

# USER'S OPINION ABOUT LIBRARY COLLECTION AND SERVICES IN ACADEMIC LIBRARIES IN KERALA - A STUDY

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**ABSTRACT:** *This study examines the user survey of four college libraries under Mahatma Gandhi University of Kerala. A well structured questionnaire was used for collecting opinions of the library users about uses of the collections and services. Out of 400 users, only 384 questionnaires were collected from the respondents and selected for analysis of data. The study highlighted various library resources used by the respondents and their degrees of satisfaction. The respondents were postgraduate students from all disciplines of these academic college libraries. Most of the users are found satisfied with the physical facilities and collection as well as arrangement of library reading material.*

**Key words:** *Academic libraries, User's opinion, library collection*

## INTRODUCTION

Library user surveys have industrial keen on wide in academic libraries during the earlier period twenty duration. Early a reasonable and usable collection is an important aspect of library services in any academic institution. We are living in an information age. Large amount of new information is being created every year. The written in sequence be accessible into a selection of primary sources such as books, journals, newspapers, and reports. Academic libraries are measured near exist the courage centres of academic institutions and supporting teaching, research, and other academic programmes. The success of a library in meeting the information needs of its users play an important role. At present, libraries are bounded with network data that is distant to huge ocean of Internet-based services. In recent period library is a busy information midpoint, everywhere information is packaged in various formats to the advantage of the users.

## REVIEW OF LITERATURE

**Lata and Sharma (2013)** attempted to know the usage of information sources and services by the T.S. Central State Library of Chandigarh users. This paper also examined the satisfaction levels of users about the library collection. A questionnaire was used to identify the impressions of users towards the user awareness of library services, adequacy of library resources and their views on library services.

**Kabiraj, N., & Roy, S. B. (2013)** this study examines the user analysis of five college libraries under University of North Bengal, West Bengal. The present study demonstrates and elaborates the various aspects of library collections usage within the available resources, frequency and purposes of visit, adequacy of library hours, use of library services & collections, ways of document searching and user's satisfaction with the overall performance of the library. Library is measured as an essential factor of some well-organized educational system. It plays an important role in the improvement of the organisation.

**Bansal, N. (2014)** the present study deal among users attitude towards information sources and information services in the library of F.C. College for Women, Hisar. Knowledge about the users and their demands is necessary to make library and information services more effective and user oriented. Data is collected from the students as well as faculty members of the college. 100 out of 125 questionnaires are taken for consideration. The paper attempts to analyse use pattern, adequacy of library collection, user's opinion on information sources and services. Maximum users found satisfied with the physical facilities and collection as well as arrangement of library reading material.

## METHODOLOGY

The study was conducted among Postgraduates students. A well structured questionnaire was designed and used for collecting data. The study uses the survey method. A well structured questionnaire was used for collecting opinions of the library users about uses of the collections and services. Out of 400 users, only 384 questionnaires were collected from the respondents and selected for analysis of data.

## OBJECTIVES

1. To find out frequency of library visits
2. To trace out the purpose of the information search
3. User's opinion on various attributes of the library.
4. To measure users satisfaction level of users.
5. To determine users opinion on behaviour of library staff.
6. To find out the satisfaction of library collection
7. To analyse user awareness of library services.
8. To identify users opinion on satisfaction of physical facilities.

## Hypothesis

1. There is a significant association between year and frequency of distribution.

### DATA ANALYSIS AND INTERPRETATION

**Table: 1**

#### Gender

S.No.	Gender	Frequency	Percentage	Cumulative percent
1.	Male	199	51.7	51.8
2.	Female	185	48.1	100
	Total	384	100	

The above table reveals that there were more male respondents 51.82% than female 48.17% respondents.

**Table: 2**

#### Discipline

S.No.	Discipline	Frequency	Percentage	Cumulative percent
1.	Zoology	87	22.6	22.7
2.	Botany	86	22.3	45.1
3.	Chemistry	92	23.9	69.0
4.	Physics	33	8.6	77.6
5.	Geology	86	22.3	100
	Total	384	100	

It is inferred from the above table 2 that 23.9 percent of the respondents are from Chemistry and 22.6 percent were zoology, 22.3 percent were from botany and geology while 8.6 percent of physics.

**Table: 3**

#### Year of study PG

S.No.	Year of study	Frequency	Percentage	Cumulative percent
1.	I <sup>st</sup> year	152	39.5	39.6
2.	II <sup>nd</sup> year	232	60.3	100
	Total	384	100	

It is evident from table 3 that 60.4 percent of the respondents are II<sup>nd</sup> year students 39.5 percent of them are I<sup>st</sup> year students.

**Table: 4**

#### Frequency of Library visits

S.No.	Frequency of library visit	Frequency	Percentage	Cumulative percent
1.	Daily	172	44.7	44.8
2.	Once in a week	124	32.2	77.1
3.	Twice in a week	88	22.9	100
	Total	384	100	

The occurrence of visit to the library by users depends upon the temperament of library collections, organization, maintenance and above all, the services and cooperation of the library staffs in making use of library resources. Table 4 indicates that, most of the students 44.7 % visit library 'Daily' followed by 32.2% visits the library 'once in a week' and 22.9% visit 'twice in a week'.

**Table: 5**

#### Purpose of library visits

S.No.	Purpose of library visits	Yes	No
1.	Internet	300 (78.12%)	84 (21.87%)
2.	To Borrow Books	268 (69.79%)	116(30.20%)
3.	To read newspapers	344 (89.58%)	80(20.83%)
4.	Relaxaction	284 (73.85%)	100(26.04%)
5.	Competitive Exam	304 (79.16%)	88 (22.91%)
7.	Magazine	296 (77.08%)	40 (10.41%)

Every library wants to develop and improve its services and for this purpose it becomes necessary to know the reason of visit of the users to library. Table 5 gives necessary information to the librarian on the type of information that the library users are interested in. 89.58 % users visit library to read newspapers and competitive Exam books. Third preference is given to internet by the users.

**Table: 6**  
**User's opinion on various attributes of the library**

S.No.	Attributes	Strongly agree	Agree	Disagree	Strongly disagree	Mean	Rank
1.	Resources are current and update	268 (69.79)	64 (16.66)	52 (13.54)	----	1.43	3
2	Easily locate resources	152 (39.58)	152 (39.58)	80 (20.83)	----	1.81	2
3.	Library orientation programmes are helpful	116 (30.20)	172 (44.79)	96 (25)	----	1.94	1

Libraries regularly update their collection with the inclusion of latest publications. It's very important to know user's opinion about library collection. This range from the fact that library orientation program are very helpful (1.94) because to help library users to feel that home in the library and trust the competency of the library staff. Accurate arrangement of reading material is very important for libraries. Users can not find the required material if it is not properly shelved. User's opinion in this regard is very important. It denotes maximum number of users have expressed their range with easily locate resources (1.81) and all libraries are current and update (1.43) because libraries provide new portals to all of the world knowledge that is why this resources and services they offer create opportunities for learning, education and help share the new ideas and perspectives.

**Table: 7**  
**User satisfaction**

S.No.	User satisfaction	Highly satisfied	Satisfied	Dissatisfied	Highly Dissatisfied	Mean	Rank
1.	Deal with users in caring manner.	184 (47.91)	120 (31.25)	80 (20.83)	----	1.73	6
2.	Opening hours are suitable	200 (52.08)	100 (26.04)	84 (21.87)	-----	1.70	7
3.	Provides longer hours for internet access	160 (41.66)	152 (39.58)	72 (18.75)	----	1.77	5
4.	Books are available on the shelves	168 (43.75)	112 (29.16)	104 (27.08)	----	1.83	3
5.	Readiness to respond to user	148 (38.54)	164 (42.70)	72 (18.75)	----	1.79	4
6.	Give access to E-books and E-journal	68 (17.70)	272 (70.83)	44 (11.45)	----	1.93	1
7.	User friendly catalogue	156 (40.62)	132 (34.37)	96 (25)	-----	1.84	2

Every library launches many information services for the benefit of the user community. It is essential to measure the satisfaction level of users. A good library guidance system helps to give the library a friendly, welcoming atmosphere and promote its image as a well-organized, efficient place collection. It denotes the maximum number of users give access to e-journal and e-books (1.93) and this range fact that user-friendly catalogue (1.84), books are available on the shelves (1.83), and readiness to respond to user (1.79), and provide longer hours for internet access (1.77), Deal with users in caring manner (1.73), followed by opening hours are suitable (1.70)

**Table: 8**  
**Behaviour of library staff**

S.No.	Behaviour of library staff	Yes	No
1.	Friendly and easy to talk	294(76.56%)	90(23.43%)
2.	Available when you need them	308(80.20%)	76(19.79%)

The approach close to of library staff towards users plays an important role. The nature of the library is somehow based on the behaviour of its staff also. Table 8 reveals the data about user's opinion on library staff. 80.20 % users think that staff is always available to help them whenever they need them and 76.56% users believe that library staff is friendly and easy to talk.

**Table: 9**  
**Level of satisfaction of information source**

S.No.	Type of information source	Satisfactory	Unsatisfactory
1.	General books	312(81.25%)	72(18.75%)
2.	Text books	332(86.45%)	52(13.54%)
3.	Newspapers	264(68.75%)	120(31.25%)
4.	Periodicals	204(53.12%)	180(46.87%)

Excellent arrangement of reading material is very important for libraries. Users can not find the required matter if it is not appropriately shelved. Users opinion in this regard is very important. Table 9 elucidates that majority of the students i.e. 86.45% students rely on the textbooks to a great extent. About 81.25% of the respondents rely on 'General books' and 68% of the respondents indicate the use of newspaper, magazines. Besides, these sources about 53.12% of the respondents opted for periodicals.

**Table: 10**  
**User awareness of Library services**

S.NO.	Library services	Satisfactory	Unsatisfactory
1.	Circulation	268 (69.79%)	116 (30.20%)
2.	Xerox	260 (67.70%)	124 (32.29%)
3.	Digital library facilities	296 (77.08%)	88 (22.91%)
4.	Internet facilities	304 (79.16%)	80 (20.83%)
5.	Book bank	320 (83.33%)	64 (16.66%)

Every library introduces many information services for the benefit of user community. It is essential to evaluate satisfaction intensity of users. The table clearly shows that majority of the libraries provide Book bank facilities and Internet facilities to the users. 83.33% of the academic libraries in Kerala are providing Book bank facilities to their users; 79.16% give Internet facilities to its users; and 69.79% provide digital library facilities. Circulation, Xerox are also provided by the academic college Libraries.

**Table: 11**  
**Physical facilities**

S.No.	Physical Facilities	Highly satisfied	Satisfied	Dissatisfied	Highly Dissatisfied
1.	Toilet facilities	69(17.96%)	285(74.21%)	30(7.81%)	----
2.	Furniture	124(32.29%)	144(37.5%)	116(30.20%)	----
3.	Drinking water facilities	49(12.76%)	296(77.08%)	39(10.15%)	----
4.	Ventilation	120(31.25%)	184(47.91%)	80(20.83%)	----
5.	Lighting facilities	200(52.08%)	108(28.125%)	76(19.79%)	----
6.	Cleanliness	75(19.53%)	268(69.79%)	41(10.67%)	----

Every library tries to provide good physical amenities to its users so that largely good assessment background could be given to the users. Users' satisfaction by means of infrastructure amenities are main for the reason that reader's dissatisfaction means that the service provided by the library is not good. They increase the use of books. User's opinions are tabulated in table 11. Table shows that maximum users are satisfied with all mentioned physical conveniences. Table 11 reveals that 52.08 percent users satisfied with lighting facilities while 32.29 percent users satisfied with infrastructure facilities available of the library as furniture's, followed by 31.25percent users satisfied with ventilation, while 19.53percent of the users satisfied with cleanliness similarly. Only 17.96 percent users satisfied with the toilet facility available in the library, while 12.76 percent users satisfied with drinking water facilities.

**Table: 12**  
**Chi-square Test to study Year of study Vs Frequency of library visits**

S.No.	Frequency of library visits	Year of study		Statistical Inference
		I <sup>st</sup> Year	II <sup>nd</sup> Year	
1.	Daily	50	122	$X^2=23.085$ $Df =2$ $P=.000$ $P<0.001$ Highly significant <b>H1.</b> When the above hypothesis was tested using chi-square test, it is found that there is a high level of significant association between year and frequency of library visits.
2.	Once in a week	70	54	
3.	Twice in a week	32	56	

### Findings

1. Most of the students 44.7 % visit library 'Daily'.
2. 89.58 % users visit library to read newspapers and competitive Exam books.
3. Library orientation program are very helpful (1.94) because to help library users to feel that home in the library and trust the competency of the library staff.
4. It denotes maximum number of users give access to e-journal and e-books (1.93) and this range fact that user friendly catalogue (1.84).
5. 80.20 % users think that staff is always available to help them whenever they need them.
6. 86.45% students rely on the textbooks to a great extent.

7. 83.33% of the academic libraries in Kerala are providing Book bank facilities to their users.
8. Maximum users are satisfied with all mentioned physical facilities.

### Conclusion

The analysis tinted ease of use and utilize of the library information resources and services of the selected academic college libraries, India and what willpower be present to some extent helpful to the students in communicate reasonable education to their present generation for a better tomorrow. In this study majority of library users satisfied on library resources and services of college libraries. Almost every reader is satisfied with the behaviour of library staff. Users are satisfied with physical facilities like reading space, cleanliness, lighting, ventilation, property counter and furniture etc. The findings of this study, it was concluded that users of Academic college libraries are satisfied with the library services, however, there is need for improvement in the services provided by the library.

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