

Exploring the Effectiveness, Availability and Use of Library Resources and Services by Students & Faculties of Bangalore North University: A Study

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ABSTRACT

Aim to explore the information usage of PG students & Faculties. Closed ended questionnaire was used to collect the data from respondents. A total of 450 questionnaires were distributed. Out of 450 - 392 were returned. The findings of the study revealed that the information needs of PG students & Faculties in Bangalore North University and College Libraries revealed that the majority of students & Faculties are visited library daily and also the main purpose of visiting the library was for accessing study material. We wish to give quality education to our students, build their academic career and achieve goals. A well-established library can prove an asset to the academic institutions. That's why we say the library is the heart of the academic institution.

KEYWORDS: University, Seeking Behavior, Students, Information needs, digital access, E-Resources.

INTRODUCTION

A library is a collection of sources of information and similar resources, made accessible to a defined community. Library is one of those resources which are essential to support and strengthen the educational quality. A library provides physical or digital access to material in a library building or room. Libraries are the source of keeping and distributing the information through books, journals, maps and other resources that are used by students in their learning process.

A college library is organized for use and maintained for students and faculty members by the institution. A college library is that part of college where a collection of books, periodicals, magazines, and newspapers, films and filmstrips, videotapes, recording of all types, slides, computers, study kits, and other information resources are housed for use by Faculties and students for learning, recreational activities, personal interest and inter personal relationships of students in college. Information is like power or fuel, how without fuel the machine cannot work.

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likewise without information, user cannot achieve their carrier goals (Sharma,2013). In The present environment users are students & faculty members they use information for their education.

OBJECTIVES OF THE STUDY

1. To know the utilization of library resources by Faculties and students of the College.
2. To know how frequently users are able to use the library.
3. To identify the problems encountered in use of information resources by both students and Faculties.
4. To understand awareness of library resources and services being offered by the libraries.
5. To identify information needs of college students and Faculties.
6. To know purpose of the library visit.

METHODOLOGY

Survey method using a structured questionnaire as a tool has been adopted for data collection. A total of 450 questionnaires were distributed to both students & Faculties of University colleges in University Region, and 392 (84.44%) filled-in questionnaires were received back. Out of 392 filled-in questionnaires, 258 (86%) respondents were students and 134 (89.33%) respondents were faculty members.

SCOPE AND LIMITATIONS OF THE STUDY

The study is confined only to selected Bangalore North University and College post Graduate Students and Faculties only functioning Under the Bangalore North University in year 2025.

ANALYSIS AND INTERPRETATION OF DATA

The data obtained was carefully tabulated using MS-Excel software. After thorough cleaning and editing of the data, analysis of the same was carried-out. The observations and interpretation were carefully tabulated and supplemented with bar diagrams, wherever felt necessary.

Table 1: Number of Questionnaires Distributed

| Designation | Questionnaires Distributed | Questionnaires Received | Percentage |
|--------------------|-----------------------------------|--------------------------------|-------------------|
| Students | 300 | 258 | 86% |
| Faculties | 150 | 134 | 89.33% |
| Total | 450 | 392 | 84.44% |

Table 1 indicates that 450 questionnaires were distributed to the students and Faculties in various Pre-University Colleges, and 392 (87.11%) filled-in questionnaires were received back. Out of 450 questionnaires, 300 (66.66 %) were distributed to students and received back 258 (86%), and 150 were distributed to Faculties and received back 134 (89.33%) questionnaires.

Table 2: Frequency of Visit to the Library

| Frequency of Visit | No of Students | Percentage (%) | No of Faculties | Percentage (%) |
|---------------------|----------------|----------------|-----------------|----------------|
| Daily | 123 | 47.67 | 56 | 41.79 |
| Once in a week | 37 | 14.34 | 21 | 15.67 |
| Twice a week | 50 | 19.38 | 29 | 21.64 |
| Once in fortnightly | 26 | 10.07 | 9 | 6.72 |
| Occasionally | 17 | 6.59 | 19 | 14.18 |
| Never | 5 | 1.94 | 0 | 00 |

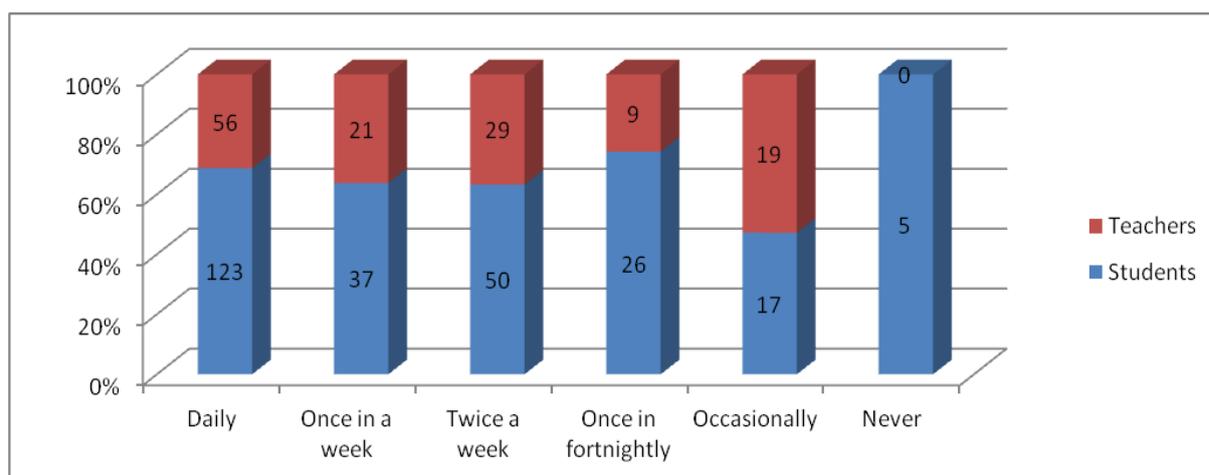
**Figure 1** Frequency of Visit to the Library

Table 2 & Figure 1 indicates that 123(47.67%) of students visiting the library daily; 50(19.38%) of students claimed that they visit the library twice in week; 37(14.34%) of students are visiting the library once in a week; 26 (10.07%) of students are visiting the library once in fortnightly; 17(6.59%) of students occasionally; and 5(1.94%)of students never visited the library.

Table 2 & Figure 1 also indicates that 56(41.79%) of Faculties visiting the library daily; 29(21.64%) of Faculties claimed that they visit the library twice in week; 21(15.67%) of Faculties are visiting the library once in a week; and 19(14.18%) are visiting the library occasionally. It indicates that 56(41.79%) of Faculties visit the library daily.

Table 3: Purpose of Visit to the Library

| Purpose of Visit | No of Students | Percentage (%) | No of Faculties | Percentage (%) |
|--|----------------|----------------|-----------------|----------------|
| To study & collect reading material | 234 | 90.69 | 109 | 81.34 |
| To read books & journals | 208 | 80.62 | 93 | 69.40 |
| To use internet or e-resources | 146 | 56.59 | 78 | 58.21 |
| To borrow/return books | 172 | 66.66 | 111 | 82.84 |
| To read newspapers & magazines | 226 | 87.59 | 118 | 88.06 |
| To refer previous year question papers | 196 | 75.97 | 107 | 79.85 |
| To keep up to date in subjects | 140 | 54.26 | 93 | 69.40 |

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Table 3 indicates 234(90.69%) of students visit the library to study & collect reading material; 226(87.59%) of students visit the library for reading newspapers & magazines;208(80.62%) to read books & journals; 196(75.97%) to refer previous year question papers; 172(66.66%) to borrow & return books; 146(56.59%) to use internet & e-resources; and 140(54.26%) of students to keep up to date in their subjects.

Table 3 also indicates that 118(88.06%) of Faculties visit the library to read newspapers and magazines; 111(82.84%)to borrow /return books; 109(81.34%)of Faculties visit the library to study and collect reading material; 107(79.85%) to refer previous year question papers; 93(69.40%) to read books & journals & to keep up to date in their subjects; and 78(58.21%) to use internet & e-resources.

Table 4: Use of Information Resources

| S.N. | Information Sources | Students | Percentage (%) | Faculties | Percentage (%) |
|------|-------------------------------|----------|----------------|-----------|----------------|
| 1 | Text Books | 228 | 88.37 | 115 | 85.82 |
| 2 | News papers & Magazines | 215 | 83.33 | 119 | 88.80 |
| 3 | CET/NEET/CA Material | 129 | 50 | 75 | 55.97 |
| 4 | Previous Year Question Papers | 180 | 69.77 | 110 | 82.08 |
| 5 | Reference Books | 198 | 76.74 | 106 | 79.10 |
| 6 | E-Resources | 142 | 55.03 | 100 | 74.63 |

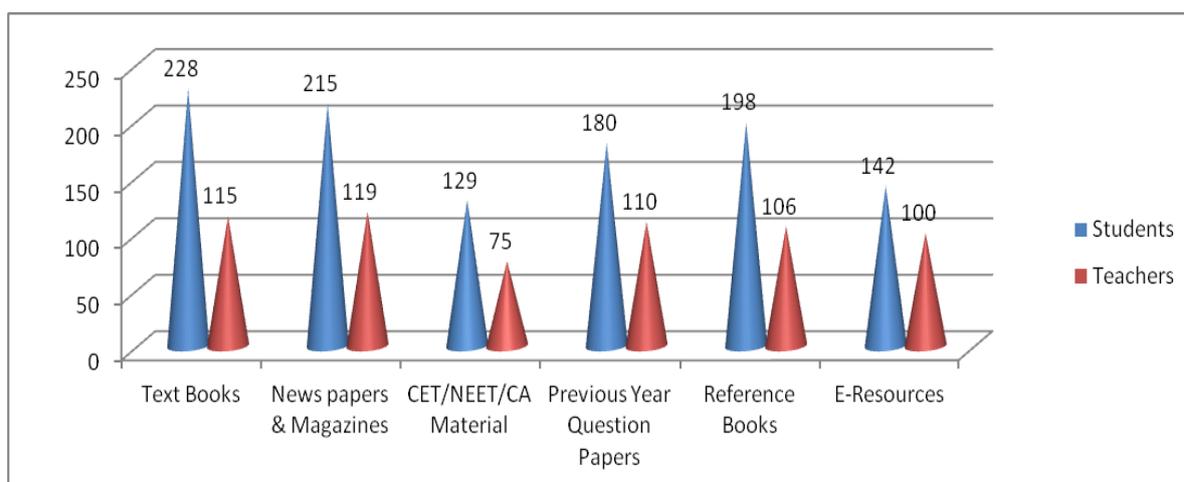


Figure 2: Use of Information Resources

Table 4 & Figure 2 indicate that 228(88.37%) students use library to study more text books; 215(83.33%) of students use News papers & Magazines; 198(76.74%) use Reference books; 180(69.77%) Previous year question papers; 142(55.03%) use E-Resources; and 129(50%) use CET/NEET/CA Material.

Additionally, Table 4 & Figure 2 indicate that 119 (88.80%) of Faculties use library to refer News papers; 115 (85.82%) use to study Text books; 110(82.08%) use to refer previous year question papers; 106(79.10%) use to refer Reference books; 100(74.63%) use to study E-Resources; and 75(55.97%) Faculties use library to refer CET/NEET/CA Material.

Table 5: Using Library Services

| Services | Students | Percentage (%) | Faculties | Percentage (%) |
|-----------------------------|----------|----------------|-----------|----------------|
| Reference Service | 162 | 62.79 | 77 | 57.46 |
| Internet Services | 218 | 84.49 | 76 | 56.72 |
| News Paper Clipping Service | 176 | 68.22 | 97 | 72.39 |
| OPAC | 125 | 48.44 | 94 | 70.15 |
| Photocopy Service | 111 | 43.02 | 52 | 38.80 |
| Circulation Service | 188 | 72.87 | 104 | 77.61 |

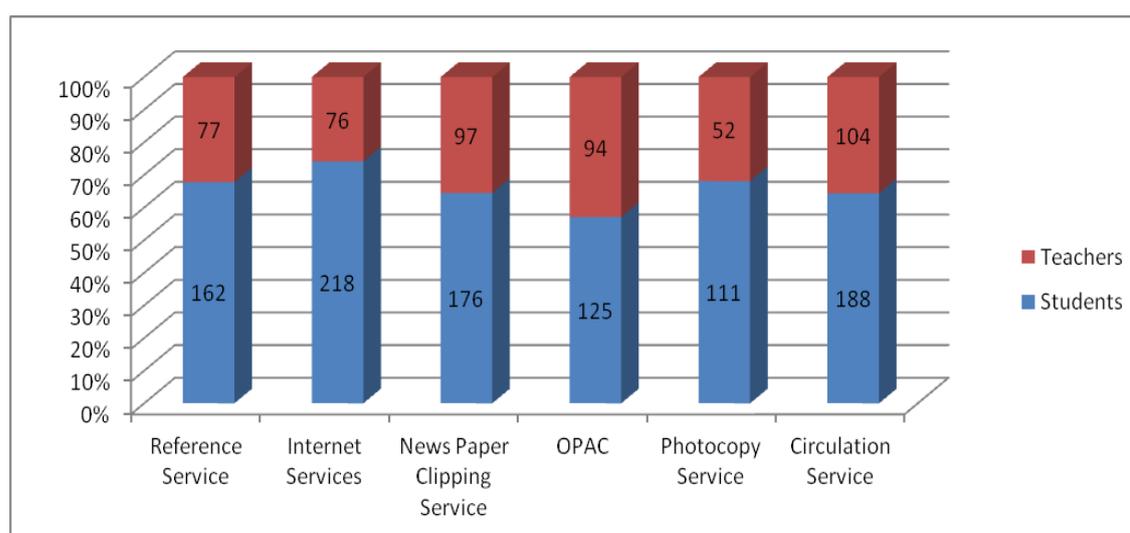
**Figure 3:** Using Library Services

Table 5 & Figure 3 indicate that 218(84.49%) of students are using library for Internet services; 188(72.87%) are using Circulation service; 176 (68.22%) are for News paper clipping service; 162(62.79%) for Reference service; 125(48.44%) for using OPAC; and 111(43.02%) of students visit library for Photocopying service.

At the same time, **Table 5 & Figure 3** indicates that 104(77.61%) Faculties use library for Circulation purpose; 97(72.39%) to avail News paper clipping service; 94(70.15%) to avail OPAC service; 97(56.72%) to avail Internet facility and Reference service; and 52(38.80%) of Faculties visit library to avail Photocopying service.

Table 6: How Do You Found Required Information

| Technique | Students | Percentage (%) | Faculties | Percentage (%) |
|--------------------------------|----------|----------------|-----------|----------------|
| Direct search in shelves | 81 | 31.39 | 35 | 26.12 |
| Take the help of library staff | 114 | 44.19 | 61 | 45.52 |
| Searching by catalogue/OPAC | 21 | 8.14 | 32 | 23.88 |
| Take the help of friends | 42 | 16.27 | 11 | 8.20 |

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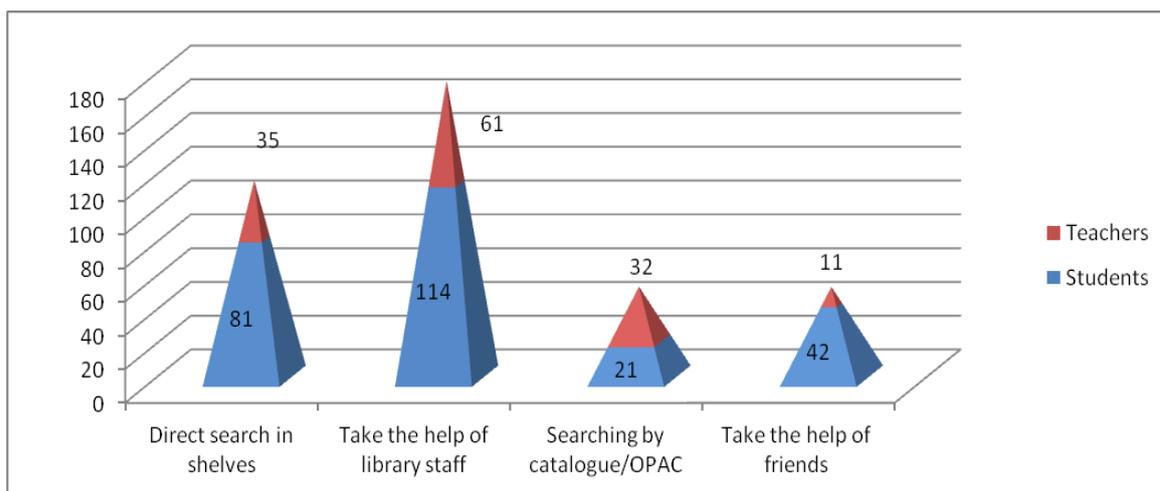


Figure 4: How Do You Found Required Information

Table 6 & Figure 4 indicate that the methods used by both students and Faculties to find the required reading material in the library. 114 (44.19%) students take the help of Library staff; 81(31.39%) students search directly on the shelves; 15.17% (19) take help of friends; and 6.56% (8) search the required information through library catalogue/OPAC. In the same way, 45.75% (27) of Faculties take help of library staff; 27.12% (16) searches directly on the shelves; 25.42% (15) search the library catalogue/OPAC; and finally 5.08% (3) Faculties take help of friends to search required information.

Table 7: Respondents Problems Faced to Gather the Information

| Problems | Designation | Frequently | Sometimes | Rarely | Never |
|---|-------------|-------------|-------------|-------------|-------------|
| Inadequate resources in library | Students | 102(39.54%) | 76 (29.46%) | 28(10.85%) | 52(20.15%) |
| | Faculties | 42(31.34%) | 38 (28.36%) | 20(14.93%) | 34(25.37%) |
| Information scattered in library | Students | 70(27.13%) | 96(37.20%) | 72(27.90%) | 20(7.75%) |
| | Faculties | 28(20.89%) | 50 (37.31%) | 42 (31.34%) | 14(10.44%) |
| Lack of skills in searching information | Students | 78(30.23%) | 86 (33.33%) | 58(22.48%) | 36(13.95%) |
| | Faculties | 32(23.88%) | 26(19.40%) | 30(22.39%) | 26(19.40%) |
| Non-cooperation of library staff | Students | 16(6.20%) | 34(13.18%) | 88(34.10%) | 120(46.51%) |
| | Faculties | 8(5.97%) | 16 (11.94%) | 22(16.42%) | 70(52.23%) |

Table 7 indicates that 102(39.54%) of students indicated that they are facing inadequate resources in the library, 76 (29.46%) as sometimes, 28(10.85%) as never faced the problem, and 52(20.15%) as rarely faced the problem; 96(37.20%) indicated scatted information in the library sometimes, 72(27.90%) as rarely, 70(27.13%) as frequently, and 20 (7.75%) as never faced the problem; 86 (33.33%) of students feel some time that they lack skills is searching information, 78(30.23%) as frequently facing the problem, 58(22.48%) as rarely, and 36 (13.95%) as never faced the problem; 120 (46.51%) of students never faced the problem of non-cooperation from the library staff, 88(34.10%) indicated rarely, 34(13.18%) as sometimes, and 16(6.20%) indicated that they faced the problem frequently.

In the same way, 42(31.34%) of Faculties indicated that they are facing inadequate resources in the library frequently, 38 (28.36%) as sometimes, 20(14.93%) as never faced the problem, and 34(25.37%) as rarely faced the

problem; 50 (37.31%) indicated scatted information in the library sometimes, 42 (31.34%) as rarely, 28(20.89%) as frequently, and 14(10.44%) as never faced the problem; 32(23.88%) of Faculties indicated that sometimes they face problem of lack skills is searching information, 30(22.39%) as frequently facing the problem, 26(19.40%)as rarely, and 26(19.40%) as never faced the problem; 70(52.23%) of students never faced the problem of non-cooperation from the library staff, 22(16.42%) indicated rarely, 16 (11.94%) as sometimes, and 8(5.97%) indicated that they faced the problem frequently.

Table 8: Opinion about Facilities in College Libraries

| Facilities | Designation | Very Good | Good | Average | Poor | Very Poor |
|-----------------------|-------------|------------|-------------|-------------|------------|------------|
| Reading room facility | Students | 52(20.16%) | 112(43.41%) | 38(14.73%) | 44(17.05%) | 10(3.88%) |
| | Faculties | 33(24.62%) | 22(16.42%) | 44(32.84%) | 13(9.70%) | 6(4.47%) |
| Library location | Students | 38(14.73%) | 66(25.58%) | 122(47.29%) | 11(4.26%) | 21(8.14%) |
| | Faculties | 26(19.40%) | 47(35.07%) | 19(14.17%) | 28(20.89%) | 12(8.96%) |
| Lighting/ ventilation | Students | 85(32.94%) | 103(39.92%) | 28(10.85%) | 22(8.53%) | 18(6.98%) |
| | Faculties | 59(44.02%) | 68(50.74%) | 13(9.70%) | 7(5.22%) | 15(11.19%) |
| Furniture/equipment | Students | 46(17.83%) | 110(42.64%) | 60(23.26%) | 24(9.30%) | 20(7.75%) |
| | Faculties | 28(20.89%) | 59(44.02%) | 15(11.19%) | 13(9.70%) | 22(16.42%) |
| Computer Facility | Students | 56(21.70) | 118(45.74%) | 25(9.68%) | 6(2.33%) | 11(4.26%) |
| | Faculties | 36(26.87%) | 56(41.79%) | 8(5.97%) | 26(19.40%) | 12(8.96%) |
| Printing Facilities | Students | 23(8.91%) | 59(22.86%) | 33(12.79%) | 87(33.72%) | 55(21.31%) |
| | Faculties | 14(10.45%) | 30(22.39%) | 19(14.18%) | 39(29.10%) | 34(25.37%) |

Table 8 indicates that a maximum of 112(43.41%) of students and 44(32.84%) of Faculties mentioned that reading room facility is Good & **Average** respectively, and a minimum of 10(3.88%) of students and 6(4.47%) of Faculties indicated as Very Poor. A maximum of 122(47.29%) of students and 47(35.07%) of Faculties indicated that library location is Average and Good, respectively, and a minimum of 11(4.26%) of students and 12(8.96%) Faculties indicated as Poor. A maximum of 103(39.92%) of students and 68(50.74%) of Faculties indicated that Lighting/Ventilation is Good, and a minimum of 18(6.98%) of students and 7(5.22%) of Faculties indicated as Very Poor and Poor, respectively. Maximum of i.e., 110(42.64%) students and 59(44.02%) of Faculties indicated that Furniture/Equipment is Good, and a minimum of 20(7.75%) of students and 13(9.70%) indicated as Very Poor and Poor, respectively.

On other hand 118(45.74%) of students and 56(41.79%) of Faculties indicated that Computer Facility is Good, and a minimum of 6(2.33%)of students and 8(5.97%) of Faculties as Poor and Average, respectively. Further it was observed that 87(33.72%) of students and 39(29.10%) of Faculties indicated that Printing Facilities are Poor, and a minimum of 23(8.91%) of students and 14(10.45%) Faculties indicated as Very Good.

MAJOR FINDINGS OF THE STUDY

- Out of 450 questionnaires were distributed to the students and Faculties in various Pre-University Colleges, and 392 (87.11%) filled-in questionnaires were received back. Out of 450 questionnaires, 300 (66.66 %) were distributed to students and received back 258 (86%), and 150 were distributed to Faculties and received back 134 (89.33%) questionnaires.
- A maximum of that 123(47.67%) of students visiting the library daily; 50(19.38%) of students claimed that they visit the library twice in week. In the same way 56(41.79%) of Faculties visiting the library daily; 29(21.64%) of Faculties claimed that they visit the library twice in week
- A maximum of 234(90.69%) of students visit the library to study & collect reading material; and a minimum of 140(54.26%) of students to keep up to date in their subjects. . In the same way, a maximum 118(88.06%) of Faculties visit the library to read newspapers and magazines, and a minimum of ; 111(82.84%)to borrow /return books.
- A maximum of 228(88.37%) students use library to study more text books, and a minimum of 129(50%) use CET/NEET/CA Material.. A maximum of 98.30% (58) of Faculties use library to refer newspapers and magazines, and a minimum of 61.01% (36) of Faculties visit to refer for CET/NEET?CA material..
- A maximum of . 112(43.41%) students take the help of Library staff to find required reading material, and a minimum of 6.56% (8) collects information by referring library catalogue/ OPAC. A maximum of 45. 45.75% (27) of Faculties take help of library staff for finding-out required reading material, and a minimum of 5.08% (3) takes help of friends.
- A maximum of 102(39.54%) of students indicated that they are facing inadequate resources in the library. A minimum of 16(6.20%) indicated that they faced the problems frequently. A maximum of 42(31.34%) of Faculties indicated that they are facing inadequate resources in the library, and a minimum of 8(5.97%) that they faced the Non-cooperation of library staff problem frequently.
- a maximum of 112(43.41%) of students and 44(32.84%) of Faculties mentioned that reading room facility is Good & **Average** respectively, and a minimum of 10(3.88%) of students and 6(4.47%) of Faculties indicated as Very Poor.
- A maximum of 122(47.29%) of students and 47(35.07%) of Faculties indicated that library location is Average and Good, respectively, and a minimum of 11(4.26%) of students and 12(8.96%) Faculties indicated as Poor.
- A maximum of 103(39.92%) of students and 68(50.74%) of Faculties indicated that Lighting/Ventilation is Good, and a minimum of 18(6.98%) of students and 7(5.22%) of Faculties indicated as Very Poor and Poor, respectively.
- Maximum of i.e., 110(42.64%) students and 59(44.02%) of Faculties indicated that Furniture/Equipment is Good, and a minimum of 20(7.75%) of students and 13(9.70%) indicated as Very Poor and Poor, respectively.
- A maximum of 118(45.74%) of students and 56(41.79%) of Faculties indicated that Computer Facility is Good, and a minimum of 6(2.33%)of students and 8(5.97%) of Faculties as Poor and Average, respectively.
- A maximum of 87(33.72%) of students and 39(29.10%) of Faculties indicated that Printing Facilities are Poor, and a minimum of 23(8.91%) of students and 14(10.45%) Faculties indicated as Very Good.

SUMMING UP

we wish to give quality education to our students, build their academic career and achieve goals, a well established library can prove an asset to the academic institutions. That's why we say the library is the hearth of the academic institution. In present days library acquire and subscribe in high rate in e-resources which is required and fulfill the students' needs. Presently students are using e-resources more than print format resources, because e-resources are easily accessible, downloadable and readable to get needy information, in right time and right place. Lastly this study gives the right picture of the user needs and user satisfactions.

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