Postgraduate Science Students' Perception on Facilities and Services of Tumkur University Library

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Abstract - **Libraries always faced the challenge of the existing trend and able to cope with it. Whether it was microform, microfiche, CD-ROM and Database, library has used this format to provide the information. The Digital Technology has open up new challenges and opportunities and Librarians as the custodian are already imbibed these technologies as an assist medium and are able to reach the clients. University Library always is in the forefront to use the new coming learning objects. The ICT revolution and Network world has opened up abundance in providing resources to the users and also changed landscape of the existing organisation. This study is on perception of postgraduate student's perception about the University Library. The sample population consisted of 150 among which 104(69%) responded to the structured query. The identified aspect in the study is that Library needs a separate building and users are satisfied with facilities and services but demanding more resources and updating.**
Keywords: **University Library, Tumkur, E-Resources, Collection, ICT, Digital Library**

I. INTRODUCTION

Libraries are always a silent place where as an individual can reflect their thought by consulting different sources available in the system through which they enhance their knowledge. Academic Libraries always place with student activity where they visit to the library to borrow books, see the newspaper, magazines, and further develop their reading and writing skills. Infra-structure facilities and services are important to attract users to the Library. Library always grows with its collection and expands its service through it, whether its reference, current awareness and depends on customized service. Today Libraries cannot survive only with print, in the initial stage of growth of the Library, along with prints: CDROMS, Databases, E-Resources and finally Net connectivity goes simultaneous. The Higher Education policy of Government of India has also provided opportunity for the University Library to get E-Resources through Digital Library Consortium by the agency INFLIBNET which is providing E-Books, E-Journals (Limited extent) to the colleges and E-Resources and Databases to the Universities. The Library role is now is to provide awareness to the users about available E-Resources. It depends on the Organisation to further enhance its e-resources through subscribing additional e-resources or content with what provided by the consortium. University offers a contended facilities and services for the Students who are the main focal in the University system. Their opinion or perception regarding existing thing gives further scope for the development of the Library in continuum.

Tumkur University established in the year 2004 by Government of Karnataka. It is the only district jurisdiction oriented university in Karnataka where majority of the students are from backward regions of the District. With the mission of University slogan "Knowledge is Eternal" it is striving to establish its niche among the University of Karnataka. From 2010 the university started progressing in academic, research and infrastructure facilities. The University has 16 postgraduate departments. The University Library has good collection of Books, Magazines, Journals, Project Reports, Special Collections, Archival Chemical Abstracts, E-Resources (E-Shodhsindhu) and subscribed database, Indiastat.com and a Separate Digital Library section.

II. REVIEW OF LITERATURE

Chiemeke (2007) in their study had identified serious implications for libraries in Nigerian higher education institutions. The line between the use of academic libraries and the use of the Internet for research is still very obvious. In more developed countries these lines are virtually non-existent because most of the academic libraries enjoy full Internet connectivity.

(Nzivo, 2012), in his survey on Kenya Public Libraries indicated that KNLS library services and information resources are very positively perceived by most respondents. KNLS libraries are: comparatively better off than universities and other public libraries. Khan in his comparative analysis of Central Universities the outcome of the respondents was that the library collections are adequate. In the case of newly centralized university libraries users were dissatisfied with library collections, particularly at BBRAU, though they were satisfied with the existing infrastructure. Overall, satisfaction levels of users at old centralized universities are good.

(Namaganda & Sekikome, 2013) in their findings found that, the library users are satisfied with a wide range of information services available. However, computer hardware and software, technical support and training were all identified as significant technological needs. In addition, there is a wide gap in the staffing levels within the library, therefore, there is need to recruit more staff. Greater emphasis should be put on re-skilling librarians and User Education programmes to impart access and retrieval skills among users.

(Prakash & Patil, 2014) in their study on the Central Universities of South India got revelation that considerable numbers of respondents are using the library. It is found that less number of users is visiting the library for research purpose which should be encouraged by library staff and also by faculty members. The study concluded that, in need and relevant information sources should be procured and skilled manpower and sufficient fund should be made available by which problems facing by users can be solved.

Jogan (2015) in her study on post-graduate students of Gulbarga University awareness on E-Resources found the outcome was that the library should provide more internet services and most particularly increase the web resources to support their research activities.

Adeniran (2011) findings on User satisfaction of the the Academic Libraries revealed that users" satisfaction is a function of the quality of staff and services of a library. This implies that user-satisfaction with services in libraries which are well-stocked and the materials properly arranged and manned by well-qualified experienced staff would be significantly higher than user satisfaction with libraries with less qualified and impolite staff.

(Oluwunmi, Durodola & Ajayi, 2016) in their study on perceived quality of Library facilities by students in Nigeria, recommended that facility providers should ensure that university libraries facilities/services are given greater attention in budgeting actual provision and quality improvement

III. OBJECTIVES OF THE STUDY

The objective of the study is to
1. Study and analyse the usage of Library facilities and services by the Science Students.
2. study the awareness of web resources and digital library in the University
3. Assess the collection and their usage by the science students.
4. measure satisfaction level of students by using the Library
5. find suggestion to develop facilities and resources of the Library

IV. METHODOLOGY

Post graduate students of science stream of existing five Departments are covered in this study. The sample size consisted of 150 out of which 104 students responded to the questionnaire distributed the overall response is 69%.

A. Methods of Data Collection

Primary and secondary sources were used, structure questionnaire were distributed and percentage tool has been adopted to analysis and interpret data.

B. Limitation of the Study

Only Science students of the Tumkur University have been covered in this study. Due to time constraint, Science courses of other Post-Graduate Centre both Government and Private are excluded in this study.

C. Scope of the Study

Pure Science students of Post-Graduate Department are covered in this study.

TABLE I DEMOGRAPHY DATA OF THE SCIENCE STUDENTS

Gender	Frequency (N)	Percentage	Gender-Age	21-23	24-25
Male	44	42.30%	Male	37	07
Female	60	57.69%	Female	58	02
Total	104	99. 99		95 (91.34%)	09 (8.65%)

The above table indicates that out 104 students 60 (57.69%) are female and 44(42.30%) male in the Age range 95 (91.34%) students are in between 21-23 and 09 are 24-25. This indicates that Female students are more responded to the study and in the age range 21-23, 58 students are Female while 37 are male students. This shows that more female students are enrolling for Post Graduate Science stream.

TABLE II FREQUENCY OF VISIT TO THE LIBRARY

Visit to Library	Frequency	Male	Female	Percentage
a. less than once a month	8	5	3	7.69
b. once a month	13	3	10	12.5
c. once every two weeks	4	1	3	3.84
d. once a week	22	8	14	21.15
e. two or three times a week	37	18	19	35.57
f. daily	20	9	11	19.23
Total	104	44	60	99.98

Table II shows that 37(35.57%) students visit two or three times a week both male and female are almost equal in this sense, followed by 22(21.15%) a week in this female out number male where the former is 14. Daily Library visit is 20(19.23%) by students which includes 11 female and 9 male. Once in a month are 13 (12.5%). Once in a week and two or three times a week cumulated gives to 59 (56.72%). This shows that more than 50% visit Library in a week.

TABLE Iii Purpose Of Visit To The Library

Purpose to Visit Library	Frequency	Male	Female	Percentage
a. Reading Journals/Magazines	15	4	11	14.42
b. Reading News Papers	31	17	14	29.80
c. Accessing E-Resources	03	02	01	02.88
d. Borrowing Books	30	12	18	28.84
e. Reference	25	9	16	24.03
Total	104	44	60	99.97

The purpose of visit to Library interpretation says that 31(29.80%) of students visit library to read News- paper, followed by Borrowing Books 30(28.84%) and 25(24.03%) for Reference purpose. The cumulate of Books purpose is 55(52.87%) Newspaper, Journal and Magazine is 46(44.22%). This shows that there is an equal ratio for Books and Periodicals usage purpose visit to the Library. Majority of the male students prefer Newspaper reading in the Library and Majority of the female visit Library for borrowing books.

TABLE Iv Awareness Of Library Page In The Official University Web Site

Gender	Aware of Library Page in University Web Site			
	Yes	Percentage	No	Percentage
Male	23	22.11	21	20.19
Female	38	36.53	22	21.15
Total	61	58.64	43	41.34

The above table shows that 58.64% of students are aware of Library information in the Website and 41.34% of students are not aware of Library Page. Females are dominant with 36.53%   awareness when compared to male with 22.11%.

TABLE V Awareness Of Digital Library In The University Library

Gender	Aware of Digital Library in University Library			
	Yes	Percentage	No	Percentage
Male	24	23.09	20	19.23
Female	38	36.53	22	21.15
Total	62	59.62	42	40.38

The above table shows the awareness among the students regarding Digital Library Section in the University Library 62 (59.62%) and 42 (40. 38%) says that they are not aware of Digital Library. This shows that 50:50 aware and not aware of Digital Library. Females 38(36.53%) are most aware of the Digital Library.

TABLE Vi Frequency Of Visit To Digital Library

Visit to the Digital Library	Frequency	Percentage
Once in a Month	59	56.73
Twice in a Month	15	14.42
Thrice in a Month	28	26.92
Not entered in a Month	02	1.92
Total	104	99.99

Table VI depicts Frequency of visit to Digital Library by the Students once in a month is 59(56.73%),   28(26.92%) students visit thrice in a month and Twice month is 15(14.42%). Cumulative of Twice and Thrice in a month is 43(41.34%). This shows that students visit Digital Library only when the need arises and not a regular visit to the Digital Library.

TABLE Vii Opinion On Collections In The University Library

Collection	Not Satisfied	%	Satisfied	%	Neither /Nor Satisfied	%	Moderately Satisfied	%	Highly Satisfied	%	Total (%)
Books	25	24.03	48	46.15	15	14.42	14	13.46	02	1.92	99.98
Magazines/ Journals	08	7.69	59	56.73	13	12.5	13	12.5	11	10.57	99.99
News Paper	04	3.84	62	59.61	05	4.80	10	9.61	23	22.11	99.97
Reference Books	37	35.57	41	39.42	13	12.5	10	9.61	3	2.88	99.98
Govt. Reports/ Publications	31	29.80	48	46.15	9	8.65	7	6.73	9	8.65	99.98
Non- English Materials	34	32.69	47	45.19	8	7.69	10	9.61	5	4.80	99.98

Table VII is an analysis of collections in the University Library, 5-point Lickert scale has been used to get the response in related to this collections, 48(46.15%) students says that they are satisfied with Books collection, 25(24.03%) says that they are not satisfied with the collection and 14(13.46%) are moderately satisfied but only 02(1.92%) says that they are highly satisfied.

With regard to Magazines and Journals 59(56.73%) gave the opinion that they are satisfied with subscribed

Magazine(English & Kannada) and also Journals 13(12.5%) they are moderately satisfied and 11(10.57%) provide that they are highly satisfied over all contented with subscribed cumulative comes to (79.8%). Only 08(7.69%) say that they are not satisfied with the collection.

Newspaper reading is a habit for learned one and this analysis shows that 62(59.61%) are satisfied with daily News-paper coming to the Library and 23(22.11) are highly satisfied this shows that 85(81.72%) cumulative are satisfied with the News-paper purchased to the Library only04 (3.84%) say they are not satisfied.

Reference books play a vital role at the PG level. This analysis indicates that there is a divided opinion on the Satisfaction level related to Reference collection. 37(35.57%) are not satisfied with the Reference Books purchased in the Library and 41(39.42%) are satisfied with the Library reference section. 13(12.5%) say that neither/nor satisfied and only 3(2.88%) say that they are highly satisfied.

University Library receives Government Publications, reports, statistics frequently at free of cost and are used for project purpose by the students 48(46.15%) say they are satisfied with the maintenance of publications in the Library and 31(29.80%) say they are not satisfied with the number of publications. 7 (6.73%) say they are moderately satisfied and 9(8.65%) give their response as that they are highly satisfied with publication and reports.

Majority of the students enrolled to the post graduate courses are from rural back ground and they prefer local language collection also. This reveals that 47(45.19%) are satisfied with Non-English Materials and 34(32.69%) are not satisfied with materials, 10(9.61%) are moderately satisfied and only 5(4.80%) they are highly satisfied.

TABLE VIII OPINION ON THE UNIVERSITY LIBRARY E-RESOURCES

Platform	Not Satisfied	%	Satisfied	%	Neither /Nor Satisfied	%	Moderately Satisfied	%	Highly Satisfied	%	Total (%)
Springer	16	15.38	53	50.96	10	9.61	17	16.34	8	7.69	99.98
J-Gate	35	33.65	50	48.07	6	5.76	9	8.65	4	3.84	99.97
ACS (American Chemical Society)	23	22.11	56	53.84	10	9.61	9	8.65	6	5.76	99.97

E-Resources are provided by UGC-INFONET Digital Library consortium to the Library. Total of 53(50.96%) students are satisfied with the Springer journal platform and are extensively using it 16(15.38%) are not satisfied with the resources and 17(16.34%) are moderately satisfied. Highly satisfied is 8(7.69%). This shows that science students are using springer link which covers more than 1700 journals for their academic purpose.

J-Gate covers both licensed and open access journal collection of more than 7900. Students satisfied indication is 48.07% followed by Moderately 9(8.65%) but 35(33.65%) are not satisfied with the journals collection.

American Chemical Society which has pure and applied journals are used by 56 (53.84%) students their outcome is they are satisfied with it and 23(22.11%) are not satisfied with the collection neither/nor satisfied is 10(9.61%) not able confine and 6(5.76%) are highly satisfied. This indicates that there is some gap related to what they need and what they are able to get through resources.

TABLE IX UNIVERSITY LIBRARY FACILITIES

	Not Satisfied	%	Satisfied	%	Neither /Nor Satisfied	%	Moderately Satisfied	%	Highly Satisfied	%	Total (%)
Lighting	14	13.46	59	56.73	10	9.61	13	12.5	08	7.69	99.99
Seating Arrangement	17	16.34	56	53.84	09	8.65	09	8.65	13	12.5	99.98
Photocopy Facility	48	46.15	39	37.5	9	8.65	5	4.80	3	2.88	99.98
Drinking Water	22	21.15	56	53.84	2	1.92	11	10.57	13	12.5	99.98

For reading and reference purposes, Lighting is most essential in the Library for students. 59(56.73%) are satisfied with Lighting arrangement in the Library and 14(13.46%) say they are not satisfied 10(9.61%) neither/nor satisfied, 13(12.5%) are moderately satisfied and 08(7.69%) are highly satisfied with the arrangement.

When it comes to Seating arrangement for comfort reading in the Library 56(53.84%) students are satisfied, 17 (16.34%) are not, 9(8.65%) neither/nor satisfied and 13(12.5%) are highly satisfied with the seating arrangement.

Majority of the students are not satisfied with the photocopy facility provided in the Library 48(46.15%), 39(37.5%) are satisfied with the facility 11(10.57%) moderately satisfied and 3(2.88%) are highly satisfied with the facility.

56(53.84%) students are satisfied with the facility of drinking water at Library, 22(21.15%) not satisfied and 13(12.5%) indicate that they are satisfied. This shows that they need more purifier facility to maintain hygiene.

TABLE X CIRCULATION SERVICE IN THE UNIVERSITY LIBRARY

	Not Satisfied	%	Satisfied	%	Neither /Nor Satisfied	%	Moderately Satisfied	%	Highly Satisfied	%	Total (%)
Checking out books	36	34.61	38	36.53	06	5.76	13	12.5	11	10.57	99.97
Returning books	29	27.88	55	52.88	3	2.88	8	7.69	9	8.65	99.98
Hold/recall a book	34	32.69	45	43.26	6	5.76	9	8.65	10	9.61	99.97

Circulation is nerve centre in the Library and user's first visit is always to the counter this gives an edge or mar to the Library. 38(36.53%) are satisfied with Checking out books/ issuing books facility in the Library and 36(34.61%) are not satisfied with the existing facility. 11(10.57%) are highly satisfied. Related to returning books 55(52.88%) are satisfied and 29(27.88%) are not satisfied. 8(7.69%) students are moderately satisfied and 9(8.65%) are highly satisfied. To better service reservation facility is important for the students, and 45(43.26%) are satisfied with reserve/hold/recall the book and 34(32.69%) are not satisfied with it 10(9.61%) are highly satisfied with the facility and 9(8.65%) are moderately satisfied and last of all 6(5.76%) neither/nor satisfied.

TABLE XI PERCEPTION ON SERVICES PROVIDED BY THE LIBRARY

Services	Frequency(N)	Percentage
Excellent	11	10.57
Very Good	26	25
Good	44	42.30
Average	13	12.5
Poor	10	9.61
Total	104	99.98

Table XI shows that 44 (42.30%) students accept the total perception on services provided by the library is good followed by Very good 26(25%) and Average is 13(12.5%). Students opinion towards Excellent services is (10.57%) and Poor by 10(9.61%).

Table XII suggestion aspect which shows that 39(37.5%) need more books to the Library, 43(41.34%) are satisfied with existing facilities and services and 12(11.53%) say that

Internet facility to be improved and 9(8.65%) the resources available in the Library to be updated regularly.

TABLE XII SUGGESTION FOR IMPROVEMENT IN THE LIBRARY

Suggestions	Frequency(N)	Percentage
Need Books	39	37.5%
Satisfied	43	41.34%
Internet Facility (More Band-with)	12	11.53%
Extend Library Hours	01	0.96%
Resource Update	09	8.65%
Total	104	99.98%

V. FINDINGS

1. Female students responded more when compared to Male students in this study.
2. Majority of the students visit Library twice or three times a week.
3. Majority of the students visit Library to read Newspaper, Magazines, Reference purpose. This shows that students are regularly gaining knowledge by visiting library.
4. The study shows that only half of the students are aware of Library page and they need more orientation about Library webpage/portal. .
5. Same is the case with awareness of Digital Library, the Digital Library is not attached to the main Library this is one of the reason that Majority are not aware of Digital Library.
6. Major finding is that students visit to Digital Library twice or thrice in a month and are not regular to Digital Library.

7. Students are satisfied with Newspaper, Magazines, Reference and their satisfaction level is almost same for Books and Non-English Materials.

8. Pertaining to E-Resources their first preference is American Chemical Society followed by Springer and J-Gate, this shows that students are focused with their course related information than looking information in broader context.

9. Students are more satisfied with Lighting, Seating arrangement and Drinking water facilities but are less satisfied with photocopy facility.

10. Checking out of books are less satisfied by students but are satisfied with Returning books, reservation facility.

11. Overall opinion of the Science students regarding University Library facilities and services is good.

12. The outcome of the study is majority of the students are satisfied with the Library but their demand is that they need more books and existing internet facility that is its speed has to be increased.

VI. CONCLUSION

The Libraries should continuously strive to improve the facilities and services. The trinity concept used in the library (user, staff and resources) exists for ever the technology may change but client is human and interest differs from one other. Library should periodically assess by doing the survey with the clients and the result helps in rectifying its mistakes and to improve further. Today abundant of resources available in the Net and how to tap and use it and make strategic plan to exploit it calls skill for the staff. The tool has to be sharpened otherwise it becomes blunt. The user expects anytime, anywhere, facility to fulfil his need. Library should plan for more budgets, a strong collection development policy by framing with stakeholders. Skilled human resource and existing Library ambience is not conducive for the users, Digital Library and Main Library should be merged explicitly a separate building only for the Library is more need of the day and also make it a point to reach resource by providing off-campus facility and conducting periodical training for using the resources and tap social media tools to be in touch with students by brandishing the Library facilities and services.

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