

## Users' Awareness on Library Services and Facilities with Special Reference to Aided Colleges in Bangalore: A Study

by

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### Abstract

This study investigated the uses, awareness and attitudes towards of library services and facilities with special reference to first grade college libraries in the Bangalore. A survey was carried out on a sample population of 295 students from the three colleges. Namely Mount Carmel Women College, Bangalore (MCWCB), National College, Basavanagudi (NCB), Vijaya College, Basavangaudi, Bangalore (VCB). A result shows that 84.8 percent of the students use the library regularly. Users constitute 44.1 percent while occasional users are 40.7 percent. There is high awareness of availability of print based information resources. Users major activities in the library are reading text books (83.9%), newspapers (67.1%), source information for research or project work (65.8%) and class assignments (65.3%). Major barriers reported by the students on the effective use of the college library are lack of computer/Internet (75.6%) and lack of current materials (60.7%). Improved facilities and resources may motivate the students to fully exploit the tool that is meant to provide information support for their studies and for practice of evidence based graduation.

**Keywords:** Library resource; library use; library services; undergraduates; Bangalore

### Introduction

First grade college libraries serve both undergraduate and post graduate. They are involved in the twin purpose of providing learning resources for students and evidence based resources and today is age of electronic and remote access to information. ICT has fundamentally altered library usage pattern. These changes are seen in the notable preference and propensity for e-Resources and remote access to these collections. Naik, (2015) pointed out that the services and

facilities in First Grade College Libraries in Bangalore city among the faculty to study their knowledge perception and attitudes to words of resources and services.

There is need to help First graduate college students imbibe good library use culture which involve resource use. This is because there are many benefits in the use of college library resources which has institutionalized access to information. Libraries have very good quality collections and also librarians impart the skills needed to access information in the new environment. This can empower students in the ability to identify, locate and use information effectively. In study of Rameshanaik, & Naik, (2015) "In college library, this is very important because of the emphasis on evidence base practice which requires information skills to harness evidence". Hence, the present study is a user study to determine the use of the college library by undergraduate students.

### **Literature review**

Tahir, Mahmood, & Shafique, in (2010) have carried a study on "Use of electronic information resources and facilities by humanities scholars "to find out what extent the humanities scholars value Information Technology (IT) and view its relation to their research and teaching. The results correspondents with previous studies conducted in other countries. The humanists still stick to the printed information sources but they pay good attention to Electronic Information Resources (EIS). Most of them have access to Information Technology (IT) at office and home. They are regular users of a variety of electronic technologies. Although human beings faced with many problems, the humanists perceive that modern information technology made their work easier.

According to Thanuskodi, (2011)<sup>4</sup> in his study 'User Awareness and Use of E-Journals among Education Faculty Members in Chennai: A Survey'. The e-journal is one of the products of information and communication technologies (ICT). The advancement of e-journal during recent years has given librarians a powerful new resource to support learning and research. The main objectives of the present study are to find out the awareness of users about available e-journals, to study the purpose and utilization of e-journals, and to find out the hindrances and problems faced by the users while accessing and using e-journals. A questionnaire was distributed among the faculty members to collect data. 300 questionnaires were distributed to the selected sample of library users; 278 valid samples were collected. From the study, it is found that majority

(92.30%) of the male users were aware of the e-journals whereas only (83.33%) female respondents were aware of the availability of e-journals. The analysis reveal that most (71.22%) of the respondents were using e-journals for writing papers. The study recommended improving the e-Journal facility.

According to Kishore Kumar, & Naik, (2015)<sup>5</sup> “The study was showed that 50% of students visited library to use Wi-Fi facility followed by 25% for reading, 10% for using the internet and the 5% each for consultation, issue and return and photocopy services. The main purpose among 75% of users was to avail this facility for searching articles through an online database” ICT has fundamentally altered library usage pattern. These changes are seen in the notable preference and propensity for e-Resources and remote access to these collections. The study focus examined the attitude towards the use of ICT. (Kishore Kumar, & Naik, 2016)<sup>6</sup>.

### **Objectives of the study**

- To find out the perceptions and awareness of students on college library resources
- To extent of use of the college library by the students of First Grade College Libraries in Bangalore city
- To explore the training needs of the First grade college students.
- To find the barriers to effective use of the First grade college library.

### **Methodology**

A well-structured questionnaire was prepared and distributed among 350 users of three colleges. Out of 350 distributed questionnaires, 295 filled in questionnaires were collected. The survey covered the three faculties of the First grade college: namely Mount Carmel Women College, Bangalore (MCWCB), National College, Basavanagudi (NCB) and Vijaya College, Basavangaudi, Bangalore (VCB). The study focused on undergraduate and post graduate students. Finally responses from users were analyzed.

### **Data Analysis**

The data collected from the users were analyzed, interpreted and presented in the following tables.

**Population of the Study**

Table 1-Population of the Study

Respondents	Number	%
Male	187	63.4
Female	108	36.6

Among the total population 295, there are male 187 (63.4%), as compared to female 108 (36.6%). So the male respondents are major users.

**How Long Library Users**

Table 2- How Long Library Users

	Daily	2-3 times in a week	Weekly	Monthly	At least once a Monthly	Non-users
Frequency	18	69	43	130	51	45
Percentage	6.10%	23.40%	14.60%	4%	17.30%	15.20%

How long visit to the college library is shown in table 2. Results indicate that large percentage (84.8) visits the library regularly or occasionally. Regular users who visit weekly to daily constitute 44.1%. Occasional users who visit monthly to at least once a month constitute 40.7%. Non-users constitute 15.2% of the respondents.

**Activities in the Library**

Table 3 -Activities in the Library

Activities in the Library	Regularly	Percentage	Occasional	Percentage
Read Text Books	183	62%	64	21.70%
Read news paper	103	34.90%	95	32.20%
Do personal work	79	26.70%	114	38.60%
Consult Library print books	77	26.10%	95	32.20%
Do Research work	69	23.40%	125	42.40%
Using Journals	52	17.60%	102	34.60%
Ask Librarian for assistance	45	15.20%	114	38.60%

Library books barrow	50	16.90%	84	28.50%
For using library catalogue	21	7.50%	59	20%
Use of online data base	18	6.10%	26	8.80%

Users' activities (Table 3) on a regularly and occasionally shows that major activities respondents undertake in the library regularly and occasionally are: to read personal textbooks (83.9%), newspapers (67.1%), do research work (65.8%), and class assignments (65.3%). Over half the respondents have consulted library print books (58.3%), using print and online journals (52.2%) and asked assistance from librarians (53.8%). Close to half of total populations (45.4%) have borrowed library books. There is low usage of library catalogue (27.5%) and online databases (14.9%).

#### *Usage of Books according the Subject*

Students' rate of borrowing library books by subject. Students were asked to indicate subjects for which they have ever borrowed books in the Library.

Table 4- Respondents Borrowing of Library Books according to Subject Area

	Number of Respondents	Percentage
Commerce	63	21.4%
Indian Economics	56	19%
Political Science	44	14.9%
Sociology	38	12.9%
History	37	12.5%
International Economics	25	8.5%
Science	23	7.8%
General Knowledge	22	7.5%
Kannada	21	7.1%
English	16	5.4%
Others	14	4.7%

As shown in Table 4 the highest numbers indicated borrowing books from Commerce 63 (21.4%), Indian economy 56 (19%), political science 14 (14.9), sociology 38 (12.9%) and History 37(12.5%).

***Awareness of Library Resources***

Scholar was asked to indicate their perceptions of the purpose of the library.

Table 5- Awareness of Library Resources

Library Resources	Aware	Not aware	Not Response
Books	285(96.6%)	4(1.4%)	5(1.7%)
Journals	256(86.8%)	11(3.7%)	18(6.1%)
News Papers	256(86.8%)	11(3.7%)	18(6.1%)
Reference material	206(69.8%)	20(6.8%)	47(15.9%)
Reserved Books (SC/ST, UGC, etc.,)	138(46.8%)	56(19%)	92(34.6%)
Online services	94 (31.9%)	60(20.3%)	102(34.6%)
Nlist	81(27.5%)	61(20.7%)	108(36.6%)
E-books	52(17.6%)	79(26.8%)	125(42.4%)
E-Journals	48(16.3%)	80(27.1%)	125(42.4%)
CD-Rom Resources	52(17.6%)	70(23.7%)	128(43.4%)

Table 5 indicates that there is high awareness for print resources. Almost all students (96.6%) are aware that books are available in the library. High percentages are aware that there are journals (86.8%), newspapers (86.8%) and Reference material (69.8%). However, there is low awareness of availability of e-Resources in the library. Over on third (36.6% - 44.4%) are not response that the library has all the listed e-Resources and over 20% percentages are not aware that they exist in the library. This means that on the average about 60% of the respondents are not aware or response of the existence of e-Resources in the library

***Major problem of the Library***

Barriers to effective use of the library are shown in table.

Table 6-Major problem of the Library

Major problem of the Library	Frequency	Percentage
Lack of Internet/computer	223	75.6
Lack of current materials	179	60.7
Reading environment	136	46.1
Inconvenient space and seats	113	38.3

Lighting	108	36.6
Poor arranged material	66	22.4
Noise	54	18.3

Major problem reported by the students on the effective use of the College Library as shown in Table. 6 are lack of computer / Internet (75.6%) and lack of current materials (60.7%), hot environment (46.1%), insufficient space and seats for reading in the library (38.3%) and poor lighting also (36.6%). Noise was the least (18.3%) barrier to the use of the library.

### Major Findings of the Study

- Majority of the respondents feel main purpose of the college library are to provide information (85.1%) and a research resource (72.9%).
- Large percentage (84.8%) visits the library.
- Regular users constitute 44.1% while occasional users are 40.7%.
- The Internet is meeting the information needs of a good number of non-users and irregular users.
- There is high awareness of availability of print based information materials but about 60% of the respondents are not aware or sure of the existence of e-Resources in the library.
- Respondents' major activities in the College Library are reading personal textbooks (83.9%), newspapers (67.1%), sourcing information for research or project work (65.8%) and class assignments (65.3%). Over half have consulted library print books (58.9%), and journals (52.2%). Close to half (45.4%) have borrowed library books.
- Major barriers reported by the student on the effective use of the College Library are lack of computer / Internet (75.6%) and lack of current materials (60.7%).

### Conclusions

Researchers in this study have good perceptions of the role of the First Grade College Library. However there is very low awareness of what they library have in terms of e-Resources. Though results indicate highest use of library to read personal textbooks and newspapers, there is moderate use of library resources with over half consulting books and journals and close to half borrowing college library books. There is also need to upgrade facilities in the college library especially as regards electronic information infrastructure and resources to meet the needs and

expectations of the new age users. This will motivate the college students to fully exploit the tool that is meant to provide information support for their studies and for practice of evidence based medicine upon their education.

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