

USE AND IMPACT OF LIBRARY SERVICES ON USERS: A CASE STUDY OF AURORA ENGINEERING COLLEGE, BHONGIR

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Abstract

The present study tried to identify the use and impact of library services on users. The students of Aurora's Engineering College were the target group for the study whose views were taken into consideration with the help of questionnaires. 150 questionnaires were distributed to the students belonging to various undergraduate engineering departments to know their problems and suggestions about the library resources and services. It is found that 80 percent of the students are satisfied with circulation service. About 26.66 per cent of the students spend more than 7 hours in the library. 38 per cent of students expressed that their class work affect the usage of library whereas majority of them felt that not the class work do not influence the usage of library services as they have enough free time. This study reveals that 36.66 percent students utilise the library services daily. 45.33 percent of students are not satisfied with the organization of services and 20 percent of them expressed that the staff cooperation is poor.

Keyword: User orientation, Reprographic service, Electronic services, impact of Library services

Introduction

Library has been playing a vital role since man started storing every event as it is managing resources apart from collecting the documents. The basic purpose of every library is to update and enhance services and to rise to the expectations and satisfaction of the users. He has to strive for library's integrated development, planning of library services and for the enrichment of existing collection. For the development of effective services, the librarian has to develop a strong communication channel with his customers / users so as to maintain rapport with the Library users. Secondly, he has to monitor the quality services provided to the users. Continued monitoring of services would help the librarian to modify and re-study the concept of quality which is the primary aim of quality service.

Library is a store house of resources and it has a dynamic role in academic curriculum. Library services can be effectively managed through mobilisation of resources. So resources and services are interlinked with each other. It is not of much use without service providers even if the resources are excellent. Students' 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 order to satisfy the users, the library should transform itself either by subscribing to the resources or by developing electronic library services.

It is the Librarian's responsibility to ensure that the use of its resources is maximised to benefit its users. Hence the Librarian has to take feedback using survey methods or any other methods to collect their opinion. Teaching Staff is also a key to the successes of all its activities.

Impact can be defined as the effect on the users. The change in the state of mind that takes place before the use of service and after using service can be termed as impact. It can be positive or negative depending on user satisfaction. If the user satisfaction is negative it shows a negative impact. It is also based on users' awareness on services. If the user is aware of the services he or she can utilise the services effectively and helps us in giving valuable positive feedback. In the initial stages or at the stage of joining there is more scope negative impact. More over most of the students comes from private colleges. Since most of the institutions the students come from do not have no library facilities more awareness needs to be created among the students their colleges about the library.

Aurora Engineering college History

Aurora engineering college was established in the year 1998 by Dr. N. Ramesh Babu, a famous educationist which is registered under the Aurora Education Society. The society was formed in 1971 which has some reputed institutions offering undergraduate and postgraduate courses in the fields of Teacher Education, Science and Commerce, Engineering, Polytechnic, Law and Management Science. More than 7000 students join this group of colleges every year. The Aurora Education Society has a large alumni strength of more than 68000 students working in different parts of the world. The society is continuously striving towards excellence in the field of education, training and research.

Under the aurora consortia there are 24 colleges. A few of them are – Aurora's Engineering College established in 1998, Aurora's Technological & Research Institute established in 1999, Aurora Research & Technological Institute established in 1999 and Aurora Scientific, Technological & Research Academy established in 2001.

Aurora's Engineering College, from where the data has been collected is a 19 years old institution imparting quality education under JNTUH affiliation approved by AICTE (New Delhi). The college offers 6 UG Courses and 15 PG programmes. Around 850 students join in the college every year. The college is situated in the outskirts of Bhongir about 4 km from railway station of Bhongir on the way to Yadhagirigutta which is famous for Sri Lakshmi Narasimha Swamy temple.

The Library Collection in Aurora's Engineering College

Table -1: Library Resource in the Aurora Engineering College

Library resources	Numbers
Books	42871
SC/ ST Book Bank Books	571
Journals Bound volumes	1173
Journals	179
Megazines	35
Project reports	2179
CD-ROMs	1696
E- Journals	500
News papers	5
E- books	473
Handbooks	48

Objectives of study

- To know the frequency of visit to the library
- To know which type of material the students need
- To identify the type of services that need improvement
- To know the satisfaction of students towards the library services
- To identify non-users of library.
- To identify how effectively the library services are utilised

Methodology

170 questionnaires are distributed to students of all the branches of Aurora Engineering College as a part of this study. Out of 153 received 150 questionnaires are considered for this study as 3 of them are not completely answered. In all 150 questionnaires were taken for analysis of present study.

Limitation of study

The study is limited to gathering the views of the undergraduate engineering students of Aurora's Engineering College, Bhongir regarding the use of library resources.

Need for Library Services in Engineering College Libraries

Unprecedented changes on the industry in the last few decades raised demand for engineering education. To fulfil the massive demand of youth, a mushrooming growth of institutions took place. AICTE has given permission only to those colleges which have satisfied its norms. The AICTE has formulated certain norms and every college has to go according to the norms. But currently the structure of library function with digital services in institutions is at pyramidal level with some leading institutions in the middle and the largest number at the bottom.

So most of the users is rural Ares are unaware of the humungous library and even could not have heard about the digital service provided in library. Some colleges which are in second category are providing effective services to library but the students are not using updated services. The basic cause behind the scene can be the absence of effective librarian. An effective librarian is like a dictionary pocket. She/he has to establish a proper communication channel with users and improve services to satisfy library users. Likewise there are many obstacles and impediments in the effective usage of services and resources provided in library.

Table – 2: Response of Students Branch wise

S.No	Department	Distribution	respondents	Percentage
1	ECE	25	23	17.82
2	EEE	25	22	17.05
3	CSE	25	20	15.5
4	ME	25	21	16.27
5	CIVIL	25	23	17.82
6	AE	25	20	15.5
Total		150	129	99.96

Table 2 exhibits the response of the students branch wise. All the students are using library services. Among them 17.82% students belongs to ECE branch, 17.05% belongs to EEE branch, 15.5% students belongs to CSE branch, 16.27 are from ME branch, 17.82 % are from Civil Branch and 15.5 % are from Agriculture Engineering.

Table –3: Number of hours spent of using Library services

S.No	Time Spent	No of Respondents	Percentage
1	More than seven hours	40	26.66
2	6-5 hrs	60	40
3	5-3 hrs	40	26.66
4	Less than teo hrs	10	6.66
Total		150	100

40(26.66%) respondents spend more than seven hours in library, 60(40%) respondents spend 6- 5 hours in the library, 40(26.66) students responded saying theta they spend 5-3

hours in the library. There are 10(6.66)respondents who spend less than 2 hours in the Library. It can be concluded that most of the students utilise library services for 5 to 6 hours

Table – 4: Frequency of using Library services

S.No	Frequency	No of respondents	percentage
1	Daily	55	36.66
2	Alternate day	40	26.66
3	Twice in a week	32	21.33
4	Irregular	23	15.33
Total		150	100

table 4 shows that majority of students 55(36.66) visit the library daily, 40(26.66) students visit alternate days 32(21.33) of them twice in a week and remaining of them 23(15.33) visit the library irregular.

Table – 5: Type of resource used at Library

Resource Name	Respondents	Percentage
Text Books	70	46.66
Reference Books	30	20
Journals	15	10
Newspapers	45	30
Question Papers	30	20
E- Resources	52	34.66

This table shows that 70(46.66) percent of students come to the library for only text books , 52(34.66) of them use e- sources, 30(20) percent come to the library to read newspaper, 30(20) per cent of them use reference books, 15(10) percent of them use journals and 30(20) percent of them use question papers.

Table – 6: Effect of classwork on students' usage of Library

Responses	NO RESPONDENTS	PERCENTAGE
Yes	93	62
No	57	38
	150	100

It is clear from Table 6 that 62 percent of students expressed their view that the class work will not affect to use the library service whereas 38 percent of the students felt that the class work affect their visit to the library.

Table – 7: Satisfaction levels of students toward Library services

Service	Fully satisfied	Partially Satisfied	Not Satisfied	Total
Circulation service	80(53.33)	20(13.33)	50(33.33)	150
Reference service	52(34.33)	40(26.66)	58(38.66)	150
Journals	55(36.66)	25(16.66)	70(46.66)	150
Online public Accesses Catalogue	80(53.33)	42(28)	28(18.66)	150
DELNET	51(34)	53(35.33)	46(30.66)	150
Reprographic service	70(46.66)	55(36.66)	25(16.66)	150
Digital Library service	40(26.66)	53(35.33)	57(38)	150
Online lectures	65(43.33)	25(16.66)	60(40)	150
General reading	20(13.33)	30(20)	100(66.66)	150

It is evident from Table 7 that 80 (53.33) per cent of the students are fully satisfied with the circulation service whereas 50(33) per cent are not satisfied and (20)13.33 percent is partially satisfied. About the reference services

58(38.66) per cent of students are not satisfied whereas 52(34.33) per cent are fully satisfied and 40(26.66) of the students are partially satisfied. Almost 70(46.66) per cent of the students are not satisfied with regard to Journals, 55(36.66) per cent are fully satisfied and remaining 25(16.66) per cent students are partially satisfied. Approximately 80(53.33) per cent of the students are satisfied with online public access catalogue, 42(28) per cent are partially satisfied and the remaining 28(18.66) per cent are not satisfied. Regarding DELNET Service 53(35.33) are partially satisfied, 51(34) students are fully satisfied and 46(30.66) students not satisfied. About the Reprographic service 70(46) are fully satisfied, 55(36.66) are partially satisfied and rest of students 25(16.66) are not satisfied. About the digital library service 57(38) per cent of the students are not satisfied and 53(35.33) per cent of them are partially satisfied and 40(26.66) per cent of them are fully satisfied. Majority of students 65(43.33) per cent are satisfied with online lectures, 60(40) per cent of them not satisfied and 25(16.66) per cent partially satisfied. 100(66.66) per cent students use the library for general reading and 30(20) per cent of them are partially satisfied remaining 20 (13.33) per cent are satisfied.

Table 8 - Impact of Digital services on students

Impact of digital services	Number of students	percentage
Easier and faster	49	32.66
Accesses to current information	60	40
Access to wide range of information	41	27.33
total	150	100

It is evident from Table 8 that 60(40) percent of the students used digital services, 49(32.66) per cent of the students access current information 41(27.33) percent of the students access to wide range of information.

Table- 9: Reasons for not using the services

Reason	respondents	percentage
resources are not sufficiently	33	22
lack of awareness	35	23.33
lack of knowledge	35	23.33
lack of staff cooperation	23	15.33
lack of time	24	16

Table 9 shows that 35(23.33) students find some problems with lack of awareness, 5(23.33) percent students have problem with lack of knowledge. About 33(22) percent found the resources insufficient, 23(15.33) percent students complained lack of cooperation from the Library staff and 24(16) Percent students felt lack of time.

Table – 10: Opinion on Library Facilities

SNO	FACILITES	EXCELLENT	VERY GOOD	GOOD	SATISFACTORY	NOT GOOD	
1	LIBRARY COLLECTION	40(26.66)	75(50)	15(10)	15(10)	5(3.33)	150
2	PHYSICAL FACILITIES	60(40)	48(32)	20(13.33)	5(3.33)	17(11.33)	150
3	ORGANIZATION OF COLLECTION	68(45.33)	39(26)	6(4)	33(22)	4(2.66)	150
4	STAFF COOPERATION	30(20)	45(30)	25(16.66)	34(33.66)	16(10.66)	150
5	LIBRARY SERVICES	41(27.33)	55(36.66)	25(16.66)	15(10)	14(9.33)	150
6	IT BASED SERVICES	43(28.66)	40(26.66)	41(27.33)	10(6.66)	16(10.66)	150

This table shows that library facilities with 75(50) percent of the students very good and 40(26.66) percent of them excellent.15(10) percent of students feel good and 15(10) percent of the students feel satisfactory and remaining 5(3.33) percent students are not happy. Regarding physical facilities 60(40) percent of students find them excellent and 48(32) percent of the students felt very good, 20(13.33) percent students good, 17(11.33) percent students felt they are not good and remaining 5(3.33) percent students felt satisfactory.

About Organization of collection 68(45.33) students felt excellent, 39(26) percent of students felt very good, 33(22) percent students felt satisfactory and remaining students 4(2.66) percent felt that it is not good. Regarding staff cooperation 55(33.66) percent students felt satisfactory, 20(30) percent students felt very good , 20(30) percent of the students felt excellent and16(10.66) students felt very good. Regarding library service 36.33 students felt very good, 27.33 percent of the students felt excellent, 25(16.66)

percent students felt very good 15(10) percent felt not satisfactory and 14(9.33) of the students felt that the service is not good.

Conclusion

Based on the analysis of the data the following conclusions and suggestions are made to improve the user services in the Aurora Engineering college central library

1. About 26.66 per cent of the students spend more than 7 hours in library while 6.66 percent students use the library less than 2 hours. So user awareness programmes must be conducted every year to motivate the students towards utilising the services.
2. The study reveals that 36.66 percent students use the library services daily while 21.33 per cent students use the services twice in a week. So good books and competetative books should be maintained.
3. 62 per cent of them felt that the class work will not affect their use of the library and 38 percent felt that the classwork affects the use of library. Therefore every day one hour has to be allotted to library in in the class timetable.
4. Majority (46.66) of students use text books in the library while only 10 per cent use the journals. Teaching staff should be trained to make the students aware of using library for the latter's project works and motivate them to paper presentation in various colleges.
5. 80 percent students satisfied with circulation service so text books collection should be increased. If the text books are increased it will help all the students to use the library for their needs.
6. The study reveals the satisfaction levels on digital services. Students reveal the reasons for lack of usage of user services 23.33 percent felt that lack of awareness and lack of knowledge. So students must be guided and trained. Library staff should provide user orientation programmes to the students presenting the existing library facilities and their utility.
7. It is evident after analysis of table 8 that 60(40) percent of the students found digital services more important compared to print books
8. Students feel that lack of time and lack of staff cooperation is prohibiting them from visiting the Library . So staff must be trained to help the students utilize the Library.
9. 45.33 percent of students opined that organization of collection is excellent and Physical facilities are very important as well as resources. Student must feel comfortable if they stay in library. It will help to increase the users to come to the library to utilize the services.

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