

USE OF LIBRARY BY POST GRADUATE STUDENTS IN N.S.S. HINDU COLLEGE, CHANGANASSERY: A STUDY

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Abstract: This study focuses on the use of library by the post graduate students of N.S.S. Hindu College, Changanassery. This covers the entire sources and services provided by and available in the library. The main objectives were to know of the use of sources and services of the library, know the satisfaction level of uses, understand the problems faced by them while availing the sources and services and to collect suggestions from the users. Survey method using questionnaire and observation was used as the method of study and 92.67% post graduate students responded to the study.

Keywords: User Study, Library Services, Library Sources, Academic Library

1.0 Introduction

A well-established library is essential for any academic institution, as a focal point for teaching and research. It is expected to provide standard information resources. The basic aim of a college library is to adequately serve the needs and requirements of the teachers and students towards reading, study and research. Use and user studies are required to be carried out as long as library and information systems are required and existing. The efficient and effective operation of a library system calls for periodic user studies. The effectiveness of a library and information system depends on the extent to which the system characteristics correspond with the users and in how much the potential uses are willing and able to make use of it.¹ The present study aims to discover the use of library by the students of N.S.S Hindu College, Changanassery.

2.0 About N.S.S Hindu College, Changanassery

N.S.S. Hindu College, one of the most prestigious institutions of Nair Service Society was founded in 1947 a significant year in the history of nation. Amid hundreds of centres of higher education that sprang up in the post-independence days across the state, the hindu college remains unique as it has contributed substantially towards the moulding of the minds of the generations there by accelerating and stabilising the process of the cultural, educational and economic transformation of the society. The college is affiliated to MG University and offers 14 Under Graduate and 11 Post Graduate courses.²

3.0 Objectives of the Study

The objectives of the study are to:

1. To ascertain the use of information sources and services provided by the college library.
2. To identify the users satisfaction on the information sources & services provided by the library.
3. To identify the problems faced by the post graduate students while using the library.
4. To formulate suggestions for the developments of the library.

4.0 Methodology: Methodology adopted for this study is survey method using the tools of questionnaire and observation. Population of the study is the Post graduate students in NSS Hindu College, Changanacherry. Out

of 232 questionnaires distributed 215 questionnaires were received back only filled in. The percentage of response is 92.67%. The percentage of students who do not responded are 7.33%.

5.0 Review of Literature

Suryanarayana, Murthy V. V. K. (2016)³ analyses the user satisfaction levels: A case study on academic libraries Gayatri Vidya Parishad College for Degree and PG courses, Visakhapatnam. The objectives of the study is to study whether the student users are satisfied with different types of facilities provided at the college library or not, to analyse the levels of satisfaction of the student-users towards the quality of services provided by the Library staff, to examine the perceptions of the student-users towards the physical amenities provided, to assess the opinions of the users on the overall ambience of the library, and to offer suggestions if any for the improvement of effective functioning of libraries. The present study is conducted in one of its campuses, located at Rushikonda, where in 5 UG courses and 5 PG courses are being run. As per the college records, about 2081 students (Population) are enrolled in this campus during the academic year spread over the above 10 courses. It is proposed to gather relevant data from 5% of the total students (Sample Respondents) for an intensive study. While drawing the Sample, adopting Stratified Random sampling technique, care is also taken to give due weight age to each course (5 % from each stratum) and gender. The findings of the study shows that there is a habit of reading books and visiting library for many students and therefore establishment of libraries become mandatory for Institutions. Students at undergraduate and postgraduate level are mostly found to be visiting library mainly for the purpose of borrowing text books. Therefore, students are also to be more oriented towards other library sources. Further, the library is to be strengthened by procuring not only more books but also latest publications, which encourages the users. Student users at that age are found to be more worried with their immediate needs such as getting through the examinations and successfully facing the project viva voce examinations. Therefore, the library centres have to pay more attention in strengthening the reference material area which can help the users to gain more insights into the subject and enhance their skills.

Meenal, Oak (2016)⁴ conducts a study on the library users expectations: a select study of management institutions in Savitribai Phule Pune University (SPPU), Pune, India. The main objectives of the study is to assess the user’s expectations of the service quality in the libraries of Management Institutes in Savitribai Phule Pune University. The study has used stratified random sampling method for the data collection from Library users. The findings of the study observed that as compared to the faculty members percentage of the students visiting the library daily is more. The expectations of the users of the libraries of Management Institutions are quiet high from the libraries regarding the provision of services and resources. Remote access to the library resources, availability of library resources through the library website, good Collection as well as subscription of databases are rated high. Further it is also found that the faculty members expectations are higher than the students. The higher awareness about the information resources of the faculty resulted in the increased expectations from the library.

6.0 Data Analyses

6.1 Use of Library

Table 1 Frequency of Visit

| Sl. No. | Frequency | Number of respondents | Percentage |
|---------|----------------------|-----------------------|-------------|
| 1 | Daily | 6 | 2.79% |
| 2 | Weekly | 89 | 41.40% |
| 3 | As and when required | 60 | 27.91% |
| 4 | Twice a week | 34 | 15.81% |
| 5 | Monthly | 16 | 7.44% |
| 6 | Rarely | 10 | 4.65% |
| | Total | 215 | 100% |

Table 1 shows that most of the respondents 41.40% of respondents visit the library Weekly, 27.91% of respondents visit the library As and when required. When 15.81% of respondents visit the library Twice a week, 7.44% of respondents visits the library Monthly whereas 4.65% of respondents visit the library Rarely and only 2.79% of respondents visit the library Daily.

Table 2 Reason for not Using the Library Frequently

| Sl. No. | Reasons | Number of respondents | Percentage |
|---------|----------------------------------|-----------------------|------------|
| 1 | Inconvenient library hours | 59 | 33.71% |
| 2 | Required books are not available | 36 | 20.57% |

| | | | |
|---|---|------------|-------------|
| 3 | Library environment is not congenial | 11 | 6.29% |
| 4 | Unhelpful attitude of staff | 7 | 4% |
| 5 | Class lectures and notes are sufficient | 62 | 35.43% |
| | Total | 175 | 100% |

Table 2 indicates that 35.43% of respondents are not using the library frequently as their Class lectures and notes are sufficient. When 33.71% are not using the library due to the Inconvenient library hours, 20.57% opined that the required books are not available followed by Library’s environment is not congenial 6.29% and Unhelpful attitude of staff 4%.

Table 3 Time Spend in Library Per Week

| Sl. No. | Time spend | Number of respondents | Percentage |
|---------|-------------------|-----------------------|-------------|
| 1 | Less than 1 hour | 122 | 56.74% |
| 2 | 1-2 hours | 85 | 39.53% |
| 3 | 2-4 hours | 4 | 1.86% |
| 4 | 4-6 hours | 3 | 1.40% |
| 5 | More than 6 hours | 1 | 0.47% |
| | Total | 215 | 100% |

Table 3 shows that 56.74% of respondents use library Less than 1 hour per week while 39.53% of respondents use library for 1-2 hours, 1.86% of respondents spend 2-4 hours, 1.40% spend 4-6 hours and a few 0.47% spend More than 6 hours in the library per week.

Table 4 Purpose of Use of Library

| Sl. No. | Purposes | Order of Priority | | | | | |
|---------|---------------------|------------------------------------|----|----|----|----|----|
| | | 1 | 2 | 3 | 4 | 5 | 6 |
| | | Number of Respondents & Percentage | | | | | |
| 1 | Project works | 45 | 53 | 69 | 24 | 17 | 5 |
| | For preparing | 94 | 58 | 30 | 21 | 6 | 3 |
| 3 | To supplement class | 39 | 94 | 37 | 26 | 14 | 5 |
| 4 | Updating knowledge | 57 | 43 | 50 | 45 | 14 | 6 |
| 5 | Access internet | 35 | 25 | 49 | 17 | 12 | 68 |
| 6 | To read newspaper/ | 38 | 68 | 27 | 24 | 47 | 11 |

Respondents were asked to indicate the use of information sources according to the order of priority.

Table 5 Use of Information Sources

| Sl. No. | Information sources | Order of Preference | | | | | | | |
|---------|--------------------------------|------------------------------------|----------------|----------------|----------------|----------------|----------------|----------------|---------------|
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| | | Number of Respondents & Percentage | | | | | | | |
| 1 | Text books | 91 (42.33%) | 88 (40.93%) | 10 (4.65%) | 5 (2.33%) | 5 (2.33%) | 3 (1.40%) | 3 (1.40%) | 4 (1.86%) |
| 2 | Reference books | 87 (40.47%) | 85 (39.53%) | 14 (6.51%) | 7 (3.26%) | 1 (0.47%) | 4 (1.86%) | 5 (2.33%) | 2 (0.93%) |
| 3 | Periodicals/Newspapers | 44 (20.47%) | 10 (4.65%) | 80 (37.21%) | 18 (8.37%) | 27 (12.56%) | 25 (11.63%) | 2 (0.93%) | 1 (0.47%) |
| 4 | Journals(Scientific/Technical) | 26 (12.09%) | 34 (15.81%) | 43 (20%) | 61 (28.37%) | 36 (16.74%) | 9 (4.19%) | 5 (2.33%) | 1 (0.47%) |
| 5 | E-Journals/ E-Books | 41 (19.07%) | 35 (16.28%) | 25 (11.63%) | 44 (20.47%) | 18 (8.37%) | 14 (6.51%) | 22 (10.23%) | 6 (2.79%) |
| 6 | Dissertations/Thesis | 36 (16.74%) | 25 (11.63%) | 49 (22.79%) | 22 (10.23%) | 37 (17.21%) | 15 (6.98%) | 18 (8.37%) | 13 (6.05%) |

| | | | | | | | | | |
|---|---|----------------|----------------|----------------|----------------|----------------|----------------|---------------|----------------|
| 7 | Seminar reports/ conference proceedings | 23 (10.70%) | 33 (15.35%) | 43 (20%) | 25 (11.63%) | 58 (26.98%) | 13 (6.05%) | 17 (7.91%) | 3 (1.40%) |
| 8 | Audio-visual materials | 21 (9.77%) | 32 (14.88%) | 24 (11.16%) | 22 (10.23%) | 21 (9.77%) | 49 (22.79%) | 5 (2.33%) | 41 (19.07%) |

Table 6 Use of Information Service

| Sl. No. | Information Services | Order of Priority | | | | | | | | | |
|---------|-----------------------|------------------------------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|---------------|---------------|
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| | | Number of Respondents & Percentage | | | | | | | | | |
| 1 | Lending Service | 53 (24.65%) | 33 (15.35%) | 13 (6.05%) | 36 (16.74%) | 18 (8.37%) | 25 (11.63%) | 3 (1.40%) | 3 (1.40%) | 3 (1.40%) | 1 (0.47%) |
| 2 | Reference Service | 93 (43.26%) | 57 (26.51%) | 27 (12.56%) | 22 (10.23%) | 3 (1.40%) | 11 (5.12%) | 0 | 0 | 0 | 0 |
| 3 | Orientation Programme | 29 (13.49%) | 24 (11.16%) | 22 (10.23%) | 10 (4.65%) | 22 (10.23%) | 19 (8.84%) | 17 (7.91%) | 4 (1.86%) | 2 (0.93%) | 3 (1.40%) |
| 4 | Online /Internet | 33 (15.35%) | 14 (6.51%) | 10 (4.65%) | 4 (1.86%) | 1 (0.47%) | 3 (1.40%) | 15 (6.98%) | 2 (0.93%) | 4 (1.86%) | 1 (0.47%) |
| 5 | Newspaper Clipping | 15 (6.98%) | 24 (11.16%) | 36 (16.74%) | 8 (3.72%) | 12 (5.58%) | 6 (2.79%) | 1 (0.47%) | 1 (0.47%) | 1 (0.47%) | 1 (0.47%) |
| 6 | Reservation Service | 27 (12.56%) | 12 (5.58%) | 23 (10.70%) | 13 (6.05%) | 13 (6.05%) | 12 (5.58%) | 13 (6.05%) | 20 (9.30%) | 4 (1.86%) | 2 (0.93%) |
| 7 | Photocopying Service | 37 (17.21%) | 20 (9.30%) | 27 (12.56%) | 23 (10.70%) | 22 (10.23%) | 12 (5.58%) | 26 (12.09%) | 25 (11.63%) | 2 (0.93%) | 1 (0.47%) |
| 8 | Inter library loan | 2 (0.93%) | 5 (2.33%) | 2 (0.93%) | 2 (0.93%) | 3 (1.40%) | 2 (0.93%) | 2 (0.93%) | 4 (1.86%) | 11 (5.12%) | 13 (6.05%) |
| 9 | OPAC/Web OPAC | 2 (0.93%) | 1 (0.47%) | 4 (1.86%) | 12 (5.58%) | 3 (1.40%) | 3 (1.40%) | 5 (2.33%) | 2 (0.93%) | 10 (4.65%) | 8 (3.72%) |
| 10 | Literature Search | 10 (4.65%) | 23 (10.70%) | 18 (8.37%) | 5 (2.33%) | 8 (3.72%) | 3 (1.40%) | 2 (0.93%) | 2 (0.93%) | 1 (0.47%) | 10 (4.65%) |

6.2 Satisfaction Level

Table 7 Satisfaction Regarding Use of Information Sources

| Sl. No. | Information sources | Number of Respondents & Percentage | | | |
|---------|----------------------------------|------------------------------------|-----------|---------------|---------------|
| | | Fully satisfied | Partially | Not satisfied | Not available |
| 1 | Text books | 77 | 113 | 20 | 1 |
| 2 | Reference books | 81 | 111 | 17 | 2 |
| 3 | Periodicals/ Newspapers | 102 | 67 | 37 | 9 |
| 4 | Journals (Scientific/ Technical) | 33 | 60 | 101 | 21 |
| 5 | E-Journals/ E-Books | 0 | 8 | 66 | 141 |
| 6 | Dissertations/ Thesis | 12 | 70 | 84 | 49 |
| 7 | Seminar reports/ conference | 6 | 48 | 46 | 115 |
| 8 | Audio-visual materials | 0 | 0 | 15 | 200 |

Table 8 Satisfaction of Information Services

| Sl. No. | Information Services | Number of Respondents & Percentage | | | |
|---------|----------------------------|------------------------------------|-----------|---------------|---------------|
| | | Fully satisfied | Partially | Not Satisfied | Not available |
| 1 | Lending Service | 120 | 70 | 12 | 12 |
| 2 | Reference Service | 91 | 84 | 26 | 5 |
| 3 | Orientation Programme | 9 | 45 | 45 | 91 |
| 4 | Online / Internet Services | 10 | 35 | 26 | 137 |
| 5 | Newspaper Clipping Service | 46 | 55 | 85 | 29 |
| 6 | Reservation Service | 3 | 24 | 40 | 148 |

| | | | | | |
|----|----------------------|----|----|-----|-----|
| 7 | Photocopying Service | 24 | 22 | 121 | 48 |
| 8 | Inter library loan | 0 | 0 | 14 | 201 |
| 9 | OPAC / Web OPAC | 5 | 13 | 144 | 53 |
| 10 | Literature Search | 45 | 96 | 31 | 15 |

6.3 Problems Faced by the Users while Using the Library**Table 9 Problems**

| Sl. No. | Problems | Number of | Percentage |
|---------|-------------------------------------|-----------|------------|
| 1 | Lack of skilled staff | 26 | 12.09% |
| 2 | Lack of multiple copies of books | 151 | 70.23% |
| 3 | Inadequate Working hours | 75 | 34.88% |
| 4 | Lack of proper arrangement of books | 122 | 56.74% |
| 5 | Inadequate subject collection | 95 | 44.19% |

Table 9 reveals that multiple responses were received for this question. 70.23% of respondents answered the problem is Lack of multiple copies of books in the library whereas 56.76% of respondents are facing Lack of proper arrangement of books in the shelves followed by Inadequate subject collection 44.19%, Inadequate Working hours 33.88% and Lack of skilled library staff 12.09%.

7.0 Suggestions Given by the Users

1. Have an accurate & active library system to arrange the books in correct order.
2. Need more copies of the document collection.
3. Seating arrangements should be more convenient.
4. More availability of internet.
5. Need more facilities in writing notes in the library.
6. Need various Malayalam and English magazines.
7. Library staffs should help the students who finds difficulty in taking books.
8. College authorities should provide PG students atleast 2 hours library hour a week.
9. Books of other languages, especially translated works from Tamil, Kannada etc. should be accessible.
10. Staff should more skill.
11. Need more book and reference.
12. There should be a place for making short notes.
13. Supply newspaper for each department.
14. Provide more additional books for reference.
15. Lack of centers for their provided additional rooms for information service.

8.0 Summary of the Findings

1. It is evident from the analysis that majority of the PG students visit the library weekly and as and when required. Further analysis revealed that only a few are using the library daily.
2. Majority of the PG students are satisfied with class lectures and notes whereas inconvenient library hours are the other major reason for not visiting the library frequently.
3. Post Graduate students are mainly using the library for preparing seminars/assignments and use of internet scored lowest when compared to other purposes.
4. Textbooks were found to be heavily used as attested to by the PG students. Of all library resources, audio visual materials recorded the lowest rating.
5. Majority of the PG students attested the non availability of information sources such as Audio-visual materials, E-journals / E-books and are only partially satisfied with important information sources such as Text books and Reference books. This shows that the library is not living up to the expectations of PG students and well-equipped to cater for their information needs.
6. Majority of the PG students marked their dissatisfaction on the availability of electronic information sources.
7. From the analysis of this study, it was evident that Post graduates highly utilize the reference services. OPAC and inter library loan are the most underutilized services.
8. Majority of the PG students attested the non availability of information services such as Inter library loan, Reservation Service and Online / Internet service and are only partially satisfied with important

information services such as Literature search, Reference service and Lending service which needs a serious attention.

9. The greatest challenges identified were lack of multiple copies of books and its proper arrangement.

9.0 Suggestions

1. Encourage the students to use library effectively.
2. The findings of this study suggest that library professionals should stress the importance of using OPAC as a retrieving tool, especially to PG students. Users should be dissuaded from merely browsing the shelves.
3. Based on the findings of this study, it is suggested there is need for improvement in the services it renders to the post graduate students in particular and the college community in general. The desired service expectations of post graduates reflect that the users required relevance and accurate information that matches their needs.
4. The library should organize a “library week” each semester to showcase the various resources available in the library and their importance. The library should also organize a quarterly training for both faculty and students on the use of library materials and services.
5. The authorities may take necessary steps for allotting more funds for the purchase of books and periodicals and the funds should be enhanced in proportion to the rising cost of books and periodicals keeping in view the increasing demand of the reading community.
6. Library needs to create awareness among post graduate students about the services and resources that are available and how to use them.

10.0 Conclusion

Through the study the investigator tried to find out the use of N.S.S. Hindu College library by Post Graduate students. More information sources and services must be provided for the proper functioning and utilization of the library. The study also revealed that the students are not getting proper orientation from the staff which is essential for the effective use of the library. The result of the study will help to improve the present situation of the library.

11.0 Reference

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