

## Users Perception about Library Facilities and Services: A Comparative study of University Arts & Science College-Warangal and Government Degree College-Eturunagaram-Warangal District,(Composite) Telangana

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***Abstract** - The present study is an attempt to evaluate users perception regarding different Library facilities and services of University Arts & Science College-Warangal District and Government Degree College Eturnagaram of Warangal District(composite), Telangana. The primary data collected through a questionnaire, distributed 350 questionnaires and received only 245, the response rate is (72%). 142 questionnaires received from Arts & Science college, Warangal out of 245 the response rate is (57%) and from Government Degree College-Eturnagarm, 103 questionnaires received out of 245 the response rate is (42%) .The findings of this study shows regular usage of textbooks, newspapers, good assistance from library staff in GDC Eturnagaram and lack of internet facility to acquire the e-resources, professional assistance and library personnel deficiency . The findings will be helpful to higher authorities and librarians in terms of knowing about the services and facilities and made aware them their strength and weakness. Makes an endeavour to know the different facilities and services which are essential to the patrons in the Degree Colleges Libraries in Warangal District. The outcomes uncover that the Frequency of every day patrons to libraries is low as majority of users prefer to visit 2-3 times weekly basis. The discoveries of the review will be useful to higher experts and custodians of the colleges as far as knowing the collection, patrons' points of view and benefits and made mindful them about the quality and shortcoming of the library.*

**Keywords:** Higher Education, Academic Libraries, Degree College Libraries, Library Services, Library Facilities, User study.

### INTRODUCTION

Libraries are often referred as the heart of An Academic Institution and acts like dynamic instrument of education which disseminates information to its user community of students, faculty, other Non-Teaching Staff . The main objective of the Degree College Libraries are aimed to store, organise and provide the required information demanded by the divergent users like students, faculty, other Non-Teaching Staff and administrative Staff. The Higher Education System probably more dependable on libraries as they motivate users to learn things i.e in terms of collecting information in large scale so as to make themselves self learners . Therefore it is consider as a boon to enlighten them and the ultimate goal of Higher

Education mentioned in vision of Higher Education is thus achieved. Vision 2030 is going to change the fate of Indian Education System with one in every four graduates in the world will be a product of the Indian Education System.

Degree College libraries supplements the class room teaching, promotes the teaching, learning activities in the academic institutions they serve. Their primary task is to encourage the reading habits and promote the users interest by providing different facilities and services to acquire their need information. As an independent teaching agency Degree college libraries supplements the class room instructions and aims to fulfil the parental organization aims to serve, encouraging the use of books and different information sources for their overall personality development/ in pursuit of their knowledge. A library is a self learning institution incorporated with Textbooks, Reference books, Newspapers, Magazines and Journals, Dictionaries, CD ROMs, Maps, Prints, E-resources, different information resources. To keep up a worthy and good accretion in libraries, evaluation of a library facilities and services is mandatory. Evaluation is a tool to survey the execution against patron desires, or it is the trying of an association or framework for sustainability and productivity. There are two basic methods of evaluating a library facilities and services i.e. user perception centred criterion that can be achieved through survey of faculty and students, second one from circulation records shelf availability studies, inter library loan statistics, citation studies and other house keeping services..

### **STATEMENT OF PROBLEM**

The problem of present study is entitled as Users perception about Library Facilities and Services: A Comparative study of University Arts & Science College-Warangal Dist and Government Degree College Eturnagaram libraries of Warangal District (composite), Telangana . Evaluation of library and Facilities and Services is a basic piece of good library management. It affirm whether the resources spent have appropriately brought about the triumph of wanted destination or not. The review is a drive to assess the congregation, on services and facilities of college libraries of Warangal Districts.

### **OBJECTIVES OF THE STUDY**

The present study is an effort to evaluate the library facilities and services in the perspective of environment of education. The Comparative Study has been conducted on of Arts & Science College-Warangal, and Government Degree College Eturnagaram libraries in Warangal District(composite), Telangana. The study reviews the following objectives:-

- To know how frequently and for what purpose the patrons of above mentioned colleges use different facilities and services.
- To weigh up the library facilities and services in both colleges.
- To find out helpfulness of library staff for searching the needed information.
- To Know the satisfaction level in using the facilities and services in both colleges and to recommend appropriate solutions.
- To know the availability of automation and internet facility to acquire the E-Resources.

## METHODOLOGY

Present study was carried out by using a specially intended questionnaire to know the users perspective about the Library Facilities and Services. The study uses primary data. A total of 350 library users are randomly selected from the above mentioned two colleges of Warangal dist 245 respondents from both colleges 142 from and University Arts & Science College-Warangal Dist and from 103 from Government Degree College-Etunagaram-Warangal Dist returned the fully filled questionnaires.

## REVIEW OF LITERATURE

The literature survey reveals that number of studies have been conducted throughout the world on different facilities and services, usage and satisfaction levels in different academic libraries.

**Bhatia (2011)** studied use of electronic resources in degree college libraries. The study conducted in eleven degree colleges in Chandigarh, the study found that impediment encounter by library users while accessing and using the electronic resources. **Gohel and Parmar (2013)** studied the collection development of university libraries at Gujarat state universities. The study discussed different types of collection of books preserved in different university libraries using questionnaire method for data collection. The study found that all universities have library committees. **Tawafeeq and Mufazil (2014)** conducted a study on college Libraries in Srinagar and evaluated the users perception about different facilities and services. The study found that Majority of the users are not satisfied with the quality of periodical and suggested to conduct different kind of library orientation programmes and they suggested that libraries should revisit their policy in periodical section. **Shukla (2015)** evaluated university libraries; the main aim of this study was to examine the common situation and status of university libraries in Uttar Pradesh in terms of the collection budget, manpower and special reference to information communication technology infrastructure. The study exposed that university libraries do not have good infrastructure. The study was restricted to a limited number of the university libraries in the Uttar Pradesh state. The findings of the study will facilitate authorities to take suitable measures in developing the situation of the libraries in Uttar Pradesh. **Firdous (2016)** conducted a study about collection development in Government degree colleges, the goal of library collection development efforts is to build a collection that supports the needs of the undergraduate and post graduate programs at government degree college. **Birdar (2017)** conducted a study on library information resources and services at undergraduate colleges. The study found that majority of degree college's libraries have online resources which addition the print collection of the library. **Maheswarappa (2018)**. Studied about current infrastructure facilities of degree colleges and their libraries. The study investigates the status of college library buildings, organization of a library into different sections, library staff - professional and supporting, library collection - books, journals, magazines and newspapers, classification and cataloging of books as well as library finance - amount spent for the libraries during 2015-16The study suggests that the Hyderabad Karnataka Regional Development Board (HKRDB), Govt. of Karnataka, must allocate financial resources to overcome this imbalance in the development of college libraries including their automation activities in this region.

**SCOPE**

The scope of the study is confined to Arts & Science College-Warangal Dist and Government Degree College Eturnagaram Libraries of Warangal District(composite), Telangana State. The list of the selected colleges are as under:

- University Arts & Science College-Warangal Dist Warangal.
- Government Degree College Eturnagaram

**Table No.1 Distribution of the Questionnaires**

Details	Total
Distribution of Questionnaires	250
Questionnaire Received	182 (72.8%) [ASCW-98(53.8%) and GDCE-84(46.15%)]

\*ASCW (Art & Science College-Warangal)

\*GDCE (Government Degree College-Eturnagarm)

Table No.1 shows distribution of the sample, In this study distributed 250 questionnaires and received only 182 questionnaires out of 250. The response percentage rate is (72.8%).

**Table No.2 Institute wise Distribution of Respondents**

Institutes	Students	Faculty Members	Total
Art & Science College-Warangal Dist	66 (67.3%)	32(32.6%)	98(100%)
Government Degree College-Eturnagarm	68(80.9%)	16(19.04%)	84(100%)

Table No.2 shows institute wise respondents. The evident of above table 98 questionnaires received from Arts & Science college, Warangal out of 182 the percentage is (54%) and 66 questionnaire form students, 32 questionnaires from faculty members out of 98. From Government Degree College-Eturnagarm, 84 questionnaires received out of 182 the percentage is (46%) and 68 questionnaire form students, 16 questionnaires from faculty members out of 84.

**Table No.3 Frequency of visit to the Library:**

Respondents		Frequency					Total
		Daily	2 to 3 times in a week	Once a week	Once in a Month	Never	
University Art & Science College-Warangal Dist	Students	19(28.7%)	22(33.3%)	11(16.6%)	9(13.63%)	5(3.63%)	<b>66</b>
	Faculty Members	8(25%)	15(46.87%)	5(15.62%)	4(12.5%)	0(0%)	<b>32</b>
	Total	27(27.5%)	37(37.7%)	16(16.3%)	13(13.2%)	5(5.1%)	<b>98</b>
Government Degree College-Eturnagarm	Degree Students	15(22.0%)	29(42.6%)	11(16.17%)	8(11.7%)	5(7.3%)	<b>68</b>
	Faculty Members	5(31.25%)	7(43.75%)	3(18.75%)	1(6.25%)	0(0.0%)	<b>16</b>
	Total	20(23.52%)	36(42.8%)	14(16.6%)	9(10.7%)	5(5.9%)	<b>84</b>

The data of Table No.3 reveals that most of the visitors (37.7%) and (42.8%) respectively University Arts & Science College and Government Degree College EturuNagaram are visited frequently 2-3 times in a week. It also depicts that considerable members of the 27 and 20 users of University Arts & Science College and Government Degree College EturuNagaram have their presence in the library daily. These respective colleges have very few of 5 and 5 users also mentioned they never visit the library

**Table No.4 Purpose of Visit to the library**

Respondents		Purpose					Total
		To Update Knowledge	To borrow the books	For the academic work	For the project and Research work	All the purpose of work	
University Art & Science College-Warangal Dist	Degree Students	29(43.9%)	17(25.7%)	13(19.6%)	4(6.0%)	03(4.5%)	66
	Faculty Members	8(25%)	2(6.25%)	10(31.25%)	4(12.5%)	8(25.6%)	32
	Total	37(37.7%)	19(19.3%)	23(23.4%)	8(8.1%)	11(11.2%)	98
Government Degree College-Eturnagaram	Degree Students	14(20.5%)	31(45.5%)	13(19.1%)	5(7.3%)	5(7.3%)	68
	Faculty Members	4(25%)	3(18.75%)	2(12.5%)	2(12.5%)	5(31.25%)	16
	Total	18(21.4%)	34(40.4%)	15(17.8%)	7(8.3%)	10(11.9%)	84

Table No.4 shows that (37.7%) of University Arts & Science College students are visiting the library for updating their knowledge, while (40.4%) of the Government Degree College EturuNagaram users are visiting the library for borrowing books. A less percentage of (8.1%) students University Arts & Science College and (8.3%) of Government Degree College EturuNagaram visit library for the Project and Research work respectively. This table also reveals the faculty members visiting the library for academic work and to borrow the books in University Arts & Science College with the percentage of (31.25%) and (6.25%) respectively. While the faculty members of the Government Degree College EturuNagaram are visiting for all the purpose of work (31.25%) and less percentage visit for the project and research work (8.3%) respectively.

**Table No.5 Use of resources among the students and faculty members**

Resources	Users	Arts & Science College-Warangal Dist (Students:110,faculty: 32)					Government Degree College-Eturnagaram (Students:77,faculty: 25)				
		MF	F	O	N	Total	MF	F	O	N	Total
Text Books	Student	33 50%	14 21.2%	16 24.2%	3 4.5%	66	33 49.30%	16 20.70%	14 19.40%	5 10.30%	68
	Faculty	7 21.80%	12 37.50%	8 25%	5 15.60%	32	6 28%	7 36%	3 28%	7 28%	16
Reference Books	Student	16 24.2%	28 42.4%	20 30.3%	2 3.0%	66	7 10.30%	15 23.30%	32 45.40%	14 18.18%	68
	Faculty	15 46.80%	12 37.50%	5 15.60%	0 0%	32	7 48%	6 32%	3 20%	0 0	16
Periodical	Student	34 51.5%	16 24.2%	13 19.6%	3 4.5%	66	11 15.50%	13 16.80%	33 49.30%	11 18.18	68
	Faculty	13 40.60%	6 18.70%	11 34.30%	2 6.25%	32	7 44%	3 16%	5 32%	1 8%	16
E-Resource	Student	21 31.8%	16 24.2%	18 27.2%	15 22.7%	66	7 9.00%	9 24%	42 61.00%	10 19.40%	68
	Faculty	15 46.80%	8 25%	7 28.10%	2 6.20%	32	7 36%	5 32%	3 20%	1 12%	16
New s Paper	Student	30 45.4%	22 33.3%	11 16.6%	3 4.5%	66	37 54.50%	19 27.20%	9 14.20%	3 3.89%	68
	Faculty	12 37.50%	13 40.60%	7 21.80%	0 0%	32	7 44%	6 32%	3 24%	0 0%	16
Seminars &Workshop	Student	13 19.6%	17 25.7%	26 39.3%	10 15.1%	66	8 11%	10 14.20%	37 54.50%	13 19.4	68
	Faculty	15 53.10%	7 21.80%	8 25%	2 6.25%	32	8 48%	3 20%	4 24%	1 4%	16
CD-ROMS	Student	10 15.1%	8 12.1%	32 48.4%	16 24.2%	66	4 9.00%	3 6.40%	50 72.20%	11 11%	68
	Faculty	11 34.30%	8 25%	9 28.10%	4 12.50%	32	5 32%	7 36%	3 28%	1 4%	16

(MF. Most Frequently, F: Frequently, O: Occasionally, N: Never)

The above table data disclosed that the University Arts & Science College students most frequently utilised the library for the periodicals with (51.5%) and (54.50%) of Government Degree College EturuNagaram students most frequently visited for the newspaper. While (31.8%) University Arts & Science College students are visiting for e-resources and a very less percentage of (9.00%) students of Government Degree College EturuNagaram are visiting for e-resources. At the same time (46.8%) of the faculty members of University Arts & Science College are visiting for e-resources which is comparatively higher than (36%) of the of Government Degree College EturuNagaram faculty members.

**Table No.6 Satisfaction level using the library facilities and services**

Resources	Users	Arts & Science College-Warangal Dist (Students:66,faculty: 32)					Government Degree College-EturuNagaram (Students:68,faculty: 16)				
		4	3	2	1	Total	4	3	2	1	Total
Text Books	Student	33 50%	11 16.6%	16 24.20%	6 9.0%	66	34 50.0%	14 20.58%	13 19.11%	7 10.30%	68
	Faculty	7 21.80%	12 37.50%	8 25%	5 15.60%	32	4 25%	7 43.75%	4 25%	1 6.25%	16
Reference Books	Student	17 25.7%	27 40.9%	20 30.3%	2 3.3%	66	7 10.2%	16 23.5%	31 45.5%	14 20.5%	68
	Faculty	15 46.80%	12 37.50%	5 15.60%	0 0	32	9 56.25%	4 25%	3 18.7%	0 0	16
Periodical	Student	35 53.0%	15 22.7%	13 19.6%	3 4.5%	66	12 17.6%	11 16.1%	34 50%	11 16.1	68
	Faculty	13 40.60%	6 18.70%	11 34.30%	2 6.25%	32	8 50%	2 12.5%	4 25%	2 12.5%	16
E-Resource	Student	27 40.9%	13 19.6%	16 24.2%	14 21.2%	66	4 5.8%	13 19.1%	41 60.2%	10 14.7%	68
	Faculty	14 43.7%	7 21.8%	9 28.10%	2 6.25%	32	6 37.5%	4 25%	3 18.7%	3 18.7%	16
New s Paper Clippings	Student	26 39.3%	19 29.7%	10 15.1%	3 4.5%	66	36 52.9%	19 27.9%	10 14.7%	3 4.4%	68
	Faculty	12 37.50%	13 40.60%	7 21.80%	0 0	32	7 43.7%	5 31.25%	4 25%	0 0	16
Seminars & Workshop	Student	14 21.2%	16 24.2%	27 13.6%	9 14.50%	66	7 10.2%	10 14.70%	37 54.4%	14 20.5	68
	Faculty	5 15.6%	8 25%	17 53.10%	2 6.25%	32	8 50%	4 25%	3 18.7%	1 6.25%	16
CD-ROMS	Student	10 15.1%	7 10.6%	36 54.5%	13 19.6%	66	6 8.8%	5 7.3%	49 72.0%	8 11.7%	68
	Faculty	11 34.30%	8 25%	9 28.10%	4 12.50%	32	5 31.2%	4 25%	7 43.7%		16

4. Strongly satisfied, 3. Some what satisfied. 2. Neutral, 1. Dissatisfied.

Table No.6 disclosed that the University Arts & Science College students strongly satisfied with (53.0%) periodicals, Government Degree College EturuNagaram strongly satisfied with the news papers. While (43.7%) University Arts & Science College faculty satisfied with E-resources and also a good percentage of (56.25%) of Government Degree College EturuNagaram faculty satisfied with Reference Books. At the same time (40.90%) of the students of University Arts & Science College are satisfied with e-resources and services which is comparatively higher than (5.8%) of the of Government Degree College EturuNagaram students.

**Table No.7 Satisfaction level using the library Physical Facilities and services:**

Physical Facilities	Users	Arts & Science College-Warangal Dist (Students:66,faculty: 32)					Government Degree College-Eturnagaram (Students:68,faculty: 16)				
		4	3	2	1	Total	4	3	2	1	Total
Reading Room& Lighting	Student	32 48.4%	17 25.7%	10 15.1	7 10.6%	66	39 57.3%	11 16.1%	9 13.2%	9 13.2%	68
	Faculty	13 40.6%	9 28.1%	7 21.8%	3 9.3%	32	7 43.75%	4 25%	4 25%	1 6.25%	16
Drinking Water& Toilets	Student	4 6.0%	11 16.6%	13 19.6%	38 57.5%	66	6 8.8%	10 14.7%	21 30.8%	31 45.5%	68
	Faculty	16 50%	11 34.3%	5 15.60%	0 0	32	1 6.25%	3 18.7%	5 31.25%	8 50%	16
Reprographic Services	Student	23 34.8%	11 16.6%	13 19.6%	19 28.7%	66	3 4.41%	11 16.1%	32 47.0%	22 32.3%	68
	Faculty	13 40.60%	11 34.30%	6 18.7%	2 6.25%	32	2 12.5%	2 12.5%	5 31.2%	7 43.7%	16
Web cameras, Bulletin boards	Student	27 40.9%	13 19.6%	16 24.2%	14 21.2%	66	4 5.8%	13 19.1%	12 17.6%	39 57.3 %	68
	Faculty	11 34.30%	9 28.10%	8 25%	4 12.5%	32	1 6.25%	3 18.7%	5 31.2%	7 43.75%	16
Helpfulness of Librarian	Student	31 45.5%	19 27.7%	13 19.1%	3 4.5%	66	35 51.4%	21 30.8%	10 14.7%	2 2.9%	68
	Faculty	14 43.75%	12 34.3%	5 15.6%	1 3.1	32	8 50.0%	5 31.25%	3 18.7%	0	16
Automation &Internet Facility	Student	18 27.2%	16 24.2%	26 39.3%	9 14.50%	66	3 4.41%	10 14.70%	37 54.4%	18 26.4	68
	Faculty	9 28.1%	8 25%	13 40.6%	2 6.25%	32	2 12.5%	4 25%	3 18.7%	7 43.7%	16
Infrastructure reading Tables and Chairs	Student	36 54.5%	18 27.2%	9 13.6%	3 4.5%	66	13 19.1%	8 11.7%	38 55.8%	9 13.2%	68
	Faculty	11 34.30%	8 25%	9 28.10%	4 12.50%	32	5 31.2%	4 25%	7 43.7%	0	16

(4. strongly satisfied, 3. Some what satisfied. 2. Neutral, 1. Dissatisfied.)

The above table data disclosed that the users (students and Faculty) of University Arts & Science College strongly satisfied with (48.0%) Infrastructure reading Tables and Chairs, Government Degree College Eturnagaram strongly satisfied with the Helpfulness of Librarian. While (43.7%) University Arts & Science College users satisfied with Reading Room& Lighting and Reprographic Services , a good percentage of (54.55%) of Government Degree College Eturnagaram users satisfied with Reading Room& Lighting. At the same time (39.0%) of the patrons of University Arts & Science College are satisfied with Web cameras, Bulletin boards which is comparatively higher than (5.9%) of the of Government Degree College Eturnagaram students.

## FINDINGS AND CONCLUSIONS

The data collected and analyzed from the present study, shows that users were generally very satisfied with the physical facilities available at the library particularly with the reading room infrastructure tables and chairs, lighting and ventilation of both colleges. Findings of this study showed that the dissatisfaction arose from the fact that some of the facilities such as the Internet facility, weaker periodical section, scarcity in reference section, lack of library personnel and professional assistance for librarian, drinking water facility and toilet facilities in Government Degree College Eturnagaram while comparing with University Arts & Science College.

1. Whilst other facilities such as the reprographic services, photocopying machines, computer web cameras, internet facility, projectors and bulletin boards are not available in the Government Degree College Eturnagaram library.
2. Periodicals section is the most important area in academic libraries, as they provide current and up to date information to its users. In the comparison of both colleges a

definite deficiency is visible in periodical section Government Degree College EturuNagaram to University Arts & Science College

3. Results of this study revealed that respondents expressed very high levels of awareness with the availability of the World Wide Web in the University Arts & Science College than Government Degree College EturuNagaram
4. Libraries are service oriented centres .Librarians play a crucial role in acquiring the required information to its users. Respondents of both colleges reveal a unanimous level of high satisfaction in the helpfulness of both librarians. University Arts & Science College students strongly satisfied with 47.5% to their reference collection while Government Degree College Eturu Nagaram students are not satisfied with e-resources and services with a very less percentage of 14.7%
5. General user orientation programmes which are meant for inculcating the reading habits and utilizing the facilities and services to acquire their needed information
6. Man power is a essential element to perform effective library functions. Shortage of library staff, and supporting ICT skill based technical staff is clearly exposed in Government Degree College EturuNagaram to University Arts & Science College

### **RECOMMENDATIONS**

1. To increase the frequency of daily visitors of the library, mould themselves with the pace of modern era and provide e-based services and , there must be adequate funding and policies backed up by real Government assistance as well as adequate infrastructural facilities in Government Degree College.
2. The Degree College Library environment is changing. Hence, Degree College Librarians are advised to keep pace with these changes and make a requisition of latest equipment and technology for accessing advanced sources of information.
3. The policy makers of the Govt Degree Colleges libraries should rethink their funding policy to improve existing library facilities and services periodical section, reference books, provision of internet enabled digital library facilities
4. Arrange book fairs and exhibitions, library periods and conduct regular orientation programmes, work shops, seminars /conferences to encourage the users in utilizing the library facilities and services in both colleges.
5. Professionally trained technical assistance for librarians, user orientation programmes should be conducted to students to retrieve the e-resources from online sources in Government Degree College EturuNagaram.
6. The study will be helpful to the colleges in terms of knowing their collection, users and services and made aware about their strength, weakness, opportunities and threats

### **CONCLUSION**

Based on the findings of this study, it was concluded that the users of both colleges were generally very satisfied with most of the physical facilities at the library particularly tables and chairs, the general library environment, reading room ,lighting and ventilation etc. However, the users of Government Degree College-EturuNagaram expressed dissatisfaction with the functionality of other facilities such as the drinking water facility, notice boards, bulletin boards, instructional facilities, reference material, weaker periodical section, lack of internet facility, professional supporting staff to librarian etc. Finally, the provision of the facilities, resources and services at Govt Degree Colleges and autonomous Degree Colleges looks promising and is generally satisfactory to the users of the library. This is inevitable owing to the increased rate of technological growth characterized by this information age.



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