

Evaluation of Information Services and Facilities Offered by HKBK College of Engineering College Library: A Study on User Perspective

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ABSTRACT

The present study has been made analyze and interpret the user's opinion on resources, facilities and services provided by HKBK College of Engineering (HKBKCE) library. During the preparation of this paper, an attempt was made to collect the required data from all available sources. However, sample survey method is used for the study. A simple questionnaire was formulated keeping in view of objective of the study. Questionnaires were distributed (234 students and 24 faculties) only few regular libraries visitors. There were 20 questionnaires received from faculty and 110 students. The total response rate is 92.19%.

Keywords: Library-resources, Facilities and services, HKBKCE

INTRODUCTION

Library occupies an important place in the modern educational system. Class room instruction will not provide all the opportunities needed for attaining all the complex educational objectives. It is here that the libraries come to help the student community [1]. A library is a services institution. Its services should be aimed to satisfy its users for whom the library is established, maintained and developed [2]. Sources and users are the two pillars upon which library services are rests. The prime objective of organization and administration of the library is to facilitate the user community to exploit and harness fully the resources of the library for the maximum use [3]. This is possible through providing library service.

There are many variations in collection, users, teaching pattern employed, services and finance. Under these circumstances, the library services in most of the libraries are far from satisfactory. The HKBKCE began with the aim of providing educational opportunities to the deserving and underprivileged. The Karnataka State Muslim Federation (KSMF) helped establish this engineering college in 1997 under the leadership of Mr. C.M. Ibrahim, former Union Minister. The HKBKCE has well-equipped Library and Information Centre with an elaborated collection of books, e-books, CD-ROMs, journals, project reports, audio-visual materials and other resources to serve its users. As HKBKCE Library is the best one of its kind in Bangalore, has expanded and computerized its house keeping operations during the year 2003, there are serious constraints in providing effective library services. In this study an attempt has been made to analyze and interpret the data on the user's opinion about the resources, facilities and services provided by HKBKCE Library and Information Center. The related background literature of the study has been traced in the following section.

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Literature review

The attempt has been made to identify some of related studies carried out by the researchers in which are related to the present study. The awareness and utilization of resources and services of city central library, Gulbarga study was helpful to the librarians for improving their services. The study was found that majority of the users are aware of the resources and services provided by the library. The significant proportions of the users are unaware of the resources and services. Further, the resources and services are made use by a larger majority of the users who are aware of the resources and services. The satisfaction about the services and facilities are concerned most of them satisfied [4]. The library usage study on 91 faculties from the Sahyadri science colleges conducted through a questionnaire. The analysis of the collected data covers the use of library resources, classification and catalogue, services and physical facilities. The main intention of the study is to promote libraries services for academic interest of the users [5]. To evaluate the services offered by DVS polytechnic college libraries. The study reveals that 37.5% students and 46.88% faculty are satisfied with lending service and 48.75% students and 50% of faculty respectively have a good opinion about book bank facility of their college library [6].

OBJECTIVES OF THE STUDY

The study has been conducted with the following objectives:

- To know the background of the engineering college library.

- To assess the existing situation of the library in respect of its administrative set up, organizational efficiency, finance, collection, technical processing etc.,
- To assess the library personal, physical facilities, services etc., and whether resources and services cater to needs of its users.
- To suggest the practical solutions to prevailing problems.
- To suggest ways and means to the improvement of the library.

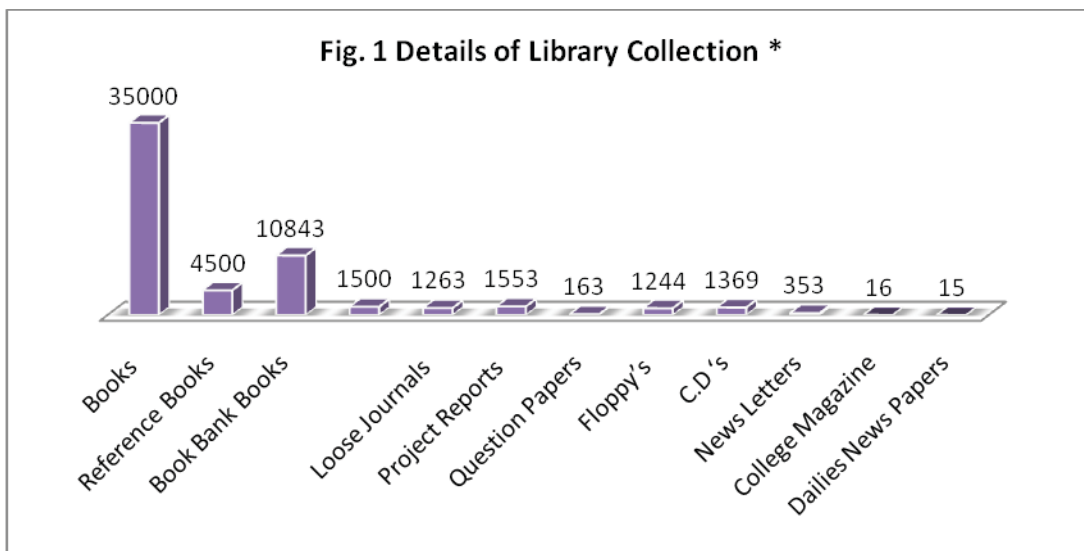
METHODOLOGY

The present study is adopted survey method to collect the data; a simple questionnaire was formulated keeping in view the objective of the study. The questionnaire consisted of simple and open ended questions with ample number of options. It carried the assurance to the readers that their responses would be kept confidential and will be use for research purposes only so that the respondents could freely express their personnel views and opinions. During the preparation of this paper, an attempt was made to collect the required data from all available sources. However, sample survey method is used for the study. Questionnaires were distributed only few regular libraries visiting students and faculties. The questionnaires distributed and responses received are presented in table-1.

The questionnaires were distributed to frequently visiting faculty and students. There were 20 questionnaires received from faculty and 110 from students. The response rate is 83.33 percent and 94.01 percent irrespectively in the respective categories. Totally the response rate is 92.19 percent.

Table 1. Distribution of questionnaires and responses received

Category of users	Total No. library members	No. of questionnaires distributed	No. of filled in questionnaires received	Percentage of response
Faculty	24	24	20	83.33
Students	234	117	110	94.01
Total	258	141	130	92.19



* Source: HKBKCE Library Annual Report. (<http://203.90.120.126:8081/>)

The details of the resource, facilities and services of the HKBKCE Library are provided here. The different types and total number of the collections available in the library is summarized in figure-1.

The library contains good number of collection of 50343 books, including text books and reference books. It also contains back volumes of journals, project reports, current journals, atlases and maps, audio visual cassettes and CD-ROMs. The importance of these sources are given in detailed in the continuing sections.

DATA ANALYSIS

Category-wise Distribution of Respondents

Today gender is considered as one of the important criteria. Particularly while conducting the sur-

vey method it is better to see the respondents gender-wise. The respondents are categorized on the basis of their category-wise distribution and are presented in the table-2.

The table 2 exhibits that out of 130 respondents 75 (57.69%) of them are 'male' 55 (42.31) of them are female. Among the faculty, 8 (6.15%) of them are 'male' and 12 (9.23%) of them are female. Of the total students 67 (51.54%) of them are 'male' and 43 (33.08%) of them are female.

Course-wise Distribution of Respondents

Educational level of the respondents generally education is believed to have effect on widening the mental horizon a man and as such of is being considered as one of the basic necessity of any individual. The information so obtained from the respondents are analyzed and presented in table-3.

Table 2. Category-wise distribution of respondents

Gender	Faculty	Percentage	Students	Percentage	Cumulative total	Total Percentage
Male	8	6.15	67	51.54	75	57.69
Female	12	9.23	43	33.08	55	42.31
Total	20	15.38	110	84.62	130	100.00

Table 3. Course-wise distribution of respondents

Course	Faculty	Percentage	Students	Percentage	Cumulative total	Total Percentage
Computer science	5	3.85	44	33.85	49	37.70
Electrical and Electronics	4	3.06	27	20.77	31	23.83
Medical Electronics	3	2.31	15	11.54	18	13.85
Electronics & Communication	4	3.08	12	9.23	16	12.31
Mechanical	4	3.08	12	9.23	16	12.31
Total	20	15.38	110	84.62	130	100.00

The table 3 reveals that, out of total 49 (37.70%) of respondents belongs to Computer-science department, whereas 31 (23.84%) belongs to Electrical department, 18 (13.84%) are belongs to Medical electronics, while 16 (12.31%) each respondents belongs to Electronics and Communication and Mechanical engineering

Frequency of Library Visit

It is to be noted that the frequency of library visit by the user is usually influenced by the factors such as collection, organization and maintenance of library resources along with the library services. Many a times the library staff plays a decisive role as the frequency of library visit and there by its utilization by the users. The question was asked to the library visit respondents regarding their frequency of visit. The information so sought has been given in table-4.

Table 4 shows that out of 130 library visitors, majority (71, 54.62%) of respondents visit the library

every day, whereas 28 (21.52%) of them visit the library once in a week, 20 (15.39%) of them visit the library twice in a week, 6 (4.62%) of them visit the library once in a month and the remaining 5 (3.85%) of them visit the library occasionally.

Purposes of Visiting the Library

There are different purposes from which the users visit the library. The collected data for the users were analyzed and presented in table-5

The table reveals that out of 130 respondents' 107 (82.31%) respondents have the opinion that they visit the library to borrow text books, whereas 102 (78.46%) users visit library to get photocopies and 91 (70.00%) respondents have expressed that they visit library to meet friends, 53.85% of respondents visit library to see OPAC, 41.54% of respondents opinion that they visit library to prepare for competitive examinations. However 65 (50.00%) of respondents are visiting library for sending the email or to use Internet facility. 32 (26.65%) of them who visit the library to refer reference books, only 21 (16.15%) of

Table 4. Frequency of library visit

Library Visit	Faculty	Percentage	Students	Percentage	Cumulative total	Total Percentage
Every day	12	9.22	59	45.40	71	54.62
Once in a week	5	3.85	27	20.67	28	21.52
Twice in a week	2	1.54	18	13.85	20	15.39
Once in a Month	1	0.77	5	3.85	6	4.62
Occasionally	0	0.00	5	3.85	5	3.85
Total	20	15.38	114	87.62	130	100.00

Table 5. Purposes of visiting the library

Purpose	Faculty	% n=20	Students	% n=110	Cumulative total	% n=130
To borrow book(s)	20	100.00	87	79.09	107	82.31
To send e-mail	20	100.00	45	40.91	65	50.00
To browse news papers/popular magazines	12	60.00	45	40.91	57	43.85
To refer old question paper(s)	10	50.00	32	29.09	42	32.31
To read text book(s) and other reading materials	13	65.00	32	29.09	45	34.62
To use Internet	15	75.00	33	30.00	48	36.92
To use current journal(s)	14	70.00	21	19.09	35	26.92
To search information in catalogue (OPAC)	10	50.00	60	54.55	70	53.85
To prepare for competitive examinations	12	60.00	42	38.18	54	41.54
To obtain photocopies	14	70.00	88	80.00	102	78.46
To use back volumes of subject journal(s)	15	75.00	30	27.27	45	34.62
To use electronic resources	10	50.00	23	20.91	33	25.38
To meet library staff	10	50.00	25	22.73	35	26.92
To refer reference book(s)	12	60.00	20	18.18	32	24.62
To read own reading materials	8	40.00	15	13.64	23	17.69
To use audio-visual resources	9	45.00	22	20.00	31	23.85
To meet friend(s)	11	55.00	80	72.73	91	70.00
To prepare for quizzes and such other	5	25.00	22	20.00	27	20.77
To request for inter library loan	9	45.00	12	10.91	21	16.15
To get answer to reference query	13	65.00	25	27.73	38	29.23

Note: Total percentage will not be 100 because responses are more than one.

the respondents visit the library for request interlibrary loan.

Purpose of Using the Reading Materials

Information is for use - every reader must get what he/she desires and every book must find its reader. Information is used for various purposes such as preparing notes, writing assignments and presenting seminars by the user, the collected data

is shown in table-6.

The table 6 shows that majority 96 (73.84%) respondents use reading materials for preparing notes, whereas 70 (53.84%) respondents have opinions that they use reading materials for preparing assignments, 38 (29.23%) use for preparation of seminar and 19 (14.61%) respondents are opined that they use reading materials for preparing project works.

Table 6. Purpose of using the reading materials

Preparing	Faculty	Percentage n=20	Students	Percentage n=110	Cumulative total	Percentage n=130
Notes	12	60.00	84	76.36	96	73.84
Assignments	7	35.00	63	57.27	70	53.84
Seminars	8	40.00	30	27.27	38	29.23
Project report	4	20.00	15	13.63	19	14.61

Note: Total percentage will not be 100 because responses are more than one.

Table 7. Adequacy of book borrowing facility

Opinion	Faculty	%	Students	%	Cumulative total	Total percentage
Adequate	16	12.30	47	36.16	63	48.46
Moderately adequate	3	2.31	42	32.31	45	34.62
Inadequate	1	0.77	21	16.15	22	16.92
Total	20	15.38	110	84.62	130	100.00

The table shows that majority (96, 73.84%) of respondents use reading materials for preparing notes, whereas 70 (53.84%) of respondents have opinions that they use reading materials for preparing assignments, 38 (29.23%) are use for preparation of seminar and 19 (14.61%) of the respondents are opined that they use reading materials for preparing project works.

Adequacy of borrowing facility

The main service rendered by the entire library is book borrowing/lending facility. The users of the library were asked to give their opinion regarding the adequacy of book leneing service in the library. The information so sought from the respondents are analyzed and presented in table-7.

The table 7 reveals that out of 130 respondents, 63 (48.46%) respondents opined that the book borrowing facility is adequacy, whereas 45 (34.62%) respondents opined that the book borrowing facility is moderately adequate and 22 (16.92%) respondents expressed that the book borrowing facility is inadequate.

Opinions about number of books borrowing from the library

The opinion of users about number of books borrowing from the library is analyzed and present in the table-8.

It is observe from the table-8 that, out of 130 respondents 102 (78.46%) respondents have opined that normally they borrow more than two books at a

Table 8. Opinion of users about number of books borrowing from the library

Opinion	Faculty	%	Students	%	Cumulative total	Total percentage
One Book	0	0.00	5	3.85	5	3.85
Two Books	1	0.77	8	6.15	9	6.92
More than two books	17	13.07	85	65.39	102	78.46
No Response	2	1.54	12	9.23	14	10.77
Total	20	15.38	110	84.62	130	100.00

Table 9. Adequacy of library resources

Resources	Highly Adequate n=130	Moderately Adequate n=130	Adequate n=130	Inadequate n=130
Tex books	39(30.00)	58(44.61)	26(20.00)	7(5.38)
Reference books	23(17.69)	59(45.38)	39(30.00)	9(6.92)
Journals	19(14.61)	30(23.7)	68(52.30)	13(10.00)
Question papers	11(8.46)	31(23.84)	61(46.92)	7(5.38)
Atlases, Maps and Chart	22(16.92)	36(27.69)	24(18.46)	6(4.61)

Note: 1. Total percentage will not be 100 because responses are more than one.
2. Figures give in parentheses indicate percentages

Table 10. Opinions on the automated library services

Opinions	Category of users				Total	Percentage
	Faculty	Percentage	Students	Percentage		
Poor	0	0.00	7	5.38	7	5.38
Average	5	3.85	13	10.00	18	13.85
Good	7	5.38	44	33.85	51	39.23
Very Good	5	3.85	26	20.00	31	23.85
Excellent	3	2.31	20	15.38	23	17.69
Total	20	15.38	110	84.62	130	100.00

time from the library. Whereas nine (6.92%) respondent have expressed that they borrow two books at a time and five (3.84%) respondents said that they borrow one book at a time. 14 (10.77%) respondents have not responded.

Adequacy of library resources

The Faculty and students were asked whether the library resources are adequate for their study or teaching purposes. The responses received are analyzed and presented in table-9.

The table nine reveals that out of 130 respondents 44.61% of faculty and students have the opinion that the text books are moderately adequate, whereas reference collection most of the respondents representing 45.38% of respondents have opined that the reference books are moderately adequately The adequacy of journal 52.30% of users said that the journals are adequate for their study purpose, whereas 46.92% of students and staff are opinion, that question papers are adequate for them. When users were asked about adequacy of Atlases, Maps and Charts, 27.69% of respondents have said that atlas, maps and charts are adequate for their study purposes.

Opinions on the Automated Library Services

The opinions on the automated library services data were collected from the user and presented in the following table

Table 10 shows that, 51 (39.23%) users are happy with the good automated services of their library, out of which 44 were students and seven were faculty. 31 (23.85%) users have rated automated services as very good, out of which 26 were students and five were faculty. 23 (17.69%) respondents have expressed that their library automated services are excellent, out of which 20 were students and the threes were faculty. Whereas 18 (13.85%) users are of the opinion that there is average automated services of their library, out of the five were students and 13 were faculty. Only seven (5.38%) students have stated poor automated services.

Extend of Help to Locate Books

The library catalogues are helpful in locating library resources so collected data was analyzed and presented in table-11.

The table 11 exhibits that there are 108 (83.08%) respondents have expressed that the library catalogues are helpful in locating books

Table 11. Extend of help to locating books

Opinion	Faculty	Percentage	Students	Percentage	Cumulative total	Total percentage
Helpful	18	13.84	90	69.24	108	83.08
Not Helpful	2	1.54	20	15.38	22	16.92
Total	20	15.38	110	84.62	130	100.00

Table 12. User opinion about library promotional programmes

Promotional Programmes	Faculty	Percentage n=20	Students	Percentage n=110	Cumulative total	Percentage n=130
Library Orientation	12	60.00	72	65.45	84	64.61
Library Guide	9	45.00	68	61.81	77	59.23
Hand Book	14	70.00	53	78.18	67	51.53

Note: Total percentage will not be 100 because response are more than one.

in the library where as 22 (16.92%) of them says that catalogue is not helpful in locating books in the library.

Library Promotional Programmes

To promote the users of the library, HKBKCE library has some promotional programmes. Thus a question was posed to the respondents whether they feel the library promotional programmes provide or not. The responses received are analyzed and presented in table-12.

The above table 12 shows that out of 130 respondents, 84 (64.61%) respondents have said that the library provides library orientation, and while 77 (59.23%) respondents says that the library provides ' library guide' and 67 (51.53%) expressed that the

Helpful of Library Staff to the Users

In a library system the co- operation of the library user's staff plays a vital role in the smooth functioning of library facilities and services. The main purpose of the library will not fulfill. Here an investigator asked the question regarding the helpfulness of the library staff in without which in regards to the facilities and services in the library. The responses so obtain is presented in table-13.

It can be seen from the table 13 that 85(65.38) respondents have opinioned that the library staffs are helpful and 45 (34. 62%) respondents have said that the library staffs are not helpful for them.

Assistance by Library Staff

A question was posed to 85 respondents regarding

Table 13. Helpful of library staff to the users

Responses	Faculty	Percentage	Students	Percentage	Cumulative total	Total percentage
Helpful	17	13.08	68	52.31	85	65.38
Not Helpful	3	2.30	42	32.31	45	34.62
Total	20	15.38	110	84.62	130	100.00

library provides hand book to promote the library.

the helpfulness of the library staff. The responses received were analyzed and are presented in table14.

Table 14. Assistance of help extended by the library staff

Responses	Faculty	Percentage	Students	Percentage	Cumulative total	Total percentage
Very Helpful	8	9.41	38	44.71	46	54.12
Helpful	3	3.53	15	17.65	18	21.18
Moderately helpful	4	4.71	10	11.76	14	16.47
Not at all Helpful	0	0.00	4	4.71	4	4.71

Table 15. Types of help provided by the library staff to user

Helpful	Faculty	Percentage n=20	Students	Percentage n=110	Cumulative total	Percentage n=130
In locating required document	10	50.00	72	65.45	82	63.08
In guiding to read suitable books	12	60.00	23	20.91	35	26.92
In locating books without wasting much time	3	15.00	24	21.82	27	20.77
In Internet Searching	7	35.00	19	17.27	26	20.00
Assisting for use of OPAC	12	60.00	72	65.45	82	63.08

Note: Total percentage will not be 100 because responses are more than one.

It is observed from the table-14 that, out of 35 respondents, 46 (54.12%) opinioned that library staff are very helpful where as 18 (21.18%) respondents, said that the library staffs are helpful, 14 (16.47%) respondents have expressed that the library staff is said moderately helpful, 4 (4.70%) respondents that the library staff are not at all respondents says that the library staff are not at all helpful and only 3 (3.52%) did not respond on the question.

Types of help Providing by the Library Staff to Users

Staff member play an important role in the library by providing the service to the users. The different types of help provide by the library staff to the user is shows in table-15.

The table 15 shows that out of 130 respondents 82 (63.08%) of them have said that the library staff are helpful in locating required documents and helping for use of OPAC, while 35 (26.92%) respondents have opined that the library staff are helpful in giving guidance to read suitable books. Whereas,

27 (20.77%) respondents says that the library staff are helpful in locating books without wasting much time, while another 26 (20.00%) respondent have opined that the library staff are helpful in searching necessary documents on Internet.

Preference of Canteen / Cafeteria near by the Library

Cafeteria in a library helps the user to keep refreshed from the monotonous and continuous library work. Students and Faculty were asked to give the opinion in regards to the preference for canteen. The opinions sought from the respondents have given in table-16.

The table shows responses towards preference for a canteen or cafeteria near the library. It can be seen from the table that 110 respondents representing 84.62% think that a canteen/ cafeteria should be there nearby the library. While 20 respondents 15.38% says that they do not want canteen/ cafeteria nearby the library.

Table 16. Users opinion about preference of canteen / cafeteria near by the library

Canteen	Faculty	Percentage	Students	Percentage	Cumulative total	Total percentage
Good canteen	17	13.08	93	71.54	110	84.62
Not-good canteen	3	2.30	17	13.08	20	15.38
Total	20	15.38	110	84.62	130	100.00

Table 17. Opinion on the facilities and services offered at the library

Opinions	Category of users				Total	Percentage
	Faculty	Percentage	Students	Percentage		
Poor	0	0.00	10	7.70	10	7.69
Average	5	3.85	20	15.38	25	19.23
Good	5	3.85	43	33.08	48	36.92
Very Good	9	6.91	29	22.31	38	29.23
Excellent	1	0.77	18	13.85	19	14.62
Total	20	15.38	110	84.62	130	100.00

Overall opinion on the Facilities and Services Offered at the Library

The overall opinions about the facilities and services offered at the library data were collected from the users and summarised presents in the following table-17.

Table 17 shows that 48 (36.92%) respondents are happy with the good services and facility of their library, out of which 20 were students and 5 were faculty. 38 (29.23%) respondents have expressed very good services and facility of library, out of which 29 were students and nine were faculty. 25 (19.23%) respondents have expressed the average facilities of their library services and facility, out of which 20 were students and 5 were faculty. 19 (14.62%) respondents are of the opinion that services and facility of their library is excellent. Only ten (7.69%) respondents have stated poor facility and services of their library.

FINDINGS

A study has revealed the following as findings. On the basis of the findings, suggestions are made and conclusion is drawn. The major findings of the studies are as follow:

- The study finds that, majority (107, 82.31%) of respondents visits the library to borrow text books and (41.54%) prepare for competitive examinations. Whereas 53.85% of respondents use the library OPAC.
- There are 48.46% of respondents opined that the book borrowing facility is adequacy and major-

ity (78.46%) of them normally borrow more than two books at a time from the library.

- The study reveals that 39.23% of users are happy with their library automated services and more number (83.08%) of respondents have expressed that library staff helped in locating books.
- It also finds that 64.61% of respondents opined that library staff provides library orientation program for using the library facilities.
- To understand that 84.62% of respondents think that a canteen/ cafeteria should be the near library.

SUGGESTIONS

- Library should have more copies of certain important text books, reference books and model question papers.
- Book bank facility has to be improved by providing the books which are actually needed.
- The library should provide good computers for CD work station.
- Management authority should provide sufficient numbers of staff for effective service to the user community.
- Library user orientation should be given to the fresh academic students or users.
- Separate reading room facility for ladies and gents should be provided.
- Separate reading room facility for faculty and students.
- Library staff should be deputed for conference / seminar for upgrade their skills & knowledge.

CONCLUSION

Library is the basic need for any educational institute and it should make better facilities and also the library should be made attractive point for any educational Institution. Through the above detail analysis we can find that majority of the users are happy about the resources and facilities available in the library and also services rendered by the library is satisfactory. The library is still to improve the present system particularly the library should fully automate and they have to enter the networking. So that all the college libraries in and around Bangalore can share the available resources.

The library has to provide a variety of services to quench the thirst of users such as current awareness service, there should be a well balanced and need based collection. It can be ended that with whatever drawbacks in the study "Availability of resources, facilities and services in HKBK College of Engineering, Bangalore" has revealed, all possible efforts are taken both by the management and the Librarian to provide a good library services. Hope this study will help the management to take appropriate decision in improving the services and facility of library.

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