Awareness about Library Services among the Graduate & Post Graduate Student: A Case Study

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Abstract:- This study focuses on satisfaction level of students with library print and e resources. For collection of data regarding satisfaction survey a total no .of 150 questionnaire were circulated in students groups out of where 136 respondents give response back. By using multiple techniques the researcher has systematically analyzed the data in his survey and provided logistic conclusion with appropriate suggestions.

Keyword:- User, Satisfaction, Information Technology, E-Resource, College Library.

I. INTRODUCTION

Cicero says 'Room without book is a body without Soul' According to Cicero, book is compared to soul. In this light of the thought it is clear that ,if library manpower is to be indispensable and effective in modern times, there is no alternative without information technology. Information technology is changing day by day; accordingly the needs of the reader are also changing. The most important type of library is the academic library. The main task of the educational institution is to create knowledgeable youth in the society. but what is the role of academic library today; in today's article an attempt has been made to study how educational library can be provided better by getting feedback from it while providing modern services and facilities to the readers. Today, educational institutions have become obsolete, traditional services and facilities have been replaced. A college library is a type of academic library and its readership is special, including students, researchers, professors, and external subscribers. Today, the college library has become a central source of youth development.

According to the second and third law of librarianship, the library cannot be perfect until the information needs of the reader are not known from this library**.** Readers have some questions while availing library services and facilities. Through this survey, an attempt has been made by the researcher to know whether easy accessibility and accuracy can be brought in the library services and facilities by knowing the reader's feelings and opinions.The library needs to change the services and facilities as needed.

A. Library of M B Patel Arts & Commerce College, Salekasa

Manoharbhai Patel College of was established in 1994 in Gondia district. The main objective behind the establishment of the college is to facilitate education in Naxal affected areas. Various activities are conducted by the library department in every session. Personality should be developed; He should also develop interest in reading. At present the process of computerization of the library has been completed. The Library Department has also subscribed to the N-List. This survey is conducted to understand the nature of respondent information. In the era of information technology, the sincere purpose of the library is to meet the information needs of the respondents. A lot of questions have to be faced while providing information resource services to the respondents through the library. There are many problems facing the library. But in such time this library is ready to provide services. The computerization process of the library has been completed and the students are getting the same benefit.

II. LITERATURE REVIEW

- **Ali Shah, Usman, Naeem Khan, Muhammad; Ullah, Tahsin & Shehr Yar, Muhammad (2021)[1]**conducted a study on User Satisfaction on Library Resources and Services- a Case Study of Government Degree College Sabir Abad (Karak),Khyber Pakhtunkhwa. In the present study the researcher has studied user satisfaction with library resources and services. The survey method used for this study is that the researcher personally visited the population sites and distributed them to collect the data.155 questionnaires for respondents out of which 135 responses were received. Analysis of the data revealed that the enrollment of students in BA and B.Sc programmes in the college is less than that of F.A and F.Sc, and some faculty posts including one post of Professional Librarian were found vacant in the college. It is concluded that most of the users visit the library weekly and monthly instead of daily while most of the users were not satisfied with the power supply, daily newspapers and library environment

- **J, Arumugam; R, Balasubramani; and T, Pratheepan (2019)[4]**conducted study on "User's Satisfaction with Library Resources and Services in Polytechnic College Libraries in Coimbatore District". In the present study the information analysis aims to find out that library users are satisfied with most of the facilities in polytechnic colleges of Coimbatore district. This study exposed that

information resources, physical facilities and services affect user satisfaction. At the same time, it is the need of the hour to conduct training programs for library users as well as staff for effective use of resources and services. Regular feedback from faculty and students every year will also go a long way in improving library services.

- **Gudi,S.P, Paradkar,P.M (2018)[3]** The present study shows that users are mainly satisfied with printed resources like reference books, textbooks, journals and their back volumes while among

- E-resources they are satisfied with e-journals, e-books, e-databases. It is concluded from this study that receiving instructions from the users is necessary to meet their information needs as well as increasing number of book copies to meet the regular demand of art.

➢ *Objective:*

- To Study the Specific Purpose & frequency of visit by respondent to the library.

B. Data Analysis and Interpretation

- To evaluate satisfaction toward the resource & services.
- To know flow of respondent toward the Information technology.

III. METHODOLOGY

A survey method was adopted for this study. A well define structured questionnaire was prepared and distributed in college students what's up group. Total no of respondent are 150 among which 136 fill up questionnaire. The researcher here collected data through Google form from students. The collected data information has been analysed and conclusion was drawn.

A. Scope and Limitation

This study will explore user satisfaction with library resource and e resource at Library Manoharbhai Patel Arts & Commerce College, Salekasa Distt-Gondia.

Table 1: Faculty Wise Respondent

Faculty	Gender	No. of respondent	Total	%
Arts	Male	46	115	84.55
	Female	69		
Commerce	Male	12	21	15.44
	Female	09		
Total			136	100

Table 1. is the Faculty wise respondent, in this table there are respondents i.e art &commerce faculty. The respondents of arts faculty 115 (84.55 %) are more than the respondents of commerce faculty 21 (15.44 %).Maximum response in Arts stream is female respondent 69 and Male 46 while in Commerce stream the number is Male 12 and Female 09 resp.

Table 2: How often have Visit the Library

Sr. No	Response	No. of respondent	%
1.	Regularly	91	66.91
2.	3 or more times in week	35	25.73
3.	Occasionally	8	5.8
4.	Never	1	0.7
Total		136	100

Table 2. Show that in the frequency of visits of the respondents to the library is shown. The number of respondents who visit the library daily is 91 (66.91%) More than 3 times in a week 35 (25.73%) The number who come sometime is 8(5.8%) and the number who never comes is 1 (0.7%).
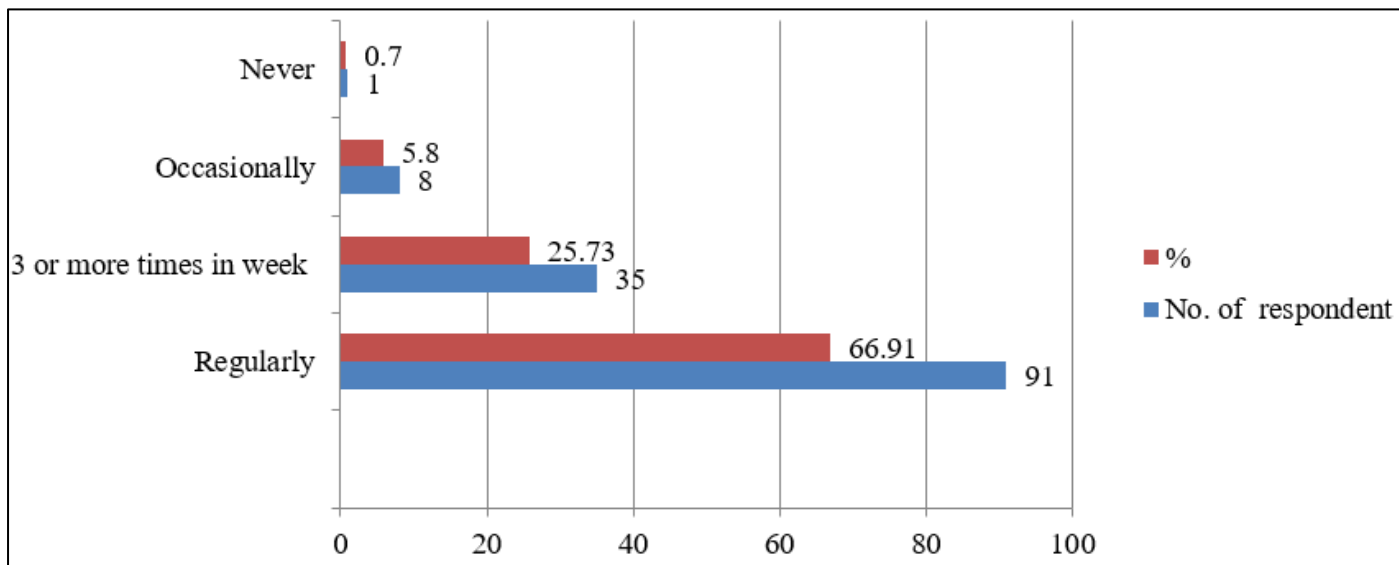
Fig 1: How often have Vsit the Library

Table 3: Why you Visit to the Library.

Sr. No	Response	No. of respondent	%
1.	For study	71	52.20
2.	For books or journal	40	29.41
3.	For paper reading	22	16.17
4.	Complete assignment	03	2.20
	Total	136	100

Students come to the library, but the purpose behind their visit is clear through this table. Table no. 3 show the number of respondents who visit for study is 71 (52.20%), followed by those who use books and magazines 40 (29.41%), the number who come for reading is 22 (16.13%) and the number who comes to complete assignments is 03 (2. 20%) is so much.

Table 4: Library Staff Provides Services within Time Limit

Sr. No	Response	No. of Respondent	%
1.	Agree	79	58.08
2.	Disagree	08	5.88
3.	Strongly agree	33	24.26
4.	Neutral	16	11.76
	TOTAL	136	100

According to the fourth law of librarianship, the reader's time is precious. It is the duty of the library to provide services in less time. In this table, when the feedback of the readers was taken regarding Library staff provides services within time limit, 79 (58.08) respondents expressed the opinion that they agree, followed by 33 (24.26) respondents who strongly agree and 8 (5.88) who disagree. Whereas the position of 16 (11.76) respondents is neutral.

Table 5: Library Staff are Friendly

Sr. No	Response	No. of Respondent	%
1.	Agree	76	55.88
2.	Disagree	03	2.20
3.	Strongly agree	38	27.31
4.	Neutral	19	13.97
	TOTAL	136	100

In this table, when the feedback of the readers was taken regarding Library staff provides services within time limit, 79 (58.08) respondents expressed the opinion that they agree, followed by 33 (24.26) respondents who strongly agree and 8 (5.88) who disagree. Whereas the position of 16 (11.76) respondents is neutral.

Table 6: Library Staff Informed about New IT Services

Sr. No	Response	No. of Respondent	%
1.	Agree	62	45.58
2.	Disagree	09	6.61
3.	Strongly agree	32	23.52
4.	Neutral	33	24.26
	TOTAL	136	100

In this table, when the feedback of the readers was taken regarding Library staff informed about new IT services., 62 (45.58%) respondents expressed the opinion that they agree, followed by 32 (23.52%) respondents who strongly agree and 9 (6.61%) who disagree. Whereas the position of 33 (24.26%) respondents is neutral.

Table 7: e-Resources are Available in Library

Sr. No	Response	No. of Respondent	%
1.	Agree	78	57.35
2.	Disagree	09	6.61
3.	Strongly agree	30	22.05
4.	Neutral	19	13.97
	TOTAL	136	100

In today's time it is necessary to have knowledge of modern technology; e-resources are also available in the library along with print resources. In this table, when the feedback of the readers was taken regarding e- resources are available in library, 62 (58.08) respondents expressed the opinion that they agree, followed by 32 (24.26) respondents who strongly agree and 9 (5.88) who disagree. Whereas the position of 33 (11.76) respondents is neutral.

Table 8: User Satisfaction with Quality of Services

Sr. No	Response	No. of Respondent	%
1.	Agree	73	53.67
2.	Disagree	05	3.67
3.	Strongly agree	43	31.67
4.	Neutral	15	11.02
	TOTAL	136	100

Table no. 8. Show that user satisfaction with quality of services shown. The number of respondents who visit, they give proper response. When the feedback of the readers was taken regarding the quality of services offered by the library. This table shows 73 (53.67%) respondents expressed the opinion that they agree, followed by 43 (31.67%) respondents who strongly agree and 5 (3.67%) who disagree, Whereas the position of 15 (11.02%) respondents is neutral.

Table 9: Satisfaction Level of Respondent

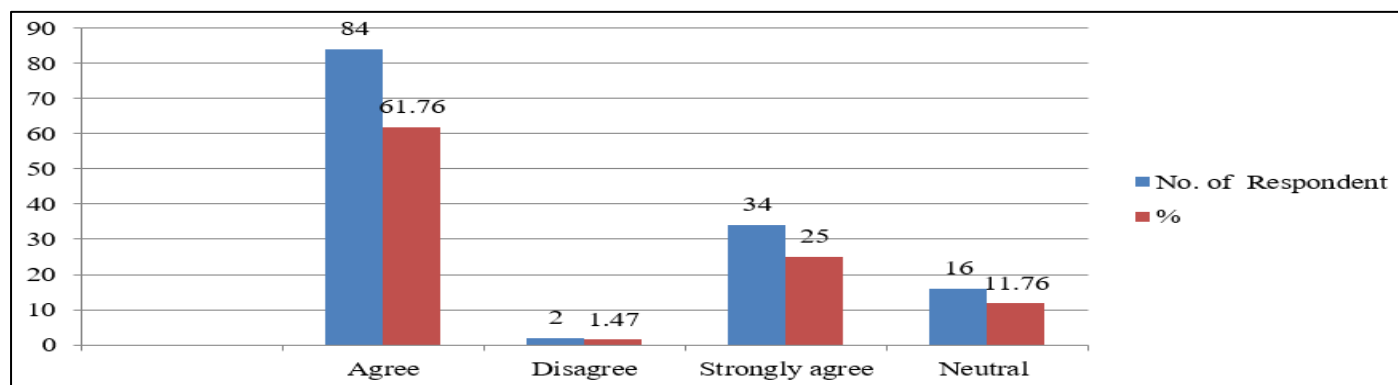| Sr. No	Response	No. of Respondent	%
1.	Agree	84	61.76
2.	Disagree	02	1.47
3.	Strongly agree	34	25
4.	Neutral	16	11.76
	TOTAL	136	100

Fig. 2: Satisfaction Level of Respondent

Table no. 9. Show that Satisfaction level of respondent shown. In the study, number of respondents who visit, purpose of visit, services within time limit, quality of services, e-resources, IT services, Library staff, all the responses of the respondents was analyzed and an attempt has been made to count the satisfactory level of the response. This table shows 84 (61.76%) respondents expressed the opinion that they agree, followed by 34 (25%) respondents who strongly agree and 2 (1.47%) who disagree, Whereas the position of 16 (11.76%) respondents is neutral.

IV. FINDING

This paper discussed the satisfaction level of students in Manoharbhai Patel Arts and Commerce College, Salekasa regarding library services and facilities and electronic resources. It was found that the users are satisfied with the electronic resources in their college library. Keeping this reality in mind the survey was an initial step to know the response of students from rural and Naxalite areas like Salekasa. In this study it was found that art faculty 115 (84. 55%) respondents is more than commerce stream 21 (15. 44%) respondents. Students frequency to visit library show Regularly 91 (66.91%) followed by 3 or more times in week 35 (25.73%). The main purpose of visiting the library is Study 71 (52.20%) followed issue or reading books and magazines 40 (29.41%). The response regarding library staff and services is mostly agreeable. Respondents have a neutral role, it is necessary to communicate with the respondents by conducting research orientation courses to convert them into a positive role and reduce them.

V. SUGGESTION & RECOMMENDATIONS

- The library should make available books related to personality development.
- Students curious about new ICT base services like NLIST Consortia, NDL.
- Modern technology should be used in providing future services so that services can be provided in less time. Employees need to be made aware of information technology.
- Libraries should be motto of "user friendliness and usefulness" while designing services.

VI. CONCLUSION

Through this study, an honest attempt has been made to know the opinions, feelings and expectations of the respondent about the library. By knowing the opinion of the respondents and making positive changes in the use of services, facilities and other resources, the goal of the library will be to increase the intellectual level of the students by making them information literate.in this way the researcher has come to a logistic conclusion that the user satisfaction level of students learning in M.B. Patel Arts & Commerce College ,Salekasa regarding library resource and services has been praise worthy. The degree of awareness of student has remarkably improved.

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