Research Papers

LIBRARY COLLECTION, FACILITIES AND SERVICES OF THE CENTRAL UNIVERSITY OF KARNATAKA: A SURVEY

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Abstract :

This study examines the use of collections, Facilities and services at Central University of Karnataka Library. A well structured questionnaire was distributed among users during the academic session 2012 – 13. The questionnaires were checked and 335 questionnaires were found fit for analysis. The present study demonstrates and elaborates the various aspects of use of collections, Facilities and services, purpose of visit to the library; adequacy of library hours, infrastructure facilities, use and collections of documents both print and non – print. The paper also identifies the levels of use of various services provided, access of online databases services, database search techniques, and users' awareness about different types of library network. Highlights the satisfactions with overall functions of the library. Suggestions have been given to make the collections and services more beneficial for the academic community.

KEYWORDS :

Central University of Karnataka, Library Collection, Library Facilities, Library Services, Satisfaction Level,.

INTRODUCTION

The Central University of Karnataka (CUK) has been established by an Act of the Parliament (No. 3 of 2009) at Gulbarga, Karnataka. It is one of the 16 new Central Universities established by the Government of India during the UGC XI Plan Period to address to the concerns of 'equity and access' and to increase the access to quality higher education by people in less educationally developed districts which have a Graduate Enrolment Ratio of less than the national average of 11%. The CUK, with its territorial jurisdiction all over Karnataka has been initiated its activities from the academic year beginning August 2009 in keeping with the philosophy of achieving and maintaining the highest levels of academic excellence, sensitivity to equity and access in enrolment and recruitment and emerging as a premier national educational and research institution in the country.

The Central University of Karnataka Library, Gulbarga, provides access to information not just to widen the horizons of the users' knowledge but also to support a host of their learning activities that range from book learning and newspaper reading to using e-journals and reading e-books. Collection in the library consist of Books 10706, e-journals (UGC-Infonet) 4212, Back Volumes 15, Thesis and Dissertation 22, CD-ROM/DVD are 220. Library services include circulation, new arrivals, OPAC, news clipping, internet browsing, CD-ROM/DVD access and provided full text access to e-journals.

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OBJECTIVES OF THE STUDY

The objectives of the present study are:

i.) To know the usefulness of collection and services of the library
ii.) To study the various types of collection and services are being used by faculty members, research scholars and students in the library
iii.) To identify the use of internet information resources
iv.) To identify the infrastructure facilities provided by the library

v.) To know the satisfaction level on using the library collection, facilities and services.
vi) To suggest measure to make library services more useful.

REVIEW OF RELATED LITERATURE

Sharma Bindu and Lalotra Seema (2013) their study attempts to find out the use pattern of various conventional as well as internet resources by the research scholars of all the faculties of the University of Jammu. It has been found that most of the research scholars use the internet for research purpose. Joshi A.N (2012) explains the concept of collection development policy (CDP) and traces the need and benefits of CDP in academic libraries. It highlights the issues involved in collection development of e-resources and the need to incorporate e-resource in the CDP. The results show that all the libraries have a CDP. Simisaye (2012) described the availability of library resources to faculty staff of the University, investigate the frequency of use. The finding showed that OPAC, remote work station and fax-machine were not available at all in the library. Abdul Mannan Khan and Mustafa Zaidi (2011) focused on users' opinion as regards the adequacy of library collection and analyze the level of users' satisfaction about library collection, organization, facilities and service both traditional as well as, IT enabled services. AMU library users were satisfied with the existing infrastructure of library and organization of their collections. Krishna Kumar, Akhtar Hussain and Neetu Singh (2008) did survey on Collection Development Practices in Technical Institutes in Ghaziabad, Utter Pradesh, India. They stated that majority of institutes under study have collections mainly in English, followed by Hindi. Braj Kishor Tiwari and Sahoo (2013) conducted a survey on use of ICT facilities in university libraries of Rajasthan, India. It is revealed that ICT activities are under developing stage in the university libraries of Rajasthan. The lack of basic management and proper planning and frequently change in ICT are the basic hurdles for successful implementation and development of ICT. Sivakumaren, K. S. (2011) described the ICT Facilities in University Libraries. Ten universities have been surveyed by using questionnaire method. It is found that no library was implemented digitization software. Nimai Chand Saha (2011) conducted a survey by distributing 180 questionnaires.It shows that, with the minimum ICT infrastructure the Library of the Burdwan University is always trying to develop the Library services. Sunil Tyagi (2011) by studying the Use of Information Resources and Services at Delhi Public Library (DPL) he stated, areas for improvement, including the collections, staffing, and programming.

METHODOLOGY

Questionnaire and personal interview methods were used for data collection. There were 483 users available in Library of Central University of Karnataka. A total of 335 questionnaires were administered which were obtained from the faculty members, research scholars and students.

DATA ANALYSIS

Data collected from the questionnaires were analyzed using frequency counts and simple percentage.
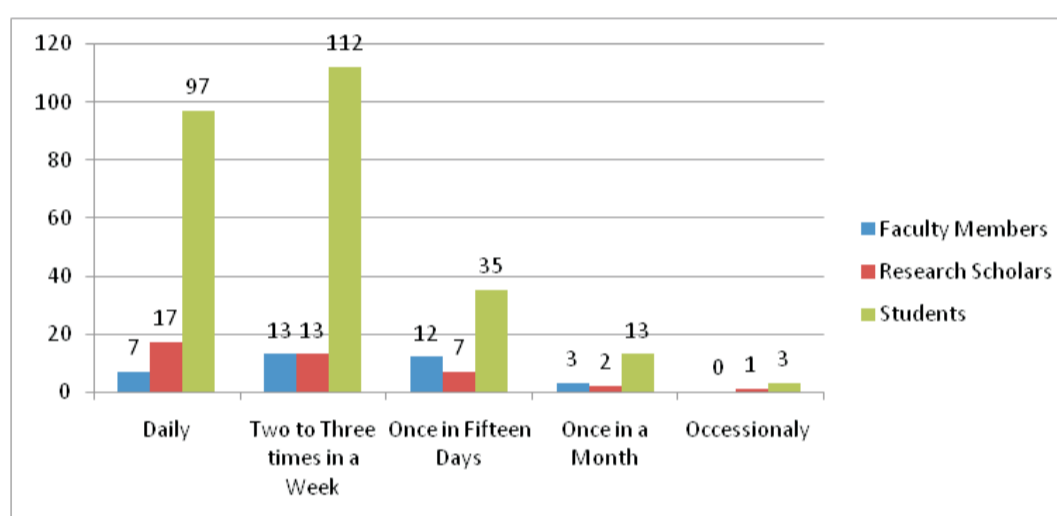
Table 1 The Population Surveyed

Sl No	Academic Status	Total No of Users	No of User Included in Study	Percentage
1	Faculty Members	40	35	88
2	Research Scholars	52	40	77
3	Students	340	260	76
	Total	**432**	**335**	**78**

The Sample

There are large numbers of users and they range from undergraduates to faculty members. A sample from all categories of users was taken (except undergraduate students) to find out their opinion about the services provided by the library. Table 1 gives the categories of users and the size of sample of the study. Table 1 shows that 78% of the total population under study consists of Faculty Members 88%, 77% research scholars and 76% of postgraduates.

Table 2 Frequency of visit to the Library

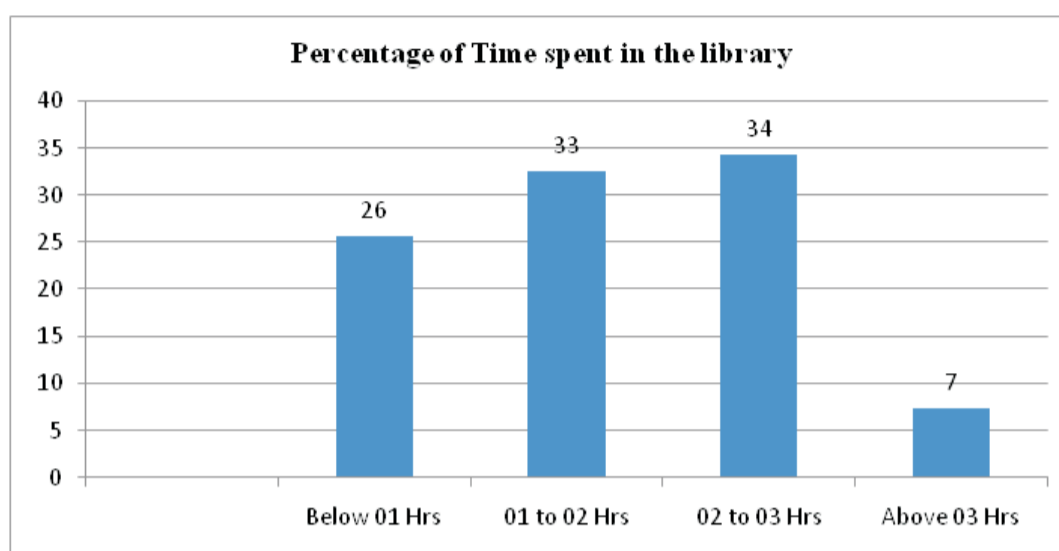| Sl No	Frequency	No of Responses			Total	Percentage
		Faculty Members	Research Scholars	Students		
1	Daily	7	17	97	121	36
2	Two to Three times in a Week	13	13	112	138	41
3	Once in Fifteen Days	12	7	35	54	16
4	Once in a Month	3	2	13	18	5
5	Occasionally	0	1	3	4	1
	Total	**35**	**40**	**260**	**335**	**100**

Visits to the library

The frequencies of the visit to the library are one index to judge the utilization of the library resources. If the users frequently visit the library it can be said that they are using the library more in comparison to those users who rarely visit the library. Table 2 shows that 36% of the users visit the library 'almost daily', while 5% visit it once in a month. 41% users visit the library two to three times in a week, followed by 16% visits it once in 15 days. Only a small percentage of users, that is, 1% visits occasionally. Thus, it clearly shows that the users are regular visitors of the library.

Time spent in the Library

Table 3 Time spent in the Library

Sl No	Frequency	Responses			Total	Percentage
		Faculty Members	Research Scholars	Students		
1	Below 01 Hrs	18	7	61	86	26
2	01 to 02 Hrs	14	19	76	109	33
3	02 to 03 Hrs	3	11	101	115	34
4	Above 03 Hrs	0	3	22	25	7
	Total	35	40	260	335	100

Percentage of Time spent in the library

Purpose of visit to the library

      The purpose of user's visit to the library was ascertained to find out whether they come to satisfy their information needs for research requirements or for general reading. Table 4 shows that majority of research scholars users 40% visit the library for professional purpose, while 33% of the students for preparing the competitive exams. Followed by 43% of faculty members visit library for academic purpose, students are using highest percentage of (20%) reference and information services while very least percentage that is total of 2% users visit for recreation purpose.
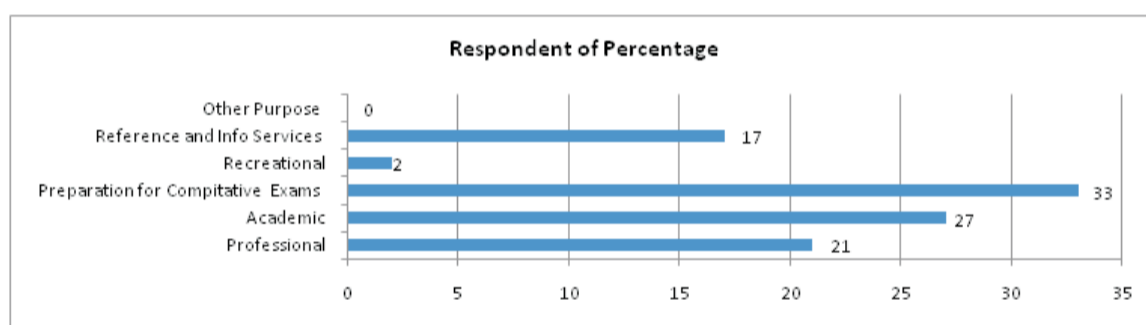

Table 4 Purpose of visit to the library

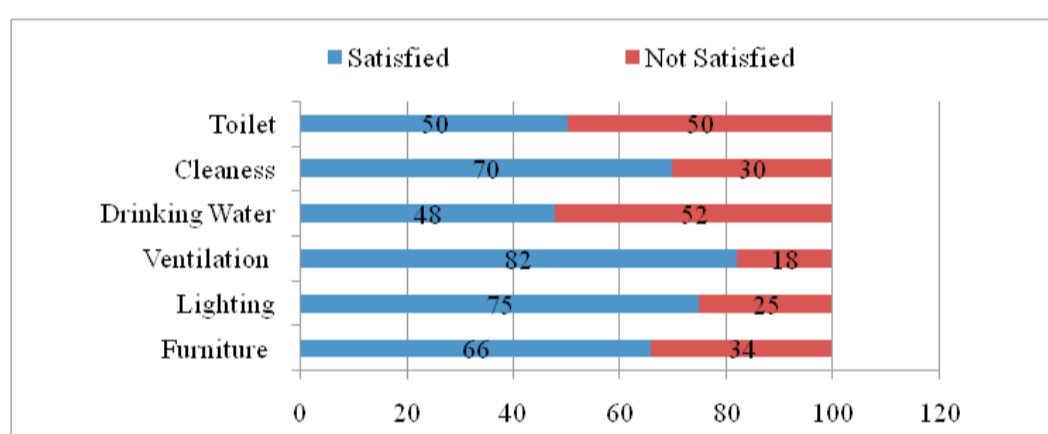| #	Purpose	Responses						Total	%
		Faculty Members		**Research Scholars**		**Students**			
		Responses	**%**	**Responses**	**%**	**Responses**	**%**		
1	Professional	12	34	16	40	41	16	69	21
2	Academic	15	43	14	35	61	23	90	27
3	Preparation for Competitive Exams	3	9	8	20	101	39	112	33
4	Recreational					6	2	6	2
5	Reference and Info Services	5	14	2	5	51	20	58	17
6	Other Purpose								
	Total	**35**	**100**	**40**	**100**	**260**	**100**	**335**	**100**

Infrastructural facilities

Users' satisfactions with infrastructure facilities are important because reader's dissatisfaction means that the service   provided by the library is not good. In order to promote the use of books it is advisable to have a functional building with provision for pleasant, natural and electrical light, soothing interior, good-looking furniture, comfortable chairs and other such facilities. They increase the use of books.

Table 5 reveals that 221(66%) users satisfied with infrastructure facilities available of the library as furniture's, while 251(75%) users satisfied with lighting facilities. Followed by 275(82%) users satisfied with ventilation, while 161(48%) of the users satisfied with drinking water further 234(70%) user satisfied with cleanliness and only 169(50%) users satisfied with the toilet facility.

Table No 5 Infrastructural Facilities

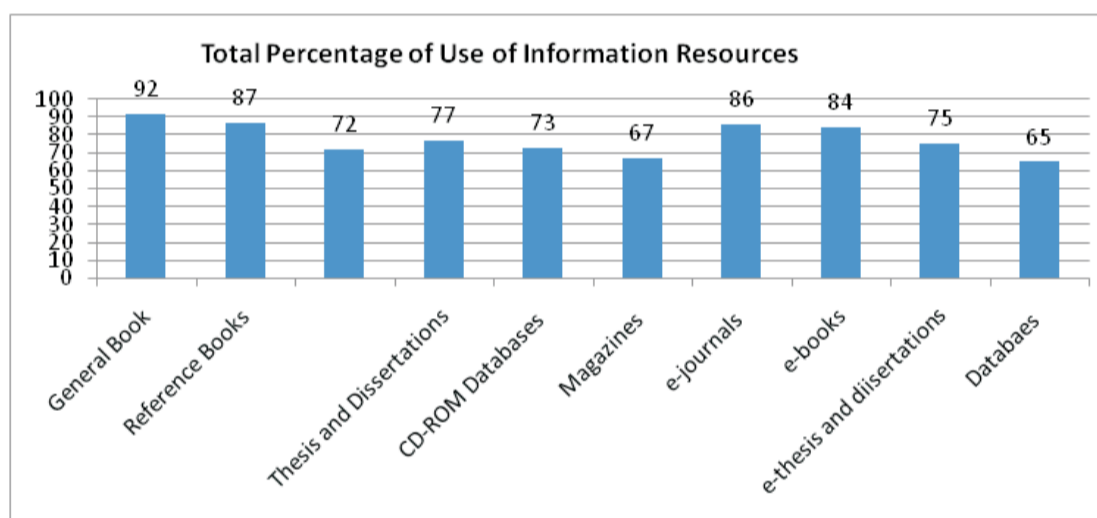| Sl. No	Infrastructure Facility	Satisfied	Percentage	Not Satisfied	Percentage
1	Furniture	221	66	114	34
2	Lighting	251	75	84	25
3	Ventilation	275	82	60	18
4	Drinking Water	161	48	174	52
5	Cleaness	234	70	101	30
6	Toilet	169	50	166	50

Use of Information Resources

Users were asked to indicate about the use of information resources by them. The responses have been tabulated in Table 6. Table 6 indicates that most of 309(92%) users of CUK library were using general books, followed by usage of reference books 87%, while use of bound volumes seems less 72%. An average use of e-resources like e-journals, e-books, e-thesis and dissertations, and CD-ROMs is 77%. All the three categories of responses not using bound volumes as compare to other information resources

Table No 6 Use of Information Resources

#	Information Resources	Responses						Total	%
		Faculty Members (n=35)		Research Scholars (n=40)		Students (n=260)		n = 335	
		Responses	%	Responses	%	Responses	%		
1	General Book	33	94	31	78	245	94	309	92
2	Reference Books	30	86	36	90	225	87	291	87
3	Bound Volumes of Journals	19	54	31	78	190	73	240	72
4	Thesis and Dissertations	24	69	36	90	199	77	259	77
5	CD-ROM Databases	28	80	21	53	197	76	246	73
6	Magazines	33	94	32	80	158	61	223	67
7	e-journals	31	89	34	85	223	86	288	86
8	e-books	31	89	34	85	216	83	281	84
9	e-thesis and dissertations	33	94	38	95	181	70	252	75
10	Databases	24	69	29	73	165	63	218	65

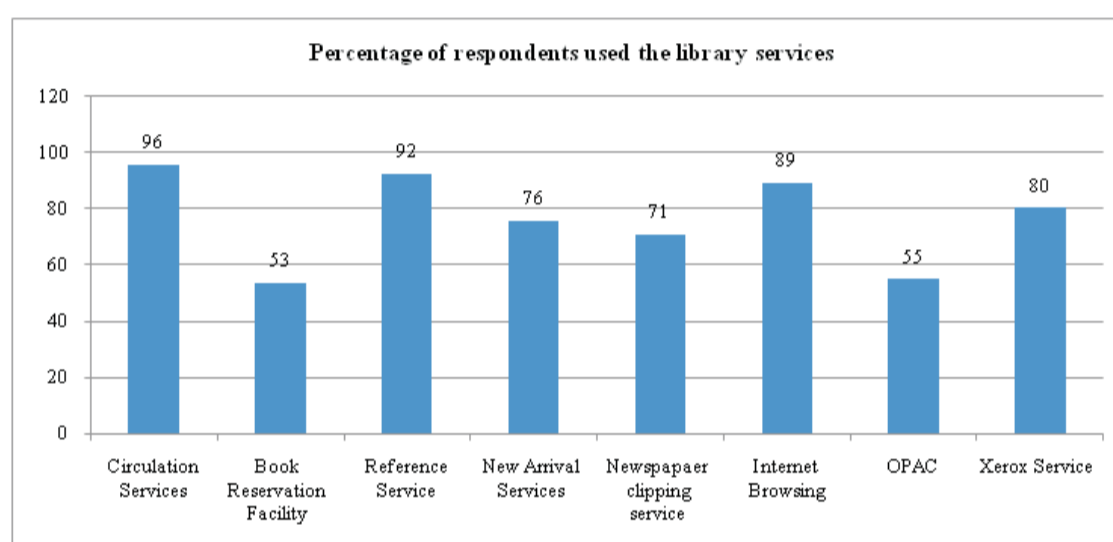Total Percentage of Use of Information Resources

User's awareness about different types of services

The basic function of the library is to provide services to its clientele efficiently and effectively. Therefore the responses of the users in this regard have been analyzed in Table 8. Table 8 indicates that, circulation service is used by 96%, reference service is used by 92%, internet browsing is used by 89%, new arrival and news paper clipping services using by more than 70% and book reservation and OPAC is used by below 50%. Thus it is cleared that the services available in the library are aware by all the users of the library but usage of a various services differs from one to another.

Table No 8 Users awareness about different types of library services

Sl. No	Services	Used	Percentage	Not Used	Percentage
1	Circulation Services	321	96	14	4
2	Book Reservation Facility	179	53	156	47
3	Reference Service	309	92	26	8
4	New Arrival Services	253	76	82	24
5	Newspaper clipping service	238	71	97	29
6	Internet Browsing	299	89	36	11
7	OPAC	184	55	151	45
8	Xerox Service	269	80	66	20

Satisfactions with overall functions of the library

It is important to find out the image of the library in general. It includes all aspects such as buildings, physical facilities, services collections, etc. The pie chart shows that maximum percentage of users have rated the library as good, while 24% of users have rated the library as excellent and 26% as fair. Followed by 09% users who have rated overall functions of the library as poor.

FINDINGS

The present study has brought out the following findings:

1.The 36% of the users visit the library 'almost daily', while 5% visit it once in a month. 41% users visit the library two to three times in a week, followed by 16% visits once in 15 days. Only a small percentage of users, that is, 1% visits occasionally.

2.Majority of research scholar's users, 40% visit the library for professional purpose, while 33% of the students for preparing the competitive exams. Followed by 43% of faculty members visit library for academic purpose, students are using highest percentage of (20%) reference and information services while very least percentage that is total of 2% users visit for recreation purpose.

3.221(66%) users satisfied with infrastructure facilities available in the library as furniture's, while 251(75%) users satisfied with lighting facilities. Followed by 275(82%) users satisfied with ventilation, while 161(48%) of the users satisfied with drinking water further 234(70%) user satisfied with cleanliness and only 169(50%) users satisfied with the toilet facility.

4.The responses regarding the use of information resources have been tabulated in which indicates that most of 309(92%) users of CUK library were using general books, followed by usage of reference books 87%, while use of bound volumes seems less 72%. An average use of e-resources like e-journals, e-books, e-thesis and dissertations, and CD-ROMs is 77%. All the three categories of responses not using bound volumes as compare to other information resources

5.Circulation service is used by 96%, reference service is used by 92%, internet browsing is used by 89%, new arrival and news paper clipping services using by more than 70% and book reservation and OPAC is used by below 50%.

6.Finally, overall satisfaction with the library is shown that, maximum percentage of users have rated the library as good, while 24% of users have rated the library as excellent and 26% as fair. Followed by 09% users who have rated overall functions of the library as poor.

SUGGESTIONS

The following important suggestion can be focuses:

1.It is suggested that library should make an arrangement to endow with nascent information to the users.

2.Library should arrange more multiple copies of documents in all fields. Books of latest edition should be acquired. Library should also acquire more reference sources to satisfy the needs of the users.

3.It is also recommended that there should be no restriction for photocopying from an assortment of Encyclopedias, because it is beyond financial reach of scholars-/researchers. There should be no curb as to the quantity or volume of the Xerox and there must be easy approach for getting those needed.

4.Library should be get better search of documents by most modern search techniques, and also lengthen the library network for the exchange of information.

5.In order to promote the use of books it is advised to have a functional building with provision for pleasant, natural and electrical light, soothing interior, good looking furniture, comfortable chairs and other such facilities.

6.Glasses should be kept on the aqua guard so that users can drink water.

7.It is therefore, suggested that library staff should be attentive, cheerful, and careful for books and readers. Library staff should also render helping hand to the readers.

CONCLUSION

The present study elaborated the various aspects of use of collections, Facilities and services, purpose of visit to the library; adequacy of library hours, infrastructure facilities, use and collections of documents both print and non – print. The paper also identifies the levels of use of various services provided. Highlights the satisfactions with overall functions of the library. The sixty five percentages of the users are satisfied with the library collection, facilities and services. Further, suggestions also given for betterment of the use of the same in academic community.

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