

Usage of Library Collection and Services by the PG Students and Scholars in the JLN Library of Kurukshetra University, Haryana: A Study

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Abstract

This reading examines the usage of library collection and services provided in the library for PG students and scholars of Kurukshetra University, Haryana. For the current reading, a well-designed questionnaire was circulated among the PG and scholars of Kurukshetra University, Haryana, in order to determine the frequently visit of users of the library and usage of print collection to know the satisfaction level of users. It can be shortened that maximum users use electronic-collection for their research and educational needs. Library professional are facing many challenges for providing smooth and effective services. The library staff should organise training sessions, seminars, workshops and orientation programmes for users at the regular intervals of time to keep them up-to-date with latest collection, services and technologies. Consequently, libraries have to form their collections and facilities to meet users "satisfaction". University libraries have a solitary duty to sustain the purposes of the university through promoting education, learning and research.

Keywords: Library Collection, Orientation, Training Session, Services, E-Collection, User Studies, Usage

Introduction

Information holds the key to success in modernising library services, which ensures not only new ways of information handling but also aims to introduce new ways in the lifestyle of users. Information is the main resource for every institute and is an important input for all types of organisations. Libraries are systematised information hubs as they have a partial collection with which they have to satisfy the meet needs of users. Consequently, libraries have to form their collections and facilities to meet users "satisfaction". University libraries have a solitary duty to sustain the purposes of the university through promoting education, learning and research.

Kurukshetra University is one of the universities of India. Established in 1956. The library was established for the University in Kalsia House with the Sanskrit books. The foundation stone of the present building was laid down on 17th July 1967.

Objective

The objectives towards showing the current study are:

- To know the use of library collection and services.
- To ascertain various library collection and services offered at the university library.
- To know the satisfaction level towards usage of library collection and services.
- To recommend methods for enhancing the use of offered library collection.

Scope and Limitation

The research papers cover only PG students and scholars of Kurukshetra University, Haryana, only.

Methodology

The questionnaire method was used for the present reading to gather the essential data, according to the objectives of the research. A total number of 421 questionnaires were circulated among the PG students and scholars and 351 filled-up questionnaires were returned back. The answer rate was 83.37%. Data has been collected through questionnaire, interview and on site observation and collected data has been analysed and explained. Data for

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the present study were collected during January–May 2019.

Exploration and Analysis of the Data

The data were collected through altered approaches and analysed thereafter. The data have presented in tables and figures below.

Distribution According to Gender Category

The distribution according to gender category responder under the study has been shown in Table 1. It shows that out of the 351 total responder, 200 (51.55%) are “Male” and the remaining 187 (48.44%) are “Female”.

Table 1: Gender-Wise Distribution

Gender	PG Students (No. = 236)	PhD Scholars (No. = 115)	Total (No. = 351)
Male	134 (56.78%)	56 (48.69%)	190 (54.13%)
Female	102 (43.22%)	59 (51.31%)	161 (45.86%)

Table 1 also shows that out of 236 PG students, 134 (56.78%) are “Male” and remaining 102 (43.227%) are “Female”. Among the 115 PhD scholars, 56 (48.69%) are “Male” and remaining 59 (51.31%) are “Female”.

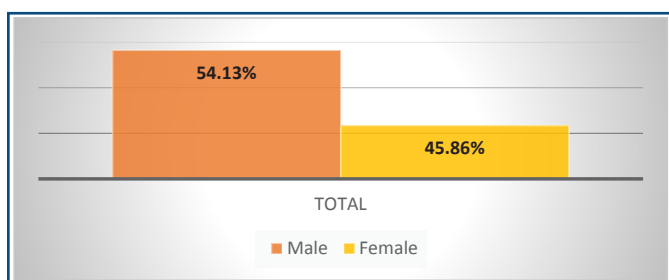


Fig. 1: Gender Distribution

Fig. 1 shows that male distribution is 54.13% and female distribution is 45.86% of 351 students.

Frequency Visit of Library Users

Table 2 shows that 166 (47.29%) of responders visit the library daily, followed by 62 (17.66%) of responders visit the library fortnightly. About 20 (5.69%) of responders visit the library occasionally, 50 (14.24%) of responders visit the library weekly and 39 (11.11%) of responders visit the library once in a month.

Table 2: Frequency Visits of Users in the Library

Frequency of Visit	PG Students No. = 236	PhD Scholars No. = 115	Total No. = 351
Daily	115 (48.72%)	51 (44.34%)	166 (47.29%)
Weekly	27 (23.47%)	23 (20%)	50 (14.24%)
Fortnightly	49 (20.76%)	13 (11.30%)	62 (17.66%)
Once in a month	34 (14.40%)	05 (4.34%)	39 (11.11%)
Occasionally	11 (4.66%)	9 (7.82%)	20 (5.69%)

Table 3 shows 295 (84.04%) responders visit the library for borrowing books, followed by 313 (89.17%) responders visiting the library to consult the books, 311 (85.75%) for reading journals and magazines, 318 (90.59%) for referring to theses and dissertations, 238 (67.80%) for internet browsing, 213 (60.68%) for preparing assignments and notes, 219 (62.39%) for reading newspapers, 206 (58.68%) for improving general knowledge, 146 (41.59%) for recreation and 118 (33.61%) for discussion with friends.

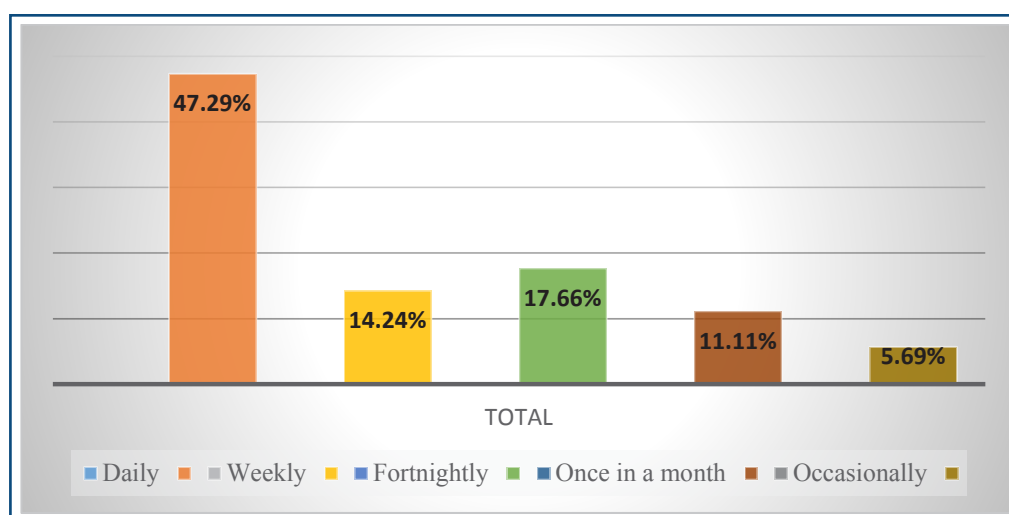


Fig. 2: Frequency Visits of Users in the Library

Fig. 2 shows 47.29% users visit daily, about 14.24% of users visit weekly, 17.66% of users visit fortnightly, only 11.11% of users visit once in a month and only 5.69% users visit occasionally.

Table 3: Visit Purpose for Library

Purpose	PG Students No. = 236	PhD Scholars No. = 115	Total No. = 351
To borrow books	206 (87.29%)	89 (77.39%)	295 (84.04%)
To consult books	221 (93.64%)	92 (80%)	313 (89.17%)
To read newspapers	184 (77.96%)	35 (30.43%)	219 (62.39%)
To prepare assignments and notes	181 (76.69%)	32 (27.82%)	213 (60.68%)
To browse the internet	190 (80.50%)	48 (41.73%)	238 (67.80%)
To improve general knowledge	147 (62.28%)	59 (51.30%)	206 (58.68%)
For recreation	109 (46.18%)	37 (32.17%)	146 (41.59%)
For discussion with friends	94 (39.83%)	24 (20.86%)	118 (33.61%)
To refer to theses and dissertations	225 (95.33%)	93 (80.86%)	318 (90.59%)
To read journals and magazines	213 (90.25%)	98 (85.21%)	311 (85.75%)

Table 3 also shows 206 (87.29%) of PG students visit the library for borrowing books and 98 (85.21%) of PhD scholars visit the library to read serial publications.

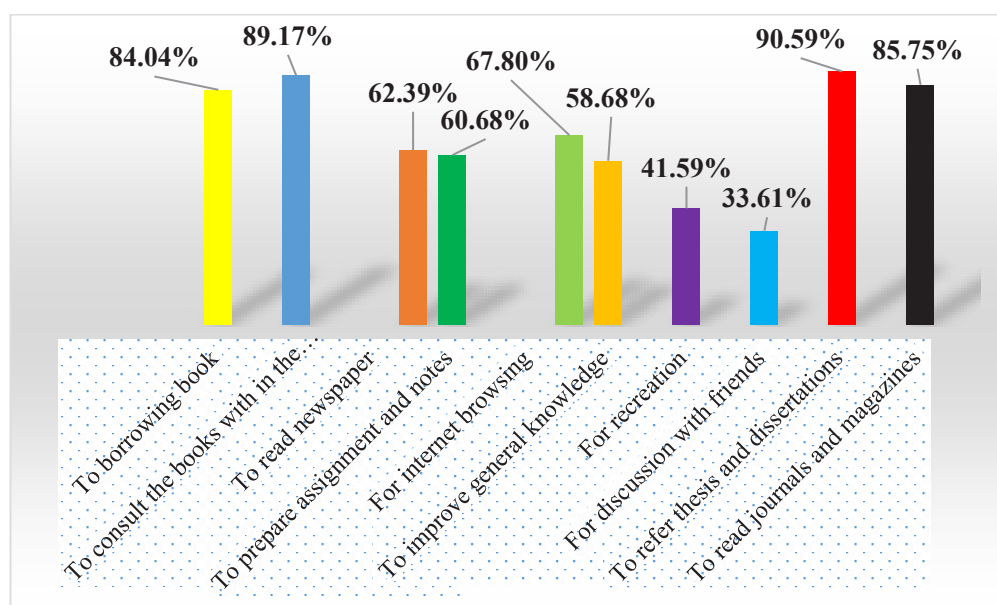


Fig. 3: Visit Purpose for Library

Figure 3 shows 84.04% of users visit library for borrowing 89.17% users have visited library to borrow the books and 62.39% users have visited library to read newspapers, 60.68% users have visited library to prepare assignments, 67.80% of users have visited for internet browsing, 58.68% of users visited library for general reading, 41.59% of users have visited for recreation, 33.61 of users have visited library for discussion with friends and 87.75% of users have visited library to read the journal and magazine.

Rate of Use of Printed Library Collection

The frequency of use of printed library collection by the responder has been summarised in Table 4. Table 4 shows 163 (46.43%) of responder use books “Maximum”, followed by 91 (25.92%) using them “Occasionally”, aaps/atlasses, 117 (33.33%) use “Occasionally”, 46 (13.10%) use “Frequently” and 21 (5.98%) “Maximum”.

88 (25.07%) using “Frequently”, and 09 (02.56%) using the books “Not at all”. 126 (32.64%) responders use Conference Proceeding by 107 (30.48%) “Occasionally”, 104 (29.62%) “frequently”, 108 (30.76%) “Maximum” and 32 (09.11%) “Not at all”. 130 (37.03%) of responders use a dictionary “Maximum”, 115 (32.76%) use “frequently”, 101 (28.77%) use “Occasionally” and 05 (01.42%) of responder “Not at all”. 112 (31.90%) of responders use an encyclopaedia “Frequently”, 107 (30.48%) use “Occasionally”, 88 (25.07%) “Not at all” and 44 (12.53%) “Maximum”. 166 (47.29%) of responders use gazetteers “Occasionally”, 91 (25.92%) use “Maximum”, 84 (23.93%) use “Frequency” and 45 (12.82%) “Not at all”. 108 (27.98%) of responders “Not at all” use handbooks, 102 (29.05%) use “Frequently”, 117 (33.33%) use “Occasionally” and 75 (21.36%) “Maximum”. 167 (47.57%) of responders “Not at all” use

Table 4: Rate of Use Library Print Collection

Library Collection	Maximum	Frequently	Occasionally	Not at all
Books	163 (46.43%)	88 (25.07%)	91 (25.92%)	09 (02.56%)
Conference Proceedings	108 (30.76%)	104 (29.62%)	107 (30.48%)	32 (09.11%)
Dictionary	130 (37.03%)	115 (32.76%)	101 (28.77%)	05 (01.42%)
Encyclopaedia	44 (12.53%)	112 (31.90%)	107 (30.48%)	88 (25.07%)

<i>Library Collection</i>	<i>Maximum</i>	<i>Frequently</i>	<i>Occasionally</i>	<i>Not at all</i>
Gazetteers	91 (25.92%)	84 (23.93%)	166 (47.29%)	45 (12.82%)
Handbooks	75 (21.36%)	102 (29.05%)	83 (23.64%)	91 (25.92%)
Maps/Atlases	21 (5.98%)	46 (13.10%)	117 (33.33%)	167 (47.57%)
Periodicals	104 (29.62%)	151 (43.01%)	72 (20.51%)	24 (6.83%)
Reports	121 (34.47%)	101 (28.77%)	104 (29.62%)	25 (7.12%)
Theses/Dissertations	113 (32.19%)	161 (45.86%)	65 (18.51%)	12 (3.41%)
Year Book	64 (18.23%)	103 (29.34%)	71 (20.22%)	113 (32.19%)

104 (29.62%) of responders use periodicals “Maximum”, 72 (20.51%) use “Occasionally”, 151 (43.01%) use “Frequently” and 35 (9.97%) “Not at all”. 101 (28.77%) of responders use reports “Frequently”, 121 (34.47%) use “Maximum”, 104 (29.62%) use “Occasionally” and 25 (7.12%) “Not at all”. 161 (45.86%) of responders use theses/dissertations “Frequently”, 113 (32.19%) use “Maximum”, 65 (18.51%) use “Occasionally” and 12 (3.41%) “Not at all”. 113 (32.19%) of responders “Not at all” use year book, 103 (29.34%) use “Frequently”, 71 (20.22%) use “Occasionally” and 64 (18.23%) “Maximum”.

Usage of Library Services

The use of various services available in the library by the responders has been summarised in Table 5. Table 5 shows 101 (28.77%) of responders use books reservation facility “Maximum”, 136 (38.74%) “Frequently”, 53 (15.09%) “Occasionally”, 35 (9.97%) “Rarely” and 26 (7.40%) “Not at all”.

72 (20.51%) of responders use CAS “Maximum”, 91 (25.92%) “Frequently”, 94 (26.78%) “Occasionally”, 70 (19.94%) “Rarely” and 24 (6.83%) “Not at all”.

169 (48.14%) of responders use inter library loan facility “Maximum”, 22 (6.26%) “Frequently”, 30 (8.54%) “Occasionally”, 11 (3.13%) “Rarely” and 28

(7.97%) “Not at all”.

20 (5.69%) of responders use internet service “Maximum”, 206 (58.68%) “Frequently”, 76 (21.65%) “Occasionally”, 35 (9.97%) “Rarely” and 14

(3.98%) “Not at all”.

151 (43.01%) of responders use lending service “Maximum”, 134 (38.17%) “Frequently”, 34 (9.68%) “Occasionally”, 21 (5.98%) “Rarely” and 11

(3.13%) “Not at all”.

56 (15.95%) of responders use literature search “Maximum”, 124 (35.32%) “Frequently”, 90 (25.64%) “Occasionally”, 52 (13.29%) “Rarely” and 29 (8.26%) “Not at all”.

15 (4.27%) of responders use photocopy service “Maximum”, 198 (56.41%) “Frequently”, 115 (32.76%) “Occasionally”, 17 (4.84%) “Rarely” and 06 (1.70%) “Not at all”.

Table 5: Rate of Use of Library Services

<i>Library Services</i>	<i>Maximum</i>	<i>Frequently</i>	<i>Occasionally</i>	<i>Rarely</i>	<i>Not at all</i>
Book Reservation	101 (28.77%)	136 (38.74%)	53 (15.09%)	35 (09.97%)	26 (07.40%)
CAS	72 (20.51%)	91 (25.92%)	94 (26.78%)	70 (19.94%)	24 (06.83%)
Inter Library Loan	169 (48.14%)	22 (06.26%)	30 (08.54%)	11 (03.13%)	28 (07.97%)
Internet Service	20 (05.69%)	206 (58.68%)	76 (21.65%)	35 (09.97%)	14 (03.98%)
Lending Service	151 (43.01%)	134 (38.17%)	34 (09.68%)	21 (05.98%)	11 (03.13%)
Literature Search	56 (15.95%)	124 (35.32%)	90 (25.64%)	52 (13.29%)	29 (08.26%)
Photocopy Service	15 (04.27%)	198 (56.41%)	115 (32.76%)	17 (04.84%)	06 (01.70%)
Reference Service	29 (08.26%)	181 (51.56%)	89 (25.35%)	39 (11.11%)	13 (03.70%)
SDI Service	41 (11.68%)	113 (32.19%)	88 (25.07%)	90 (25.64%)	19 (05.41%)
User Orientation Programme	78 (22.22%)	89 (25.35%)	67 (19.08%)	87 (24.78%)	30 (08.54%)

29 (08.26%) of responders use reference service “Maximum”, 181 (51.56%) “Frequently”, 89 (25.35%) “Occasionally”, 39 (11.11%) “Rarely” and 13 (03.70%) “Not at all”.

41 (11.68%) of responders use SDI service “Maximum”, 113 (32.19%) “Frequently”, 88 (25.07%) “Occasionally”, 90 (25.64%) “Rarely” and 19 (05.41%) “Not at all”.

78 (22.22%) of responders use user orientation

programme “Maximum”, 89 (25.35%) “Frequently”, 67 (19.08%) “Occasionally”, 87 (24.78%) “Rarely” and 30 (08.54%) “Not at all”.

Rate of Usage of Library E-Collection

The rate of use of digitally subscribed library collection by the library has been given in Table 6.

Table 6: Usage of Library E-Collection

<i>Library E-Collection</i>	<i>Daily</i>	<i>Weekly</i>	<i>Fortnightly</i>	<i>Monthly</i>	<i>Never</i>
E-Shodh Sindhu	78 (22.22%)	81 (23.08%)	137 (39.03%)	53 (15.09%)	02 (00.56%)
Manupatra Online Law Database	14 (03.98%)	112 (31.90%)	99 (28.20%)	116 (33.04%)	10 (02.84%)
E-Books	15 (04.27%)	93 (26.49%)	130 (37.03%)	102 (29.05%)	11 (03.13%)
Directory of Open Access Repositories - DOAR	52 (14.81%)	113 (32.19%)	49 (13.96%)	121 (34.47%)	16 (04.55%)
Directory of Open Access Book - DOAB	83 (23.64%)	43 (12.25%)	54 (15.38%)	141 (40.17%)	29 (08.26%)

<i>Library E-Collection</i>	<i>Daily</i>	<i>Weekly</i>	<i>Fortnightly</i>	<i>Monthly</i>	<i>Never</i>
Directory of Open Access Journals - DOAJ	51 (14.52%)	123 (35.04%)	58 (16.52%)	36 (10.25%)	82 (23.36%)
Digital Library of India	107 (30.48%)	129 (36.75%)	62 (17.66%)	44 (12.53%)	08 (02.27%)
Sage Journals	71 (20.22%)	103 (29.34%)	156 (44.44%)	10 (02.84%)	11 (03.13%)
Cambridge University Press	15 (04.27%)	34 (09.68%)	56 (15.95%)	155 (44.15%)	90 (25.64%)
Emerald Insight	92 (26.21%)	71 (20.22%)	72 (20.51%)	101 (28.77%)	15 (04.27%)
Indian Science Abstracts	16 (04.55%)	42 (11.96%)	76 (21.65%)	98 (27.92%)	118 (33.61%)
NISCAIR Journals	79 (22.50%)	48 (13.67%)	74 (21.08%)	99 (28.20%)	51 (14.52%)
Scifinder	85 (24.21%)	93 (26.49%)	71 (20.22%)	63 (17.94%)	39 (11.11%)

Table 6 shows 137 (39.03%) of responders use E-Shodh Sindhu “Fortnightly”, followed by 116 (33.04%) use Manupatra Online Law Database “Monthly”, 130 (37.03%) use E-Books “Fortnightly”, 121 (34.47%) use Directory of Open Access Repositories - DOAR “Monthly”, 141 (40.17%) use Directory of Open Access Book - DOAB “Monthly”, 123 (35.04%) use Directory of Open Access Journals - DOAJ “Weekly”, 129 (36.75%) use Digital Library of India “Weekly”, 156 (44.44%) use Sage Journals “Fortnightly”, 155 (44.15%) use Cambridge University Press “Monthly”, 101 (28.77%) use Emerald Insight “Monthly”, 118 (33.61%) “Never” use Indian Science Abstracts, 99 (28.20%) use NISCAIR Journals “Monthly” and 93 (26.49%) use Scifinder “Weekly”.

Satisfaction Level Towards Usage of Library Collection

The level of satisfaction towards utilisation of library collection by the responders has been summarised in Table 7. Table 7 shows 203 (57.83%) of responders are

“Satisfied” with utilisation of library collection, followed by 97(27.63%) “Moderately Satisfied”, 37 (10.54%) “Extremely Satisfied” and 14 (03.98%) “Slightly Satisfied”.

Table 7: Satisfaction Level Towards Use of Library Collection

<i>Satisfaction Level</i>	<i>PG Students No. = 236</i>	<i>PhD No. = 115</i>	<i>Total No. = 351</i>
Satisfied	173 (73.30%)	30 (36.08%)	203 (57.83%)
Moderately Satisfied	51 (21.61%)	46 (40%)	97 (27.63%)
Extremely Satisfied	28 (11.86%)	9 (07.82%)	37 (10.54%)
Slightly Satisfied	08 (03.38%)	06 (05.21%)	14 (03.98%)

Fig. 4 shows that 58% of users are satisfied, 28% of users are moderately satisfied, 10% of users are extremely satisfied and 4% of users are slightly satisfied.

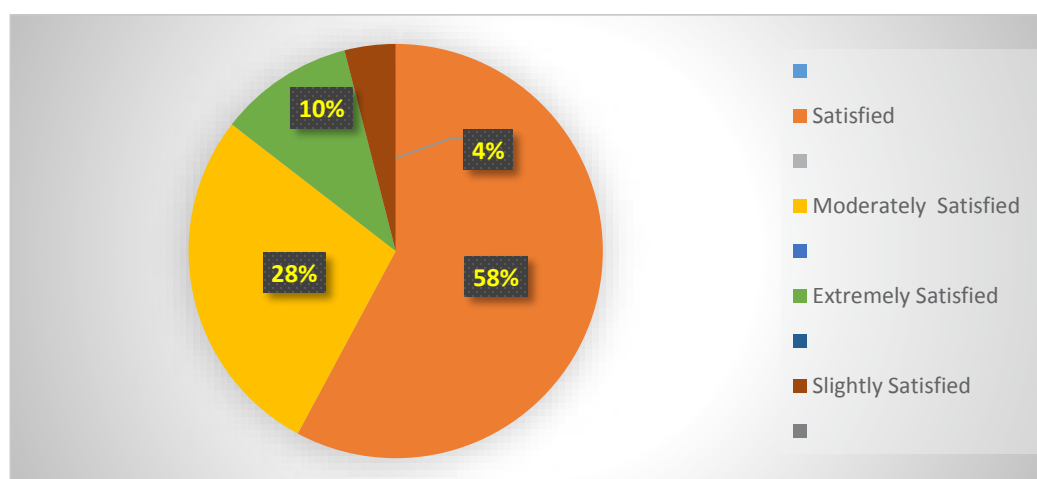


Fig. 4: Satisfaction Level

Library Role to Promote the Use of Library Collection

The judgement assembled about the role towards promoting the use of library collection has been summarised in Table 8. Table 8 shows 179 (50.99%) of responders opine well arrangement of collection in the library as “Most Important”, followed by 99 (28.20%) “Important”, 48 (13.67%) “Moderately Important”, 16 (4.55%) “Less Important” and 09 (02.56%) “Not at all Important”.

123 (35.04%) of responders opine well-organised homepage of library with link to e-collection/databases as “Important”, followed by 103 (29.34%) “Most Important”, 102 (26.42%) “Moderately Important”, 63 (17.94%) “Less Important” and 10 (02.84%) “Not at all Important”. 127 (36.182%) of responders opine assistance from library staff in handling library collection as “Most Important”, followed by 94 (26.78%) “Moderately Important”, 14 (03.98%) “Less Important”, 110 (31.33%) “Important” and 06 (1.70%) “Not at all Important”.

Table 8: Library Role Towards Promoting the Use of Library Collection

Description	Most Important	Important	Moderately Important	Less Important	Not at all Important
Student training and orientation programme	140 (43.88%)	119 (33.90%)	65 (18.51%)	19 (05.41%)	08 (02.07%)
Help from library staff in handling library collection	127 (36.182%)	110 (31.33%)	94 (26.78%)	14 (03.98%)	06 (1.70%)
Physical Infrastructure facility for reading	173 (49.28%)	103 (29.34%)	50 (14.24%)	13 (03.70%)	12 (03.41%)
Well-structured homepage of library with link to e-databases	103 (29.34%)	123 (35.04%)	52 (14.81%)	63 (17.94%)	10 (02.84%)
Well arrangement of collection in the library	179 (50.99%)	99 (28.20%)	48 (13.67%)	16 (4.55%)	09 (02.56%)

119 (33.90%) of responders opine user training/orientation as “Important”, followed by 140 (43.88%) “Most Important”, 19 (05.41%) “Less Important”, 65 (18.51%) “Moderately Important” and 08 (02.07%) “Not at all Important”. 173 (49.28%) of responders opine physical

infrastructure facility for reading as “Most Important”, followed by 103 (29.34%) “Important”, 50 (14.24%) “Moderately Important”, 13 (03.70%) “Less Important” and 12 (03.41%) “Not at all Important”.

Recommendations

Founded on the outcomes of the study, the subsequent recommendations are made for the actual use of collection and services available in the library:

- The top management of university should conduct user orientation programme for better utilisation of Library collection – Print documents, e-collection, e-books, e-journals and e-databases.
- The output of the study encourages us to from traditional print collection to electronic collection. A extensive marketing of all available collection is essential for better utilisation of library services and collection.
- We should make sure that the orientation programme must be attended by all the users.
- The state government should provide financial assistant for execution for developing library collection and which enables library staff to implementation of new technology in libraries.
- A commitment from top management is very essential to offer better quality services.

Conclusions

Today, the internet has become a vital source of information due to fast improvement in technology. The digital collection has totally improved the library scenario and retrieval technique of the users. Patrons are shifting from traditional collection to digital collection. It is also felt that the research and training programme offered by the resource centre towards retrieving electronic-collection is much utilised by the PG students and PhD scholars of the university. It can be shortened that maximum users use electronic-collection for their research and educational needs. Library professional are facing many challenges for providing smooth and effective services. The library staff should organise training sessions, seminars, workshops and orientation programmes for users at the regular

intervals of time to keep them up-to-date with latest collection, services and technologies.

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