



## USE OF LIBRARY RESOURCES, SERVICES, FACILITIES AND USER SATISFACTION IN BKIT LIBRARY, BHALKI: A STUDY

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### ABSTRACT

The objective of present study is to examine the use of library facilities, resources and services of the students in BKIT Library, Bhalki. 300 questionnaires were distributed among students to collect relevant data. The findings of the study shows that 177(59.0%) of respondents have the habit to visit to the library daily, majority 260(86.7%) of respondents are highly satisfied with the collection of general books, majority 210(70.0%) are highly satisfied with collection of text books 160 (53.3%) respondents considered circulation services as excellent. The study suggested that college library should carry out user studies at regular intervals, in order to identify user's information needs and their information gathering behaviors.

**KEYWORDS: BKIT, BHALKI, LIBRARY RESOURCES, LIBRARY SERVICES, LIBRARY COLLECTION.**

### INTRODUCTION

Use of information requirements in the educational institutions has been the main aim of academic libraries and librarians (Agyen-Gyasi, 2008). Yearly, fresh students come to the college/ university with diverse requirements and hopes. The academic library status as the "heart" of the any educational institutions (Kassim, 2009). The libraries of academic institutions serve different categories of users such as students, research scholars, teaching/non-teaching staff, administrators with varied information demands (Oakleaf, 2010). The main purpose of these libraries is to acquire a variety of information sources and provide a multiplicity of services to accomplish the user's information needs (Jacinta and Uzoigwe, 2013)) and offered information services will differ with type of library or information centers, the kind of clients (Gwang, 2011). The information services are to be increased not only to meet user wants and to develop current services but also to foresee clients' requirements in the future. The effectiveness of a library service can be evaluated only by the level to which its services and resources are utilized (Bawden, and others, 2009). Therefore, academic libraries may have to implement a more planned way in which the construction and deliverance of information services to their users. Consequently, there is necessitating for academic libraries to be aware of the user wants and fulfill their information needs.

### ABOUT BKIT LIBRARY, BHALKI

The library is having over 66,171 volumes in its collection including General, SC/ST and ST Book Bank Schemes covering eight branches of Engineering with Humanities and Science and Post Graduate courses i. e. MCA. Every year, books are purchased as per the requirements of curricula. As on today, more than 20,247 titles covering different areas in engineering and Technology and MCA disciplines are made available to our

students to facilitate them in assimilating and grasping the concepts and ideas in various subjects in this fast, tremendous changing Technology. Generally two books are issued to a student for one week and under Book Bank Scheme books are issued for a semester.

Library is having well ventilated Reading Hall and separate Reference Section of selected books including Text Books, Encyclopedias, Dictionaries, Year Books, Directories and Data Books forms part of the library for the use of faculty members and students. The library has large collection BIS specifications, Project Reports, Proceedings of Seminars/Conferences and bound volumes of back issues of the journals (1515). Books of competitive exams like GATE, GRE, TOEFEL, CAT etc are available for the students so as to equip them to face such exams while they are in the final year of their study.

During the last academic year 2016-17 undergraduate library added 415 volumes and 123 titles worth of Rs. 1,68,389.00 into its stock. And PG Library (M.Tech./MCA) added 38 volumes and 17 titles worth of Rs. 17,212.00 into its stock. In addition, the library is adding minimum 1200 volumes every year.

### REVIEW OF LITERATURE

Ijiekhuamhen, and others (2015) conducted study to investigate the users satisfaction with library, sources, facilities and information services provided by an academic library in Federal University of Petroleum Resources, (FUPRE) Library. It was found from the study majority 71%) of the respondents visits the libraries every day, 76% of respondents highly satisfied with service render by the library, 71%) were highly satisfied with space, place and infrastructure facility of the library. The study recommended that library should stay open longer so as to enhance efficiency and effective services delivery and libraries should improve their service, infrastructure and collections so as to serve users' learning and research needs.

Mohindra and Kumar(2015)reported that majority 86.36 % of respondents visited the library for study purposes, followed by 129 (58.63 %) to borrow books, 51(23.2 %) respondents are using library web-pages daily, 71.49 % were of the view that library service attributes are helpful towards their academic success , 77 (35 %) respondents asked for any assistance only few times in a semester. It was examined that there is major difference in levels of library attributes across users of different streams. It was also noted that the status of students has no association with library attributes except the significant difference in their satisfaction level.

Kumar and Rajan (2015) carried out a study to find out the user satisfaction of library services provided by engineering colleges in Coimbatore, Tamil Nadu.The survey was conducted in 32 engineering college libraries. The data was collected in the form of questionnaire. The findings of the study indicates that 55.25% of respondents are satisfied with the functioning of the library, 70% of respondents found the library timings convenient, 78.75% of them felt that the lending period is sufficient, 40% of the respondents visit the library weekly. The study recommended that college libraries should adopt appropriate techniques to provide the best information services.

Gurikar and Gurikar,(2015) jointly conducted a study to know the available information sources and its usage pattern among the research scholars in different faculties in several Departments of the Karnataka university Library. The study shows that 71.06 %, of research

scholars use reference services and bibliography services more frequently, research scholars use the strategy of browsing through shelves (78.35 %), browse through shelves (41.7 %) and consulting bibliography (41.7 %), are most commonly used search strategies among science scholars.The study concluded that almost all scholars visit the library to consult the material and borrowing books for their research.

### OBJECTIVE OF THE STUDY

- 1.To identify the frequency of visiting library by the undergraduate students.
- 2.To find out purpose of visiting library by the undergraduate students.
- 3.To study the use of library resources, facilities and services by the undergraduate students.
- 4.To determine the level of satisfaction of users towards library resources and services.

### METHODOLOGY

To accomplish the above objectives of the study, a survey method was conducted using a well -structured questionnaire. In a total 350 questionnaires were distributed to undergraduate students in Bheemanna Khandre Institute of Technology, Bhalki. Out of which, 300 filled questionnaires were received back. The collected data were classified, analyzed and tabulated by using statistical methods. The present study limited to only undergraduate students in various departments in BKIT, Bhalki.

### DATA ANALYSIS AND INTERPRETATION

Gender	No.of Respondents	Percentage
Male	120	40.00%
Female	180	60.00%
Total	300	100%

The above table indicates that Out of 300 respondents, 180(60.0%) of the respondents were female, 120(40.0%) were male respondents.

### FREQUENCY OF VISITING LIBRARY

Frequency	No.of Respondents	Percentage
Daily	177	59.00%
Once in a Two Day	75	25.00%
Once in a week	30	10.00%
Very Rarely	18	06.00%

Whereas 75(25.0%) students visit library once in two day, 30(10.0%) once in a week ,and Very few respondents

18(6.0%)of respondents point out that they visit library vary rarel

### PURPOSE OF VISITING LIBRARY

Purpose	No. of Respondents	Percentage
To read newspaper and Magazines	17	05.07 %
For study	138	46.00%
To locate information in books and journals	18	06.00%
To barrow books	124	41.03%

To spent leisure time	03	01.00%
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The above table shows that 138(46.0%) of respondents visit library for study purpose, followed by 124(41.3%) respondents visit library for the purpose of borrowing books, 18(6.0%) to locate information in books

and journals, 17(5.7%) to read newspaper and magazines and only 3(1.0%) respondents visit library for the purpose to spend leisure time.

**STUDENTS' LEVEL OF SATISFACTION IN LIBRARY RESOURCES.**

Resources	Highly satisfied	Satisfied	Not satisfied	Total
General books	260(86.07%)	39.(13.00%)	01(0.3%)	300(100%)
Text books	210(70.00%)	76(25.03%)	14(04.07%)	300(100%)
Recommended subject books	147(49.00%)	121(40.03%)	32(10.07%)	300(100%)
Reference books	198(66.00%)	88(29.03%)	14(04.07%)	300(100%)
Supplementary reading materials	164(54.07%)	123(41.00%)	13(04.03%)	300(100%)
Online Resources	142(47.3%)	135(45.00%)	23(07.07%)	300(100%)

The above table shows that majority 260(86.7%) of respondents are highly satisfied with the collection of general books, followed by 39(13.0%) respondents are not satisfied with collection of general text, majority 210(70.0%) are highly satisfied with collection of text

books only 14(4.7%) are not satisfied, 198 (66.0%) are highly satisfied with reference books and only 14(4.7%) are not satisfied, 147(49.0%) of respondents are highly satisfied with the collection of recommended subject books.

**STUDENTS' LEVEL OF SATISFACTION IN LIBRARY SERVICES.**

Services	Excelent	Good	Average	Poor	Very Poor	Total
OPAC Services/ Web OPAC	37 (12.03%)	206 (68.07%)	24 (08.00%)	20 (06.07%)	13 (04.03%)	300 (100.00%)
Circulation Service	160 (53.03%)	51 (17.00%)	70 (23.03%)	19 (06.03%)	00 (00.00%)	300 (100.00%)
Current Awerness Service	137 (45.07%)	32 (10.07%)	100 (33.03%)	21 (07.00%)	10 (03.03%)	300 (100.00%)
Reference / Information Service	168 (56.00%)	14 (04.07%)	95 (31.07%)	22 (07.03%)	01 (03.3%)	300 (100.00%)

The above table indicates that 206 (68.7%) of respondents stated OPAC Service/Web OPAC service as good, only 13(4.3%) stated OPAC Service/Web OPAC service as very poor while 160 (53.3%) respondents considered

circulation services as excellent and 19(6.3%) opined poor, 168(56.0%) reference/Information Service as excellent, 137(45.7%) Current Awareness Service as excellent, 10 (3.3%) felt very poor.

**STUDENTS' LEVEL OF SATISFACTION IN LIBRARY FACILITIES**

Facilities	Satisfied	Moderately Satisfied	Not Satisfied	Percentage
Space for Reading	149(49.7%)	136(45.3%)	15(5.0%)	300(100.0%)
Lighiting and Ventelation	170(56.7%)	111(37.0%)	19(6.3%)	300(100.0%)
Drinking water	281(93.4%)	19(6.3%)	0(0.0%)	300(100.0%)
Equipments	136(45.3%)	135(45.0%)	29(9.7%)	300(100.0%)

The above table indicates that 149(49.7%) of respondents are satisfied with space for reading in available the college library, only 15(5.0%) are not satisfied, whereas 170(56.7%) of respondents satisfied with lighting and ventilation available in the college library, 136(45.3%) are satisfied with equipment's, 281(93.4%) of respondents satisfied with drinking water facility.

to visit to the library daily, Very few respondents 18(6.0%) of respondents point out that they visit library vary rarely.

**FINDINGS**

- a) Out of 300 respondents, 180(60.0%) of the respondents were female, 120(40.0%) were male respondents.
- b) About 177(59.0%) of respondents have the habit

- c) Majority 260(86.7%) of respondents are highly satisfied with the collection of general books, followed by 39(13.0%) respondents are not satisfied with collection of general text.
- d) Majority 210(70.0%) are highly satisfied with collection of text books only 14(4.7%) are not satisfied.
- e) It was found that 160 (53.3%) respondents considered circulation services as excellent and 19(6.3%) opined poor.

- f) About 149(49.7%) of respondents are satisfied with space for reading in available the BKIT library.

### CONCLUSION AND RECOMMENDATION

Engineering libraries spend lot of amount every year on the collection of information sources in order to meet the user's requirements. In order to enlarge the use of library resources, every academic library should build up their resources keeping in mind the users need and should plan library with altering information environment. The study suggested that college library should carry out user studies at regular intervals, in order to identify user's information needs and their information gathering behaviors. The library should organize user orientation/r awareness program at the commencement of every educational session. This will support learners and research scholars to effective use library resources. The infrastructure facilities, information sources, and services of the BKIT library can be advanced and developed from time to time.

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