

## USE OF LIBRARY RESOURCES AND SERVICES BY THE RURAL COLLEGE LIBRARY USERS

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The present study is to explore the current status of use of library resources and services by the faculty and students of Guru Nanak College Budhlada. The study covers various aspects of library resources and services. Questionnaire method was used to collect the relevant data. A total of 230 structured questionnaires were distributed to the different categories of users i.e. undergraduate, postgraduate and faculty members. Out of these questionnaires, 208 were duly received back. The study reveals that majority of the respondents (90.4%) were aware of library resources and services and 60.1% visit library for issue return of books. A large number of respondents preferred to use both print and electronic resources. Study found that user is satisfied with the sources and services of the college library. The study is the original research work based on the collection of primary data from the library users. The study has made the user more aware about the services and sources of the library. Study has a positive impact on the development of sources and services in the college library.

**Keywords:** Library resources and services, electronic resources, information literacy, user satisfaction.

### INTRODUCTION

Academic libraries are the pillars to support the teaching and learning in higher education. With the globalization of present education system, new subjects and research areas are developing at a rapid speed. In the universe of new subjects and courses, information needs and information seeking behaviour of users have become very selective and comprehensive. Nowadays libraries are offering the resources and services to the users in both print and electronic formats. Libraries are focusing on developing and maintaining user-oriented information resources and services in the digital environment. The rising cost of library materials and the shrinking budgets has made the librarianship a challenging job in order to full fill the diverse academic needs of different type of users.

Libraries are connecting with different type of information networks and library consortia in order to provide various types of resources and

services to the users at the subsidized cost. Information communication technology has brought revolutionary changes in the functioning of academic libraries. The nature of library professional's job has also become multitasking with skilled competencies. Library websites, portals, gateways, OPAC and Web OPAC have provided real time access to library resources and services. Evaluation of usage of library resources and services provides a clear picture about the effectiveness and discrepancies of a library system. It helps to understand the expectations of users and coordination between library staff and users. Wilson (1981) has described that library should know the information needs, information seeking behaviour and their familiarity with library collection and services. The present study is conducted for evaluation of sources and services by the library users of Guru Nanak College Budhlada.

### **COLLEGE PROFILE**

Guru Nanak College Budhlada is a prominent co-educational "NAAC", A grade accredited college located at the outskirts of Budhalda in Mansa district of Punjab. It was established in 1971 on the eve of 500<sup>th</sup> birth anniversary of Sri Guru Nanak Dev Ji. In the beginning it was managed by the local committee. But in 1994 it was handed over to Shiromani Gurudwara Parbandhak Committee, Sri Amritsar Sahib. Presently college is offering 16 postgraduate courses and 12 undergraduate courses. In addition to this skill development courses are being also offered in various disciplines. The college has 151 faculty members. The student strength is 5926 with 2190 girls and 3736 boys.

### **SARDAR JASSA SINGH AHLUWALIA LIBRARY**

Guru Nanak College Budhalda library has been named after the great Sikh general S. Jassa Singh Ahluwalia. It is a well-stocked automated library with adequate collection of text, reference, general books and periodicals. The library caters to information needs of undergraduate, postgraduate and faculty members with print as well as electronic resources. All the operations and services of library are managed with SOUL library management software. Library provides OPAC and Web-OPAC facility to the users. The library is also providing various services, i.e., current awareness, reference, circulation, bibliographic, Internet, book bank, reading room, and photocopy service etc. Library has adequate ICT infrastructure to access the electronic resources. The library has different sections to manage all the operations of the library, i.e. circulation, technical, reference and periodical. The library has more than 36000 books related to different subjects. Library is subscribing to 90 print journals, 60 magazines and 23 newspapers. In addition to this the library has the memberships of N-LIST and DELNET. Through these networks library is providing access to the wide range of electronic resources.

### **REVIEW OF LITERATURE**

Acheampong et al. (2020) investigated the awareness and usage of electronic resources by the research scientists in Ghana. The study explores that 92% of the respondents accessed the electronic resources, while 8% did not have accessed the same. Majority of the respondents

(71%) accessed the electronic resources for research work and 10% for updating the subject knowledge. It was found that 38% of the respondents faced the problems while accessing the electronic resources due to inadequate ICT infrastructure. Soni et al. (2020) carried out a study at INMAS institute library. The study found that majority of the respondents (40.5%) visited the library once in a month and 7.5% visited the library daily. Study found that research scholars were less aware about print journals and electronic journals as compared to scientists and other staff. It was suggested by the respondents that library should conduct user orientation programmes to enhance the use of library resources and services. Prakasan (2019) found that majority of the respondents (64%) of medical faculty members prefer to access electronic information resources for current information, while 9% of the respondents of Ayurveda faculty use the electronic resources for the same purpose. Moreover, medical members of Ayurveda college use more printed resources as compared to medical faculty.

Hussaini et al. (2018) carried out a study about the awareness and utilization of library material by the users of NIMS university library, Jaipur. The study pointed that the users found library information sources adequate for use. A majority of the respondents (80%) were aware of printed and electronic journals. It was suggested by respondents that the university library should display the new arrival material on the display boards. The library should also subscribe to more databases and electronic journals. Maan (2018) conducted a study about

the use of library resources and services of Punjabi University Patiala. The study revealed that majority of the respondents (58%) visited the library daily and 25% occasionally. The study indicates that 82% of the respondents were satisfied with the assistance provided by library staff in searching information resources. Hussain and Singh (2017) conducted a study to know the usage of the Internet in the libraries of Punjab. It was found that a large number of respondents (91%) used the Internet daily followed by weekly (41%) and occasionally (21%). The study pointed that 83% of the respondents accessed the Internet to update their knowledge. On the other side 53% of the respondents searched the subject related literature. Akpojotor (2016) surveyed about the awareness and use of electronic resources by postgraduate students of Southern Nigeria. The study found that students were greatly aware of various electronic resources of the library and information science. Moreover, maximum users had adequate computer skills and knowledge of the Internet. It was found that majority of the student accessed electronic journals and databases for academic purposes only.

### **OBJECTIVES OF THE STUDY**

The main objective of the present study is to examine the utilization of library resources and services offered by the library. The specific objectives are as following:

1. To ascertain the awareness of library resources and services among the users.
2. To know the frequency and time spent in library.

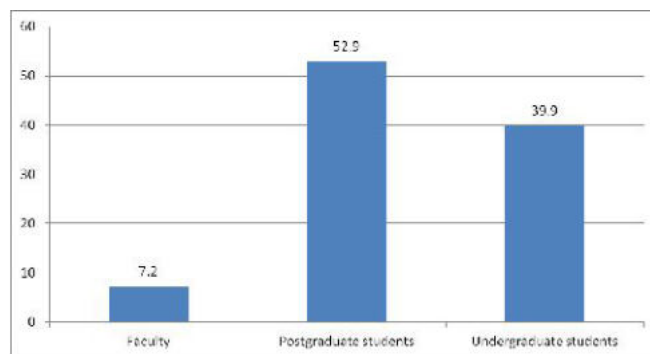
3. To determine the purpose for which the users visit library.
4. To identify the resources and services used by the users.
5. To ascertain the use of print and electronic mode by the users.
6. To know the problems encountered by the users.
7. To check the satisfaction level of the users with library resources and services.

### METHODOLOGY

To conduct the study survey method was used. Well-structured questionnaire was used to collect the relevant data. The survey was conducted during August 2020 to January 2021. Due to impact of COVID-19, online questionnaires were distributed to the different categories of users i.e. undergraduate, postgraduate and faculty members of Guru Nanak College Budhlada (Mansa). The random convenient sampling technique was used to select the respondents. Collected data was analyzed with percentage method.

### DATA ANALYSIS AND FINDINGS

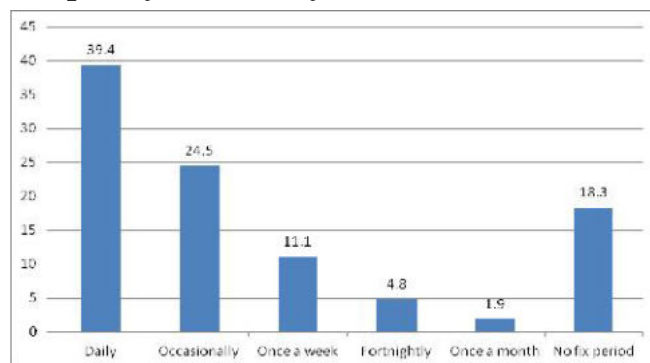
To conduct this study, online questionnaire methods was adopted due to the situation of Covid-19. 230 structured questionnaires were mailed and shared through social media to the different categories of users i.e. faculty members, post graduate and undergraduate students. Out of 230 questionnaires, 208 fully filled questionnaires were received back. The data analysis was done through percentage method. The detailed interpretation of data is given below:



**Figure 1: Category wise distribution**

Figure 1 give category wise representation of respondents from different categories. It shows that majority of the respondents (52.9%) are postgraduates followed by undergraduates (39.9%) and faculty (7.2%). It is clear from the data that the postgraduate students were more interested in sharing their views regarding library resources and services.

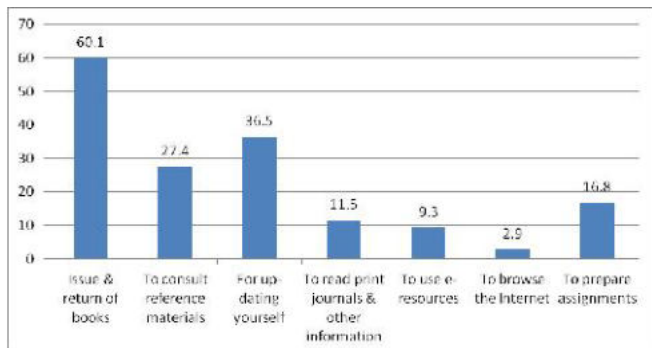
### Frequency of Library Visit



**Figure 2: Frequency of library visit**

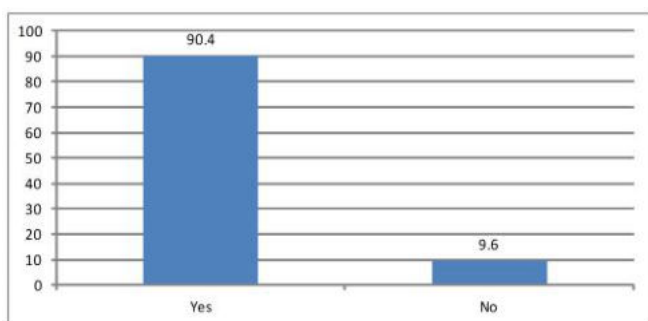
Figure 2 reveal frequency of library visit. The data reveals that majority of the respondents (39.4%) visit the library daily. It shows that students have instant information needs. To fulfill their information needs they visit the library frequently. Second rank goes to ‘occasionally’ with 24.5% responses followed by ‘no fix period’ (18.3%) and ‘once a week’ (11.1%). Least number

of respondents (1.9%) visits the library once a month. It is clear from the data that the library and library staff play an important role in the services of users.



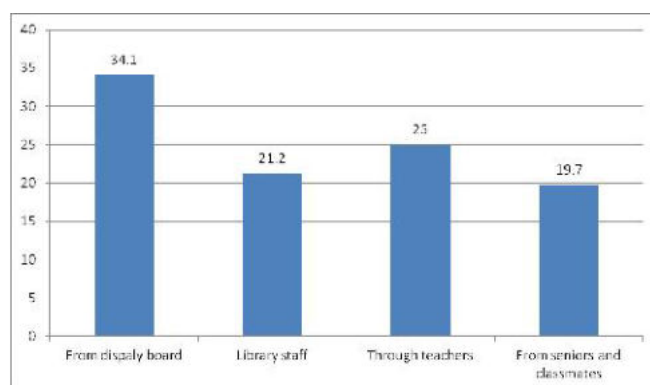
**Figure 3: Purpose of visit to the library**

Figure 3 reveal the purpose of visit to library. Data shows that majority of the respondents (60.1%) visit the library for issue and return of books followed by ‘for up-dating yourself’ (36.5%), ‘to consult reference material’ (27.4%), ‘to prepare assignments’ (16.8%), ‘to read print journals and other information’ (11.5%), and ‘to use e resources’(9.3%). Only 2.9% of the respondents visit the library to browse the Internet. It is clear from the figure that the students in rural area college still have interest in reading off books and they keep their knowledge by consulting good reference and other subject books.



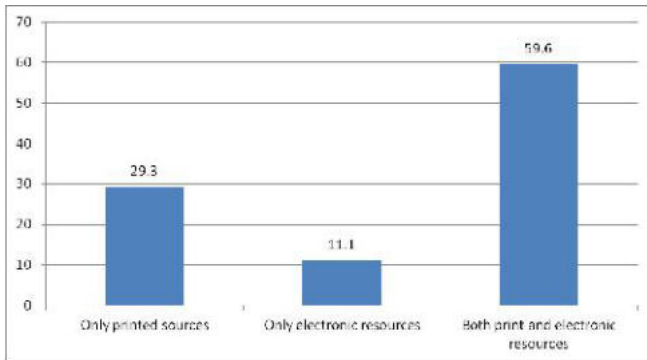
**Figure 4: Awareness about library resources and services**

Figure 4 indicate the users’ awareness about library resources and services. Data shows that majority of the respondents (90.4%) are aware of library resources and services, whereas only 9.6% are not aware about library resources and services. Data indicates that the library staff of the rural area college is very much cooperative with the library users and they organizes user awareness programmes frequently.



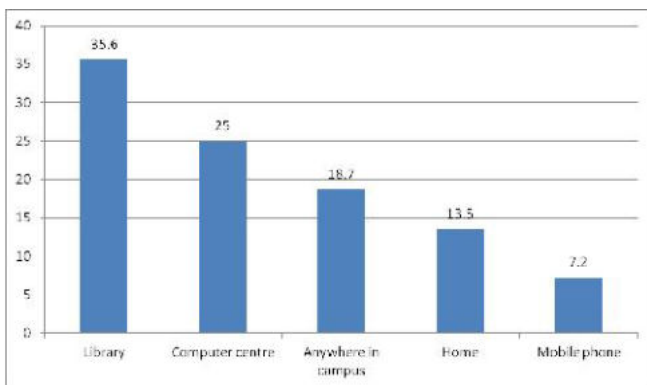
**Figure 5: Sources of information about new arrivals**

Figure 5 shows that how respondents get information about new arrivals in the library. Data show that 34.1% of the respondents get information from display board of library followed by ‘through teachers’ (25%), ‘library staff’ (21.2%) and ‘from seniors and classmates’ (19.7%).Data describes that most of the respondents get the benefit of library information display boards. Library staff keeps update to the display boards with current information as well as display of new arrived documents. The faculty members also play an important role for creating awareness among students about new arrivals.



**Figure 6: Preference of library resources**

Figure 6 reveals the response of users towards printed and electronic resources. A majority of the respondents (59.6%) prefer to use both print and electronic resources followed by 29.3% who use only print resources and a small number of respondents (11.1%) use only electronic resources. It is clear from the data that respondents prefer both types of resources. It is clear from the data that students prefer both the type of documents as well as print and electronic. It shows that students still have interest to consult printed books with electronic documents.

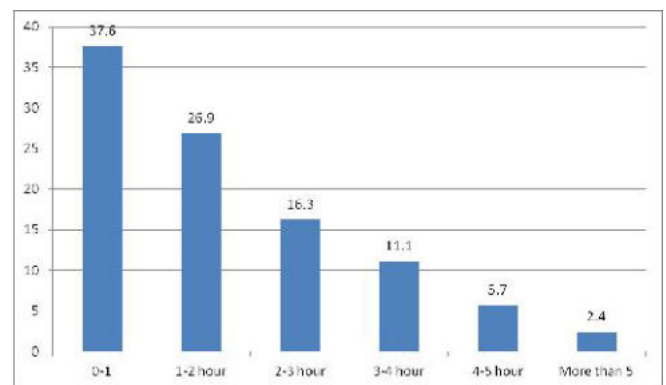


**Figure 7: Preferred place for accessing e- resources**

Figure 7 gives information about the preferred place for accessing the electronic resources. Study indicates that 35.6% of the respondents prefer library for accessing

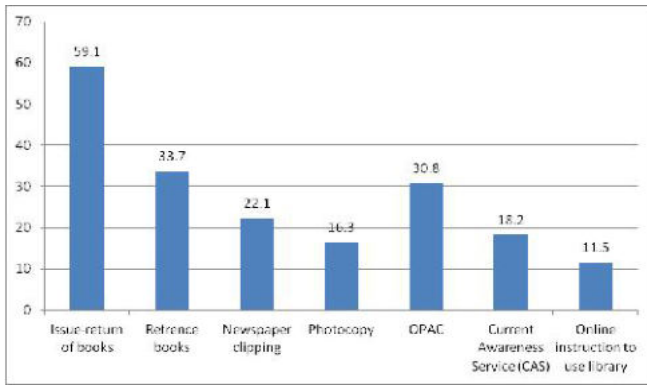
electronic resources followed by computer centre (25%), anywhere in campus (18.7%) and home (13.5%). Data shows that library provides good facilities for accessing electronic resources. Despite the rural area, library has enough ICT infrastructure and it also provides training programme for accessing the electronic resources.

**Average time spent in the library per week**



**Figure 8: Average time spent in the library per week**

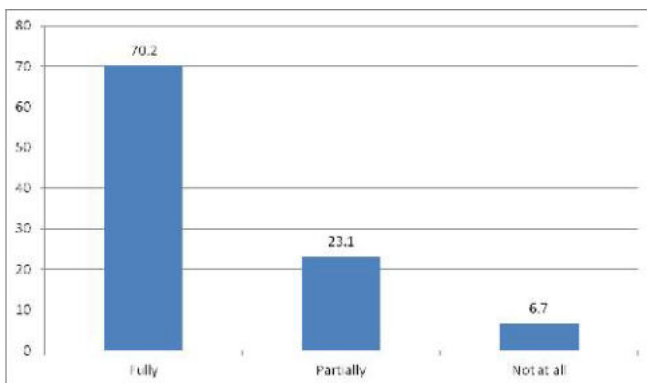
Figure 8 highlights the average time spent by the respondents in the library per week. It shows that 37.6% of the respondents spend up to one hour in the library, whereas 26.9% of the respondents spend one to two hours per week. 16.3% respondents spend two to three hours in a week. Only 2.4% of the respondents spend more than 5 hours in the library per week. It is clear from the table that majority of the respondents spend up to one hour in the library. It indicates that in the rural area, students do not have other facility of public library to nearby their residences. The college library provides adequate library resources and services for the facility of students to enhance their knowledge.



**Figure 9: Availability of documents**

Figure 9 describes the opinion of respondents about the availability of documents in the library. Majority of the respondents (68.8%) have stated that they get the needed document from the library every time, whereas 25.5% of the respondents get the needed documents sometimes. Only 5.7% of the respondents stated that they never get the needed document from the library. Data indicates that library provides the documents to its users according to their information needs.

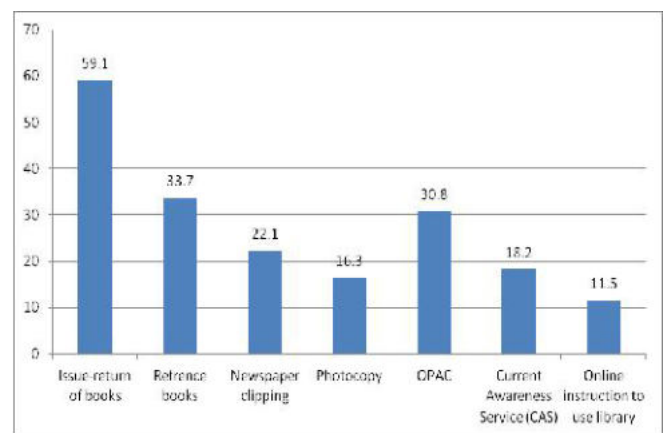
### Satisfaction with use of library resources



**Figure 10: Satisfaction with use of library resources**

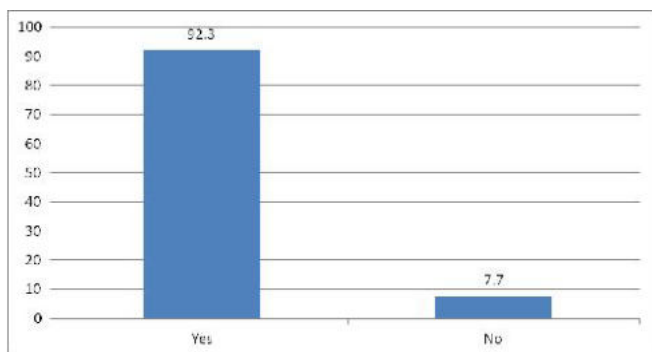
Figure 10 elaborates the satisfaction level of respondents with printed and electronic resources. It shows that majority of the

respondents (70.2%) are satisfied with printed and electronic resources, whereas 23.1% of the respondents are partially satisfied with printed and electronic resources. Only 6.7% respondents have stated that they are not satisfied with printed and electronic resources. Despite of rural area, the college library contributes in the overall development of students with each and every type of document and services. It is clear from the data the library users are fully satisfied with the library resources.



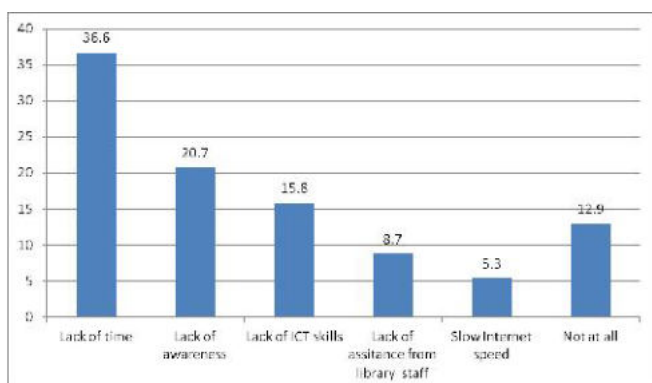
**Figure 11: Use of library services**

Figure 11 indicates the use of library services by the respondents. A majority of the respondents (59.1%) use the issue / return of book service, followed by reference service (33.7%), online public access catalogue (30.8%), and newspaper clipping service (22.1%), current awareness service (18.2%) and photocopy service (16.3%). It is clear from the data that issue and return of books services is most used service by the users. Even, the library staff also provides adequate reference sources and reference services for the facility of users.



**Figure 12: Assistance of library staff**

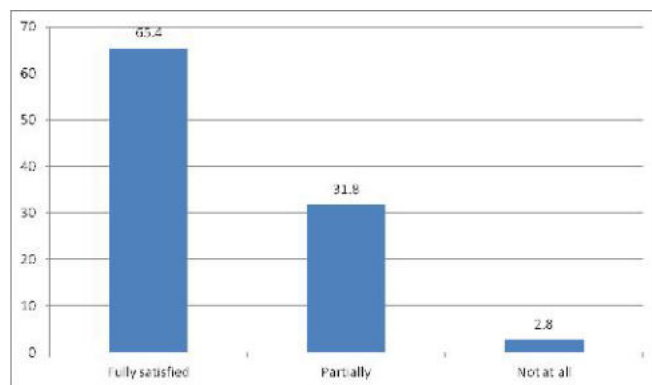
Figure 12 explain the assistance of library staff for the use of library resources and services. It shows that majority of the respondents (92.3%) were satisfied with the assistance of library staff in the use of library resources and services and only 7.7% were not satisfied. It is clear from the table that library staff is very cooperative towards the users and always welcome the new users with full assistance in use of library resources and services.



**Figure 13: Hindrances and obstacles to library use**

Figure 13 points towards the hindrances and obstacles regarding the use of library resources and services. It shows that majority of the respondents (36.6%) face problems due to lack of time and 20.7% of the respondent face problems due to lack of awareness about the use

of library resources and services. Moreover, 15.8% respondents have inadequate ICT skills and 8.7% respondents have problem with the assistance of library staff. On the other side 12.9% respondents do not have any problem.



**Figure 14: User satisfaction**

Figure 14 describes the overall satisfaction of respondents with library services. It indicates that majority of the respondents (65.4%) are fully satisfied with overall library services, whereas 31.8 % of the respondents are partially satisfied with the library services. Only 2.8% of the respondents are not satisfied with the overall library services. Data describes that most of the students are fully satisfied with the services of the library.

## MAJOR FINDINGS

The study indicates that despite of rural background of college students, the library resources and services are in demand by the different categories of library users. The library updates its collection and services regularly. Moreover, user awareness and library orientation programmes are conducted frequently. The library staff is fully trained with latest tools and

techniques to facilitate the library users with instant library services. The study further reveals that most of the respondents were fully satisfied with the assistance of library staff and available library resources and services.

### SUGGESTIONS

- The study shows that 20.7% respondents do not have the awareness about the library resources and services. User awareness programmes should be conducted to create the awareness among users about library resources and services.
- It was found that 15.7 % users do not have the computer and internet skills for accessing the electronic resources. To enhance the computer and Internet skills of the library users' special workshop on computer literacy should be conducted by the library.
- The study indicates that 25.5% of the respondents get the needed documents sometimes. To solve this problem more copies of important books should be purchased and photocopy facility should be provided to the users.
- Data show that 34.1% of the respondents get information from display board of library. To facilitate the more users, e-content services should be given to the users to know the latest documents in the library.
- It is clear from the study that 24.7% users visit the library occasionally. To increase the number of users in library daily, more motivational programmes for reading books should be organized by the library.

### CONCLUSION

College libraries are the backbone of teaching learning process especially in the era of the Internet and multimedia. The focus of college library is to help its user by selecting, processing, storing and disseminating valuable information. Users are an integral part of the college library, because the existence and growth of libraries depends upon the satisfaction of users. Nowadays various academic and professional courses are being offered by the colleges. With this blended educational environment, the information needs of the users are very selective and time bound. The libraries are still major reliable source of getting the authentic and accurate information. For this purpose, college libraries are arranging the resources and services as per the information needs of its users. Moreover, college libraries have become the member of NLIST, DELNET and other regional networks to fulfill the information needs of its users. The library of Guru Nanak College Budhlada is offering both printed and electronic resources in order to facilitate its users to pursue their diverse academic needs. Most of the respondents are aware of library resources and services, and they mostly use library for issue return of books and updating their knowledge. Display board, teachers and library staff are major source for knowing about new arrivals in the library. Library users use both print and electronic sources and library is their favorite place for using electronic resources. Being the users of a rural college library, the users found inadequate ICT skills and slow speed of Internet as hindrances to the use of library. With more user awareness programmes for users and positive attitude of

library staff towards the users can enhance the use of sources and services of the college library. Use and user studies are an effective tool to measure the quality of resources and services of the libraries. These studies provide an opportunity to the users for providing their feedback regarding the best use of library sources and services.

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