Use of Library Sources and Services among MCA Students in Sri Venkateswara University, Tirupati

N. Hari Lakshmi
Research Scholar
Dept. of Library and Information Science
Sri Venkatswara University
Tirupati-517 502.
email: harilakshmin2010@gmail.com

Dr. K. Surendra Babu
Associate Professor & Librarian I/c.
Sri Venkateswara University
Tirupati-517 502.
email: surendrasvul@gmail.com

ABSTRACT

This study has been undertaken to explore the usage of library sources and services by the MCA students of Sri Venkateswara University, Tirupati. The study sample consisted of MCA students. The findings of the study revealed that 88% of the users utilizing the borrowing facility, 68% of the users facing the problem due to fewer computer terminals in the digital library, 58% of the users dissatisfied with inadequate subject books. Suggestions made from the study that the University higher authorities should make necessary changes to meet the user needs.

Keywords: Library Sources, Services, M.C.A Students, Sri Venkateswara University, Tirupati.

1. Introduction

The university library is not merely a stone house of books it is a dynamic agency to assist the scholars and researchers in carrying on their pursuits in the advancement of knowledge by making use of library sources and services. The Kothari commission in its report on education and national development (1964-66) further emphasized that, 'No University, college or department should be set up without taking into account its library needs in terms of staff, journals, space, etc. Nothing could be more damaging to a growing department than to neglect its library, the library should be an important center of attraction on the college or University campus. For the library personnel, it is necessary to understand, how to use resources, changing needs of users and their levels like students researchers and faculties.

2. Purpose of the study

Since the university library provides excellent resource and services, it has to develop an on-going dialog with its uses. On the other hand, academic libraries have to improve the quality of their services to survive in this competitive environment. Therefore it is crucial to evaluate the library service from customer's point of view. At the same time in order to set up user-centered service, the library needs to know the users and user needs. One of the main tools that can be used to evaluate and assess the library services is the user survey. It is impossible to assess the changing needs of the clientele unless user surveys are conducted to determine

user needs and their reading interests. Thus, the current study also carried out to find out the use of library sources and services by the MCA students of Sri Venkateswara University.

3. Objectives

- To examine the purpose of visiting the library by students;
- To know the use of available library sources, facilities and services by the MCA students of S.V. University;
- To know the awareness on availability of e-resources by the M.C.A students;
- To measure the level of satisfaction with the existing physical facilities in the library; and
- To know the facing problems while using library sources and services in the library.

4. Review of literature

Geetha and others (2016) study the how the resources and services of libraries are being utilized by the students of two engineering college libraries (PESITM and JNNCE) in Shivamogga city. The findings of the study revealed that difficulties in locating the needed materials by the students and lack of latest collection of both college libraries.

Saini and others (2014) 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.

Hussain (2013) examines the utilization of information resources and services of the Master School of Management Library, Meerut, U.P India.   This study demonstrates and elaborates the various aspects of library collections use within the available resources, frequency, and purposes of the visit and assess the behavior of library staff. Findings revealed that most of the users are satisfied with the available Library services.

Sonam and others (2013) study the faculty perception on library faculties in Autonomous Arts and Science colleges in Tamil Nadu, India. The results reveal that faculty has a low perception of the collection services, ICT facilities, and manpower and infrastructure facilities of libraries in these colleges.

Sivakumaren and others (2011) examine the usage of library resources and services by LIS research scholars in various universities/colleges in Tamil Nadu, India. It is found that majority of research scholars have used the Internet, electronic journals, online databases, and e-mail to collect information for their research.

5. Methodology

This study is based on the use of library sources and services among the MCA students of Sri Venkateswara University. Keeping in view the objective of the study, a structured questionnaire was designed and distributed to collect the necessary data from the students. Out of the 180, 50 students have been selected in a simple random method for collecting the data.

6. Analysis and Interpretations

6.1. Frequency of visiting the library

A question has been put to the respondents to know their frequency of library visit. The replies given by them are shown in the Table-6.1.

Table-6.1
Frequency of library visit

Frequency	No. of users	Percentage
Daily	16	32%
Once in a weak	19	38%
Once in a month	9	18%
Occasionally	6	12%
Total	**50**	**100%**

It is evident from the Table16.1 that majority of the respondents (38%) visit library once in a week followed by daily (32%), once in a month (18%) and remaining of them (12%) visit library occasionally. Hence, it is concluded that only 3% of respondents visit library daily.

6.2. Purpose of visiting the library

A question has been put to the respondents to know their purpose of visiting the library. The replies given by them are shown in the Table-6.2.

It is observed from the Table 6.2 that majority of the respondents (38%) visit library for the purpose of to update knowledge followed by for consulting books (32%), for study purpose (18%), for reading newspapers (8%) and remaining of them to (4%) visiting the library for the purpose of to spend leisure time. It can be concluded that majority of the respondents (38%) visiting the library for the purpose of to update their knowledge.

Table -6.2
Purpose of visit library

purpose	No. of users	Percentage
For study purpose	9	18%
For consulting books	16	32%
To spend leisure	2	4%
For reading newspapers	4	8%
To update knowledge	19	38%
Total	**50**	**100**

6.3. Time spent in the library

A question has been put to the respondents to know their spending the time in the library per week. The replies given by them are shown in the Fig. 1.
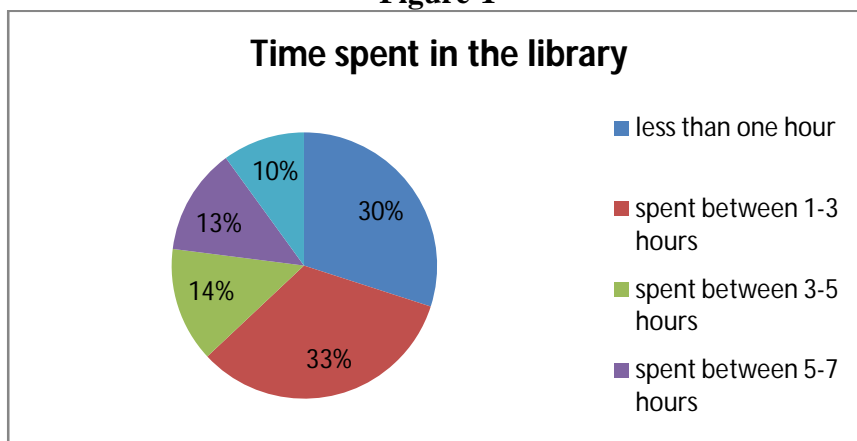
Figure-1

Figure-1 shows that Majority of the respondents (33%) are spent in the library less than an hour per week, followed by (30%) spent between the 1-3 hours, (14%) spent between 3-5 hours, (13%) spent between 5 to 7 hours and remaining of the respondents (10%) are spent in the library more than 7 hours.

6.3. Use of library sources

A question has been put to the respondents to know their use of library sources. The replies given by them are shown in the Table-6.3.

It is evident from the Table 6.3 that majority of the respondents (42%) use Textbooks, followed by reference books (38%), old question papers (34%) Subject books (32%), Newspapers (26%), Magazines (24%), Dictionaries and encyclopedias (20%) Current journals (18%). It can be concluded that majority of the respondents using Textbooks only.

Table -6.3
Use of library sources

Library sources	No. of users	%
Dictionaries and Encyclopedias	22	20%
Subject books	35	32%
Old question papers	17	34%
Textbooks	21	42%
Reference books	19	38%
Project reports	12	24%
Current journals	9	18%
Newspapers	13	26%
Magazines	12	24%

6.4. Satisfaction with library sources

A question has been put to the users to know whether their level of satisfied with library sources. The replies given by them are shown in the Table6.4.

Table -4
Level f satisfaction with library sources

Library sources	Satisfied	Neither satisfied nordissatisfied	Dissatisfied	Total
Dictionaries and Encyclopedias	35(70%)	5(10%)	10(20%)	50(100%)
Subject books	21 (42%)	4 (8%)	26(52%)	50(100%)
Old question papers	15 (30%)	16(32%)	19(38%)	50(100%)
Textbooks	20 (40%)	5 (10%)	24 (48%)	50(100%)
Reference books	27(54%)	4(8%)	19 (38%)	50(100%)
Project reports	31(62%)	8(16%)	11(22%)	50(100%)
Current journals	21(42%)	16(32%)	13(26%)	50(100%)
Newspapers	34(68%)	10(20%)	5(10%)	50(100%)
Magazines	23(46%)	14(28%)	9(18%)	50(100%)

It is evident from above the Table 6.4 that the majority of the respondents (70%) satisfied with dictionaries and encyclopedias. 68% of the respondents satisfied with Newspapers. Majority of the respondents (62%) satisfied with the project reports. More than half of the respondents are (54%) satisfied with the Reference books. More than half of the respondents (52%) are not satisfied with the Subject books. 48% of the respondents are not satisfied with the Textbooks. 42% of the respondents are satisfied with current journals. 38% of the respondents are not satisfied with the old question papers.

6.5. Use of library services

A question has been put to the respondents to know whether they are using following library services or not. The replies given by them are shown in the Table-6.5.

Table-6.5
Use of library services

Library services	Yes	No	No idea	Total
Reference service	36(72%)	8(16%)	6 (12%)	50 (100%)
Current awareness service	14(28%)	28(56%)	8(16%)	50 (100%)
Borrowing facility	44(88%)	6 (12%)	-	50 (100%)
Reprographic facility	26 (52%)	19(38%)	5(10%)	50(100%)
Internet facility	17(34%)	33 (66%)	-	-

It is evident from the Table 6.5 that majority of the respondents (88%) using borrowing facility and 12% of the respondents replied negatively.72% using reference service, 16% of the respondents replied negatively and 12% of respondents replied 'no idea'. 66% of the respondents replied that they are not utilizing the internet facility, only 34% of the respondents replied that they using the internet in the university library. 56% of the respondents replied that they are not utilizing the current awareness services, only 28% of the respondents utilize this service and 16% of the respondents replied that 'no idea'. 52% of the respondents utilize the Reprographic facility, 38% of the respondents were not used this service and 10% respondents replied that 'no idea' about this service. It is revealed that majority of the users (88%) using borrowing facility.

6.6.   Satisfaction on library services

A question has been put to the respondents to know whether their level of satisfaction with library services. The replies given by them are shown in the Table-6.6.

Table-6.6
Satisfaction with library services

Library services	Satisfied	Neither satisfied nordissatisfied	Dissatisfied	Total
Reference service	26(52%)	15(30%)	9(18%)	50(100%)
Current awareness service	17(34%)	19(38%)	14(28%)	50(100%)
Borrowing facility	43 (86%)	7 (14%)	-	50(100%)
Reprographic facility	20 (40%)	6(12%)	24 (48%)	50(100%)
Internet facility	16(32%)	9(18%)	25(50%)	50(100%)

From the Table 6.6 depicts that majority of the respondents (86%) satisfied with borrowing facility. 52% of the users satisfied with the Reference service 50% of the users replied that they are not satisfied with the Internet facility. 48 % of the users replied that they are not satisfied with the reprographic facility. 38 % of the users replied that they are neither satisfied nor dissatisfied with the current awareness service.

6.7. Use of E-resources

A question has been put to the respondents to know the use of e-resources. The replies given by them are shown in the Table-6.7.

Table-6.7
Use of E-resources

E-resources	No.	%
E-books	15	30%
E-Journals	31	62%
OPAC	25	50%
Theses dissertations	23	46%

It is evident from the Table 6.7 that majority of the respondents (62%) are using   e-journals followed by OPAC (50%), Theses/dissertations (46%) and remaining of them (30%) respondents are using e-books. It can be concluded that most of the respondents using e-journals to meet the information needs.

6.8. Satisfied with physical facilities

A question has been put to the respondents to know whether their satisfaction with physical facilities in the library. The replies given by them are shown in the Table-6.8.

Table-6.8
Satisfaction with physical facilities

Facilities	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Total
Seating accommodation	46(92%)	-	4(8%)	50(100%)
Comfortable library furniture	36 (72%)	4 (10%)	10(20%)	50(100%)
Good ventilation and lighting	44 (88%)	-	6(12%)	50(100%)
Lavatories	13 (26%)	18 (36%)	19 (38%)	50(100%)
Drinking Water	41 (82%)	6(12%)	4 (8%)	50(100%)
Cleanliness	37 (74%)	7(14%)	6(12%)	50(100%)
Atmosphere	42 (84%)	8(16%)		50(100%)

It is clear from the Table 6.8 that majority of the respondents (92%) are satisfied with the seating accommodation facility, 88% of them are satisfied with good ventilation and lighting. 84% of the users are satisfied with the atmosphere of university library. 82% of the respondents are satisfied with the drinking water facility. 74% of the respondents are satisfied with the cleanliness. 72% of the respondents satisfied with comfortable library furniture. 38% of the respondents are not satisfied with the fewer facilities of lavatories. It is revealed that majority of the respondents are satisfied with the accommodation of university library.

6.9. Problems faced in accessing library sources and services

A question has been put to the respondents to know their problems faced in accessing library sources and services. The replies given by them are shown in the Table-6.9.

Table-6.9
Problems faced in accessing library sources and services

Problems	No. of users	
Inadequate number of prescribed textbooks	31	62%
Location of very difficult	16	32%
Low speed of Internet	23	46%
Limited number of computer terminals in digital library	34	68%
Lack of assistance from the library staff	7	14%
Lack of seating facility	4	8%
Poor water sanitary facility	21	42%

Table 6.9 reveals that the majority of the respondents (68%) replied that limited number of computer terminals in digital library is the main problem faced in accessing library sources and services followed by inadequate number of prescribed textbooks (62%), low speed of internet (46%), poor water sanitary facility (42%), location of very difficult (32%), lack of assistance from the library staff (14%), and remaining of them (8%) of the respondents replied that lack of seating facility is also another problem faced in accessing library sources and services. It can be concluded that majority of the respondents are replied that limited number of computer terminals in the digital library is a problem faced in accessing library sources and services.

Findings

- Only 38% of the respondents visiting the library once in a week and 32% of the respondents visit library daily.

- Majority of the respondents (38%) visiting the library for the purpose of to update their knowledge.
- Nearly half of the respondents (48%) are using textbooks and 38% of the respondents are using reference books.
- Majority of the respondents (70%) are satisfied with dictionaries and encyclopedias.
- Most of the respondents (88%) are using borrowing facility and remaining of them 12% of the respondents replied negatively.
- A high percentage of the respondents (86%) are satisfied with the borrowing facility.
- Majority of the respondents (62%) are using e-journals.
- Most of the respondents (96%) are satisfied with the seating accommodation facility.
- Majority of the respondents (68%) replied that limited number of computer terminals in digital library is main problem faced in accessing library sources and services.

Suggestions

On the basis of findings of the survey following suggestions are made;
- The result of the study clearly indicates that libraries are the important resource for the users. Majority of the users dissatisfied with the inadequate of prescribed subject books, reference books. It is recommended that the higher authorities should take necessary steps to increase the latest edition of textbooks and reference books should be added to the library collections regularly.
- Majority of the users (66%) should not utilize the internet facility due to the low speed of internet and limited number of computer terminals. It is recommended that the higher authorities should be enhanced the infrastructure facilities for better utilization of e-resources
- In order to utilize the available library sources and services, the library should conduct user awareness programmes at the beginning of the in each academic session.

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