A user survey on the usage of College libraries by Undergraduate students in Shillong, Meghalaya

A PROJECT REPORT

By

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Contents

Acknowledgement

Abstract

This article presents in brief a study on the usage of college libraries by undergraduate students in Shillong. Seven colleges have been selected to collect the data namely *Shillong College, Shillong Commerce College, St.Edmund's College, St.Dominic's College, Sanker Dev College, Synod College and Seng Khasi College.* A total of 175 questionnaire (25 each college) were distributed through random sampling only 140 filled in questionnaire were received and used for data analysis. The main objective of the study is to examine the frequency of library visit, purpose of visiting the library, use of available resources for getting information, usefulness of the library services and user satisfaction on the overall facilities of the library. In this analytical study the finding show that **(1)** the maximum numbers of user were female with 52.8% and the fewer users were male of 47.1% only. **(2)** It is observed that borrowing of books, reading notes, and preparing of assignment was the main purpose of visiting the library. **(3)** The number of users around 49.3%(69) tends to visit the library in two or three times in a week, 37.9% (53) tends to visits daily and only 2.1% (3) visit the library once in a month. **(4)** The finding also reveals that Course books (65%) are the most used materials in the library and the least usage of materials are E-books & E-Journals (10.7%). **(5)** The analysis of user satisfaction on the services provided by the library indicate that (51.4%) were satisfied with the lending services, followed by library hours 69 counts (49.3%), and the lowest count of all the reprography service with 17 count (12.1%).**(6)** The findings also reveals that majority of the user/respondent were satisfied with the collection of Course Books/Textbooks which has the highest number of counts of 105 (75%), followed by Reference Books with 69 counts (49.3%), Newspaper 34 count (24.3%) and the lowest count of 28 Journals & Magazines (20%).**(7)**The result also showed that most of the users used reference section, internet section, current journals and magazines and e-journals for retrieving information. **(8)**The results on the infrastructure facilities and the satisfaction of the user about the physical environment of the library indicate that majority of the respondents were satisfied with reading materials, followed by the cleanliness of the environment. On the basis of the finding, some suggestion has been put forth for better services and maximum use of libraries by undergraduate students.

Introduction:

Education aims to impart knowledge and to empower people to make a difference in the transformation of society. Libraries are the temple of knowledge and form an integral part of education. With the advent of internet and ICTs the whole Publishing world is revolutionized with print to digital environment, the transition had been reflected greatly in library and information centers, which are being transformed gradually from the close access traditional libraries to the present day hybrid libraries, digital libraries and finally to Virtual Libraries.

Academic Libraries have been described as the "heart" of the Academic Institutions providing a place for students and faculty to conduct their research and advance their knowledge. (Chamani Gunasekera, 2010) Generally, academic libraries comprise of school libraries, college libraries and University /Institutional libraries. The primary purpose of the library is to support the parent institution by providing adequate information to the user at all times in order to support the academic curriculum. In today's age of information where information and knowledge increases by leaps and bounds, the library is no longer considered as a trinity of books, reader and staff or a storehouse of knowledge, but has changed into information centers or learning resources centers in which the library professionals perform as information professionals. Therefore a well established library is essential for any academic institution. As a focal point for teaching, learning, and research; it is expected to provide standard information resources to all its users.

Library user surveys have become widespread in academic libraries during the past twenty years. Surveys have often been used as a tool to assess service quality and user satisfaction. (Steve Hiller, 2001). As the academic libraries are committed to provide excellent resources and services, it is important for any library professionals to know the real need of the users, how the resources are being used, the changing needs of the users, their levels of satisfaction therefore it is crucial to evaluate the library service from user's point of view. One of the main tools that can be use to evaluate and assess the library services is the user survey because on understanding the needs of the target group it will help to develop the various strategies that are appropriate to obtain effective results. *"Survey is a way and a supremely useful one of exploring the field of collecting data around as well as directly on the subject of study so that problem is brought in to focus and points worth studying are suggested" (Moser & Kalton, 1986).*

The purpose of employing the user survey was described by Cullen (2001) in the following terms:

1. Provide detailed information about user's opinion of the service.
2. Help to clarify the library professionals' concept of the services as well as their assumption about the user needs.
3. Indicate problems
4. Suggest solutions.

The present study is the user survey on *the usage of college libraries by undergraduate in Shillong.* Shillong is the capital and hill station of Meghalaya also known as "The Abode of Clouds" one of the smallest states in India. It is the headquarter of the East Khasi Hills district and is situated at an average altitude of 4,908 feet (1,496 m) above sea level, with the highest point being Shillong Peak at 6,449 feet (1,966 m). Shillong is the 330the most populous city in India with population of 143,007 according to the 2011 census. It is said that the rolling hills around the town reminded the European settlers of Scotland. Hence, they would also refer to it as the "Scotland of the East".

Shillong is fast emerging as an educational hub for the entire northeastern region, there are a total of 28 colleges in Shillong that are affiliated to North Eastern Hills University (NEHU) some College are with well equipped libraries, where as some libraries are still in their nascent stage. Seven colleges have been selected for data collection, namely Shillong College, Shillong Commerce College, St.Edmund's College, St.Dominic's College, Sanker Dev College, Synod College and Seng Khasi College.

Objectives of the study

The main objective of this study is to examine the used of the sources in the field of college Libraries by undergraduate students in shillong, and then determine, classify and analyze them.

1. To find out what library services, resources and facilities undergraduates' students use for their learning.

2. To study the various type of collections and services being used by the students in the library

3. To identify the infrastructure facilities being provided by the library.

4. To know how satisfied undergraduate students are with the available resources and services in the library.

5. To suggest remedies that may help the undergraduate students to use the library more effectively and efficiently.

Literature review

Literature plays a very important role in any research activities; according to available literature, **Felicia Yusuf, Juliana Iwu (2001),** has conducted a study on the Use of Academic Library: A Case Study of Covenant University, Nigeria, by using the survey method. The findings revealed that 88% of the students sampled visited the library to read for examination while most faculties visited the library to read journals, electronic or print. Also, students used OPAC more than faculty.

Siddiqui (2001) conducted a study on the use of library collection of Jawaharlal Nehru University Library. A questionnaire was used to collect the data, which covered 99 scholars. The study found that 69 percent visit the library daily, and 31 percent found the library collection adequate to meet their information needs.

Krishna Kumar, Akhtar Hussain, Nishat Fatima and Sunil Tyagi (2010) conducted a survey on the use of collections and services at IIT Delhi library, India the study found out that a simple majority of 30% of the students visited the library daily, 30% visited the library for their Professional purposes, 80% are satisfied with library hours, and 35.29%are satisfied with the overall functioning of the library.

Chamani Gunasekera (2010) has done a study on Students Usage of an academic Library: a user survey conducted at the Main Library University of Peradeniya. The study was undertaken to assess library user satisfaction with current information services and resources while identifying user needs with available library resources, services and facilities. But the study further found that library resources and services are not being fully utilized by undergraduates.

Akhtar Hussain, Uzma Muzeeb, Nishat Fatima (2011) conducted A User Survey of Five Women's College Libraries in South Campus, University of Delhi, India. A questionnaire was used to collect the data, which covered a total of 425 students from among the five colleges. The results show that 37.20 % of the students visited the library almost daily, 34.60% of them use the library for academic purposes and 73.60 % are satisfied with library hours and the over all function of the library.

P K Saini, Rajkumar Bhakar, Bhoop Singh (2014) has conducted a study on User Satisfaction of the Students of Engineering College: a Case Study of Engineering College Libraries of Jaipur, Rajasthan, The finding 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. The authors also have tried to found the reason of not satisfaction of the users. On the basis of finding, some suggestion have been put forth for maximizing satisfaction of engineering colleges students in libraries

Methodology:

The study was conducted among the students who use the library by using the survey method and questionnaire containing both open and close ended questions was distributed among the students of the selected colleges. . *Note: multiple answers were permitted* the survey was conducted during the month of May 2016 to August 2016. A total of 175 well designed questionnaires were distributed to students of selected seven colleges in shillong, and out of 175 questionnaires only 140 questionnaires were received and then imported into Microsoft-Excel to organized, analyze and generate the tables, graphs and charts for further analysis. Sorting data into uniform format i.e., gender, age, etc....

Data Collection

The data collected from the questionnaire were retrieved from the different colleges of shillong and a total of 25 questionnaire were given to each of the different seven colleges in shillong in which altogether comes to a total of 175, and out of which only 140 questionnaires were being able to retrieved back, and these data that are being retrieved back are then organized for further analyze.

Data Analysis

Data analysis is the process of transforming raw data into usable information, often presented in the form of a published analytical article, in order to add value to the statistical output. All the data that have been extracted are then processed and generated in the form of tables and graphs for the final study.

Eight main forms of analysis are performed in this study during the year of 2016

- Gender wise distribution
- Purpose of visiting the library
- Frequency use of the library
- Documents used by the user
- Satisfaction with the collection of resources in the library
- Service satisfaction
- Service and facilities used for retrieving information
- Infrastructures in the library

Gender Wise Distribution of the Respondent:

Gender analysis examines the differences in Men's and Women are emphasizing their needs and wants, issues and priorities. Gender analysis aims to achieve equity, rather than equality.

Table 1 shows the distribution of the gender data pertaining during the year 2016, in which female has the highest count of 74 (52.8%) followed by male 66 count (47.1%) in which it sums up the total of 140 of both female and male. Lady Keane College has the highest count among the female contribution i.e 19 and Sankerdev College has the lowest count of only 7. And from among the male gender contribution Sankerdev College has the highest count of 13 and the lowest of 9 from St.Edmunds College.

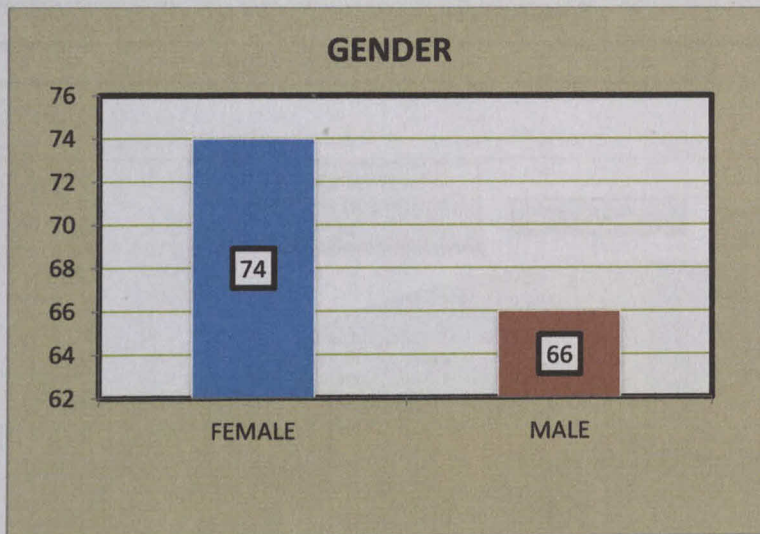| GENDER	ST.EDMUNDS COLLEGGE	ST. DOMINIC COLLEGE	LADY KEANE COLLEGE	SANKERDEV COLLEGE	SENGKHASI COLLEGE	SHILLONG COLLEGE	SHILLONG COMMERCE COLLEGE	TOTAL	
FEMALE	10	10	19	7	8	10	10	74	140
MALE	9	10	-	13	11	12	11	66	

Table 1

Fig 1

PURPOSE OF VISITING THE LIBRARY

A Library is the grand place where books live. For many user that love reading and retrieving information a library can be a vital place for information retrieval and library user may have a variety of reasons for visiting the Library.

It is observed from the table 2, about 66.4% of the user visit the library for borrowing and reading notes out of the nine option given and only 10 % of the user visit for preparation for competitive examination, 40.7% for preparing assignment,32.9% for reference, and an average of 20%-28% for internet section, reading newspaper, journals & magazines, and the 12.1% user visit the library for reprography only.

PURPOSE	COUNTS	PERCENTAGE
BORROW OF BOOKS	36	25.7
BORROW BOOKS & READING NOTES	93	66.4
REFERENCE	46	32.9
REFERENCE,BORROW & INTERNET SEARCH	40	28.6
READING JOURNAL & MAGAZINES	29	20.7
READING NEWSPAPERS	34	24.3
PREPARE ASSIGNMENTS	57	40.7
PREPARATION FOR COMPETITIVE EXAMINATION	14	10
REPROGRAPHY	17	12.1

Table 2

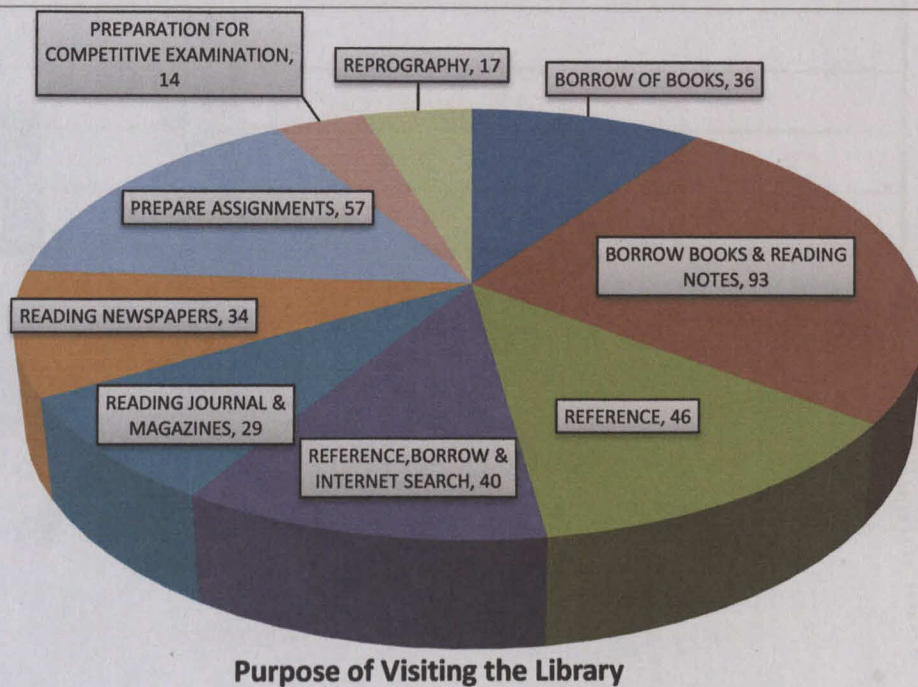**Purpose of Visiting the Library**

Fig 2

USE OF THE LIBRARY

Use of the Library was conducted to assess the frequency and purposes of the library usage by users.

The data pertaining with the frequency use of the library by the user have been given in the table 3. Regarding the frequency use of the library by the user, 49.3% used the library for only two or three times in a week, 37.9% used the library daily, 12.1% of user used the library occasionally, and 6.4 % & 2.1 % used the library once in 15 days and once in a month respectively.

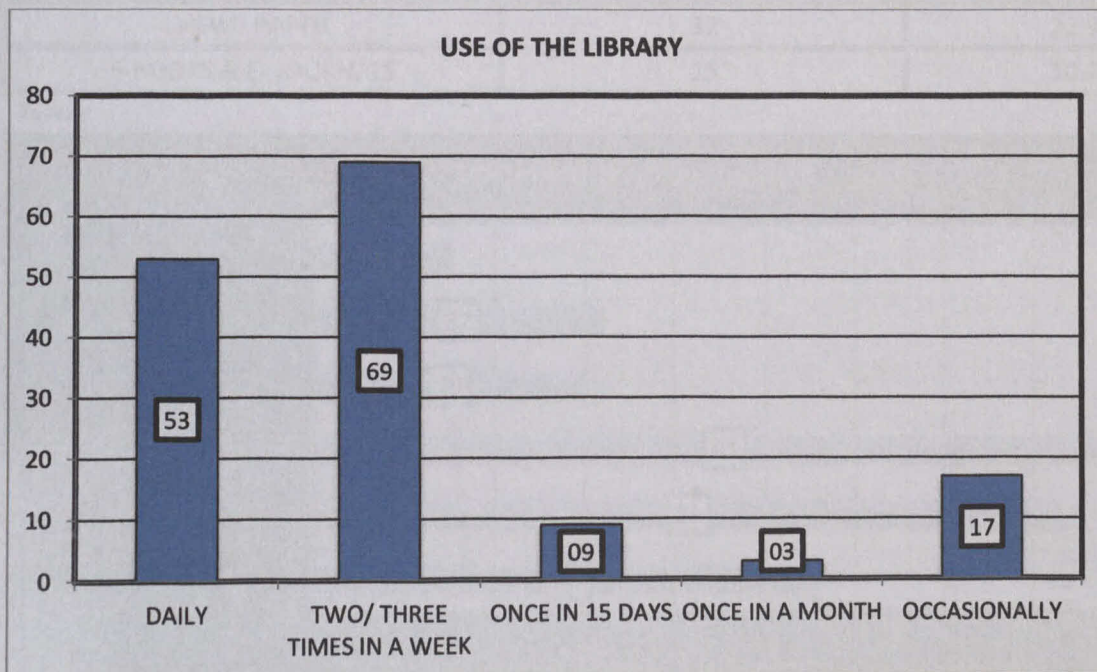| Frequency	COUNTS	PERCENTAGE
DAILY	53	37.9
TWO/ THREE TIMES IN A WEEK	69	49.3
ONCE IN 15 DAYS	9	6.4
ONCE IN A MONTH	3	2.1
OCCASIONALLY	17	12.1

Table 3

Fig 3

DOCUMENTS USED BY THE USER

The college/university library is a powerful source for learning, education and research purposes. It supports the academic needs of the users. In this study it shows that respondents mostly visited the library for their purpose of the usage of the materials available in the library.

The table 4 shows the documents used by the user or respondents, 65% of the user mostly depend on the usage of Course Book, 59.3% on Reference book followed by 40% i.e. General Books , 22.9% on Newspaper, 21.4% on Journals & Magazines and the lowest count with 10.7% only i.e. E-Books & E-Journals

DOCUMENTS	COUNTS	PERCENTAGE
GENERAL BOOK	56	40.0
REFERENCE BOOK	83	59.3
COURSE BOOK	91	65.0
JOURNALS & MAGAZINES	30	21.4
NEWS PAPER	32	22.9
E-BOOKS & E- JOURNALS	15	10.7

Table 4
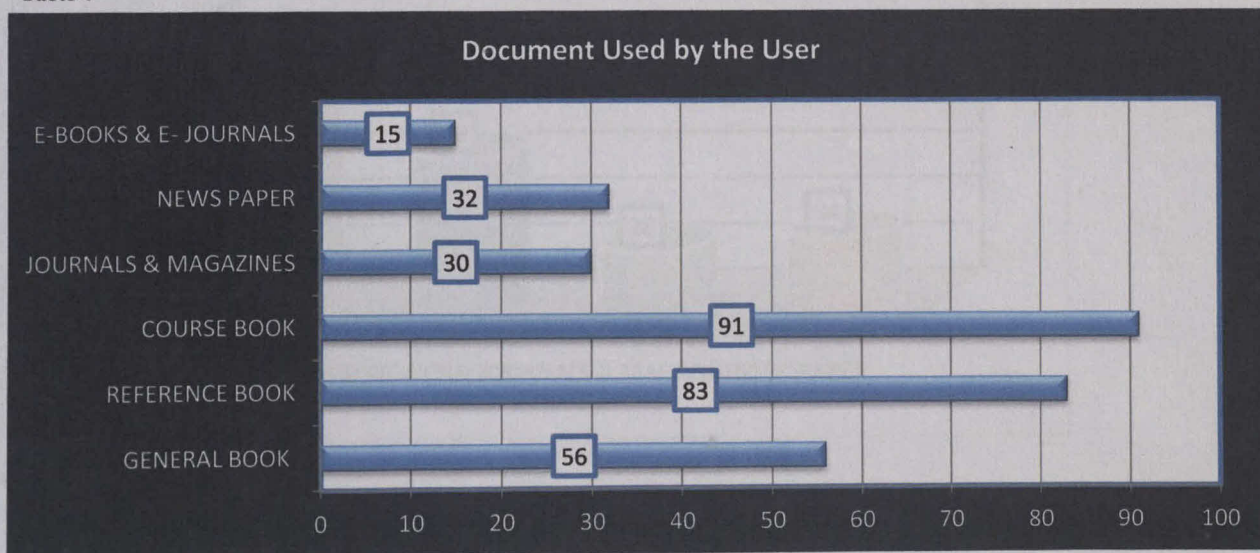
Fig 4

SATISFCATION WITH THE RESOURCES IN THE LIBRARY

Libraries have a huge collection of resources of information and managing them according to user satisfaction is also very important. If collection of a library is up to the mark, users will automatically be satisfied.

In the analysis of the satisfaction with the collection of resources in the library during the year 2016 it has been seen from the table and graph below that most of the User/Respondent are satisfied with the collection of Course Books/Textbooks which has the highest number of counts of 105 (75%), followed by Reference Books with 69 counts (49.3%), Newspaper 34 count (24.3%) and the lowest count of 28 Journals & Magazines (20%).

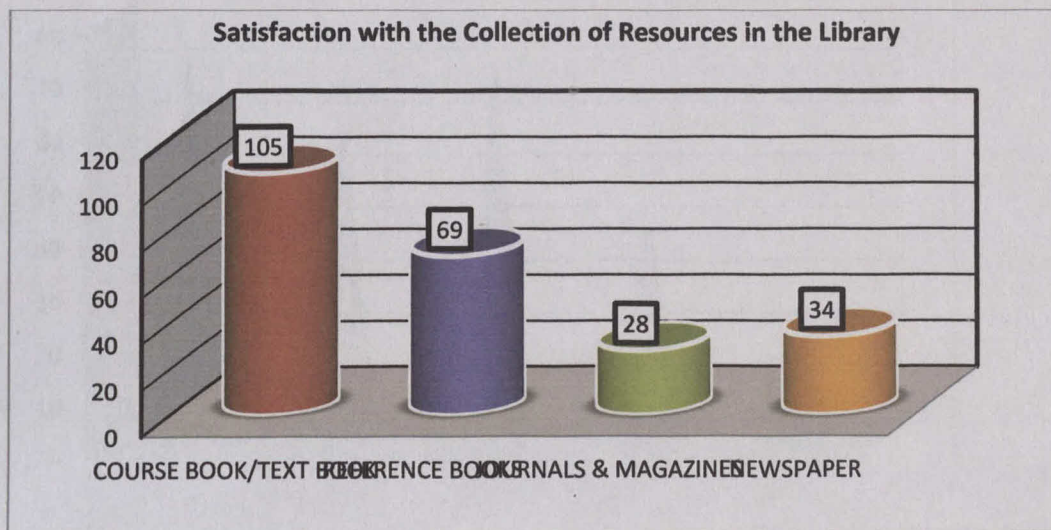| RESOURCES IN THE LIBRARY	COUNTS	PERCENTAGE
COURSE BOOK/TEXT BOOK	105	75
REFERENCE BOOKS	69	49.3
JOURNALS & MAGAZINES	28	20
NEWSPAPER	34	24.3

Table 5

Fig 5

SERVICE SATISFACTION IN THE LIBRARY

This study aims at finding out user satisfaction over currently available services in the library and whether it is meeting the user needs.

It is evident from the table and graph below that the service user satisfaction on the services provided by the library is very high in lending services with 72 counts (51.4%), followed by library hours 69 counts (49.3%), reference services 58 counts (41.4%), internet facilities 40 counts (28.6%) and the lowest count of all the Reprography service with 17 count (12.1%).

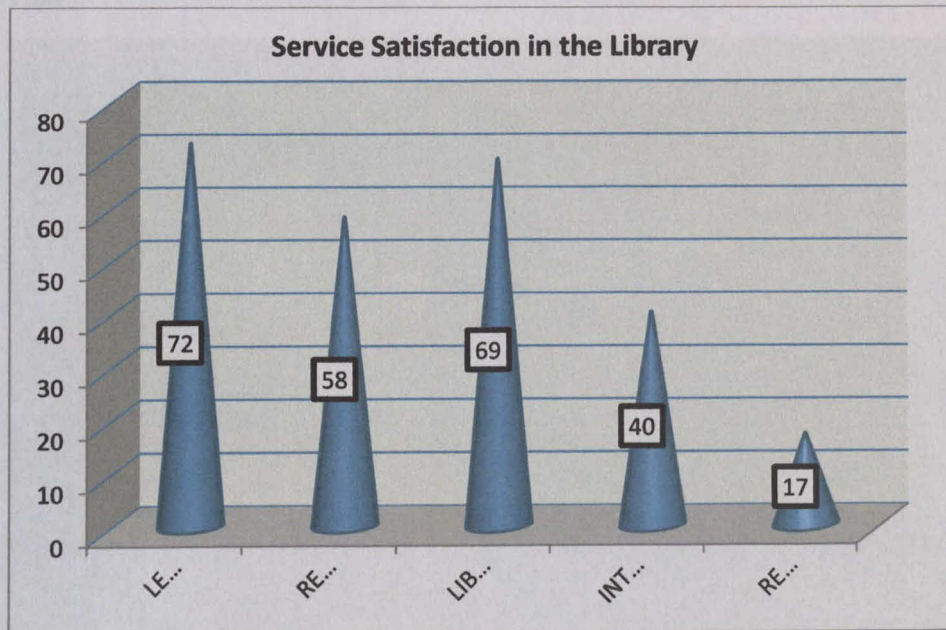| SERVICE	COUNTS	PERCENTAGE
LENDING SERVICES	72	51.4
REFERENCES SERVICES	58	41.4
LIBRARY HOUR	69	49.3
INTERNET FACILITY	40	28.6
REPROGRAPHY	17	12.1

Table 6

Fig 6

SERVICE & FACILITIES USED FOR RETRIEVING INFORMATION

To understand how users of library search and locate relevant documents we need to understand the search techniques and what resources and sources of information they generally use.

Here students were asked to indicate the extent of which information sources they are retrieving and are they satisfied by it. Here in the table below shows that most of the users used reference section for retrieving information with 80 counts (57.1%), another technique used by the user is internet section with the count of 56 (40%), followed by current journals and magazines and e-journals with 28 (20%) counts and 15 (10.7%) counts respectively.

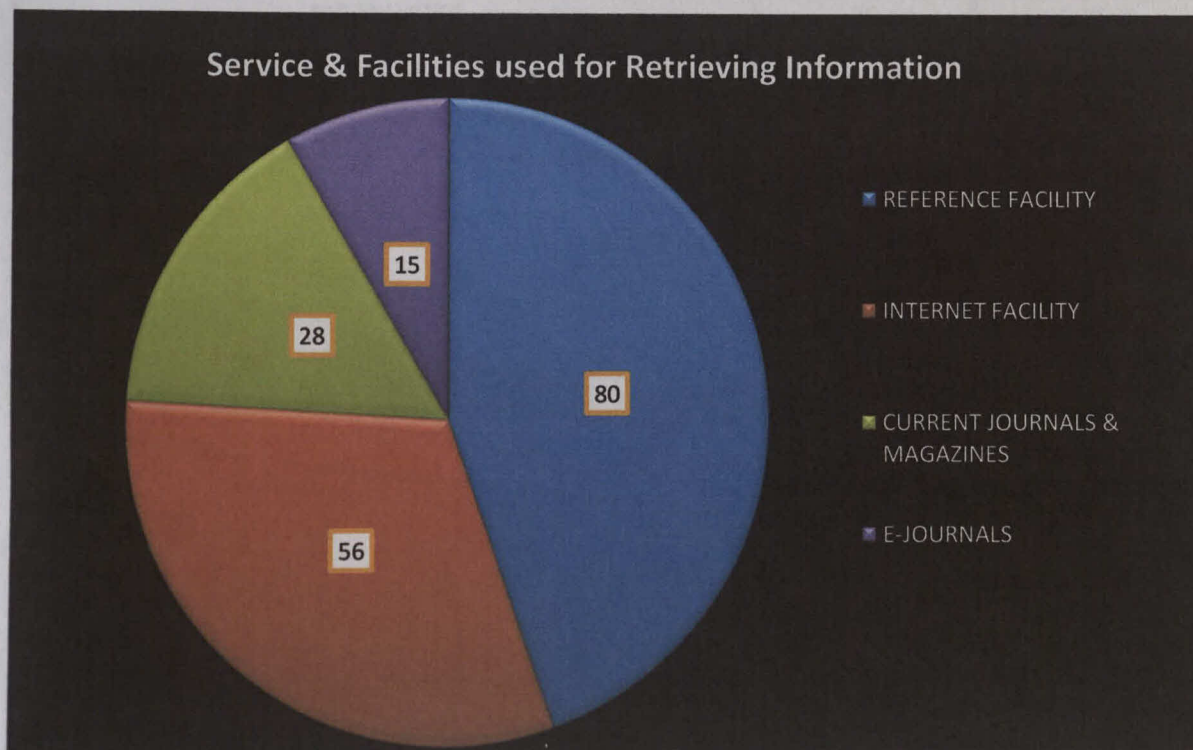| SERVICE & FACILITIES	COUNTS	PERCENTAGE
REFERENCE FACILITY	80	57.1
INTERNET FACILITY	56	40
CURRENT JOURNALS & MAGAZINES	28	20
E-JOURNALS	15	10.7

Table 7

Fig 7

SATISFACTION OF INFRASTRUCTURE FACILITIES IN THE LIBRARY

In the graphical presentation in the below table and figure, presents the types of infrastructure facilities and the satisfaction of the user about the physical environment of the library.

The table indicate that reading materials have the highest satisfaction with 94 counts (67.1%). This is followed by the cleanliness of the environment with counts of 85 (60.7%), helpfulness of the library staff and location of the library counts of 76 (54.3%) which share the same percentage, seating materials 73 counts (52.1%), lighting & ventilation with 62 counts (44.3%), furniture with 55 counts (39.3%), computers materials 44 counts (31.4%) and last security with 42 counts (93%).

INFRASTRUCTURE FACILITIES	COUNTS	PERECENTAGE
LOCATION	76	54.3
READING MATERIALS	94	67.1
SEATING MATERIALS	73	52.1
LIGHTING & VENTILATION	62	44.3
FURNITURE	55	39.3
CLEANLINESS	85	60.7
HELPFULNESS OF THE LIBRARY STAFF	76	54.3
SECURITY	42	30.0
COMPUTERS	44	31.4

Table 8

Infrastructure Facilities in the Library
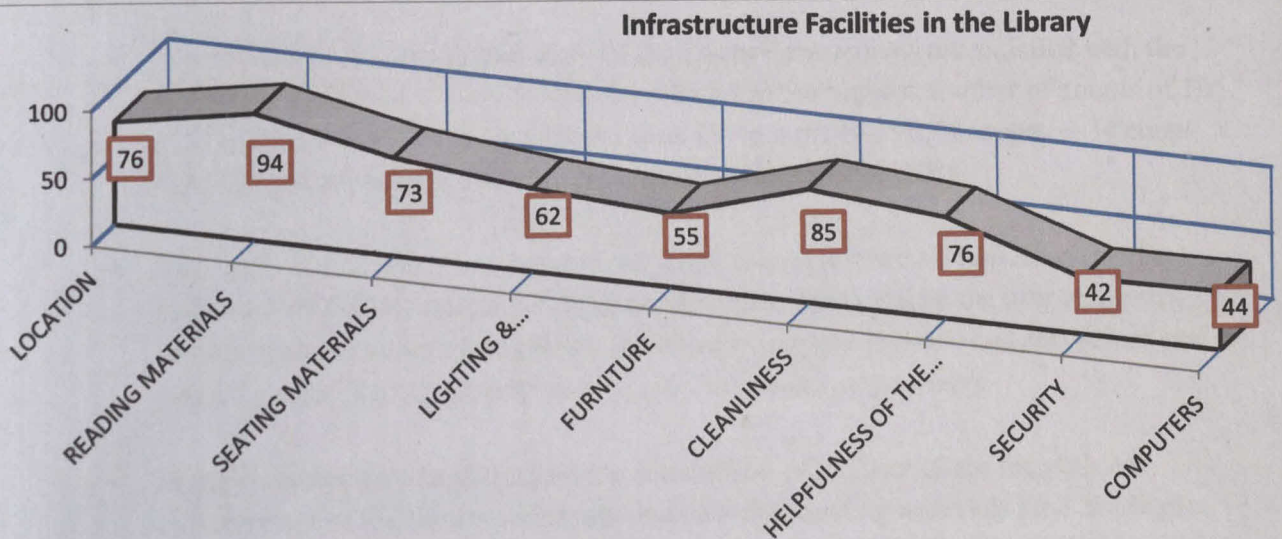
Findings and results

- In this analytical study the finding show that the maximum numbers of user were female with 52.8% and the fewer users were male of 47.1% only.

- 66.4% respondent visit the library for borrowing books and reading notes, 40 % for prepared assignments. In this study it is observed that borrowing of books and reading notes, and prepares of assignment is the main purpose of visiting the library.

- 49.3%(69) Students or users tends to visit the library in two or three times in a week, 37.9% (53) tends to visits daily and only 2.1%(3) visit the library once in a month .

- The finding also reveals that most of the materials used by the respondent are Course books (65%), Reference books (59.3%), and general books (40%) and the least usage of materials used by the respondents are newspapers (22.9%), Journals & Magazines (30%) and E-books & E-Journals (10.7%).

- During the analysis of the service user satisfaction on the services provided by the library it is evident that lending services with 72 counts(51.4%) is the highest, followed by library hours 69 counts (49.3%), reference services 58 counts(41.4%), internet facilities 40 counts (28.6%) and the lowest count of all the Reprography service with 17 count (12.1%).

- The findings also reveals that most of the Users/Respondents are satisfied with the collection of Course Books/Textbooks which has the highest number of counts of 105 (75%), followed by Reference Books with 69 counts (49.3%), Newspaper 34 count (24.3%) and the lowest count of 28 Journals & Magazines (20%).

- The result also showed that most of the users used reference section for retrieving information with 80 counts (57.1%), another technique used by the user is internet section with the count of 56 (40%), followed by current journals and magazines and e-journals with 28 (20%) counts and 15 (10.7%) counts respectively

- In the infrastructure facilities and the satisfaction of the user about the physical environment of the library the results indicate that reading materials have the highest satisfaction with 94 counts (67.1%). This is followed by the cleanliness of the environment with counts of 85 (60.7%), helpfulness of the library staff and location of the library counts of 76 (54.3%) which share the same percentage, seating materials 73 counts (52.1%), lighting & ventilation with 62 counts (44.3%), furniture with 55 counts (39.3%), computers materials 44 counts (31.4%) and last security with 42 counts (93%).

Suggestions:

The following are few suggestions for better services and maximum usage of the library.

1. Library professionals should be equipped with the latest trends of Information Technology.

2. Professionals' library staff should be appointed.

3. Library tour / user education should be organized for the first semester students to show them the different sections of the library and how to use it.

4. To encourage the use of Reference books, Journals and magazines faculty members are to give assignments to students on the current topic from Journals & Magazines.

5. It is suggested that functional library with good reading atmosphere should be provided by the concerned college authority.

6. Computers with high speed Internet facilities should be provided.

7. An awareness programmes on E-resources via N-LIST should be organize for the maximum use of E-resources available in their respective Library.

8. Books with latest edition, periodicals, and other print and non-print materials should be added regularly to meet the required need of the users

9. User survey at regular intervals should be conducted to improve the library services according to users need.

Conclusion:

Since academic libraries are committed to provide excellent resources and services to its users, conducting of user survey is important to know their real need and to be able to provide the best services effectively and efficiently to them. The results of this study clearly show that majority of the users visited the library only to write notes and read newspaper, it is also clearly seen that undergraduate students get relevant information directly from course book/ text book. The finding also clearly indicates that many of the users are satisfied with the collections, services, physical environment, cleanliness and helpfulness of the library staff. Further the study found out that library resources and services are not being fully used by the undergraduates either they are not aware of the resources or services or they do not consider them important for their studies.

Hence, from the overall summary of the findings and results of the study there is a need to increase the computer terminals in many libraries with high speed internet connectivity; user education is needed for the proper utilization of the resources and services. Hence it is high time for all college libraries especially library professionals to be equipped with the latest technology and to take the initiatives to upgrade the quality of the library in term of Books, journals, especially the e-resources and to conduct various user education programmes on the effective use of library services in their own respective colleges.

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