
Availability and Usage of Library Resources & Services by the PG Students of the J.E.S. College: A Study

Heena A.Bavaskar

Research Scholar,
Dept. of Library & Information Science,
Dr. Babasaheb Ambedkar Marathwada University,
Aurangabad. Email ID- heenays18@gmail.com

Jyoti P. Kasure

Research Scholar,
Dept. of Library & Information Science,
Dr. Babasaheb Ambedkar Marathwada University,
Aurangabad.

Manisha Sutar

Librarian & Research Guide,
R.G.Bagdia Arts, S.B. Lakhotia Commerce and R.
Bezonji Science College, Jalna,
Dr. Babasaheb Ambedkar Marathwada University,
Aurangabad.

Abstract

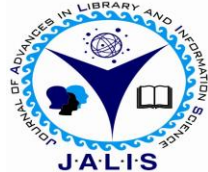
The study's Main purpose is to find out the utilization of library Resources & Services by the PG Students of JES College Campus, Jalna. The questionnaire-based survey conducted at the library. 180 questionnaire samples are distributed randomly between the PG students of JES College Campus, Jalna, of which 164 completed and valid questionnaires are received from respondents. The paper discusses various aspects i.e. the specific purpose of library visit by the users, Most Utilized Library Information Resources by the users, Satisfaction with Library Resources & Services, Problems faced while Using Library Resources & Services.

Keywords

Library Resources; User Satisfaction; JES College.

Electronic access

The journal is available at www.jalis.in
DOI: 10.5281/zenodo.8119548



Journal of Advances in Library and Information Science
ISSN: 2277-2219 Vol. 12. No.2. 2023. pp.98-104

Introduction

The library is a knowledge repository; Library has collects a range of information sources in the form of print, non-print, and electronic formats and disseminates information in them through different library services. The user's demands, preferences, and degree of satisfaction with library services all have major implications for library and information systems. The goal of every Library Centers is to provide information to its users. The importance of the library is not only decided by the strength of its library collection but also by the service provides to the users as per their demands. PG and UG students perform coursework, seminars, and dissertations at academic libraries. Staff members must undertake frequent evaluations and give feedback on their experiences with the library's sources and services. College libraries play a critical role in the development of students' capacity in higher education, and they must provide satisfactory library resources and services to support educational and research capabilities.

Brief History of the JES College Library

JES Library was established in 1984, College Library has tried its level best to provide necessary material to all the components of the College and looked after the quantitative and qualitative growth of Library facilities. JES Library connected to other College Libraries under the inter Library Loan facilities, e-Library facilities with INFLIBNET, N-List and Dr. Babasaheb Ambedkar Marathwada University Library consortia. The Library is computerized with Bar-Coding of Books circulation and Library Membership Cards. The Library has purchased SOUL 2.0 Software, which is specially designed for College and University Libraries by the INFLIBNET, Ahmadabad. The JES College library has 85,000+ Books, more than 1, 34, 72,570 E-books and 70 print and 52,353+ Periodicals / Journals, and many other informative reading materials.

Objectives of Study

The main objective of this study is to investigate the Use of Library Resources & Services by the PG Students of JES College, Jalna.

1. To find out the purpose of library visit by the users.
2. To find out the Purpose of Using Library Resources by the users.

3. To find out the Most Utilized Library Resources by the users.
4. To know the satisfaction level towards usage of library Resources and services.
5. To find out the Problems faced while Using Library.

Scope & Limitation of the study

The present study covers only PG students of JES College Library. The study's main aim was the purpose & frequency of library Visit, utilization of Library Services and problems faced by while using Library etc. A sample of 180 users covered various disciplines such as Arts, Science & Commerce.

Methodology

This study of the research used questionnaire-based survey method. A detailed and well structured questionnaire was designed and distributed to PG students in JES College. A questionnaire was designed to gather primary data which was distributed among 180 users of JES College Library during academic year 2022-2023. A total of 164 out of 180 respondents completed and returned the questionnaires. The data collected through the questionnaires was entered in MS Excel 2007 application. MS Excel 2007 calculated the total and percentages needed for various tables. Needed tables were prepared using MS Word 2007 application.

Review of Related Literature

Dolly Kumari (Et. All.) (2014) pointed out the User of TRKM (62.35%) and WC (51.11%) are satisfied with the overall functioning of library. They discussed that advancement in technology awareness and utilization of library services by the users of Women's College and Tika Ram Kanya Mahavidyalaya library, The their study more than half of library users of both the colleges are satisfied with library's physical facilities i.e. library location, opening hours, library environment, space for study, furniture and collection of books and highest percentage of respondents from TRKM and WC are satisfied with the overall functioning of library. Fasa Rachael Aladeniyi (Cln), Temitope Samuel Owokole (2018) study on the utilization of library information resources by u students and found that Majority of the user use the library information resources use the library information resources, occasionally. While textbooks were found to be users' most frequently used library materials. In a study conducted by Fehintola Nike Onifade, Susan Udoaku Ogbuiyi and Saturday U. Omeluzor (2013) among the PG Students

majority of them not used regularly basis. Students are preferred to use print to internet sources for their study. Their main purpose of visiting to the library for consult research materials and borrow s materials for home use, while their major problem is lack of time for using Library. Kamble A.R. and Surwade Y.P. (2015) describe the usage of library resources & Users Satisfaction by the Users of Veer Wajekar College, and found that most respondents visited the library for borrow books. 36% respondents say that that Services & facilities provided by Library are very good. NCH Varadaraju (2018) The Study suggested that college libraries should take initiative to counter problems expressed by users to provide effective and efficient library and information services to the clientele and it would help faculty and students. In their study, Patil, H.J. & Surwade, Y. P. (2019) explain that about Newspaper reading habit among the UG Students of K.N.P. Vety College. It is found that most students say they are reading newspapers to improve their reading habit. Surwade, Y. P. & Patil, H.J. (2019) examines the impact of Internet on the UG students of KNP college of Veterinary science. The Study presented by various aspects of internet use, such as frequency of Internet use, place of access, purposes for Internet access, motivating factors to access Internet and most preferred search engines. The questionnaires were distributed among 70 UG students of KNP COVS, of which 56 respondents responded. The result shows that Students are satisfied with the internet services & they said while accessing Internet the quality of information is good and said Internet cannot replace the library services, also they are satisfied with the provided result of search engine. Students prefer to access the articles over the Internet but it is in PDF format only, & they faced slow internet connection problem while accessing the Internet. Patil H.J., Surwade Y.P., Patil (Dalve) D.T. (2020) the present study discusses about the impact of the Internet on the fashion designing students Also discusses about various aspects of Internet. Ramachandrappa, K. and Surwade, Y. P. (2020), investigated the user satisfaction on library resources and services of Sri Krishnadevaraya University in Ananthapuramu.

200 questionnaires were distributed out to users from the author, and 178 (89%) among them were returned. The Result of the study shows that 83% of the respondents to borrow books for purpose of visit to library followed by to refer books. 50.5% of the respondents were satisfied, and 15% were dissatisfied with all facilities and services. Surwade Y. P., Kapadi R. M. & Patil (Dalve) D.T. (2023) Explain about

utilization of Library Resources & Services by the PG Students of JSSP College, Goveli. They also discuss Purpose of Library Visit, Most Utilization of Library Resources & Satisfaction of Library Services, etc. Surwade Y. P., Naikar S., & Pithore S. (2023) explain the study about use of reading hall by Fashion Designing Students. Their study discussed the visiting purpose of reading hall, atmosphere of reading hall for study, satisfaction level & problems faced by users while using reading hall.

Analysis of Data and Findings of the study

Data collected through structured questionnaires were analyzed using the tabulated frequency count and percentage. The findings were presented with each table.

1. Gender Category of the Respondents

Table 1: Gender Category

| Sr. No. | Gender | Frequency | Percentage |
|---------|--------|-----------|------------|
| 1 | Male | 105 | 64.00% |
| 2 | Female | 59 | 36.00% |
| | Total | 164 | 100% |

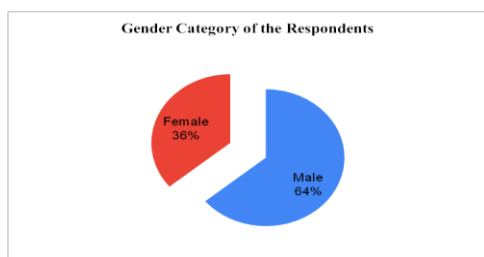


Fig.1 Gender Category of the respondents

The data analysis in Table 1 and Figure 1 shows that most of the respondents have participated in male 105(64.00%), followed by the female 59 (36.00%) respectively.

2. Age Group Category of the Respondents

Table 2: Age Group Category of the respondents

| Sr. No. | Age Group | Responses | Percentage |
|---------|-----------|------------|----------------|
| 1 | 15-20 | 31 | 19.00% |
| 2 | 20-25 | 73 | 44.00% |
| 3 | 25-30 | 55 | 34.00% |
| 4 | 30-35 | 5 | 3% |
| | | 164 | 100.00% |

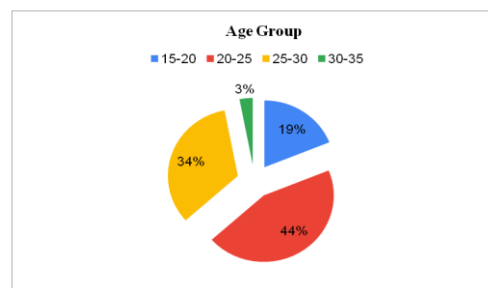


Fig.2 Age Group Category of the respondents

To get the Information about the age group of the respondents the question has been asked and collected information is in table no.2. Table No.2 & Figure No.2 shows that, Majority of respondents were between 20-25 years, 73 i.e. (44.00%) respondents between 15 -20 years, 31 i.e. (19.00%) respondents between 25-30 years, 55 i.e. (34.00) and respondents between 30-35 years, 05 i.e. (03.00%).

3. Frequency of Library visit

Table 3: Frequency of Library visit

| Sr. No. | Frequency of Library Visit | Responses | Percentage |
|---------|-----------------------------|-----------|------------|
| 1 | Daily | 35 | 21.03% |
| 2 | Three -Four times in a Week | 40 | 24.04% |
| 3 | Weekly | 18 | 11.00% |
| 4 | Every 15 Days | 17 | 10.04% |
| 5 | Occasionally | 54 | 32.09% |

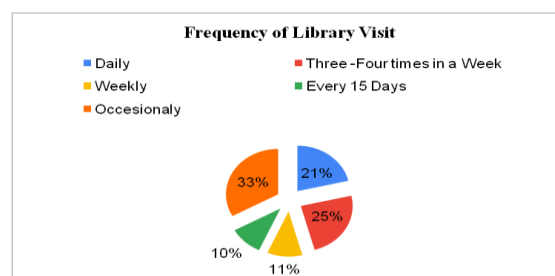


Fig.3 Frequency of Library visit

The frequency of Library visit by User indicates its value in the library. Table – 3 & Figure-03 indicates the frequency of Library Visit. The above data in (Table.3 & Figure 3) shows that 35 (21.05 %) respondents visit the library daily.40 (24.04%) two three times in a week. 18 (11.00 %) users visit the library weekly, 17 (10.04%) visit the library after 15 days. 54 (32.09%) respondents visiting library occasionally. It is found that majority visiting occasionally.

4. Purpose of Using Library Resources

Table 4: Purpose of Using Library Resources

| Sr. No. | Reason for using Library Resources | Responses | Percentage |
|---------|------------------------------------|-----------|------------|
| 1 | To Study | 134 | 81.07% |
| 2 | To Borrowing books | 37 | 22.06% |
| 3 | To read newspaper | 22 | 13.04% |
| 4 | To read Journals & Magazines | 14 | 8.05% |
| 5 | To access digital sources | 12 | 7.03% |
| 6 | To consult reference materials | 17 | 10.04% |

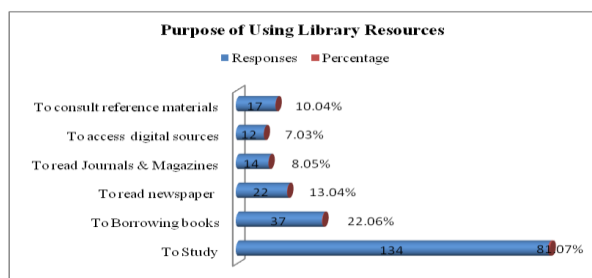


Fig.4 Purpose of Using Library Resources

Table – 4 & Figure - 4 show the shows that 134 (81.07%) respondents visiting library for study, 37(22.06%) respondents visiting library with the purpose to borrow books, followed by 22 (13.04%) reading Newspapers, 14 (08.05%) were reading Journals & Magazines. 12 (07.03%) were access Digital Library Sources, While 17(10.04%) visiting library to consult reference materials. The above analysis indicates majority users are visiting library for Study for their exams.

5. Most Utilized Library information Resources

Table 5: Most Utilized Library information Resources

| Sr. No. | Most Utilized Library information Resources | Responses | Percentage |
|---------|---|-----------|------------|
| 1 | Textbook | 118 | 72.00% |
| 2 | Reference Book | 44 | 26.08% |
| 3 | Journals/ Periodicals | 18 | 11.00% |
| 4 | Newspaper/ magazines | 28 | 17.01% |
| 5 | Thesis & Dissertations | 10 | 6.01% |
| 6 | NLIST | 7 | 4.03% |
| 7 | Online Databases | 25 | 15.02% |

(Multiple answers were permitted)

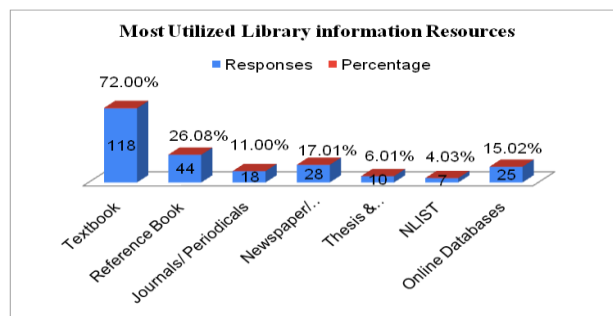


Fig..5 Most Utilized Library information Resources

The above table Table-5 & Figure-5 shows that 118 (72.00%) respondents mostly used text books. followed by 44(26.08%) using reference books, 18(11.03%) referring journals & Periodicals, 28 (17.01%) users are reading newspapers and magazines, 10 (06.01%) user referrers Thesis & Dissertations. 7(04.03%) users access NLIST While 25 (15.02%) using Online Databases and Digital sources. The analysis found that majority users mostly used Text books.

6. Service used by the Students

Table.6: Service used by the Students

| Sr. No. | Service used by the Students | Responses | Percentage |
|---------|------------------------------|-----------|------------|
| 1 | Circulation | 70 | 42.07% |
| 2 | OPAC | 10 | 6.01% |
| 3 | CAS | 13 | 7.09% |
| 4 | Xerox / Print services | 30 | 18.03% |
| 5 | Book Bank Facility | 71 | 43.03% |

(Multiple answers were permitted)

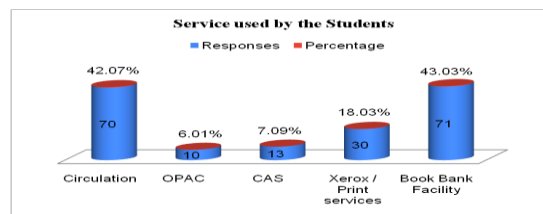


Fig.6 Service used by the Students

Table-6 & Figure-06 indicates the that 71(42.07%) using circulation service, 10(06.01%) users are using OPAC While CAS (getting current information about library) service is used by 17 (07.09%) , 30 (18.03%) users used Xerox and print facility service.,

52(43.03%) used Book Bank Facility. It is found that majority users using Book Bank Facility.

7. Satisfaction with Library Resources & Services

Table 7: Satisfaction with Library Resources & Services

| Sr. No. | Satisfaction with Library Resources | Responses | Percentage |
|---------|-------------------------------------|-----------|------------|
| 1 | Satisfied | 104 | 63.04% |
| 2 | Partially satisfied | 17 | 10.04% |
| 3 | Highly satisfied | 19 | 11.06% |
| 4 | Not satisfied | 24 | 14.06% |

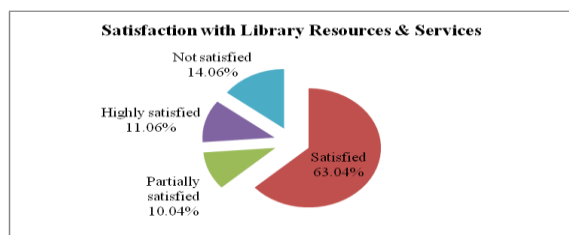


Fig.7 Satisfaction with Library Resources & Services

Table No 07 & figure No.07 shows the satisfaction level of Library Resources & Services available in the library. 104 (63.07%) respondents were satisfied with Library Resources & Services available, followed by 17 (10.04%) partially satisfied. 19 (11.06%) respondents were highly satisfied with the Library Resources & Services available in the Library. On the other hand 24 (14.06%) respondents were not satisfied with Library Resources & Services. It found that majority users were satisfied with the Library Resources & services.

8. Problems faced while Using Library

Table 8: Problems faced while Using Library

| Sr. No. | Problems faced while Using Library | Responses | Percentage |
|---------|---|-----------|------------|
| 1 | Lack of required text, books/ reference information | 70 | 42.07% |
| 2 | Lack of awareness about library materials/services | 46 | 28.00% |
| 3 | Restricted library hours | 44 | 26.08% |
| 4 | Lack of support from library staff | 23 | 14.00% |
| 5 | Lack of space, furniture, terminals | 34 | 20.07% |

(Multiple answers were permitted)

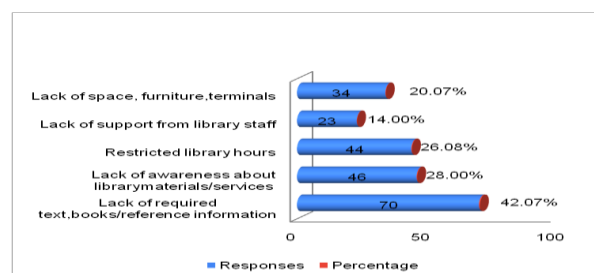


Fig.8 Problems faced while Using Library

Table No.08 and Figure No. 8 show respondents facing problems while using the library. 70 (42.07%) said there is a Lack of required text, books/reference information while using the library, and 23 (14.00%) said Lack of Support for the Library staff. 44 (26.08%) respondents said restricted library hours for using Library. 46 (28.00%) respondents said that Lack of support from library staff for using Library Services. 34 (20.07%) respondents said Lack of space, furniture, terminals for using Library. Lacks of space, furniture, terminals for using Library are the major problems faced by user while using Library.

Summary of findings

The major findings of the study conducted among the users of libraries under study are given below:

1. Out of 164 respondents, 105 (64%) are male and 59 (36%) are female using library facilities.
2. It is observed that 54 (32.09%) of the respondents are using Library occasionally, which is the highest one, and 17 (10.04%) are using Library Every 15 days.
3. 134 (81.07%) respondents visiting library with the purpose for study for their exams, followed by 37 (22.06%) borrowing books, 22 (13.04%) to read newspaper, However 14 (08.05%) to read Journals & Magazines, 12 (07.03%) users coming to library for accessing Digital sources and 17 (10.04) to consult library for reference materials.
4. The finding revealed that 118 (72.00%) respondents using Textbook followed by 44 (26.08%) using reference books, 18 (11.00%) referring Journals/ Periodicals, 28 (17.01%) users reading newspapers and magazines, 10 (06.1%) referring Thesis & Dissertations, 07 (04.03%) using NLIST, While 25 (15.02%), respondents using online Database.

5. The findings also revealed that the 70 (42.07%) respondents using Library Circulation Service, 10 (6.01%) using OPAC Service, 13 (7.09%) using CAS, 30 (18.03%) using Xerox / Print services and majority of Students using 71(43.03%) Book Bank Facility of Library.
6. Majority of respondents 104(63.04%) are satisfied with the library Resources & Services, 17(10.04%) were partially satisfied while 19(11.06%) are highly satisfied and 24 (14.06%) were not satisfied with library Resources & Services of the library.
7. 70(42.07%) respondents said that Lack of required textbooks/reference information is a problem while using library, 46(28.00) Lack of awareness about library materials/services, 44(26.08%) restricted library hours for using Library, 23(14.00%) Lack of support from library staff while using library, 34 (20.07%) Lack of space, furniture, terminals of Library.

Conclusion

The present study reveals that users occasionally use the library for their study. The Main purpose of visiting the library to study for exams, borrow books by using library resources and services. The most users preferred to use textbook as a most Utilized Library Resources and the Majority of users using Book Bank Facility for their study. While there are major challenges faced by user i.e. Lack of required text, books/reference information available in Library, lack of support of library staff & restricted library hours. It is recommended that the libraries regularly organize orientation for users to use OPAC; Students should be encouraged to access the digital resources & NLIST. Library staff should help library users access Library resources & services. The author suggests that Library Team should take initiative to solve problem of users to provide effective library and information services.

References

- 1) Dolly Kumari & Shamama Firdaus (2014). Awareness and Utilization of Library Services among Users of Select Women's College Libraries in Aligarh: a Comparative Study, *International Research: Journal of Library & Information Science*, 4(2), 214-231. <https://irjlis.com/awareness-utilization-library-services/>
- 2) Fasa Rachael Aladeniyi (Cln), Temitope Samuel Owokole (2018)Utilization of Library Information Resources by Undergraduate Students of University Of Medical Science Ondo, Ondo State, Nigeria, *American International Journal of Contemporary Research* 8(4), December 2018. https://www.ajicrnet.com/journals/Vol_8_No_4_December_2018/9.pdf
- 3) Fehintola Nike Onifade, Susan Udoaku Ogbuiyi and Saturday U. Omeluzor (2013) Library resources and service utilization by postgraduate students in a Nigerian private university, *International Journal of Library and Information Science*,5(9),pp.289-294,Oct.2013. https://academicjournals.org/article/article1379701165_Onifade%20et%20al.pdf
- 4) Hadagali, G. S., Naikar, S., & Patil, P. (2017). Use of Green Library by the Post-Graduate Students of Karnatak University, Dharwad: A Study. In *Knowledge Organisation, Access and Management in the Digital Environment: Emerging Dimensions* (348-353). Hyderabad: Academic Books Publishers. <https://ssrn.com/abstract=3784636>
- 5) Patil, H.J. & Surwade, Y. P. (2019), Newspaper Reading Habit of UG Students of KNP College of Veterinary Science, Shirwal: A Case Study IJNGLT, MAY 2019, VOLUME 5 ISSUE2. https://www.researchgate.net/publication/333399185_NEWS_PAPER_READING_HABIT_OF_UG_STUDENTS_OF_KNP_COLLEGE_OF_VETERINARY_SCIENCE_SHIRWAL_A_CASE_STUDY
- 6) Hopper, R. (2005). What are teenagers reading? Adolescent fiction reading habits and reading choices. *Literacy*, 39(3), 113-120. <https://doi.org/10.1111/j.1467-9345.2005.00409.x>
- 7) Huded, S.M. & Naikar, S.K. (2021). Awareness, use and impact of electronic informationresources by the patrons of Narsee Monjee Institute of Management Studies (NMIMS) Hyderabad:A study. *International Journal of Information Dissemination and Technology*, 11(2), 87-91 https://www.researchgate.net/publication/354354927_Awareness_Use_and_Impact_of_Electronic_Information_Resources_by_the_Patrons_of_Narsee_Monjee_Institute_of_Management_Studies_NMIMS_Hyderabad_A_Study
- 8) Kamble A.R. & Surwade Y. P. (2015). Use of Library Resources and User's Satisfaction of Veer Wajekar A.S.C. College, Phunde

- (Maharashtra) International Journal of Innovative Knowledge Concepts (IJKC) ,Vol.02, Issue 01, Pp. 93-96
https://www.researchgate.net/publication/369746286_Use_of_Library_Resources_and_User's_Satisfaction_of_Veer_Wajekar_ASC_College_Phunde_Maharashtra#fullTextFileContent
- 9) N. C. H. Varadaraju. (2018). Use of Library Resources and Services at Stanley College of Engineering and Technology for Women, Hyderabad: A Case Study. *Indian Journal of Information Sources and Services*, 8(1), 46–53.
<https://doi.org/10.51983/ijiss.2018.8.1.504>
 - 10) Ramachandrappa, K., & Surwade, Y. P. (2020) User Satisfaction on Library Resources and Services of Sri Krishnadevaraya University, Ananthpuram, AP: A Study. In National Conference on Reinventing Academic Libraries (pp. 20-25). Atharva Publications.
https://www.researchgate.net/publication/339167660_User_Satisfaction_on_Library_Resources_and_Services_of_SriKrishnadevaraya_University_Ananthpuram_A_P_A_Study
 - 11) Surwade, Y. P., Patil, H. J., & Surwade, P. T. (2019). Use of Internet by the UG Students of KNP College of Veterinary Science, Shirwal. *Journal of Advances in Library and Information Science*, 8(2), 46-51. <http://jalis.in/pdf/8-2/Yogesh.pdf>
 - 12) Patil H.J., Surwade Y.P., Patil (Dalve) D.T. (2020) Use of Internet by the Fashion Designing Students A Case Study
https://www.researchgate.net/publication/339141159_Use_of_Internet_by_the_Fashion_Designing_Students_A_Case_Study
 - 13) Surwade, Y. P., Kapadi R.M., & Dalve (Patil) D.T. (2023). Utilization of Library Resources and Services by the PG Students of J. S. S. P. College, Goveli, Maharashtra - A Study
https://www.researchgate.net/publication/371367865_Utilization_of_Library_Resources_and_Services_by_the_PG_Students_of_J_S_S_P_College_Goveli_Maharashtra_-_A_Study
 - 14) Surwade, Y. P., Naikar S. & Pithore S. (2023). Use of Reading Hall Facility by the Students of Institute of Fashion Designing Library: A Study Vol.23, Issue 06, Pp. 116-123
<https://drive.google.com/file/d/14Lc1BvuPFOC3rs2tVQLvsp0jtv4tPJON/view?pli=1>