

# **SATISFACTION OF USERS IN SNATANDHARM POST-GRADUATE (SDPG) COLLEGE LIBRARY PANIPAT, HARYANA**

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## **Abstract**

College libraries are integral part of educational institutions in fact they may be regarded as the hearts of modern institutions of higher education. The principal function of a Library is to educate the educated. A well-equipped library is not only a storehouse of knowledge and experience but also a repository of world's culture-ancient, mediaeval and modern. College library represents one of the most important assets in support of the instructional programme of the college. This study is an attempt to identify the present status library with providing services of college libraries at Arya P. G. College Panipat, Haryana.

**Keywords:** College library, Academia Library Association, Library User Survey, Haryana.

## **Introduction**

A library is a collection of sources of information and similar resources, made accessible to a defined community for reference or borrowing. It provides physical or digital access to material, and may be a physical building or room, or a virtual space, or both. A library's collection can include books, periodicals, newspapers, manuscripts, films, maps, prints, documents, microform, CDs, cassettes, videotapes, DVDs, Blu-ray Discs, e-books, audio-books, databases, and other formats. A library is a collection of books. It is a temple of learning. In the past, people had to go to a teacher to learn from him. But how easy and cheap it is to get knowledge and wisdom today!

## **Library**

SnatanDharam (SD) college library has a rich collection of reading materials that is 28100 books, six Encyclopedias, 30 Dictionary, 30 CD/DVDs, 2800 bound volume etc. It comprises a spacious reading hall which can accommodate one hundred fifty students in addition to a reading room where twenty five students of self-financing-subjects can study and consult books. Library is located on the first floor on the college building. The total area of library is 2500sq. ft. the library reading rooms can commended around 200 students. There are two separate sections for the staff members in both the reading rooms. The library opining time is 9 am to 4 pm Monday to Friday. In this library have six staff members like one librarian, one assistant librarian, one library assistant, one library restorer and one peon.

## **Library Users**

Every bonafide student of this college can become a user of the library. Library card and reading card is issued to every student on submitting the receipt for the current academic year. Ex-students are allowed to use the library after obtaining principle /librarian permission.

## **Library Committee**

The library committee also plays a proactive role in planning and promoting the services of the library. Library committee has ten members include librarian, principle, vice principle and seven lecturers from different college departments. The library committee is an important committee to make decisions regarding the overall function of the library. Major relation regarding the library management takes after the approval of committee. Library committee also places a proactive role in the planning and promoting services in library

## **Objective of the study**

1. To determine the frequency of library use by the students
2. To know the attitude of library staffs
3. To know facility provide by the library for its users

4. To determine the extent of use of library resources by the students
5. To determine the use of library resources by the level of study of the students
6. To determine the relationship between level of study of the students and use of library resources

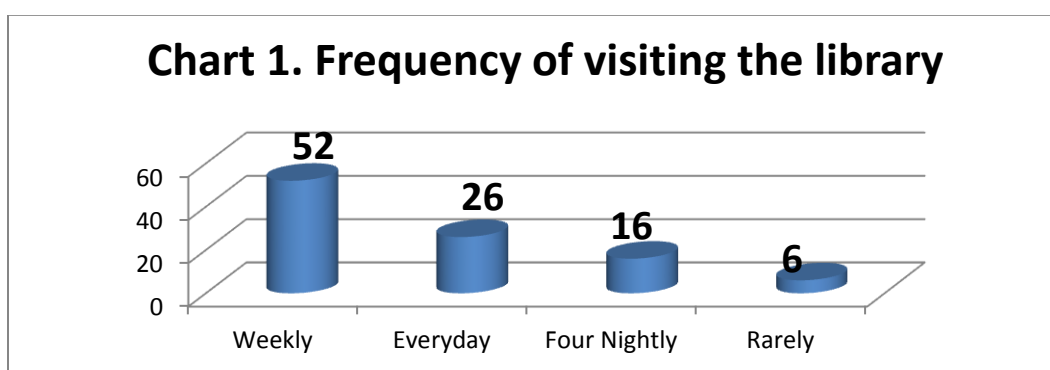
### Research Methodology

The survey method was adopted in order to collect data the necessary data for present the study. The study was conducted on S.D.P.G. College Library Panipat, which includes staff and students. The survey method is employed to collect precise information concerning the current general conclusion. Data was collected to meet librarian and fill questionnaire and observation. Simple random sample and percentage technique was used. 80 questionnaires were distributed and completely return was 70 which was a very good response of the respondents.

### Data Analysis

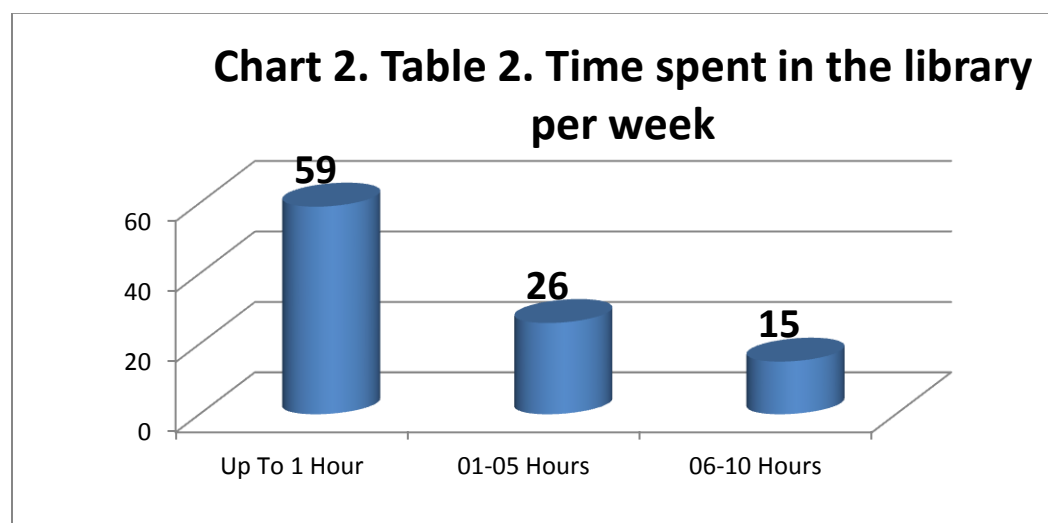
**Chart 1. Frequency of visiting the library:**

Chart 1 shows that 53% of the respondents visit library in a week, whereas 6% rarely.



**Chart 2. Time spent in the library per week**

Chart 2 shows that 59 % of the respondents regularly use the library up to one hour and more this 6-10 hours used the library by the 15 percent students.



**Chart 3. Purpose of visiting the library**

Chart 3 shows that the main purpose of visit library by the students, i.e. 50 % students visits the library to read/consult their subject books.

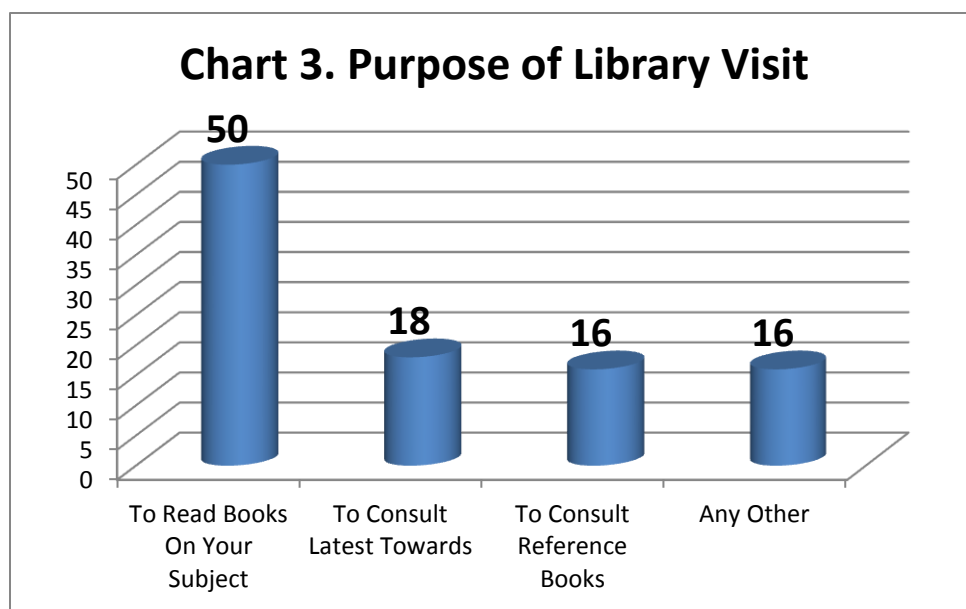
**Chart 4. Rating of text book collection in the library**

Chart 4 revealed that text book Collection in the Library. Maximum number of students 50% is rating excellent with available text books in the Library. Approx. 20% students are rating very well. The result shows that role of text Book is very important and needful in the education.

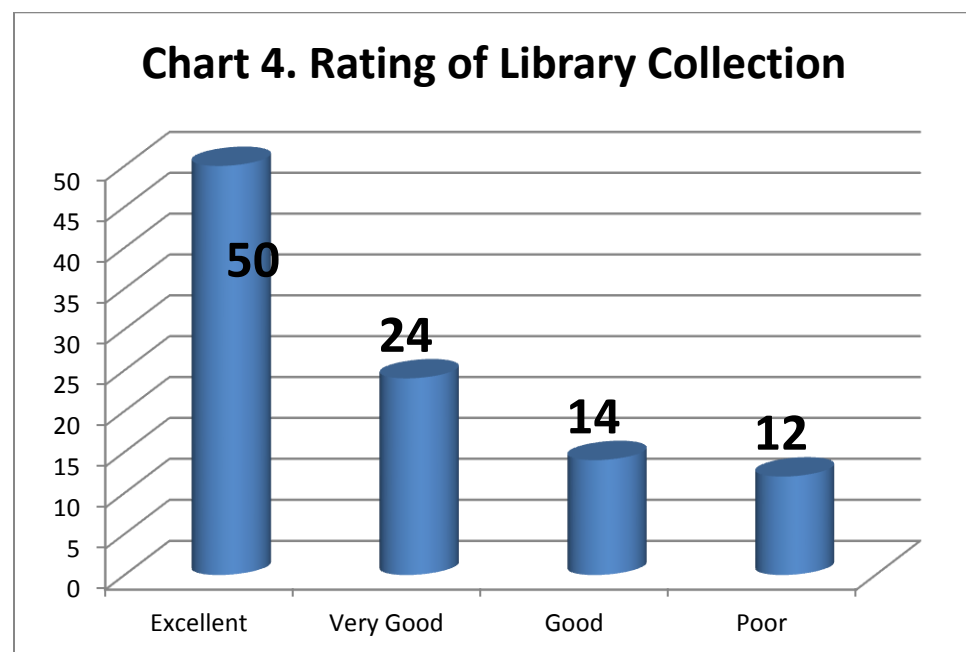
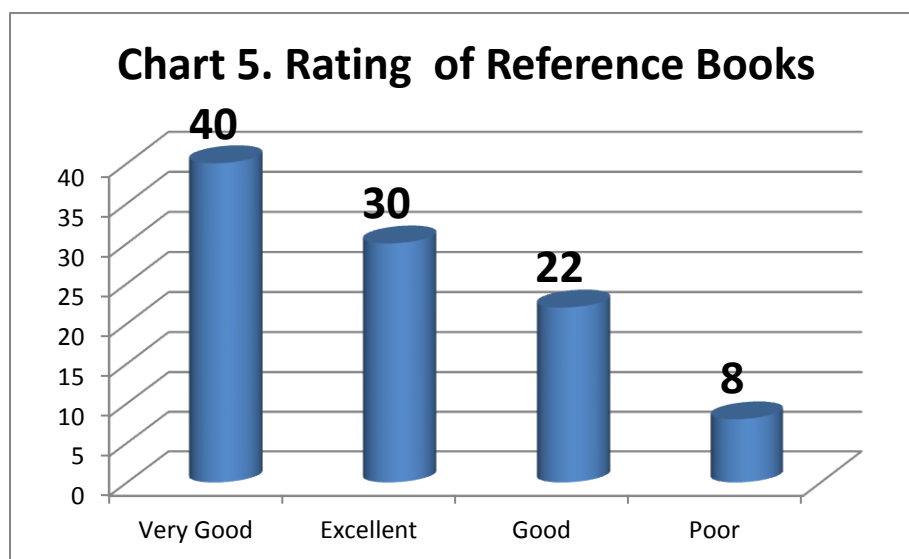
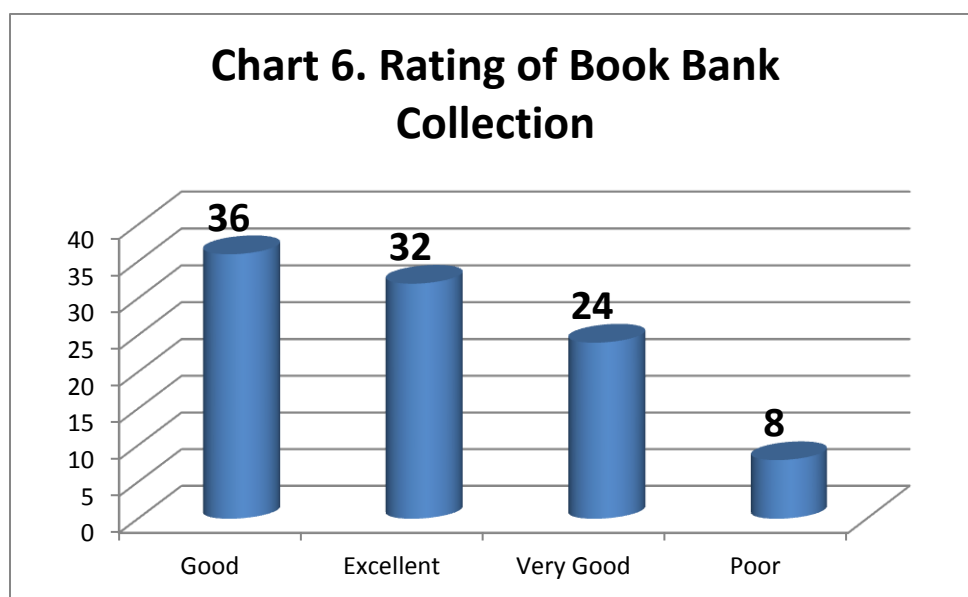
**Chart 5. Rating of Reference Books in the library**

Chart 5 revealed that reference books in the Library. Maximum number of students 40% is rating very well with available reference books in the Library. Approx. 30% students are rating excellent. Reference books collection is satisfactory majority of students said that present collection is very good in this library.



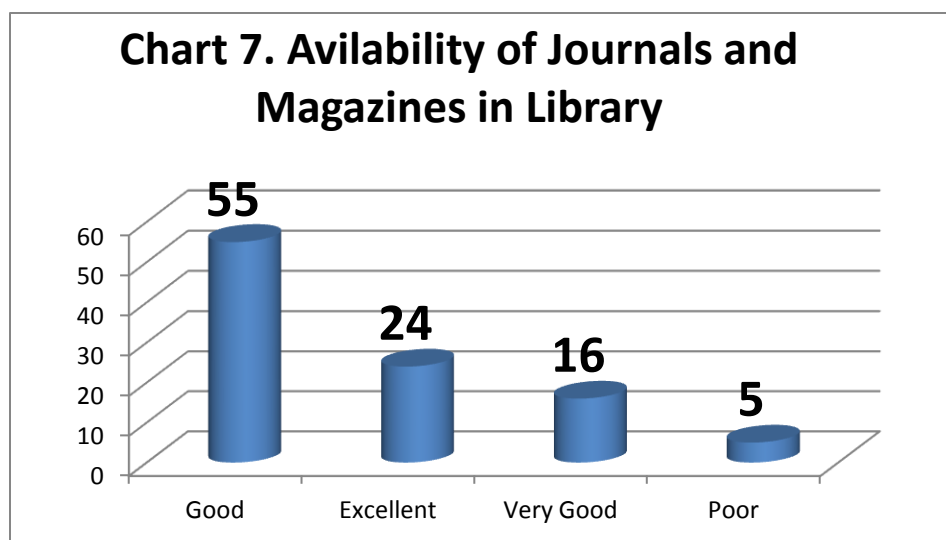
**Chart 6. Rating of Book Bank Collection in Library**

Chart 6 revealed that book bank collection in the Library. Maximum number of students 36% is rating well with available book bank collection in the Library. Approx. 32% students are rating excellent.

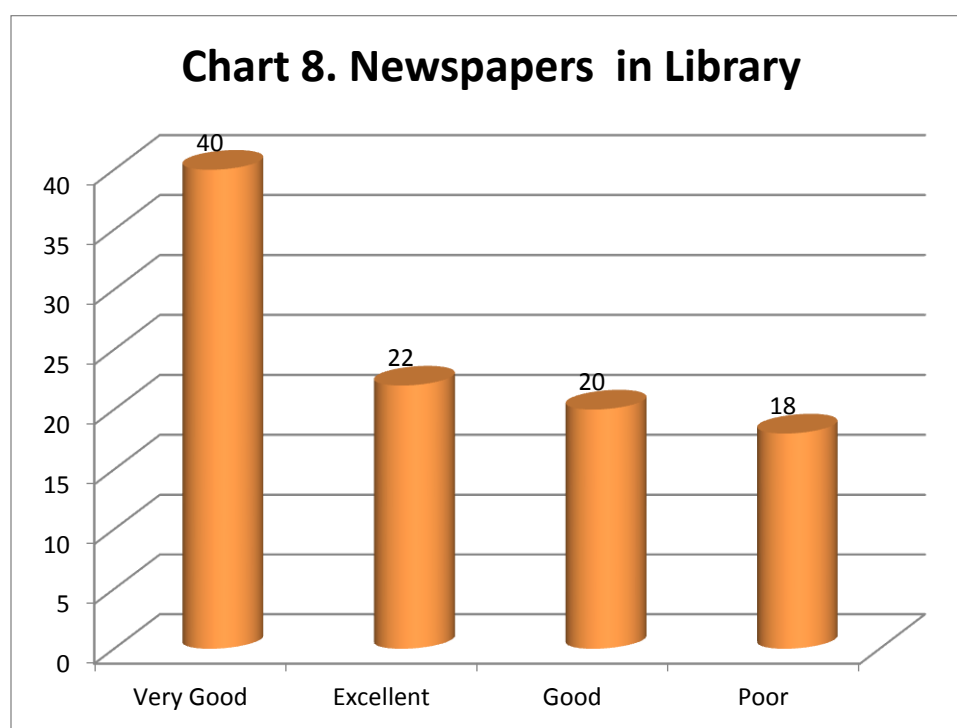


**Chart 7. Rating of Journals and Magazines in the library**

The library purchase 12 journals and 20 magazines in library such as Computer Today, Business Today, Journal of Marketing, PC Quest, Digit, University News, Health and Nutrition, Information technology etc. 55 % respondents showed that this collection is good.

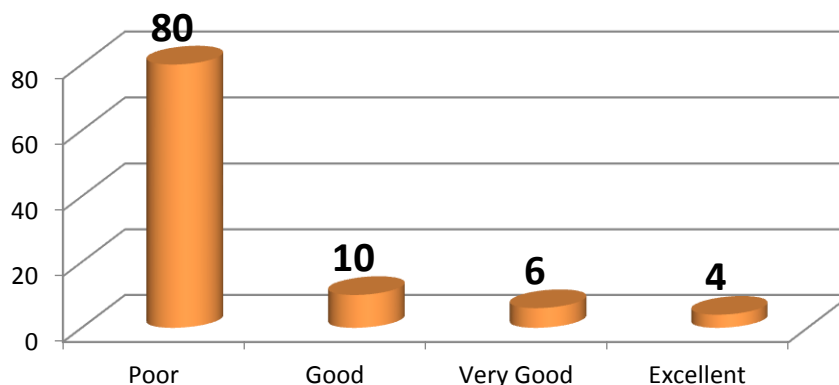
**Chart 8. Rating of Newspapers**

The library has 12 newspapers both (6 Hindi such as Amar Ujala, DanikBhaskar, DanikJagran, HariBhumi, Punjab Kesri and Danik Tribune and 6 English such as Tribune, Economic Times, Indian Express, Hindu, Hindustan Times and Times of India) 40 % student indicated that the strength of newspapers in library is very good.

**Chart 9. Rating of CD's/Other Material**

The Chart 9 shows that the collection of CD and DVD is very poor in library 80 % of the respondents not happy with the collection.

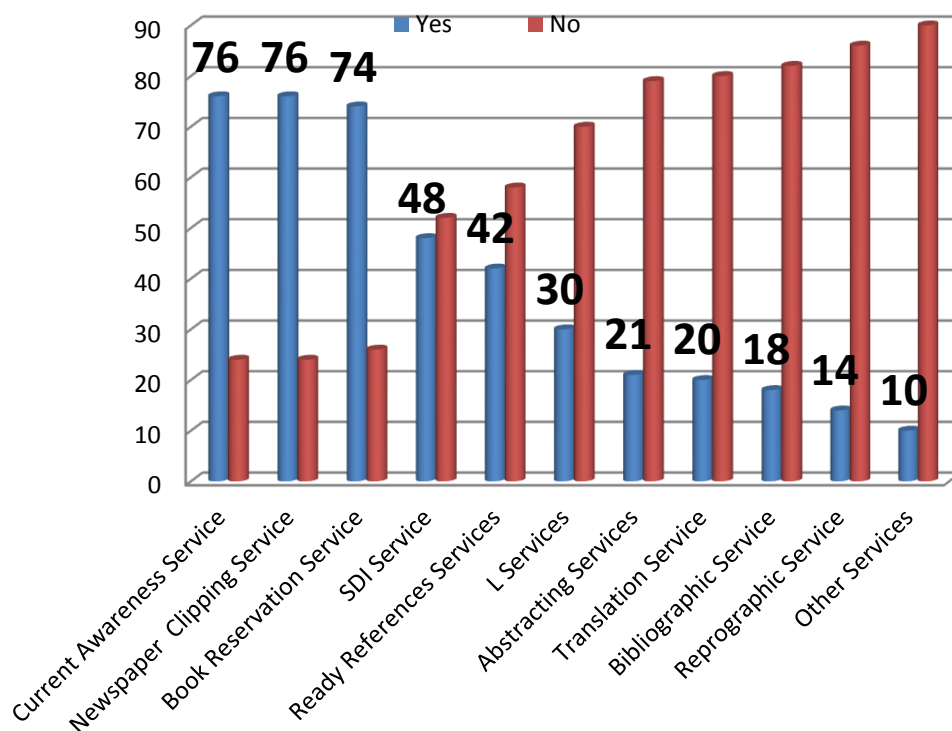
**Chart 9. Availability of CD'S/Other Material in Library**



**Chart 10. Service Provided By the Library**

Chart 10 shows the awareness of respondents regarding services provided by the library. Majority of the respondents not aware about the library service and the rarely use these services. The library provided the different type of service for students, i.e. CAS in the form of new additional list and the new titles are on display in the library. Most of the students only get the service CAS (76 %), Newspaper Clipping (76 %) and Reservation of Books (74 %).

**Chart 10. Library Services**



**Chart 11. Use of Library Catalogue**

Chart 11 shows that the majority of 70 % students use library catalogue in searching their reading material while 30 % students never use.

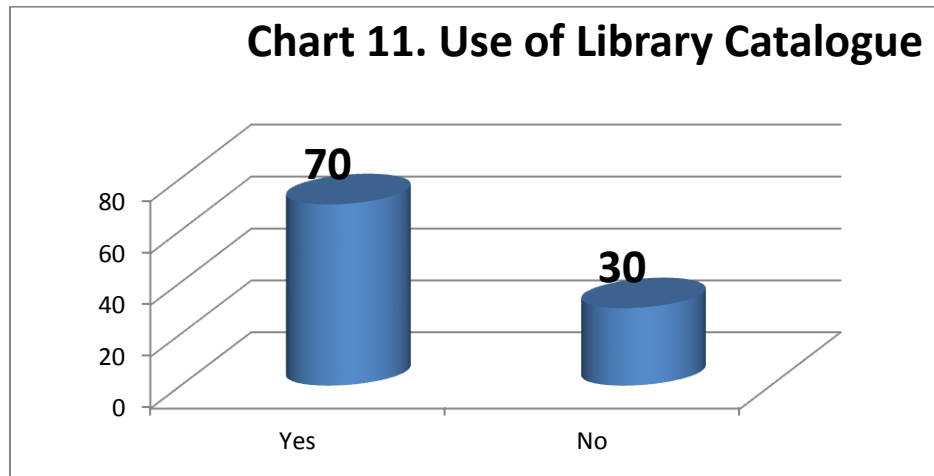
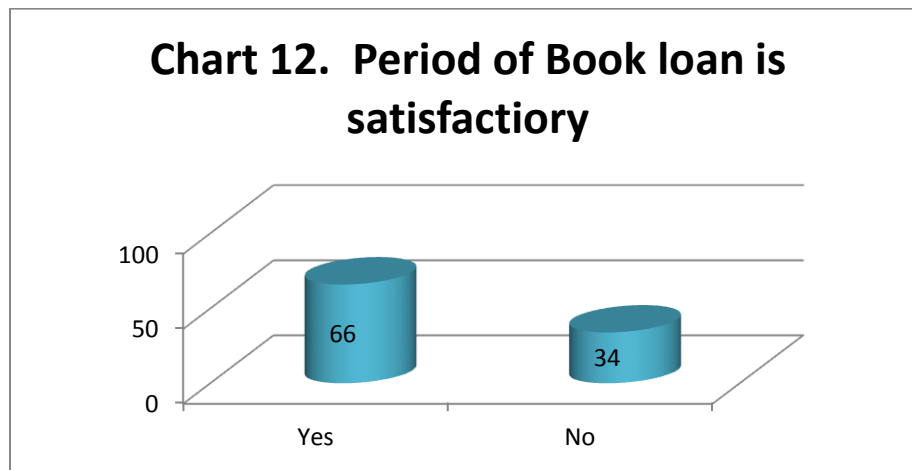
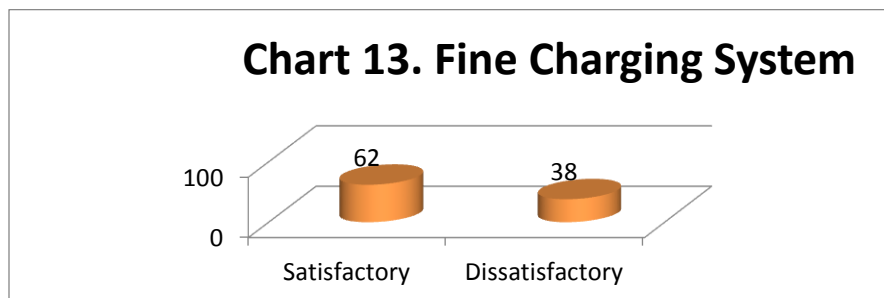
**Chart 12. Period of Book Loan is Satisfactory**

Chart 12 shows that the period of browsing the books is satisfactory supported by 66 % students while 34 % not satisfied.

**Chart 13. Present System of Fine Charging**

This Chart 13 result shows that majority of 62 % students library fine system is satisfactory while 38% Dissatisfactory.



**Chart 14. Purpose of Seeking Assistance**

Chart 14 shows that 50 % students seek assistance from library staff for finding information of their subject books and 30 % locating the book searching whereas 16 % assistance to consult reference sources in library.

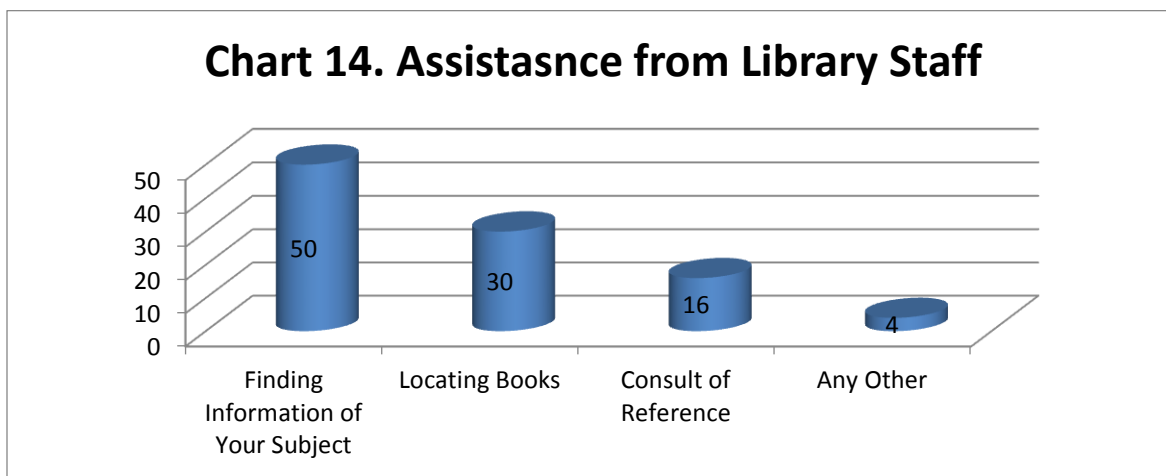
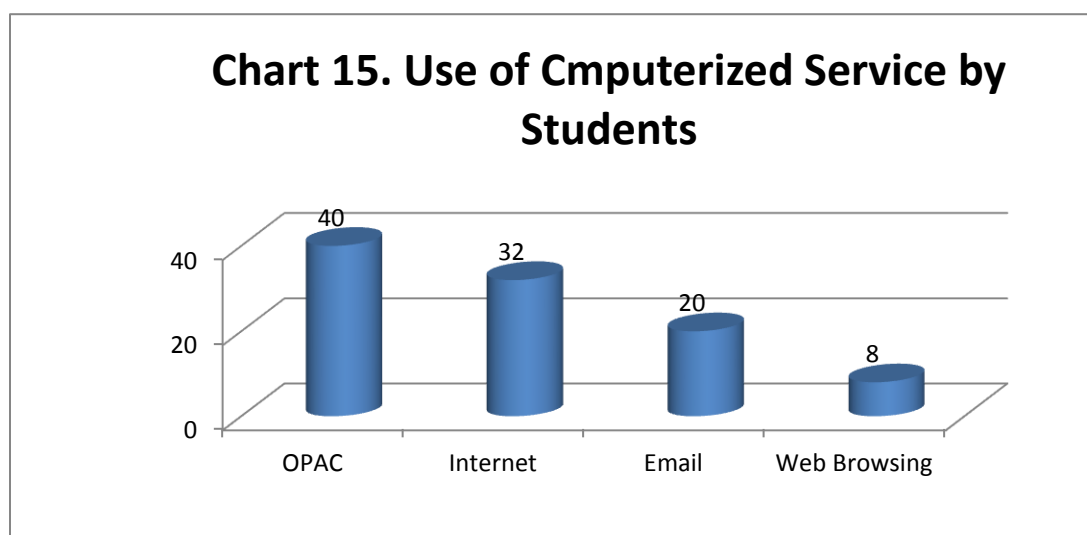
**Chart 15. Computerized Service Used By Students**

Chart 15 shows that 50 % of the students used the library OPAC to know the availability of their document in library.





**Chart 16. Books Found In Proper Way on Selves**

Chart 16 shows that 66 % students always find books on their location in proper way.

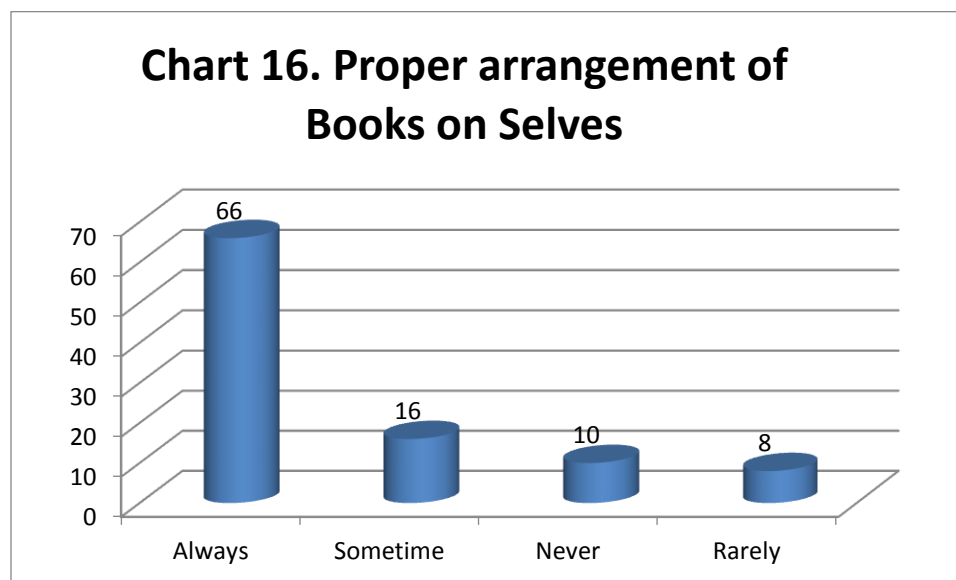
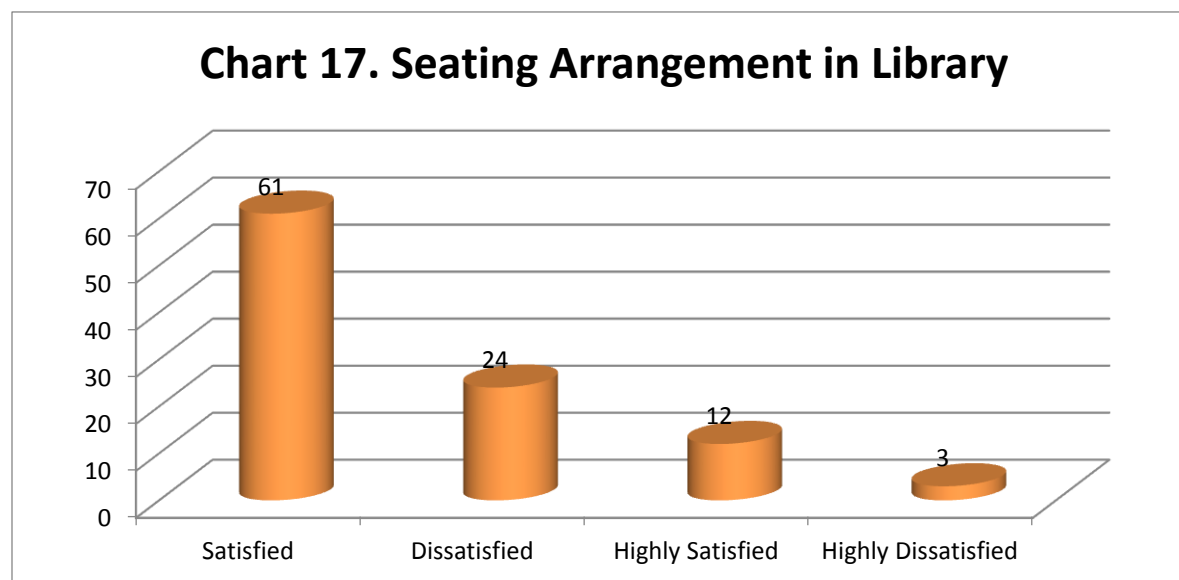
**Chart17. Seating Arrangement**

Chart 17 shows that 65 % respondents are satisfied with the seating arrangement in library while 17 % dissatisfied.

**Conclusion**

The result of the study clearly indicates that important role of library in college education and satisfaction of their user be must. The majority of the students of these institutions are depending on the text books and reference books available in the Libraries. Nowadays number of services provide by these libraries are in the electronic era for the users. Along with Text books, reference books, periodicals, newspapers the user also want online resources, good internet facility, Print out, photocopier, scanning facility etc. in the Library. The responsibilities of Librarian and Library authority are also increased on relevant reading material to provide enough study material for users. Library of Colleges are the important resources places for the students. These college libraries have developed and collection there resources to satisfaction of their users but it is not sufficient because of the new emerging

technology and change to digital library format. Today more and more bibliographic and full text information are being made available in an electronic form this change in Information Technology environment has found the Librarians to be update with the latest development and guide for their user for more satisfaction.

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