

# Use Of Library Resources And Facilities In University Libraries

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## Abstract

The present study focused on use of library resources and facilities in university libraries on selected academic libraries of 14 universities and colleges around Visakhapatnam in Andhra Pradesh, India. This study distributed the questionnaires to 9731, and 5741 responses were received. The response rate is 60%. The study reveals that the highest percentage of them visit the library once a week, and the majority of students are satisfied with the library collection. The study found that the highest rate of students often use staff assistance. The study revealed that the highest percentage of students faced problems accessing e-resources due to an adequate number of computers in college libraries, and the highest percentage faced problems locating and accessing needed information and resources because of a lack of cooperation from the library staff. The study highlighted that the highest percentage are satisfied with the facilities and services provided by college libraries. The study suggested that libraries should conduct user awareness programs about library resources and facilities for library usage.

**Key Words:** Higher Education, Libraries, Academic Libraries, Library Resources and Facilities, User Study

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## I. Introduction

The university libraries play a vital role in achieving the institution. It is an integral part of the teaching-learning process at the academic level. To successfully play its role in the university system, a library must have appropriate resources, such as information resources, staff, space, and others. The university libraries try to serve the users better by providing maximum service with their available means or resources. In light of this, the library can serve its users effectively only when it knows their specific requirements. The Kothari Commission, in its report on education and national development (1964-1966), further emphasized that a university, college, or department should only be set up by considering its library needs in terms of staff, journals, space, and others. Nothing could be more damaging to a growing department than to neglect its library; the library should be an important center of attraction on the college or university campus. The study attempts to present a comprehensive and up-to-date overview of library services and their resources in the selected university libraries.

## II. Review Of Literature

**Kannappanavar and Manjunatha (2011)** studied Library Resources and Services of Engineering Colleges in Karnataka. The data collected from 45 engineering college libraries are analyzed and explored using the status of resources and services provided to the users. Some colleges have rich collections and infrastructure facilities to share with other colleges. In the era of information technology, computers, and communication infrastructure are prerequisites; hence, libraries provide more funds and a trained workforce to maintain and extend better library service to engineering college library users. Owing to the tremendous expansion of knowledge and its dissemination through a great variety of media, the organization of information services in engineering college libraries requires new technology and methods to benefit the users. The information has been recognized as a vital resource. Its need in decision-making, extending knowledge, and conserving research efforts are indispensable.

**Jotwani (2013)** studied his paper on Library resources and services at the Indian Institute of Technology. The study comprehensively studies the functioning, resources, and services of these libraries, the level of automation, the availability of Information Communication, Technology (ICT) infrastructure, and access to electronic resources. It is suggested that these libraries move to the next level of technological up-gradation, including cloud computing, to improve their resources and services.

**Ramakrishna and Sasikala (2015)** looked at the condition of the online resources in a few renowned university libraries. In light of the findings, the research attempts to provide thorough and up-to-date information on the number of online resources subscribed to and available in the university libraries. This study suggests that the services offered for online assistance need to be improved.

**Sasikala and others (2017)** investigated how college-level pharmacy students used electronic resources. According to the report, most pharmacy students utilize the Google Search engine to find electronic resources for their academic work.

**Giddaiah (2017)** studied library services and facilities of university libraries. The study revealed that most of the librarians stated that they provided a list of recent additions, web OPAC, online databases, and access to the internet, electronic journal services, and internet resources through library portals. Most universities covered under the present study also have leased lines, V-SATs, or both for internet connection, even from BSNL, NKM, ERNET, or all three universities. It was found that Kuvempu University Library, in addition to 24, was providing special internet services for scheduled caste and scheduled tribes with 15 computer internet nodes at free of cost access.

**Sasikala and others (2019)** examined the value of information services and libraries Deemed as University libraries. According to the research, most customers thought book loan services were helpful. The percentage of users from GITAM is higher than other users among those who said the facility was highly effective. Additionally, the survey indicated that all other library information services were sufficient. According to the study, most of the services and amenities libraries provide libraries are considered part of universities. They are seen as having part of universities and are seen as being of a fair amount of effectiveness. The library management must take action to make them effective.

**Varadaraju (2017)** studied the Use of Library Resources and Services by PG students and the Faculty of Loyola Academy of Degree and PG College. Academic libraries are pivotal in providing valuable services to their users, viz students, faculty, etc. The present study was conducted to learn the sources and services of the Loyola Academy of Degree and PG College, Hyderabad, and found that most students use textbooks. Users come to the library to borrow the books. While using the library's services and resources, users face some problems, and the study made some recommendations and suggestions to counter the issues that would help users use the library efficiently and effectively.

**Pandey and Asish Kumar (2020)** focused on the awareness, use, and satisfaction level of the students, research scholars, and faculty members with the availability of library resources at Doon University, Dehradun. The paper also intends to study the differences between the students, research scholars, and faculty members in the awareness, use, and satisfaction with library resources. Further, the paper aims to highlight the problem users face in properly utilizing library resources. For this survey, a structured questionnaire was circulated among 387 users from different departments of the University. Solvin's Formula was used to calculate the sample size, and a stratified accidental random sampling method was used to select the respondents.

**Rudraksha and others (2021)** researched four designated university library customers. Only 805 replies from three university libraries were included in the study about the use of electronic resources. They discovered that the majority of library patrons use the IEEE, EBSCO, DELNET, Springer, and DELNET databases, EBSCO, DELNET, Springer, and DELNET databases IEEE, EBSCO, DELNET, Springer, and DELNET databases are used by the majority of library patrons. According to user opinions on the effectiveness of electronic resources, most users thought it was successful. The study found that the libraries studied may have more extensive coverage of the usage of electronic resources, particularly online database subscriptions. The library should set up sensitization programs through product demos, tutorials, and hands-on training to teach users how to use online resources to improve their service for academic and research purposes.

**Meghabat and Avinash (2022)** studied the usage of library services and resources among the students at the University of Jammu. Google Forms was used to design the questionnaire, and the data was further analyzed using MS Excel. A total of 310 students responded to the questions and provided complete information regarding the survey. The majority, 33.17% of the respondents, were consulting the OPAC search to find the documents in the library. 31.01% of the respondents consulted online resources to find the required information, as online resources contain the latest and most specific information. The result of the study shows that the maximum number of respondents requires an orientation/ training program in the usage of databases, institutional repositories, and anti-plagiarism software.

**Emelyanova (2022)** reveals the library's use of resources and services by the Scientific Library of the Chita State Medical Academy in the university's educational process and provides secure user access to full-text electronic resources. This article reveals the library's use of resources and services by the Scientific Library of the Chita State Medical Academy in the university's educational process. QR libraries provide secure user access to full-text electronic resources of the Chita State Medical Academy. Mobile access promotes the university's scientific heritage in the scientific and educational environment.

**Ramakrishna and Gowridevi (2023)** studied the library resources, services, and facilities made available by higher education libraries. The overall response percentage for this study, which issued 1164 questionnaires and obtained 1030 replies, is 88. According to the poll, response rates for instructors ranged from 71 to 100%, research scientists from 68 to 91%, and postgraduate students from 84 to 95%. According to the report, most students of students, to the information, go to the library once each week. According to the survey, most users (almost 96%) responded favorably and found the campus library's current hours convenient. The survey showed that most library users rated higher education institutions' libraries' facilities, services, and resources as reasonably successful when asked about these characteristics. The research advised library staff to proactively contact library users and help them discover practical answers to information-related problems.

**Shakuntala (2023)** studied the collection development strategy of the college library to provide access to library materials and journal selection and subscriptions to satisfy the demands of users and vital requests from reference inquiries. Library services comprise resources, activities, programs, and instructions to assist customers in meeting their information requirements and effectively using the library's many resources and services. Library services, which provide access to a wide range of information resources, primarily electronic resources, encourage academic and research excellence and personal development. The collection development strategy of the college library is to provide access to library materials. The college library obtains a database collection for reference and consortia to aid users. Aside from specialized ideas in developing a clear and well-defined strategy, journal selection and subscriptions satisfy the demands of users and vital requests from reference inquiries. This research is about studying library resources and their contributions to academic study and research: A study from Eastern Uttar Pradesh.

**Usha Rai and Nayia (2024)** examine the user satisfaction with library resources at Satyam College of Polytechnic, finding high satisfaction with information availability and services, and recommends promoting awareness and use of electronic information sources among faculty and students. Libraries are collections of books and other information materials. Chosen by experts and defined for reference or borrowing, access to community history, users come to libraries to read, study, or reference. Libraries contain a wide variety of materials. The library finds all kinds of content, such as books, movies, audio and video recordings, maps, photos, computer software, databases, online databases, and other media. The libraries of each college play an essential role in improving the institution. The main objective of this study was to examine and analyze consumer satisfaction among the faculty members and students of Satyam College of Polytechnic, Nakodar. The research revealed that most users were satisfied with the availability of information resources and services. Promote awareness and use of electronic information sources.

**Qudus and others (2024)** examine the accessibility, utilization, and perceived usefulness of library resources on undergraduates' study habits in Kwara State Universities, Nigeria, revealing significant correlations between resource usage and improved study habits, academic success, and knowledge acquisition. The research explores the accessibility, utilization, and perceived usefulness of library resources among undergraduates in Nigeria, aiming to enhance their study habits. Conducted through a survey with 410 undergraduates from three universities offering library and information science programs, data was collected via questionnaires and analyzed descriptively and inferentially. Findings revealed predominant usage of library resources via the university library, departmental library, and electronic databases, including journals, OPAC, textbooks, databases, and projects/theses. Students acknowledged the usefulness of these resources in research projects, knowledge acquisition, learning quality, and assignments. Everyday study habits encompassed post-lecture review, utilizing breaks for study, minimizing distractions, and prioritizing academic commitments over social activities. Statistical analyses showcased significant correlations and indicated that independent variables collectively influenced 48.3% of observed variations in study habits. The study suggests that leveraging accessible, useful library resources could enhance undergraduates' study habits and foster academic success.

### **III. Methodology**

#### **Title of the study**

“Use of Library Resources and Facilities in University Libraries”

#### **Scope of the Study**

The present study mainly focuses on using library resources and facilities in selected academic libraries of 14 universities and colleges in and around Visakhapatnam City in Andhra Pradesh, India.

#### **Objectives**

To identify the Purpose of visiting the library

To study the Frequency of visiting the library

To identify Opinions of students on the adequacy of facilities/services available in the libraries

To study the Preferred format of journal articles/reference material

To study Assistance/help from library staff in location and access the information  
 To study Opinion on the available information resources in the library  
 To study Difficulties in accessing information resources/facilities in the library  
 To study Overall opinion about the library facilities /services

#### IV. Analysis Of The Study

##### Distribution and Responses of Questionnaire

The sample selected for the survey includes library users, especially students from different age groups. The following table shows the age-wise distribution of students surveyed. The age of the users has been grouped into two classes with a class interval of 8 years, a minimum limit of 18 years, and a maximum limit of 35 years.

**Table No.4.1 Distribution and Responses of Questionnaire**

S. No.	Response	Male	Female	Total N=5741 (%)
1	18-26	2757 (51.69) (93.90)	2577 (48.31) (91.87)	5334 (100.00) (92.91)
2	27-35	179 (43.98) (6.10)	228 (56.02) (8.13)	407 (100.00) (7.09)
	Total	2936 (51.14) (100.00)	2805 (48.86) (100.00)	5741 (100.00) (100.00)

The above table shows the age-wise distribution of students visiting the library; the highest percentage (nearly 93%) of the age group between 18-26, and few (above 7%) belong to the age group between 27-35. Gender-wise analysis shows a slight difference between the two groups; in the case of the 18-25 age group, males are higher than females. Regarding the 26-35 age group, female students are higher than male students.

The age-wise distribution of registered library users students shows that the majority (92.91) are 18-26. Only 7 percent of the students were found to be between 27 and 35 years old.

Gender-wise analysis shows that the percentage of male users (51%) is higher than that of female student users (48.86%). The age-wise distribution reveals that the rate of male students (51%) is higher than that of female students (48%) in the age group 18-26 years. But in terms of students belonging to the 27-35 years group, female students are more (56%) compared to male students (nearly 44%)

##### Purpose of visiting the library

Students visit libraries or knowledge centers of academic institutions for various reasons. Usually, libraries act as treasure houses of knowledge, which will satisfy multiple information needs of the library's visitors. Different options are given in the questionnaire indicating the reasons behind visiting the institutional library by students. The responses of students on this issue are analyzed in the following table.

**Table No.4.2 Purpose of visiting the library (More than one)**

S. No.	Purpose of visiting the library	Students		Total N = 5741 (%)
		Male	Female	
1	To read books /borrowing/lending	2244 (51.24) (39.08)	2135 (48.76) (37.18)	4379 (100.00) (76.27)
2	Photocopying relevant materials	313 (53.69) (5.45)	270 (46.31) (4.70)	583 (100.00) (10.15)
3	To read materials for competitive examination	478 (52.76) (8.32)	428 (47.24) (7.45)	906 (100.00) (15.78)
4	To read newspaper	1452 (51.38) (25.29)	1374 (48.62) (23.93)	2826 (100.00) (49.22)
5	To refer to reports/ thesis/ dissertation	473 (56.31) (8.23)	367 (43.69) (6.39)	840 (100.00) (14.63)
6	For career development	471 (53.46) (8.20)	410 (46.54) (7.14)	881 (100.00) (15.34)

7	To access online journals / CD-ROMs	1257 (52.68) (21.84)	1129 (47.32) (19.66)	2386 (100.00) (41.56)
8	Any other	140 (56.00) (2.43)	110 (44.00) (1.91)	250 (100.00) (4.35)

The students surveyed analyzed students' responses to the reasons for visiting the college library. The highest percentage of the students said they visit the library to read books, borrow, and return purposes (above 72%). The second highest rate (49.22%) visits the library to read newspapers. The third highest percentage of students (41.56%) visit college libraries to access online journals/CD-ROMs. Nearly 16 percent of them are found to be visiting the library to consult competitive examination materials. The fifth highest percentage (15.34%) of students approach libraries for career development purposes, and a considerable percentage (14.63%) of the students also visit the library for refereeing reports/thesis/dissertations.

Gender-wise analysis of responses on the reasons for visiting the library shows no difference between male and female students regarding first, second, and third preferences in the list of purposes for visiting the library.

#### **Table No.4.3 Frequency of visiting the library**

Users visit the library as they like, but some students may see it regularly to obtain knowledge, and some come as and when they want for recreation. The following table shows the frequency of visits made to the library by students.

**Table No.4.3 Frequency of visiting the library**

S. No.	Response	Male	Female	Total N=5741 (%)
1	Everyday	1060 (51.41) (36.10)	1002 (48.59) (35.72)	2062 (100.00) (39.97)
2	Once in a week	1256 (52.97) (42.78)	1115 (47.03) (39.75)	2371 (100.00) (41.29)
3	Twice in a week	267 (47.94) (9.09)	290 (52.06) (10.34)	557 (100.00) (9.70)
4	Thrice in a week	64 (38.55) (2.18)	102 (61.45) (3.64)	166 (100.00) (2.89)
5	occasionally	289 (49.40) (9.84)	296 (50.59) (10.55)	585 (100.00) (10.18)
	Total	2936 (51.14) (100.00)	2805 (48.86) (100.00)	5741 (100.00) (100.00)

The gender-wise analysis in the above table reveals that the highest percentage of students (41%) visit the library once a week, followed by the second highest percentage (40%) of them visit the library daily. About 10 percent of the students visit the library occasionally for various purposes. Nine percent of them see the library twice a week, and a few (2.89%) visit it thrice a week.

Gender-wise analysis shows that the frequency of visits to the library by male and female students reflects the general pattern of visits to the library by students as a whole. Even between the male and female students, no difference exists in the frequency of visits made to the library.

#### **Table No.4.4 Time spent in the library**

College libraries provide several types of information for their students to cater to their education and careers. In the case of time spent in the library, variations are noticed among students. The following table will explain the time spent by students in college libraries. A five-point time scale was adopted to describe the time spent and presented in the following table.

**Table No.4.4 Time spent in the library**

S. No.	Response	Male	Female	Total N=5741 (%)
1	Less than 1/2 hour	80 (44.69) (2.72)	99 (55.31) (3.53)	179 (100.00) (3.12)
2	1/2 hr. - 1 hr.	877 (50.34) (29.87)	865 (49.66) (30.84)	1742 (100.00) (30.34)
3	1-2 hrs.	890 (50.42) (30.31)	875 (49.58) (31.19)	1765 (100.00) (30.74)
4	2-3 hrs.	309 (50.24) (10.52)	306 (49.76) (10.91)	615 (100.00) (10.71)
5	More than 3 hrs.	780 (54.17) (26.57)	660 (45.83) (23.53)	1440 (100.00) (25.08)
	Total	2936 (51.14) (100.00)	2805 (48.86) (100.00)	5741 (100.00) (100.00)

The analysis of the above table reveals that the highest percent of students (nearly 31%) spent in the library for 1 -2 hrs. The second highest percentage (above 30%) spent 1/2 hour to hour. The third highest rate of students (above 25%) spent more than 3 hours in the library.

Gender-wise analysis shows slight variation between male and female students in the case of students who spent less than 1/2 hour in the library. Among them, the percentage of female students (55%) is higher than that of male students (44%) in the case of remaining time slots; the rate of male students is higher than that of female students.

#### Opinion of students on the adequacy of facilities/services available in the libraries

Academic libraries at the college and university level have many objectives to fulfill. Accordingly, management creates facilities required to meet the goals of the institution.

The following table shows the rating of facilities provided in the library by the students depending on their assessment of the level of adequacy of the facility provided.

**Table No.4.5 Opinion on the adequacy of facilities/services available in the libraries**

S. No.	Response		No extent	Little extent	Some extent	Greater extent	Complete extent	Total N=5741 (%)
1	Computer	Male	461 (15.70) (49.25)	346 (11.78) (51.56)	671 (22.85) (52.63)	627 (21.36) (52.25)	831 (28.30) (50.09)	2936 (100.00) (51.14)
		Female	475 (16.93) (50.75)	325 (11.59) (48.44)	604 (21.53) (47.37)	573 (20.43) (47.75)	828 (29.52) (49.91)	2805 (100.00) (48.86)
2	LAN facility/ WIFI facility	Male	474 (16.14) (49.79)	1064 (36.24) (51.18)	218 (7.43) (48.23)	388 (13.22) (54.42)	792 (26.98) (51.26)	2936 (100.00) (51.14)
		Female	478 (17.04) (50.21)	1015 (36.19) (48.82)	234 (8.34) (51.77)	325 (11.59) (45.58)	753 (26.84) (48.74)	2805 (100.00) (48.86)
3	Internet facility	Male	443 (15.09) (49.83)	882 (30.04) (52.44)	597 (20.33) (51.38)	482 (16.42) (52.68)	532 (18.12) (48.67)	2936 (100.00) (51.14)
		Female	446 (15.90) (50.17)	800 (28.52) (47.56)	565 (20.14) (48.62)	433 (15.44) (47.32)	561 (20.00) (51.33)	2805 (100.00) (48.86)
4	OPAC facility	Male	860 (29.29) (51.25)	575 (19.58) (51.39)	387 (13.18) (51.26)	716 (24.39) (53.12)	398 (13.56) (47.32)	2936 (100.00) (51.14)
		Female	818 (29.16) (48.75)	544 (19.39) (48.61)	368 (13.12) (48.74)	632 (22.53) (46.88)	443 (15.79) (52.68)	2805 (100.00) (48.86)
5	Photocopying services	Male	464 (15.80) (51.50)	984 (33.51) (50.83)	578 (19.69) (52.03)	381 (12.98) (51.28)	529 (18.02) (50.38)	2936 (100.00) (51.14)

		Female	437 (15.58) (48.50)	952 (33.94) (49.17)	533 (19.00) (47.97)	362 (12.91) (48.72)	521 (18.57) (49.62)	2805 (100.00) (48.86)
6	Journal Archive (back volume) facility	Male	345 (11.75) (50.22)	469 (15.97) (50.48)	930 (31.68) (51.44)	801 (27.28) (52.63)	391 (13.32) (49.18)	2936 (100.00) (51.14)
		Female	342 (12.19) (49.78)	460 (16.40) (49.52)	878 (31.30) (48.56)	721 (25.70) (47.37)	404 (14.40) (50.82)	2805 (100.00) (48.86)
7	Online journal/CD-ROM services	Male	627 (21.36) (50.73)	644 (21.93) (53.80)	565 (19.24) (50.72)	666 (22.68) (51.19)	434 (14.78) (48.60)	2936 (100.00) (51.14)
		Female	609 (21.71) (49.27)	553 (19.71) (46.20)	549 (19.57) (49.28)	635 (22.64) (48.81)	459 (16.36) (51.40)	2805 (100.00) (48.86)
8	Digital library facility	Male	833 (28.37) (51.52)	373 (12.70) (52.39)	687 (23.40) (50.51)	660 (22.48) (52.46)	383 (13.04) (48.24)	2936 (100.00) (51.14)
		Female	784 (27.95) (48.48)	339 (12.09) (47.61)	673 (23.99) (49.49)	598 (21.32) (47.54)	411 (14.65) (51.76)	2805 (100.00) (48.86)
9	Current awareness services	Male	294 (10.01) (53.36)	342 (11.65) (49.78)	583 (19.86) (51.46)	1169 (39.82) (52.05)	548 (18.66) (48.75)	2936 (100.00) (51.14)
		Female	257 (9.16) (46.64)	345 (12.30) (50.22)	550 (19.61) (48.54)	1077 (38.40) (47.95)	576 (20.53) (51.25)	2805 (100.00) (48.86)
10	Selective/content dissemination of information	Male	272 (9.26) (50.75)	320 (10.90) (51.61)	1050 (35.76) (52.01)	674 (22.96) (50.49)	620 (21.12) (50.37)	2936 (100.00) (51.14)
		Female	264 (9.41) (49.25)	300 (10.70) (48.39)	969 (34.55) (47.99)	661 (23.57) (49.51)	611 (21.78) (49.63)	2805 (100.00) (48.86)
11	Transaction (issue/return) facility	Male	300 (10.22) (54.84)	199 (6.78) (52.37)	420 (14.31) (47.73)	929 (31.64) (51.87)	1088 (37.06) (50.77)	2936 (100.00) (51.14)
		Female	247 (8.81) (45.16)	181 (6.45) (47.63)	460 (16.40) (52.27)	862 (30.73) (48.13)	1055 (37.61) (49.23)	2805 (100.00) (48.86)
12	Reading hall facility	Male	162 (5.52) (54.73)	264 (8.99) (50.48)	388 (13.22) (48.81)	516 (17.57) (53.03)	1606 (54.70) (50.92)	2936 (100.00) (51.14)
		Female	134 (4.78) (45.27)	259 (9.23) (49.52)	407 (14.51) (51.19)	457 (16.29) (46.97)	1548 (55.19) (49.08)	2805 (100.00) (48.86)

The table above shows the rating of the level of adequacy of various services and facilities available in the college libraries surveyed. 5 point scale has been used to rate the adequacy of multiple services and facilities. Among those related as completed extent adequate, reading hall facility, transaction facility, and computers availability stood first in, second and third positions respectively. Among those rated as acceptable to a greater extent, online journals & CD-ROM collections, and current awareness services occupied first and second positions, respectively. Regarding those facilities and services rated as adequate to some extent, the selective dissemination of information (SDI) journal archive facility and digital library facility stood first, second, and third positions, respectively.

Among those services considered adequate to a small extent, the LAN/ Wifi facility, photocopying facility and internet facility stood in first, second and third place respectively. OPAC facility, digital library facility, and online journal facilities occupied the first, second, and third positions in the list of services and facilities considered for adequacy to no extent by students.

#### Preferred format of journal articles/reference material

Generally, all the college libraries provide online journal facilities to their students. The following table will present the data regarding students' preferences for print, electronic, or both.

**Table No.4.6 Preferred format of journal articles/reference material**

S. No	Response	Male	Female	Total N=5741 (%)
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1	Print Copy	1103 (49.09) (37.57)	1144 (50.91) (40.78)	2247 (100.00) (39.14)
2	Electronic Copy	432 (53.60) (14.71)	374 (46.40) (13.33)	806 (100.00) (14.04)
3	Both print & electronic	1401 (52.12) (47.72)	1287 (47.88) (45.88)	2688 (100.00) (46.82)
	Total	2936 (51.14) (100.00)	2805 (48.86) (100.00)	5741 (100.00) (100.00)

The above table indicates the preferences for specific document forms, showing that the highest percent (nearly 47%) of them prefer both print and electronic versions, followed by those (above 39%) who prefer to obtain only print copies. A considerable percentage (above 14%) also preferred obtaining electronic copies.

Gender-wise analysis shows that in the case of print material, compared to male students, female students have a higher percentage of female students (nearly 54%); regarding both print and electronic (above 52%) formats, male students are more than female students. When it comes to print copy, a slight variation was found between male and female students

#### **Assistance/help from library staff in location and accessing the information**

Libraries have a vast collection of resources. So, the correct information to the right user at the right time helps the user, so some of the students get help or assistance from the library staff in locating the documents and accessing the information.

**Table No.4.7 Assistance/help from library staff in location and accessing the information**

S. No.	Response	Male	Female	Total N = 5741 (%)
1	Very often	1492 (52.55) (50.82)	1347 (47.45) (48.02)	2839 (100.00) (49.45)
2	Occasionally	1134 (49.56) (38.62)	1154 (50.44) (41.14)	2288 (100.00) (39.85)
3	Never	310 (50.49) (10.56)	304 (49.51) (10.84)	614 (100.00) (10.70)
	Total	2936 (51.14) (100.00)	2805 (48.86) (100.00)	5741 (100.00) (100.00)

The above table indicates that assistance from library staff is needed to locate and access the required information. The highest percentage (more than 49%) of the students often take staff assistance. The second highest percentage (nearly 40%) occasionally takes staff assistance. The rest (above 10%) of the students have yet to seek assistance from the library staff to locate and access the information. Gender-wise analysis has yet to show much difference between male and female students in seeking assistance from library staff for locating and accessing information in the library. Among those students who took assistance from staff very often, the percentage of male students (more than 52%) is more than that of female students (47%). Among those who sought assistance occasionally, the percentage of female students (50%) is slightly higher compared to male students (49%). Among the students who have yet to receive assistance from library staff, the percentage of male students (50%) is slightly higher than that of female students (49%).

#### **Opinion on the available information resources in the library**

The libraries have different collection policies. So, the user's opinion about the collections available in the library is to be known to develop and improve the library, which will enhance the quality of the library.

**Table No.4.8 Opinion on the available information resources in the library**

S. No.	Response		Excellent	Good	Average	Poor	Don't know	Total N=5741 (%)
1	Books	Male	1531 (52.15) (50.65)	1145 (39.00) (51.83)	185 (6.30) (52.11)	45 (1.53) (46.39)	30 (1.02) (52.63)	2936 (100.00) (51.14)



S. No.	Response		Excellent	Good	Average	Poor	Don't know	Total N=5741 (%)
		Female	1492 (53.19) (49.35)	1064 (37.93) (48.17)	170 (6.06) (47.89)	52 (1.85) (53.61)	27 (0.96) (47.37)	2805 (100.00) (48.86)
2	Journals	Male	545 (18.56) (51.51)	1206 (41.08) (50.08)	842 (28.68) (53.87)	55 (1.87) (47.83)	288 (9.81) (48.24)	2936 (100.00) (51.14)
		Female	513 (18.29) (48.49)	1202 (42.85) (49.92)	721 (25.70) (46.13)	60 (2.14) (52.17)	309 (11.02) (51.76)	2805 (100.00) (48.86)
3	Magazines	Male	790 (26.91) (50.51)	1610 (54.84) (51.49)	447 (15.22) (51.32)	40 (1.36) (45.98)	49 (1.67) (53.26)	2936 (100.00) (51.14)
		Female	774 (27.59) (49.49)	1517 (54.08) (48.51)	424 (15.12) (48.68)	47 (1.68) (54.02)	43 (1.53) (46.74)	2805 (100.00) (48.86)
4	Reports/thesis/ dissertation	Male	262 (8.92) (51.57)	1124 (38.28) (50.88)	520 (17.71) (52.21)	346 (11.78) (52.82)	684 (23.30) (49.82)	2936 (100.00) (51.14)
		Female	246 (8.77) (48.43)	1085 (38.68) (49.12)	476 (16.97) (47.79)	309 (11.02) (47.18)	689 (24.56) (50.18)	2805 (100.00) (48.86)
5	CD-ROMs	Male	153 (5.21) (49.84)	734 (25.00) (52.09)	712 (24.25) (51.00)	109 (3.71) (51.42)	1228 (41.83) (50.81)	2936 (100.00) (51.14)
		Female	154 (5.49) (50.16)	675 (24.06) (47.91)	684 (24.39) (49.00)	103 (3.67) (48.58)	1189 (42.39) (49.19)	2805 (100.00) (48.86)
6	E-books	Male	452 (15.40) (51.54)	798 (27.18) (50.93)	400 (13.62) (51.75)	149 (5.07) (51.03)	1137 (38.73) (50.94)	2936 (100.00) (51.14)
		Female	425 (15.15) (48.46)	769 (27.42) (49.07)	373 (13.30) (48.25)	143 (5.10) (48.97)	1095 (39.04) (49.06)	2805 (100.00) (48.86)
7	E-journals	Male	429 (14.61) (51.01)	730 (24.86) (51.63)	468 (15.94) (51.09)	90 (3.07) (51.43)	1219 (41.52) (50.90)	2936 (100.00) (51.14)
		Female	412 (14.69) (48.99)	684 (24.39) (48.37)	448 (15.97) (48.91)	85 (3.03) (48.57)	1176 (41.93) (49.10)	2805 (100.00) (48.86)
8	Journal back volumes	Male	453 (15.43) (50.96)	874 (29.77) (51.23)	340 (11.58) (51.44)	261 (8.89) (51.48)	1008 (34.33) (50.96)	2936 (100.00) (51.14)
		Female	436 (15.54) (49.04)	832 (29.66) (48.77)	321 (11.44) (48.56)	246 (8.77) (48.52)	970 (34.58) (49.04)	2805 (100.00) (48.86)
9	Newspapers	Male	2137 (72.79) (50.95)	570 (19.41) (51.49)	125 (4.26) (51.87)	89 (3.03) (50.28)	15 (0.51) (68.18)	2936 (100.00) (51.14)
		Female	2057 (73.33) (49.05)	537 (19.14) (48.51)	116 (4.14) (48.13)	88 (3.14) (49.72)	7 (0.25) (31.82)	2805 (100.00) (48.86)

Those categories of the collection were considered excellent, with newspapers (73%) standing in first place, followed by books (52%) and magazines (27%) in second and third place, respectively. Among those resources rated as good, magazines (54%) stood in the first place, followed by print journals (42%) and books (38%) in the second and third places respectively. Print journals (27%), CD-ROM (24%), and reports/theses/dissertations (17%) occupied first, second and third places among the resources ranked as average. Among those resources ranked as poor, Reports/theses/ dissertations (11%) stood in the first place, followed by journal back volumes (9%) and e-books (5%) in the second and third places, respectively. Among the resources about which users are ignorant, CD-ROMs (42%) stood in first place, followed by e-journals (42%) and e-books (39%) in second and third places, respectively.

### Overall ratings of library collection

The overall rating/opinion of the collections available in the library depends upon the user's perception. Users can adequately evaluate existing library collections if they use the resources effectively. The following table presents the user ratings of the overall collection using a five-point scale.

**Table No.4.9 Opinion on the collections available in the library**

S. No.	Response	Male	Female	Total N=5741 (%)
1	Excellent	915 (50.41) (31.16)	900 (49.59) (32.09)	1815 (100.00) (31.61)
2	Good	1303 (50.94) (44.38)	1255 (49.06) (44.74)	2558 (100.00) (44.56)
3	Average	536 (51.69) (18.26)	501 (48.31) (17.86)	1037 (100.00) (18.06)
4	Poor	117 (55.45) (3.99)	94 (44.55) (3.35)	211 (100.00) (3.68)
5	Don't Know	65 (54.17) (2.21)	55 (45.83) (1.96)	120 (100.00) (2.09)
	Total	2936 (51.14) (100.00)	2805 (48.86) (100.00)	5741 (100.00) (100.00)

The quality of the library services depends upon the quality of available collections. The overall rating of the collections available in the library indicates that the majority rated the collection (above 44%) as good, the second highest percentage (nearly 32%) rated them as excellent, and the third highest percentage of them (almost 18%) rated them as average.

Gender-wise analysis of the rating of the collection as a whole has shown slight variation between male and female students. In the rating under the don't know and poor categories, there is a degree of difference between the percentage of male and female students. Ten percent variation is observed between male and female students. The percentage of male students is higher than that of female students.

#### **Difficulties in accessing information resources/facilities in the library**

Users need help accessing information resources/facilities in the library. The following table will explain whether they need help accessing the information resources providing the college libraries.

**Table No.4.10 Difficulties in accessing information resources/facilities in the library**

S. No.	Response	Male	Female	Total N=5741 (%)
1	Lack of infrastructure	528 (50.43) (9.19)	519 (49.57) (9.4)	1047 (100.00) (18.23)
2	Lack of adequate e-resources	604 (53.4) (10.5)	528 (46.6) (9.19)	1132 (100.0) (19.71)
3	Insufficient library timings	1056 (51.31) (18.39)	1002 (48.69) (17.45)	2058 (100.00) (35.84)
4	Lack of comprehensive book collection	763 (51.55) (13.29)	717 (48.45) (12.48)	1480 (100.00) (25.77)
5	Lack of computers	443 (52.55) (7.7)	400 (47.45) (6.9)	843 (100.00) (14.68)
6	Lack of internet connectivity/facility	582 (51.96) (10.13)	538 (48.04) (9.3)	1120 (100.00) (19.50)
7	Lack of printed journals	394 (51.57) (6.86)	370 (48.43) (6.44)	764 (100.00) (13.30)
8	Lack of instructions by library staff	787 (50.84) (13.70)	761 (49.16) (13.26)	1548 (100.00) (26.96)
9	Lack of proper orientation program	744 (50.72) (12.96)	723 (49.28) (12.59)	1467 (100.00) (25.55)
10	Lack of reading space	401 (50.31) (6.98)	396 (49.69) (6.89)	797 (100.00) (13.88)

11	Lack of cooperation by library staff	822 (51.21) (14.32)	783 (48.79) (13.63)	1605 (100.00) (27.95)
12	Any other	115 (49.78) (2.02)	116 (50.22) (2.02)	231 (100.00) (4.02)

The above table analyzed difficulties/problems faced by students while accessing information resources in college libraries. The findings reveal that the highest percentage of students (nearly 36%) faced problems accessing e-resources due to an adequate number of computers in college libraries. The second highest percentage (Nearly 28 %) faced problems locating and accessing needed information and resources because of a lack of cooperation from the library staff. The third highest percent (nearly 27%) needed help locating required information and documents from the library holdings in time. This is mainly because of a need for more exposure and training in understanding library procedures and methods through proper orientation and user instructional programs conducted by college libraries. The fourth highest percentage of students (nearly 20%) faced problems because of lack of internet connectivity (nearly 19%) and lack of proper ICT infrastructure (above 18%) in their libraries.

Gender-wise analysis shows that much difference between male and female students has not been noticed in almost all aspects. In the majority of the cases, the percentage of male students is more than that of female students.

### **Overall opinion about the library facilities /services**

Library and Information centers provide various facilities and services for their users. Users' satisfaction level depends on facilities and services' quality, adequacy, and suitability. The extent of satisfaction of students has been assessed using the five percentage levels.

**Table No.4.11 Level of satisfaction expressed by students on overall the library facilities /services**

S. No.	Response	Male	Female	Total N=5741 (%)
1	20-40%	299 (50.94) (10.18)	288 (49.06) (10.27)	587 (100.00) (10.22)
2	40-60%	718 (51.21) (24.46)	684 (48.79) (24.39)	1402 (100.00) (24.42)
3	60-80%	954 (51.07) (32.49)	914 (48.93) (32.58)	1868 (100.00) (32.54)
4	80-100%	907 (51.07) (30.89)	869 (48.93) (30.98)	1776 (100.00) (30.94)
5	NA	58 (53.70) (1.98)	50 (46.30) (1.78)	108 (100.00) (1.88)
	Total	2936 (51.14) (100.00)	2805 (48.86) (100.00)	5741 (100.00) (100.00)

Library and information centers provide several types of services/facilities. The level of satisfaction depends on the user's opinion. The above table analyzes overall views about the library facilities and services. The highest percentage (above 32%) are satisfied with up to 60 to 80 percent of the facilities and services provided by college libraries. Nearly 31 percent are satisfied with 80-100 percent of the services and facilities. The third highest percent of the students (24%) are satisfied with 40 to 60 percent of the library services and facilities. Gender-wise, the analysis shows that both male and female students followed the same general trend in terms of level of satisfaction.

## **V. Findings And Conclusion**

### **Age-wise distribution of users**

The age-wise distribution of students shows that the majority of them belong to the age group of 18-26 years. Gender-wise analysis shows that the percentage of male users is higher compared to female users.

### **Purpose of visiting the library**

Analysis of responses revealed that the highest percentage of the students said they visited the library to read books and for borrowing and return purposes. The second highest rate of them visit the library to read

newspapers. The third highest percentage of students visited the college libraries to access online journals/CD-ROMs.

#### **Frequency of visiting the library**

Analysis of responses on the frequency of visits to the college library reveals that the highest percentage visit the library once a week.

#### **Time spent in the library**

The analysis of responses regarding the time spent in the library shows that the highest percentage of students spent 1-2 hrs there. The second highest percentage spent their time between ½-1hr.

#### **Opinions on the adequacy of facilities/services available in libraries**

The study found that Among those facilities rated as complete extent adequate, the reading hall facility, transaction facility, and computers facility stood in first, second, and third places, respectively, in the ranking order of the list. Among those facilities rated as adequate to the greater extent, online journals and CD-ROM collections and current awareness services occupied first and second positions, respectively

#### **Preferred format of journal articles/reference material**

Regarding the preferred format of journal articles/reference materials, the highest percentage of the students preferred both print and electronic versions.

#### **Assistance/help from library staff in locating and accessing the Information**

The highest percentage of students often use staff assistance. The second highest percentage of them are occasionally taking assistance from staff.

#### **Collection Category-wise rating of information resources in the library**

Regarding the study, newspapers stood in first place among the collection categories considered excellent.

#### **Overall rating of library collection**

The study found that the overall rating of the collections available in the library indicates that the majority rated the collection as good, the second highest percentage rated them as excellent, and the third highest percentage rated them as average.

#### **Difficulties in accessing information resources/facilities in the library**

The findings reveal that the highest percentage of students faced problems accessing e-resources due to an adequate number of computers in college libraries. The second highest percentage faced problems locating and accessing needed information and resources because of a lack of cooperation from the library staff.

#### **Overall rating of library collection**

The study found that the highest percentage are satisfied with the facilities and services provided by college libraries.

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