

Evaluation of Using Library Resources and Services by the Post Graduate students at Bangalore University Library, Bengaluru: Karnataka State.

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Abstract

The aim of this paper is to identify the resources, services and make them accessible that are available at Bangalore University, Library Bengaluru and used by Postgraduate Students. The sample for this study consisted of 245 of the 265 Postgraduates students who working at Bangalore University Library, Bengaluru. Questionnaires have been used for the collection of data under the scope of the study. The results of the study indicate that postgraduates students visited libraries occasionally due to inadequate library resources. In addition it was found that the majority of Postgraduate Students were partially satisfied with library resources and services. Bangalore University library offers a variety of electronic resources and services in conjunction with modern resources. Postgraduate Students of Bangalore Univeristy library for their studies and research. Electronic based services are proving to be an important service for scientists. Scientists are satisfied with the services provided by the library.

Keywords: Bangalore University Library, Library Resources and Services, Postgraduates Students.

Introduction:

The library was established with the humble beginning in 1966 by inheriting document collection of about 58000 books and several bound volumes of periodicals held by Central College Library then affiliated

to University of Mysore. The Library was shifted to today's Jnana Bharathi Campus in the year 1975. The present Library Building is built on star modular structure enabling each section to function independently.

The Bangalore University library comes out with the great mission statement that the purpose of library is, to acquire, organise and provide access to various kinds of information sources including books, journals, theses, etc both in print and electronic forms and provide excellent IT based information services and be partner in the pursuit of academic excellence by varsity students, researchers and faculty.

Review of Literature:

Several studies have been found on usage of information resources and services by library users. Theses study has examined the usages of information resources, services and satisfaction level of Bangalore University Library, Bengaluru

Raza, M. Masoom Ashok Kumar Upadhyay and Filzah E Noor (2021). performed a remarkable study under the title Utilization of Library Resources and Services in the select Management Institutes: A study. This study executed to find out the level of awareness and use of library resources and the services by the students of the selected Management Institutes of Aligarh. Questionnaire tool was adopted for collection of data. This study speaks that most of the students are aware with the resources and services of library and use them, as well as most of the students need help of library staff to access the resources.

Naik, K. G. Jayaraman (2020). Performed a study with the title Use of Library Resources and Services by the PG students: A Case study of Bangalore University Library, Bengaluru. This study was carried out to know the use of Library resources and services by the PG students of Science Department. To conduct this study survey method and questionnaire tool was adopted for collection of primary data. This study resulted that the students are satisfied with library resources and services and students suggested to procure more books of latest edition and reference collection.

Tyagi, Sunil (2016). Find his research paper on "use of e-resource by the users of Uttaranchal college of education, Dehradune :A case study". Based on the finding of present study, faculty members are fully dependent on e-recourse for their information needs and to keep themselves up-to-date in there subject. Use of electronic recourse had great impact on the academic performance of the student.

Geetha M. and, Sadashiv Shurpani, (2016). Aim of his research paper on "Use of Library Resources and Services by Students of PESITM and JNN College of Engineering in Shivamogga: A Comparative Study" The study revealed that the library resources are being used by the students to meet their academic needs at the two colleges (PESIT and M and JNNCE) and use of library resources increases as their level of study increases but the level of usage is low when compared the between two colleges studied. Libraries provide good facilities, users may find it extremely difficult in utilizing the potential of new technology. There is a need for digitization in order to provide quick access of information. Announcements about arrival of new books, journals or other reading materials should bring into notice of users when they are acquired by the library.

Kashyap, Santu Ram. (2016). conducted a comparative study on the use of electronic resources by the university teachers of Madhya Pradesh and Chhattisgarh, in which they found that 72% electronic texts, 74.5% electronic journals, 50% electronic theses, 41% electronic news papers are used by teachers of Madhya Pradesh. Whereas 84% electronic texts by teachers of Chhattisgarh, 92% electronic magazines, 65% electronic theses, 53% electronic news papers are used. Out of total users of electronic resources of universities, 57.54% use online and 11% offline. 35.84% uses both offline and online. In conclusion, meaningful differences have been found in the teachers of the two universities.

Sharma, Ashish Kumar (2014). Conducted a study on "The Study on Agriculture Information needed by Farmers from Librarians of CIC Sagar District in Madhya Pradesh, India". As a result found that the most Librarian of CIC are important source of agricultural sources of agriculture information for farmers they received all type of technical and non -technical information.

Objectives of the Study:

The objective of the study is as follows

1. To know the suitable study time in the library of Postgraduate students.

2. To know the Frequency of library visits of Postgraduate students.
3. To find out the time spend per week in the library by Postgraduate students.
4. To know Opinion towards availability of resources by Respondents

Research Methodology:

The conducted study based on a survey method and a structured questionnaire has been used for collection of data. There are 265 number of questionnaire was distributed among the postgraduate students of Bangalore University Library, Bengaluru Karnataka. Out of 265 questionnaires 245 were received for the study, the data analysed with the help of MS-Excel.

Data Analysis and Discussion:

Table: 1- Response rate of the Respondents

Category of respondents	Distributed questionnaire	Received questionnaire	Percentage %
Banglore University Library, Bengaluru	265	245	92.80%

Table 1 Show that the response rate of the respondents. It indicates that out of 265 respondents 245 (92.80 %) respondents were given their responses under the study.

Table: 2 - Library Timings suitable for study of Respondents

No. of respondent	Response	Percentage%
220	Yes	89.8%
25	No	10.2%
Total-245		100.0%

As shown in the table - 2 out of 245 respondents 220 (89.8 %) find that the library timing is suitable. but not suitable for 25 (10.2%) respondents. As a result found that the library timing is suitable for most of the respondents.

Table: 3 - Frequency of library visit by Respondents

S. No.	Frequency of library visit	Respondents	Percentage %
1	Daily	28	11.4%
2	Weekly	51	20.8%
3	Fourth night	36	14.7%
4	Monthly	46	18.8%
5	Occasionally	84	34.3%
	Total	245	100 %

Fig.1: Frequency of library visit by Respondents

The data analysis of table 3 & figure 1 shows that 84 (34.3%) respondents were visited the library occasionally, followed by 51 respondents (20.08%) visited weekly, 46 respondents (18.8%) visited monthly, 36 respondents (14.7%) visited fourth night and 28 respondents (11.4%) were visited daily. Overall the result indicates that most of the respondents (postgraduate students) were visited library occasionally.

Table: 4 - Time spend per week in the library by Respondents

S.No.	Time spend per week	Respondent	Percentage %
1	0- 1 hours	44	18.0 %
2	2-3 hours	111	45.3%
3	4-5 hours	33	13.5%
4	6-7 hours	6	2.4%
5	More than 8 hours	51	20.8%

Fig. 2: Time spend per week in the library by Respondents

The data analysis of the table -4 & figure -2 related to the Time spent per week for using library by the respondents. After analysis reveals that 111 (45.3%) respondents spent 2-3 hour per week in library to fulfil their information needs. Followed by 51 (20.8 %) respondents spend more than 8 hours, 44(18.0 %) respondents spend 0-1 hours, 13(13.5 %) respondents spend 4-5 hours and only 6 (2.4%) respondents spend 6- 7 hours in the library. The result indicates, overall and mostly respondents' 2-3hours time spend in library for their information needs.

Table: 5 -Opinion towards availability of resources by Respondents

S. No.	Library Resources	Adequate	M. Adequate	Inadequate
1	Book	38.77	44.89	16.32
2	Thesis	51.03	42.04	25.30
3	Reference Book	33.06	73.87	17.55
4	Journals/ Mag.	36.73	44.08	19.18
5	Dictionary	32.65	48.97	0.00
6	Encyclopedia	28.57	57.14	14.28

The availability of information resources is one of the most important aspects of all types of libraries. They are pivotal to learning, teaching and research programs in this context the data analysis of Table - 5 explained that the opinion towards the availability of resources reveal that the Thesis is the popular choice with 51.03% followed by books with 38.77%, journal/ Magazines with 36.73%, Reference book with 33.06%, Dictionary 32.65% Dictionary and Encyclopaedia with 28.57%, respondents were given their responses with concerned subjects is adequate. On the Moderate Adequate scale 73.87 % of books were Reference book followed by 57.14% Encyclopaedia, 48.97% Dictionary, 44.89% Book, 44.08% Journals/Mag., and 42.04% Thesis. In Inadequate respondents had given their opinion in 25.30% Thesis, 19.18% Journals/Mag., 17.55% Reference book, 16.32% Book, 14.28% Encyclopaedia and 0% opinion given in Dictionary by respondents.

Table: 6 - Use of Developing Library Network Database by Respondents

S. No.	Respondents	Rarely	Occasionally	Frequently
1	Postgraduate Students	56.47	45.12	62.10
2	Faculty	43.53	54.88	37.09

The data analysis of the table - 6 which is related to use of Developing Library Network database by the postgraduate students. It shows that highest 33.73 % postgraduate students used rarely followed by 56.47%. In Occasionally highest 54.88 % used by faculty, followed by the Frequently highest 62.10 % postgraduate students use respectively.

Table: 7- Use of National Digital Library of India by Respondents

S.No.	Respondents	Rarely	Occasionally	Frequently
1	Postgraduate Students	67.53	35.03	50.70
2	Faculty	32.47	64.70	49.03

Above table - 7 shows the use of National Digital Library of India by postgraduate students and faculty. The result indicates that 67.53 % postgraduate students, 32.47% faculty used rarely followed by 35.03% by postgraduate and highest by 64.70% by faculty uses Occasionally and highest 50.70 % of frequently access by the postgraduate students and faculty by 49.03%.

Table: 8 - Use of Karnataka Digital Public Library by Respondents

S.No.	Respondents	Rarely	Occasionally	Frequently
1	Postgraduate Students	67.03	68.47	54.98
2	Faculty	32.97	31.59	45.02

Table - 8 shows the use of Karnataka Digital Public Library by postgraduate students and faculty. The result indicates that 67.03 % by postgraduate students, and 32.97 % by faculty used rarely followed by the highest 68.47% by postgraduate and 31.59% faculty uses Occasionally and 54.98 % postgraduate students and 45.02% faculty uses Karnataka Digital Public Library Frequently.

Table: 09 - Use of National Digital Library of India by Respondents

S.No.	Krishikosh Data Base	Rarely	Occasionally	Frequently
1	Postgraduate Students	69.03	62.47	52.98
2	Faculty	35.53	37.53	47.02

Table - 9 shows that the use of National Digital Library of India by postgraduate and faculty members. The result indicates that the highest 69.03% by postgraduate students and 35.53% faculty used rarely followed by 62.47 % by postgraduate students, 37.53 % by faculty use occasionally and 52.98 % postgraduate students and 47.02% faculty uses National Digital Library of India Frequently.

Table: 10 -Satisfaction level towards library services by Respondents

S.No.	Library services	Highly satisfied	Satisfied	Dissatisfied
1	Issue/return	66.93	23.67	9.38
2	Reference ser.	42.44	33.46	24.08
3	CAS/ SDI	20.81	50.24	28.97
4	Web OPAC	29.80	36.73	33.46
5	Reprography	36.32	41.63	22.04
6	Translation ser.	41.22	38.77	20.00

Note: Percentage exceeds 100% because respondents were allowed multiple answer

Table- 10 focused the satisfaction level of postgraduate students regarding library services. The result reveals that the 66.93% Postgraduate students accepted that they were highly satisfied with issue and return service offered

by the Library, Followed by 42.44% were highly satisfied with the reference service, 29.80% highly satisfied with the Web OPAC, 36.32% highly satisfied with the Reprography service and the 41.22% respondent were highly satisfied with the translation service and 20.81% highly satisfied with the CAS/SDI, 50.24% respondents are satisfied with the CAS/SDI service offered by the library. Followed by 41.63% postgraduate students are satisfied with the Reprography, 38.77% satisfied with the translation service; 36.73% satisfied with the Web OPAC, 33.46% satisfied with the Reference service and 23.66% satisfied with the Issue/return service, 33.46% Postgraduates students accepted that they dissatisfied with Web OPAC, Followed by 28.97% respondents are dissatisfied with CAS/SDI, 24.08% dissatisfied with the web reference service; 22.04% dissatisfied about with the reprography service, 20.00% dissatisfied with the translation service and 09.38% dissatisfied with the Issue/return offered by the library.

Conclusion:

The study conducted of Bangalore University Library, Bengaluru, was evaluated for its library services and resources used by Postgraduate students. Due to the changing information requirements of users and information explosion, it is essential for librarians to identify the user's information needs and offered them better services which are fulfil the information there of clientele. The library is only place where a person can go and help him to fulfil his or her needs. The aim of present study is to explain and focus on library resources and service used by the postgraduate's students. The result shows that the majority of Postgraduates students (75%) used the library occasionally, Majority of Postgraduates students spent half hour to an hour in the library and also spent approximate 15 minutes to read newspaper daily. Online e-resources is highly used by postgraduates students in Bangalore University Library, Bengaluru.

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