

Resources and Services in Libraries of Government Engineering Colleges of Madhya Pradesh: An Analytical Study

Ruchi Chourasia¹; Dr. Neelam Thapa²

Research Scholar¹; Assistant Professor², Library and Information Science, Dr. Harisingh Gour V.V., Sagar, Madhya.Pradesh, India^{1,2}

ruchichourasia80@gmail.com, nthapa@dhgsu.edu.in

ABSTRACT

The present study focuses on evaluating the status of library resources and services of government engineering college libraries of Madhya Pradesh, India. Rajiv Gandhi Proudlyogiki Vishwavidyalaya, affiliated with nine government engineering college libraries were surveyed to know the status of resources and services of these libraries and users' satisfaction with the offered resources and services. Two types of questionnaires were designed: one for the librarian and the other for library users. Data was collected from 550 users and 09 librarians. On analysis, it was found that Shri Govindram Seksaria Institute of Technology and Science, Indore, has the best collection, facilities and services with moderate user satisfaction (55.70%). However, Samrat Ashok Technological Institute, Vidisha had comparatively fewer resources but had the highest satisfaction level (62.50%). It was observed that it is important for libraries to not just fulfil the compliance of AICTE and NBA but also consider user's interest and provide services accordingly. I recommend that libraries develop a strong e-collection and include documents in regional languages. We should provide regular information literacy programs, offer website tutorials, and use help desks to support effective use of library resources and services. Also, libraries should focus on ease of access to library offerings and on improving communication with users.

KEYWORDS: Engineering College Library, Library Resources, Services, Library Service Quality, User Satisfaction.

1. INTRODUCTION

Libraries are modern learning resource centres, and resources and services are the core of any library. **Baffour et.al. (2021)** convey that library services play a key role in achieving the objectives of its parent organisation. They emphasise that there is a need to improve the services as per user requirements. Information services can be defined as the activity of providing information products and related services according to users' needs. Libraries at engineering colleges are meant to help students and faculty in their academic pursuits, research and innovation. With the expansion of technical education in India, libraries are supposed to provide appropriate resources in addition to efficient and user-friendly services. The regulatory agencies, such as the All India Council for Technical Education

(AICTE) and the National Board of Accreditation (NBA), establish the quality criteria. But satisfying the requirements does not necessarily mean that users are satisfied. The real issue is how effectively library services are tailored to the requirements, expectations and day-to-day academic practices of users. In many circumstances, there exists a disconnect between what libraries provide and how users experience or use those services. So, the comprehension of user satisfaction is of prime importance in measuring the genuine performance of library systems. In the present context, the study examined the resources and services provided in the engineering college libraries and also studied the impact of these factors on user satisfaction with the present library services and suggested ways of making the library services more meaningful and responsive to the users.

2. REVIEW OF LITERATURE

Mary (2019) states that a well-developed and relevant collection, along with effective information services, will be used more actively by users. A library is not only a place; its materials must be relevant to the academic demands of its users. Academic libraries should strive for a balanced collection of both conventional print materials and up-to-date electronic resources, enabling greater accessibility and improved support for teaching, learning and research activities.

Gurumurthy and Padmamma (2022) defined library resources as all the materials, functions, and services that together constitute the library system. They mentioned information resources such as textbooks, reference books, periodicals, electronic materials, newspapers, and audio-visual materials. The information services include reference and referral services, current awareness services, SDI, Document Delivery Service, reprography service, and ICT-based library service.

Jadon and Sharma (2025) studied how digital resources are managed in a selected government college library located in Madhya Pradesh, India. The focus was on collection development policy for digital resources, library automation and administration software and stock verification, as these factors are considered important aspects of resources and services. It was found that the majority of libraries, 19 (82%), have a library management committee and 19 (82%) libraries lack a documented library collection development policy for digital resources. Also, for stock verification, only 3 libraries use an automated system, 3 libraries use barcode or QR code and the majority, i.e., 16 libraries, use a manual procedure.

Chukweke & Onuoho (2019) seek to uncover the service delivery impact of ICTs and the challenges facing the application of ICTs in academic libraries. Results show that many libraries in Nigeria are finding it difficult to meet the information needs of the users and the reason for such difficulty is due to inadequate provision of ICT facilities in libraries. It was observed that many libraries still rely on the traditional method of service delivery. It was suggested that libraries should apply ICTs to their services and operations, as this will go a long way in shaping and advancing their services.

Amarasekara and Marasinghe (2020) evaluated the user satisfaction under 5 parameters, such as library facilities, library staff, library services, library resources and library website and information access. In the results, it was found that users were satisfied with the staff but moderately satisfied with library resources, facilities, services and

Resources and Services in Libraries of Government Engineering Colleges of Madhya Pradesh: An Analytical Study

website to access the information. They conclude that user satisfaction is heavily dependent on these factors and suggest that libraries conduct information literacy programmes and user awareness programmes to raise awareness among users of existing resources and services.

Owiti et.al. (2026) evaluated the quality of remote resources and services, identified challenges and recommended strategies for improvement in Kenyan University libraries. It was found that access to remote library services were done occasionally by users whereas online catalogue search was most utilised (66.9%) followed by e-journal access (45.8%) and e-book borrowing (35.2%). Even after high usage of online catalogue, user satisfaction was only 32.3% considered good and 20% rated it as very poor. They highlighted the need for user friendly library platform, continuous updating and user training. Also, they mentioned the need of user-centred services to meet user requirements.

Jayaraj and Kannappanavar (2023) reviewed the literature on usage, awareness, satisfaction and challenges in using library resources and services. They found that users are satisfied with print resources but face challenges while using online resources due to a lack of training. The major suggestions show that libraries should provide information literacy programs and user studies at regular intervals of time. According to **Vaidya et.al. (2021)**, the concept of service quality emerges from the broad discipline of management, and its manifestation has been reflected in librarianship through past library service quality (LSQ) studies in the last few decades.

Sajana & Haneefa (2016) believe that to provide quality services in a library, there must be adequate utilisation of physical, financial, and human resources. They have mentioned various tools for measuring service quality, such as SERVQUAL, ServePerf, LibQUAL, and WebQUAL. They even mentioned various barriers in the library that are responsible for the lack of quality services, they are – outdated information, insufficient staff, inadequate budget, inadequate space and lack of electronic resources. According to them, the lack of knowledgeable staff is the major inhibiting factor of quality service.

3. OBJECTIVES

The objectives of the present study are as follows -

1. To know the status of the resources and facilities in the libraries of government engineering colleges of M.P.
2. To assess the services provided to the users in the libraries of government engineering colleges of M.P.
3. To determine the level of user satisfaction with the resources, facilities and services provided to them by the library.
4. To provide suggestions to meet users' perspectives.

4. SCOPE AND LIMITATIONS

This study is limited to the government engineering college libraries affiliated to Rajiv Gandhi Proudyogiki Vishwavidyalaya (RGPV), Bhopal, Madhya Pradesh, India. The study focuses on resources and services provided by the government engineering college libraries and overall user satisfaction.

5. RESEARCH METHODOLOGY

This research uses an analytical approach. Nine government engineering college libraries associated with RGPV were selected. The institutes are as follows: Jabalpur Engineering College, Jabalpur (JEC); Indira Gandhi Engineering College, Sagar (IGEC); Nowgong Engineering College, Nowgong (NWG); Shri Govindram Seksaria Institute of Technology and Science, Indore (SGSITS); Ujjain Engineering College, Ujjain (UEC); Rewa Engineering College, Rewa (REC); Samrat Ashok Technological Institute, Vidisha (SATI); University Institute of Technology, Jhabua (UITJ) and University Institute of Technology, Shahdol (UITS). The target demographic comprises library users, including undergraduates (UG), postgraduates (PG), and faculty members. The survey was conducted and two types of structured questionnaires were administered in person. One questionnaire was administered to the Librarian or Library-in-Charge of each library regarding the materials and services provided to library patrons and the other questionnaire was administered to the users to assess their level of satisfaction. The sample size was determined using the Krejcie & Morgan method and data were collected via a convenience sampling strategy. A total of 780 questionnaires were distributed, and the final analysis was performed on 550 valid responses. The collected data were analysed using Excel.

6. ANALYSIS AND INTERPRETATION

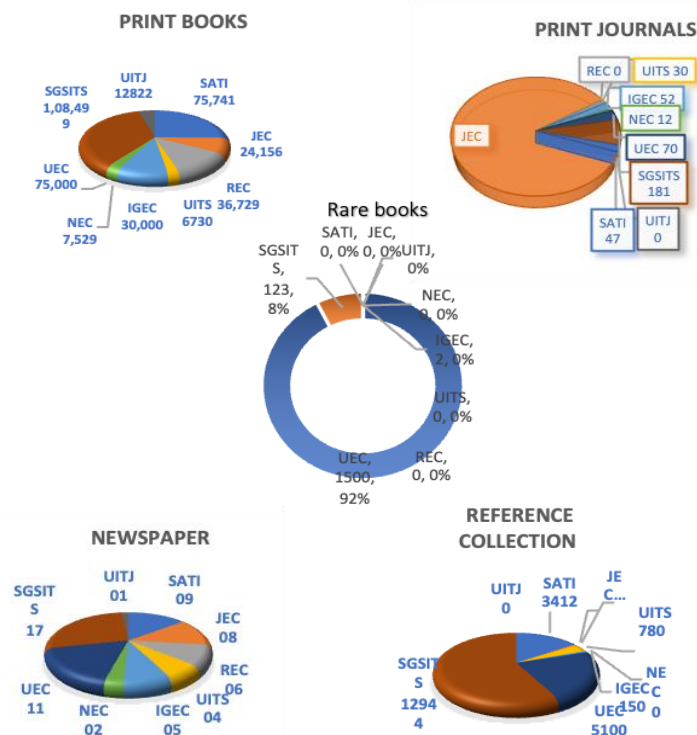
Based on the collected data, the following analysis was conducted.

Table 6.1(a) Availability of print resources

Name of Colleges	Print books	Print Journals	Newspaper	Reference Collection	Rare books
SATI	75,741	47	09	3412	00
JEC	24,156	2194	08	102	00
REC	36,729	00	06	00	00
UITS	6730	30	04	780	00
IGEC	30,000	52	05	150	02
NWG	7,529	12	02	00	00
UEC	75,000 +	70	11	5100	1500
SGSITS	1,08,499	181	17	12944	123
UITJ	12822	00	01	00	00

Figure 6.1 The figure shows the data in pictorial form

Resources and Services in Libraries of Government Engineering Colleges of Madhya Pradesh: An Analytical Study



The availability of resources varied considerably among the surveyed college libraries, depicting differences in institutional size and user type. Table 6.1 (a) shows that SGSITS is the most resource-rich institution, maintaining a collection of 1,08,499 print books, 181 journals, 17 newspapers, and 12,944 volumes in the reference collection, along with 123 rare books, thereby offering wide access to traditional learning resources. SATI and UEC also report substantial collections, with approximately 75,000 books each, though the collection of journals (47) was fewer than UEC's (70), with 09 and 11 newspapers, respectively. UEC also has a rich

collection of rare book material, with 1,500 items and a 5,100-item reference collection, whereas SATI maintains a moderate reference collection of 3,412 documents with no rare book material. The library of REC and IGEC shows moderate holdings of about 30-36 thousand printed books. Also, JEC, despite holding a smaller book collection of 24,156 volumes and 102 reference materials, has a high number of print journals (2,194) and 08 newspapers. On the contrary, UITJ, NWG, and UITS have small collections of printed books, i.e., 12,822, 7,529, and 6,730, respectively. It was also found that REC and UITJ do not have any print journals, reference collections, or rare materials. UITJ procures only 01 newspaper, while NWG procure 02, UITS has 04, IGEC has 05, and REC has 06 newspapers. Overall, the findings indicate that SGSITS has broad access to resources, followed by SATI and UEC.

Table 6.1 (b) Availability of electronic resources

Name of Colleges	E-journals	E-books	Database
SATI	3254	4210	23
JEC	00	00	00
REC	00	00	00
UITS	through RGPV	through RGPV	through RGPV
IGEC	150	62	00
NWG	00	11	00
UEC	00	00	00
SGSITS	15000	185000	04
UITJ	through RGPV	5996	through RGPV

Table 6.1 (b) shows the analysis of electronic resources across libraries, showing that SGSITS is the most advanced, offering 15,000 e-journals, 185,000 e-books, and 04 academic databases, demonstrating strong support for digital resources. SATI reports 3,254 e-journals and 4210 e-books on RGPV and 23 databases on INFLIBNET. IGEC offers 150 e-journals and 62 e-books, whereas NWG offers 11 with no databases or e-journals. As RGPV members, UITS and UITJ have direct access to e-resources. However, JEC, REC, and UEC do not provide e-resource availability information, indicating a deficit in library services. SGSITS and SATI are among the few libraries that have adopted digital libraries as a crucial academic resource, whereas other college libraries rely on print materials.

Table 6.2 Library facilities

No.	Facilities Offered	SATI	JEC	REC	UITS	IGEC	NWG	UEC	SGSITS	UITJ
1	Sufficient collection in each subject area.	✓	✓	✓	✓	✓	✓	✓	✓	✓
2	Resources available in regional/ Hindi languages.	✓	✗	✗	✓	✗	✓	✗	✓	✓
3	Availability of internet for accessing e- material.	✓	✓	✓	✓	✓	✓	✓	✓	✓
4	Provision of remote access.	✓	✗	✗	✓	✗	✓	✗	✓	✓
5	Maintaining Institutional Repositories	✓	✗	✗	✗	✗	✗	✓	✓	✗
6	Well maintained and updated library website/page	✓	✗	✗	✗	✓	✗	✓	✓	✓

Table 6.2 shows that subject coverage of all the libraries is adequate across the subject areas. However, resource availability in the regional/Hindi language remains inconsistent. While SATI, UITS, NWG, SGSITS and UITJ (05) provide such resources, others, such as JEC, REC, IGEC and UEC (04), lack this provision, potentially limiting accessibility for certain user groups. Internet access for e-materials is widely available across institutions, yet remote access services are restricted to a few libraries (03), namely SATI, NWG and SGSITS; also, UITS and UITJ, being constituent parts, get access to all RGPV online resources. Similarly, the maintenance of institutional repositories is uneven and supported only by SATI, UEC and SGSITS (03). A well-maintained and regularly updated website or webpage is limited to SATI, IGEC, UEC and SGSITS (04) libraries.

Resources and Services in Libraries of Government Engineering Colleges of Madhya Pradesh: An Analytical Study

Table 6.3 Library Services

S. No	Service Offered	SATI	JEC	REC	UITS	IGEC	NWG	UEC	SGSITS	UITJ
1	Circulation service	✓	✓	✓	✓	✓	✓	✓	✓	✓
2	Reprographic service	✓	✗	✗	✗	✗	✓	✓	✓	✗
3	Translation service	✗	✗	✗	✗	✗	✗	✗	✗	✗
4	Indexing/abstracting service	✗	✗	✗	✗	✗	✗	✗	✓	✗
5	Current Awareness Service (CAS)	✓	✗	✗	✗	✗	✓	✓	✓	✗
6	Inter-library loan	✓	✗	✗	✗	✗	✓	✗	✓	✓
7	OPAC/ web OPAC	✓	✗	✗	✗	✗	✓	✓	✓	✗
8	Selective Dissemination of Information (SDI)	✗	✗	✗	✗	✗	✗	✗	✗	✗
9	Bibliographic service	✗	✗	✗	✗	✓	✓	✗	✗	✗
10	Reference service	✓	✗	✗	✗	✓	✓	✓	✓	✓
11	Email alert/ message alert service	✓	✗	✗	✗	✗	✓	✓	✓	✗
12	Electronic document delivery service	✓	✗	✗	✗	✗	✗	✗	✓	✗
13	Library orientation to new users	✓	✓	✓	✓	✓	✓	✓	✓	✓
14	Any Other –Wi-Fi Book Bank	✓	✓	✓	✓	✓	✓	✓	✓	✗

Table 6.3 indicates that, in the analysis of library services, circulation services are universally available across all institutional libraries and form the core of library operations. However, the provision of user-supportive services varies considerably. SATI, NWG, UEC, and SGSITS (04) provide reprographic services, while the remaining examined college libraries lack translation and selective information distribution. With its sophisticated service profile, only SGSITS (01) offers indexing and abstracting. SATI, NWG, SGSITS, and UITJ (04) provide current awareness services (CAS) and inter-library borrowing and UEC (01) exclusively offers CAS. Only SATI, NWG, UEC, and SGSITS (04) have OPAC/Web OPAC, while the other college libraries are following behind. Most libraries, except JEC, REC, and UITS (03) provide reference and bibliographic services. SATI, NWG, UEC, and SGSITS (04) libraries provide email notifications and electronic document delivery. All chosen libraries (08) except

JEC provide basic but essential services, including library orientation for new users. In addition to services, all libraries (09) mentioned Wi-Fi.

Overall, SGSITS and SATI lead in offering a wide range of basic and advanced services, while most college libraries offer only basic circulation and limited user-centric services, reflecting uneven service orientation across libraries.

The table shows the respondents' overall satisfaction. Responses are distributed across five categories, ranging from highly dissatisfied to highly satisfied. Overall, the results indicate that most students fall into the neutral and satisfied categories, suggesting that library resources, facilities and services are generally adequate but not consistently excellent.

Table 6.4 User Satisfaction

College Library	Highly Dissatisfied (1)	Dissatisfied (2)	Neutral (3)	Satisfied (4)	Highly Satisfied (5)
SATI (n=72)	Nil	01 (1.38%)	26 (36.11%)	36 (50%)	09 (12.5%)
JEC (n=74)	03 (4.05%)	12 (16.21%)	35 (47.29%)	24 (32.43%)	Nil
REC (n=71)	12 (16.90%)	14 (19.71%)	26 (36.61%)	18 (25.35%)	01 (1.40%)
UITS (n=47)	02 (4.25%)	10 (21.27%)	25 (53.19%)	07 (14.89%)	03 (6.38%)
IGEC (n=66)	03 (4.54%)	09 (13.63%)	32 (48.48%)	18 (27.27%)	04 (6.06%)
NWG (n=32)	02 (6.25%)	03 (9.37%)	18 (56.25%)	08 (25%)	01 (3.12%)
UEC (n=71)	01 (1.40%)	07 (9.85%)	34 (47.88%)	24 (33.80%)	05 (7.04%)
SGSITS (n=70)	02 (2.85%)	08 (11.42%)	21 (30%)	31 (44.28)	08 (11.42%)
UITJ (n=47)	02 (4.25%)	10 (21.27%)	25 (53.19%)	07 (14.89%)	03 (6.38%)
Total	27 (4.90%)	74 (13%)	242 (44%)	173 (31.45%)	34 (6.18%)

Resources and Services in Libraries of Government Engineering Colleges of Madhya Pradesh: An Analytical Study

Table 6.4 shows that most responses fall in the neutral (44%) and satisfied (31.45%) categories, indicating that libraries generally meet expectations but are not viewed as outstanding. Only 6.18% of students reported being highly satisfied, while 17.9% expressed dissatisfaction (including highly dissatisfied).

SATI, SGSITS, and UEC recorded relatively higher satisfaction levels, with a larger proportion of students reporting satisfaction and very few expressing dissatisfaction. In contrast, REC showed comparatively higher dissatisfaction, suggesting possible shortcomings in its library services. Colleges such as JEC, IGEC, UITS, NWG, and UITJ received mostly neutral responses, indicating average performance.

Overall, the findings suggest that college libraries are functioning adequately, but improvements in resources and facilities could help increase student satisfaction.

DISCUSSION AND SUGGESTIONS

The comparative investigation of nine college libraries reveals a significant difference between resource availability and user satisfaction level. SGSITS is highly compliant with the prescribed norms and provides a comprehensive array of resources, facilities, and services in accordance with AICTE and NBA norms. But user satisfaction is moderate, with only 55.7% expressing satisfaction, while a significant portion remains neutral (30%) or dissatisfied (14.27%). However, SATI had comparatively fewer resources but had the highest satisfaction level (62.5%) and the lowest dissatisfaction rate (1.38%). This suggests that factors other than the availability of resources, such as quality of service, accessibility or user engagement, play a role in influencing user perceptions. One possible reason for this apparent contradiction is that users at SGSITS may have relatively high expectations given the institution's stronger infrastructure and service profile. Therefore, their assessment standards are high, and they are more critical of the services offered. UEC is ranked third in service supply and satisfaction. However, the neutral response (47.88%) dominated, indicating that users are not convinced of the efficacy of the services provided. Likewise, REC shows an alarming trend, with an equal amount of users reporting neutrality and discontent (36.61% each) and a minority reporting satisfaction (26.75%). Overall, the data show that most libraries comply with regulatory norms, a significant minority of library users (44%) are indifferent, and satisfaction levels (37.63%) do not align with the scope of services provided. The discrepancy between the availability of institutional resources and user expectations indicates a significant gap and highlights the need for libraries to move beyond compliance-based approaches and adopt more user-centric strategies to enhance service effectiveness and user experience.

It became important for libraries to move from compliance-driven to user-centric. This can be achieved by regularly conducting user feedback surveys and incorporating the suggestions into the system. Also, to align with the user's expectation, it is important to communicate to the users regarding existing resources, facilities and services. This can be done by providing orientation sessions, offering website tutorials, and using help desks. Workshops and literacy programs can also be conducted to promote the use of digital resources. Libraries should also focus on ease of access to library offerings and on improving communication with users. If users feel welcomed and their queries are solved, user satisfaction rises. This can be done by employing skilful staff with good behaviour and not just by the availability of degrees. Soft skills play an important role in service offering organisations. Staff can be trained accordingly and proper training programs should be available to help them build their skills and stay equipped to meet ongoing user demands.

CONCLUSION

Resources and services are the strength of any library. It is important for them to have rich resources in both print and digital formats and also in regional language; and to provide a range of services to equip users with information. AICTE and NBA norms also set basic criteria that organisations must meet. But meeting compliance alone is not sufficient; the user's needs should also be brought into the lens. Libraries should strengthen their resources and services, but that is not enough, they should also align these resources and services with users' requirements to meet users' expectations and make users aware of existing services.

REFERENCES

- [1] Gurumurthy, K. & Padmamma, S. (2022). Role of information resources and services in academic library. *Indian Journal of Library & Information Technology*, 12 (1), 24-28.
- [2] Jayaraj, P. & kannappanavar, U.B. (2023). A selective review on use of information resources and services in academic libraries. *Library Philosophy and Practice (e-journal)*. 7720.
<https://digitalcommons.unl.edu/libphilprac/7720>
- [3] Jadon, J. & Sharma, H. (2025). Management of digital resources in government college libraries of Madhya Pradesh: A study. *International Journal of Advanced Academic Studies*, 7 (1), 97-102.
<https://doi.org/10.33545/27068919.2025.v7.i1b.1338>
- [4] Baffour, E., Liu, J. & Kwakye, O. (2021) Evaluation of User Satisfaction with Academic Libraries Services Based on Students' Perspectives. *Open Access Library Journal*, 8, 1-17. doi: 10.4236/oalib.1107783
- [5] Vaidya, P., Malik, B.A. & Ali, P.M.N. (2021). Unveiling the research pattern and trends in library service quality studies: A meta narrative review. *Journal of Librarianship and Information Science*, 1-18.
- [6] Sajna, K.P. & Haneefa, K. (2016). Measuring the service quality of libraries. *Library and Information Service for AI*. 397-404.
- [7] Chukwueke, C. & Onuoha, J. (2019). Emergent trends in library services delivery: The application of information and communication technologies in academic libraries. *Library Philosophy and Practice (e-journal)*. 2602.
<https://digitalcommons.unl.edu/libphilprac/2602>
- [8] Amarasekara, K.M. R. K. & Marasinghe, M. M. I. K. (2020). User satisfaction on library resources and services: Survey conducted in main library of the Open University of Sri Lanka. *Journal of the University Librarians Association of Sri Lanka*, 23(2), 27-46. DOI: <http://doi.org/10.4038/jula.v23i2.8007>
- [9] Mary, A.I. (2019). User satisfaction of resources and services in govt./govt. aided college libraries: A analytical study. *Journal of Advances in Library and Information Science*, 8 (4), 150-156.
- [10] Owiti, J.O., Kamau, G. & Mwai, N. (2026). Towards quality remote library resources and services in Kenyan University libraries. *Journal of Scholarly Communication*, 1. DOI: <https://doi.org/10.62160/JSC26>.