

Use of Information Resources and Services by Users of First Grade Colleges Bangalore: A Study

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***Abstract** - Present study examines the use of information resources and services by users of First Grade Colleges. Well structured questionnaires were distributed among 125 users to collect their opinions regarding the frequency and purpose of visit to the library. Study also highlights the available information resources and services. From the study we found that the majority of the responded 65 (63.73%) are male followed by female respondents 37(36.27%). It is also observed that 83 (81.37%) respondents are from rural area. About 35.29% respondents are happy with availability of text books in library. It was found that 58.82% of respondents feel good with circulation service. Further an attempt has been made to give few suggestions based on the analysis of the data.*

Key Words: User studies, Information Resources and Services, Library Facilities, Bangalore

Introduction

Now day's education is essential for the development of the society. The main purpose of First Grade Colleges College libraries is to support education. Libraries are mainly entrusted with a host of predetermined tasks like acquiring, collecting, organizing, preserving, retrieving and disseminating information for effective use. Right from ancient times to the present digital information era, the primary objective of library has always been to achieve the goals. There is a need to use information accurately, precisely and systematically.

The study mainly focuses on use of information resources and services by users of First Grade Colleges in Bangalore district. An academic library always provides valuable support to students and users for their learning and teaching process. We can't imagine the education institutions without libraries. Identifying the information resources, services and users' needs of First Grade Colleges present day challenge for LIS professionals. According (Narasappa K C and Dr Dharani Kumar P 2018) states 'library is a store house of knowledge preserving and dissemination information providing different library services to the users'. In this situation Department of First Grade Colleges Education is responsible for the planning and the overall development of First Grade Colleges college libraries in Karnataka.

Review of Literature

There are good number of studies conducted on use of information resources and services in different academic institutions, but user studies on school and college libraries are urgent in need to know the present status of college libraries. Here we made an attempt to discuss few case studies on use of information sources. Under the light of these studies we made an attempt to find out the Use of Information Resources and Services by Users of First Grade Colleges in Bangalore District.

Study conducted by Chikkamanju and Mallinath Kumbar (2015) investigate the 'Use of Information Resources and Services by the Students of First Grade Colleges Affiliated to Tumkur University, Tumkur: A Comparative Study'. Study highlights that 1663(87.48%) of respondents visit the college library, whereas 388(22.01%) made visit at every day. Further they suggest library should provide orientation and training program for the users at regular interval of time. The library staff should do regular shelf rectification for easy access of misplaced books.² Similarly another study conducted by Chikkmanju and Adithya Kumari (2014) on 'Use of Information Resources and Services in First Grade Colleges Affiliated to Tumkur University Faculty Members. Study shows that 266 (63.18%) of faculty members visit the library for reading news papers and popular magazines, followed by 247(58.66%) to borrow books and 214(50.83%) for getting photocopies. Majority of faculty members (96.62%) use internet for the purpose of data communication, followed by 228(69.93%) social sites, and for accessing teaching materials (42.33%) and 119(36.30%) seeking jobs portals. Study suggests that libraries should acquire latest editions of books and other information resources. The libraries should create awareness to its users about the scope, coverage and importance of N-List resources and services.³

Study conducted by Parvathamma and Mukesh Shinde (2015) on use of information resources and services of University of horticulture reveals that majority of the students visit library to borrow text books, general books in Horticulture and allied fields. Reference sources such as dictionaries, encyclopedia are consulted rarely. Majority of the students never accessed bibliographic databases on CD-ROM or DVD and web resources. Study suggest that providing the orientation to the students about information literacy skills to identify, locate, evaluate and use both print and electronic information resources efficiently, so that they can become independent and lifelong learners.⁴ Similarly Biradar and Dharani Kumar (2009) conducted the study on use of Information Sources and Services in Library of Agriculture Science College, Bangalore. Study shows that 77.22% of responded visit the library every day. About 88% students visit the library to read journals and magazines followed by to borrow books (87.12%). Study suggest that agriculture libraries must give more emphasis to e-consortia approach.⁵

Whereas Sunil Tyagi (2011) made an attempt to know the use of information resources and services at Delhi Public Library. From the study it is found that Delhi public library is fully equipped with computerized automation, including free internet access, CD/DVD, and an online catalogue using Koha. Study shows that most patrons use the library for reading newspapers and magazines. About 80% of users are satisfied with the present situation of the library. Study also

recommends that library collection should be extends to maximum by acquire multiple copies of heavily demanded books and also improve the reading room facilities. ⁶Narasappa and Dharani Kumar (2019) study highlights that the First Grade Colleges college users are suffering inadequate library building, infrastructure facilities, reading materials, computers, internet facility and library automation. Hence concerned authority, necessarily appointment of permanent librarian post and provide basic facilities to First Grade Colleges college libraries. ⁷Similar kind of another study on public library resources and services is conducted by Parvathamma and Shanker Reddy (2009) highlights that use of information resources and services of the public libraries, particularly public libraries in Bidar District, would help in framing appropriate policies related to collection development and improve the quality of library services. ⁸

Sumitha and Suresh (2015) study is confined to the all colleges affiliated to Madurai Kamaraj University in Theni district. Study shows that 65.31% of the respondents are in the age group between 20 to 25 years and 100% of the respondents made visit the library. 32.81% of the responded seek information through text books. 99.06% of the respondents use e-resources. Present study reveals that the focus has shifted from print media to e-resources and internet has revolutionized the way of getting information around the world. ⁹Whereas Abdul Mannan Khan (2012) conducted the study to know the level of use of information sources by faculty members, research scholars and students of the faculty of commerce, Aligarh Muslim University (AMU), Aligarh. Findings show that the maximum number of respondents prefers to consult books and journals. While the faculty members and research scholars prefer journals compared to books. Most of the faculty members as well as research scholars are agreed that e-journal articles are most helpful for their research work. Study also recommends that library should furnish with good computer lab with internet facility. ¹⁰

Naik, L and Kumar, Kishore S (2015) stated that ICT has not only the potential to transmit information at greater speed and precision but also the capacity to deal large amount of diversified information. ¹¹

Naik, L and Kumar, Kishore S (2018) stated that all the users belonging to the college libraries were highly satisfied with the usage of electronic information resources. ¹²

Naik, L and Kumar, Kishore S (2019) this study investigated the uses, awareness and attitudes towards of library services and facilities with special reference to first grade college libraries in the Bangalore. A survey was carried out on a sample population of 295 students from the three colleges. Major activities in the library are reading text books (83.9%), newspapers (67.1%), source information for research or project work (65.8%) and class assignments (65.3%). ¹³

Objectives of the study

- To find out the background information about the library users.
- To know the availability of information resources in First Grade Colleges n
- Bangalore District
- To find out the extent of use of library and information resources and services by

- Users of First Grade Colleges.
- To identify the problems encountered in the use of information resources by the Users.
- To suggest the suitable recommendations to improve library resources and services of First Grade College Libraries

Methodology

Keeping in view the objectives of the study the questionnaire method will be adopted for collecting the primary data, supplemented by interviews and face to face interactions with First Grade Colleges College Users. In total 125 questionnaires distributed to the responded, among them 102 questionnaires were received back with 81.6% response rate. The data obtained were analyzed using simple excel sheet and generate tables. The present study is limited to only twelve government and two Aided First Grade Colleges Bangalore rural and Bangalore urban taluks in Bangalore District. The structured questionnaire focuses on use of library resources and services in First Grade Colleges only.

Data Analysis and Interpretation

Gender -wise distribution

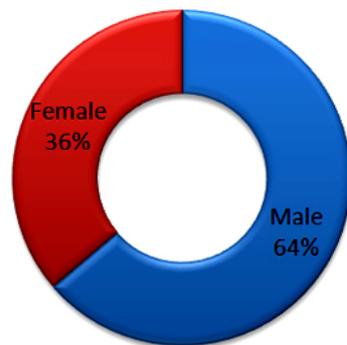


Figure.1

The figure.1 shows the gender wise distribution of the 102 responded, the majority of the responded 63.73% are Male followed by Female responding 36.27%.

Age of the respondents

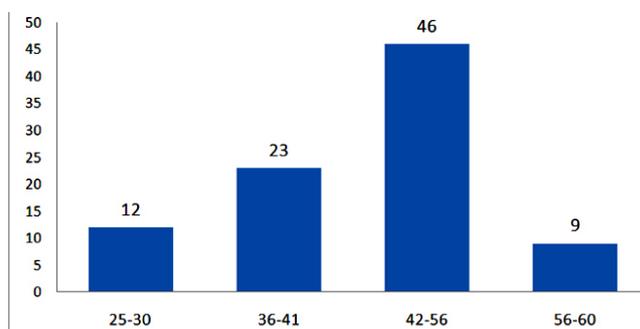


Figure.2

Figure .2 shows the age wise distribution of the respondents. Among the 102 respondents, the highest numbers of respondent (45.09%) belongs to the age group of 42 to 56 years. The second majority of the respondents (22.55%) fall under the age group of 36 to 41 years, followed by 11.77% respondents are in the age group between 25 to 35 years. Study reveals that among the users' highest number of respondents are senior

faculty members.

Social background of the respondents

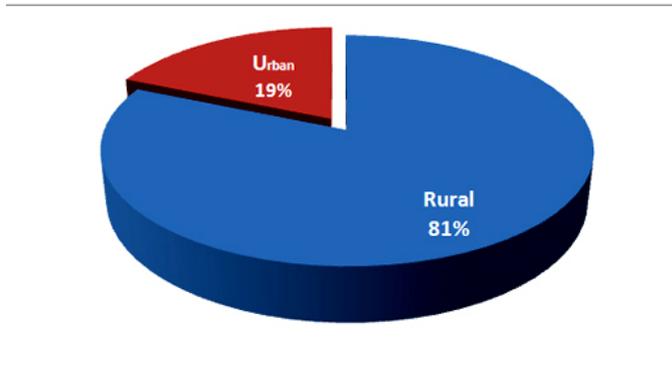


Figure.3

Figure.3 highlights the distribution of responded by social background. It is observed that 81.37% respondents are coming under from rural area. Whereas meager percent of 18.63% respondents are from urban background.

Subject-wise distribution of respondents

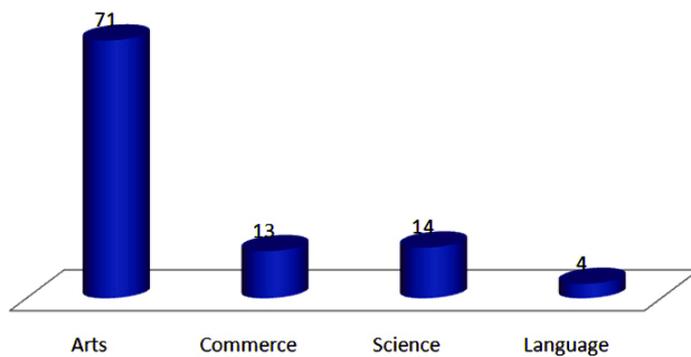


Figure.4

Figure.4 shows the total number of respondent's according to subject background. Data shows that 69.61% of respondents are from Arts faculty, followed by 13.73% are from Science faculty, whereas 12.74% respondents are from Commerce. Very meager percent 3.92% of respondents are from language Users. It is very clear that the majority of respondents are belongs to Arts Users.

Institution-wise responded

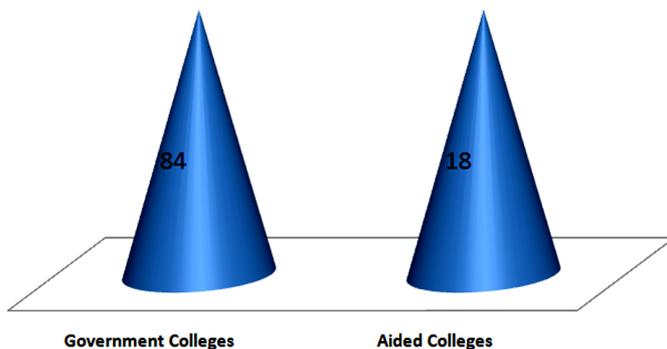


Figure.5

Figure.5 reveals the institution wise respondents. Data shows that 82.35% of users are working in Government colleges and 17.65% of users are working in Aided colleges.

Frequency of visit to the library

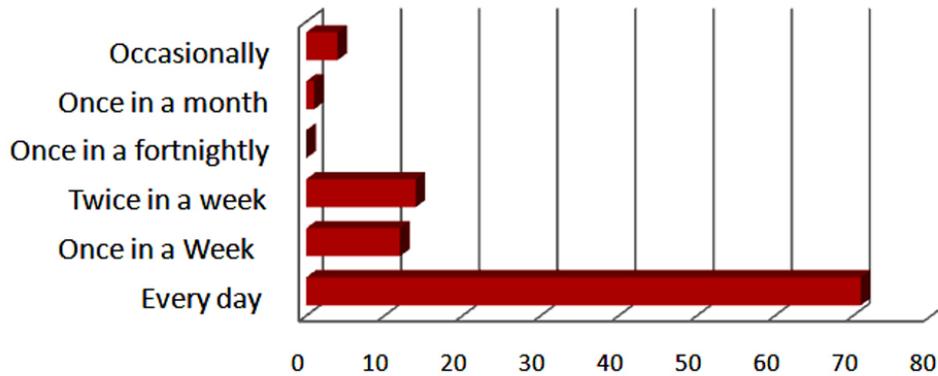


Figure.6

Figure.6 indicate that frequency of visit to library by users. The data shows that 69.61% of the respondents are made visit to the library every day and 13.73% of users made visit to the library twice in week followed by 11.76% of respondents are visit the library once in week.

Purpose of visit to the library

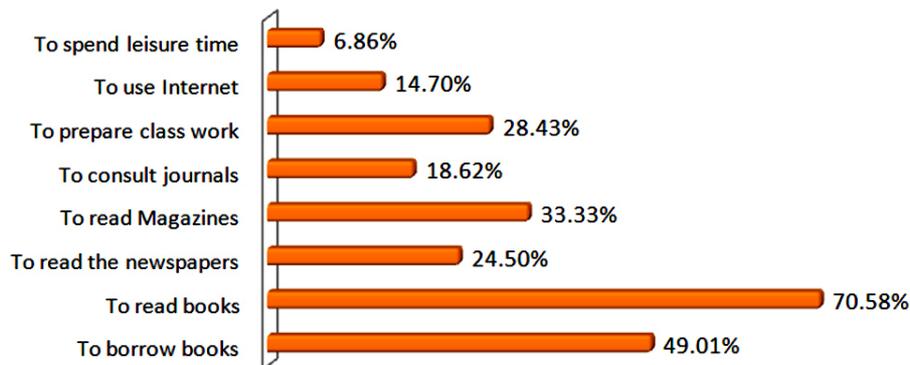


Figure.7

Figure.7shows that 70.58% of respondents visit the library to read books and 49.01% of respondents visit the library to borrow books followed by 33.33% of respondents visit the library to read magazines and 28.43% respondents visit the library for the purpose of preparing for class works, whereas 24.50% respondents visit the library to read the newspapers. Data shows that very meager percent (8.62%) of respondents visit the library to consult journals followed by 14.70% respondents visit the library to use internet.

Mode of information access

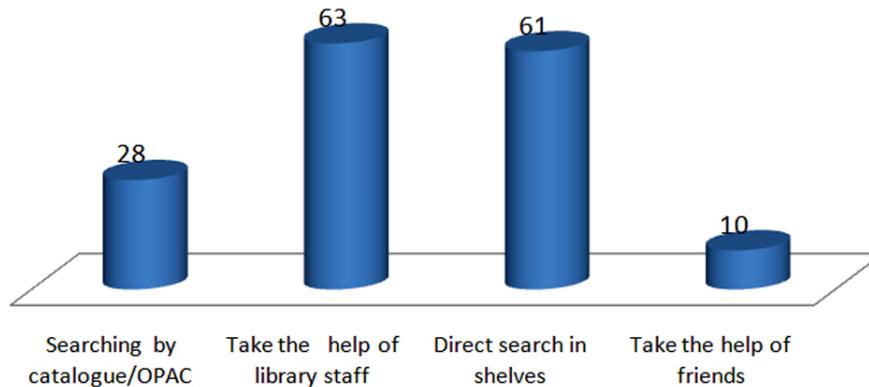


Figure.8

Figure.8 shows the mode of information access by users in First Grade Colleges. The data shows that 61.76% of users find the needed information in library by taking the help of library staff and 59.80% of users access the information by direct search in shelves. The study further reveals that 28.56% of users searching the information by catalogue/OPAC and only 9.80%users take the help of friends. From the above analysis it is clear that most popular method of accessing the information is by taking the assistance of library staff.

Relevance of information resources

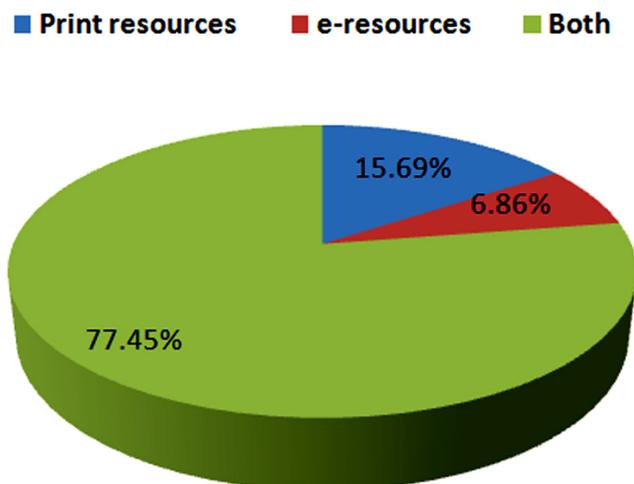


Figure.9

Figure.9 reveals that the relevancy of print V/S e- resources. The study shows that 77.45% of respondents are interested with both print and e-resources. Whereas 15.69% of respondents like with print resources and only 6.86% respondents liked with e-resources.

Findings of the Study

1. Majority of the respondents (69.61%) visit the library every day to meet their required information.
2. Most of the respondents (70.58%) visit library to read books and 49.01% respondents made visit the library to borrow books for teaching and other works.
3. Major percent of (61.76%) users find the required information by take the help of library staff and 59.80% of respondent's access the information by direct search in shelves whereas 28.56% of respondents searching the information by catalogue/OPAC for locating information.
4. The highest percent (77.45%) of respondents interested both in print and e-resources and second majority of respondents (15.69%) are liked print resources for their study.
5. Majority (35.29%) of respondents agree with availability of text books in library and 29.41% respondents opinion is very good with reference books available in the library and only 9.80% of respondents says poor.

Suggestions

By considering the summarized opinions of respondents the following suggestions and suitable recommendations are made to improve the library resources and services of First Grade Colleges College Libraries.

1. Study will suggest to build the well organized collection with well equipped library building with sufficient books, internet facilities including newspaper and journals etc.
2. Library staff should need to create proper awareness among users about use of e-resources and services in First Grade Colleges.
3. The availability of library collections are very poor, the State Government should provide the financial support and improve the library collection.
4. The college libraries must conduct the user orientation and awareness programme required for users handling maximum use of computer and library resources.
5. Independent library building in First Grade Colleges urgent in need.

Conclusion

The development and delivery of good quality services to users is an important goal for any First Grade Colleges college libraries. The present study was aimed to identify the use of library resources and services by users of the First Grade Colleges s. Majority of the First Grade Colleges college libraries do not have library building, sufficient text books, reference books, CET study materials, internet and library Automation facility to users. Therefore concerned department improve on the infrastructures facilities such as library building, library collection, computers, internet facilities and financial support to First Grade College libraries. The users of First Grade Colleges were from rural area and they were from arts faculty background. However, the users of First Grade Colleges are satisfactory with the available circulations and reference

services of the library. Finally the provision of the resources, services and facilities is satisfactory to the users of the library.

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