

UTILIZATION OF INFORMATION SOURCES AND SERVICES BY AIDED COLLEGE LIBRARY: A STUDY

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Abstract: Successful library services mostly depend on how satisfied their patrons are with the pertinent library collection, user-centric library services, and the supporting attitude of the library staff. The survey methodology used in this study is based on a questionnaire. The goal of this study is to ascertain how well-informed and how frequently students at aided colleges make use of library resources and services. To gather the essential information about the library's resources and services, a well-structured questionnaire was given to the students of the aided colleges. According to the report, the majority of students use libraries to consult their course materials since they are aware of their services and resources. The majority of pupils request the librarians' assistance while searching for a document. The present study consist only resources and services of libraries and the geographical area restricted to the selected aided colleges of Ferozepur. There are a number of studies on the utilization of library resources and services, but this is the original study done on aided colleges of Ferozepur. As such, it should pave the way for using the library resources and making them aware of the services in aided colleges. At the end, the study furnished some recommendations to improve library usage frequency and the satisfaction level of the users.

Keywords: Library, Sources, Services, use, information

Introduction :

A college is regarded as an institution of higher learning after school, leading to bachelors' degree. A college library is an integral part of a college. It plays an important role in the educational process. The college library is always linked with the objectives of college as a whole. A college library has been regarded as the heart of the institution which circulates the lifeblood to the whole college by disseminating knowledge to the students, faculty members and the administrative staff. The readers of a college library are faculty members/teachers, students and administrative staff. The services provided by college library may be leading service; instruction in the use of the library; Assistance in the location of documents or use of library categories or understanding of reference books etc.

Today library is the powerhouse of knowledge where information is stored, generated and transferred to fulfil the users' need. For the optimum use of this library, its users should also have knowledge to access its resources to their full benefit, making every search effective. But still the information searching strategies show that the user's searching

behaviour is subject specific and the users mostly pick what they perceive as important work in an assigned topic and use it to search for the needed information. Information sources are available in various forms such as journal articles, research paper, books, magazines, film and audio/video recording plus the data stored in computer as well as in compact disks. As a growth in literature its volume, variety and complexity has put severe constraints on the users' search for their needed information.

The present era is an era of information. Good learning is based upon adequate information. Libraries provide information through their resources and services. Hence Libraries, particularly academic libraries are playing vital role in shaping the future generation of students by providing required information to them. Library sources and services are important aspects in any kind of library. Libraries are providing information from their sources of information. Traditionally speaking, library sources include books, periodicals, and newspapers. However, the number and forms of sources are continuously increasing. Even unpublished sources are becoming increasingly important in all types of libraries.

The user community is also unaware of these sources and services provided by the libraries. It may be due to the non-availability of required materials, lack of latest editions of prescribed text books, insufficient copies of prescribed textbooks, lack of assistance in getting information, insufficient ICT facilities, lack of physical facilities, inadequate manpower etc. These make the students unhappy in using the library resources and services. Hence, there is a need to examine the awareness of library resources and services in the aided college library and to examine the available sources and services.

About the college and its library:

R.S.D. College, Ferozepur City (Punjab) is a premiere Post graduate co-educational institute- boasts of a grand history and excellent traditions. The college, one of the oldest educational institutions in the state, was started in 1921 by Late Rai Sahib LalaGowardhaDass to perpetuate the memory of Late L.RamSukh Das, a great philanthropist of this area. The college is governed by Ram Sukh Das College Trust & Management Society. The College is registered with UGC for 12B and 2F schemes. Ram Sukh Das College is one of the oldest institutions of Punjab for higher education. This institution, which had a very humble beginning as an Intermediate College in Arts subjects with 15 students in 1921, has developed in the course of time to a Post Graduate Degree College having more than Two Thousand students on its rolls and imparting instructions up to B.A./ B.Sc. standard in Medical, Non-Medical, Arts, Commerce subjects, M.Sc.(IT), PGDCA and BCA.



The College Library has more than 50000 valuable books of different subjects and disciplines including rare books. The College has presently subscribed almost 20 newspapers, 43 Journals and nearly 22 periodicals. Spacious reading hall with congenial atmosphere and very helpful staff make the students fall in love with it at the first sight.

Literature Review

Siddique (2002) under name “Use of Library Collection in the Jawaharlal Nehru University Library, New Delhi”. Purpose was to study the use of library collection of JNU library. User group was divided into five categories i. e. staff members, researchers, postgraduate students, graduate students, and others. Study concealed that majority of the users were regular visitors to the library. Most of them visited library to consult course material, research material and to borrow books. Majority of the users were aware about the services provided by the library.

Lohar (M S) and KumbarMallinath(2005)conducted a study to evaluate the use of Aided and Unaided First Grade College Libraries in Shimoga District (Karnataka), a survey of 250 faculty members was conducted from both categories of colleges through questionnaires. The analysis of the collected data covers the use of library resources and services, classification &cataloguing, and physical facilities available in the libraries. It concludes that, the chief intention for the use of libraries has been the academic interest of the users.

MasoomRaza and others(2011)carried out a study on “Utilization of Library Resources and Services in the Select Management Institutes: A Study”. The purpose of this study is to find out the level of awareness and use of library resources and services by the students of the select management institutes of Aligarh.

OBJECTIVES OF THE STUDY

- To evaluate the frequency of library visit.
- To explore the purpose for visiting the library.
- To assess the usefulness and satisfaction of students regarding information sources and services.
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Scope and methodology :

A well-structured questionnaire was prepared and distributed among the students who visit the library. Filled questionnaires were collected. The survey covered the aided college namely RSD College, Ferozepur (Punjab).The study focused the undergraduate and post

graduate students. Finally responses from users were analysed. Total 100 questionnaire were distributed out of them 93 were retrieved back.

Data Analysis :

The data collected from the users has analysed, interpreted and presented in the following tables.

Table 1 : Distribution of Respondents According To Their Departments

Sr.No	Department	Number of Respondent	Percentage
1	Science	34	36.55
2	Commerce	11	11.82
3	Arts	30	32.25
4	Computer	5	5.38
5	Education	13	13.98
	Total	93	100

The above table 1 shows the department wise distribution of respondents. It is shown that highest no. of 36.55% respondents are from science department, whereas 32.25% respondents are from arts department, approximately 11.82% respondents are from commerce department. The least no. of respondent are from computer department i.e. 5.38%.

Table 1.2 Table 1.1 : Distribution of Respondents According To Their Category

Sr.No.	Status	No.of Respondent	Percentage
1	UG	68	73.11
2	PG	25	26.88
	Total	93	100

The above table 1.1 shows the category wise distribution of respondents. It can be seen from the table that 73.11% respondents are under graduate students whereas 26.88% respondents are post graduate students. The under graduate students are more in this sample.

Gender-Wise Distribution of Students :

Sr.NO	Gender	Number	Percentage
1	Male	58	62.36
2	Female	35	37.63
	Total	93	100

Table 1.2 shows the gender wise distribution of respondents. It can be seen from the table that 62.36% respondents are male students whereas 37.63% respondents are female students. The male population is more in this sample.

Table 2 : Distribution of Respondents According To Their Frequency of Library Visit

Frequency	Number	Percentage
Daily	34	36.55
Twice	23	24.73
Once in a week	14	15.05
Once in 15 days	1	1.08
Once in Month	2	2.15
Rarely	19	20.43
Total	93	100

Table 1 depicts that 40(80.0%) of the respondents from ABIMS visit the library daily, followed by 06(12.0%) visit library three times a week. Most of the respondents from SSITM, 22(44.0%) visit once in a week and 16(32.0%) three times a week. It is clear that 36(72.07%) of the respondents from IBMMU visit the library daily, followed by 8(16.0%) students that visit thrice in a week. It is evident from the table that among 150 respondents 84(56.0%) visit the library daily. 30(20.0%) make their visit three times in a week and 28(18.7%) visit library once in a week.

Table 2 depicts that 34(36.55%) of the respondents visit the library daily, followed by 23(24.73%) who visit library twice a week. It is clear that only 1 of the respondents visit the library once in 15 days. It is evident from the table that among 93 respondents only 19 (20.43%) respondents make their visit rarely in the library.

Table 3 : Distribution of Respondents According to their Time Spent per day In the Library

Sr.No	Time Spent	Number	Percentage
1	Up to one hour	10	10.75
2	1-2 hours	8	8.60
3	2-4 hours	3	3.22
4	Only in free Lectures	72	77.42
	Total	93	100

It is clear from the above table no.3 that most of the respondents (77.42%) spent their free lectures in library for reading. Wherever very few respondents (3.22%) spent 2-4 hours per day in the library for reading information sources.

Table 4 : Distribution of Respondents According to the Time when They Use the Library Most

S.No.	Time	No.of respondent	Percentage
1	In the Beginning of session	15	16.13
2	During Mid-session	27	29.03
3	During exam time only	8	8.60
4	Throughout the session	43	46.24
	Total	93	100

Table 4 depicts that most of the students i.e. 46.24% use the library throughout the session, only few students 8.60% use the library during the exam time only. More than quarter (29.03%) use library only during mid-session.

Table 5 : Main Purpose to Visit the Library

Sr.No.	Purpose to visit	No.of Respondent	Percentage
1	For Circulation	5	4.13
2	To prepare Notes/assignment	31	25.62
3	For exam preparation	29	23.97
4	To read personal books/notes	35	28.92
5	For reference materials	21	17.35
	Total	121	100

Note: Figures in above table indicates percentage and because of multiple choice options the percentage has exceeded to more than 100%.

Table-5 depicts that 5 (4.13%) of the respondents visit the library for circulation of books, followed by 31 (25.62%) of respondents to prepare notes, 29 (23.97%) for exam preparation, whereas 35 (28.92%) to read personal notes/books, and 21 (17.35%) for reference materials only.

Table 6 : Distribution of Respondent According Which Resources Use the Most

Sr.No	Resources	No.of Respondent	Percentage
1	General books	37	24.83
2	Text books	41	27.53
3	Journals/magazines	14	9.39
4	Newspapers	48	32.21
5	Back volumes of journals	4	2.68
6	Reference sources	5	3.35
	Total	149	100

Note: Figures in the above table indicate percentage and because of multiple choice options the percentage has exceeded to more than 100%. According to the above table 6 the maximum respondents i.e. 32.21% use newspapers most of the times. On the other hand 27.53% users use text books most of the times. Only 3.35% respondents' use reference sources. Nearly quarter of the respondents (24.83%) visit library for general books.

Table 7

Sr.No	Search Library materials by	No. of Respondent	Percentage
1	Self-search on Library Shelves	51	54.83
2	Through Catalogue	7	7.52
3	With the help of Library Staff	35	37.63
	Total	93	100

Table 7 indicates that maximum users search shelves themselves for any book i.e. 54.83%. Among 93 respondents 37.63% seek assistance of library staff in searching the library materials and only 7.52% consult the library catalogue for searching any material in the library.

Table 8 : Arrangement of Books on Shelves

Sr.No.	Arrangement	No of Respondent	Percentage
1	Helpful	63	67.74
2	Very Helpful	23	24.73
3	Not Helpful	7	7.53
	Total	93	100

Above Table 8 depicts the arrangements of books on shelves. According to 67.74 % respondents' arrangements of books on shelves are helpful, only a few respondents commented about the arrangements of books on shelves as being not helpful.

Table 9 : Find Library Materials that they are looking for

Sr.No	Find material	No. of Respondents	Percentage
1	Always	18	19.35
2	Most of the times	36	38.71
3	Sometimes	34	36.56
4	Never	5	5.37
	Total	93	100

According to Above table 9 , highest no. of user 38.71% find library material that they are looking for, most of the times, whereas 36.56% user find their materials sometimes. Only few users never find their materials that they are looking for.

Table 10 : Collection of Library (Sufficiently Current)

Sr.No	Collection	No. of Respondents	Percentage
1	Currently Up To Date	39	41.93
2	Not Up To Date	16	17.20
3	Can't Say	38	40.86
	Total	93	100

According to Table 10, 41.93% respondents' collection of library is currently up to date, and at the same time 40.86% respondents did not comment about library collection.

Table 11 : How to Know About the Latest Collection of Library

Sr.No	Know About Collection	No. of Respondents	Percentage
1	From New Arrivals	11	9.40
2	Through Library Staff	31	26.49
3	Through Teacher	29	24.79

4	Through Display Board	8	6.83
5	Through Friends	38	32.48
	Total	117	100

Table 11 shows that Highest 32.48% respondents know about the latest collection through their friends, 9.40% from new arrival section, very less 6.83% from Display Board, 24.79% from their teachers, and 26.49% from the library staff.

Table 12 : Which Author's Books Used Mostly

Sr.No	Author	No. of Respondent	Percentage
1	Indian Author	70	75.27
2	Foreign Author	23	24.73
	Total	93	100

The above table 12 indicates that the total respondents were 93, out of which 70 respondents are mostly used Indian authors books and 23 respondents are used foreign authors books. This table indicates that the users mostly used the books by Indian Authors and their percentage is 75.27%.

Table 13 : Which Publisher's Books Used Mostly

Sr.No	Publisher	No. of Respondent	Percentage
1	Indian Publisher	56	60.21
2	Foreign Publisher	15	16.13
3	Never Noticed	22	23.65
	Total	93	100

The above table 13 shows that the total respondents are 93, out of which 56 respondents are use Indian publishers books, and 15 respondents are used foreign publishers books. It is shocking that 22 students never noticed the publisher when they read or borrow the book from library. This table indicates that the users mostly used Indian Publishers' books.

Table 14 : Which Medium of Books is used the Most?

Sr.No	Medium	No. of Respondents	Percentage
1	English	63	67.74
2	Hindi	7	7.52
3	Punjabi	23	24.73
	Total	93	100

The above table 14 indicates that the total respondents were 93. Out of which 63 respondents used books of English medium, only 7 respondents used books of Hindi medium and 23 respondents used Punjabi medium. This table shows that the English medium books were highly used by students and its percentage was 67.74%

Table 15 : Books on an Average Borrowed from Library during a Month

Sr.No	No. of Books	No. of Respondents	Percentage
1	1-2 books	81	87.09
2	3-4 books	8	8.60
3	More than 4	4	4.30
	Total	93	100

In the above table 15 it is found that almost 87.09% respondents borrowed 1-2 books on average from library during one month period. Only 4.30% students got issued more than 4 books from library during one month period.

Table 16 : Is Library Staff Co-Operative and Helpful?

Sr.No	Library Staff	No. of Respondents	Percentage
1	Yes	63	67.74
2	No	-	-
3	Always Helpful	21	22.58
4	Sometimes	9	9.68
	Total	93	100

In the above table 16 more than 67 % of respondents are satisfied with the co-operation and helpful nature of library staff, 22.58 % respondents said library staff is always helpful, but according to 9.68% respondents, library staff is sometimes co-operative and helpful. It is clearly shown in this table no respondent commented in negative about the library staff's co-operation and their helpful nature.

Table 17 : Satisfaction with General Facilities of Library

Sr.No	Facilities	No. of Respondents	Percentage
1	Library Environment	53	23.87
2	Reading Space	56	25.23
3	Cleanliness	56	25.23
4	Lighting	37	16.66
6	Cooling	11	4.95
	Total	222	100

Table No. 17 shows the respondents' opinion about general facilities of the library. Majority of 25.23% respondents are satisfied with the library reading room as well as its cleanliness facility. And 23.87% of respondents are very much satisfied with the Library environment. 16.66% of respondents are fully satisfied with Lighting of library; only 4.05% of respondents are satisfied with drinking water.

Conclusion:

The present study observed that majority of the students visited the library daily for reading books and mostly spent time in library during their free lecture. Most of the users use

English medium books for reading. It is also found that user mostly use Indian publishers' books. Highly students borrow 1-2 books from library during one month. It is shocking that mostly respondents know about the library collection from their friends and teacher. Maximum no. of user goes to library for reading newspaper and general books. Respondents are satisfied with the library reading room as well as its cleanliness. It can be concluded that students of aided college library needs proper orientation in the use of Library resources.

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