Effective Use of Library Resources and Services by the PG and UG Students: A Case Study of Bangalore Institute of Technology Engineering College Library, Bengaluru

Mallesha K
Research Scholar
Department of Library and Information Science
Bangalore University
Bengaluru, Karnataka, India
E-mail: malleshakls@gmail.com

Abstract-The availability of needed books and other reading materials is critical to students, effective use of library resources and facilities. In order to suit students' educational and learning needs, the library at Bangalore institute of technology college must provide creative need-based library services. The main purpose of this study is to find out how to Post graduate and undergraduate students use library resources and services. For this study, the examiner used a survey method and an investigation form to collect primary data from the students.

Keywords: Engineering College Library Resources, Library Services, Users Satisfaction.

Introduction

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. The eminence of the library is not only determined by the strength of its library collection, but also by the level of service it provides to the user community. College libraries, in particular, are often used by PG and UG students for completing coursework, seminars, and dissertations. Library professionals must conduct regular evaluations and provide feedback on their experiences with this library's sources and services. The study's findings will surely help the college and library administrators with need-based collections on a regular basis. If the number of students using a college library grows by the day, the library's study hours should be extended to accommodate their needs. In this backdrop, the researcher proposed the current study to learn more about PG and UG students use the Bangalore institute of technology library's sources and services (Karan, 2006).

Materials and Methods

Bangalore institute of technology

Bangalore Institute of Technology (BIT) was started in the year 1979 and is managed by the Rajaya Vokkaligara Sangha (RVS). BIT with the purpose of providing quality education in the field of technology and management, has reached a privileged position and is positioned as a leading educational institution imparting innovative and quality education with a vision to become unique. A learning center with a global outlook and human values Located in the Silicon valley, Bangalore Institute of Technology (BIT) is one of the very best engineering colleges not only in Karnataka but in India as well. The institute has visualized the areas of future growth and incorporated various courses over the years. At present, the Bangalore Institute of Technology (BIT) has 9 undergraduate, 10 postgraduate, and Ph.D. courses, and the intake of BIT is more than 1200 per year (Naik & Jayarama, 2020).

Bangalore institute of technology college library

The central library came into existence in the year of 1979 and occupies over 1500 square meters with a modest number of books and other documents. Since its inception, the library has steadily its collection with a completely automated library management system. Libsoft 12.0.0 provides web-based access to the Online Public Access Catalogue (OPAC) of the library. And it makes it possible to borrow books at any time during college hours. Multiple copies ensure that resources are easily available for reference in the library. We always strive to attain excellence through continual improvement in all spheres. Trained staffs are always at hand to assist the users (Olabisi & Buraimo, 2022).

Goals of the research
- To determine the frequency with which PG students from Bangalore institute of technology visit the institute's library.
- To determine how PG students at Bangalore Institute of Technology use library resources and services.
- To determine how much time the PG students in the study spent in the college library.
- To learn about the respondents' diverse reasons for visiting the library.
- To investigate how students use library resources and services, as well as their degree of satisfaction while doing so for their studies.

Data interpretation and analysis

Distribution of respondents by gender: The investigator dispensed out the inquiry (Questionaries') form to PG and UG students at Bangalore institute of technology engineering college. Simple random sampling techniques were used. Table 1 shows that out of 100 total resopents, 62 (62%) are male and 38 (28%) are female. The questionnaire was filled out by students from several departments. When comparing male and female responses, it may be deduced that males responded more. The frequency distribution of replies received from various departments is shown in Table 2. MCA and computer science garnered the most responses (40 percent) electronics (20%) mechanical (20%) information science (15%) (Figures 2-3) (Thanuskodi & Kumar, 2017).

Results and Discussion

3 | P a g e

Table 1: Distribution of Respondents by Gender

Gender	Respondents	Percent
Male	72	0.72
Female	28	0.28
Total	100	1
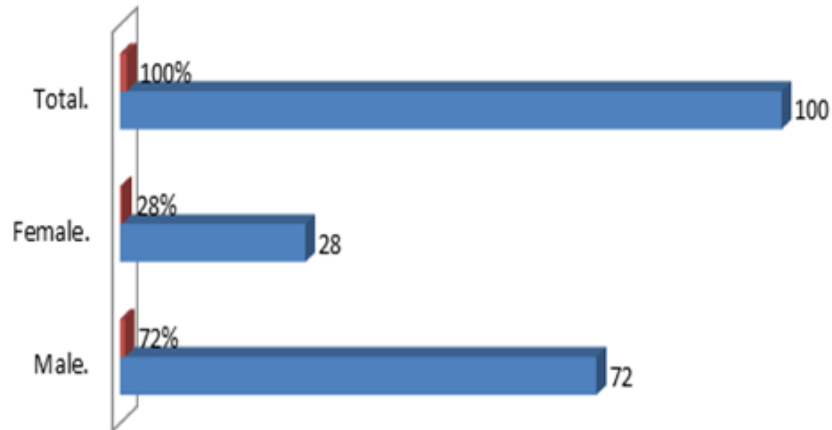
Figure-1: Total percentage of male and female respondents

Table 2: Distribution of Respondents by Department

| Name of the Department	Frequency	Percentage
MCA (Master of Computer Applications)	30	0.3
Computer science	20	0.2
Electronics	20	0.2
Mechanical	15	0.2
Information science	10	0.1
Civil	5	0.05
Total	100	1
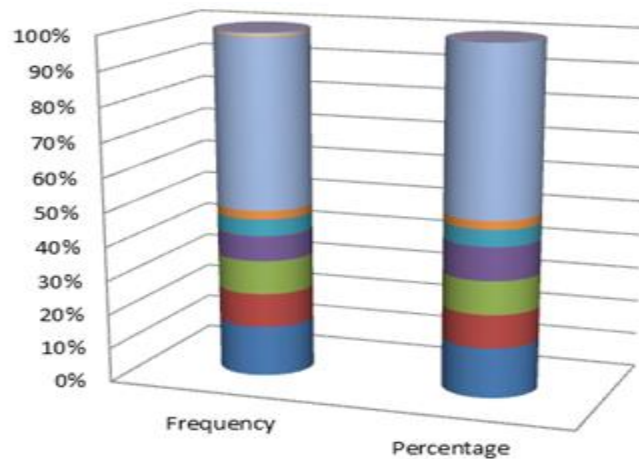
Figure-2: Distribution of respondents by department

Distribution of respondents by frequency of Bangalore insttute technology library visits:
Table 3 shows how often respondents visited the college library. It's important to note that 96 out of the total 100 students replied to this question. The remainder of the table examination and analysis has been done based on the source of the number of respondents. The majority of MCA and computer science students (41.66%) go to the library every day, indicating an increase in library use. The results, however, show that only 10 (10.6%) of MCA and computer science students visited the Bangalore Institute of Technology College library on a monthly basis to obtain pertinent materials for their reading and complete tasks delegated by the department's faculty member, compared to 40 (41.76%) of those students. and four (4.12%) students boldly stated that they were not all visiting the library (Manika and Madhusudhan, 2007).

Table 3: Frequency of Bangalore institute of technology library visit

Period	Frequency	Percent
Daily	50	0.5
Once in a Week	40	0.41
Once in a Month	5	0.0521
Not at all visit the library	4	0.04
Total	99	1
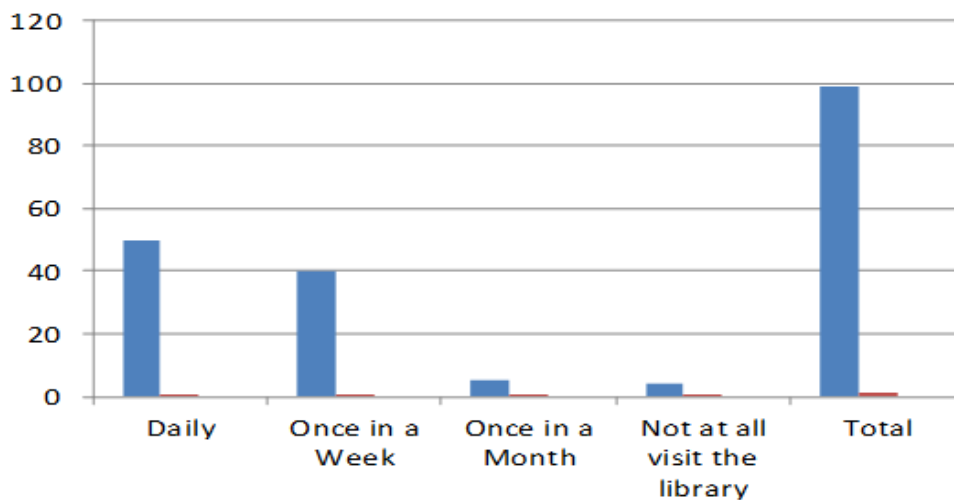
Figure-3: Frequency of Bangalore institute of technology library visit.

Respondent distribution about time spent in the library
Table 4 displays the respondents' overall time in the library as well as the frequency of their visits. Only two students (02.01%) reported using the library for longer than five hours during their visit, but an equal number of respondents (45.45%) stayed and used it for that amount of time (Manik & Madhusudhan, 2019).

**Table 4: Time Spent in the Library Upon their Library Visit**

Time in Hours	Frequency	Percent
One Hour	47	47.47
Three Hours	47	47.47
Five Hours	4	4.04
More than five Hours	1	1.01
Total	99	100

Respondent distribution based on best time to visit the library

This is the MCA and Computer Science students' most convenient and preferable time to use the BIT Library. And computer science students were given these questions in order to decide their desired period and make arrangements to open the library for extra hours based on their comforts and needs. According to the findings, the majority of students, 40 percent, prefer to utilize the library in the evening hours for their studies. The majority of students (roughly 35% agreed).They prefer to visit the library in the afternoon. Whereas 16 (16%) of respondents stated that they prefer the morning hours. And 10 (10%) said they prefer to utilize the library at night (Table 5) (Rashid & Abdul, 1997).

Table 5: Preferable time to visit to library by the MCA and Computer Science Students

Better time to Visit	Frequency	Percent
Before noon (Morning) hours	16	16%
Afternoon hours	35	35%
Evening hours	39	39%
Late Night-time hours	10	10%
Total	100	100%
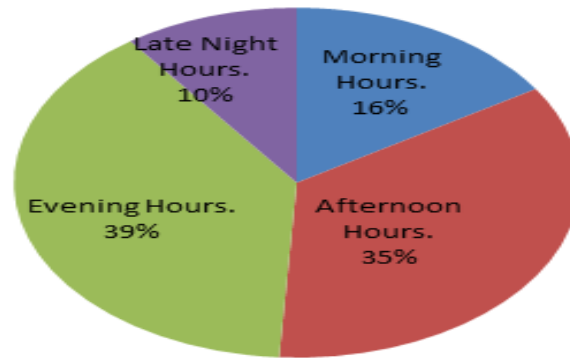
Figure-4: Preferable percentage of timing hours in a day

Purpose of visit bit library

Table 6 shows the purpose of BIT students visiting the BIT library. The question was structured in such a way that the pupils had more than one option to choose from. Table 6 shows that the main reason students go to the library is to study (87), followed by the use of the internet (40). Several students stated that they visit the library to issue and return books (29), prepare notes, and read newspapers (27), while ten students stated that they visit the library to read e-journals. A very small percentage of four students stated that visiting the college's physical library was for the purpose of reading print journals (Figure 5) (Tauro & Vijaya, 2018).

Table 6: Purpose of Visit to Library

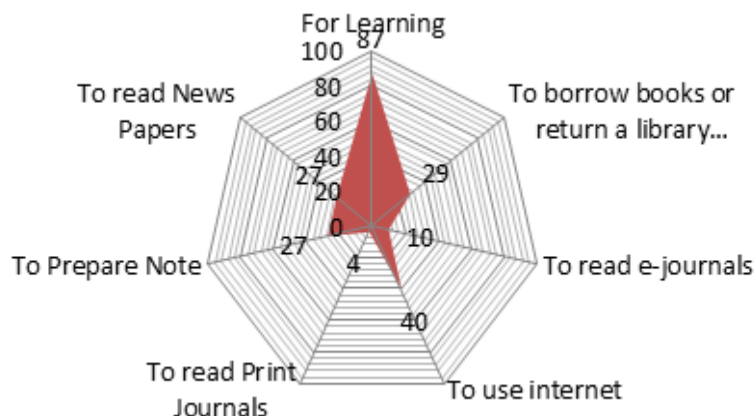| Purpose of Library Visit	Frequency
For learning	87
To borrow books or return a library resource	29
To read e-journals	10
To use internet	40
To read print journals	4
To prepare note	27
To read news papers	27

Figure-5: Main reasons to visit library

Use of library resources, services and the level satisfaction of students

The accessibility and use of library resources and services (both print and electronic) by students is the most essential factor in user fulfillment. The level of satisfaction provided by contentment is greater than any other. As a result, the BIT Library delivers resources tailored to the needs of students (Vikas & Jain, 2017). As a result, students were asked to respond to a research question on how well they use library resources and services and how satisfied they are with them. A five point rating scale was used to determine the level of satisfaction among the students surveyed. The five points on the scale are: Extremely satisfied Uncertain not satisfied and not entirely satisfied. A score was assigned to each variable on the scale. The greatest score is given to the response indicating the most positive answer, while the lowest score is given to the response indicating the least favorable answer. This is how each service's score is computed. According to the survey respondents, many library services, including infrastructure (mean=4.02), circulation (mean=4.14), and reference sources (mean=4.04), as well as hours of operation (mean+3.82), collection (mean=3.97), and library organization (mean+3.96), were of exceptionally high quality. Students' overall satisfaction with library services (mean 3.87), current awareness service (mean 3.79), print and electronic journals (mean 3.54), library staff willingness to help (mean 3.89), Internet facility (mean=3.18), feedback mechanism (mean=3.87), OPAC accessibility (mean+3.53), and library information on the website (mean+3.69) (Figure 6) (Sonia Paila, 2018).

Table 7: Level of Satisfaction on the Use of Library Resources and Services

Name of service	Number	Mean
Library atmospheres is inspiring for study	100	4.02
Library opening hours meet my requirements	98	3.82
Library collections is adequate for my needs	94	3.97
Library collections are well structured and easy to find	94	3.96
Library subscribe sufficient print and electronic journals	89	3.79
Borrowing books from library is easy	92	4.14
Library has proper reference books for locating information	94	4.04
Library provides information about new addition of resources and facility	94	3.54

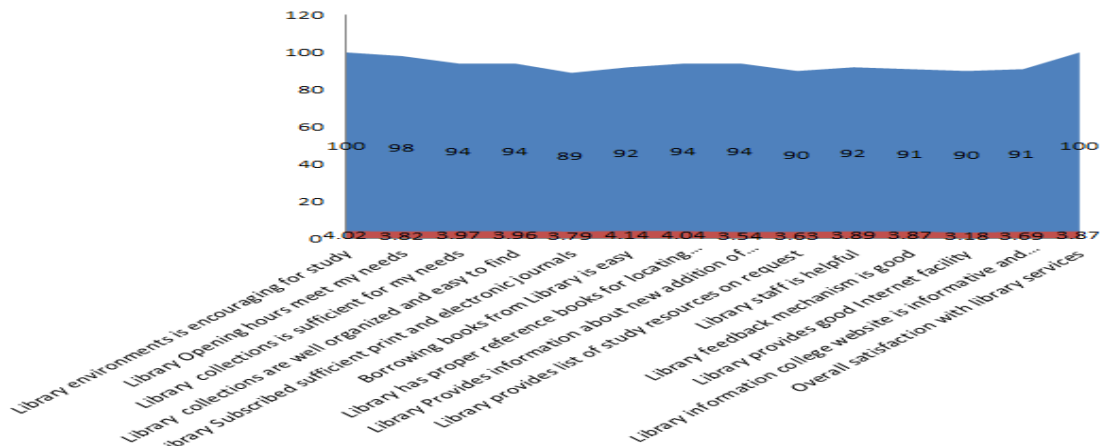|		
Library provides list of study resources on request	90	3.63
Library staff is helpful	92	3.89
Library feedback mechanism is good	91	3.87
Library provides good Internet facility	90	3.18
Library information college website is informative and helpful	91	3.69
Overall satisfaction with library services	100	3.87

Figure-6: Satisfaction level of students by library services

College library, resources, services, staff, and atmosphere, according to respondents

Responses to questions about the college library's resources, spaces, staff, and environments for rapid and convenient access are shown in Table 8. Multiple choice questions were presented to the students, and they were instructed to mark the statement with more than one answer. Out of 100 respondents, 62 (62%) advocated for boosting the library's internet speed. Similarly, 58 (58%) proposed adding more internet based services, 53 (53%) suggested keeping silence in the reference area, and 48 (48%) suggested enhancing library staff behavior. 59 (59%) also suggested buying high quality, current publications. (44 percent) in favor of bettering library staff behavior 44 percent for expanding library hours, and 32 percent for good book organization in the library, E-books, print journals, and electronic journals will all be added at a rate of 28% (Subburaj & Mathew, 2021).

Table 8: Responses from the Students' Statements

Statement	Number
Added reading resources must be comprehensive and effective	59
When working with students, staff should act appropriately	48
It is necessary to increase internet speed	62
The reading room must remain silent	53
The library's books must be well organised	32
The collection should add more print journals, electronic journals, and electronic books	28
Extended hours in the library	44
It is necessary to introduce more internet-based services	58

Feedback, comments and suggestions provided by the students

The last table of the data analysis, Table 9, indicates that 28 respondents gave in to additional comments and ideas, out of a total of 100. They recommended that the internet facility in the digital library be upgraded (n=11), that library hours be increased (n=5), that competitive examination books be added (n=4) and that state-of-the-art ICT facilities be improved further (n=8) (Rodriguez & Ana, 2021).

Table 9: Frequency of Distributions of Suggestions Provided by the Respondents

Service	Frequency	Percentage (%)
Internet speed	11	0.3929
Library time	5	0.1786
Comptitative exam books	4	0.1428
State of the ICT services to be increase	8	0.2857
Total	28	1

Conclusion

Engineering is a prominent discipline, with a large number of students pursuing various engineering courses at Indian universities and affiliated colleges. The current study suggests that the majority of users spend their time in the library for a variety of reasons. It shows that the majority of users require knowledge in order to complete their course successfully, and they also visit the library. It shows that students and faculties were interested in learning and had a positive attitude towards the library. Even in this digital age, respondents rely heavily on physical textbooks and journals. Users also want to be educated about digital sources and receive training on how to use them. The students of Bangalore of technology will be fully satisfied by the library resources and services. The BIT library subscribes to major online databases on engineering and makes these sources available to users 24 hours a day, seven days a week, without wasting their time; this will allow them to access a wide variety of materials in addition to printed sources. Finally, we suggest that user orientation requires effective use of google based open access resources.

References

1. Karan, S. "Status of state libraries in Jharkhand: An analytical study." *ILA Bulletin* 42.1 (2006): 22-26.
2. Naik, KG Jayarama. "Use of library resources and services by the PG students: A case study of Bangalore university library, Bengaluru." (2020).
3. Ajani, Florence Olabisi, and Olayinka Buraimo. "Perceived impact of automation on university library services by library personnel in South West, Nigeria." *Information Development* 38.2 (2022): 179-191.
4. Thanuskodi, S., and A. Ashok Kumar. "Usage of electronic resources among ophthalmologists." *Library Philosophy Practice* (2017).
5. Lamba, Manika, and Margam Madhusudhan. "Metadata tagging and prediction modeling: Case study of DESIDOC journal of library and information technology (2008-17)." *World Digital Libraries-An International Journal* 12.1 (2019): 33-89.
6. Rashid, Abdul. "User education in Indian libraries: An assessment." *Library Review* (1997).
7. Tauro, Vijaya M., and V. Gopakumar. "Assessment of the use of electronic resources under HELINET consortium at RGUHS: Users survey." *Library Progress*

(International) 38.1 (2018): 72-80.

8. Gupta, Vikas, and Namita Jain. "Harnessing information and communication technologies for effective knowledge creation: Shaping the future of education." *J Enterprise Information Manag* (2017).

9. Mehrotra, Sonia and Anil Rao Paila. "Robert Bosch engineering, Indiap-prospecting a smart future." *Emerald Emerging Markets Case Studies* (2018).

10. Alagarsamy, Subburaj, and Sonia Mathew. "How green consumption value affects green consumer behaviour: The mediating role of consumer attitudes towards sustainable food logistics practices." *Vision* 25.1 (2021): 65-76.

11. Rodriguez, Ana L., et al. "A network analysis of domestic violence beliefs among young adults in India." *J Interpersonal Violence* 36.21-22 (2021).

IJLIS