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Evaluating Perception of Users Regarding Collection and Services: A Case Study of Kashmir Government Polytechnic College (KGPC)

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Abstract

The present study attempts to offer an insight about the user's perception regarding library collection and service in Kashmir Government Polytechnic College (KGPC). The findings of the study reveal that preponderance (91.33%) prefer to use "**Textbooks**" as a source of information resource in the library while as usage of e-resources have been found low among them. It emerges that majority of users visit library on "**Daily**" basis to "**Issue books**" and read "**Newspapers**". On the other hand, the finding reveals that majority of user's visits library to avail "**Internet Services**" followed by "**Lending Services**". Furthermore, it is observed from the analysis that the preponderance of users find library collection and services inadequate which might be due lack of awareness among them. Accordingly, the library must take dynamic initiatives to sensitize its users on the available information resources and services through current awareness and other related services in order to make sure the proper usage of library among its users.

Keywords: Library, Collection, Services, User Satisfaction, Polytechnic College, User Perception

Introduction

In contemporary knowledge based society, rising competition in the higher education sector and external pressure of market forces accelerated due to globalization and various other innovations (Malhan, 2006), mainly triggered by the developments in information and communication technologies, intensely influence the way the knowledge based institutions function and perform varied jobs (Owusu-Ansah, 2001). The knowledge-based institutions predominantly the higher education institutions like Colleges and Universities are undergoing transformation to stay

current and competitive in their areas of operation (**Malhan, 2006**). Although, the primary missions of these institutions which are the creation, preservation, integration, transmission, and application of knowledge are not transforming, yet the meticulous comprehension of each of these roles is transforming radically (**Duderstadt, 1997**). Accordingly, every component of these institutions in general and library and information services in particular is undergoing transformation (**Malhan, 2006**). In view of the fact, academic libraries are primarily devoted to collect, process, disseminate, store and utilize information in order to offer varied information services to their user community (**Maponya, 2004**). Since, libraries act as facilitators to provide the right information to the right user at the right time (**Jeevan, 2007**). Given that, a key task of any academic library is to assist individual users identify sources of information to convince their curiosity or interest, respond their questions or resolve their problems in relation to information and knowledge (**Dadzie, 2008; Kumar & Kalpana 2009**). Conventionally, although, the charisma of a library and the value of its collection were presumed to satisfy the needs of library users by means of providing access to locally owned collection. However, ever since, as commercially, produced materials became directly accessible to the public and access to these items became less constrained due to the technological innovations, the worth of library to collections based on restricted access reduced (**Ayob, 2011**). Moreover, in response to changes in the learning and research environment and transformations in the behavior of library user's academic libraries are also transforming (**Troll, 2002**). Thus, in present academic library environment, information needs of user are complex and heterogeneous and achievement of any information system, particularly an academic library depends on how they are able to meet and understand the information needs of users (**Maponya, 2004**).

About Kashmir Government Polytechnic (KGP)

The Library of Kashmir Government Polytechnic (KGP) have well organized and managed collection of information in a variety of formats housed in a separate big building in the heart of the college. Library is equipped with latest technologies, professional staff and diverse collection of books, both text and reference. The number of the books is almost 50 thousands out of which 70% books are related to the field of Engineering & Technology and the rest ones are related to generalities. As the library is moving towards digitalization, the library also holds a vast collection of e- resources including CD'S Microfilms, Microfiche .In order to keep the students

abreast of the latest information the library subscribes to a large number of periodicals, magazines and journals. There is a vast collection of CDs as well. The books and other materials are well maintained and highly sophisticated Library Information System software has been installed in the library.

Review of Literature

Researcher worldwide attempted to conduct a no. of user studies to determine the how well academic libraries are doing to meet their patron's information needs by ascertaining their perception in terms of use, level of satisfaction, awareness as well as challenges faced by them.

Commenting upon the significance of user studies in justifying the proper functioning of libraries **Busha and Harter (1980)**, in their text on research methods, pointed out that user studies are indispensable to rationalize and spread out library services and usage and to discover about how users communicate. However, more exclusively, they stated that user studies are needed to: *“predict library usage; determine why people do or do not use libraries; identify what group borrow which kinds of materials; identify what groups, use which services; suggest how user can be encouraged; explore how use patterns differ; measure the effects of mass media on library use; and identify actual needs”*. Similar opinions were shared by other authors for instance **Hiller (2001)**; **Tahir (2008)** etc. Moreover, **Tam and Robertson (2002)** strongly emphasized that *“The satisfaction of user rather than management must be taken into consideration”* to make certain the survival of libraries. To support the fact **Albu, Cristian and Pistol (2012)** rightly pointed out that in a academic library, the extent to which the service meets the patron's needs, expectations and requirements in actual represents the quality of the service offered in the libraries. Accordingly, **Madhusudhan (2008)** rightly pointed out the focus of the library concept is the patron, and the goal is patron satisfaction. Moreover, **Zhang, Ye, and Liu (2011)** asserted that understanding users' demands to advance the effectiveness as well as value of the utilization of e-resources has become an enormous challenge for electronic resource producers and providers i.e. libraries. On the other hand **Okiy (2005)** observe that respondents prefer to use books more than other materials which is co-witnessed in the findings of the studies conducted by **Mahawar, Verma and Narayan (2009)** students consult books, journals and reference materials to satisfy their information needs. Moreover, commenting upon the awareness among library patrons regarding collection and services **Bagudu and Sadiq (2013)** observes high level of awareness and utilization of digital services among PG students.

Objectives

The main objectives of the study are as follow:

1. To assess the use of varied information resources among students
2. To ascertain the frequency of using varied information resources among students
3. To evaluate the purpose of visit to library among students
4. To find out the usage of services among students
5. To identify the major challenges faced by students in the use of library

Scope

The study is confined to evaluate the perception regarding the collection and services among Students of Kashmir Government Polytechnic (**KGP**) College.

Methodology

Present study has adopted the descriptive survey method using questionnaire as a data gathering tool to achieve the set objectives. The study population comprises of students perusing Diploma in the following subjects viz; “*Wood Technology, Leather Technology, Electric Engineering, Civil Engineering, Mechanical Engineering and Computer Engineering*” etc. To collect that data from respondents, questionnaires was distributed among 184 students enrolled in **KGP**, however, out of 184 only 150 duly filled questionnaires were returned back thus only 81.52% response rate was achieved for the study. The data then collected were thoroughly analyzed based on the set parameters using **SPSS** software.

Data Analysis and Interpretation

1 Gender-wise distribution of Students

The analysis reveals that majority (56.66%) of respondents are females while as (43.33%) respondents are males. This is in tune with the findings of **Abosede and Ibikunle (2011)** revealing that majority of the students in Lagos Polytechnic are females. **Table (1)** shows gender wise distribution of respondents.

Table 1: Gender of Respondents

S.No.	Gender	No. of respondents	Percentage
1	Male	65	43.33

2	Female	85	56.66
	Total	150	100

2 Use of varied Information Resources among Students

It is evident from the analysis that majority (91.33%) of students prefer to use “*Textbooks*” followed by “*Newspaper/Magazines*” (85.33%) and “*Journals*” (75.33%) while visiting the library. On the other hand, “*Online Databases*” (41.33%) followed “*E-Books*” (36%) and “*Audio-Visual Resources*” (28.66%) emerge out to be least used information resources among students. These findings are in tune with the studies of **Agboola (2009)**; **Hammed and Osunrinade (2010)** revealing that majority of students consult “*Books*” and “*Journals*” for their varied purposes. *Statistically, it is observed that the use of information resources have no significant association with the distribution of respondents indicating that use of information resources does not vary significantly among respondents as $p>0.01$.* **Table 2** represents the use of varied information resources among by polytechnic students.

Table 2: Use of varied Information Resources among Students

S.No.	Information Resources	Yes	No	Total
1	Textbooks	137(91.33)*	13 (8.66)	150 (100)
2	Newspapers/magazines	128(85.33)	22(14.66)	150 (100)
3	Journals	113(75.33)	37(24.66)	150 (100)
4	Reference materials	96(64)	54(36)	150 (100)
5	Project reports	72(48)	78 (52)	150 (100)
7	Online databases	62(41.33)	88(58.66)	150 (100)
6	E-books	54(36)	96(64)	150 (100)
8	Audio-visual resources	43(28.66)	107(71.33)	150 (100)
$\chi^2=242.16$; $df=7$; $p\text{-value}>0.01$				

**Data in parentheses indicate percentage*

3 Frequency of Using Varied Information Resources among Students

It is observed from analysis that so far as frequency of using varied information sources is concerned it is observed that preponderance (58%) of students prefer to use “*Newspapers/Magazines*” on “*Daily*” basis. On the other hand most (56.66%) of the students prefer to use “*Text books*” on “*Weekly*” basis. Furthermore, it emerges out that so far as usage of e-resources is concerned, majority (64%) of the students “*Never*” use “*Online Databases*” followed by “*Audio/Visual resources*” (50%) and “*E-books*” (41.33%) indicating that students mainly prefer to use print information resources compared to e-

resources. These findings are in tune with studies of **Ojo and Akande (2005)**; **Yamson, Appiah and Tsegah (2018)** revealing that majority of respondents prefer to use print resources in comparison to e-resources. *Statistically, it is revealed from the Kruskal Wallis Test (χ^2) that 'frequency of using information sources' has no significant association with the type of information sources as $p>0.05$ indicating that the frequency of using information sources do not vary significantly with the type of information source* **Table (3).**

Table 3: Frequency of Use of Information Resources

S. No.	Information Resources	Daily	Weekly	Never	Monthly	Every 3 Months
1	Textbooks	22(14.66)*	85(56.66)	-	8(5.33)	35(23.33)
2	Journals	18(12)	31(20.66)	14(9.33)	78(52)	9(6)
3	Reference materials	20(13.33)	45(30)	6(4)	71(47.33)	8(5.33)
4	Newspapers/magazines	87(58)	32(21.33)	3(2)	14(9.33)	14(9.33)
5	Project reports	12(8)	38(25.33)	-	16(10.66)	84(56)
6	E-books	26(17.33)	31(20.66)	62(41.33)	22(14.66)	9(6)
7	Online databases	6(4)	22(14.66)	96(64)	18(12)	8(5.33)
8	Audio-visual resources	21(14)	32(21.33)	75(50)	12(8)	7(4.66)
$\chi^2=984.07$ df=28, p-value>0.05						

**Data in parentheses indicate percentage*

4 Purpose of Visit to the Library among Students

The analysis evidently reveals that that preponderance (85%) of students visit library for “*Recreational Activities*” followed by (84.66%) students to “*Borrow Books*”. On the other hand, small percentage (30%) of students visit library to consult information material for “*Research Activities*”. These findings are in tune with the study of **Yousuf and Iwu (2010)** revealing the majority of students visited the library to borrow books and prepare for examinations. *Moreover, statistically it is corroborated that the purpose of visiting library among the respondents has a significant association with the distribution of respondents as $p<0.01$ indicating that purpose of using information resources varies significantly from among users* **(Table 4).**

Table 4: Purpose for the Use of Information Resources

S. No.	Purpose	No. of Respondents
1	To borrow books	127 (84.66)*
2	Read library books	54 (36)
3	Prepare for examinations	108 (72)
4	Research activities	45 (30)
5	Recreational activities	128 (85)
$\chi^2=645.69$ df=4, p-value<0.01		

*Data in parentheses indicate percentage;
 **No. of respondents exceeds actual no. as multiple responses are allowed

5 Use of Varied Library Services among Students

It is observed from the analysis that majority (91.33%) of students visit library for availing “Internet Services” followed by “Reprographic Services” (81.33%) and “Lending Services” (73.33%). On the other hand, meager no. of (12.66%) students visit library for “Research Support services”. These findings are similar with the studies of **Aina (2004)**, **Awoleye, Siyanbola & Oladipo (2008)** and **Buhari (2013)** who found that the preponderance of students visit library to have access to internet, Lending and reprographic services.

Table 5: Use of Library Services among Students

S.No.	Library Services	Yes	No
1	Lending of Books	110(73.33)	40(26.66)
2	Reference services	56(37.33)	94(62.66)
3	User education	65(43.33)	85(56.66)
4	Current Awareness Service	46(30.66)	104(69.33)
5	Reprographic facility	122(81.33)	28(18.66)
6	Displays and exhibitions	58(38.66)	92(61.33)
7	Research Support services	19(12.66)	131(87.33)
8	Internet Services	137(91.33)	13 (8.66)
$\chi^2=319.72$, df=7, p-value>0.05			

*Data in parentheses indicate percentage

6 Challenges Faced By the Students While Using the Library

It emerges from the analysis that majority (70%) of students opined that “library has insufficient books and other information resources” followed by (59.33%) students claiming that “the library facilities are inadequate and this discourages them from using the library”. On the other hand, it’s observed that (90%) of students are not aware about the “availability of library information resources and services” which is grave concern for the library (**Table 6**).

Table 6: Challenges Faced By the Students While Using the Library

S.No.	Statements	Yes	No
1	The library has insufficient books and other information resources	105(70)	45(30)
2	I am not aware of the available library information resources and services	15(10)	135(90)
3	The library facilities are inadequate and this discourages me from using the library	89(59.33)	61(40.66)

4	The library staff do not attend to me on time	41(27.33)	109(72.66)
5	I find it difficult to use the library's electronic information resources on my own	27(18)	123(82)

**Data in parentheses indicate percentage*

7 Possible Solutions to the Challenges Faced By the Users

It is observed from the analysis that majority (93.33%) students agreed that “*The library should further sensitize its users on the available information resources and services through current awareness services*” followed by (90%) of students opining that “*the library should acquire more books and other relevant resources to further cater their information needs*”. On the other hand a good no. of students (85.33%) opined that “*Adequate facilities should be provided by the library*”. Furthermore, more than half of the students (79.33%) accepted that “*there is a need for the library to train its users regarding e-resources*” while as (74.66%) of students stated that “*library staff should improve on its services to cater for the diverse information needs of its users*” (Table 7).

Table 7: Possible Solutions to the Challenges Faced By the Users

S.No	Statements	Yes	No
1	The library should acquire more books and other relevant resources to further cater for my information needs	135(90)	15(10)
2	The library should further sensitize its users on the available information resources and services through current awareness services	140(93.33)	10(6.66)
3	Adequate facilities should be provided by the library	128(85.33)	22(14.66)
4	The library should further train its users on the usage of electronic information resources	119(79.33)	31(20.66)
5	The library staff should improve on its services to cater for the diverse information needs of its users	112(74.66)	38(25.33)

**Data in parentheses indicate percentage*

Conclusion

Library collection and services must prove as one of the best medium for information seekers to retrieve timely, relevant and precise information. The findings reveal that users generally prefer to use Textbooks in print format while as usage of e-resources is low among them. The pattern of visiting library reveals that users visit library daily for accessing internet services followed by Lending services. However, it is found that by and large majority of library users found information resources and services inadequate in the library to meet their information needs. In

this milieu, library must take adequate steps to impart information literacy skills for enhancing effective utilization of library collection and services by users as well as satisfaction among users.

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