

# **Enhancing Academic Excellence: A Case Study on Library Services and User Impact at KL University**

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## **ABSTRACT**

*Libraries must put a high priority on the matter of service quality since Information services fulfill the needs of users as well as the growth of any educational Institution. Academic Library delivers exceptional services to achieve its goal and it depends on important factors like accessibility, attentiveness, and good interpersonal skills by librarians as well as library staff members. This Study is conducted to establish the relationship between user satisfaction, and the usefulness of library resources and measure the impact of library services to scatter needs of quality learning within the learning environment of the KL University. As a part of data collection to carry out this study randomly 231 students who frequently use the KL University library services were chosen to participate in this study via questionnaires. The result of the study provides much insightful information about how the services are utilized among students and faculty members.*

**KEYWORDS:** Library Services, Library Operations, Information Storage, Information Retrieval.

## **INTRODUCTION**

Systems analysis is a key analytical technique for providing any kind of library services, and it is applied in the pursuit of the effectiveness of Library & Information Services. Addressing the complex problem of Information services it is observed that library stands as dynamic information storage and retrieval systems. The sole responsibility of library services is to fulfill patron requests and provide extended support to maximum utilization of resources as quickly as possible staying within the limit of budget. Thus, It is crucial to strike a balance between the growth of physical collections and making commonly used resources easily accessible, particularly when it comes to the interactions between information units (such as books and periodicals) and information searchers (library users). The effectiveness of certain library operations components is identified in this study, along with recommendations for their evaluation. It illustrates how librarians can make the most of computer's ability to provide more precise and current data on the efficacy of libraries to plan future operations and improve service delivery. Analyzing and

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projecting the library resource utilization trends over time and evaluating how well libraries serve information seekers' requirements are two of the project's main goals. Before the development of electronic data processing equipment, librarians used probability theory techniques to manage data more efficiently. This illustrates how important it is to adjust to changing user behaviors to prevent waste and loss of usefulness.

### **Location**

Koneru Lakshmaiah Education Foundation (Deemed to be University) is eight kilometers from Vijayawada city, on a vast 100-acre campus spanning over 200,000 square feet, on the banks of the Krishna River. The institute is a true sanctuary of pristine beauty and pristine nature, set amid lush, green fields in a rural area. The campus is aptly named "Green Fields," and the impressive avenue of trees and gardens is a symbol of the importance of ecology and the environment. The environment on campus is perfect for learning.

- The first off-campus location, a temporary 10,00,000 square foot facility, opened in 2017 in Hyderabad, Moinabad, Aziznagar Road, close to TSPA Junction, on the road leading to the ChilkurBalaji temple. The permanent campus is currently being prepared at Bachupally.)
- KLEF The second off-campus location of Deemed to be University opened at Bowrampet Village, Medchal, Malkajgiri District, Greater Hyderabad, in 2022.

### **LITERATURE REVIEWS**

Library Resources and Services in the selected university Libraries of Haryana, India': by Mehar Singh and Ajay Kumar Arora is published in DESIDOC Journal of Library & Information Technology, Vol. 35, No. 1, January 2015 has described the role of selected university libraries in Haryana, India in higher education and research of Engineering, Science and Technology libraries. This paper highlights the functionality of the University Library and resources and services provide such libraries and their departmental library. The collection development, library membership, staff position, working hours, services offered and e-resources subscribed by these libraries are also discussed. Research article titled 'A Survey of Engineering College Libraries in Sri Venkateswara University Area, Andhra Pradesh by C. Chinna Balu and Dr. V. Pulla Reddy has also found various issues for the overall improvement of Library services and elaborately analyzed every section through their study as a footprint of that study, this current study is being carried out to find out the backdrop and research gap from the same.

### **OBJECTIVES OF THE STUDY**

The sole objectives of this study are as follows:

- ✓ Measuring user satisfaction with online resources,
- ✓ Exploring staff perceptions of patrons,
- ✓ Assessing patron satisfaction levels and frequency of library visits,
- ✓ Determining the types of content patrons desire,
- ✓ Evaluating enhancements made to library services,
- ✓ Identifying non-users of the library,
- ✓ Investigating reasons for ineffective utilization of library services,
- ✓ Understanding staff attitudes toward students.

## **METHODOLOGY**

A total of 235 questionnaires were given to students in all of KL University's B.Tech. Engineering branches for this study. 213 of these questionnaires met the requirements for analysis since they were adequately filled out. Due to partial responses, the remaining surveys were not included in the study. As a result, the data gathered from the 213 questionnaires that satisfied the inclusion criteria served as the foundation for the analysis in this study.

## **LIMITATION OF STUDY**

One of the study's weaknesses is that it relies solely on self-reported data obtained via questionnaires, which can contain errors and prejudice from respondents. Furthermore, excluding survey responses that were only partially completed may add sampling bias since those who did not complete the survey might have had different experiences or viewpoints from those that were considered in the study.

Moreover, the study's exclusive emphasis on KL University B.Tech Engineering students may have limited the findings' applicability to other demographics or academic fields. Lastly, the study design's cross-sectional character limits the capacity to determine the causal linkages between variables and document changes over time.

Resources available in KLU Central Library:

<b>Library resources</b>	<b>Numbers</b>
Total No of Books	194812
Book Bank Books	17381
Journals	179
magazines	35
Project reports	6905
Back volumes	7635
Theses	775
E- books	45042

Above, all Primary and secondary resources are in the Library for the physical access during the stipulated library hours throughout the central library and various departmental libraries. These huge literatures are always not serve the purposes of student and faculty members for the easy access library has subscribed the E-resources to scatter the need of entire patron of the university.

### **Digital Library Resources:**

SL .No.	Department	Name of the E-Resources
1	Biotech	Nature Biotechnology
2	Civil	American Society of Civil Engg. (ASCE)
3	Mechanical	American Society of Mech. Engg.(ASME)
4	MBA	EBSCO Business Source Elite
5	Architecture	EBSCO Art & Architecture
6	All Branches	OUP

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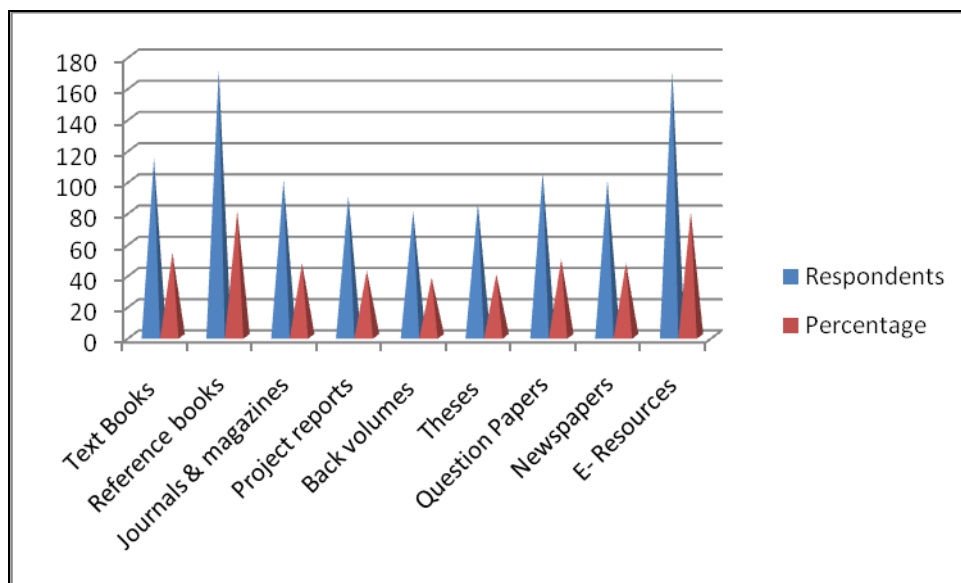
7	All Branches	J-Gate Social Science & Humanities
8	All Engineering	J-Gate Science & Technology
9	MBA	CMIE - Prowess
10	E source platform	Knimbus
11	ASPP Package	IEEE
12	Law	LexisNexis
13	Inter Library Loan	Delnet
14	Pharmacy	Bentham pharma
15	E books for all Branches	World E-Book Library
16	All Branches	British Council Library
17	MBA	PROQUEST
18	MATHS	MATH SCIENCE NET
19	Commerce, MBA & Social Sciences	INDIA STAT
20	E books	Springer
21	Bibliographic Database	Web of science
22	Bibliographic Database	Scopus
23	Anti Plagiarism	Turnitin

KLU Central Library has 194812 print books and more than 45000 e-books on a variety of topics, including engineering and technology, Architecture, Pharmacy, Law, Agriculture, management, Food and Nutrition, and arts, sciences and humanities. Online journal databases on Science Direct, IEEE, ACM, ASME, ASCE, Springer Journals, American Chemical Society, Nature Journal, Institute of Physics, and Proquest IET Digital Library are available at the library. There are also available bibliographic databases that include Web of Sciences, and Scopus can access users. In addition to statistical software MATH SCIENCE NET, INDIA STAT, INDIA. On-campus and off-campus customers can browse the extensive collection at their convenience along with the comfort of their rooms. Off-campus, users can access the extensive online resources at the university library using the Knimbus platform which enables them to connect to KL University all electronic resources from anywhere in the world.

**Table –1:** List of resources available at Library

<b>Library Resources</b>	<b>Respondents</b>	<b>Percentage</b>
Text Books	114	53.52
Reference books	171	80.28
Journals & magazines	100	46.95
Project reports	90	42.25
Back volumes	80	37.56
Theses	85	39.91
Question Papers	105	49.30

Newspapers	100	46.95
E- Resources	170	79.81



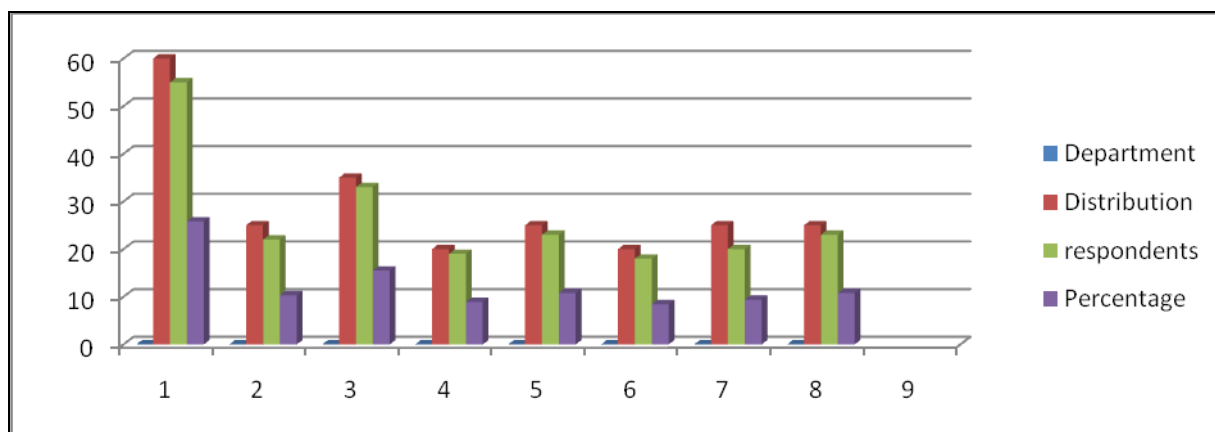
**Figure 1** List of resources available at Library

The above table explores user's responses toward library resources. A large number of students have used Reference books 79.81 percent of students use E-Resources meanwhile 53.52 Percent of users also use Reference books, 46.95 percent use journals & magazines, 42.25% use project reports, 37.56 users use back volumes, 39.91 percent of students use theses and 49.30% of users use question papers . 46.95 users use newspapers in this table majority of students use Reference books.

**Table – 2:** Branch wise user responses

Sl. No	Department	Distribution	respondents	Percentage
1	CSE	60	55	25.82
2	CSIT	25	22	10.32
3	ECE	35	33	15.49
4	EEE	20	19	8.92
5	CE	25	23	10.79
6	ME	20	18	8.45
7	AIDS	25	20	9.38
8	IOT	25	23	10.79
Total		235	213	99.96

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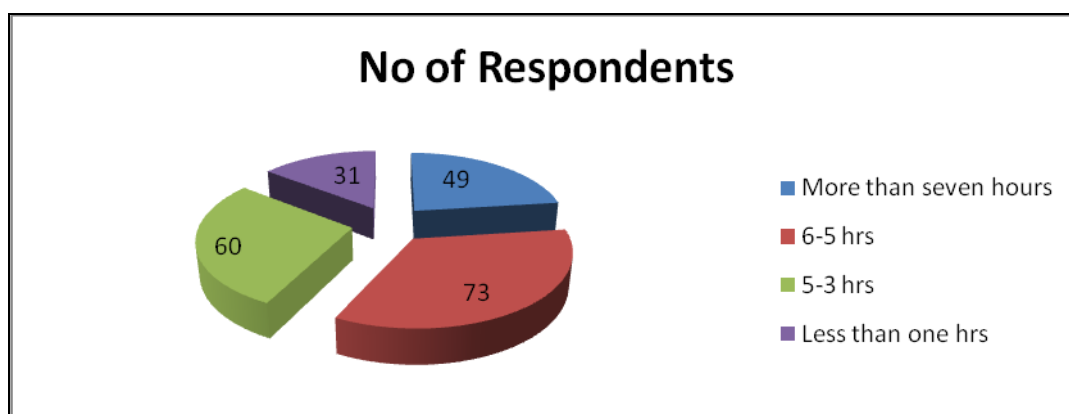


**Figure 2** Branch wise user responses

This Table shows discipline-wise uses of resources in the Library. All the students of the University are using library services among them 25.82 percent of students belong to the CSE branch, 15.49 percent of students belongs to the EEE branch, 10.79 percent of students belong to CIVIL and IOT branch, 10.32 percent of students are from the CSIT branch and 9.38 percent AIDS Branch, 10.79 percent IOT, 10.79 percent civil the branch is using the User services in the Library. 8.92 percent students EEE branch, 8.45 percent of students use the ME Branch using the library services.

**Table –3:** Usage of Library in Hours

Sl.No	Time Spent	No of Respondents	Percentage
1	More than seven hours	49	23
2	6-5 hrs	73	34.2
3	5-3 hrs	60	28.1
4	Less than one hrs	31	14.5
Total		213	100



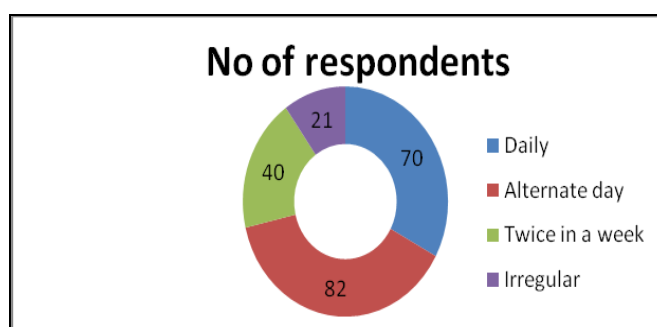
**Figure 3** Usage of Library in Hours

There are 34.2 percent of respondents spent 6- 5 hours in the library. 28.1 percent of users used 5-3 hours, 23 percent users consumed their time more than seven hours and there are 14.5 respondents have less than 1 hour spent

using the user services in the Library. It can be concluded that most of the students used 6 to 5 hours of library services.

**Table – 4:** Frequency of Library Usage

SL .No	Frequency	No of respondents	percentage
1	Daily	70	32.86
2	Alternate day	82	38.49
3	Twice in a week	40	18.77
4	Irregular	21	9.85



**Figure 4** Frequency of Library Usage

This Table shows that the majority of students 38.49 percent students visit alternate days. 32.86 percent give a response that they come to the library daily, 18.77percent of them twice a week and the remaining of 9.85 irregular visit the library

**Table – 5:** Effect of Class work on Library Usage

Responses	No of Respondents	Percentage
Yes	200	93.90
No	13	6.10
	213	100

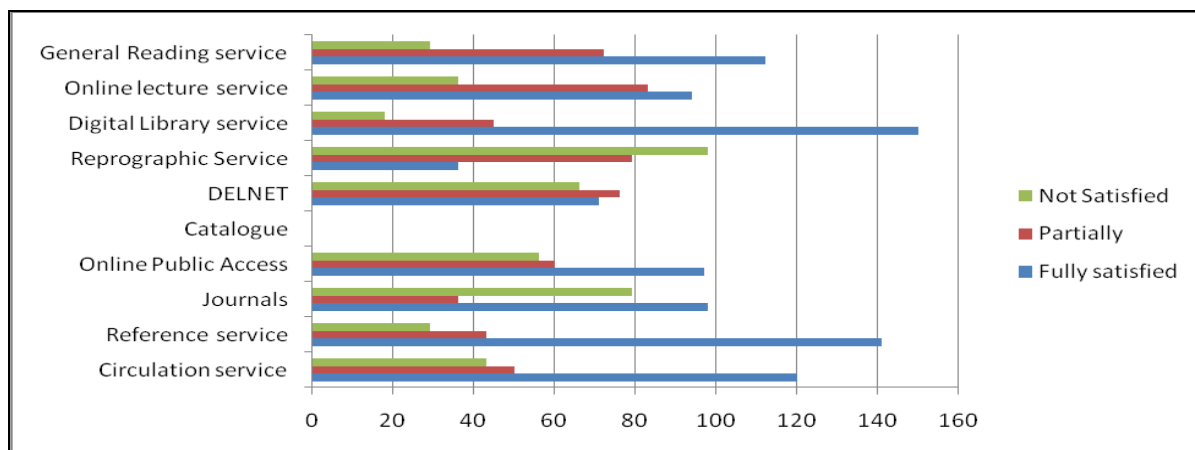
Table 5 shows that 93.90% of students felt that using the library's resources would be impacted by their class work.

**Table – 6:** Satisfaction levels of students toward Library services

Services	Fully satisfied	Percentage	Partially	%	Not Satisfied	%	Total
Circulation service	120	56.34	50	23.47	43	20.19	213
Reference service	141	66.20	43	20.19	29	13.62	213
Journals	98	46.01	36	16.90	79	37.09	213
Online Public Access							
Catalogue	97	45.54	60	28.17	56	26.29	213
DELNET	71	33.33	76	35.68	66	30.99	213

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Reprographic Service	36	16.90	79	37.09	98	46.01	213
Digital Library service	150	70.42	45	21.13	18	8.45	213
Online lecture service	94	44.13	83	38.97	36	16.90	213
General Reading service	112	52.58	72	33.80	29	13.62	213



**Figure 5** Satisfaction levels of students toward Library services

It is evident from Table 6: the circulation services 20.19 percent of students are not satisfied, 56.34 percent are fully satisfied and 23.47 of the students are partially satisfied. About 66.20 percent of the students are satisfied with the Consider to Reference service, 13.61 percent are not satisfied, and 20.18 percent are partially satisfied. Regarding journals, roughly 37.09 percent of students are dissatisfied, 36% are mostly satisfied, and 46.11% are entirely satisfied. Approximately 45.54 percent of the students are satisfied consider to the online public access catalogue, 28.17 percent are not partially satisfied and the remaining 26.29 percent are not satisfied. Regarding DELNET online service 83.33 percent of the students are fully satisfied and 35.68 percent of them are partially satisfied, 30.99 percent of them are not satisfied. 46.09 percent of students are partially satisfied and 37.09 percent of students are fully satisfied and the rest of the students 16.66 say that not satisfied in respect of reprographic services. Regarding the digital library service 8.45 percent of the students are not satisfied and 21.12 percent of them are partially satisfied, 70.42 percent of them are fully satisfied. Majority of students 44.13 percent regarding online lectures are satisfied, 16.90 percent of them were not satisfied and 38.96 percent were partially satisfied. 66.66 percent of students are used the library for general reading and 33.80 percent of them were partially satisfied remaining 52.58 percent are satisfied and 13.6 percent are not satisfied.

**Table - 7:** Impact of Digital services on students

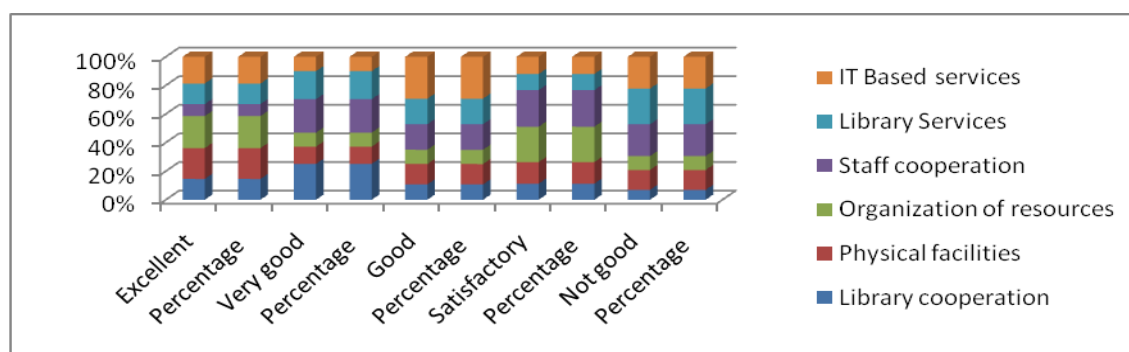
Impact of Digital services	Number of students	percentage
Easier and faster	90	42.25
Accesses to current information	85	39.91
Access to wide range of information	38	17.84
Total	213	100



It is evident from Table 7 that 42.25 percent of the students found digital services Most of the students 39.91 percent of students that digital services help access to current information if the digital services are improved. It will help the students to updated information for their needs

**Table – 8:** Impressions of users on Library Facilities

Facilities	Excellent	%	Very good	%	Good	%	Satisfactory	%	Not good	%
Library cooperation	78	36.62	100	46.95	15	7.04	15	7.04	5	2.35
Physical facilities	115	53.99	48	22.54	20	9.39	20	9.39	10	4.69
Organization of resources	120	56.34	39	18.31	14	6.57	33	15.49	7	3.29
Staff cooperation	45	21.13	93	43.66	25	11.74	34	15.96	16	7.51
Library Services	77	36.15	78	36.62	25	11.74	15	7.04	18	8.45
IT Based services	100	46.95	40	18.78	41	19.25	16	7.51	16	7.51



**Figure 6** Impressions of users on Library Facilities

This table consists of all about Library facilities and responses in respect of Library co-operation 46.95 % of the students said very good and 36.62 percent of them responded excellent with only 7% of students’ response being good on the rating scale. In the component of physical facilities, 53.99 percent of students said excellent and 22.54 percent of the student’s responses were very good. Regarding maintenance of the core collection, 56.33 students said it excellent and out of a total 18.31 percent of students responded is also good. On the Staff cooperation by assisting the library users 21.12 percent of students said excellent in their responses and 43.66 percent of students said very good,. Regarding library service 36.15 students said excellent and 36.62 percent students very good, 11.73 percent good, 7 percent satisfactory and remaining 8.45% of the students said not good.

**Table- 9:** Reason for less Usage

Reason	Respondents	Percentage
Lack of Resources	20	9.38
Lack of awareness	55	25.82

Lack of knowledge	38	17.84
Lack of cooperation	60	28.16
Lack of time	40	18.77
Total	213	100.00

Table 09 shows that 28.16 students find some problems with insufficient cooperation 25.82 percent of students lack awareness and also 9.38 percent of students find resources are not sufficient and 18.77 percent of students find a lack of time. 17.84 percent of students find that their lack of knowledge to use a library resources.

## **FINDING AND RESULTS**

1. It has been observed from the collected data that the students mostly used Reference books.
2. From discipline it is noticeable that CSE students use effectively the Library services compare to other branches.
3. Libraries are used by 34 percent students and hourly it utilises 6-5 hours within day times.
4. The study reveals that 38.49 percent of students use library services alternate day while 32.86 percent of students used the service daily. It is also observed that competitive books should be maintained properly for quick access as it is mostly used by young aspirant for Jobs.
5. About 86.39 percent of student express library hours do not affect their classroom learning. Therefore every day there is one hour allotted in the class work timetable in the library.
6. Students express that 70.42 percent of students satisfied with digital services and 56.34 percent of students satisfied with reference resources and 46.99 percent of students expressed not satisfied with the reprographics service so textbooks collection will be increased. If the textbooks are increased it will help to all the students to use the library for their needs and reprographic service must be improved.
7. Students opined on the impact of digital services 42.95 percent of students getting resources easier and faster. 39.91 percent of students using this service for current information
8. Students reveal that reasons for lack of usage of library services are 28.16 percent lack of cooperation and 25.82 lack of awareness. So students must be guided and trained. Library staff should provide a user orientation program to the students presenting the existing library facilities and their utility
9. It is also observed that 56.34 percent of students have given feedback that the organization of the collection is excellent in the Library and staff cooperation is not up to the mark, it poor which is 20 percent. There is a requirement for staff cooperation more to help the users which helps to increase the footfall in the library to maximize the utilization of Library services.

## **CONCLUSION**

This case study report and its finding of KL University must be encouraged Library authorities to be more service and new Innovative ideas should be taken to be more generous and kindhearted to develop a holistic education system through the Library and Information Services of this academic Institution.

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