# Use of Library Resources and Services by PG students and Faculty of Loyola Academy of Degree and PG College: A Case Study.

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*Abstract* **-** Academic library play a pivotal role in providing valuable services to its users viz students, faculty etc. The present study was conducted to know the use of sources and services of the Loyola Academy of Degree and PG College, Hyderabad and found that majority using text books and users coming to library to borrow the text books. While using services and sources of the library users facing some problems and the study made some recommendations and suggestions to counter the problems that would help user use the library efficiently and effectively.

**Key words:** Loyola academy, Hyderabad, usage of library, Problems-use of library

## 1. Introduction

Library is store house of knowledge; it collects variety of information sources in the form of print, non print and electronic sources and disseminates information in them by different library services. The user needs, their preferences, the level of satisfaction they arrive out of library services have serious implication on library and information systems. Any information system's objective is to transfer information to its users. Burrow (1973) states that, the main task of information centre or library is to monitor published information and bring to the notice of user. Proper knowledge of users is one of the essential components for developing proper library information systems. User studies originated with the perception that by understanding user need and information use, it is possible to design effective library information systems. Academic library play a pivotal role in providing valuable services to its users viz students, faculty etc.

Colleges, Universities, Institutions etc are spending huge amounts of money on collection of information sources to meet the requirements of users. User studies on usage of the library and information centers would help to find out drawbacks in libraries this in turn assist to overcome the problems in the library to provide effective and efficient services. User studies are more or less evaluative studies and gives proper direction to bring quality collection and services.

## 2. Review of related literature

Many scholars have surveyed to get acquainted with user information seeking behavior and status of information sources and information services of library from user point of view. A few research works are reviewed in the present study. **Mallaiah and Badami ( 1993 )** studied the use of services and facilities of Mangalore University Library. The majority of the research scholars visited the library for borrowing books. **Tadasad and Talikoto (2000)** carried out a survey on awareness and utilization of resources and services of City Central Library, Gulbarga and found that majority users are satisfied with information services and visit library to borrow and return books. **Mohindra and Kumar(2015)** reported that majority 86.36 % of respondents visited the library for study purposes, followed by 129 (58.63 %) to borrow books, 51(23.2 %) respondents are using library web-pages daily, 71.49 % were of

the view that library service attributes are helpful towards their academic success. **Veena,G and Kotari, Prabhakara Narasimha (2016)**  examine the user's satisfaction in library facilities, resources and services of the students of SDM College Library, Ujire The findings of the study shows that 177(59.0%) of respondents have the habit to visit to the library daily, majority 260(86.7%) of respondents are highly satisfied with the collection of general books, majority 210(70.0%) are highly satisfied with collection of text books 160 (53.3%) respondents considered circulation services as excellent. The study suggested that college library should carry out user studies at regular intervals to strengthen the library collections and services to meet user needs.

### 3. Objectives of the Study:

 This study aimed at achieving the following objectives. I). To determine the frequency of library use by the students and faculty under study, ii) To study the extent of use of library resources and services by the students and faculty iii). To know the level of satisfaction towards utilization of library resources and services. iv) To study the problems faced while using the library resources and services, v) To suggest ways to improve the utilization of library resources and services at Loyola academy of Degree and PG college.

### 4. Methodology:

The research has been carried at  Loyola Academy of Degree and PG college, Hyderabad This study used random sampling technique to select 200 students and faculty  of the college. A total of 200 questionnaires were distributed and got returned 180 filled in questionnaires. i.e the response rate is 90%.

### 5. Data Analysis and Results

The collected data had been analyzed in the following tables;
The students and faculty were requested to give information about gender and designation

Table 1: Gender wise distribution

| S.No | Gender | No. of Respondents | Percentage(%) |
|------|--------|--------------------|---------------|
| 1 | Male | 118 | 65.5% |
| 2 | Female | 62 | 34.5% |

The above ( table.1) shows the gender wise distribution of the respondents which shows that 118  65.5% ) respondents were male and 62 (34.5 %) were female. It indicates that majority respondents were male.

Table 2: Designation

| S.No | Designation | No. of Respondents | Percentage (%) |
|------|-------------|--------------------|----------------|
| 1 | Students | 121 | 67.2% |
| 2 | Faculty | 59 | 32.8% |

The data in (table.2) shows designation wise distribution of the sample. The data shows that 121(67.2%)  were students and 59(32.8%) were faculty. It indicates that majority were students.

**Use of the library:**

The use of library by users depends on information need, library collection and services. The following tables depict the use of library by respondents.

**Purpose**:

Every user visit library for particular purpose to fulfill his information need

Table 3: Purpose of using Library:

| S.no | Purpose | Respondents | Percentage (%) |
|------|---------|-------------|----------------|
| 1 | Borrowing books | 162 | 90% |
| 2 | To read reference book | 128 | 71.1% |
| 3 | To read journals | 121 | 67.2% |
| 4 | To read news paper and magazines | 107 | 59.4% |
| 5 | To know about latest arrivals | 58 | 32.2% |
| 6 | To read research projects | 72 | 40.0% |
| 7 | For internet browsing | 36 | 20.0% |
| 8 | To access DELNET | 83 | 46.1% |
| 9 | To access NLIST | 77 | 42.7% |

The above data in the (table.3) shows that 162(90.0%) respondents visiting library with the purpose  to take and return books, followed by 128(71.1%)  reading reference books, 121(67.2%) reading journals. While 107(59.4%) visiting library to read newspapers and magazines.However 83(46.1%) for accessing DELNET and 77(42.7%) for accessing NLIST. 72(40.0) users coming to library for research projects, followed by 58(32.2) for getting information about latest arrivals and 36(20.0%) for internet browsing. From above analysis Majority visiting library for borrowing books.

**Frequency:**
Generally users visit the library daily or weekly or monthly depend on information needs.

Table 4: Frequency of use of Library:

| S.No | Frequency | Respondents | Percentage |
|------|-----------|-------------|------------|
| 1 | Daily | 48 | 26.6% |
| 2 | 2-3 times in week | 78 | 43.3% |
| 3 | Weekly | 30 | 16.6% |
| 4 | Every 15 days | 8 | 4.4% |
| 5 | Monthly | 10 | 5.5% |
| 6 | Occasionally | 6 | 3.3% |

The response to the Frequency of using Library scattered from daily to occasionally.  The above data in (table.3) shows that 48 ( 26.6%   ) respondents visiting the library daily followed by 78 (43.3%) 2-3 times in a week.  30 ( 16.6%) visiting library weekly, 10(5.5%) visiting library once in a month. alternate day. While 8( 4.4%  ) and  6 (3.3%    ) visiting library fortnightly and occasionally. It is found that majority visiting 2-3 times in week.

**Time spent in the library:**
Users spend  time in the library to read or collect information

Table 5: Time spent in the library

| S.No | Time | Respondents | Percentage |
|------|------|-------------|------------|
| 1 | One Hour | 61 | 33.8% |
| 2 | 1-2 Hours | 82 | 45.5% |
| 3 | 2-3 Hours | 25 | 13.8% |
| 4 | 3-4 Hours | 12 | 6.6% |

A question was asked regarding the time spent in the library. Data in the (table .5) shows that 61 ( 33.8% ) users spending one hour time in the library  followed by 82  ( 45.5%  ) respondents  spending their time between 1-2 hours.  25 (13.8% ) users spending 2-3 hours, in the library while   12( 6.6% ) spending 3-4 hours.

**Use- Library Information resources use:**
Users use library resources books journals newspapers etc in the library.

Table 6: Use -Library Information resources

| S.No | Sources | No. of Respondents | Percentage (%) |
|---|---|---|---|
| 1 | Text books | 144 | 80.0% |
| 2 | Reference books | 136 | 75.5% |
| 3 | journals | 122 | 67.7% |
| 4 | Newspapers/magazines | 115 | 63.8% |
| 5 | Project reports | 91 | 50.5% |
| 6 | DELNET | 88 | 48.8% |
| 7 | NLIST | 72 | 40.0% |

Respondents were asked  to indicate the  information sources, services, and tools used to locate information and the data related to these presented in the following tables. The data in the above (table.6) shows that 114(80.0%) respondents refer text books followed by 136(75.5%) using reference books, 122(67.7%) referring journals.  115(63.8%) reading newspapers and magazines, 91(50.5%) reading research projects. While 88(48.8%) and 72(40.0%) using DELNET and NLIST digital sources respectively.

**Use of services:**

Library disseminate information available in documents (print/e resources) through different services and these services being utilized by users

Table 7: Use - type of services

| S.No | Type of service | Respondents | Percentage (%) |
|---|---|---|---|
| 1 | Circulation | 171 | 95.0% |
| 2 | OPAC | 81 | 45.0% |
| 3 | CAS(getting recent information about library) | 58 | 32.2% |
| 4 | Xerox/print | 68 | 37.7% |
| 5 | Book bank service | 77 | 42.7% |
| 6 | Asking librarian/staff | 100 | 55.5% |
| 7 | Digital services(NLIST/DELNET | 123 | 68.3 |

The above data in the (table.7)  shows that 171(95.0%) using circulation service, followed by 123(68.3%) digital services. 100(55.5%) users asking librarian/staff about books ,journal etc information, OPAC being used by 81(45.0%) users. Book bank services used by 77(42.7%), Xerox and print facility service used by68(37.7%).While CAS( getting current information about library) service is used by 58(32.2%).

**Use of tools**:
Users use different tools such as OPAC, Browsing shelves etc for locating information in the library

Table 8: Tools used

| S.No | Tool | Respondents | Percentage (%) |
|---|---|---|---|
| 1 | Using OPAC | 66 | 36.6% |
| 2 | Assistance from staff | 79 | 43.8% |
| 3 | Browsing the shelf | 105 | 58.3% |
| 4 | Seeking assistance from teachers/friends | 47 | 26.1% |

The data in the above( table.8)  depicts  the  tools that are  used by respondents for locating information in the library . The data in the (table .9) shows that 105( 58.3%   ) of respondents browse the reading material through shelves,  79 (43.8%  ) seeking assistance from the library staff.   66 ( 36.6%  ) respondents have been using OPAC to locate information while47 ( 26.1%    ) seeking assistance from friends and teachers.

**Library maintenance:**

Proper library maintenance (shelving, arrangement of books etc) is important to locate the book in the library

Table 9: Proper library maintenance

| S. No | Response | Respondents | Percentage |
|---|---|---|---|
| 1 | Yes | 121 | 67.2% |
| 2 | No | 59 | 32.8% |

The data in the (table.9) shows that 121(67.2%) said that library is being maintained properly by staff and 59(32.8%) said maintenance is not good in the library.

**Physical facilities**:

Proper Physical facilities such as reading rooms, furniture, tables, chairs, terminals etc would help readers utilize the library effectively

Table 10: Physical facilities:

| S.No | Level of adequacy | Respondents | Percentage |
|---|---|---|---|
| 1 | adequate | 127 | 70.5% |
| 2 | inadequate | 53 | 29.4% |

The above table depicts the level of adequacy of physical facilities .The data in the ( table.10) shows that   127(70.5%) respondents opined that facilities are adequate but 53(29.4%) said facilities are inadequate.

**Good Atmosphere**:

Proper atmosphere, good ventilation, lighting and cleanliness attracts user towards library

Table 11:   cleanliness, ventilation, lighting and atmosphere

| S.No | Opinion | respondents | percentage |
|---|---|---|---|
| 1 | Excellent | 28 | 15.5% |
| 2 | Good | 89 | 49.4% |
| 3 | Average | 36 | 20.0% |
| 4 | Poor | 27 | 15.0% |

The above data in the (table. 11)shows that  89(49.4%) respondents said that cleanliness, ventilation, lighting and atmosphere in the library are good, followed by 36(20.0%)  good. While 28(15.5%) opined that facilities are excellent and 27(15.5%) said facilities are poor.

**Satisfaction with collection**:

Success of any library depends on its collection and services. Satisfaction of the user is important in any library system as library disseminate information from its collections only.

Table 12: Satisfaction with collection

| S. No | Satisfaction level | Respondents | Percentage |
|---|---|---|---|
| 1 | Satisfied | 78 | 43.3% |
| 2 | Partially satisfied | 49 | 27.2% |
| 3 | Highly satisfied | 31 | 17.2% |
| 4 | Not satisfied | 22 | 12.2% |

(Table.12) shows the data about level of satisfaction of users about collection in the library such as books journals projects digital sources etc. 78(43.3% ) respondents were satisfied abou collection 49 ( 27.2%  ) were partially satisfied . While 31(17.2%  ) are highly satisfied , and 22 (12.2%  ) were not satisfied with collections available in the library.

**Satisfaction with services**:

An effective and efficient library services satisfy user and in turn help them get information quickly without wasting time.

Table 13: Satisfaction with services

| S. No | Satisfaction level | Respondents | Percentage |
|---|---|---|---|
| 1 | Satisfied | 78 | 43.3% |
| 2 | Partially satisfied | 38 | 21.1.% |
| 3 | Highly satisfied | 31 | 17.2% |
| 4 | Not satisfied | 33 | 18.3% |

The above (table.13) depicts the satisfaction level of services available in the library.78 (43.3%) respondents satisfied with services available in the library, followed by 38(21.1%) partially satisfied. While 31(17.2%) respondents were highly satisfied with the services. On the other hand 33(18.3%) respondents were not satisfied with library services.

**Problems face while using Library**:

Users may face problems such as lack of physical facilities, lack of needed information,  lack of proper timings lack of assistance from library staff etc

Table 14: Problems faced while using library

| S.No | Problems | Respondents | Percentage |
|---|---|---|---|
| 1 | Lack of space, furniture, terminals | 76 | 42.2% |
| 2 | Lack of  required information | 48 | 26.6% |
| 3 | Lack of proper timings | 72 | 40.0% |
| 4 | Lack of awareness about library materials/services | 58 | 32.2% |
| 5 | Locating document is difficult | 47 | 26.1% |
| 6 | Lack of required E resources | 54 | 31.1% |
| 7 | Non availability of recent publicati on(new edition books) | 69 | 38.3% |
| 8 | Lack of assistance from staff | 28 | 15.5% |
| 9 | Lack of time | 62 | 34.4% |
| 10 | Non issue of reference book, journals and issue if limited books | 57 | 31.6% |
| 11 | Lack of ict skill | 62 | 34.4% |

The above data (table.14) shows that respondents facing problems while using library. 76(42.2%) Lack of space, furniture, terminals etc is a problem  while using library, followed by72(40.0%) lack of proper timings of the library, non availability of latest editions is problem for 69(38.3%) . Lack of awareness about library materials/services 58(32.5%), Lack of required E resources 54(31.1%), Non issue of reference book, journals and issue if limited books 57(31.6%), lack of time of user and lack of ICT skills is a problem for 62(34.4%) respondents.

Locating a document is problem for 47(26.1%) and lack of assistance from staff is problem for 28(15.5%) users.

**Training/ orientation**:

Users need orientation/ training on library sources and services to utilize library effectively

Table 15: Need of Training/orientation

| S.No | Need of training | Respondents | Percentage |
|------|------------------|-------------|------------|
| 1 | Yes | 116 | 64.4% |
| 2 | No | 64 | 35.6% |

 It is found from the above table that 116(64.4%) users need training/ orientation about library services and sources while 64(35.6%) does not need any training/ orientation on use of library materials.

**6. Major Findings of the study**:

- From the above data analysis 118 (65.5%  ) respondents were male and 62 ( 34.5 ) were female and belongs to different disciplines and 121(67.2%)  were students and 59(32.8%) were faculty.
- 162(90.0%) respondents visiting library with the purpose  to take and return books, followed by 128(71.1%)  reading reference books, 121(67.2%) reading journals. While 107(59.4%) visiting library to read newspapers and magazines. However 83(46.1%) for accessing DELNET and 77(42.7%) for accessing NLIST.72 (40.0) users coming to library for research projects.
- 114(80.0%) respondents using text books followed by 136(75.5%) using reference books, 122(67.7%) referring journals.  115(63.8%) users  reading newspapers and magazines, 91(50.5%)  reading research projects. While 88(48.8%) and 72(40.0%) users, using DELNET and NLIST digital sources respectively.
- 171(95.0%) using circulation service, followed by 123(68.3%) digital services. 100(55.5%) users asking librarian/staff about books , journal etc information, OPAC being used by 81(45.0%) users.
- 78(43.3% ) respondents were satisfied about collection 49 ( 27.2%  ) were partially satisfied . While 31(17.2% ) are highly satisfied  and 22 (12.2% ) were not satisfied with collections available in the library.
- 105( 58.3% ) of respondents browse the reading material through shelves,  79 (43.8% ) seeking assistance from the library staff.   66(36.6% ) respondents have been using OPAC to locate information while47 ( 26.1% ) seeking assistance from friends and teachers

- 76(42.2%) Lack of space, furniture, terminals etc is a problem  while using library, followed by72(40.0%) lack of proper timings of the library, non availability of latest editions is problem for 69(38.3%) . Lack of awareness about library materials/services 58(32.5%), Lack of required E resources 54(31.1%), Non issue of reference book, journals and issue if limited books 57(31.6%), lack of time of user and lack of ICT skills is a problem for 62(34.4%) respondents.

## 7. Recommendations:
The study made following recommendations to strengthen the library sources and services.

- Increase library timings, Purchase latest edition books and make available more number of books on shelves as users in the study mainly using text books, Increase the number of books for issue and extend loan duration of loan period. Subscribe more digital sources along with NLIST and DELNET.
- Physical facilities such as space, seating capacity, terminals are increased. Staff should conduct orientation /training programmes periodically about the utilization of library sources and services.
- Proper maintenance (shelving, labeling, bay guides, proper dusting) in library is required, library man power be increased to maintain cleanliness in the library   and make arrangements for proper ventilation, lighting etc

## Conclusion:

The study reveals that almost all respondents are using library for different purposes and are spending time to use sources and services of the library, users need training and orientation to use library sources. Increase of Library budget would definitely help library to serve more years to thousands of users of the college at present and future also.

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