chi^2$ table value = 15.507      *df=8      *Nature of Relation= Significant													

The above table explains user opinion about the know usage of library staff to answer user queries. Majority of (47%) of users to the statement somewhat agreed. 26 percent of users strongly agreed and 19 percent of users were found to be neutral on this issue..

Among the users of four university libraries who strongly agreed the percentage of (nearly 28%) of users from RSVP are more than others. Further somewhat agree percentage of users from KLU is more (nearly 29%) compared to others. In terms of those who were neutral, GITAM users are more (nearly 31%).

Further it is found that calculated Chi-square value is 41 while Chi-Square tabulated value with 8 degree of freedom at 5% level of significance is 15.507. It is observed that the calculated Chi-Square value is more than the Chi-Square tabulated value for Opinion about Staff having required as well as latest knowledge to answer user queries. This indicates that there is significant variation among faculty from four university libraries regarding user opinion on the need to have knowledge on the part of library staff to answer users queries.

**Table No. 4.12****Opinion about Staff motivation and encouragement to users to visit the library**

User Opinion	GITAM			KLU			VU			RSVP			Total
	FM (%)	RS (%)	PS (%)	FM (%)	RS (%)	PS (%)	FM (%)	RS (%)	PS (%)	FM (%)	RS (%)	PS (%)	(%)
<b>Strongly agree</b>	9	17	32	17	21	29	16	19	34	24	19	35	<b>272</b>
	3.31	6.25	11.76	6.25	7.72	10.66	5.88	6.99	12.5	8.82	6.99	12.87	<b>100</b>
	11.84	26.56	23.52	24.63	33.33	22.3	24.61	30.15	24.46	44.44	39.58	28.45	<b>26.41</b>
<b>Somewhat agree</b>	28	23	73	32	29	67	36	28	68	16	22	67	<b>489</b>
	5.73	4.70	14.93	6.54	5.93	13.7	7.36	5.73	13.91	3.27	4.49	13.7	<b>100</b>
	36.84	35.9	53.67	46.37	46.03	51.53	55.38	44.44	48.92	29.62	45.83	54.47	<b>47.48</b>
<b>Neutral</b>	31	19	21	17	9	25	9	10	25	11	5	11	<b>193</b>
	16.06	9.85	10.88	8.81	4.66	12.95	4.66	5.18	12.95	5.69	2.59	5.69	<b>100</b>
	40.78	29.68	15.44	24.63	14.28	19.23	13.84	15.87	17.98	20.37	10.41	8.94	<b>18.74</b>
<b>Somewhat disagree</b>	7	3	6	2	2	5	3	4	9	3	2	6	<b>52</b>
	13.46	5.77	11.54	3.85	3.85	9.62	5.77	7.69	17.31	5.77	3.85	11.54	<b>100</b>
	9.21	4.68	4.41	2.89	3.17	3.84	4.61	6.34	6.47	5.55	4.16	4.87	<b>5.05</b>
<b>Very ineffective</b>	1	2	4	1	2	4	1	2	3	0	0	4	<b>24</b>
	4.17	8.33	16.67	4.17	8.33	16.67	4.17	8.33	12.5	0	0	16.67	<b>100</b>
	1.31	3.13	2.94	1.44	3.17	3.07	1.53	3.17	2.15	0	0	3.25	<b>2.33</b>
<b>Total</b>	<b>76</b>	<b>64</b>	<b>136</b>	<b>69</b>	<b>63</b>	<b>130</b>	<b>65</b>	<b>63</b>	<b>139</b>	<b>54</b>	<b>48</b>	<b>123</b>	<b>1030</b>
	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
* $\chi^2$ Value= 23.689      * $\chi^2$ table value = 15.507      *df=8      *Nature of Relation= Significant													

Above table shows the user opinion on motivation and encouragement given to the by the library staff library users. Majority of (47%) users somewhat agreed that staff are motivating & encouraging the user to visit the library. About 26 percent of respondents have strongly agreed with statement.18 percent of the respondents are found to be neutral.

Among the users strongly agreed, percentage (nearly 28%) of users from RSVP is more than others. Further among the users who somewhat agreed percentage of users from VU is more (nearly 26%) compared to others. In terms of those who are neutral, GITAM users are more in percentage than other users (nearly 36%).

Further it is found that Chi-square value is 23.689 while Chi-Square tabulated value with 8 degree of freedom at 5% level of significance is 15.507. It is observed that the calculated Chi-Square value is more than the Chi-Square tabulated value for opinion about staff motivation and encouragement to visit the library. This indicates that there is significant variation among faculty from four university libraries regarding user opinion about Staff motivation and encouragement to users to visit the library.

**Table No. 4.13****Opinion about Staff guidance to locate materials and information in the library**

User Opinion	GITAM			KLU			VU			RSVP			Total
	FM (%)	RS (%)	PS (%)	FM (%)	RS (%)	PS (%)	FM (%)	RS (%)	PS (%)	FM (%)	RS (%)	PS (%)	(%)
<b>Strongly agree</b>	36	29	39	27	19	42	17	21	39	22	19	31	<b>341</b>
	10.56	8.50	11.44	7.92	5.57	12.32	4.99	6.16	11.44	6.45	5.57	9.09	<b>100</b>
	47.36	45.31	28.67	39.13	30.15	32.3	26.15	33.33	28.05	40.74	39.58	25.2	<b>33.11</b>
<b>Somewhat agree</b>	21	23	57	31	35	67	34	27	48	17	15	62	<b>437</b>
	4.81	5.26	13.04	7.09	8.01	15.33	7.78	6.18	10.98	3.89	3.43	14.19	<b>100</b>
	27.63	35.93	41.91	44.92	55.55	51.53	52.3	42.85	34.53	31.48	31.25	50.4	<b>42.43</b>
<b>Neutral</b>	17	9	25	9	6	15	9	9	32	11	7	18	<b>167</b>
	10.18	5.39	14.97	5.39	3.59	8.98	5.39	5.39	19.16	6.59	4.192	10.78	<b>100</b>
	22.36	14.06	18.38	13.04	9.52	11.53	13.84	14.28	23.02	20.37	14.58	14.63	<b>16.21</b>
<b>Somewhat disagree</b>	2	2	10	2	2	4	3	4	11	3	5	7	<b>55</b>
	3.65	3.64	18.18	3.64	3.64	7.27	5.46	7.27	20	5.46	9.09	12.73	<b>100</b>
	2.63	3.12	7.35	2.89	3.17	3.07	4.61	6.34	7.91	5.55	10.41	5.69	<b>5.34</b>
<b>Very ineffective</b>	0	1	5	0	1	2	2	2	9	1	2	5	<b>30</b>
	0	3.33	16.67	0	3.33	6.67	6.67	6.67	30	3.33	6.67	16.67	<b>100</b>
	0	1.56	3.67	0	1.58	1.53	3.07	3.17	6.47	1.85	4.16	4.06	<b>2.91</b>
<b>Total</b>	<b>76</b>	<b>64</b>	<b>136</b>	<b>69</b>	<b>63</b>	<b>130</b>	<b>65</b>	<b>63</b>	<b>139</b>	<b>54</b>	<b>48</b>	<b>123</b>	<b>1030</b>
	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
* $\chi^2$ Value= 21.559      * $\chi^2$ table value = 15.507      *df=8      *Nature of Relation= Significant													

Regarding the guidance provided by library staff in locating material and information different opinion have been expressed by the users. Majority of them (42%) somewhat agreed that staff are guiding the users to get required material. Further 33 percent to users strongly agreed that staff are really helpful in guiding the users in locating library neutral. Only 16 percent of users are neutral on this issue.

Among those who strongly agreed and neutral the percentages of users from GITAM more (30% and 30% respectively) compared to others. In terms of those who somewhat agreed, KLU users are more in percentage than other users (nearly 30%).

Further it is found that calculated Chi-square value is 21.559 while Chi-Square tabulated value with 8 degree of freedom at 5% level of significance is 15.507. It is observed that the calculated Chi-Square value is more than the Chi-Square tabulated value for opinion about staff guidance to locate materials and information in the library. This indicates that there is significant variation among faculty from four university libraries regarding user opinion about Staff motivation and encouragement to users to visit the library.

#### 4.14.6 Opinion about Staff assistance in the use of electronic resources

**Table No. 4.14**

##### **Opinion about Staff assistance in the use of electronic resources**

User Opinion	GITAM			KLU			VU			RSVP			Total
	FM (%)	RS (%)	PS (%)	FM (%)	RS (%)	PS (%)	FM (%)	RS (%)	PS (%)	FM (%)	RS (%)	PS (%)	(%)
<b>Strongly agree</b>	19	15	27	34	28	41	26	21	36	0	0	0	<b>247</b>
	7.69	6.07	10.93	13.77	11.34	16.6	10.53	8.50	14.57	0	0	0	<b>100</b>
	25	23.43	19.85	49.27	44.44	31.53	40	33.33	25.89	0	0	0	<b>23.98</b>
<b>Somewhat agree</b>	26	19	58	19	15	53	31	26	62	0	0	0	<b>309</b>
	8.41	6.15	18.77	6.15	4.85	17.15	10.03	8.41	20.06	0	0	0	<b>100</b>
	34.21	29.68	42.64	27.53	23.8	40.76	47.69	41.26	44.6	0	0	0	<b>30</b>
<b>Neutral</b>	23	16	34	9	11	19	7	9	29	0	0	0	<b>157</b>
	14.65	10.19	21.66	5.73	7.01	12.1	4.46	5.73	18.47	0	0	0	<b>100</b>
	30.26	25	25	13.04	17.46	14.61	10.76	14.28	20.86	0	0	0	<b>15.24</b>
<b>Somewhat disagree</b>	6	11	11	4	5	12	1	4	7	39	36	106	<b>242</b>
	2.48	4.55	4.55	1.65	2.07	4.96	0.41	1.65	2.89	16.12	14.88	43.8	<b>100</b>
	7.89	17.18	8.08	5.79	7.93	9.23	1.53	6.34	5.03	72.22	75	86.17	<b>23.5</b>
<b>Very ineffective</b>	2	3	6	3	4	5	0	3	5	15	12	17	<b>75</b>
	2.67	4	8	4	5.33	6.67	0	4	6.67	20	16	22.67	<b>100</b>
	2.63	4.68	4.41	4.34	6.34	3.84	0	4.76	3.59	27.77	25	13.82	<b>7.28</b>
<b>Total</b>	<b>76</b>	<b>64</b>	<b>136</b>	<b>69</b>	<b>63</b>	<b>130</b>	<b>65</b>	<b>63</b>	<b>139</b>	<b>54</b>	<b>48</b>	<b>123</b>	<b>1030</b>
	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
* $\chi^2$ Value= 24.588      * $\chi^2$ table value = 15.507      *df=8      *Nature of Relation= Significant													

Above table shows majority of the users (30%) somewhat agreed that library staff are assisting in the use of e-resources. However 23 percentage of users strongly agreed with the statement. Almost same percentage (23%) of the users have also somewhat disagreed with the statement.

Among the users who strongly agreed the percentage (nearly 41%) of users from KLU more than others. Further among users who somewhat agreed users from VU are more (nearly 38%) compared to others. In terms of those who are neutral, GITAM users are more in percentage than other users (nearly 46%).

Further it is found that calculated Chi-square value is 24.588 while Chi-Square tabulated value with 8 degree of freedom at 5% level of significance is 15.507. It is observed that the calculated Chi-Square value is more than the Chi-Square tabulated value for opinion about staff assistance in use of electronic resources. This indicates that there is significant variation among faculty from four university libraries regarding user opinion about Staff guidance to locate materials and information in the library.

**Table No. 4.15****Opinion about Staff behavior towards physically challenged users**

User Opinion	GITAM			KLU			VU			RSVP			Total
	FM (%)	RS (%)	PS (%)	FM (%)	RS (%)	PS (%)	FM (%)	RS (%)	PS (%)	FM (%)	RS (%)	PS (%)	(%)
<b>Strongly agree</b>	39	30	42	36	32	57	27	29	61	18	16	39	<b>426</b>
	9.16	7.04	9.86	8.45	7.51	13.38	6.34	6.81	14.32	4.23	3.76	9.16	<b>100</b>
	51.31	46.87	30.88	52.17	50.79	43.84	41.53	46.03	43.88	33.33	33.33	31.7	<b>41.36</b>
<b>Somewhat agree</b>	19	25	56	21	19	43	18	15	32	13	11	42	<b>314</b>
	6.05	7.96	17.83	6.69	6.05	13.69	5.72	4.78	10.19	4.14	3.50	13.38	<b>100</b>
	25	39.06	41.17	30.43	30.15	33.07	27.69	23.8	23.02	24.07	22.91	34.14	<b>30.49</b>
<b>Neutral</b>	17	5	27	9	7	19	16	13	29	18	17	31	<b>208</b>
	8.17	2.40	12.98	4.33	3.37	9.14	7.69	6.25	13.94	8.65	8.17	14.9	<b>100</b>
	22.36	7.81	19.85	13.04	11.11	14.61	24.61	20.63	20.86	33.33	35.41	25.2	<b>20.19</b>
<b>Somewhat disagree</b>	1	3	8	2	3	8	3	4	11	4	2	7	<b>56</b>
	1.79	5.36	14.29	3.57	5.36	14.29	5.36	7.14	19.64	7.143	3.57	12.5	<b>100</b>
	1.31	4.68	5.88	2.89	4.76	6.15	4.61	6.34	7.91	7.4	4.16	5.69	<b>5.43</b>
<b>Very ineffective</b>	0	1	3	1	2	3	1	2	6	1	2	4	<b>26</b>
	0	3.85	11.54	3.85	7.69	11.54	3.85	7.69	23.08	3.85	7.69	15.38	<b>100</b>
	0	1.56	2.2	1.44	3.17	2.3	1.53	3.17	4.31	1.85	4.16	3.25	<b>2.52</b>
<b>Total</b>	<b>76</b>	<b>64</b>	<b>136</b>	<b>69</b>	<b>63</b>	<b>130</b>	<b>65</b>	<b>63</b>	<b>139</b>	<b>54</b>	<b>48</b>	<b>123</b>	<b>1030</b>
	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
* $\chi^2$ Value= 14.713      * $\chi^2$ table value = 15.507      *df=8      *Nature of Relation= Not Significant													

Above table shows users' opinion about staff behavior towards physically challenged users. It is noticed that majority of (41%) users strongly agreed that library staff behavior towards physically challenged open is very positive and supportive. 30 percent of the user also somewhat agreed the statement. About 20 percent of the respondents are found to be neutral regarding this issue.

Among the users who strongly agreed the percentage of (nearly 29%) users from KLU is more than others. Further among users who somewhat agreed users from GITAM are more (nearly 31%). In terms of those who are neutral, RSVP users are more in percentage than other users (nearly 31%).

Further it is found that calculated Chi-square value is 14.713 while Chi-Square tabulated value with 8 degree of freedom at 5% level of significance is 15.507. It is observed that the calculated Chi-Square value is less than the Chi-Square tabulated value for opinion about staff behavior towards physically challenged users. This indicates that there is not significant variation among faculty from four university libraries regarding user opinion about Staff behavior towards physically challenged users.

**Table No. Table No. 4.16**

**Opinion providing services as promised by the library**

User Opinion	GITAM			KLU			VU			RSVP			Total
	FM (%)	RS (%)	PS (%)	FM (%)	RS (%)	PS (%)	FM (%)	RS (%)	PS (%)	FM (%)	RS (%)	PS (%)	(%)
<b>Strongly agree</b>	18	13	34	22	18	36	21	17	41	17	15	29	<b>281</b>
	6.41	4.65	12.1	7.83	6.41	12.81	7.47	6.05	14.59	6.05	5.34	10.32	<b>100</b>
	23.68	20.31	25	31.88	28.57	27.69	32.3	26.98	29.49	31.48	31.25	23.57	<b>27.28</b>
<b>Somewhat agree</b>	38	29	65	31	34	59	32	33	57	26	24	53	<b>481</b>
	7.9	6.03	13.51	6.45	7.07	12.27	6.65	6.86	11.85	5.41	4.99	11.02	<b>100</b>
	50	45.3	47.79	44.92	53.96	45.38	49.23	52.38	41.01	48.14	50	43.08	<b>46.7</b>
<b>Neutral</b>	13	16	26	9	7	19	9	8	27	7	5	29	<b>175</b>
	7.429	9.14	14.86	5.14	4	10.86	5.14	4.57	15.43	4	2.86	16.57	<b>100</b>
	17.1	25	19.11	13.04	11.11	14.61	13.84	12.69	19.42	12.96	10.41	23.57	<b>16.99</b>
<b>Somewhat disagree</b>	4	5	6	5	3	9	2	3	9	2	3	7	<b>58</b>
	6.89	8.62	10.34	8.62	5.17	15.52	3.45	5.17	15.52	3.45	5.17	12.07	<b>100</b>
	5.26	7.81	4.41	7.24	4.76	6.92	3.07	4.76	6.47	3.7	6.25	5.69	<b>5.3</b>
<b>Very ineffective</b>	3	1	5	2	1	7	1	2	5	2	1	5	<b>35</b>
	8.57	2.86	14.29	5.71	2.86	20	2.86	5.71	14.29	5.71	2.86	14.29	<b>100</b>
	3.94	1.56	3.67	2.89	1.58	5.38	1.53	3.17	3.59	3.7	2.08	4.06	<b>3.34</b>
<b>Total</b>	<b>76</b>	<b>64</b>	<b>136</b>	<b>69</b>	<b>63</b>	<b>130</b>	<b>65</b>	<b>63</b>	<b>139</b>	<b>54</b>	<b>48</b>	<b>123</b>	<b>1030</b>
	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
* $\chi^2$ Value= 8.116      * $\chi^2$ table value = 15.507      *df=8      *Nature of Relation= Not Significant													

As in the case of others statements, even in the case of opinion of users on staff providing the services as promised by the library. Majority have somewhat agreed with the statement (46%). About 28 percent strongly agreed that staff are providing the services as promised.

Among those who somewhat agreed with the statement as well as neutral the percentage of users from GITAM are more (28% and 27% respectively). In terms of those who as strongly agreed, users from VU are more in percentage than other users (nearly 28%).

Further it is found that calculated Chi-square value is 8.116 while Chi-Square tabulated value with 8 degree of freedom at 5% level of significance is 15.507. It is observed that the calculated Chi-Square value is less than the Chi-Square tabulated value for opinion staff providing services as promised. This indicates that there is not significant variation among faculty from four university libraries regarding user opinion on staff providing services as promised by the library.



## **FINDINGS AND CONCLUSIONS**

### **1. Sample and characteristics of Library Users**

The sample of library users comprises of faculty, research scholars and P.G. students of four deemed universities identified for the survey. The response rate among the faculty fluctuated between 71 and 100 percent, among the research scholars it ranged between 68 and 91 percent and among PG students it varied between 84 and 95 percent. Gender wise distribution of respondents shows that the sample selected for survey is dominated by male users. Male users ranged between 61 to 81 percent whereas the representation of female users ranged between 18 to 41 percent of the sample. Female faculty are more in the sample of VU whereas male representations are high among the research scholars of RSVP.

University wise distribution of the user sample reveals that among the faculty of GITAM and KLU, highest percent belong to the age group 36 to 45 years. Highest percent of VLU are found to be aged between 26 to 35 years whereas majority of RSVP faculty belong to 46 to 55 age group. Compared to the faculty of other universities more percent of the faculty in GITAM are aged above 56 years. Among the research students in all deemed universities, majority belong to the age group 26 to 35 years. Among them the Research Scholars of VU stood first with 52 percent followed by GITAM with 51 percent. As expected in the students' sample of all deemed universities surveyed, majority are below 25 years old. Among them KLU stood first followed by VU and GITAM.

### **2. Frequency of visits to University Libraries**

Library users may visit their institutional library with different frequencies. For the purpose of the survey, seven point scales have been used to know the frequency with which different users visit the library. The inferences drawn from the analysis of responses in general on frequency of visits shows that highest percent of them are found to be visiting the university library once in a week followed by those who are visiting the library twice in a week. Frequency wise analysis of visits also shows some variation among the users of University libraries. Among daily visitors, users from GITAM are more compared to other universities. In contrast to this the percentage of occasional visitors is more from RSKV compared to other deemed universities. In this group of occasional visitors KLU stands in the last place with 7 percent. User category wise responses also show that majority of the library users irrespective of their category are visiting the library once in a week.

### **3. Opinion on convenience of library working hours**

Extent of use of the institutional library by users is also influenced by the pattern of working hours (opening and closing hours) of the library. Analysis of opinions of all types of users on this issue reveal that majority of the users of four deemed universities responded positively and expressed their view that the existing timings as convenient to avail the library facility in the campus. Irrespective of university and user category majority pronounced the existing library timings as convenient.

### **4. Purpose of visiting the university library**

Libraries at universities are approached and accessed by users for various reasons. Various options are enumerated in the questionnaire indicating the reasons behind visiting the library. It is clearly evident from the responses of users that majority of them visited the library for borrowing library books. Second highest percent of them visited the library for availing the internet facility. Other significant reasons for visiting the library include-for referring books, for accessing e-resources, for referring print journals and for referring project reports and/or Ph.D theses. Few of them are found to be visiting the library for the purpose of consulting audio-visual material.

Institution wise analysis shows that among those visiting the library for borrowing purposes, the percentage of users of GITAM is more compared to other users. In terms of visits made to the library to refer books and access e-resources users of KL stood in the first place. Users of GITAM who visited the library for referring project reports/Ph.ds and print journals are more compared to the users of other three universities. When it comes to visits made to the library for accessing internet, users of Vignan stood first followed by library users of KL. Among those users who are visiting the library for reading newspapers the percentage of users from KL is more compared to the library users of other deemed universities.

### **5. Opinion about passion of library staff to help users**

Analysis of users' opinions about library staff passion to help users reveals that majority of users are found to be neutral in expressing their opinion on this issue. Among those who considered the facility as effective and very effective the percentage of users from RSVP are more compared to others. In terms of those who considered this facility as somewhat effective, GITAM users are more in percentage than other users.

### **6. Opinion about preparedness and readiness to respond to users questions**

Regarding the preparedness and readiness of library staff to respond to users questions, it is noticed that majority of them have somewhat agreed to the statement. Among those users who strongly agreed, the percentage of users is more from GITAM compared to others.

#### **7. Opinion about Staff having required as well as latest knowledge to answer user queries**

Regarding user opinion about library staff knowledge to answer user queries, it is found that majority of respondents somewhat agreed that library staff have required as well as latest knowledge to answer user queries. Among those users who strongly agreed, the percentage of users from RSVP is more than others.

#### **8. Opinion about Staff motivation and encouragement to users to visit the library**

About library staff motivation and encouragement to library users to visit the library, majority of users somewhat agreed that library staff have that attitude. Among those users opinioned as strongly agreed, the percentage of users from RSVP is more than others.

#### **9. Opinion about Staff guidance to locate materials and information in the library**

Regarding the Staff guidance to locate materials and information in the library, it is found that majority of the users have somewhat agreed with this statement.

#### **10. Opinion about Staff assistance in use of electronic resources**

Majority of them have strongly agreed that Staff provided assistance in the use of electronic resources. Among those users strongly agreed the percentage of users from KLU more than others.

#### **11. Opinion about Staff behavior towards physically challenged users**

Regarding staff behavior about physically challenged users, majority of the strongly agreed that staff behaviour is very positive. Among those users who strongly agreed ,the percentage of users from KLU is more than others.

#### **12. Opinion Staff providing services as promised**

Most of the users somewhat agreed that library staff are providing the services as promised. Among those who strongly agreed and neutral the percentage of users from GITAM are more.

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