

# Use of Library Resources and Services at Stanley College of Engineering and Technology for Women, Hyderabad: A Case Study

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**Abstract** - Engineering college libraries play an important role in imparting quality education to the undergraduate and postgraduate students and researchers of engineering. This study aimed at frequency of library usage, the extent of use of library resources and services by the students and faculty. The level of satisfaction against library resources and service, the problems faced while using the library resources and services. A questionnaire was randomly given to 100 students and faculty of the college. A total of 92 filled in questionnaires returned to researcher. i.e. the response rate is 92%. It is suggested that college library should take initiative to counter problems expressed by users to provide effective and efficient library and information services to the clientele and it would in turn help faculty, students.

**Keywords:** Usage, Stanley college, Hyderabad, Engineering students

## 1. INTRODUCTION

Library is store house of knowledge; it collects variety of information sources in the form of print, non print and electronic sources and disseminates information in them by different library services. The user needs, their preferences, the level of satisfaction they arrive out of library services have serious implication on library and information systems. Any information system's objective is to transfer information to its users. Burrow (1973) states that, the main task of information centre or library is to monitor published information and bring to the notice of user.

Proper knowledge of users is one of the essential components for developing proper library information systems. User studies originated with the perception that by understanding user need and information use, it is possible to design effective library information systems.

Academic library play a pivotal role in providing valuable services to its users viz students, faculty etc. Colleges, Universities, Institutions etc. are spending huge amounts of money on collection of information sources to meet the requirements of users. User studies on usage of the library and information centers would help to find out drawbacks in libraries this in turn assist to overcome the problems in the library to provide effective and efficient services. User studies are more or less evaluative studies and gives proper direction to bring quality collection and services. Engineers importance was felt in every civilization ancient or modern, they invent, design, and produce they find out solutions to

practical problems faced by society and play a role in socio economic development. Reputing engineering Universities/ colleges are essential to prepare engineers with good knowledge and skills. Teachers, Lab, Library are important components that impart effective engineering education to future engineers.

Engineering college libraries play an important role in imparting quality education to the undergraduate and postgraduate students and researchers of engineering.

Library collection includes books, journals, research reports, theses, conference proceedings standards, patents, map, A-V materials, Databases, CDROMS, E journals, E books and other Online e resources. These have great impact on students, scholars and teachers. AICTE prescribed norms and standards for engineering college libraries with regard to library infrastructure, collections staff etc., and these norms would help for effective functioning of the library. Students need information for exam preparation, writing assignments scholarships etc. Faculty need information for class room teaching, seminars, workshops, fellowships advising students etc.

Library of the engineering college plays an important role in engineering education, if library does not provide proper effective services there is no use of spending lakhs of rupees on information systems. It is important for engineering college librarian to develop collection useful to students and faculty and attract researchers.

The main role of an engineering college library is to satisfy the needs of its users. The services of librarian also make good customer satisfaction among users. Librarian should regularly examine customer satisfaction with the library's collection, services and information preferences to ensure that the information needs of users are satisfactorily fulfilling within time.

## II. REVIEW OF RELATED LITERATURE

Singh (1999) has conducted a survey on IIT library, Delhi on working hours, physical facilities, membership, purpose of visit to the library, use of library catalogue and document collection, library services rendered by the library and examined different aspects of library administration and

management and made suggestions to improve the services. Tadasad and Talikoto (2000) carried out a survey on awareness and utilization of resources and services of City Central Library, Gulbarga and found that majority users are satisfied with information services and visit library to borrow and return books. Gurdev (2002) examined the use of college libraries by faculty members of University of Delhi and found that textbooks were most frequently needed resources, followed by reference books and general books and visiting library regularly to prepare notes for students and opined that journals and textbooks were not adequately and there is need to provide computer based library services. Ali and others (2003) examined the utilization and the satisfaction level of users about Internet, CD-ROM databases and other services provided by IIT Library, Delhi. Kannappanavar and Swamy (2004) in their work checked library and information services in University of Agricultural Sciences in Karnataka and found that reading materials are adequate but users are not satisfied about the physical facilities of library. The users are unaware of the majority of library services.

Kaur and Rama Verma (2008) conducted a survey on students and faculty members with regard awareness about electronic journals and their usage of Punjab Engineering College, Chandigarh and found that majority of the users were not aware of the library e-resources and INDEST Consortium. Kumar, Sampath Biradar and (2010) evaluated the information services and facilities at DVS Polytechnic College library in India. Their main findings were: 1) 37.5% of students and 46.88% of teachers were satisfied with the lending service; 2) 48.75% of student and 50% of teachers were happy with the book bank facility of the college library.

Mishra and Reshmi Rekha (2010) students use e resources primarily to update knowledge. The some students are not used e-resources of the library due to the lack of their awareness.

Kiran Kumar G. Kumbar, Mallinath (2012) studied the faculty awareness and use of electronic resources in their academic and research needs. Besides, familiarity about search patterns for effective retrieval. Nallathambi B and Kanakaraj (2012) found that the majority of the respondent in the engineering colleges have used electronic resources daily.

Vinod Kumar Singh, (2013) examined purpose and frequency of using e-resources by the users, the factor affecting resource utilization, impact of e-resources and services on the academic work of the users, suggest the ways and means for the effective use of e-resources and services available in the IIM Bangalore Library, etc. Nishi and Naushad Ali (2013) described the use of e-journals by the library of IIT Delhi and it was found that users are aware of e-journals and are using them for up to date knowledge and collecting relevant materials for their study

and research. Singh (2013) in his paper studies information seeking behavior of users of Dr. B.R.Ambedkar NIT Central Library and found that most students use library daily. Users prefer to use books and CD-ROMs and used controlled vocabulary for information searching purpose.

Elavazhagan and Udayakumar (2013) examined the exposure and measure the extent use of e-resources by the faculty members and research scholars of BITS, Pilani - Hyderabad Campus and opined that the e-resources are saving time, easy to use and handle, more informative and effective. Kabiraj, Newton Roy, and Sanku Bilas (2013) examines the user survey of five college libraries under University of North Bengal, West Bengal. It elaborates the various aspects of library collections uses within the available resources, frequency and purposes of visit, adequacy of library hours, use of library services & collections, ways of document searching and user's satisfaction with the overall performance of the library.

PK Saini and others (2014) describes the user satisfaction of engineering colleges of the city of Jaipur. The result of the study provided information about the satisfaction of users with library collection like text books, reference books, periodicals, online resources, thesis and dissertation, newspaper etc. and services. On the basis of finding, some suggestion have been put forth for maximizing satisfaction of engineering colleges students in libraries

Vaishali B. Wadnerkar, (2014) describes the usage of library resources by the students of Dhanwate National College Library, Nagpur and found that 100% students visit the library for reading text books and competitive examination books. Students use of printed and non-printed resources, students use the Internet for educational purpose, while using the library catalogue students ask for help to the library staff in using the library, students rated reading area as very good. Students need proper orientation in the use of library resources.

Kumar and Rajan (2015) carried out a study in 32 engineering college libraries in Coimbatore, Tamil Nadu. The findings of the study indicate that 55.25% of respondents are satisfied with the functioning of the library and 40% of the respondents visit the library weekly. The study recommended that college libraries should adopt appropriate techniques to provide the best information services.

Geetha and others (2016) found that 98(100%) students of PESITM College and 96 (100%) students of JNNCE College were found using the library, majority (44.89%) of students from PESITM College used the Digital library services as compared to JNNCE college students (15.62%), and comparatively 69.38 % of PESITM students were found inadequate audio-visual materials as compared to JNNCE students (79.16%). The studies found that majority of the students from two colleges studied do not use more

resources and services; this may be due to lack of awareness about library resources and services. The study suggested that there is a need for digitization in order to provide quick access of information. Veena, G and Kotari, Prabhakara Narasimha (2016) examine the user's satisfaction in library facilities, resources and services of the students of SDM College Library, Ujire.

The findings of the study shows that 177(59.0%) of respondents have the habit to visit to the library daily, majority 260(86.7%) of respondents are highly satisfied with the collection of general books, majority 210(70.0%) are highly satisfied with collection of text books 160 (53.3%) respondents considered circulation services as excellent. The study suggested that college library should carry out user studies at regular intervals to strengthen the library collections and services to meet user needs.

Newmon Meera and Sengar Vandana (2016) presents the findings of a survey to about the knowledge and use of digital library and e-resources by faculty members through CD-ROM databases, online databases, online journals OPAC etc. available in the engineering college libraries Majority of the faculty members have expressed 'lack of training' and 'lack of time' are the main problems in securing access to digital resources.

### III. OBJECTIVES OF THE STUDY

This study aimed at achieving the following objectives. I). To determine the frequency of library use ii) To study the extent of use of library resources and services by the students and faculty iii). To know the level of satisfaction levels against library resources and services. iv) To study the problems faced while using the library resources and services, v) To suggest ways to improve the utilization of library resources and services at Stanley college, Hyderabad.

### IV. METHODOLOGY

The research has been carried at Stanley Engineering college, Hyderabad .A questionnaire was distributed contains questions on frequency of use of the library , Time spent, sources mostly used ,satisfaction about library sources and services ,problems ,Training needed to use library etc.

The questionnaire randomly given to 100 students and faculty of the college. A total of 92 filled in questionnaires returned to researcher. i.e. the response rate is 92%.

### V. DATA ANALYSIS AND RESULTS

The collected data had been analyzed in the following tables. The students and faculty were requested to give information about gender and designation

#### A. Gender

TABLE I GENDER WISE DISTRIBUTION

S. No.	Gender	No. of Respondents	%
1	Male	11	11.9
2	Female	81	88.1

The table I shows the gender wise distribution of the respondents which shows that 11 (11.9%) respondents were male and 81 (88.1%) were female. It indicates that majority respondents were female.

#### B. Designation

TABLE II DESIGNATION

S. No.	Designation	No. of Respondents	%
1	Students	76	82.6
2	Faculty	16	17.4

The data in table II shows designation wise distribution of the sample. The data shows that 76 (82.6%) were students and (17.4%) were faculty. It indicates that majority were students.

#### C. Frequency of visiting library

Generally users visit the library daily or weekly or monthly depend on information needs.

TABLE III FREQUENCY OF USE OF LIBRARY

S. No.	Frequency -visit	Respondents	%
1	Daily	19	20.6
2	2-3 times in week	39	42.3
3	Weekly	16	17.3
4	Every 15 days	9	9.7
5	Monthly	5	5.4
6	Occasionally	2	2.1

The response to the Frequency of using Library scattered from daily to occasionally. The above data in (table.3) shows that 19 (20.6%) respondents are visiting the library daily. 39 (42.3%) 2-3 times in a week. 16 (17.3%) users are visiting library weekly, 5 (5.4%) visiting library once in a month. While 9(9.7%) and 2 (2.1%) visiting library fortnightly and occasionally. It is found that majority visiting 2-3 times in week.

#### D. Time spent in the library

Users spend time in the library to read or collect information

TABLE IV TIME SPENT IN THE LIBRARY

S. No.	Time	Respondents	%
1	0-1hour	31	33.6
2	1-2 Hours	38	41.3
3	2-3 Hours	15	16.3
4	3-4 Hours	8	8.6

A question was asked regarding the time spent in the library. Data in the (table III) shows that 31 ( 33.6% ) users spending one hour time in the library when visited. 38 ( 41.3% ) respondents spending their time between 1-2 hours. 15 ( 16.3%) users spending 2-3 hours in the library while 8( 8.6% ) spending their time between 3-4 hours in the library. Majority Spending time between 1-2 hours in the library.

*E. Purpose*

Every user visit library for particular purpose to fulfill his information need

TABLE V PURPOSE OF USING LIBRARY

S. No.	Purpose	Respondents	%
1	Borrowing books	84	91.3
2	To read reference book	48	52.1
3	To read journals	38	41.3
4	To read newspaper and magazines	28	30.4
5	To know about latest arrivals	25	27.1
6	To access digital sources	40	43.4
7	To read research projects	34	36.9

The above data in the (table.5) shows that 84(91.3%) respondents visiting library with the purpose to take and return books, followed by 48( 52.1%) reading reference books, 38 (41.3% ) were reading journals. While 28(30.4%) visiting library to read newspapers and magazines...25 (7.1% ) for getting information about latest arrivals . However 34(36.9%) users coming to library for research projects and 40 ( 43.4%) for accessing Digital sources. The above analysis indicates majority users are visiting library for borrowing books.

*F. Mostly used Library and Information resources use*

Respondents were asked to indicate the information sources used, services, and tools used to locate information and the data related to these presented in the following tables.

Users use library resources books, journals, newspapers, Digital sources etc. in the library. The following table discussed the sources which are mostly used by users

TABLE VI MOSTLY USED -LIBRARY INFORMATION RESOURCES

S. No.	Sources	No. of Respondents	(%)
1	Text books/subject books	86	93.4
2	Reference books	62	67.3
3	Journals/periodicals	44	47.8
4	Newspapers/magazines	30	32.6
5	Project reports	33	35.8
6	DELNET	34	36.9
7	NLIST	36	39.1
8	J gate	31	33.6

The data in the above (table VI) shows that 86 (93.4%) respondents mostly used text books and subject books. followed by 62(67.3 %) using reference books, 44(47.8%) referring journals. 30 (32.6%) users are r eading newspapers and magazines, 33(35.8%) reading research projects. While 34(36.9%) and 36(39.1%) using DELNET and NLIST digital sources respectively Jgate is used by31(33.6%). The analysis found that majority users mostly used Text books.

*G. Service used by users*

Library disseminate information available in documents (print/e resources) through different services and these services being utilized by users

TABLE VII USE - TYPE OF SERVICES

S. No.	Type of service	Respondents	%
1	Circulation	85	92.3
2	OPAC	36	39.1
3	CAS	20	21.7
4	Xerox/print services	45	48.9
5	Digital services(NLIST/DELNET/IEE)	46	50.0

The above data in the (table VII) shows that 85 ( 92.3% ) using circulation service, OPAC is being used by 36( 39.1%) users While CAS ( getting current information about library) service is used by 20 (21.7%) , 45 (48.9%) users used Xerox and print facility service., 46(50.9%) used digital services. It is found that majority users using Circulation service.

*H. Use of tools*

Users use different tools such as asking librarian, Browsing shelves etc. for locating information in the library.

TABLE VIII TOOLS USED

S. No.	Tool	Respondents	%
1	Assistance from staff	39	42.3
2	Browsing the shelf	65	70.6
3	Seeking assistance from teachers/friends	40	43.4
4	By self	28	30.4

The data in the above ( table VIII) depicts the tools that are used by respondents for locating information in the library . It shows that 39 (42.3% ) users seeking assistance from the library. 69 (70.6 % ) of respondents browse the shelves, 40 (43.4%) seeking assistance from friends and teachers, while a 28(30.4%) searching/locating information on their own /self. The analysis shows that majority users are browsing the shelves.

*I. Satisfaction with collection*

Success of any library depends on its collection and services. Satisfaction of the user is important in any library system as library disseminate information from its collections only.

TABLE IX SATISFACTION WITH COLLECTION

S. No.	Satisfaction level	Respondents	%
1	Satisfied	41	44.5
2	Partially satisfied	24	26.0
3	Highly satisfied	12	13.0
4	Not satisfied	15	16.3

(Table IX) shows the data about level of satisfaction of users about collection in the library such as books journals projects digital sources etc. 41(44.5% ) respondents were satisfied about collection 24(26.0 % ) were partially satisfied . While 12(13.0%) are highly satisfied , and 15(16.3% ) were not satisfied with collections available in the library. It is found that majority were satisfied with collection.

*J. Satisfaction with services*

An effective and efficient library services satisfy user and in turn help them get information quickly without wasting time.

TABLE X SATISFACTION WITH SERVICES

S. No.	Satisfaction level	Respondents	%
1	Satisfied	35	38.0
2	Partially satisfied	31	33.6
3	Highly satisfied	12	13.0
4	Not satisfied	14	15.2

The above (table X) depicts the satisfaction level of services available in the library.35 (38.0%) respondents

satisfied with services available in the library, followed by 31(33.6%) partially satisfied. 12(13.0%) respondents were highly satisfied with the services. On the other hand14 (15.2%) respondents were not satisfied with library services. On the whole majority users were satisfied with the services.

*K. Library maintenance*

Proper library maintenance (shelving, arrangement of books etc.) is important to locate the book in the library

TABLE XI PROPER LIBRARY MAINTENANCE

S. No.	Response	Respondents	%
1	Yes	74	80.4
2	No	18	19.6

The data in the (table XI) shows that 74(80.6%) said that library is being maintained properly by staff and 18 ( 19.6%) said maintenance is not good in the library.

*L. Physical facilities*

Proper Physical facilities such as reading rooms, furniture, tables, chairs, terminals etc. would help readers utilize the library effectively

TABLE XII PHYSICAL FACILITIES

S. No.	Level of adequacy	Respondents	%
1	adequate	69	75.0
2	inadequate	23	25.0

The above table depicts the level of adequacy of physical facilities .The data in the ( table XII) shows that 69(75.0%) respondents opined that facilities are adequate but 23(25.0%) said facilities are inadequate.

*M. Good Atmosphere*

Proper atmosphere, good ventilation, lighting and cleanliness attracts user towards library

TABLE XIII CLEANLINESS, VENTILATION, LIGHTING AND ATMOSPHERE

S. No.	Opinion	respondents	%
1	Excellent	25	27.1
2	Good	45	48.9
3	Average	11	11.9
4	Poor	11	11.9

The above data in the (table XIII) shows that 25(27.1%) respondents said that cleanliness, ventilation, lighting and atmosphere in the library are excellent followed by 45 (48.9%) users said good. While11 (11.9%) opined that facilities are average and 11 (11.9%) said facilities are

poor. Majority opined that a tmosphere, good ventilation, lighting and cleanliness in the library are good.

*N. Problems face while using Library:*

Users may face problems such as lack of physical facilities, lack of needed information, lack of proper timings lack of assistance from library staff etc.

TABLE XIV PROBLEMS FACED WHILE USING LIBRARY

S. No.	Problems	Respondents	%
1	Lack of space, furniture, terminals	20	21.7
2	Lack of required text books/reference information	28	30.4
3	Lack of proper timings	21	22.8
4	Lack of awareness about library materials/services	36	39.1
5	Locating document is difficult	16	17.3
6	Lack of required E resources	31	33.6
7	Non availability of recent publication(new edition books)	22	23.9
8	Lack of assistance from staff	14	15.2
9	Lack of time	38	41.3
10	Non-issue of reference book, journals and issue if limited books	49	53.2
11	Lack of search skill	41	44.5

The above data (table XIV) shows that respondents facing problems while using library.20(21.7%) said Lack of space, furniture, terminals etc. is a problem while using library, 21(22.8%) opined that lack of proper timings of the library, Lack of awareness about library materials/services 36(39.1%), Locating a document is problem for 16(17.1%)

Lack of required E resources 31 (33.6%) and non-availability of latest editions is problem for 22(23.9%) , 38 (41.3%), lack of time of user and respondents. And lack of assistance from staff is a problem for 14 (15.2%) Non-issue of reference book, journals and issue if limited books is problems for 49(53.2%)., lack of s earch skills is a problem for 41 (44.5%) users Non issue of reference book, journals and issue if limited books, Lack of search skill, Lack of time, Lack of awareness about library materials/services and lack of r equired E resources are major problems of the users.

*O. Need of Training/ orientation*

Users need orientation/ training on library sources and services to utilize library effectively

TABLE XV NEED OF TRAINING/ORIENTATION

S. No.	Need of training	Respondents	%
1	Yes	73	79.3
2	No	19	20.7

It is found from the above table that 73( 79.3%) users need training/ orientation about library services and sources while 19(20.7%) does not need any training/ orientation on use of library materials.

*P. Area of training*

Users need training on different areas to use library sources and services effectively The following table depicts the areas of training required by users to use library

S. No.	Mode of trg	Respondents	%
1	Orientation about LIS services sources	52	56.5
2	Training of use of digital sources	40	43.4
3	Use of OPAC	31	33.6
4	Search strategies	42	45.6

It is found from the above table that 52 (56.5%) users want orientation about library services and sources while 40(43.4%) need any training on use of digital l library materials and 31( 33.6%) want training on OPAC and 42 (45.6%) want training on search strategies. Majority wants orientation about library sources and Search strategies

**VI. MAJOR FINDINGS OF THE STUDY**

1. From the above data analysis ( 11.9%) respondents were male and (88.1%) were female and belongs to different disciplines and (82.6%) were students and (17.4%) were faculty.
2. (20.6 %) respondents visiting the library daily followed by ( 42.3%) 2-3 times in a week. ( 17.3%) visiting library weekly,
3. (91.3%) respondents visiting library with the purpose to take and return books, followed by (52.1%) reading reference books, (41.3%) for reading journals. However (43.4%) for accessing Digital sources and (36.9%) users coming to library for research projects.
4. (93.4%) respondents using text books followed by (62.3%) using reference books, (42.8%) referring journals. (32.6%) users reading newspapers and magazines, (35.8%) reading research projects. While (36.9%) , ( 39.1%) and (43.4%) users, using DELNET and NLIST,IEEE digital sources respectively.
5. (92.3%) using circulation service, followed by (50.0%) digital services. OPAC being used by (39.1%) users and print services and Xerox is used by (48.9%) and CAS by (21.7%)
6. (70.6%) of respondents browse the reading material through shelves, (42.3%) seeking assistance from the library staff. (30.4%) respondents by self-locate information while (43.4 %) seeking assistance from friends and teachers

7. (44.5%) respondents were satisfied about collection (26%) were partially satisfied . While (13.0%) are highly satisfied and (16.3%) were not satisfied with collections available in the library.
8. (38.0%) respondents were satisfied about library services (33.6%) were partially satisfied . While (13.0% ) are highly satisfied and (15.3%) were not satisfied with services available in the library.
9. (75%) respondents opined that facilities are adequate but ( 25%) said facilities are inadequate.
10. (21.7%) said Lack of space, furniture, terminals etc. is a problem while using library, and (22.8%) opined that lack of proper timings of the library, non-availability of latest editions is problem for 22 (23.9%) . Lack of awareness about library materials/services (39.1%), Non-issue of reference book, journals and issue if limited books is problems for (53.2%). (41.3%), lack of time of user and lack of search skills is a problem for 4(44.5%) respondents. Locating a document is problem for (17.1%).
11. (79.3%) users need training/ orientation about library services and sources while (20.7%) does not need any training/ orientation on use of library materials.
12. ( 56.5%) users want orientation about library services and sources while (43.4%) need any training on use of digital library materials

## VII. RECOMMENDATIONS

The study made following recommendations to strengthen the library sources and services. Increase library timings, Purchase latest edition books and make available more number of books on shelves as users in the study mainly using text books, Increase the number of books for issue and extend loan duration of loan period. Subscribe more digital sources along with NLIST and DELNET. Physical facilities such as space, seating capacity, terminals are increased. Staff should conduct orientation /training programmes periodically about the utilization of library sources and services.

## VIII. SUGGESTIONS

It is suggested that college library should take initiative to counter problems expressed by users to provide effective and efficient library and information services to the clientele and it would in turn help faculty, students.

## IX. CONCLUSION

Engineering is major discipline and a large number of students are pursuing different courses in the field of engineering in Indian universities and their affiliated colleges. The present study reveals that majority users are spending their time, and using library for different purposes, it reflects that majority users need information for successful completion of their course moreover they are visiting library, it indicates users serious about information

and had positive attitude towards library. Even in this digital era printed Text books and Journals are major sources used by the respondents. Interestingly users also want orientation about digital sources and training on usage Digital sources. To satisfy users fully library has to subscribe major online databases on engineering, and make available these sources to users 24\*7 without wasting their time; this would in turn help them to access wide variety of sources along with printed sources.

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