

Information Usage Pattern of Users in Dr. V. S. Krishna Government Degree College, Visakhapatnam: A Study

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***Abstract** – This study identifies the information usage pattern of students and faculty members at Dr. V. S. Krishna Government Degree College, Visakhapatnam. It explores the purpose of students' information seeking, preferred sources of information, level of satisfaction with library resources, library staff, and the problems faced in searching information on the Internet. A questionnaire-based survey method was used. The questionnaire was distributed among 805 UG, PG students and Faculty members, Out of this 682 are responded, the response rate was 84.72%. Most of the respondents were satisfied with the resources and services.*

Keywords: information needs, information usage, library services, user satisfaction, user studies

Introduction

Human being is a social animal and society is the web of social relationship. Man has using various means for communicating. A university, college or any institution of higher learning is rightly described as a community where teachers and scholars are the head, students are the body and library its heart. Thus, heart must be well developed and strong to perform the function of the whole body. In a library or information center users are the last link or the recipients of the information in the communication cycle.

A college is considered as an academic institution of higher learning and many offer Degree courses in the arts and sciences. Education is primarily at the hub of a country's economic, social and cultural development. The library is an integrated part of any academic institution, so also of any college. Education becomes student entered and encourages students to play a dynamic and creative role in pursuing learning and reading, and making them perfect citizen. The library is a location to collect, organizes, disseminate and preserve information. The sources of information i.e. several types of sources like Books, Periodicals and other publications, Maps, Atlases, and Globes, Rare Books, Manuscripts, Slides, Audio Cassettes etc and with the advent of electronic media like E-Databases, E-Journals, E-Books, etc made available via Internet, etc. Every educational work without libraries becomes meaningless and also every educational institution takes its prestige from the richness of its libraries.

About the College:

Dr. V. S. Krishna Government Degree College, (then non-Autonomous) established in 1968, the college was specially recognized by Andhra University as a Research Centre in 2011. The College is located in Maddilapalem, Visakhapatnam in a campus spread over an area of Acs.6.75. Affiliated to Andhra University, it is a Co-educational Institution offering both Under-Graduate and Post-Graduate Courses. The College was re-accredited with B Grade by National Assessment and Accreditation Council (NAAC) in 2011 for its consistent performance in providing quality education and producing best results over the last four decades. The College was recognized by UGC under 2(f) and 12(b) in 1980. It is offering 5 Post Graduate courses, 14 Under-Graduate Programmes in both media. The College has 51 Regular Faculty Members and 8 lecturers on Contract basis and a few as Guest Faculty. There are 12 Non Teaching staff headed by the Administrative Officer

Review of Literature:

Doraswamy (2008)¹ made an attempt to determine the status and use of digital resources. It was observed that use of digital resources is still inadequate among the engineering faculty of the universities in the developing countries. **Chikkamanju and Bharath Chavan (2017)**² conducted a study on Information Resources and Services by the Students of College of Agriculture Library, Vijayapur. University of Agricultural Sciences, Dharwad Karnataka. This study evaluates the resources and services, types of resources frequency of visiting library, problems faced in accessing resources, use of internet, purpose of use of resources, methods of organization. **Saini and others (2014)**³ describe the user satisfaction of engineering colleges of the city of Jaipur. The result of the study provided information about the satisfaction of users with library collection like textbooks, reference books, periodicals, online resources thesis and dissertation, newspapers etc. and services. The author also has tried to found the reason for not satisfaction of the users. **Dhanavandan, Esmail and Nagarajan (2012)**⁴ examined the "Access and awareness of ICT resources and services in medical college libraries in Puducherry". The result revealed that majority of the respondents (87.33%) used electronic resources for research/study, followed by communication (54.66%), to find relevant information (34.66%) and career development (20.66%). Further, it is indicated that 50% of the respondents acquired skills from external course, learned guidance (48%) and trial and error (16%). Majority of the respondents are informed of the constraints like too much of information retrieved (73.33%), and limited access to computer terminals (66.66%).

Objectives of the study:

- To examine the purpose and frequency of visiting the library.
- To find out the opinion about library collection in the college;
- To know the use of available library sources, and services;
- To measure the level of satisfaction with the existing physical facilities in the library;
- To know the facing problems while using library sources and services in the library.

Methodology

This study is based on the use of library sources and services among the UG, PG students and Faculty members of Dr. V.S. Krishna Government Degree College, Visakhapatnam. Keeping

in view the objective of the study, a structured questionnaire was designed and distributed to collect the necessary data from the students and faculty. Out of the 805, students and faculty members 682 have been selected in a simple random method for collecting the data.

Data Analysis

Table:1 Availability of library collection

S.No.	Materials	No. of Collection
1	Text books	26307
2	Reference books	3199
3	Globes	2
4	Maps	20
5	CD-ROMs	175
6	Newspapers & Magazines	22
7	Journals	13
8	E-Resources	N-LIST, NDL

Table-1 shows the availability of library resources, all together 29739 is the library collection excluding N-LIST and NDL sources.

Table-2: Gender wise respondents

Gender	No of Responses	Percentage
Male	512	75.07
Female	170	24.93
Total	682	100

Table-2 indicates the, among 682 respondents, 512(75.07%) are male respondents and remaining 170(24.93%) are female respondents. Majority 75.07% are male respondents

Table-3: Designation wise respondents

S.No.	Designation	No of Responses	Percentage
1	Faculty member	55	8.06
2	U.G. students	407	59.68
3	P.G. Student	220	32.26
	Total	682	100.00

Table-3 shows the designation wise respondents, out of 682 respondents, the majority of the 407(59.68%) are U.G. students, 220(32.06%) are P.G. students and remaining very few 55(8.06%) are faculty members.

Table-4: Frequency of library visit

S.No.	Frequency of visit	No of Responses	Percentage
1	Daily	317	46.48
2	Twice a week	162	23.75
3	Once a week	94	13.78
4	Once a fortnight	47	6.89
5	Once in a month	19	2.79
6	Occasionally	32	4.69
7	Not at all	11	1.61
	Total	682	100.00

Frequency of the library visit by the respondents can be observed from the table-4. Out of the 682 respondents, the majority respondents 317(46.48%) visit library ‘Daily’, followed by 162(23.75%) visit ‘Twice a week’, 94(13.78%) visit ‘once a week’, 47(6.89%) visit ‘once a fortnight’, 32(4.69%) visit ‘occasionally’, 19(2.79%) visit ‘once in a month’ and very few 11(1.61%) of the respondents visit ‘not at all’ to the library.

Table-5: Purpose of library visit

S.No.	Purpose	UG Students	PG Students	Faculty Members	Total	%
1	To read library books	112	58	15	185	27.13
2	To borrow library books	103	67	11	181	26.54
3	To read newspapers	41	16	4	61	8.94
4	To prepare class notes	22	2	4	28	4.11
5	For project preparation	10	13	1	24	3.52
6	To presentation preparation	9	21	1	31	4.55
7	To search Internet	84	24	9	117	17.16
8	To read journals	26	19	10	55	8.06
	Total	407	220	55	682	100

Table-5 indicates the purpose of the library visit by respondents. Out of 407 UG students, maximum 112 expressed their opinion on purpose of library visit ‘to read library books’ and 103 say ‘to borrow books’ and very least 9 of the respondents expressed ‘to presentation preparation’. Out 220 PG students the maximum 67 respondents expressed their opinion ‘to borrow library books’ and very least 2 respondents say ‘to prepare class notes’. Among faculty members maximum 15 respondents expressed on library visit ‘to read library books’ and the least 1 each respondent expressed on ‘for project preparation’ and ‘to presentation preparation’. Overall there were 27.13% of the respondents visit library for ‘to read library books’.

Table-6: Use of library sources

Library sources	No. of Respondents	%
Dictionaries and Encyclopaedias	22	3.23
Old question papers	46	6.74
Textbooks	268	39.30
Reference books	67	9.82
Project reports	34	4.99
Journals	78	11.44
Newspapers and Magazines	69	10.12
CD-ROMs	15	2.20
E-Resources	83	12.17
Total	682	100

Table-6 shows the use of the library sources by the respondents. Among 682 maximum 268(39.30%) respondents were using ‘textbooks’ and minimum respondents 15(2.20%) using CD-ROMs materials.

Table-7: Use of library services

Library Service	No. of Respondents	%
Circulation service	264	38.71
Referral service	59	8.65
Current awareness service	12	1.76
SDI service	14	2.05
Internet service	98	14.37
Database service	87	12.76
ILL Service	16	2.35
Bibliographic service	21	3.08
Reprographic service	111	16.28
Total	682	100

Table-7 indicates the use of library services, among 682 respondents majority of the 264(38.71%) using ‘circulation service’ and the least 12(1.76%) of the respondents using ‘current awareness service’ .

Table-8: Satisfaction of the library sources

Library sources	Satisfied	% (N=682)	Neither satisfied nor dissatisfied	% (N=682)	Dissatisfied	% (N=682)
Dictionaries and Encyclopaedias	91	13.34	382	56.01	209	30.65
Old question papers	169	24.78	390	57.18	123	18.04
Textbooks	287	42.08	342	50.15	53	7.77
Reference books	66	9.68	368	53.96	248	36.36
Project reports	51	7.48	486	71.26	145	21.26
Journals	128	18.77	501	73.46	53	7.77
Newspapers and Magazines	264	38.71	359	52.64	59	8.65
CD-ROMs	91	13.34	487	71.41	104	15.25
E-Resources	289	42.38	359	52.64	34	4.99

Table-8 indicates the satisfaction of the library source by the respondents. Majority 287(42.08%) of the respondents expressed satisfied with textbooks. 501(73.46%) of the respondents expressed neither satisfied nor dissatisfied on ‘journals’, and 248(36.36%) of the respondents expressed their opinion dissatisfied on ‘Dictionaries and Encyclopaedias’.

Table-9: Problems faced while using library sources

Problems	UG students	%	PG students	%	Faculty	%	Total	%
Inadequate of prescribed textbooks	120	29.48	67	30.45	12	21.82	199	29.18
Difficult to trace the books	39	9.58	24	10.91	16	29.09	79	11.58
Low speed of Internet	67	16.46	56	25.45	18	32.73	141	20.67
Limited number of computer	57	14.00	24	10.91	5	9.09	86	12.61
Lack of assistance from the library staff	28	6.88	12	5.45	1	1.82	41	6.01
Lack of seating facility	55	13.51	16	7.27	1	1.82	72	10.56
Lack of awareness of available resources	41	10.07	21	9.55	2	3.64	64	9.38
Total	407	100	220	100	55	100	682	100

Table-9 shows the problems faced while using library sources by the respondents. Majority 102(29.48%) UG students expressed their opinion 'inadequate of prescribed textbooks' similarly majority 67(30.45%) of the PG students 'inadequate of prescribed textbooks' and 18(32.73%) of the faculty expressed on 'low speed of Internet'.

Findings:

- Among 682 respondents, 512(75.07%) are male respondents and remaining 170(24.93%) are female respondents.
- Out of 682 respondents, the majority of the 407(59.68%) are U.G. students and the least are 55(8.06%) are the faculty members.
- The majority respondents 317(46.48%) visit library 'Daily'.
- The majority 185(27.13%) of the respondents visit library for 'to read library books' followed by 181(26.54%) visit 'to borrow library books'
- Among 682, maximum 268(39.30%) respondents were using 'textbooks' and minimum respondents 15(2.20%) using CD-ROMs materials.
- Majority of the 264(38.71%) respondents using 'circulation service'
- Majority 287(42.08%) of the respondents expressed satisfied with textbooks. 501(73.46%) of the respondents expressed neither satisfied nor-dissatisfied on 'journals', and 248(36.36%) of the respondents expressed their opinion dissatisfied on 'Dictionaries and Encyclopaedias'.
- Majority 102(29.48%) UG students expressed their opinion 'inadequate of prescribed textbooks' similarly majority 67(30.45%) of the PG students 'inadequate of prescribed textbooks' and 18(32.73%) of the faculty expressed on 'low speed of Internet'.

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