

A STUDY ON USAGE OF LIBRARY RESOURCES AND SERVICES BY THE STUDENTS OF PSGR KRISHNAMMAL COLLEGE FOR WOMEN PEELAMEDU, COIMBATORE.

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Received: December 05, 2018

Accepted: January 12, 2019

ABSTRACT: *Since library is committed to provide an excellent service for its users, it has to develop an on-going dialog with the users. One of the main tools that can be used to assess the library services is the users surveys. This study was undertaken to assess library user satisfaction with current information services and resources while identifying user needs. A questionnaire based survey was used for data collection. The questionnaires were distributed among 190 PG & Research students in PSGR Krishnammal College for women who visit the library. The respondents are highly satisfied regarding library service as press clipping service and Xerox facilities when compared to other facility.*

Key Words:

INTRODUCTION:

The academic libraries have been described as the “heart” of the learning community and provide a place for students and faculty to conduct their research and advance their knowledge. Library is a store house of resources and it has a dynamic role in academic curriculum. Library services can be effectively managed through mobilization of resources. So resources and services are interlinked with other. It is not of much use without service providers even if the resources are excellent. Student’s achievements and success in various exams depend on excellent library support and its resources. The college library helps the faculty in their teaching and also helps the students in their academics and research work. Present library services have been greatly affected by the shift from print to electronic mode. Internet and World Wide Web brought about phenomenal changes in the traditional library functions. The modern library has been constantly working satisfying the needs of its users in the web enabled environment. Present day users have to depend on the library’s physical resources, but they have to seek information from the global computer networks.

In today’s rapid changing world, information needs of learners and knowledge seekers are met through a plethora of sources. The resources available in a library play a prominent role in facilitating access to required information to the users in an easy and expeditious manner. However, it is imperative that one should be familiar with the use and exploitation of the print as well as digital resources for their quicker and effective usage. Further, digital resources can also be used for efficient retrieval. Thus, resources in a library play a significant role as they are mostly tuned for the promotion of academic excellence and research.

STATEMENT OF THE PROBLEM:

As the library seems to be the pool of resources of many purposes. The usage of library is not up to the expected level. This study mainly concentrates to know the level of awareness among the postgraduate and research scholars in library resources and their level of satisfaction for the service and facilities rendered and problems faced by the students of PSGR Krishnammal College for women Coimbatore.

OBJECTIVES OF THE STUDY:

- 1) To study the awareness level with regard to availabilities of library resources.
- 2) To determine the user level of satisfaction with service and facilities rendered by library resources.

RESEARCH METHODOLOGY:

The study was undertaken in PSGR KRISHNAMMAL COLLEGE FOR WOMAN COIMBATORE, The study has been conducted from the month of September 2017 to March 2018, Primary data has been collected through self constructed questionnaire considering the objectives of the study, Secondary data was collected from

journals, magazines reporting, research studies and websites. Data has been collected from 190 respondents. Cluster sampling technique has been used in the study.

REVIEW OF LITERATURE

Stella Korobili Irene Tilikidou and Antonia Delistavrou (2006) conducted a study to examine the use of library resources, focusing on e-sources, by the members of the faculty of a higher educational institute in Thessaloniki, Greece. To reveal the factors which influence the effective use of sources for academic duties and to provide reliable information to both the administration and the library of the institute, with the aim of the improvement of library services. The sample size is 197. The tools used for the study is f-test, t-test, mean, standard deviation and ANOVAs. The findings of the study revealed that the majority of the faculty of TEI uses printed sources more than e-sources, but they also use e-sources quite frequently. The results indicated that the use of e-sources is positively influenced by the respondents' perceived usefulness of resources, the convenience of access to the sources and their academic productivity.

Devendra Kumar and Rajkumar Singh (2009) conducted a study to examine the use of services by the users of National Science Library (NSL), New Delhi. The sample size is 108. The Tools used for the study is percentage analysis. The study has been designed to provide an empirical approach which needs the analytical aspect in order to explore the results in more elaborate manner. The study revealed that the study demonstrates and elaborates a various aspects of NSL collections uses within the available resources, frequency and purposes of visit, user satisfaction within NSL services and information about documents. Further attempt has also been made to highlights the findings of the study and a few suggestions have been given based on the analysis of data.

S. Ranganadham and Dr.K.SurendraBabu (2012) conducted a study to find out the awareness and use of library information resources and services in osmania university, Hyderabad. The sample size is 92. The chi-square test was used for the study. This study is indented to know the awareness of the students and use of library information resources and services in Osmania University. The results concluded that the collection of Theses /Dissertation should be improved and availed for consultation of students and also awareness should be created on the use of e-resources availability in the University Libraries.

Jatinder Kumar (2015) conducted a study to find out the Awareness and Use of Library Resources and Services a Survey of Punjab University Extension Library Ludhiana. The sample size is 100. The percentage analysis was used for the study. The findings of the study revealed that the study shows that library users are quite satisfied with available holdings and services but they want more ICT based resources and infrastructure for easy access of information. The results concluded that the people of Ludhiana region have the awareness of PU Extension library and very well using its services.

Tanveer Haider Naqvi (2017) conducted a study to find out the Use of Collection and Services a Study of Indian Agricultural Research Institute Library. The sample size is 125. The tool for the study are frequency distribution, percentages, summated mean scores through weighted index and ranking techniques, MS-Excel Package, and the chi-square test. The results concluded that the survey revealed that there exist significant differences not only in the level of usage, purpose, satisfaction of the library collection and services, but also in terms of use of e-resources and adequacy of library collection. The researcher observed that the e-form of collection and services due to their high usage has become a significant part of the library in fulfilling the needs of the postgraduate and research students.

ABOUT PSGR KRISHNAMMAL COLLEGE FOR WOMEN

PSGRKCW is an autonomous institution, affiliated to Bharathiar University with ISO 9001:2008 certification. It is reaccredited by NAAC with CGPA of 3.58 on a four point scale (3rd cycle). The Institution feels happy and proud on being awarded with 'College of Excellence' status by UGC on 03.08.2016 in the second phase itself. **Outcome Based Education** based curriculum introduced from 2016-17 onwards developing a clear set of learning outcomes around which all of the system's components are focused. The Libraries are well equipped with the latest Books and Journals in the field of Arts, Science and Social Sciences etc., fully computerized with bar-coding technology and online resources.

It facilitates access to the common digital resources for the discipline of arts, science and social science through subscription to heterogeneous databases which consists of relevant information of the respective domains. The library is an invaluable data center for students, researchers and faculties. The Library consists of **59000 books**, 174 journals and periodicals, newspapers and e-resources. A digital library section also offers the latest online reading materials.

SERVICES:

- 1) Online Resource access(E-books and E-Journals)
- 2) CD-Rom Search
- 3) Lending
- 4) Reference
- 5) Current Awareness
- 6) Resource Sharing (DELNET)
- 7) Information Display
- 8) Readers guidance and User Orientation Programme
- 9) Open Access Service
- 10) Xerox/Photocopying service
- 11) Press Clipping Service
- 12) Web OPAC(Web Online Public Access Catalogue)

LIBRARY RESOURCES:

- 1) Books
- 2) Back Volumes of Journals
- 3) Non book materials
- 4) News papers
- 5) Periodicals
- 6) Online Resources

**TABLE -1
AGE OF THE RESPONDENTS**

Age	No. of Respondents	Percentage
20-25	136	72
26-30	44	23
Above30	10	5
Total	190	100

Source: Primary data

Interpretation:

From the above table it is inferred that 72 per cent of respondents are in the age limit of 20-25 years, 23 per cent of respondents are in the age limit of 26-30, 5 per cent of the respondents are in the age limit of above 30.Hence it is revealed that (72 per cent) of the respondents are belong to the age group of 20-25 years. It is inferred that respondents of 20 to 25 years are using library in high est percent for their educational purpose and to know about current affairs, research work and for their future development.

**TABLE 2
MARITAL STATUS OF THE RESPONDENTS**

Marital status	No. of Respondents	Percentage
Married	57	30
Unmarried	133	70
Total	190	100

Source: Primary data

Interpretation:

From the table it is inferred that 30 per cent of respondents are married and 70 per cent of respondents are unmarried.Hence it is revealed that (70 per cent) of the respondents are unmarried.

Mostof the respondents are unmarried.

**TABLE 3
RESEARCH PROGRAMME OF THE RESPONDENTS**

Research programme	No. of Respondents	Percentage
Postgraduate	100	52.6
M.Phil	65	34.2
Ph.D	25	13.2
Total	100	100

Source: Primary data

Interpretation:

From the above table it is inferred that 52.6 per cent of respondents are pursuing postgraduate, 34.2 per cent of respondents are pursuing M.Phil and 13.2 per cent of the respondents are pursuing Ph.D.Hence it is revealed that (52.6 per cent) of the respondents are pursuing postgraduate. It is observed that post graduate students are in necessary of using library.**Most of the respondents are pursuing postgraduate.**

TABLE 4
FREQUENCY OF THE RESPONDENTS

Frequency	No. of. Respondents	Percentage
Daily	19	10.0
3-4 times in a week	97	51.1
Monthly once	20	10.5
Very rarely	8	4.2
When I need	46	24.2
Total	190	100

Source: Primary data

Interpretation:

From the above tableIt is inferred that 10 per cent of the respondents are spend daily,51.1 per cent of the respondents are spend 3-4 times in a week spend in the library,10 per cent of the respondents are spend monthlyonce,4.2 per cent of the respondents are veryrarely spend in the library and 24.2% of the respondents are spend when they need. Hence it is revealed that (51.1 per cent) of the respondents are spend daily in the library. The respondents spend 3 to 4 times in a week for their reference and research work.

Most of the respondents are spend 3-4 times in a week spend in the library.

Role of Library in Facilitating Research -Descriptive Statistics

Descriptive statistics has been used to find the mean scores for the factors regarding role of library in facilitating research among post graduate and research scholars to undergo their study. The roles of facilitating factors of the post graduate and research scholars are measured by summing up the ratings given by the respondent's for 6 statements at five point scale. The mean ratings have been assigned as 1 for 'agree', 2 for 'Neutral', 1 for 'Not agree'. High score indicates high level of roles in facilitating research in pursuing the study.

Table 5
Descriptive Statistics
Role of Library in Facilitating Research

Statements	No.	Min.	Max.	Mean	Std. Deviation
The Library is a gate way for learning and research	190	1	3	1.37	.660
The Library enables me to be more efficient in my academic research	190	1	3	1.52	.648
The library helps me stay abreast of developments in my field(s) of interest.	190	1	3	1.58	.660
The Library helps me find reliable information	190	1	3	1.57	.653
The Library provides assistance in searching information resources	190	1	3	1.69	.637
The Library create awareness on plagiarism among researchers	190	1	3	2.09	.811
Total	190	6	18	9.82	4.069

Source: Primary data

The total mean rating of thepurpose of visit to the libraryis 9.82. The highest mean score (2.09) has been found for 'The Library create awareness on plagiarism among researchers' with a standard deviation of 0.811 and the lowest mean score (1.37) has been for 'The Library is a gate way for learning and research' with the standard deviation of 0.660. The respondents are highly agreed with the Library that creates awareness on plagiarism among researchers.

Purpose of Visiting to the Library – Descriptive Statistics

Descriptive statistics has been used to find the mean scores for what purposes the post graduate and research scholars visit to the library to undergo their study. The purposes factors of the postgraduate and research scholars are measured by summing up the ratings given by the respondents for 10 statements at three point scale. The mean ratings have been assigned as 3 for 'always', 2 for 'not neutral' and 1 for 'never'. High score indicates high level of purposes in pursuing the study.

Table 6
Descriptive Statistics
Purposes of Visit to the Library

Statement	No	Min.	Max.	Mean	Std. Deviation
To study books	190	1.00	3.00	1.58	0.742
For reference and research work	190	1.00	3.00	1.65	0.775
To read newspaper/journal/magazines	190	1.00	3.00	1.70	0.763
To prepare for examination/competitive examination	190	1.00	3.00	1.91	0.757
To prepare seminar presentation	190	1.00	3.00	1.80	0.757
To internet use	190	1.00	3.00	1.81	0.796
For lecture follow up	190	1.00	3.00	1.94	0.743
For a quiet environment for studying	190	1.00	3.00	1.81	0.762
For acquiring more knowledge	190	1.00	3.00	1.69	0.778
To get internal marks for library usage	190	1.00	3.00	2.02	0.842
Total	190	10.00	30.00	17.91	7.715

Source: Primary data

The total mean rating of the purpose of visit to the library is 17.91. The highest mean score (2.02) has been found for 'to get internal marks for library usage' with a standard deviation of 0.842 and the lowest mean score (1.58) has been for 'to study books' with the standard deviation of 0.742. The respondents are mostly visit to the library for the purpose of to get internal marks for library usage.

Satisfaction With Regard To Library Facilities- Descriptive Statistics

Descriptive statistics has been used to find the mean scores for the level of satisfaction with regard to library facilities among post graduate and research scholars to undergo their study. The satisfaction factors of the scholars are measured by summing up the ratings given by the respondents for 9 statements at five point scale. The mean ratings have been assigned as 5 for 'highly satisfy', 4 for 'satisfy', 3 for 'Neutral', 2 for 'Dissatisfy' and 1 for 'highly dissatisfy'. High score indicates high level of satisfaction in pursuing the study.

Table 7
Satisfaction With Regard To Library Facilities
Descriptive Statistics

Statement	No	Min.	Max.	Mean	Std. Deviation
Computer Facilities	190	1	5	2.61	1.355
Furniture facilities	190	1	5	2.46	1.296
Library orientation program	190	1	5	2.31	1.010
Lighting/ventilation	190	1	5	2.01	1.115
Opening /closing hours	190	1	5	1.94	1.142
Cleanliness and ambience	190	1	5	1.80	1.123
Seating capacity	190	1	5	2.55	1.275
Xerox	190	1	5	3.12	1.342
Digital library	190	1	5	2.95	1.328
Space for reading	190	1	5	2.52	1.288
Staff co-operation	190	1	5	2.23	1.186

Library collection	190	1	5	2.43	1.274
TOTAL	190	12	60	28.93	14.734

Source: Primary data

The total mean rating of the library facilities is 28.93. The highest mean score (3.12) has been found for 'Xerox facilities' with a standard deviation of 1.328 and the lowest mean score (1.94) has been for 'cleanliness and ambience' with the standard deviation of 1.123. The respondents are highly satisfied in Xerox compared to other facilities.

Age and Satisfaction of Library Services Among Post Graduate and Research Scholars - ANOVA

The following table shows the difference between the age and satisfaction of library services among post graduate and research scholars.

H0: The satisfaction of library services among post graduate and research scholars do not differ significantly among the Age of the respondents.

Table 8

ANOVA showing the difference between age and satisfaction of library services among post graduate and research scholars

Age of the post graduate and research scholars	Satisfaction of library services	F	Sig.
	Mean		
20-25years	2.3603	7.340	.001
26-30years	1.9823		
above30years	2.9111		
Total	2.3018		

The highest mean score value 2.9111 is found among above 30 years. Hence it is inferred that above 30 years of the respondents are not satisfied by the library services.

The ANOVA result shows that the significant value is .001, which is less than the 5% level of significance. Therefore, it is inferred that the influence of satisfaction of library services significantly differs based on age of the respondents. **Hence, the hypothesis is rejected.**

Research Programme and Satisfaction of Library Facilities among Post Graduate and Research Scholars- ANOVA

The following table shows the difference between the research programme and satisfaction of library Facilities among post graduate and research scholars.

H0: The satisfaction of library facilities among post graduate and research scholars does not differ significantly among the research programme of the respondents.

Table 9

ANOVA showing the difference between research programme and satisfaction of library facilities among post graduate and research scholars.

Research programme	Satisfaction of library facilities	F	Sig.
	Mean		
Post graduate	2.1342	69.570	.000
M.Phil	2.3872		
P.hd	3.5767		
Total	2.4105		

The highest mean score value 3.5767 is found for P.hd of the research scholars. Hence it is inferred that P.hd research scholars are not satisfied by the library services.

The ANOVA result shows that the significant value is .000, which is less than the 5% level of significance. Therefore, it is inferred that the influence of satisfaction of library facilities significantly differ based on research programme of the respondents. **Hence, the hypothesis is rejected.**

SUGGESTIONS

Most of the respondents suggested that there should be proper shelving of the books in the library, Safe lockers should be provided for scholars for keeping their valuables, Library can create awareness regarding online resources for student better utilization.

CONCLUSION

The study concludes that the post graduate and research scholars are over all satisfied with the library resources, services and facilities. But the study further found that library resources and services are not being fully used by the post graduate and research scholars because either they are not aware of the resources and services or do not consider them as important for their studies. The findings of the study would help other academic libraries to re-evaluate their resources and services for research activities. The results could assist libraries not just to improve their services and launch new services, but to avoid frustrations and difficulties faced from research activities.

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