

Student Use of Information Services and Resources at the Government Degree College, Neeli Nallah, Udhampur: A Survey

Vivekanand¹, Riya Bajral²

¹Lecturer in Library Sciences in GDC, Billawar, Kathua

²Librarian, GDC, Neeli Nallah, Udhampur

Corresponding Author: Vivekanand

DOI: <https://doi.org/10.52403/ijrr.20230533>

ABSTRACT

This study examines how students at the Govt. Degree College, Neeli Nallah, Udhampur, use information sources and services. To collect information, a systematic questionnaire was created. A random sample of 100 college students was chosen, out of which 80 students provided full survey information. In order to acquire maximum replies, questionnaires were personally given by hand to the students. The acquired data was arranged and evaluated by using simple statistical method.

Keywords: Library Resources, Information Sources, Information Services, College Library.

INTRODUCTION

The library is an important part of every educational institution. No educational institution can work effectively if its library is not well maintained. The basic function of every library is to gather, acquire, store and disseminate documents and resources in the library and to make them available to meet their information needs. As according to Dr. S R Ranganathan, user, books and staff are the trinity of library but among them user is important because the existence of library is due to its user. In modern time ICT is used in every field and with this the user can easily find information but finding correct and important information is more important than just finding information and library is the only place from where user can

take correct information and use it to fulfill his/her need.

The library of Govt. Degree College, Neeli Nallah, Udhampur has been functioning since 2019 with the establishment of college. The college offers arts and commerce courses to the students. There are 281 students in the college. The college library has five thousand collections mostly in print form and subject specific. The library provides services of various in-house operations to the faculty and students of the college such as reference service, circulation service and other allied processes.

Objective

1. To analyze the motivation behind the clients to visit the library.
2. Determine the frequency with which visitors visit the library.
3. Locate the information sources available in the library.
4. To analyze the sources consulted by the clients during library visit.

RESEARCH METHODOLOGY

Researchers have accessed a wide variety of data collection methods and tools. These include methods like questionnaires, interviews, observation, and pilot studies etc. The survey method (Questionnaire method) is used in this investigation. A well-structured questionnaire is being designed to collect information from the

students at the Govt. Degree College Neeli Nallah, Udhampur keeping in view the objective of the study. Simple statistical techniques are used to tabulate and methodically analyze the acquired data. The

scope of this study is limited to the students of the Govt. Degree College Neeli Nallah, Udhampur.

Responses from the students

Category	No. of questionnaire distributed	No. of questionnaire received back	%age of questionnaire received back
student	100	80	80%
Total	100	80	80%

The respondents were questioned about their use of the college library at the Government Degree College Neeli Nallah, Udhampur. Their responses are shown in the table below (table 1).

Table 1: Use of College Library

S. No	Sources	No. of Responses	%age of Responses
1	Yes	70	87.5%
2	No	10	12.5%
Total		80	100%

The above table shows that about 80 (87.5%) of the students have used the library while 10 (12.5%) of the respondents never use library. This indicates that the maximum users use the library.

The respondents were asked about the time spent in the library at Government Degree College, Neeli Nallah, Udhampur. Their responses are indicated in the below table (table2.)

Table 2: Time Spent by the Users in the Library

S. No	Sources	No. of Responses	%age of Responses
1	Less than half an hour	45	56.25%
2	More than half an hour	20	25%
3	One hour	10	12.5%
4	More than one hour	5	6.25%
Total		80	100%

The above table indicate that about 45(56.25%) of the students have spent less than half an hour in the library, 20(25%) have spent more than half an hour, 10(12.5%) have spent one hour while 5(6.25%) of the respondents have spent more than one hour in the library.

The respondents were asked about the frequency of their visit to the library and their responses are indicated in the below table (table 3.)

Table 3: Frequency of Use

S. No	Sources	No. of Responses	%age of Responses
1	Daily	50	62.5%
2	Weekly	15	18.75%
3	Fortnightly	10	12.5%
4	Monthly	5	6.25%
Total		80	100%

The above table shows that more than half 50(62.5%) of the respondents have daily visit the library, 15(18.75%) weekly visit,

10(12.5%) fortnightly while 5(6.25%) of the respondents have visit the library monthly.

The respondents were questioned about the availability of the reading room facility in the library. Their responses are given the below table (table 4.)

Table 4: Availability of Reading Room Facility in the Library

S. No	Sources	No. of Responses	%age of Responses
1	Adequate	65	81.25%
2	Inadequate	15	18.75%
Total		80	100%

The above table indicate that about 65(81.25%) of the respondents have said that the library provides adequate reading room facilities while 15(18.75%) of the respondents have said that the reading room facilities provided by the college library are not adequate.

The respondents were asked about the sources consulted by them in the library. Their responses are given in the below table (table 5.)

Table 5: Sources Consulted by Users in the Library

S. No	Sources	No. of Responses	%age of Responses
1	Text books on specific subjects	45	56.25%
2	General books	15	18.75%
3	Newspaper	20	25%
4	Total	80	100%

The above table shows that more than half 45(56.25%) of the students have consulted the books related to their specific subject, 15(18.75%) of the respondents have consulted general books while 25% of the respondents read newspaper in the college library.

The respondents were asked about their satisfaction with the circulation services in the library. Their responses are indicated in the table (table 6)

Table 6: Satisfaction with Circulation Services

S. No	Sources	No. of Responses	%age of Responses
1	Yes	68	85%
2	No	12	15%
	Total	80	100%

The above table shows that most of the respondents 68(85%) of the college have satisfied with the circulation services in the library while 12(15%) of the students have not satisfied with the circulation services in college library.

The respondents were asked about the attitude of the library staff while serving them in the library. Their responses are indicated in the table (table 7)

Table 7: Attitude of Library Staff towards the Users

S. No	Sources	No. of Responses	%age of Responses
1	Always ready to help	25	31.25%
2	Generally helpful	35	43.75%
3	Not very helpful	12	15%
4	No opinion	8	10%
	Total	80	100%

The above table shows that about 25(31.25%) of the students have said that library staff is always ready to help, 35(43.75%) have said that library staff is generally helpful, 12(15%) users have said that staff is not very helpful while 8(10%) have given no opinion about college staff.

Findings:

1. Majority 70(87.5%) of the users use the library while 10(12.5%) never visit the library.
2. Majority 45(56.25% of the respondents have spent less than half an hour, 20(25%) have spent more than half an hour in the library while only 5(6.25%) of the users spent their time in the library for more than one hour.
3. It is found that majority 50(62.5%) of the users use the library on daily basis followed by weekly 15(18.75%) while only 5(6.25) of the respondents use library on monthly basis.
4. It is found that majority 45(56.25%) of the users consult text books on specific subjects, 20(25%) newspaper while 15(18.75%) of the respondents consult general books in the library.
5. Majority 68(85%) of the users satisfied with the circulation services in the library while 12(15%) users are not satisfied with the circulation services in the library.
6. It is found on the basis of the responses given by the respondents that majority 35(43.75%) of the users say that library staff is generally helpful while 8(10%) respondents give no opinion towards library staff.

SUGGESTIONS

There should be library orientation program in the library for new students.

Latest edition of books should be purchased by the library committee.

Library should provide proper infrastructure to the users.

Library should be automated so that staff can provide services to users in an effective way.

The library staff should update their skills by taking participation in various programs conducted by various library organizations.

Library should be properly cleaned.

More than two books should be issued to the users at a time.

Conclusion: The library is an essential component of every educational establishment. It is also referred to as a knowledge hub. However, its presence is because of its clients as clients are considered as the main part of the library. Therefore, it is true that the level of customer satisfaction with the services and resources offered by a library determines its success or failure. For new users, the college library should offer orientation programs. In order to assist consumers more quickly, the library needs use modern technologies. In order to perform library tasks both manually and technically, the library staff also makes an effort to learn how to use new technology in the library.

Declaration by Authors

Acknowledgement: None

Source of Funding: None

Conflict of Interest: The authors declare no conflict of interest.

REFERENCES

1. Abdulgam, P. M., Borle, P.S. & Tapare, V.S. (2016). The utilization of library services by undergraduate students in a

medical college. *International Journal of Health Science & Research*, 6 (12), 1-8. <https://www.researchgate.net/publication/318420113>.

2. Gurikar, R., & Gurikar, R. (2015). Use of Library Resources and Services by Karnataka University Research Scholars: A Case Study. *DESIDOC Journal of Library & Information Technology*, 35(5), 361-367.
3. Kumar, S. C. M., & Rajan, V. R. (2015). User Satisfaction on Library Services in Anna University with Special Reference to Engineering Colleges in Coimbatore, Tamil Nadu: A Study *International Journal of Library and Information Studies*, 5(2), 86-91.
4. Pandey, Sanjay Kumar., M.P Singh.(2014). User's satisfaction towards library resources and services in Govt. Degree College, Kathua, Jammu: A Survey (pp.352-359).New Delhi: Black Prints.
5. Gupta, Sangita. (2018). *Future of Libraries: Trends, Issues and Challenges*.

How to cite this article: Vivekanand, Riya Bajral. Student use of information services and resources at the government degree college, Neeli Nallah, Udhampur: a survey. *International Journal of Research and Review*. 2023; 10(5): 269-272.

DOI: <https://doi.org/10.52403/ijrr.20230533>
