

Use of Information Resources and Services in the Library of Chaudhary Bansi Lal University Bhiwani: A Study

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Abstract— This article investigates the many reasons for visiting libraries, preferred information sources, and user expectations at Chaudhary Bansi Lal University Bhiwani, Haryana. The research was carried out among teaching, Non teaching, P.G. students and research scholars. The data was gathered from the respondents using a well-structured questionnaire. It has been shown that the majority of users visit libraries to borrow printed materials and prefer print resources over e-resources. Users are required to give remote access to e-resources and to be able to locate information from several resources searching on a single platform. According to the study, encouraging users to boost the usability of e-resources and implementing remote access services to access the resources remotely are both advised.

Index Terms: User Study, Library Resources, Library Services, User Needs Survey, Chaudhary Bansi Lal University Bhiwani.

INTRODUCTION

Today's library might be a bustling data centre, with data pre-packaged in a variety of forms for the customers' convenience. The value of a library collection is determined not only by the amount of information sources available, but also by the efficient methods for delivering and decoding them to users. Some of the phrases used in library operations, such as cataloguing, categorization, charging and discharging, are unfamiliar to users; as a result, they should be explained in the most understandable manner possible (Mallaiyah, Kumbar and Patil, 2008). A digital resource is defined as a computer-accessible resource or any electronic product that provides a collection of data, such as full text databases, electronic journals, multimedia products, other software packages, or numerical, graphical, or time-based data, as well as a commercially available title that has been published with the intent of being

marketed. These can be transmitted by CD-ROM, cassette, the Internet, and other means.

These are more beneficial owing to inherent capabilities for modification and searching, offering information access is less expensive than obtaining information resources, savings in storage and maintenance, and electronic forms are often the only option. Academic libraries faced new problems and possibilities in obtaining or maintaining serials within their limited budgets as scientific publication evolved or publisher pricing policies changed. The 21st-century library & information services are rapidly evolving. Libraries are not only obtaining books and journals such as traditional books and periodicals, but also providing for access to numerous educational materials in digital form, due to the fast development of digital publication.

CHAUDHARY BANSI LAL UNIVERSITY BHIWANI

The University Library was founded in 2014. The Library contains a large collection of over 20697 volumes on Science and other disciplines. In Hindi and English, the Library subscribes to 31 journals from various fields, 14 magazines, and 15 newspapers. The Library's reference section is extensive. It includes the most up-to-date Encyclopedias, Dictionaries, and Educational Publications to meet the demands of clever students and instructors while also stimulating their minds. KOHA software has been used to totally computerize the library. With the help of urkund, the Library can identify and verify plagiarism. When new knowledge or communication technologies has been available, the Library has always been at the forefront of using it. To do so, the Library has access to 7100+ e-journals from 1 publisher as well as 1 database through its digital archive.

LITERATURE REVIEW

A new research must conduct a thorough review of related literature. Any study requires that the researcher have a thorough understanding of previous work in the field. Only papers that were similar to the current investigation were looked at by the investigator. The following are a few reviews of relevant literature:

Patel (2018) investigated student satisfaction with the library resources and services at the CKSVIM management college in Vadodara. There were 237 questionnaires issued, and 206 people answered. The basic facilities, physical setup, print and e-resources of the CKSVIM library were all discussed in the research. The majority of respondents are happy with library amenities, according to the study's findings. Based on the findings, the author recommended that the library's issue return time be extended and that an air conditioner be installed.

This research by Otulugbu (2017) looked at the awareness and usage of online information sources among university of city college boy students. On a purposeful sample basis, 300 students were given copies of the questionnaires. The findings demonstrate that while 97.9% of students were generally aware of online information sources, just a small percentage of students were aware of the specific online sources made available at the institution. Furthermore, just a handful of the students were satisfied with the available online information sources. According to the findings, university libraries should effectively raise knowledge of the various online resources available to students. The outcomes of this study will be useful to educational institutions on the same piece of land as the University of City. This study may also be useful to librarians and tutorial students in effectively raising knowledge of online information sources among university students. For the purposes of this study, all of the scholars at the University of City were considered the population. The poll was performed among the university's undergraduate and postgraduate students. Variables linked to notice and use of online information sources were studied among University of City students.

According to Ekere et al. (2016), study research is frequently used as a tool for assessing service efficiency & user satisfaction. The survey strategy

focuses on people, essential facts about individuals or their attitudes, views, perceptions, innovation, or attitudes, identify the current state, integrate data, and point to implications and interrelationships. The study's target group was 220 male or female employees of the Bauchi State Public Library.

Kotari and Veena (2016) performed a study to determine how satisfied students at SDM College Library in Ujire were with the library's materials, facilities, and services. To collect data, 300 questionnaires were given to students. According to the findings of the survey, the majority of respondents (86.7%) are extremely happy with the assortment of general literature (86.7%) and textbooks (86.7%). (70.0 percent). About 59.0 percent of respondents said they go to the library every day, and 53.3 percent said the circulation service is great. According to the findings, college libraries should conduct user surveys on a regular basis to learn about their users' needs.

Khan (2016) used a questionnaire to perform the research. Undergraduate, postgraduate, and research students from IIT Delhi's various departments participated in the study. In all, 180 undergraduate, postgraduate, and research researchers worked in several departments. A random sample of 150 undergraduates, postgraduates, and research experts was chosen from this group. Libraries are facing a new problem as a result of information technology (IT). The influence of technology on library services has been significant. Libraries employ technology to improve services and meet the requirements of a wide range of users. Books, journals, and magazines have been replaced by e-books, e-journals, and e-zines as libraries have evolved into digital and virtual libraries. As a result, information has spread more widely over the world. In remote places, electronic resources (e-resources) are easily accessible.

Kumar,S.C.M and Rajan (2015) performed a research to assess customer satisfaction with engineering college library services in Coimbatore, Tamil Nadu. The information was gathered via a questionnaire at 32 engineering college libraries. According to the survey, 55.25 percent of respondents are happy with the library's operation. According to the report, college libraries should provide users with current developments and trends by offering them with a variety of information services, and they should conduct user surveys on a regular basis.

OBJECTIVES OF THE STUDY

The purpose of this research is to evaluate the materials & activities supplied by the university library. The aim of this research is to fulfill the essential as below:

1. As determine the type of library visitor;
2. For determine how much time they spent in the library or how satisfied they were with the service;
3. For investigate the frequency or reason of library visits by users;
4. To learn about the issues that visitors have when utilizing the library;
5. To find out what users think about library employee conduct;

RESEARCH METHODOLOGY


With the study's aims in mind, the technique of research has been selected, with a questionnaire as the medium for collecting the essential data. Individual interviews backed up this claim. Despite the layout of the questionnaire, only a handful of the questions were open-ended. After leaving sufficient time, questionnaires were gathered. A total of 415 surveys were distributed, with 287 completed questionnaires returned. With a response rate of 82.85%, among the replies received. To get a good sample of 287 questionnaires, much care was used in collecting them. Individual interviews with a few of the sample were also undertaken in order to provide a detailed representation of the study.

Analyze the data the current investigation's problem is "Use Information Resources and Services in the Library of Chaudhary Bansi Lal University Bhiwani (Haryana) A Study". Statistical methods, tables, and percentages are used to arrange and tabulate the acquired data. For the purposes of this study, the data obtained through questionnaire & interviews were analyzed and interpreted.


Weighted arithmetic mean(WAM)

$$(w_1x_1 + w_2x_2 + \dots + w_nx_n) / (w_1 + w_2 + \dots + w_n)$$

Weighted Mean Formula

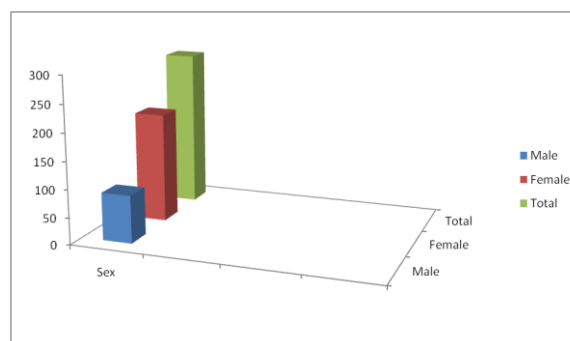


$$\text{Weighted Mean} = \frac{\sum_{i=1}^n (x_i * w_i)}{\sum_{i=1}^n w_i}$$



$$\text{Weighted Mean} = \sum_{i=1}^n (x_i * w_i)$$

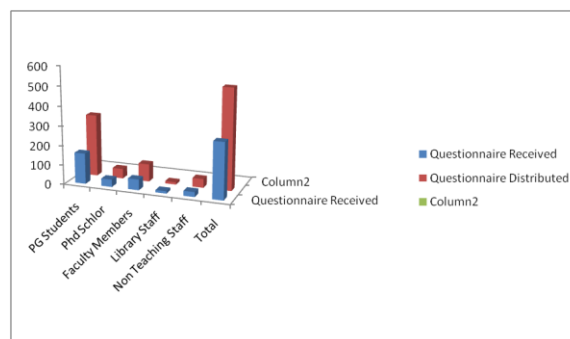
Sr.No	Sex	Total	WAM
1	Male	87	30.31
2	Female	200	69.69
	Total	287	100



Category of Respondents

Table 1: Category of Users

User Category	Questionnaire Received	Questionnaire Distributed
PG Students	157(54.70)	318(61.75)
PhD Scholar	38(13.24)	50(9.70)
Faculty Members	55(19.16)	90(17.47)
Library Staff	12(4.18)	12(2.33)
Non Teaching Staff	25(8.72)	45(8.74)
Total	287(55.72)	515(44.28)

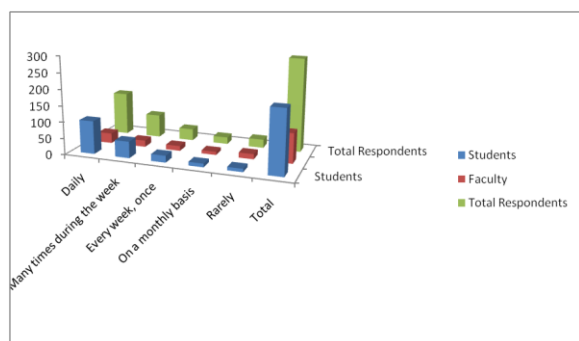


Over than 515 surveys were issued to various groups of users, with 287 completed questionnaires returned. There were 287 responses received, bringing the total number of responses to 287. (55.72 percent). PG students 157 (54.70 percent), PhD Scholar 38 (13.24 percent), Faculty Members 55 (19.16 percent), library

staff 12 (4.18 percent), and Non Teaching Staff 25 make up the majority of the total replies (8.72 percent).

Frequency of users visit

Frequency	Students (Number of Respondents)	Faculty & Staff (Numbers of Respondents)	Total Numbers of Respondents
Daily	102(52.30)	31(33.70)	133(46.34)
Many times during the week	51(26.16)	20(21.74)	71(24.74)
Every week, once	21(10.8)	15(16.30)	36(12.54)
On a monthly basis	11(5.6)	10(10.87)	21(7.31)
Rarely	10(5.1)	16(17.39)	26(9.07)
Total	195(67.95)	92(32.05)	287(100)

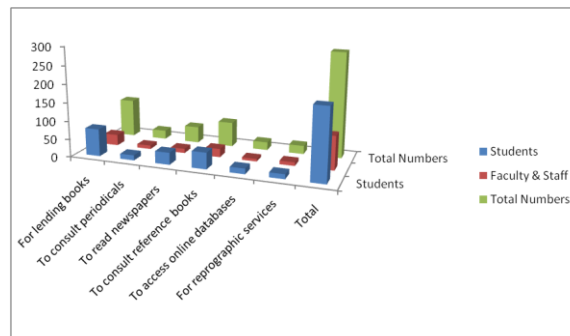


More such investigation Frequency of users visit frequency total students 195(67.95 percent) and faculty and staff 92(32.05 percent). indicated that of the 102(52.30 percent) students who visited the library did so on a daily , with 51 (26.16 percent) visiting 'Many times during the week,' 21 (26.16 percent) once in a week, 21 (10.8 percent) once in a monthly basis 11(5.6 percent), and only 10 (5.1 percent) students visiting the library 'rarely' and 31(33.70 percent) Faculty and Staff visited the library did so on a daily , with 20 (21.74 percent) visiting 'Many times during the week,' 15 (16.30 percent) once in a week, 10 (10.87 percent) once in a monthly basis and only 16 (17.39 percent) faculty and staff visiting the library 'rarely.

Purpose of visit to the Library

Frequency	Students (Number of Respondents)	Faculty & Staff (Numbers of Respondents)	Total Numbers of Respondents
For lending books	75(38.20)	30(32.61)	105(36.59)
To consult	14(7.22)	10(10.87)	24(8.36)

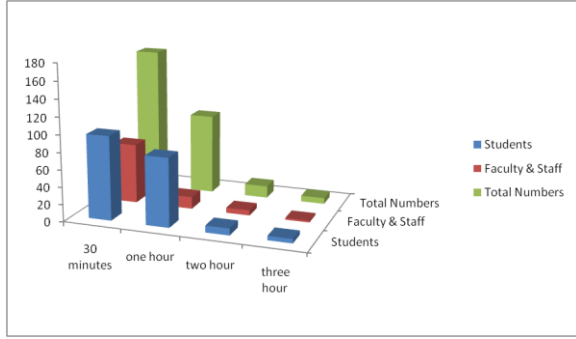
periodicals			
To read newspapers	33(16.97)	12(13.05)	45(15.68)
To consult reference books	45(23.12)	23(25)	68(23.70)
To access online databases	15(7.75)	7(7.60)	22(7.66)
For reprographic services	13(6.74)	10(10.87)	23(8.01)
Total	195(67.95)	92(32.05)	287(100)



Purpose of visit to the Library total students 195(67.95 percent) and faculty and staff 92(32.05 percent). indicated that of the 75(38.20 percent) purpose of visit to the library students for lending books so on , 14(7.22 percent) students visiting to consult periodicals, 33(16.97 percent) to read newspapers, 45 (23.12 percent) to consult reference books, 15(7.75 percent) to access online databases, and only 13 (6.74 percent). 30(32.61 percent) purpose of visit to the library staff and faculty for lending books so on , 10 (10.87 percent) staff and faculty visiting to consult periodicals, 12(13.05 percent) to read newspapers, 23(25 percent) to consult reference books, 7(7.60 percent) to access online databases, and only 10(10.87 percent). Total numbers 287 all of respondents of users in the library.

Time spent in the library

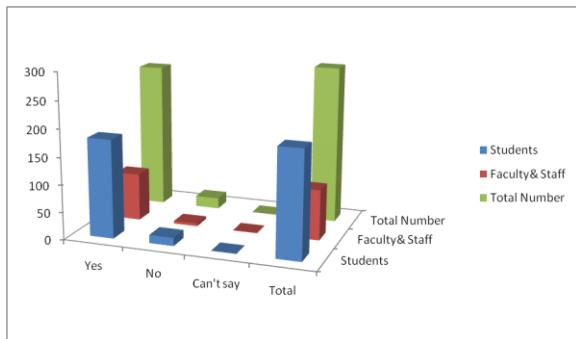
Frequency	Students (Number of Respondents)	Faculty & Staff (Numbers of Respondents)	Total Numbers of Respondents
30 minutes	98(50.25)	70(76.10)	168(58.53)
one hour	80(41.02)	14(15.21)	94(32.76)
two hour	8(4.10)	06(6.52)	14(4.88)
three hour	5(2.56)	02(2.17)	07(2.43)
More than three hours	4(2.07)	0(0)	04(1.40)
Total	195(67.95)	92(32.05)	287(100)



The Most of the participants students, 98(50.25 percent), spend less than 30 minutes each day and 80(41.02 percent) spend one hour per day. However, 8(4.10 percent) students participants said they spend two hour, 5(2.56 percent) said they spend three hour and 4(2.07 percent) said they spend more than three hours every day. The most of the total participants 195(67.95 percent) students' time spent in the library. The Most of the participants faculty and staff, 70(76.10 percent), spend less than 30 minutes each day and 14(15.21 percent) spend one hour per day. However, 06(6.52 percent) faculty and staff participants said they spend two hour, 02(2.17 percent) said they spend three hour and 00 percent said they spend more than three hours every day. The most of the total participants 92(32.05 percent) faculty and staff time spent in the library.

Satisfaction with library hours

Satisfied with library hours	Students (Number of Respondents)	Faculty & Staff (Numbers of Respondents)	Total Numbers of Respondents
Yes	180(92.30)	87(94.56)	267(93.03)
No	15(7.70)	5(5.44)	20(6.97)
Can't say	00	0	0
Total	195(67.95)	92(32.05)	287(100)

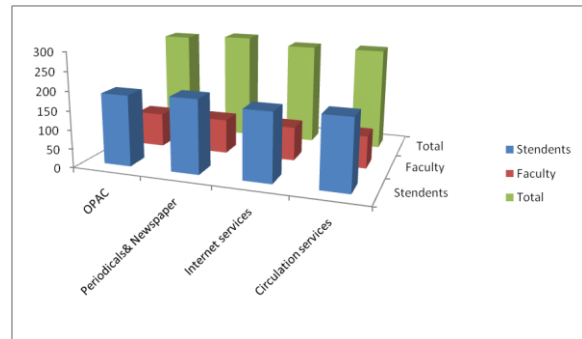


The data in the most of participants of students, 180 (92.30 percent), are happy with library hours. However, 15 (7.70 percent) students were

dissatisfied, and 13 (2.83 percent) students did not reply to the question about library hours. The most of participants of Faculty and Staff 87(94.56 percent) are happy with library hours and 5(5.44 percent) are dissatisfied.

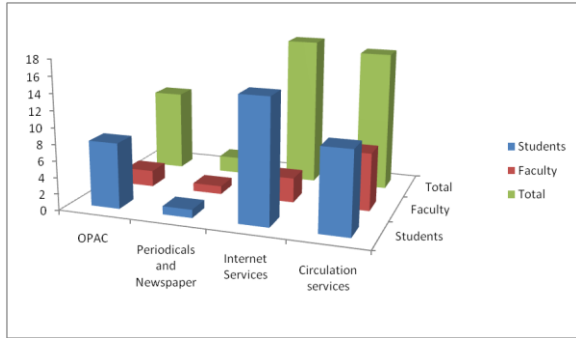
Satisfaction with library services among users

Library and Information services	Satisfaction			Un satisfaction		
	Students	Faculty	Total %	Students	Faculty	Total %
OPAC (Online Public Access Catalogue)	187(67.50)	90(32.50)	277(100)	08(80)	02(20)	10(100)
Periodicals and Newspaper Services	194(66.90)	91(31.37)	285(100)	01(50)	01(50)	02(100)
Internet Services	180(66.92)	89(33.08)	269(100)	15(83)	03(16)	18(100)
Circulation services	185(68.52)	85(31.48)	270(100)	10(58)	07(41)	17(100)



Satisfaction

The research process in the table above shows that the majority of participants are aware of the library's numerous facilities and services satisfaction students and faculty OPAC (Online Public Access Catalogue) students 187(67.50%) faculty 92(32.50%), Periodicals and Newspaper Services students 194(66.90%) faculty 91(31.37%), Internet Services students 180(66.92%) faculty 89(33.08%) and Circulation services students 185(68.52%) faculty and staff 85(31.48%)



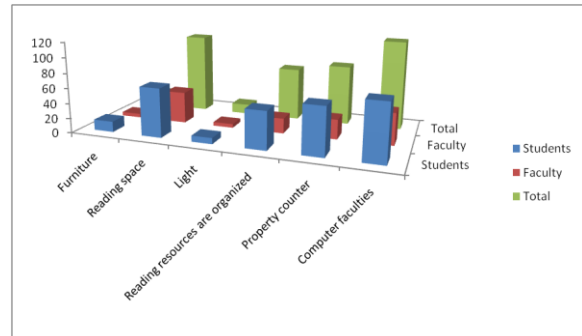
Un Satisfaction

The research process in the table above shows that the participants are aware of the library's numerous facilities and services un satisfaction students and faculty OPAC (Online Public Access Catalogue) students 08(80%) faculty 02(20%), Periodicals and Newspaper Services students 01(50%) faculty 01(50%), Internet Services students 15(83.33%) faculty 03(16.66%) and Circulation services students 10(58.82%) faculty and staff 07(41.17%)

Opinions of Users on the Physical Facility's Quality

Physical Facilities	Satisfaction			Un satisfaction		
	Students	Faculty	Total %	Students	Faculty	Total %
Furniture	181(67.6)	87(32.4)	270(100)	14(73.69)	05(26.31)	19(100)
Reading space	130(72.23)	50(27.78)	180(100)	65(60.75)	42(39.25)	107(100)
Light	187(68.25)	87(31.75)	274(100)	08(61.54)	05(38.46)	13(100)
Reading resources are organized	145(66.82)	72(33.18)	217(100)	50(71.43)	20(28.57)	70(100)
Property counter	132(66.66)	66(33.34)	198(100)	63(70.79)	26(29.21)	89(100)
Computer facilities	120(70.58)	50(29.42)	170(100)	75(64.10)	42(35.90)	117(100)

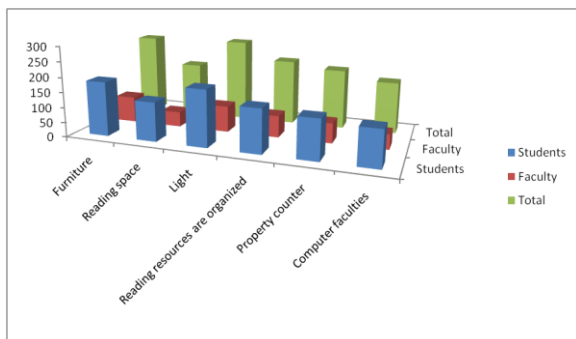
It is clear from table 10 that majority of respondents of both categories students and faculty members are satisfied to all the physical facilities and resources, such as Reading space, Cleanliness, Ventilation, Lighting, Furniture and Arrangement of reading materials. However, students 181(67.6%) faculty 87(32.4%), Furniture Opinions of Users on the Physical Facility's Quality satisfaction, students 130(72.23%) faculty 50(27.78%), Reading space students 187(68.25%)faculty 87(31.75%) Light students 145(66.82%) faculty 72(33.18%) Reading resources are organized students 132(66.66%) faculty 66(33.34%) Property counter and students 120(70.58%) faculty 50(29.42%) Computer faculties.



Un Satisfaction

It is clear from table 10 that majority of respondents of both categories students and faculty members are un satisfied to all the physical facilities and resources, such as Reading space, Lighting, Furniture and Arrangement of reading materials. However, students 14(73.69 %) faculty 05(26.31%), Furniture Opinions of Users on the Physical Facility's Quality un satisfaction, students 65(60.75%) faculty 42(39.25%), Reading space students 08(61.54%) faculty 05(38.46%) Light students 50(71.43%) faculty 20(28.57 %) Reading resources are organized students 63(70.79%) faculty 26(29.21%) Property counter and students 75(64.10%) faculty 42(35.90 %) computer faculties in the library.

It is clear from table 10 that majority of respondents of both categories students and faculty members are satisfied to all the physical facilities and resources, such as Reading space, Cleanliness, Ventilation, Lighting, Furniture and Arrangement of reading materials. However, some students 30 (7.28%) and



Satisfaction

faculty members 06 (12.77%) expressed their dissatisfaction with the arrangement of books available in the college library. Further analysis reveals that some of the respondents seem to be dissatisfied and complain the lack of some of the resources, such as Property Counter 208 (45.32%) and Computers Facilities 212 (46.19%). Among the respondents who complained with regard to Property Counter, majority of them are Students 197 (47.81%)

CONCLUSION AND RECOMMENDATIONS

The most important objective of an academic library is to satisfy the academic needs of its users. In order to achieve the objective, the library needs to build up a balanced collection of textbooks and other supportive documentary resources and also provides various library services and conduct regular orientation and training programs. The study finds that the majority of students and faculty members of Chaudhary Bansi Lal University Bhiwani used to visit the library frequently for various purposes. The maximum number of respondents accepts that the prime purpose of visiting the library is to issue and return of library reading materials. The study also concludes that the maximum numbers of respondents are satisfied with the present collection of reading materials, databases and other library resources. However, there is still scope to maximize the use of the library services by conducting training and orientation programs as most of the respondents are found unaware of the many services provided by the library such as online databases and Library OPAC. Unlike students, faculty member are found to use the online resources quite often. It is also very much evident from the findings that among the respondents, a very low percentage of students were found using the library resources for research purposes. However, the number of faculty using the library resources for research purpose is quite satisfactory. The study further concludes that the college library needs to increase the number of computer terminals, improve the internet facility and maximize the number of relevant databases. The reprographic facilities at the college library also need to be improved. The paper concludes that there is strong need to conduct library literacy classes on regular basis in order to make the students and faculty aware with the library resources and services.

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