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Evaluation of the Library Services and Facilities among KLEF-Guntur and KLEF- Hyderabad

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ABSTRACT:

Library is one area where the desired skills are imparted to the significant section of the society called the information seekers. The libraries are important in providing the essential resources which are essential in providing, processing and disseminating the information in such a way that they change the information levels of the library users. All efforts are made by the libraries, with the implementation of the advanced technological tools, to provide essential information resources which are made accessible by the users. To enable the library users' access these resources there is an important aspect of level of services provided to the library users. The services like library interiors, furniture, drinking facilities, wash room facilities, lighting, ventilations, maintenance of the library infrastructure and responses to the user complaints are essential as these create an environment where the users gets motivated and inspired to study and learn. The present study is conducted to evaluate the assessment of the services provided at the K L Deemed to be University campuses located at Guntur and Hyderabad. The responses from the 1640 library users from both the campuses spread across the programs, user categories. It is being observed that there is significant difference in the services provided to the library users in both the campuses along with the User Satisfaction levels among the two institutions under the study.

KEYWORDS: Library Users, e-Resources, Information Resources, Library Services and Satisfaction Levels.

INTRODUCTION:

Academic Libraries are viewed as the knowledge hubs for the important stakeholders of the educational institutions. The libraries had evolved themselves over the period of time with the kind of services rendered to the users. The libraries are primarily quantitative resources which are transformed into digitalized data with the developments and implementation of Information and Communication Technology (ICT). The data located at a remote library can now be accessed across the globe through internet evolving the concept of Digital Libraries which are attaining importance over the period of time. With the advancement in the technologies adopted in the libraries had enabled the users with processing and dissemination of the information which transfigured various activities of the library resulting in enhanced performance of the library professionals. The technological advancements had helped both the library professionals as well as the library users in terms of the services and facilities provided in the library.

The above are one side of the coin where the advancements had helped all the stakeholders of the library and on the other side it is necessary to provide suitable environment where the library users and professionals can achieve the desired results. The facilities that are provided in the library are vital in determining the extent of usage of these library resources by the library users. The environment is vital as these tend to create the ambience where the users get fascinated and motivated to make use of the library resources. It should be noted that how the collection policy is vital for the library the same kind of importance should be given for the services, facilities and infrastructure provided in the library. Both these parameters have a great level of impact on the library users in coming and utilizing the library resources.

Technological advancements had revolutionized the process of the identification, processing, retrieving, storing and the dissemination of information which are undertaken in the library. All these activities can be fruitfully obtained if the facilities like the arrangement of the library interiors, facilities provided in the common place, ventilation facility, drinking water, washroom facilities, library

furniture and their proper maintenance are properly endowed with so that the library inspires the users to study and learn as per their requirements.

The present study is aimed at evaluating the services that are provided at the libraries of KLEF Guntur and KLEF Hyderabad. The opinions of the library users are collected and are analysed to assess the level of services provided also the assessment of the user satisfaction levels of both the institutions. The present study is a comparative assessment of the services rendered at both the institutions.

K L Deemed to be University was initially established as K L College of Engineering in 1980-81 which in 2006 was upgraded to an autonomous status by UGC as K L College of Engineering (Autonomous). With its tremendous quality education and infrastructure the institutions in 2012, had attained the status of Deemed to be University in 2009 by UGC, MHRD Govt.of India. There were continuous efforts by the management, staff and students who strived hard to reach higher levels in rendering quality education, which enabled the institution to be NAAC accredited with 'A' in 2012 and subsequently re-accredited with A++ grade in 2018. The institution was declared by MHRD in 2019 as Category I Institution which was another feather to its crown in rendering quality education. The institution was spread across 100 acres built on the banks of Buckingham Canal of Krishna River at Vaddeswaram, Guntur district. The Hyderabad campus was started in 2018 and is serving the students of that area with quality education.

LITERATURE REVIEW:

It is evident that the usage of the library information resources is crucial especially in the higher education institutions (Anantheswamy 2016) which emphasize the need to stress on the users' abilities to make use of the libraries and information resources effectively. Majority of the present day library users are tech savvy and with the advancement of the technologies (Ramesh R 2018) used in the library had vested the users with large volumes of information readily available in both the

print and electronic form. All these factors had forced the academic libraries to have a greater responsibility in assisting the users in identifying and disseminating the information as per their requirements (Maxwell 2015). The primary role of the libraries is to collect, organize and preserve the knowledge in order to make this knowledge available as and when it is needed by the users as this information and knowledge constitute the building blocks towards the national development (Nilaranjan 2013). The majority of the library users tend to visit the library for borrowing the books and other required & relevant information. The users need to improve their effectiveness which can be obtained through iterative instructions from the library professionals who impart skills through which the users attain the required skills in using the various available library resources (Akanda 2005). One measure for the effective usage of the library resources is by its volume of materials available for the users, amount of usage of the available resources and finally the level of satisfaction of the users (Baruchson 2002). The library users presume the library as a quiet and convenient place where they can study by retrieving the available resources in the library (Chavez Espinoza 2005). There will be library users who might not be aware of the available resources and some might not be visiting the library even occasionally (Simmonds 2014). The library users might visit the library as per their convenience and needs. The availability of resources is vital for the success of the library and at the same time the facilities available at the library are also as important as these influence the library users in visiting the library for their informational needs (Ajay Kumar Arora 2015). The facilities, infrastructure and services available at the library ignite the thought of visiting the libraries to identify, retrieve and disseminate the information as per the requirements of the users (Satish Naick 2017). It is essential to identify the various services and facilities required by the academic library users and their degrees of impact on its users' satisfaction. It is felt that user guidance is necessary to help library users to meet their information needs and make users aware of the available library resources and services (MK Varma 2017). By providing the required information resources and services the library users' satisfaction shall be attained. The usage of the library users and certainly their satisfaction with the services of the library depends on the availability of the skilled staff, knowledge materials and accommodation in the library (Mehtar Singh 2015).

It is being observed that majority of the research papers are on the library resources that are made available for the library users and not much emphasis was laid on the facilities and infrastructure provided in the library. It is also observed no study is done on the comparative assessment of the services rendered to the users among the two campuses of the Koneru Lakshmaiah Education Foundation located in Guntur and Hyderabad. An attempt is made in this paper to have assessment of the services provided to the users along with their level of satisfaction of the available services and facilities.

OBJECTIVES:

- To understand the significance of Library Services.
- To ascertain the usage levels of the Library Services in the institutions.
- To ascertain the satisfaction levels among the respondents about the various Library Services provided in the institutions

HYPOTHESES:

To evaluate the quantitative side of the framed objectives, the following hypotheses are framed. The present study evaluates the opinion of the respondents about the library services provided at the two institutions KLEF – Guntur and KLEF – Hyderabad under the consideration.

- **H1:** There is significant difference between the Service Assessment regarding the facilities provided in the institutions.
- **H2:** There is significant difference between the User Satisfaction among the institutions.

Analytical analysis is undertaken with the help of various statistical tools with detailed inferences along with the tables and color figures as per the formulated hypotheses to the responses of library users.

RESEARCH METHODOLOGY:

The present study was aimed at obtaining the views of the respondents about the library services provided at KLEF – Guntur and KLEF – Hyderabad campuses. The opinion of the respondents is collected through a well constructed questionnaire. The questionnaire was distributed to 1920 library users spread across the programs, courses and years and a properly filled 1640 questionnaires were considered as part of the study. The various facets of the library services like the Library Usage, Library Transaction Time, Library Place & Physical Facilities, and User Satisfaction are collected through multiple choice questions.

ANALYSIS OF THE DATA:

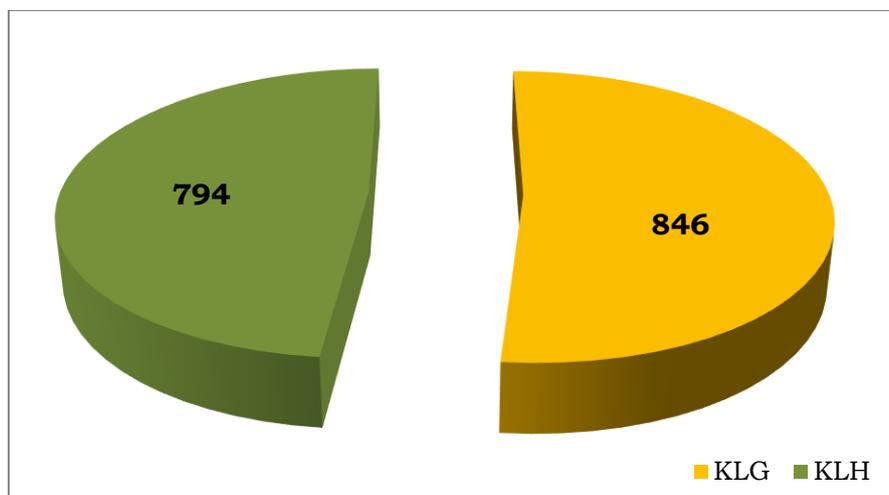
For the ease of understanding the institutions under the consideration are given short names. **KLEF–Guntur** is represented as **KLG** and **KLEF–Hyderabad** is represented as **KLH**.

Table 1: Institute wise distribution of the Respondents

Institution	Respondents
KLH	794 (48%)
KLK	846 (52%)
Grand Total	1640

Source: Compiled from primary data.

Figure 1: Institute wise distribution of the Respondents



Source: Compiled from primary data.

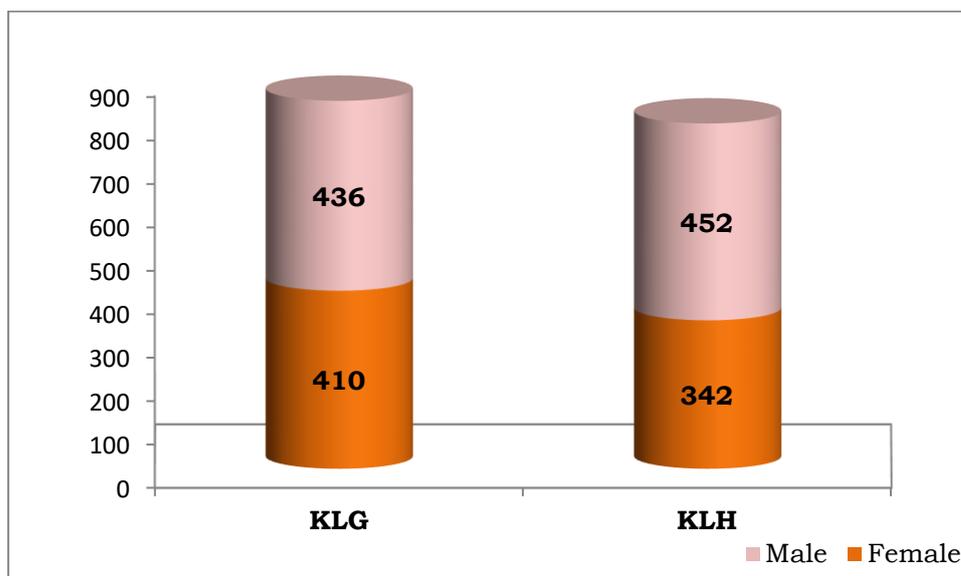
Table 1 describes the institution wise respondents. Out of the total 1640 respondents, 846 (52%) respondents are from KLG and the remaining 794 (48%) are from KLH.

Table 2: Institution wise Gender distribution of the Respondents

Gender	KLG	KLH	Total
Female	410 (25.00%)	342 (20.85%)	752 (45.85%)
Male	436 (26.59%)	452 (27.56%)	888 (54.15%)
Grand Total	846 (51.59%)	794 (48.41%)	1640

Source: Compiled from primary data.

Figure 2: Institution wise Gender distribution of the Respondents



Source: Compiled from primary data.

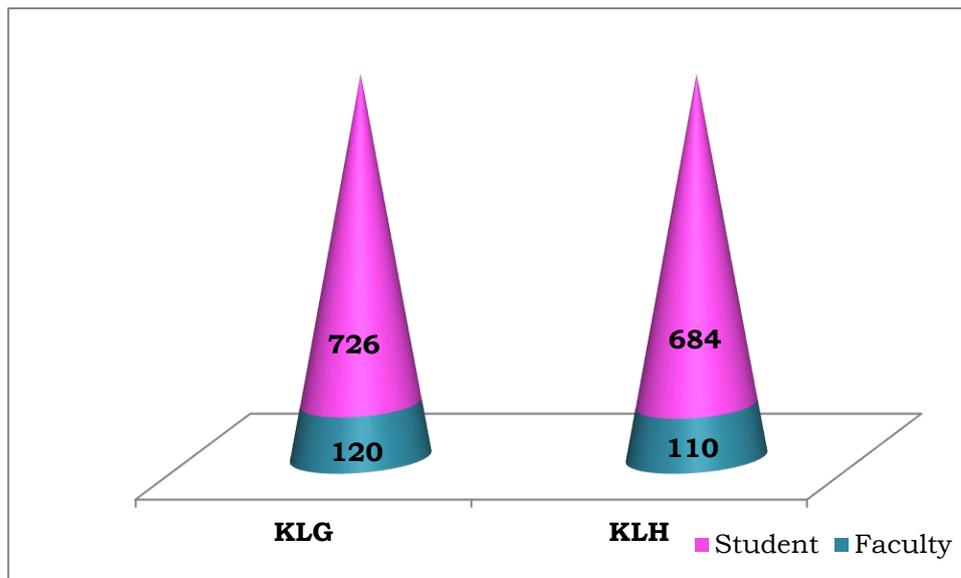
Table 2 describes the institution wise gender distribution of the respondents. Out of the 846 respondents from KLG, there are 436 (26.59%) Male respondents and the remaining 410 (25%) are Female respondents. Out of the 794 respondents from KLH, there are 452 (27.56%) Male respondents and the remaining 342 (20.85%) are Female respondents.

Table 3: Institution wise User distribution of the Respondents

User Category	KLG	KLH	Total
Faculty	120 (7.32%)	110 (6.71%)	230 (14.02%)
Student	726 (44.27%)	684 (41.71%)	1410 (85.98%)
Grand Total	846 (51.59%)	794 (48.41%)	1640

Source: Compiled from primary data.

Figure 3: Institution wise User distribution of the Respondents



Source: Compiled from primary data.

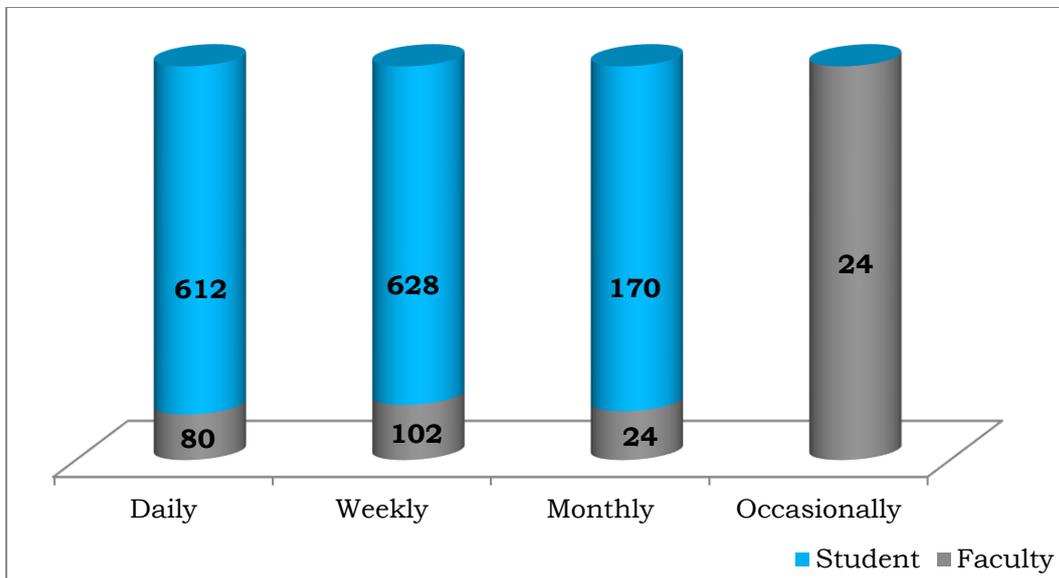
Table 3 describes the institution wise user category distribution of the respondents. Out of the 846 respondents in KLG, there are 726 (44.27%) respondents who are students and the remaining 120 (7.32%) are faculty members. Similarly out of the 794 respondents in KLH, there are 684 (41.71%) respondents who are students and the remaining 110 (6.71%) are faculty members.

Table 4: User Category wise frequency of Library Usage

Frequency	Faculty	Student	Total
Daily	80 (4.88%)	612 (37.32%)	692 (42.2%)
Weekly	102 (6.22%)	628 (38.29%)	730 (44.51%)
Monthly	24 (1.46%)	170 (10.37%)	194 (11.83%)
Occasionally	24 (1.46%)	0	24 (1.46%)
Grand Total	230 (14.02%)	1410 (85.98%)	1640

Source: Compiled from primary data.

Figure 4: User Category wise frequency of Library Usage



Source: Compiled from primary data.

Table 4 describes the user category wise frequency of library usage. Out of the total 1640 respondents, 230 (14.02%) are faculty and the remaining 1410 (85.98%) are students. Out of the total respondents, 730 (44.51%) use the library resources once in a Week. Out of these respondents, 628 (38.29%) are students and the remaining 102 (6.22%) are faculty. Similarly there are 692 (42.2%) respondents who use the library resources on a Daily basis. Out of these respondents, 612 (37.32%) are students and the remaining 80 (4.88%) are faculty. There are 194 (11.83%) respondents who uses the library resources once in a Month and out of these 170 (10.37%) respondents are students and the remaining 24 (1.46%) are faculty members. Finally there are 24 (1.46%) respondents who are faculty members who use the library resources occasionally.

H₁: There is significant difference between the Service Assessment of the Facilities provided in the Institutions.

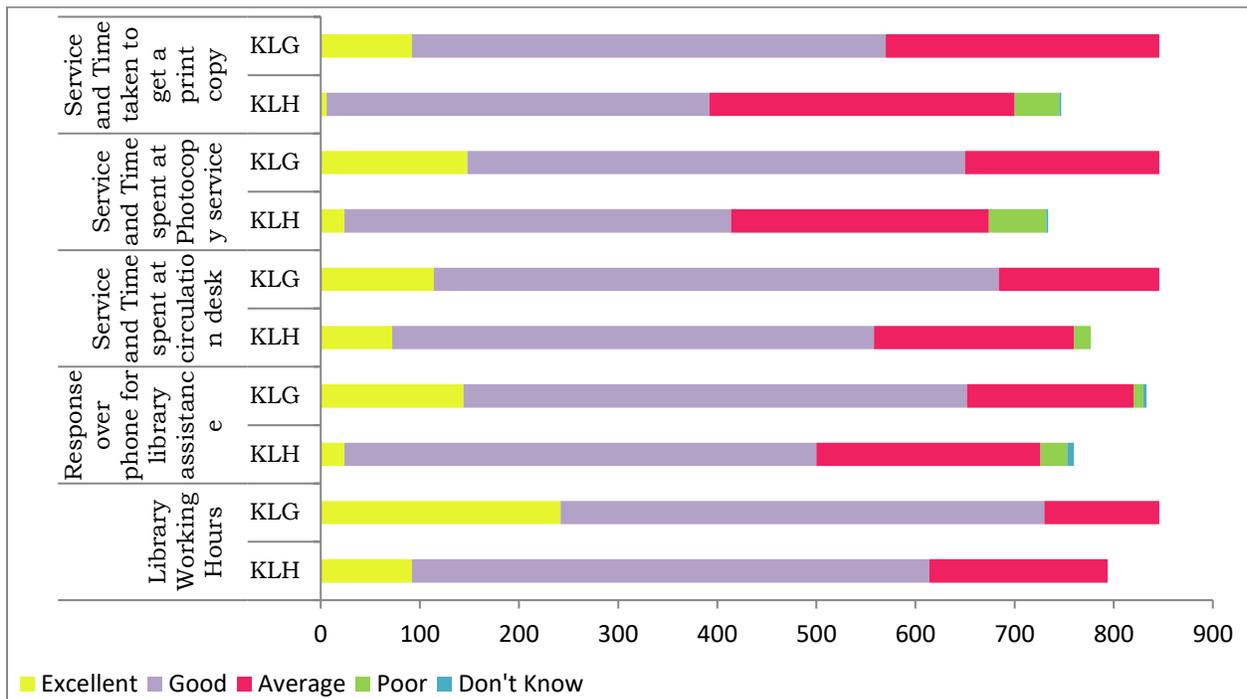
Table 5: Service Assessment of Transaction Time Vs Institution

Transaction Time		Mean	Std Dev	Excellent	Good	Average	Poor	Don't Know
Library Working Hours	KLH	2.02	0.63	92 (5.61%)	522 (31.83%)	180 (10.98%)	0	0
	KLG			242 (14.76%)	488 (29.76%)	116 (7.07%)	0	0
Response over phone for library assistance	KLH	2.39	0.72	24 (1.46%)	476 (29.02%)	226 (13.78%)	54 (3.29%)	14 (0.85%)
	KLG			144 (8.78%)	508 (30.98%)	168 (10.24%)	20 (1.22%)	6 (0.37%)
Service and Time spent at circulation desk	KLH	2.19	0.64	72 (4.39%)	486 (29.63%)	202 (12.32%)	34 (2.07%)	0
	KLG			114 (6.95%)	570 (34.76%)	162 (9.88%)	0	0
Service and Time spent at Photocopy service	KLH	2.23	0.79	24 (1.46%)	390 (23.78%)	260 (15.85%)	116 (7.07%)	4 (0.24%)
	KLG			148 (9.02%)	502 (30.61%)	196 (11.95%)	0	0
Service and Time taken to get a print copy	KLH	2.61	0.76	06 (0.37%)	386 (23.54%)	308 (18.78%)	90 (5.49%)	4 (0.24%)
	KLG			92 (5.61%)	478 (29.15%)	276 (16.83%)	0	0

Source: Compiled from primary data.

ANOVA Test Results						
Source of Variation	Sum of Squares	df	Mean of Squares	F	P Value	F Critical
Between Groups	103.2223	4	25.8055	50.6147	0.000	2.667
Within Groups	2014.1451	4095	0.49185			
Total	2117.3674	4099		Result	Accepted	

Figure 5: Service Assessment of Transaction Time Vs Institution



Source: Compiled from primary data.

Table 5 describes the Service Assessment of Transaction Time by Institution. For the first factor, *Library Working Hours* are felt Excellent by 92 (5.61%) respondents from KLH and 242 (14.76%) respondents from KLG followed by 522 (31.83%) from KLH and 488 (29.76%) from KLG. There are 180 (10.98%) from KLH and 116 (7.07%) KLG who felt Average.

There are 24 (1.46%) respondents from KLH and 144 (8.78%) from KLG who felt *Response over phone for library assistance* was Excellent followed by 476 (29.02%) respondents from KLH and 508 (30.98%) respondents from KLG who

felt it as Good. There are 226 (13.78%) respondents from KLH and 168 (10.24%) from KLG who felt Average of the service and 54 (3.29%) respondents from KLH and 20 (1.22%) from KLG who felt Poor of the service. Finally there are 14 (0.85%) from KLH and 6 (0.37%) from KLG who don't Know of the service.

72 (4.39%) respondents from KLH and 114 (6.95%) from KLG who felt *Service and Time spent at Circulation desk* was Excellent followed by 486 (29.63%) respondents from KLH and 570 (34.76%) respondents from KLG who felt it as Good. There are 202 (12.32%) respondents from KLH and 162 (9.88%) from KLG who felt Average of the service and 34 (2.07%) respondents from KLH felt Poor of the service.

Service and Time spent at Photocopy service was felt Excellent by 24 (1.46%) respondents from KLH and 148(9.02%) respondents from KLG followed by 390 (23.78%) from KLH and 502 (30.61%) from KLG. There are 260 (15.85%) from KLH and 196 (11.95%) KLG who felt Average. 116 (7.07%) respondents from KLH felt Poor of the service and 4 (0.24%) from KLH Don't Know of the service.

There are 6 (0.37%) respondents from KLH and 92 (5.61%) from KLG who felt *Service and time taken to get a print copy* was Excellent followed by 386 (23.54%) respondents from KLH and 478 (29.15%) respondents from KLG who felt it as Good. There are 308 (18.78%) respondents from KLH and 276 (16.83%) from KLG who felt Average of the service. 90 (5.49%) respondents from KLH felt Poor of the service and 4 (0.24%) from KLG Don't Know of the service.

Descriptive statistics on the respondents' opinion about the Service Assessment of Transaction Time by Institution deliberate that *Service and Time taken to get a print copy* and *Service and Time spent at photocopy service* has highest mean and standard deviation values of 2.61 and 0.79 respectively and shows variance among other factors in the construct. The ANOVA (One-Way) test revealed F value of 48.234 implying that significant relationship existed between the variables with p -Value of 0.000 at $p < 0.05$.

Table 6: Service Assessment of Place and Physical Facilities Vs Institution

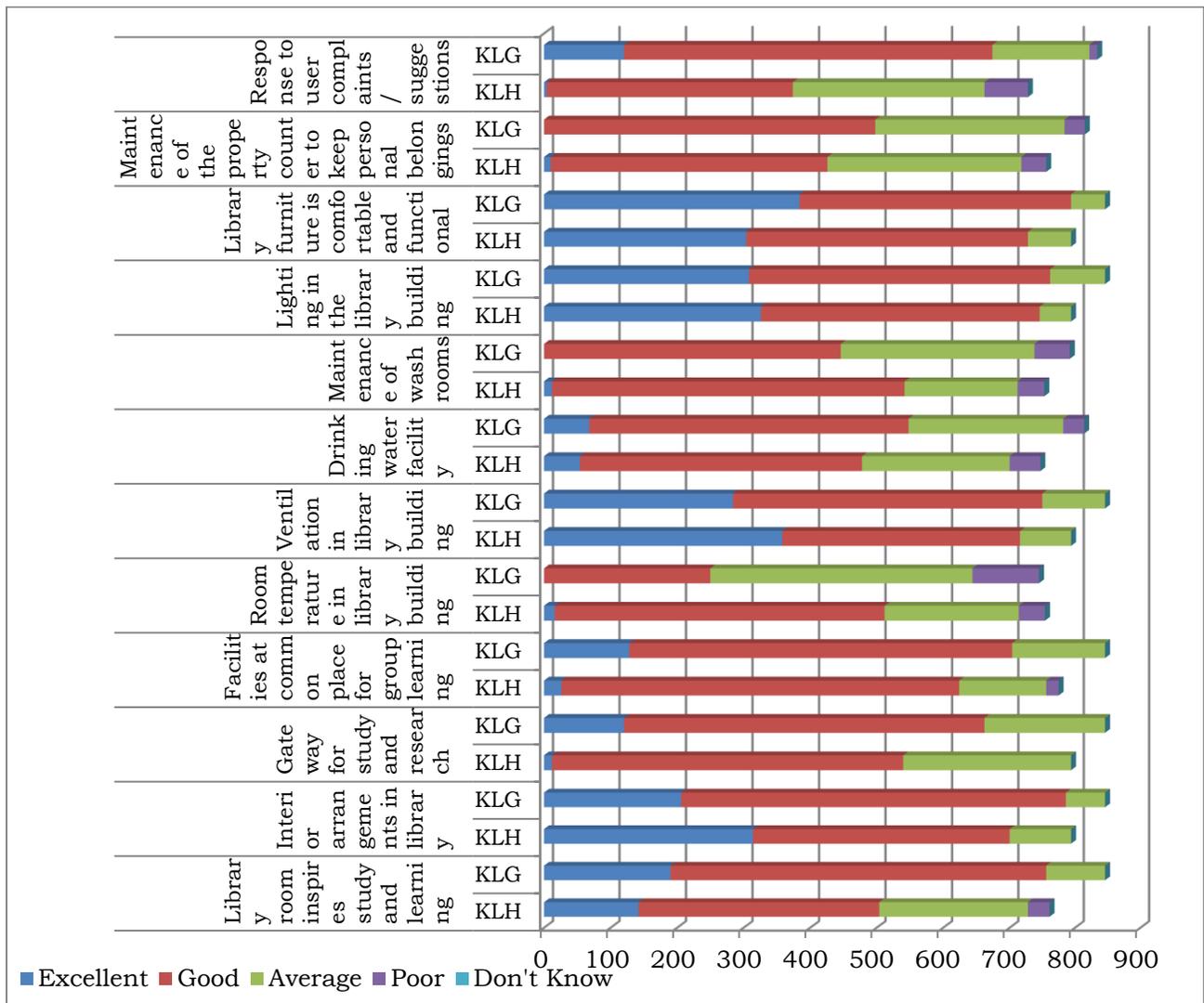
Place and Physical Facilities		Mean	Std Dev	Excellent	Good	Average	Poor	Don't Know
Library room inspires study and learning	KLH	2.16	0.78	142 (8.66%)	362 (22.07%)	224 (13.66%)	66 (4.02%)	0
	KLG			190 (11.59%)	566 (34.51%)	90 (5.49%)	0	0
Interior arrangements in library	KLH	1.99	0.63	314 (19.15%)	386 (23.54%)	94 (5.73%)	0	0
	KLG			206 (12.56%)	580 (35.37%)	60 (3.66%)	0	0
Gateway for study and research	KLH	2.27	0.58	12 (0.73%)	528 (32.2%)	254 (15.49%)	0	0
	KLG			120 (7.32%)	542 (33.05%)	184 (11.22%)	0	0
Facilities at common place for group learning	KLH	2.22	0.61	26 (1.59%)	598 (36.46%)	132 (8.05%)	38 (2.32%)	0
	KLG			128 (7.8%)	576 (35.12%)	142 (8.66%)	0	0
Room temperature in library building	KLH	2.89	0.81	16 (0.98%)	496 (30.24%)	202 (12.32%)	80 (4.88%)	0
	KLG			0	250 (15.24%)	394 (24.02%)	202 (12.32%)	0
Ventilation in library building	KLH	2.01	0.71	358 (21.83%)	358 (21.83%)	78 (4.76%)	0	0
	KLG			284 (17.32%)	466 (28.41%)	96 (5.85%)	0	0
Drinking water facility	KLH	2.58	0.72	54 (3.29%)	424 (25.85%)	222 (13.54%)	94(5.73%)	0
	KLG			68 (4.15%)	480 (29.27%)	234 (14.27%)	64 (3.9%)	0

Maintenance of wash rooms	KLH	2.55	0.73	12 (0.73%)	530 (32.32%)	170 (10.37%)	82 (5%)	0
	KLG			0	446 (27.2%)	292 (17.8%)	108 (6.59%)	0
Lighting in the library building	KLH	1.76	0.68	326 (19.88%)	420 (25.61%)	48 (2.93%)	0	0
	KLG			308 (18.78%)	454 (27.68%)	84 (5.12%)	0	0
Library furniture is comfortable and functional	KLH	1.77	0.64	304 (18.54%)	424 (25.85%)	66 (4.02%)	0	0
	KLG			384 (23.41%)	410 (25%)	52 (3.17%)	0	0
Maintenance of the property counter to keep personal	KLH	2.62	0.71	10 (0.61%)	416 (25.37%)	292 (17.8%)	76 (4.63%)	0
	KLG			0	498 (30.37%)	286 (17.44%)	62 (3.78%)	0
Response to user complaints / suggestions	KLH	2.46	0.79	4 (0.24%)	370 (22.56%)	288 (17.56%)	132 (8.05%)	0
	KLG			120 (7.32%)	554 (33.78%)	148 (9.02%)	24 (1.46%)	0

Source: Compiled from primary data.

ANOVA Test Results						
Source of Variation	Sum of Squares	df	Mean of Squares	F	P Value	F Critical
Between Groups	1318.5641	11	119.8694	259.0282	0.000	1.8863
Within Groups	4822.2645	9828	0.49066			
Total	6140.8286	9839		Result	Accepted	

Figure 6: Service Assessment of Place and Physical Facilities Vs Institution



Source: Compiled from primary data.

Table 6 describes the Service Assessment of Place and Physical Facilities by Institution. For the first factor, *Library room inspires study and learning* are felt Excellent by 142 (8.66%) respondents from KLH and 190 (11.59%) from KLG followed by 362 (22.07%) from KLH and 566 (34.51%) from KLG. There are 224 (13.66%) from KLH and 90 (5.49%) KLG who felt Average and 66 (4.02%) from KLH who felt Poor of the service. None of the respondents opined they Don't Know of this.

There are 314 (19.15%) respondents from KLH and 206 (12.56%) from KLG who felt *Interior arrangements in the library* are Excellent followed by 386 (23.54%) respondents from KLH and 580 (35.37%) respondents from KLG who felt it as Good. There are 94 (5.73%) respondents from KLH and 60 (3.66%) from KLG who felt Average of the service. Finally none of the respondents opined Poor or Don't Know of this in the library.

12 (0.73%) respondents from KLH and 120 (7.32%) from KLG who felt *Gateway for Study and Research* as Excellent followed by 528 (32.2%) respondents from KLH and 542 (33.05%) respondents from KLG who felt it as Good. There are 254 (15.49%) respondents from KLH and 184 (11.22%) from KLG who felt Average of the service. Finally none of the respondents opined Poor or Don't Know of this in the library.

Facilities at common place for group learning are felt Excellent by 26 (1.59%) respondents from KLH and 128 (7.8%) respondents from KLG followed by 598 (36.46%) from KLH and 576 (35.12%) from KLG. There are 132 (8.05%) from KLH and 142 (8.66%) KLG who felt Average and 38 (2.32%) respondents from KLH felt Poor of the service and none of the respondents opined Don't Know of the service.

There are 16 (0.98%) respondents from KLH who felt *Room temperature in library building* was Excellent followed by 496 (30.24%) respondents from KLH and 250 (15.24%) respondents from KLG who felt it as Good. There are 202 (12.32%) respondents from KLH and 394 (24.02%) from KLG who felt Average

of the service. 80 (4.88%) respondents from KLH and 202 (12.32%) from KLG who felt Poor of the service and none of the respondents opined Don't Know of the service.

Ventilation in the library building was felt Excellent by 358 (21.83%) respondents from KLH and 284 (17.32%) respondents from KLG followed by 358 (21.83%) from KLH and 466 (28.41%) from KLG. There are 78 (4.76%) from KLH and 96 (5.85%) KLG who felt Average. Finally none of the respondents felt Poor of the service and opined they Don't Know of the service.

Drinking water facility are felt Excellent by 54 (3.29%) respondents from KLH and 68 (4.15%) respondents from KLG followed by 424 (25.85%) from KLH and 480 (29.27%) from KLG. There are 222 (13.54%) from KLH and 234 (14.27%) KLG who felt Average and 94 (5.73%) from KLH and 64 (3.9%) from KLG felt Poor of the service. Finally none of the respondents opined they Don't Know of this.

There are 12 (0.73%) respondents from KLH who felt *Maintenance of washrooms* are Excellent followed by 530 (32.32%) respondents from KLH and 446 (27.2%) respondents from KLG who felt it as Good. There are 170 (10.37%) respondents from KLH and 292 (17.8%) from KLG who felt Average of the service and 82 (5%) from KLH and 108 (6.59%) respondents from KLG who felt Poor of the service. Finally none of the respondents opined Don't Know of this in the library.

326 (19.88%) respondents from KLH and 308 (18.78%) from KLG who felt *Lighting in the library building* as Excellent followed by 420 (25.61%) respondents from KLH and 454 (27.68%) respondents from KLG who felt it as Good. There are 48 (2.93%) respondents from KLH and 48 (5.12%) from KLG who felt Average of the service. Finally none of the respondents opined Poor or Don't Know of this in the library.

304 (18.54%) respondents from KLH and 384 (23.41%) from KLG who felt *Library furniture is comfortable and functional* as Excellent followed by 424 (25.85%) respondents from KLH and 410(25%) respondents from KLG who felt it as Good. There are 66 (4.02%) respondents from KLH and 52 (3.17%) from KLG who felt Average of the service. Finally none of the respondents opined Poor or Don't Know of this in the library.

Maintenance of the property counter to keep personal belongings is felt Excellent by 10 (0.61%) respondents from KLH followed by 416 (25.37%) from KLH and 498 (30.37%) from KLG. There are 292 (17.8%) from KLH and 286 (17.44%) KLG who felt Average and 76 (4.63%) from KLH and 62 (3.78%) from KLG felt Poor of the service. Finally none of the respondents opined they Don't Know of this.

There are 4 (0.24%) respondents from KLH and 120 (7.32%) from KLG who felt *Response to user complaints / suggestions* are Excellent followed by 370 (22.56%) respondents from KLH and 554 (33.78%) respondents from KLG who felt it as Good. There are 288 (17.56%) respondents from KLH and 148 (9.02%) from KLG who felt Average of the service and 132 (8.05%) from KLH and 24 (1.46%) respondents from KLG who felt Poor of the service. Finally none of the respondents opined Don't Know of this in the library.

Descriptive statistics on the respondents' opinion about the Service Assessment of Place and Physical Facilities by Institution deliberate that *Room Temperature in the library building* has highest mean and standard deviation values of 2.71 and 0.77 respectively and shows variance among other factors in the construct. The ANOVA (One-Way) test revealed F value of 243.323 implying that significant relationship existed between the variables with p -Value of 0.000 at $p < 0.05$.

H₂: There is significant difference between the User Satisfaction among the Institutions.

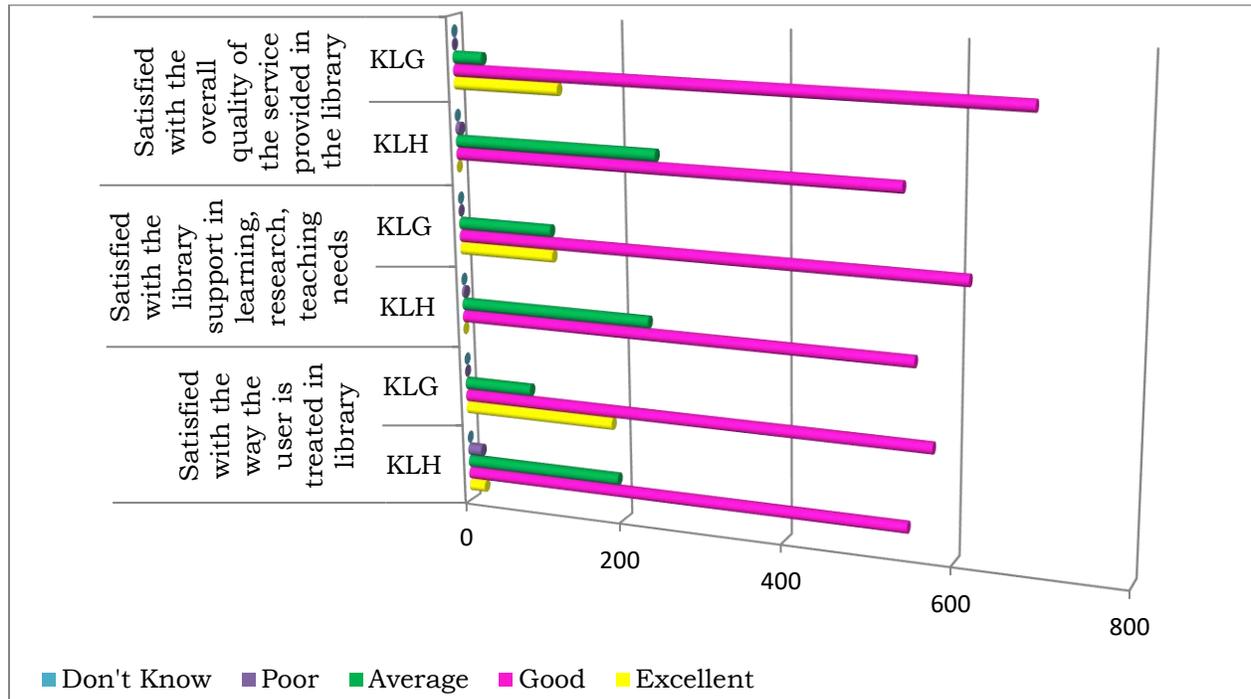
Table 24: User Satisfaction Vs Institution

User Satisfaction		Mean	Std Dev	Excellent	Good	Average	Poor	Don't Know
Satisfied with the way the user is treated in library	KLH	2.11	0.67	20 (1.22)	546 (33.29)	194 (11.83)	34(2.07)	0
	KLG			188 (11.46)	574 (35)	84 (5.12)	0	0
Satisfied with the library support in learning, research, teaching needs	KLH	2.32	0.58	0	552 (33.66)	236 (14.39)	6 (0.37)	0
	KLG			118 (7.2)	612 (37.32)	116 (7.07)	0	0
Satisfied with the overall quality of the service provided in the library	KLH	2.18	0.59	0	536 (32.68)	248 (15.12)	10 (0.61)	0
	KLG			130 (7.93)	680 (41.46)	36 (2.2)	0	0

Source: Compiled from primary data.

ANOVA Test Results						
Source of Variation	Sum of Squares	df	Mean of Squares	F	P Value	F Critical
Between Groups	1.8439	2	0.9219	3.0142	0.0492	2.9993
Within Groups	751.5134	2457	0.30586			
Total	753.35731	2459		Result	Accepted	

Figure 24: Service Assessment of User Satisfaction Vs Institution



Source: Compiled from primary data.

Table 24 describes the Service Assessment of User Satisfaction by Institution. For the first factor, the respondents who are extremely *Satisfied with the way the user is treated in the library* are 20 (1.22%) respondents from KLH and 188 (11.46%) from KLG followed by 546 (33.29%) from KLH and 574 (35%) from KLG. There are 194 (11.83%) from KLH and 84 (5.12%) KLG who felt Average and 34 (2.07%) from KLH who felt Poor of the service. None of the respondents opined they Don't Know of this.

Satisfied with the library support in learning, research and/or teaching needs is felt Excellent by 118 (7.2%) respondents from KLG followed by 552 (33.66%) from KLH and 612 (37.32%) from KLG. There are 236 (14.39%) from KLH and 116 (7.07%) KLG who felt Average and 6 (0.37%) from KLH felt Poor of the service. Finally none of the respondents opined they Don't Know of this.

There are 130 (7.93%) from KLG who felt *Satisfied with the overall quality of the service provided in the library* are Excellent followed by 536 (32.68%) respondents from KLH and 680 (41.46%) respondents from KLG who felt it as Good. There are 248 (15.12%) respondents from KLH and 36 (2.2%) from KLG who felt Average of the service and 10 (0.61%) from KLH felt Poor of the service. Finally none of the respondents opined Don't Know of this in the library.

Descriptive statistics on the respondents' opinion about the Service Assessment of User Satisfaction by Institution deliberate that *Satisfied with the library support in learning, research, teaching needs* and *Satisfied with the way the user is treated in the library* has highest mean and standard deviation values of 2.15 and 0.61 respectively and shows variance among other factors in the construct. The ANOVA (One-Way) test revealed F value of 3.014 implying that significant relationship existed between the variables with *p*-Value of 0.000 at $p < 0.05$.

FUTURE SCOPE OF THE STUDY:

The present study is confined to the two campuses of K L Deemed to be University. The service assessment of the various services and facilities provided to the library users in the two campuses is being considered. In future the studies can be conducted with a large scale of users can be considered as the library users are increasing over the years. Similarly the service assessment can be evaluated among different Deemed to be Universities as this will help in improving the services and facilities provided to the library users and inturn help to impart quality education to the students of those institutions. The service assessment can be done among the different user categories, among the different programs of the institutions to further evaluate the quality of service rendered.

CONCLUSION:

It is being observed how the electronic resources made available for the library user are vital in improving the standards of the library and similarly the services and facilities provided in the library are also important. The encouraging facilities and basic amenities of the library are also significant in encouraging the users to visit the library on a regular basis and retrieve their required information. There should be proper maintenance of the infrastructure facilities of the library and this will create a positive environment which in turn motivates the user to visit the library on a regular basis. There is need to obtain the inputs from the library users so that necessary changes in the library infrastructure can be made to attract more library users so that the standards of the library can be increased with the increase in the number of library users. The mechanism should be designed such that the system is proactive to the suggestions or complaints raised by the users. Efforts should be in the direction of enhancing the standards of the library users by providing art of class facilities and also updated electronic resources which cater to the information needs of the library users.

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