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# EVALUATION OF INFORMATION SOURCES AND SERVICES OF UNIVERSITY LIBRARY, UAS RAICHUR: A STUDY

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## Abstract

*User is the foci of any library and satisfaction level of the users with information sources and services justifies the existence and relevance of the library. As libraries play an important role in the teaching, research and extension development activities of the university, it is necessary to assess to what extent the users are satisfied with different information services offered by the library and the kind of information sources the library is equipped with and also to measure the extent of their utility. In this study, an effort has been made to evaluate the information sources and services offered by University Library, UAS Raichur.*

**Keywords:** *User, Study, Sources, Services, Resources, services.*

## 1. INTRODUCTION

Today libraries are not mere repositories of books and other publications which cater to the information needs of a few elite people and they are also not confined to the circulation of documents only. The kind of information sources and services the libraries provide has changed drastically with the adoption of emerging Information Communication Technology (ICT), coupled with large scale proliferation of information in several electronic forms and formats. However, the uncontrolled proliferation of knowledge poses problems for librarians in the organization and dissemination of information. Therefore in order to reach the large community of users and to maximize the usage of information sources among them and to satisfy their information needs, several innovative services are being offered by the libraries at different levels to bring the library closer to its users. Simultaneously the libraries are facing problems like financial crunch, shrinking budgets and also spending large portion of library budget on collection development, processing and storage and maintenance of information sources, but often these sources of information remain unutilized or underutilized which ultimately results in sheer waste of money, time, energy and space invested on the library. In order to overcome these challenges libraries need to identify its target users, their precise information needs and develop information products and services in a way that satisfies the maximum number of users who make use of the library resulting in best practices. In view of this, the library professionals have the responsibility to evaluate and assess the quality of information products and information services being provided by the library and ensure to get users feedback regularly to prepare guidelines on a standardized way based on the best practices adopted by libraries, which will ultimately enhance the value based services and information products of academic libraries.

## 2. BRIEF PROFILE OF UNIVERSITY LIBRARY, UAS RAICHUR

The Agriculture College at Raichur was started in 1984 with an intake capacity of 30 students per year with its functioning in the premises of Regional Agricultural Research Station and Agricultural Engineering Institute and thereafter shifted to new Agricultural College building in 1989. The then University of Agricultural Sciences, Raichur have been started its function independent in the year 2009 and has been bifurcated from the University of Agricultural Sciences, Dharwad. The library functioning was started in 1984 along with agriculture college in Raichur campus and the university library established in 2009.

The University Library, UAS Raichur has total holdings of 57729 volumes of books, subscribing about 100 national and international journals. The KOHA (Library Management Software) is using for in-housekeeping activities of the library and OPAC is using for information access through online and off-line mode by users. The University Library has been modernized by establishing the new Digital Library/Internet center namely “**Centre for Information Common Learning**” having 71 personal computers with highly dedicated centralized server with state of art facility for Internet surfing, On-line catalogue, e-books, e-journals and other e-resources like science direct e-books & e-journals access, CRC Net base e-Books from Taylor & Francis Group, complete package of (FAD) Indian Standards which covers the Agricultural and Allied subjects, Indiastat-statistical database, indianjournals.com and CAB Abstracts and full text e-books and e-journals through CeRA plat form under NAIP from ICAR New Delhi. These e-resources are unique and are of high quality in nature and content. The latest ICT tools and techniques with Wi-Fi facility are available in the university library.

The **Manthana: Virtual Learning Resource Centre** has established in central library having 50 seating capacity of audience with Digital Podium presentation facility that shows the state of art of the university library, which is using for conducting PGS-501 Library and Information Services, library orientations programs for UG, PG and Ph.D. students, discussions forums, seminars and workshops etc. of the university library for users.

## 3. NEED FOR THE STUDY

The university library plays a key role in enhancing the quality of academic, research and extension activities of the university environment. The National Accreditation and Assessment Council is a national apex body which considers the assessment of any library and information centres pivotal role to any education institute. Further the NAAC has decided to identify the set of best practices in library resources and services which will promote the use of library products and services. Therefore, an excellence in each and every aspect of the library has become philosophy, policy, strategy and practice of many institutions for achieving overall institutional excellence in academic, research and extension activities that to create benchmark of an institutes. Hence the study has been undertaken to identify the strengths and weaknesses of library and information centres in terms of both services and quality of information products perspectives.

#### 4. OBJECTIVES OF THE STUDY

The main objectives of the present study are:

- To enlist all the services and products of the university library.
- To assess the quality of information services provided by the university library.
- To evaluate the user satisfaction with respect to information sources services of the university library.
- To suggest measures for improving the quality of services and information resources in the university library.

#### 5. METHODOLOGY AND SCOPE

The methodology is a systematic tool to conduct any kind of a research. The researcher should employ an appropriate research methodology to get accurate and unbiased result of any kind of research problems of the respective subject domain. In the present study the survey method has been adopted to collect the required data for that a well structured Questionnaire was designed and distributed among the users of the university library using simple random sampling. Around 200 Questionnaires were distributed, out of which 180 were returned with a response rate of 90%. However this study is limited to users belongs to the Post Graduates in M.Sc. Agriculture as well as M. Tech. Agri. Engg. students from both colleges of the University of Agricultural Sciences, Raichur.

#### 6. RESULTS AND DISCUSSION

**Table 1: Gender wise distribution of respondents**

Gender	Number of Respondents	%
Male	130	72.22
Female	50	27.78
<b>Total</b>	<b>180</b>	<b>100</b>

Table 1 show that the Gender wise distribution of respondents. There are 180 users have been responded out of 200 questionnaires which were distributed among the PG students in the main campus of UAS Raichur. It is observed that 130 (72.22%) are Male and 50(27.78%) are the Female students were responded with their filled in questionnaires.

**Table 2: College wise distribution of respondents**

Name of College	No of Despondence	%
College of Agriculture	150	83.33
College of Agricultural Engineering	30	16.67
<b>Total</b>	<b>180</b>	<b>100</b>

Table 2 depicts that the college wise (main campus) distribution the majority of respondents, i.e. 150 (83.33%) of users from the College of Agriculture. Whereas 30 (16.67%) of respondents are given their responses from the College of Agricultural Engineering in the main campus of the university.

**Table No. 3: Library Services.**

Services	Excellent	Good	Fair	Poor	DN/NA*
Circulation services	55(30.6%)	105(58.33%)	18(10%)	02(1.11%)	00
Reference service	40(22.2%)	110(61.1%)	25(13.9%)	05(2.8%)	00
Current Awareness	40(22.2%)	90(50%)	40(22.2%)	10(5.6%)	00
Photocopy Service	25(13.9%)	100(55.5%)	50(27.8%)	05(2.8%)	00
Book Lending Service (Number of Books to Borrow)	50(27.8%)	90(50%)	35(19.4%)	05(2.8%)	00
Hours of operation	50(27.8%)	110(61.1%)	15(8.3%)	05(2.8%)	00
Reservation of Books	40(22.2%)	120(66.67%)	15(8.3%)	05(2.8%)	00
News paper clipping	60(33.33%)	110(61.1%)	10(5.6%)	00	00
OPAC	50(27.8%)	110(61.1%)	20(11.1%)	00	00
Library website	40(22.2%)	80(44.4%)	50(27.8%)	10(5.6%)	00
Internet service	80(44.4%)	50(27.8%)	45(25%)	05(2.8%)	00
Facilities (Seating, Lighting, Cleanliness)	80(44.4%)	75(41.6%)	25(13.9%)	00	00
Support from library staff	50(27.8%)	120(66.6%)	10(5.6%)	00	00

\*DN= Don't Know/NA=Not Aware

The questionnaire was designed and distributed among the users of the university library who have been participated in the survey they are from Post Graduates in M.Sc. Agriculture as well as M. Tech. Agri. Engg. Users to rate the services being provided by the university library.

Table-3 reveals that the majority of the library users i.e. 105 (58.33%) consider circulation service as Good, while 55(30.6%) of them rated it as excellent. Regarding Reference service which is considered as a backbone of the library, though large number of users i.e. 110(61.1%) adjudged that reference service is good, 40(22.2%) users were marked as an excellent but 5 (2.8%) perceived it as poor. There are half of the users i.e. 90(50%) think that current awareness service is good whereas 40(22.2%) users observed it as an excellent. The users provided different opinion towards photocopy service in the library, 100(55.5%) respondents felt that this service is good and 50(27.8%) users felt it as fair service for users. Book lending service which is the most used service in the library, it can be observed that whether the users are satisfied with the number of books that they are allowed to borrow from the library, majority of the respondents i.e. 90(50%) identified it as good and 50(27.8%) rated it as excellent. With regard to hours of library operation 110(61.1%) respondents felt good, while 50(27.8%) rated it as excellent. However, it was noticed that majority of the users i.e. 120(66.67%) rated reservation of book service as good. whereas the 40(22.2%) respondents felt that the service is excellent. It was observed that most of the respondents i.e. 110(61.1%) rate that news paper clipping service is good and 60(33.33%) students were rated it as excellent. Regarding OPAC in the library 110(61.1%) respondents rated as good and 50(27.8%) express their opinion as excellent. Further a question was raised to rate the information services provided on the library website, a large number of respondents i.e. 80(44.4%) rated it as good. It is also found that majority of the users i.e. 80(44.4%) rated internet service being provided in the library as excellent. Regarding facilities like seating, lighting and cleanliness etc. extended by the library 80(44.4%) of the respondents rated it as excellent. With regard to the support from the library staffs which are vital as it connects the

user with relevant source of information by saving the time of the user, the majority of the users i.e. 120(66.6%) found it good.

**Table 4: Information Products**

<b>Information Products</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>DN/NA*</b>
Books	100(55.6%)	60(33.3%)	20(11.1%)	00	00
Journals	90(50%)	60(33.3%)	28(15.6%)	02(01.01%)	00
Newspapers	120(66.6%)	55(30.6%)	5(2.8%)	00	00
Magazines	100(55.6%)	55(30.6%)	20(11.1%)	5(2.8%)	00
Reports	60(33.3%)	90(50%)	30(16.7%)	00	00
Databases	90(50%)	70(38.9%)	15(8.3%)	5(2.8%)	00
E-resources	60(33.3%)	90(50%)	25(13.9%)	5(2.8%)	00

\*DN= Don't Know. NA=Not Aware

Table-4 reveals that the ratings given by the respondents on the accessibility/availability of different information products in the university library. Books forms are the major collection in the university library and to serve the most of the information needs of the users. From the above table it can be observed that more than half of the respondents i.e. 100(55.6%) rate the collection and availability of books in the library as excellent, while 60(33.3%) rated good. With reference to availability of journals 90(50%) respondents felt excellent and 60(33.3%) felt the collection of journals as good in the library. With regard to the availability of different newspapers in the library most of the respondents i.e. 120(66.6%) identified it as excellent and 55(30.6%) users felt good.

With respect to the availability of the magazines which are helpful in keeping the users abreast with current events, majority of them i.e. 100(55.6%) observed as excellent and there are 55(30.6%) users rated it as good. Further, it can be observed that 90(50%) respondents identified collection and availability of reports is good and 90(50%) users adjudged the accessibility to databases as excellent followed by 70(38.9%) rated it as good. With respect to the availability of e-resources 90(50%) respondents rated it as good while 60(33.3%) users observed it as excellent.

**Table 5: Overall perception about library**

<b>Overall Perception</b>	<b>No. of respondents</b>	<b>Percentage</b>
Excellent	65	36.11
Good	105	58.33
Fair	10	05.6
Poor	00	00
Total	180	100

Table-5 reflects that the respondents overall perception towards the university library, the majority of respondents i.e. 105(58.33%) in the present study rates the overall services and products of the library as good, while 65(36.11%) of them rated as excellent services and information products of the university library.

## 7. MAJOR FINDINGS OF THE STUDY

The authors has confined some of the important findings of the study are as follows.

- From the study it is found that the majority of the library users i.e. 105(58.33%) rated circulation service as good, while 55(30.6%) of them rated it as an excellent.
- Though the large number of users i.e. 110(61.1%) adjudged that reference service is good, 40(22.2%) users perceived it as excellent.
- There are half of the users i.e. 90(50%) felt that current awareness service is good, whereas 40(22.2%) of users observed it as an excellent.
- Majority of the respondents i.e. 90(50%) identified the book lending service as good and 50(27.8%) perceived it as excellent.
- Majority of the users i.e. 120(66.67%) rated that reservation of book service is good in the library while 40(22.2%) respondents are responded as an excellent.
- A majority of the respondents i.e. 110(61.1%) felt that newspaper clipping service is good and 60(33.33%) students rated it as excellent.
- With respect to the information services provided on the library website a majority of the respondents i.e. 80(44.4%) adjudged it as good and more number of users i.e. 40(22.2%) rated internet service in the university library is excellent.
- With respect to the facilities like Seating, Lighting and cleanliness etc. extended by the university library to its users, 80(44.4%) respondents rated it as excellent. With regard to the support from the library staff 75(41.6%) respondents rated it as good.
- It is observed that more than half of the respondents i.e. 100(55.6%) consider the collection and availability of books in the university library as excellent while 60(33.3%) rated as good.
- With regard to the availability of journals 90(50%) respondents opined that the collection is excellent and 60(33.3%) felt as good.
- With respect to the availability of different newspapers in the library most of the respondents i.e. 120(66.6%) identified it as excellent and 55(30.6%) users felt good with the same.
- It can be observed from the study that 90(50%) respondents identified collection and availability of reports is good, 90(50%) users adjudged the accessibility to databases is excellent followed by 70(38.9%) respondents rated as good.
- With regard to the accessibility to the e-resources 90(50%) respondents considered as good, while 60(33.3%) users observed it as excellent in the university library.
- Majority of the respondents i.e. 105(58.33%) feel that overall services and information products of the university library is good, while 65(36.11%) of them are rated an excellent.

## 8. SUGGESTIONS

Based on the findings and opinion of the respondents the following suggestions are made to improve the quality of services and information products of the university library, University of Agricultural Sciences, Raichur.

- From the above study it can be observed that there is positive as well as negative opinion given by the students of the both colleges of main campus at UAS Raichur about the services of the university library. Though most of the respondents rated circulation service, reference service, book lending service, photocopy service, current awareness service, hours of operation of university library, newspaper clipping service, facilities and support from library staff as excellent and good rating but there is scope for improvement with other services like reservation of books, library presence on website, therefore the library professionals need to make efforts to bridge the gaps observed in this study.
- With reference to the respondent's opinion about the availability/accessibility to Books, Journals, Newspapers, Magazines, Reports, Databases, E-resources in the university library, the majority of the users expressed their opinion it as good and excellent. Whereas, its need focus on by subscribing and acquiring adequate resources in print as well as electronic forms for its collection.
- With regard to electronic information resources of the library, though the library is subscribing and acquiring adequate resources like CeRA, ICAR consortia, Statistical database, the complete package of FAD-28 (Bureau of Indian Standards), Krishikosha the Institutional Repositories from ICAR and acquiring E-books, E-journals and other e-resources from different institutions etc. for the university library users. But, it is the responsibility of the library staff to bring it to the notice of the library users and make them use effectively.
- ICT has made a tremendous impact on the use of library services and information resources, since it has changed the mode of delivery of information services, users are more inclined towards web based library services and become more tech savvy. Therefore the university library authorities need to create a website for the library which brings all the available products and services on a single platform and promotes the use of services and sources of the university library.

## 9. CONCLUSION

The assessment studies play a key role in the improvement of an information system and provide a baseline for determining benchmarks for delivering quality information products and services. The service oriented organizations should always strive to grow and distinguish themselves with the motto of service with distinction. Timely re-invention and re-engineering is a necessity for libraries to cope up with the challenges and to be relevant to the present requirements of the users. In this regard, libraries need to integrate the traditional system with technology in developing its information sources as well as services to meet the changing nature and landscape of information and its use. The present study reveals that though the users are satisfied with services and information products of the university library, there is ample scope for further improvement, particularly in the areas where the users have rated the services as fair. Therefore the library professionals need to put efforts to bridge the gaps. The professionals working in the library need to clearly understand the overall needs



and requirements of the users and make efforts to bring the library resources and services closer to the user community.

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