

Users Evaluation of Library Resources and Services at Select Universities in Andhra Pradesh

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***Abstract** - This study evaluated the use of library resources and services by the post graduate students and research scholars in four select Universities in Andhra Pradesh. The objective is to assess the frequency of the usage of university library resources and services, to evaluate the use of print and electronic resources, attitude on furniture and seating facilities, lighting and ventilation, drinking water and toilet facilities and finally drawn the attitude on library staff behavior with respect to the library users. The study adopted descriptive survey research method and employed a structured questionnaire and observations as instruments for data collection. The questionnaire was administered to 1740 registered users of the four university libraries and 1356 questionnaires were duly filled and returned. The respondents were selected through simple random sampling of those using the library at that particular time. The findings show that users are positive opinion on the print resources at the same time they are not satisfied with electronic resources.*

Keywords: Library resources, E-resources, Academic libraries, University library, Library users

Introduction

Libraries are ongoing in the present world afford to valuable information resources and services to their customer's satisfied manner. The main aim is to provide a wide range of services and facilities, which will enhance the manipulative use of the literature through the concepts of assistance and self-direction. A library can be regarded as a collection of books and other forms of recorded knowledge, purposefully selected and systematically organized and preserved by qualified library personnel for use by either the public or a target groups. These materials are made accessible through cataloguing and indexing services provided by the libraries. Subsequently, all university libraries are provided same services with little bit of variations is there in their offered services.

University Library Profiles

The Andhra University (AU) central library was established in the year 1927 and renamed as V.S. Krishna Memorial library in 1968. Library has a large collection of books 5, 05,000, 180-print & 8500 e-journals, magazines 35, news papers 15, back volumes 50,000 and CD

ROMS 880. The central library of the Acharya Nagarjuna University (ANU) was established on 19th August, 1976. Later in 1990 it was renamed as “Ambedkar Memorial Library”. The total collection of the library was 1, 44,246, books are 1, 35,796, periodicals 270, e-journals-8000, research M.Phil & Ph.D Theses 5,100 and Govt. reports 3,350. Services provided by the library as lending, reference, documentation, reprography, Wi-Fi connection, internet and binding facility. The Sri Venkateswara University (SVU) library was started in 1955. It has huge collocation of 3, 68,315 documents, 465 journals, 110 magazines. The central library provides services like book lending, readers advisory services, reference, Xerox, ILL facility, OPAC, digital library and Wi-Fi facility, competitive examination cell etc. Sri Krishnadevaraya University (SKU) library was established in the year 1981. The collection of the library is around 1.27 lakhs covering 32 subject fields and 15000 back volumes of journals. It offers reference service, reprographic service and current awareness service and Internet.

Review of Literature

A good number of studies have been carried out on library resources and services. **Samiksha and Kumar Das (2019)** carried out a study on evaluation of the use of college library resources and services by the UG students in Darjeeling district of west Bengal. In this survey they found that majority of the users were satisfied with the library resources and services.

Idiegbeyan-Ose, et.al (2019) carried a study on electronic and print resources preferences and usage among undergraduate students of Landmark University, Nigeria. This survey has been examined that out of 220 respondents, 47.60 percentage users were preferred print resources, and then followed by half of the respondents were given most preferred by e-resources. The study concludes that users were given equal importance to the both print and as well as e-resources in the library.

In another study, **Jebaraj (2018)** analyzed the usage of e-resources by the PG and RS of the Alagappa University. The results exhibited that users were most satisfied with electronic resources and they acquired more subject knowledge and as well as the new developed skills.

Rani (2018) conducted a study on library resources and services with satisfaction based on students and faculty. The study revealed that most of the users were (53.3%) highly satisfied with internet facilities, followed by OPAC (68.70%), next by the books and supplementary materials (86.76%).

Objectives

1. To know the frequency of use of the library resources and services by post graduate students and research scholars in select universities libraries.
2. To evaluate the use of print and electronic resources.
3. To identify the users attitude on study space, furniture and seating facilities, lighting and ventilation, drinking water and toilets facilities in the university libraries.
4. To evaluate the library staff behavior with respect to the library users.

Research Methodology

In this study, the evaluation of use of library resources and services by the post graduate students and research scholars have been investigated in four university libraries of Andhra

Pradesh State. For this purpose a survey method was adapted to data collection purpose and a well-structured questionnaire has been designed and distributed among the respondents. The respondents were selected through simple random sampling of those using the library at that particular time. Therefore, a total of 1740 questionnaire were distributed among post graduate students and research scholars of select university libraries. Among those, 1356 filled questionnaires were received back. The response rate is 77.93%.

Data Analysis and Interpretation

Table 1. Distribution of respondents according to gender wise

Gender		Universities				Total
		AU	ANU	SVU	SKU	
Male	N	190	174	231	212	807
	%	50.70	58.20	63.60	66.50	59.50
Female	N	185	125	132	107	549
	%	49.30	41.80	36.40	33.50	40.50
Total	N	375	299	363	319	1356
	%	100	100	100	100	100

Table 1 shows that out of total respondents, more than half of the respondents 807 (59.50%) were male and the rest of 549 (40.50%) were female students. It's clear that majority of the users were used by the library resources and services were the male students.

Table 2. Distribution of respondents according to academic status wise

Academic status		Universities				Total
		AU	ANU	SVU	SKU	
PG	N	224	169	216	208	817
	%	59.70	56.50	59.50	65.20	60.30
RS	N	151	130	147	111	539
	%	40.30	43.50	40.50	34.80	39.70
Total	N	375	299	363	319	1356
	%	100	100	100	100	100

It is evident from the Table 2, out of 1356 total respondents, more than half of the respondents 817 (60.30%) are the postgraduate students, and the remaining 539 (39.70%) are the research scholars. Cross classification of the table shows that more responses received from AU as compared to other universities. It's concluded that most of the library users are postgraduate students.

Table 3. Distribution of respondents according to faculty wise

Faculty of study		Universities				Total
		AU	ANU	SVU	SKU	
Arts	N	145	113	150	125	533
	%	38.70	37.80	41.30	39.20	39.30
Science	N	230	186	213	194	823
	%	61.30	62.20	58.70	60.80	60.70
Total	N	375	299	363	319	1356
	%	100	100	100	100	100

Data in Table3 illustrates that majority of the respondents 823 (60.70%) are the science stream, and the rest of 533 (39.30%) are the arts stream students. It's observed from the study most of the science students are being used the library resources and services regularly.

Table 4. Frequency of library use

Library use		Universities				Total
		AU	ANU	SVU	SKU	
Daily	N	108	87	110	61	366
	%	28.80	29.10	30.30	19.10	27.00
Twice in a week	N	176	143	141	173	633
	%	46.90	47.80	38.80	54.20	46.70
Once in a week	N	51	40	25	36	152
	%	13.60	13.40	6.90	11.30	11.20
Twice in a month	N	30	22	57	33	142
	%	8.00	7.40	15.70	10.30	10.50
Occasionally	N	10	7	30	16	63
	%	2.70	2.30	8.30	5.00	4.60
Total	N	375	299	363	319	1356
	%	100	100	100	100	100

The frequency of the visits to the library is one of the key factors to judge the evaluation of the utilization of the library resources and services. If the users frequently visit the library it can be said that they are using the library more in comparison to those users who rarely visit the library. Table 4 reveals that most of the respondents 633 (46.70%) are replied that they visit library twice in a week with regard to frequency of visiting the library followed by 366 (27.00%) daily, 152 (11.20%) once in a week, while, 142 (10.50%) twice in a month and, only a few of 63 (4.60%) are using occasionally of the library resources and services.

Table 5. Print Resources

Evaluation		Universities				Total
		AU	ANU	SVU	SKU	
Poor	N	31	23	8	30	92
	%	8.27	7.69	2.20	9.40	6.78
Fair	N	44	34	47	19	144
	%	11.73	11.37	12.95	5.96	10.62
Good	N	150	125	153	89	517
	%	40.00	41.81	42.15	27.90	38.13
Very good	N	128	98	145	161	532
	%	34.13	32.78	39.94	50.47	39.23
Excellent	N	22	19	10	20	71
	%	5.87	6.35	2.75	6.27	5.24
Total	N	375	299	363	319	1356
	%	100	100	100	100	100

It can be seen from the result given in Table 5 that out of 1356 respondents, 532 (39.23%) of the users are mentioned that print resources are very good and almost nearly same number of respondents 517 (38.13%) mentioned good, followed by 144 (10.62%) fair, 92 (6.78%) poor, and a few of them 71 (5.24%) is opined that availability of the library print resources are

excellent. The study shows that users have positive opinion on print resources in their university libraries.

Table 6. Electronic sources

Evaluation		Universities				Total
		AU	ANU	SVU	SKU	
Poor	N	12	9	8	188	217
	%	3.20	3.01	2.20	58.93	16.00
Fair	N	156	126	143	111	536
	%	41.60	42.14	39.39	34.80	39.53
Good	N	91	65	144	10	310
	%	24.27	21.74	39.67	3.13	22.86
Very good	N	85	72	66	5	228
	%	22.67	24.08	18.18	1.57	16.81
Excellent	N	31	27	2	5	65
	%	8.27	9.03	0.55	1.57	4.79
Total	N	375	299	363	319	1356
	%	100	100	100	100	100

The analysis (Table 6) shows that most of the 536 (39.53%) postgraduate students and research scholars are evaluated that available e-resources are fair, followed by 310 (22.86%) evaluated as good. 228 (16.81%) are opined that very good, 217 (16.00%) are evaluated as poor and the remaining 65 (4.79%) said that excellent. The findings shows that users are not satisfied with electronic resources in their libraries. Further, cross classification of the table shows that more than half of the SKU respondents have negative attitude on available electronic resources in that library.

Table 7. Study space/rooms

Evaluation		Universities				Total
		AU	ANU	SVU	SKU	
Poor	N	80	10	6	90	186
	%	21.33	3.34	1.65	28.21	13.72
Fair	N	52	35	100	77	264
	%	13.87	11.71	27.55	24.14	19.47
Good	N	67	79	130	15	291
	%	17.87	26.42	35.81	4.70	21.46
Very good	N	112	122	124	115	473
	%	29.87	40.80	34.16	36.05	34.88
Excellent	N	64	53	3	22	142
	%	17.07	17.73	0.83	6.90	10.47
Total	N	375	299	363	319	1356
	%	100	100	100	100	100

The Table 7 reveals that more than 1/3 of the respondents 473 (34.88%) evaluated that very good with regard to availability of study space/rooms in the libraries, followed by 291 (21.46%) evaluated as good, 264 (19.47%) mentioned fair, 186 (13.72%) opinioned poor and the rest of 142 (10.47%) are responded excellent respectively. Cross classification of the table shows that SKU and AU respondents have no positive opinion on available library study spaces/ rooms as compared to other universities.

Table 8. Furniture and seating facilities

Evaluation		Universities				Total
		AU	ANU	SVU	SKU	
Poor	N	44	56	39	41	180
	%	11.73	18.73	10.74	12.85	13.27
Good	N	22	22	56	40	140
	%	5.87	7.36	15.43	12.54	10.32
Very good	N	201	159	255	205	820
	%	53.60	53.18	70.25	64.26	60.47
Excellent	N	108	62	13	33	216
	%	28.80	20.74	3.58	10.34	15.93
Total	N	375	299	363	319	1356
	%	100	100	100	100	100

The evaluation of the library furniture and seating facilities are shown in Table 8. Out of 1356 respondents, majority 820 (60.47%) respondents are evaluated the available furniture and seating facilities in their libraries are very good, followed by 216 (15.93%) opinioned excellent, 180 (13.27%) evaluated as poor, remaining 140 (10.32%) of them are evaluated as good. It's concludes that more than half of the respondents' are assigned very good with regard to furniture and seating facilities in their libraries.

Table 9. Lighting and ventilation

Evaluation		Universities				Total
		AU	ANU	SVU	SKU	
Fair	N	1	3	10	27	41
	%	0.27	1.00	2.75	8.46	3.02
Good	N	34	30	46	75	185
	%	9.07	10.03	12.67	23.51	13.64
Very good	N	157	125	301	175	758
	%	41.87	41.81	82.92	54.86	55.90
Excellent	N	183	141	6	42	372
	%	48.80	47.16	1.65	13.17	27.43
Total	N	375	299	363	319	1356
	%	100	100	100	100	100

Table 9 depicts that evaluation of the lighting and ventilation facility in their libraries. More than half of the respondents 758 (55.90%) are evaluated that lighting and ventilation facility are very good, followed by 372 (27.43%) believed excellent, 185 (13.64%) assess as good, and the remaining 41 (3.02%) responded as fair. The finding reveals that ventilation and lighting facilities in the libraries are good.

Table 10. Drinking water facilities

Evaluation		Universities				Total
		AU	ANU	SVU	SKU	
Poor	N	109	89	10	230	438
	%	29.07	29.77	2.75	72.10	32.30
Fair	N	135	101	154	62	452
	%	36.00	33.78	42.42	19.44	33.33
Good	N	75	58	168	21	322
	%	20.00	19.40	46.28	6.58	23.75
Very good	N	22	21	31	5	78
	%	5.87	7.02	8.26	1.57	5.75
Excellent	N	34	30	-	1	66
	%	9.07	10.03	-	0.31	4.87
Total	N	375	299	363	319	1356
	%	100	100	100	100	100

In Table 10, summarized data shows that most of the respondents 452 (33.33%) are evaluated drinking water facilities are fair in their libraries, followed by 438 (32.30%) are said that poor, where as 322 (23.75%) mentioned good, 78 (5.75%) are revealed as very good and a few of 66 (4.87%) are opined that excellent response on availability of drinking water facility. However, the respondents of SKU are not at all satisfied and assigned poor status to availability of drinking water facility their university library.

Table 11. Toilets facility

Evaluation		Universities				Total
		AU	ANU	SVU	SKU	
Poor	N	1	3	44	161	209
	%	0.27	1.00	12.12	50.47	15.41
Fair	N	60	43	81	148	332
	%	16.00	14.38	22.31	46.39	24.48
Good	N	96	76	207	6	385
	%	25.6	25.42	57.02	1.88	28.39
Very good	N	143	114	29	2	288
	%	38.13	38.13	7.99	0.63	21.24
Excellent	N	75	63	2	2	142
	%	20.00	21.07	0.55	0.63	10.47
Total	N	375	299	363	319	1356
	%	100	100	100	100	100

It can be observed from the analysis given in the Table 11 that 385 (28.39%) are mentioned as good to their library toilets facilities, where 332 (24.48%) are assigned fair, 288 (21.24%) are express very good, 209 (15.41%) evaluated as poor and rest of 142 (10.47%) are said that excellent. Though, the other universities respondents satisfied with toilets facilities, more than half of the respondents of SKU are not at all satisfied and assigned poor status to toilets facility in their university library.

Table 12. Library staff behavior

Evaluation		Universities				Total
		AU	ANU	SVU	SKU	
Poor	N	59	54	10	65	188
	%	15.73	18.06	2.75	20.38	13.86
Fair	N	99	83	59	93	334
	%	26.40	27.76	16.25	29.15	24.63
Good	N	133	97	149	145	524
	%	35.47	32.44	41.05	45.45	38.64
Very good	N	72	53	143	13	281
	%	19.20	17.73	39.39	4.08	20.72
Excellent	N	12	12	2	3	29
	%	3.20	4.01	0.55	0.94	2.14
Total	N	375	299	363	319	1356
	%	100	100	100	100	100

The analysis of data in Table 12 explains that library staff behavior in the library with respects to the library users. More than 1/3rd of the respondents 524 (38.64%) evaluated library staff behavior as good, followed by 334 (24.63%) are said fair, 281 (20.72%) of them opinioned as very good, 188 (13.86%) of them told that poor and remaining 29 (2.14%) respondents evaluated as excellent. However, when compared to SVU, other AU, ANU and SKU library staff behavior got poor rating by the concerned respondents.

Findings

The following are major findings of the study:

- More than half of the respondents (59.50%) were male and the rest of 40.50 percent were female students.
- More than half of the respondents (60.30%) are the postgraduate students, and the remaining 39.70 percent are the research scholars.
- Majority of the respondents (60.70%) are the science stream, and the rest of 39.30 percent are the arts stream students.
- Most of the respondents (46.70%) are replied that they visit library twice in a week.
- Out of 1356 respondents, 532 of the users are mentioned that print resources are very good.
- Most of the (39.53%) postgraduate students and research scholars are evaluated that available e-resources are fair.
- More than 1/3 of the respondents (34.88%) evaluated their study space/rooms in the libraries with very good.
- Majority (60.47%) of the respondents are evaluated the available furniture and seating facilities in their libraries are very good.
- More than half of the respondents (55.90%) are evaluated that lighting and ventilation facility are very good.
- Most of the respondents (33.33%) are evaluated drinking water facilities are fair in their libraries.
- Consider numbers of respondents (28.39%) are mentioned as good to their library toilets facilities.
- More than 1/3rd of the respondents (38.64%) evaluated library staff behavior as good.

Suggestions

- Most of the respondents are visiting the library twice in a week. It is recommended that necessary steps should be taken by the libraries like creating awareness about the available services in the libraries such as library timings, reading facilities, online databases etc., and also it is necessary for the library staff for conduct the orientation during beginning of academic programme for fresher's.
- The findings shows that users are not satisfied with electronic resources in their libraries. To create awareness on using online databases, INFLIBNET e-Shodh Sindhu, DELNET databases which are already subscribed and should subscribe important E-journal databases through INFLIBNET Consortium because they are providing subsidized/almost free subscription with high speed of publication than the print.
- SKU and AU respondents have no positive opinion on available library study spaces/ rooms as compared to other universities. Therefore, SKU and AU should be well established in terms of library study spaces/ rooms by assessing user's need. Further, the librarians of these universities must be aware of how the students are facing problems, and what their need is?
- The respondents of SKU are not at all satisfied with assigned poor status to availability of drinking water and toilets facility in their university library. The institute library has to take-up the responsibility of providing such type of common facilities in their respective libraries.
- When compared to SVU, other AU, ANU and SKU library staff behavior got poor rating by the concerned respondents. First impressions count! In a library, and especially staff, an essential component of a successful encounter is that a staff be approachable conveying a welcoming environment, and encouraging users to engage with the library's multitude of resources and services.

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