

# USE OF INFORMATION RESOURCES AND INFORMATON USE PATTERN IN AL- BARKAAT INSTITUTE OF MANAGEMENT STUDIES LIBRARY ALIGARH: A STUDY

**Mudassir Malik**

**(Librarian)**

**(MLIB.sc)**

Faculty of Library and Information Science, School of Social Science,  
Indira Gandhi National Open University, Maidan Garhi, New Delhi.

“Library of Al- Barkaat Institute of Management studies Aligarh, India.

202001”

## **ABSTRACT**

This study was to know the usage pattern of the library resources and services provided by Al-Barkaat Management Institute Aligarh. The survey method was applied along with questionnaires as a tool for data collection. Around 121 samples were collected. The study revealed that the students using the resource for building their careers spend short and full time in the library. Students came to the library to read newspapers and other reading material. Students using Google search engine simple key words searching for online resources. However, the study also found that students faced many other problems while using the library. However, most of the students are satisfied with the various services and facilities by the library. Students give suggestions for the improvement and development of existing information resources and services. Hence the findings of the study shall help of the authority of Al-Barkaat Institute of Management Studies and the librarian for the future necessary development.

## **1. INTRODUCTION**

Traditionally, there is a proper system of recording and preserving human thought and ideas for further generations (**Kavitha, 2009**). From prehistoric times to modern times, the first and foremost function of any library is to develop their collections so that the user may get the needed documents. Libraries emerged in response to the information needs of society. Libraries have always been successful in imbibing technology which has eased the practices involved in the profession of librarianship. With the advent of ICT, libraries became

automated that was an initial step towards modernization. It all started with the mainframe computers in the early days to the client/server computing in the mid-1990s accompanied with other changes such as networking, internet usage, e-publications, more especially moving towards the library without walls, web tools application for libraries, consortium practices are to name a few. Moreover, in the recent past, a new huddle of technology is ready to dislodge all its precedents so far and it looks more promising (Kostagiolas, Margiola and Avramidou, 2011). With the advent of Information Communication Technology (ICT), the functions in academic libraries have changed drastically, ICT tools and applications have influenced all the course of libraries (Bhatt and Rana, 2011). According to Swain and Panda (2009), “Libraries in Management Institutions have information resources based on demands from users, marketing reports, books and journals related to business science and management science are the favorite library materials of PG students.”

## 2. Institutional profile

The fundamental aim of the Al-Barkaat institute of management is to establish and administer educational institutions under the right and duties as provided under article 30 of the Indian constitution. The institution started its first M.B.A. and P.G.D.B.M (postgraduate diploma in business management) in 2004-05. The objective of the library is to provide comprehensive information to the students. Institution library is the first fully automated and digital library in Aligarh using barcode technology to issue return/books with the help of KOHA library management software. The library has a vast collection of books. Besides the books, many other documents like; project/ Dissertation, Periodicals, Bound volumes, Audio-Video materials, CD-Rom, Newspaper, report and Map and Chart also provide. DDC 22<sup>nd</sup> classification system makes easy to classified books and other articles and cataloging systems used in the library AACR II. 12 computers and two printers with the help of KOHA (library open source software) make library fully digital. Institution library provides many services like; Lending, Referral, Reference and Information, Current Awareness, Bibliography, Audio-Visual, Interlibrary loan, Email, Book bank, Computer internet and photocopy services. Besides, this washroom and drinking water facility also provide by the library.

## 3. Review of Related literature

Many studies have conducted by many researchers related to the services and facilities offered by the libraries. However, it was not possible to review all the studies. Therefore few related studies have been discussed in the following paragraphs.

Satyanarayana (1996) investigated the “usage pattern and reading behavior of Vishakhapatnam District Central Library, Andhra Pradesh, India.” The author applied the survey method along with the questionnaire as a tool for primary data collection. The study revealed that the majority of the library users visit the library once a week and spent less than one hour for various purposes like borrowing and returning books, reading magazines, newspapers

etc. Most of the users used this library to improve their knowledge and to pass their leisure time. The study noticed that the library was unable to fulfill the user's desires due to a small library collection.

**Majid, Eisenschitz, and Anwar (1996)** conducted a study entitled "Library use pattern of Malaysian agriculture scientist." For this study, researchers used a survey method with the questionnaire as a tool for data collection. The author has revealed that the majority of "respondents visited there a library for searching OPAC and scanning periodicals whereas they sent paraprofessionals and junior scientists for getting photocopies of articles and checking out of books or other materials are already known to them. A majority of respondents who consider the location of their library convenient reported visiting it more frequently. Respondent used their library more extensively while developing research proposals and writing research reports".

**Madhusudhan (2010)** has investigated the usage of e-resources among the research scholars of Kurukshetra University and highlighted that the electronic resources "had become an integral part of the information needs of research scholars." The findings of the present study are also in consonance that the majority of the researchers have preferred e-resources for research work because it is a suitable 'substitutes for conventional resources' which is more faster to access whenever they want.

**Goel et al. (2012)** conducted a study entitled "A study about library usage by undergraduate medical students in a medical college in North India." The authors have applied a survey method with the questionnaire for collecting the necessary data. The result shows that a large number of students are highly satisfied with the library resources and services provided by the library. The finding points out that the majority of students prefer to read their books in the library. Further, authors have also revealed that a large number of students recommended that there is a need for an orientation program about the use of IT services in the library.

#### **4. Objectives of the Study**

The study has shown that the majority of the students are conscious of the information resources which are available in their library. A large number of respondents visit the library almost every day. They enthusiastically use library services to build their career. The majority of the respondents 58(47.94%) spend on one to two hours while a few of them spend two to three hours in the library. The study revealed that respondents spend their time in the library because of preparing competitive exams and course work. The majority of the respondents visit the library for the issue/return of books. The result of the present study by **Trivedi et al. (2015)**. This shows that "a large number of respondents visit the library for borrowing and returning the books at Himachal Pradesh University." All the participants are aware of the electronic resources which are available in the library. Most of the students prefer to access online resources form the Google search engine simple keyword searching method among the students. Significantly, a more significant number of scholars throughout the world have revealed that Google is the most preferred search engine for accessing the electronic resources among the students (**Ali,2005, Madhusudan 2010, Habiba and Chowdhry 2012, Bhatt and Mudhol 2014**). Majority of the students using e-

books, CD-ROMs, e-journals, online database and online resources like video from youtube, Wikipedia information pictures for their academic and research purpose. The study also revealed that a large number of students using both types of resources printed and electronic. Notably, students who have problems like computer vision syndrome or digital eye strain reported that printed resources are handy to use and for more comfortable in reading as compared to electronic devices. This study related to the study by ( **Munshi, Mehtab, and Shikoh,2017**) that “ the maximum present respondents (52.3%) choose tho use both resources. The user’s opinion is that they feel comfortable to use both categories of information”. The available material is useful in the library and participants are highly satisfied with the services of the library and the behavior of the staff as well as good computer and internet facility. Students facing some problems like don’t get the latest and relevant material.

## **5. Research Methodology**

The present study selects the survey method along with the questionnaire as a tool for data collection. The researcher has designed a structured questionnaire. The researcher has consulted several past studies before preparing the survey. Based on the related studies questionnaire was developed. The review has divided into three major parts such as A) Demographic characteristics B) Library Use pattern and C) Problems and Suggestions. The first section of demographic characteristics includes gender and course. Library use pattern consists of the frequency of library visits, time spent in the library, the purpose of the library visits, use of different categories of information resources, use of e-resources, and satisfaction level regarding services and facilities. In the last section covered the problems encountered by the students and their suggestions for improvement. The investigator has approached directly to users and hand over the questionnaire to them. In this study, the investigator has applied a survey method for gathering the data. A total of 130 questionnaires were distributed among the MBA 1<sup>st</sup> year and 2<sup>nd</sup>-year students during the academic year 2018-19. During the scrutiny of all received inquiries, it was observed that nine questionnaires were left blank. Thus a total of 121 questionnaires were selected for the analysis. Obtained data has been cross-checked by the data collected through interviews and observation. Finally, the data have been organized, analyzed, compared, consolidate, tabulate, and interpreted by using tables.

**Table 5.1 Total Sample size**

<b>S. No.</b>	<b>Variable</b>	<b>Respondents</b>	<b>Percentage</b>
1.	Total Number of Questionnaires Distributed	130	100
2.	Total Number of Questionnaires Received	121	93.07

## **6. Data Analysis and Interpretation**

The primary purpose of the analysis is to shape the data in the intelligible and interpretable form so that the research problem can be studied and tested.

**6.1** Demographic characteristics deal with gender and the course of the respondents. Tables 6.1 and 6.2 furnished the data regarding the gender and class of the participants.

### **6.2 Gender wise distribution of the respondents**

A total number of the respondent is 73(60.34%) are male while 48(39.66%) of the female point to be noted here that the overall strength of MBA students is 70 in the first year and the same strength in the second year in Al-Barkaat Institute of Management Studies, Aligarh.

**Table 6.1 gender-wise distribution**

S. No.	Variables	No. of Respondents	Percentage
1.	Male	73	60.34
2.	Female	48	39.66

### **6.3-course wise distribution**

Data table 6.2 shows that 64 (52.90%) respondents were pursuing MBA first year while 57(47.10%) of them pursuing MBA second year. Thus it is clear that the majority of the participants were MBA first year.

**Table 6.2: Educational of the Respondents**

S. No.	Variables	No. of Respondents	Percentage
1.	MBA 1 <sup>st</sup> Year	64	52.90
2.	MBA 2 <sup>nd</sup> Year	57	47.10

### **6.3.1. Frequency of the Library Visit**

Rate of the users for visit library is time spent, reading books, use electronic resources, frequency of the visitors almost every day 45(37.20%), two or three time in a week 37(30.57%), once in a month 25(20.66%), and occasionally 14(11.57%). As shown in table 6.3.

**Table 6.3: Frequency of Library Visits**

S. No.	Variables	No. of Respondents	Percentage
1.	Almost every day	45	37.20
2.	2-3 times in a week	37	30.57
3.	Once in a month	25	20.66
4.	Occasionally	14	11.57

### **6.3.2 Time Spent in the Library**

The analysis data in Table 6.4 and Figure 6.3 clearly shows that 58 (47.94%) participants spend one to two hours in the library while 32 (26.44%) of them spend less than one hour. The result also highlights that 19 (15.70 %) participants spend two to three hours, and 12 (9.92%) respondents spend more than three hours in the library. The researcher has revealed that these respondents have spent more time in the library because they were preparing for various competitive examinations. Some students have also reported that they write their project work and thus spend maximum time.

**Table 6.4: Time Spent in the Library**

S. No.	Variables	No. of Respondents	Percentage
1.	Less than one hour	32	26.44
2.	One to two hours	58	47.94

3.	Two to three hours	19	15.70
4.	More than three hours	12	9.92

### **6.3.3 Purpose of the Library Visit**

Investigator tries to find out the purpose of the library visit of the users, after analyzing the data table 6.5 reveal that a large number of participant visit library for borrowing, issue/return of books and so on. The ratio is a participant that is 105(86.77%) visit the library for borrowing and issue/return of books while 94(77.68%) visit the library for studying their course and exam preparation. It also reveals that only MBA 2<sup>nd</sup> year students visit the library for consulting project work, 43(33.88%) visit for periodicals and newspapers while 38(31.40%) visit for competitive exams and 34(28.69%) visit for other purposes like; photocopy, library program etc. so as the above ratio get the result that the majority of the respondent visit for issue/return of books. The results of the present study related to the survey by **Trivedi et al. 2015**.

**Table 6.5: Purposes of Library Visits**

S. No.	Variables	No. of Respondents	Percentage
1.	For Periodicals and Newspapers reading	41	33.88
2.	For studying the course materials	94	77.68
3.	To consult the document for project work	57	47.10
4.	For borrow and return of the books	105	86.77
5.	For competitive exam Preparation	38	31.40
6.	Any other	34	28.09

*Note: Total percentage is more than 100 because of multiple choices*

### 6.3.4 Information Resource Consulted by the Respondents

Al-Barkaat management studies library has a vast collection with different categories information such as books, periodical, newspapers, dissertations, reports, CDs, E-books etc. Here researcher has used Five points Likert Scale such as “most frequently,” “frequently,” “somewhat frequently,” “occasionally,” and “never.” As shown in Table 6.6 that 72 (59.50%) participants are consulting books most frequently, while 29 (23.96%) of them regularly and 20 (16.54%) respondents somewhat frequently. Around 42 (34.71%) participants are using reference materials often followed by 34 (28%) of respondents most frequently, 28 (23.14%) respondents somewhat often and 17 (14.04%) of them occasionally.

**Table 6.6: Frequency of Use of different categories of reading materials in the Library**

S. No.	Reading Materials	Most Frequently	Frequently	Somewhat Frequently	Occasionally	Never
1.	Books	72 (59.50%)	29 (23.96%)	20 (16.54%)	-	-
2.	Reference Materials	34 (28%)	42 (34.71%)	28 (23.14%)	17 (14.04%)	-
3.	Research Reports/ Projects	45 (37.19%)	12 (9.91%)	-	-	-
4.	Newspapers/Periodicals	24 (19.83%)	21 (17.35%)	38 (31.40%)	17 (14.04%)	21 (17.35%)
5.	Others	33 (27.27%)	26 (21.48%)	42 (34.71%)	11 (9.09%)	9 (7.43%)

Table 6.6 shows that 45(37.19%) respondents are consulting the research report and project work most frequently. Only 12 (9.91%) participants are regularly using. It observed that many respondents had not answered this statement. The researcher has revealed that these participants are pursuing MBA 1<sup>st</sup> year and they don't have any idea about the same.

The results of the study highlight that 38 (31.40%) respondents are reading newspapers and periodicals somewhat frequently, while 24 (19.83%) of the most often, 21 (17.35%) respondents frequently and 17 (14.04%) of them occasionally. The result also shows that 21 (17.35%) respondents were never reading newspapers and periodicals in the library. Table 6.6 also highlights those 42 (34.71%) participants consulting other reading materials in the library like CD-ROMs, etc.

### **6.3.5 Purposes of using different Categories of Information Resources**

Table 6.7 shows that 84 (69.42%) respondents consult books for their academic needs, followed by 27 (22.31%) of them for project work and only 10 (8.26%) of them for personal work. The findings highlight that 77 (63.63%) respondents are using reference materials for study purpose while 26 (21.48%) of them for own work or update their self and 18 (14.87%) participants using for project work. As shown in Table 6.7, that 57 (47.10%) respondents consulted a research report/project for project work. It is a point to be noted that MBA 2<sup>nd</sup> year students are using project work mostly.

**Table 6.7: Purposes of Using Different Kinds of Reading Materials Available in the Library**

S. No.	Reading materials	Project work	Study	Personal work
1.	Books	27 (22.31%)	84 (69.42%)	10 (8.26%)
2.	Reference Materials	18 (14.87%)	77 (63.63%)	26 (21.48%)
3.	Research Reports/Projects	57 (47.10%)	-	-
4.	Newspapers/Periodicals	-	53 (43.80%)	68 (56.20%)
5.	Others	14 (11.57%)	62 (51.23%)	45 (37.19%)

The study reveals that 68 (56.20%) respondents are consulting newspapers/periodicals to update their self. Around 53 (43.80%) participants indicated that they are reading newspapers and magazines for study purposes. The result also shows that 62 (51.23%) respondents are using other information resources for study purposes, followed by 45 (37.19%) for personal work and 14 (11.57%) for project work.

### 6.3.6 Use of Electronic Resources

The researcher has observed during the survey that all the participants are aware of the electronic resources which are available in the library. Many respondents have also retrieved electronic resources from the Internet directly. They prefer to access online resources through the Google search engine. ‘Simple Key Word’ searching method is most using by the respondents.

As shown in Table 6.8 that 39 (32.23%) respondents are consulting the CD-ROM database somewhat frequently while 24 (19.83%) of the most often, 17 (14.04%) of them regularly and 11 (9.09%) participants occasionally. The result also shows that 30 (24.79%) participants never using the CD-ROM database. The results highlight that 56 (46.28%) respondents are using e-books frequently, which followed by 26 (21.48%) of the most often, 23 (19%) participants somewhat regularly and 11 (9.09%) respondents occasionally. It is also observed that only 5 (4.13%) participants never using e-books.

**Table 6.8: Use of various Electronic Materials**

S. No.	E-materials	Most frequently	Frequently	Somewhat frequently	Occasionally	Never
1.	CD-ROM databases	24 (19.83%)	17 (14.04%)	39 (32.23%)	11 (9.09%)	30 (24.79%)
2.	E- books	26 (21.48%)	56 (46.28%)	23 (19%)	11 (9.09%)	5 (4.13%)
3.	E- journals	31 (26.44%)	14 (11.57%)	18 (14.87%)	27 (22.31%)	31 (25.61%)
4.	E- encyclopaedias	15 (12.39%)	21 (17.35%)	19 (15.70%)	8 (6.61%)	58 (47.93%)
5.	Online database	34 (28.09%)	27 (22.31%)	12 (9.91%)	7 (5.78%)	41 (33.88%)
6.	Others	18 (14.87%)	22 (18.18%)	36 (29.75%)	24 (19.83%)	21 (17.35%)

The study reveals that 31 (26.44%) respondents are consulting e-journals most frequently, while 27 (22.31%) of them occasionally, 18 (14.87%) of them somewhat often and 14 (11.57%) participants frequently. Interesting to note that 31 (25.61%) respondents never using e-journals. The results also highlight that the majority of 58 (47.93%) respondents never using e-encyclopedias. It was revealed that many students are not much aware of e-encyclopedias. However, some of the respondents are using e-encyclopedias through Google search.

The investigator found that the library has subscribed to online journals of SAGE Publication, which are related to the field of Management and also some accessible online databases. Table 6.8 shows that 34 (28.09%) respondents are using online databases most frequently, while 27 (22.31%) of them regularly. It has been observed that MBA 2<sup>nd</sup> year students mostly consult the online database for project work. Notably, 41 (33.88%) participants have no idea regarding online databases. Table 6.8 also reveals that many respondents are using other electronic resources for several purposes like video from YouTube, Wikipedia information, pictures, etc.

### 6.3.7 Reasons behind Using E- Materials

The investigator has tried to find out the reasons behind the use of electronic information resources. Table 6.9 highlights that 98 (80.99%) respondents are using electronic resources because of time-saving. Around 94 (77.68%) of them using e-resources because of easy and 24/7 accessibility while 88 (72.72%) of them indicated purchasable in less time and 67 (55.37%) participants are using because of availability on less cost. Most of the respondents have reported that they access e-resources for up-to-date information about statistical data and other information, which is easy to access through different electronic devices.

**Table 6.9: Reasons behind Using E- Materials**

S. No.	Variables	No. of Respondents	Percentage
1.	Easy and 24/7 accessibility	94	77.68
2.	Purchasable in less time	88	72.72

3.	Availability on less cost	67	55.37
4.	Time-saving	98	80.99

*Note: Total percentage is more than 100 because of multiple choices*

### **6.3.8 Preference of Reading Materials**

The investigator has tried to find out the students' preferences about information resources, i.e. printed resources and electronic resources, which are available in the library. As shown in Table 6.10 that 82 (67.76%) students have expressed their preference regarding both printed and electronic resources, while 28 (23.14%) of them indicated to the printed one. Only a few of them 11 (9.10%) prefer to use only electronic formats of information resources. Thus, it is clear that most of the students choose to use both printed as well as electronic resources. Notably, students who have problems like Computer Vision Syndrome or Digital Eye Strain reported that printed resources are handy to use and are far more comfortable in reading as compared to reading on electronic devices.

**Table 6.10: Preference of Reading Materials**

S. No.	Variables	No. of Respondents	Percentage
1.	Printed Information	28	23.14
2.	Electronic Information	11	9.10
3.	Both	82	67.76

## 6.4 User's Satisfaction Level

### 6.4.1 User's perception regarding library collection

Investigator found the satisfaction level of the users in the available library collection. Here also use a five-point Likert scale 1=Very good, 2=Good, 3=Average, 4=Poor and 5=Very Poor. The library has 12,800 books Indian and Foreign writer. The library has subscribed to a good number of journals and magazines. Available reports in library 335 and 4 maps and charts. Apart from this library have more than 932 projects/ dissertations and 963 bound volumes of journals.

So the study reveals that 53(43.80%) respondents give rating is suitable for book collection while 25(20.66%) is excellent. 14(11.57%) remarked average and 21(17.35%) are weak. 8(6.61%) respondents indicated that the library has a very poor collection. So according to the user's point of view, the collection of the library is excellent.

**Table 6.11: Users' Satisfaction Level Regarding Library Collection**

S. No.	Services	Very Good	Good	Average	Poor	Very Poor
1.	Book Collection	25 (20.66%)	53 (43.80%)	14 (11.57%)	21 (17.35%)	8 (6.61%)
2.	Printed and Electronic Journal	13 (10.74%)	34 (28.09%)	52 (42.97%)	12 (9.91%)	10 (8.26%)
3.	Report Collection	25 (20.66%)	42 (34.71%)	31 (25.61%)	11 (9.09%)	12 (9.91%)
4.	Projects/dissertations	41 (33.88%)	16 (13.22%)	-	-	-
5.	Others Reading Materials	18 (14.87%)	27 (22.31%)	14 (11.57%)	6 (4.95%)	-

According to table 6.11, around 52(42.97%) users indicated that printed and subscribed e-journals are average, followed by 34(28.09%) stated good, 13(10.74%) have remarked very well and 12(9.91%) of the poor. Few of the users have rated very poorly. Therefore, it can be concluded that subscribed printed and e-journals in the library are average.

42(34.71%) users rated excellent for report collection while 31(25.61%) of them rated average, 25(20.66%) users have pointed out that unique and 11(9.09%) of them stated poor. 12(9.91%) of respondents have remarked very poorly. As shown in Table 6.11 that 41(33.88%) respondents have rated project collection is excellent, while 16(13.22%) of them stated only good. The study also reveals that 27(22.31%) users have rated suitable for other reading material in the library while 18(14.87%) remarked very good and few of them rated average. Additional reading materials indicate CD-ROMs, Maps and Charts. Hence according to User's perception, available reading material is useful in the library.

#### 6.4.2 User's Opinion Regarding Services and Facilities provided by the Library

The investigator observed that the library had given various facilities and services, again use four-point Likert scale for grading statements. So the study shows that 63(52.06%) respondents are highly satisfied with reading room services, while 24(19.83%) of them partially happy and 22(18.18%) are satisfied only. So participants are highly satisfied with this service. As shown in table 6.12, so the majority of the respondents are 46(38.01%) of them are only happy with interlibrary loan service, 24(19.83%) are highly satisfied, 21(17.35%) of them are partially glad. Only a few respondents are not happy with the service. So the majority of the respondents are satisfied with interlibrary loan services.

**Table 6.12: Users' Perception Regarding Services and Facilities Provided by the Library**

S. No.	Services and Facilities	Highly Satisfied	Satisfied	Partially satisfied	Dissatisfied	Very Dissatisfied
1.	Reading room Service	63 (52.06%)	22 (18.18%)	24 (19.83%)	9 (7.43%)	3 (2.4%)
2.	Inter Library Loan Service	24 (19.83%)	46 (38.01%)	21 (17.35%)	7 (5.78%)	23 (19%)
3.	Bibliographic Service	32 (26.44%)	16 (13.22%)	37 (30.57%)	14 (11.57%)	22 (18.18%)
4.	Book Lending Service	57 (47.10%)	36 (29.75%)	28 (23.14%)	-	-
5.	Arrangement of Books on the Shelves	28 (23.14%)	45 (37.19%)	23 (19%)	13 (10.74%)	12 (9.91%)

6.	Behaviour of Library Staff	78 (64.46%)	25 (20.66%)	18 (14.87%)	-	-
7.	Computer and Internet Facilities	31 (25.61%)	57 (47.10%)	16 (13.22%)	9 (7.43%)	8 (6.61%)
8.	Photocopy Facility	24 (19.83%)	52 (42.97%)	21 (17.35%)	23 (19%)	10 (8.26%)

Study shows that 37(30.57%) respondents partially satisfied, 16(13.22%) are satisfied and 14(11.57%) dissatisfied. But 22(18.18%) very satisfied, so the result sketches that the majority of the respondent are partially confident with bibliographic services.

57(47.10%) highly satisfied, 36(29.75%) satisfied, and 28(25.14%) respondents partially satisfied with book landing services. While 28(23.14%) highly satisfied, 23(19%) are not satisfied and only a few respondents are not satisfied with this book arrangement on shelves service. But the majority is satisfied. An interesting finding revealed from the study that 78(64.46%) respondents are highly satisfied, 25(20.66) satisfied and few of them are partially satisfied hence it can be concluded the most of the users are highly happy with the behavior of the library staff.

Study shows that 57(47.10%) satisfied, 31(25.61%) highly satisfied and 16(13.22%) partially satisfied and few numbers of them are not satisfied, so it is clear that the majority are happy with the computer and internet facility. Apart from this most of the respondents are satisfied with the photocopying facility of the library.

### **6.5 Problem Faced by the Students**

Besides this, all facilities users faced some problems such as lack of latest material faced by 82(67.76%) respondents, another big issue is associated with the lack information searching skills faced by 74(61.15%) respondents, 45(37.19%) reported that information is not easily accessible due to not able to get pertinent information sources for their respective work and 32(26.44%) problems found that not relevant information resources.

**Table 6.13: Problems encountered by the Participants**

S. No.	Problems	No. of Respondents	Percentage
1.	Lack of latest information material	82	67.76
2.	Inadequate facilities in the library	21	17.35
3.	Don't know how to search for information	74	61.15
4.	Information sources are not easily accessible	45	37.19
5.	Information sources are not relevant to needs	32	26.44

## 7 Findings

However, based on the present results, the researcher suggested some suggestions for further improvements of the existing library services and facilities, that institution should have increased the number of computers in the library and high-speed internet connectivity. Apart from this institution should have increased the number of Reference Sources and subscribe to more e-journals in the library. Suggestion given by the students to increase the number of staff in the library and there should be a mobile alert service also.

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