Use Pattern of Information Sources and Services in Arts and Science Colleges Affiliated to Bangalore University: A Study

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Abstract

Information sources and services are most essential to student and Teaching staff in higher education. The library is only place to fulfill the need of users. The present study deals with the use pattern of student and staff with library collection and services. The study provides information related to method of searching, collecting, using and satisfaction of information sources and services among academic users. The finding of the study reveals about utility behaviour of the user in connection with library resources and services..

Keywords

Information sources and services; information searching; current information; user satisfaction and library facilities.

Electronic access

The journal is available at www.jalis.in

Journal of Advances in Library and Information Science
ISSN: 2277-2219 Vol. 4. No.3. 2015. Pp.233-238

INTRODUCTION

A library is a reservoir of the intellectual resources for the academic community and it serves with a growing emphasis in modern education. As such libraries have become the back bone of higher education. Teaching staff and students using library resources extensively for their academic purpose. The performance of a library can be measured on the basis of extend of satisfaction it provides to its users. Hence there is a need to conduct the use pattern of information sources and services provided by the libraries attached with Arts and science colleges affiliated to Bangalore University. This study also highlights the differences exist among the staff and students in use of information sources and services.

OBJECTIVES

- ★ To study the respondent's level of usage and satisfaction with library collection in art and science colleges affiliated to Bangalore University
- ★ To find out respondent's opinion on proffered sources for getting current information and exam oriented text book for the study and research.
- ★ To find out respondent's method of searching information in college libraries
- ★ To determine respondent's level of usage and satisfaction with library services in art and science colleges affiliated to Bangalore University
- ★ To know the respondent's satisfaction with facilities available in their college libraries

Methodology

The aim of the study is to analyses the use pattern of information sources and service available in the arts and science colleges affiliated to Bangalore University. The purpose of the study is to determine the seeking behaviour of teaching staff and students and level of satisfaction with the collection and services of the library. In this connection a survey was conducted to collect primary data from the respondents by means of well structured questionnaire. The fifteen arts and science colleges has been selected randomly and collected 1500 filled in questionnaire, ,in which 1200 from students and 300 from staff of the respective sample colleges

ANALYSIS AND INTERPRETATION

Table1: Academic Status Wise Respondents' Level of Using Library Collection

S. No	Collection	Student				Staff				Total			
		Very Useful	Useful	Not Useful	Total	Very Useful	Useful	Not Useful	Total	Very Useful	Useful	Not Useful	Total
1.	**Text book**	814 (67.83)	386 (32.16)	-	1200	191 (63.66)	109 (36.33)	-	300	1005 (67)	495 (33)	-	1500
2.	Fiction	281 (23.41)	368 (30.66)	551 (46.91)	1200	32 (10.66)	68 (22.66)	200 (66.66)	300	313 (20.86)	436 (29.06)	751 (50.06)	1500
3.	Conference proceedings	392 (32.66)	416 (34.66)	392 (32.66)	1200	111 (37)	189 (63)	-	300	503 (33.53)	603 (40.33)	392 (26.13)	1500
4.	Reference books	481 (40.08)	692 (57.66)	27 (2.25)	1200	214 (71.33)	86 (28.66)	-	300	695 (46.33)	778 (51.86)	27 (1.8)	1500
5.	Newspapers	915 (16.25)	285 (23.75)	-	1200	300 (100)	-	-	300	1215 (81)	285 (19)	-	1500
6.	Magazines	311 (25.94)	421 (35.08)	468 (39)	1200	61 (20.33)	239 (79.66)	-	300	372 (24.8)	660 (44)	468 (31.2)	1500
7.	Journals	324 (0.27)	381 (31.75)	495 (41.25)	1200	230 (76.66)	70 (23.33)	-	300	554 (36.93)	451 (30.06)	495 (33)	1500
8.	Bibliographies	64 (53.33)	216 (18)	920 (76.66)	1200	116 (38.66)	184 (61.33)	-	300	175 (11.66)	400 (26 .66)	920 (61.33)	1500
9.	Abstracts and indexes	102 (8.5)	320 (26.66)	778 (64.83)	1200	82 (27.33)	218 (72.66)	-	300	184 (12.26)	538 (35.96)	778 (51.86)	1500
10.	Competitive exam books	715 (59.66)	484 (40.33)	-	1200	16 (53.33)	284 (94.66)	-	300	732 (48.8)	768 (51.2)	-	1500

Table1 shows that Academic status wise respondents' level of using library collection. Out of 1200 student respondents the highest 76.25percent of them and 67.83percent of them says that newspaper and text books are very useful. In the staff category out of 300 respondents 100percent of them says that newspaper are very useful but at the same time more than 70percent of the respondent also pointed out that journal and reference books are very useful.

Table 2 shows that Academic status wise respondents' searching of information resources. Out of 1200 student respondents 40percent of them asking help from friends/colleagues and out of 300 staff respondents nearly 40percent of them used searching on the shelf. It is also seen from the table that 35percent of the staff respondent also getting assistant from the library staff.

Table 2: Academic Status Wise Respondents' Searching of Information Resources

S.NO	Method of Searching s	Student	Staff	Total
1.	Searching on the shelf	434 (36.16)	118 (39.33)	552 (36.8)
2.	Starting from catalogue/OPAC	409 (34.08)	85 (28.33)	494 (32.93)
3.	Asking assistance/help from library staff	316 (26.33)	106 (35.33)	422 (28.13)
4.	Asking help from friends/colleagues	488 (40.66)	72 (24)	560 (37.33)

Table 3: Academic Status Wise Respondents' Use of Information Channels

S.NO	Information Channels	Student	Staff	Total
1.	News paper	816 (68)	300 (100)	1116 (74.4)
2.	Internet	726 (60.5)	258 (86)	330 (22)
3.	Journals	218 (18.16)	204 (68)	422 (28.13)
4.	Library notice/display	264 (22)	116 (38.66)	380 (25.33)
	Total			

Table 3 shows that academic status wise respondents' use of information channels. Out of 1200 student respondents 68percent of them and 60percent of them preferred newspaper and internet whereas out of 300 staff respondents 100percent and 86percent of them preferred above said channels. But it is note that 68percent of staff also preferred journals as a channel of information.

Table 4 shows that academic status wise respondents' use of sources for exam oriented text books. Out of 1200 students respondents nearly 85 percent of them borrowing books from department/ college library and 50 percent of them each from their senior students as well as from classmates

Table 4 Academic Status Wise Respondents' Use of Sources For Exam Oriented Text Book

S.NO	Sources	Student n=1200	Staff	Total
1.	From department/college library	998 (83.17)	-	998 (83.17)
2.	From class teacher	112 (9.34)	-	112 (9.34)
3.	From senior students	176 (14.67)	-	176 (14.67)
4.	From classmates	181 (15.08)	-	181 (15.08)
5.	From other libraries	58 (4.83)	-	58 (4.83)

Table 5 Academic Status Wise Respondents' Level of Satisfaction With Library Collection

S. No	Library Collection	Student				Staff				Total			
		Fully satisfied	partly satisfied	Not satisfied	Total	Fully satisfied	partly satisfied	Not satisfied	Total	Fully satisfied	partly satisfied	Not satisfied	Total
1.	Text book	771 (64.25)	362 (30.16)	67 (55.83)	1200	201 (67)	99 (33)	-	300	972 (64.8)	461 (30.73)	67 (4.46)	1500
2.	Fiction	256 (21.33)	418 (34.83)	526 (43.83)	1200	41 (13.66)	102 (34)	157 (52.33)	300	297 (19.8)	520	683 (45.53)	1500
3.	Conference proceedings	416 (34.66)	424 (35.33)	360 (30)	1200	169 (56.33)	131 (43.66)	-	300	585 (39)	555 (37)	360 (24)	1500
4.	Reference books	402 (33.5)	712 (59.33)	86 (71.66)	1200	221 (73.66)	79 (26.38)	-	300	623 (41.53)	791 (52.73)	86 (5.83)	1500
5.	Newspapers	926 (11.33)	219 (18.25)	53 (44.16)	1200	207 (69)	93 (31)	-	300	1135 (75.66)	312 (20.8)	53 (3.53)	1500
6.	Magazines	418 (24.83)	561 (43)	221 (18.41)	1200	106 (35.33)	194 (64.66)	-	300	524 (34.93)	755 (50.33)	221 (14.73)	1500
7.	Journals	446 (37.16)	401 (33.14)	353 (29.41)	1200	121 (40.33)	179 (59.66)	-	300	567 (37.8)	580 (38.66)	353 (23.53)	1500
8.	Bibliographies	102 (8.5)	321 (26.75)	777 (64.75)	1200	92 (30.66)	208 (69.33)	-	300	194 (12.93)	529 (35.26)	777 (51.80	1500
9.	Abstracts and indexes	161 (8.5)	348 (29)	691 (57.58)	1200	75 (25)	225 (75)	-	300	236 (15.73)	573 (38.2)	691 (46.06)	1500
10.	Competitive exam books	818 (68.17)	316 (26.33)	66 (5.5)	1200	-	-	-	300	818 (68.17)	316 (26.933)	66 (5.50)	1500

Table 5 shows that Academic status wise respondents' level of satisfaction with library collection. Out of 1200 student respondents 64.25percent of them and out of 300 staff respondents 67percent of them fully satisfied with text book collection 77.33percent of student respondents and 69percent staff respondents fully satisfied with newspaper collection. It is observed from the table that 73.66percent of staff respondents and 68.11percent of student respondents fully satisfied with reference book and competitive exam books respectively.

Table 6 Academic state wise respondents' level of using library services

S. No	Services	Student				Staff				Total			
		Highly Useful	Use full	Not Useful	Total	Highly Useful	Use full	Not Useful	Total	Highly Useful	Use full	Not Useful	Total
1.	Book lending service	911 (75.91)	289 (24.08)	-	1200	214 (71.33)	86 (28.66)	-	300	1125 (75)	375 (25)	-	1500
2.	Book reservation service	384 (32)	421 (35.08)	395 (32.91)	1200	151 (50.33)	149 (49.66)	-	300	535 (35.66)	570 (38)	395 (26.33)	1500
3.	Periodical service	324 (27)	616 (51.33)	260 (21.66)	1200	285 (95)	15 (5)	-	300	609 (40.6)	631 (42.06)	268 (17.86)	1500
4.	Inter-library loan service	408 (34)	674 (56.16)	118 (9.83)	1200	122 (40.66)	151 (50.33)	27 (9)	300	530 (35.33)	825 (55)	145 (9.66)	1500
5.	Reference service	398 (33.16)	721 (60.08)	81 (6.75)	1200	183 (61)	117 (39)	-	300	581 (38.73)	838 (55.86)	81 (5.4)	1500
6.	Current awareness services (CAS)	394 (32.83)	416 (34.66)	390 (32.5)	1200	218 (72.60)	82 (6.83)	-	300	612 (40.8)	498 (33.2)	390 (26)	1500
7.	Select dissemination of information services (SDI)	301 (13.4)	364 (30.33)	635 (52.91)	1200	227 (75.66)	73 (24.33)	-	300	428 (28.53)	437 (29.13)	635 (42.33)	1500
8.	Newspaper clipping service	221 (14.73)	436 (36.33)	543 (42.25)	1200	108 (36)	162 (54)	30 (10)	300	329 (21.93)	598 (39.80)	573 (38.2)	1500
9.	User education service	417 (18.41)	519 (43.25)	264 (5.33)	1200	68 (22.66)	89 (29.66)	143 (47.66)	300	485 (32.33)	608 (40.53)	407 (27.18)	1500
10.	Reprographic service (Photo copying)	684 (57)	516 (43)	-	1200	127 (42.23)	173 (57.66)	-	300		689 (45.93)	-	1500

Table 6 shows that academic status wise respondents' level of using library services. Out of 1200 student and 300 staff respondents more than 70percent of them in each felt that book lending service is highly useful, however students are slightly higher than staff respondents. Regarding reprographic service 57percent of the student respondents and staff respondents says that highly useful and useful respectively. The highest 95percent of the staff respondents stated that periodical service is highly useful but it is 27percent in student category.

Table 7: Academic Status Wise Respondents' Level of Satisfaction With Library Services

S. No	Services	Student				Staff				Total			
		Fully satisfied	Partly satisfied	Not satisfied	Total	Fully satisfied	Partly satisfied	Not satisfied	Total	Fully satisfied	Partly satisfied	Not satisfied	Total
1.	Book lending service	1004 (83.66)	196 (16.33)	-	1200	213 (71)	87 (29)	-	300	1217 (81.13)	283 (18.86)	-	1500
2.	Book reservation service	481 (40.08)	508 (42.33)	211 (17.58)	1200	188 (62.66)	112 (37.33)	-	300	669 (44.6)	620 (41.33)	211 (14.06)	1500

3.	Periodical service	368 (30.66)	281 (23.41)	551 (45.93)	1200	206 (68.66)	94 (31.33)	-	300	574 (38.26)	375 (25)	551 (36.73)	1500
4.	Inter-library loan service	324 (27)	411 (34.25)	465 (38.75)	1200	82 (27.33)	218 (72.66)	-	300	406 (27.6)	629 (41.93)	465 (31)	1500
5.	Reference service	354 (29.25)	422 (35.16)	424 (35.3)	1200	211 (17.58)	89 (26.67)	-	300	565 (37.66)	511 (34.06)	424 (28.26)	1500
6.	Current awareness services (CAS)	286 (23.833)	418 (34.83	496 (41.3)	1200	204 (68)	96 (32)	-	300	490 (32.66)	514 (34.26)	496 (33.06)	1500
7.	Select dissemination of information services (SDI)	294 (24.5)	328 (27.33)	578 (48.16)	1200	251 (83.67)	49 (16.33)	-	300	545 (36.66)	377 (25.13)	518 (34.53)	1500
8.	Newspaper clipping service	164 (13.67)	216 (18)	820 (68.33)	1200	132 (44)	168 (56)	-	300	296 (19.73)	384 (25.6)	820 (54.66)	1500
9.	User education service	318 (26.5)	211 (17.58)	671 (55.91)	1200	116 (38.66)	184 (61.33)	-	300	434 (28.93)	395 (26.33)	671 (44.73)	1500
10.	Reprographic service (Photo copying)	424 (35.3)	512 (42.67)	264 (22)	1200	118 (39.33)	182 (60.33)	-	300	542 (36.13)	694 (46.26)	264 (17.6)	1500

Table 7 shows that academic status wise respondents' level of satisfaction with library services. Out of 1200 student respondents the highest 83.66percent of them, out of 300 staff respondents 83.67percent of them fully satisfied with book lending service and SDI service respectively. 40percent of the student respondents fully satisfied with book reservation service whereas 70percent of the respondents belongs to staff category fully satisfied with reference service. 60-70percent of the staff respondents fully satisfied with book reservation service, periodical service, and current awareness service. It is indicate that majority of the respondents in the staff category fully satisfied with number of services than student respondents.

Table 8 Academic Wise Respondents' Level of Satisfaction With Library Facilities

S. No	Level of using	Student				Staff				Total			
		Fully satisfied	Partly satisfied	Not satisfied	Total	Fully satisfied	Partly satisfied	Not satisfied	Total	Fully satisfied	Partly satisfied	Not satisfied	Total
1.	Ventilation	421 (35.08)	632 (52.67)	147 (12.25)	1200	162 (54)	138 (46)	-	300	583 (38.86)	770 (51.33)	147 (9.8)	1500
2.	Lighting	515 (42.9)	624 (52)	61 (5.08)	1200	194 (64.67)	106 (35.33)	-	300	709 (47.26)	730 (48.66)	61 (4.06)	1500
3.	Book arrangement	324 (27)	615 (51.25)	261 (21.75)	1200	121 (40.33)	179 (59.67)	-	300	445 (29.60)	794 (52.93)	261 (17.4)	1500
4.	Seating	424 (35.33)	415 (34.58)	361 (30.08)	1200	161 (33.67)	102 (34)	37 (12.33)	300	584 (38.93)	517 (34.46)	398 (26.53)	1500
5.	Cataloguing	312 (26)	428 (35.67)	460 (38.33)	1200	134 (44.67)	108 (36)	58 (19.33)	300	446 (29..73)	536 (35.73)	518 (34.53)	1500
6.	Drinking water facility	591 (49.25)	602 (50.16)	07 (0.58)	1200	184 (61.33)	116 (38.61)	-	300	775 (51.61)	718 (47.86)	07 (0.46)	1500

7.	Toilet facility	342 (28.51)	618 (51.5)	240 (20)	1200	102 (34)	116 (38.67)	82 (27.33)	300	444 (29.6)	734 (48.66)	322 (21.46)	1500
8.	Library working time	217 (18.08)	519 (43.25)	464 (38.67)	1200	122 (57.33)	122 (40.67)	6 (2)		444 (29.6)	734 (48.93)	322 (21.46)	1500
9.	Library staff assistance	189 (15.75)	427 (35.58)	584 (48.67)	1200	181 (60.33)	119 (39.67)	-	300	370 (24.66)	546 (36.4)	584 (38.93)	1500

Table 8 shows that Academic wise respondents' level of satisfaction with library facilities. Out of 1200 student respondents nearly 50percent of them and 42 percent of them fully satisfied with drinking water facility and lighting facility. Whereas among the staff respondents more than 60percent of the respondents fully satisfied with lighting facility, drinking water facility and library staff facility.

FINDINGS AND CONCLUSION

- It is found that majority of the students felt that text books are very useful whereas 100percent of the staff members felt that newspapers and journals are very useful for their academic work.
- Majority of the student preferred friends help and majority of the staff searching on the shelf as their method of searching information
- It is found that majority of the staff and students used newspaper as main information channel to know the current information.
- Majority of the student respondents preferred college library for getting exam oriented textbook.
- Majority of the student respondents fully satisfied with textbook and majority of staff respondents fully satisfied with reference books.
- Majority of the student respondents felt that book lending service is a highly useful service whereas staff felt that SDI service as highly useful.
- Majority of student respondents fully satisfied with book lending service and majority of staff fully satisfied with SDI service.
- Majority of student fully satisfied with drinking water facility and majority of the staff fully satisfied with lighting facility.

From the study it is concluded that there should be made a awareness program to use of journal and reference books by the student community. The students in the arts and science colleges mostly depends on text book due to their nature of curriculum, it should be changed to use also primary sources of information which is providing current information related to their project submission. Library working hours and library staff assistance facilities may be improved.

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