

# Utilization of Library Resources and Services among Undergraduate and Postgraduate Students at Devanampriya Ashok First Grade College, Maski

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**Abstract:** *The Main purpose of the study is to find out the utilization of library Resources & Services by the UG and PG Students of Devanampriya Ashok First Grade College, Raichur. The questionnaire based survey conducted at the library. 300 samples of the questionnaire are distributed randomly between the UG and PG students of Devanampriya Ashok First Grade College, Raichur, out of which 256 completed and valid questionnaires are received from respondents. The paper discusses various aspects i. e. specific purpose of library visit by the users, Most Utilized Library information Resources by the users, Satisfaction with Library Resources & Services, Problems faced while Using Library Resources & Services. Academic libraries are crucial in providing essential services to undergraduate and postgraduate students. This study examines how resources and services are utilized at Devanampriya Ashok First Grade College, Raichur, Karnataka. Results show that a vast majority of users depend on textbooks (96.88%) and frequently visit the library to borrow textbooks and journals (82.81%). However, challenges such as limited space, inadequate furniture, and insufficient terminals (85.16%) hinder the user experience. To address these issues, the study offers recommendations aimed at improving the efficiency and effectiveness of library use.*

**Keywords:** Library Collections, Services, E - resources, Use of Library, User Satisfaction

## 1. Introduction

Library is a storehouse of knowledge, collecting a variety of information sources in print, non - print, and electronic formats, and disseminating this information through various library services. The needs, preferences, and satisfaction levels of users have significant implications for library and information systems. The primary objective of any information system is to effectively transfer information to its users. According to Burrow (1973), the main task of an information center or library is to monitor published information and bring it to the attention of its users. Understanding user needs is essential for developing effective library information systems. User studies have emerged from the belief that understanding user needs and information usage is key to designing effective library information systems. Academic libraries, in particular, play a pivotal role in providing valuable services to their users, including the undergraduate and postgraduate students of Devanampriya Ashok First Grade College, Maski.

Colleges, universities, and institutions invest significant amounts of money in collecting information sources to meet the needs of their users. Conducting user studies on the usage of libraries and information centers helps identify shortcomings, which in turn assists in overcoming problems and providing more effective and efficient services. These user studies are essentially evaluative, offering guidance to enhance the quality of collections and services.

### History of Maski, Raichur

Nestled in the heart of India, the village of Maski in the Raichur district of Karnataka holds a treasure trove of

historical significance. Among its remarkable artifacts is the Maski Ashoka Inscription, a window into India's rich past. This ancient edict stands as a testament to the great Mauryan emperor Ashoka's policies and principles, offering invaluable insights into the history, culture, and governance of ancient India. The Maski Ashoka Inscription is one of the many edicts commissioned by Emperor Ashoka during the 3rd century BCE. Ashoka, also known as Ashoka the Great, ruled the Indian subcontinent for about 40 years and is renowned for his conversion to Buddhism and promotion of the religion across his vast empire. These inscriptions, primarily carved on rocks and pillars, were intended to disseminate his teachings and policies to the people.

Located about 88 kilometers southeast of Raichur in Karnataka, India, the Maski Ashoka Inscription was discovered by C. Beadon in 1915 and later studied in detail by archaeologist Robert Sewell. It is inscribed on a large granite boulder and written in the Brahmi script. The inscription, consisting of seven lines carved into the rock surface, is a significant example of the Rock Edicts of Ashoka and remains one of the most well - preserved inscriptions of its kind. The Maski Ashoka Inscription emphasizes Ashoka's commitment to non - violence and the welfare of his subjects. Written in the Prakrit language and Brahmi script, it was accessible to a wide audience of the time. In this inscription, Ashoka proclaims his dedication to the welfare of all living beings, advocating for their happiness and well - being. He also speaks of his religious tolerance and support for various religious communities, encouraging respect for elders and providing guidance on ethical conduct.

## 2. Review of Literature

**Heena A. Bavaskar. et. al. (2023)** the main purpose of this study is to examine the utilization of library resources and services by postgraduate students at JES College Campus, Jalna. A questionnaire - based survey was conducted in the library, with 180 questionnaires randomly distributed among the PG students. Out of these, 164 completed and valid responses were received. The study discusses various aspects, including the specific purposes for which users visit the library, the most utilized library information resources, the level of satisfaction with library resources and services, and the problems faced while using these resources and services.

**Punith, H. G. (2022).** The study reveals that the use of library resources and services by students largely depends on the availability of required books and other reading materials. The primary objective of this study is to understand how undergraduate students utilize library resources and services. The analysis reveals that a significant majority of students (93.30%) use library services. Among them, 60% use the Internet facility, 85% find the newspaper collection adequate, and 28.70% borrow books from the library. Additionally, 48.33% of students frequently use reference services, while 33.33% prioritize textbooks and periodicals/magazines. Notably, 64.20% of students at G. F. G. College expressed satisfaction with their library resources and services

**Tadasad and Talikoto (2000)** carried out a survey on awareness and utilization of resources and services of City Central Library, Gulbarga and found that majority users are satisfied with information services and visit library to borrow and return books

**Veeresh B. Hanchinal (2019).** In India, higher educational institutions are awarded ratings and rankings by national agencies such as NAAC and NIRF. In this competitive environment, it is crucial for these institutions to stay abreast of global developments and equip students with the skills and knowledge needed to compete effectively. Libraries play a vital role in this process, and it is the responsibility of institutions to acquire e - resources and enhance their library collections. This paper assesses the use of electronic resources, particularly the N - LIST program, by college students in the Mumbai suburban area. A structured questionnaire was distributed among 300 respondents, with 200 duly filled questionnaires received and analyzed. The study's major findings reveal that 50% of respondents are using N - LIST e - resources, while the other 50% are not. E - books are the most accessed e - resources, with 88 respondents utilizing them for their studies. Additionally, the study found that the majority of respondents use e - resources through N - LIST primarily to prepare class notes (92 respondents) and assignments (88 respondents). However, the situation remains concerning, as 89 respondents indicated they were unaware of the N - LIST e - resources. Based on these findings, it is recommended that college libraries conduct regular training programs to create awareness and promote the optimal utilization of e - resources, particularly those available through the N - LIST consortium.

**Varadaraju (2017).** Academic library play a pivotal role in providing valuable services to its users viz students, faculty etc. The present study was conducted to know the use of sources and services of the Loyola Academy of Degree and PG College, Hyderabad and found that majority using text books and users coming to library to borrow the text books. While using services and sources of the library users facing some problems and the study made some recommendations and suggestions to counter the problems that would help user use the library efficiently and effectively

### Objective of the Study:

The primary objectives of this study are.

- 1) To examine and evaluate the utilization of library resources and services by undergraduate and Post graduate students at Devanampriya Ashok First Grade College in Maski.
- 2) To the study aims to identify the most commonly used resources,
- 3) To assess the level of satisfaction among students with the available library services,
- 4) To study the problems faced while using the library resources and services
- 5) To suggest ways to improve the utilization of library resources and services

## 3. Scope and Limitation:

The present study confined to study a use of college library resources and services. It attempts to cover main components such as library collection, management, acquisition, library services, library physical facilities etc., consists of students of Devanampriya Ashok First Grade College in Maski.

## 4. Research Methodology

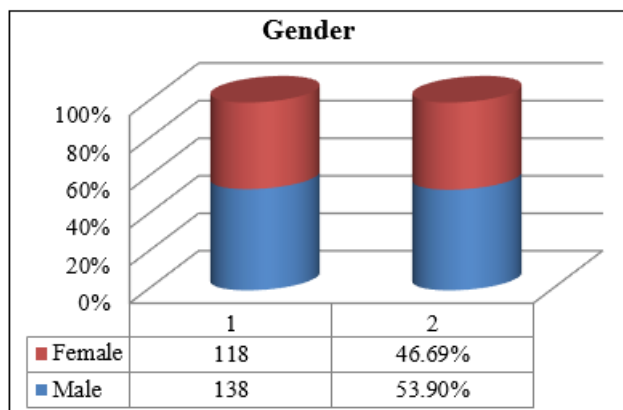
The study was conducted through questionnaire method. The simple questionnaire is prepared keeping in view in objectives of the study based on this the full questionnaire is constructed. The research was conducted at Devanampriya Ashok First Grade College in Maski, Raichur. A random sampling technique was employed to select 300 undergraduate and postgraduate students from the college. Out of the 300 distributed questionnaires, 256 were completed and returned, resulting in a response rate of 85.33%

## 5. Result and Data Analysis

The Collected data had been analyzed in the following tables

**Table 1: Gender wise Distribution**

| Gender | No. of. Respondents | Percentage |
|--------|---------------------|------------|
| Male   | 138                 | 53.90%     |
| Female | 118                 | 46.69%     |
| Total  | 256                 | 100.00%    |

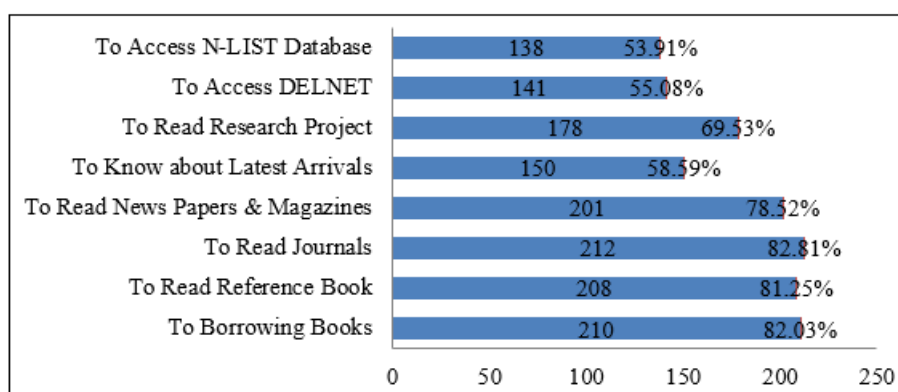


**Figure 1:** Gender wise Distribution of Questionnaires of Users

The above table 1 show that gender wise questionnaires distribution of the respondents which show that 138 (53.90%) percent were male and 118 (46.69%) were female. It indicates that majority of respondents were male.

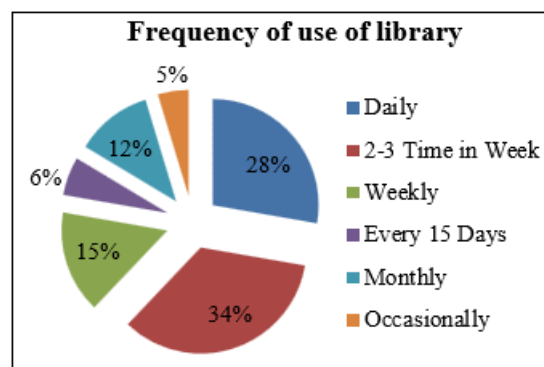
**Table 2: Purpose of Using Library**

| Purpose                         | Respondents | %      |
|---------------------------------|-------------|--------|
| To Borrowing Books              | 210         | 82.03% |
| To Read Reference Book          | 208         | 81.25% |
| To Read Journals                | 212         | 82.81% |
| To Read News Papers & Magazines | 201         | 78.52% |
| To Know about Latest Arrivals   | 150         | 58.59% |
| To Read Research Project        | 178         | 69.53% |
| To Access DELNET                | 141         | 55.08% |
| To Access N - LIST Database     | 138         | 53.91% |



**Figure 2:** Purpose of Using Library

Table No.2 The data reveals that the primary reasons students visit the library include reading journals (82.81%), borrowing books (82.03%), and reading reference books (81.25%). These activities are closely followed by reading newspapers and magazines (78.52%). A notable portion of students also use the library to keep informed about the latest arrivals (58.59%) and to read research projects (69.53%). Accessing digital resources like DELNET (55.08%) and the N - LIST database (53.91%) are less common but still significant. Overall, the library is widely utilized for both physical and digital resources, reflecting its central role in supporting various academic needs



**Figure 3:** Frequency of Use of the Library

**Table 3: Frequency of Use of the Library**

| Frequency          | Respondents | %       |
|--------------------|-------------|---------|
| Daily              | 71          | 27.73%  |
| 2 - 3 Time in Week | 88          | 34.38%  |
| Weekly             | 40          | 15.63%  |
| Every 15 Days      | 15          | 5.86%   |
| Monthly            | 30          | 11.72%  |
| Occasionally       | 12          | 4.69%   |
| Total              | 256         | 100.00% |

Table No.3 the data indicates that the majority of respondents use the library frequently, with 34.38% visiting 2 - 3 times a week and 27.73% using it daily. A substantial number of students visit the library on a weekly basis (15.63%). Less frequent visits include those every 15 days (5.86%), monthly (11.72%), or occasionally (4.69%). This distribution demonstrates that the library is a regularly utilized resource for a significant portion of the student population, highlighting its importance in their academic routines.

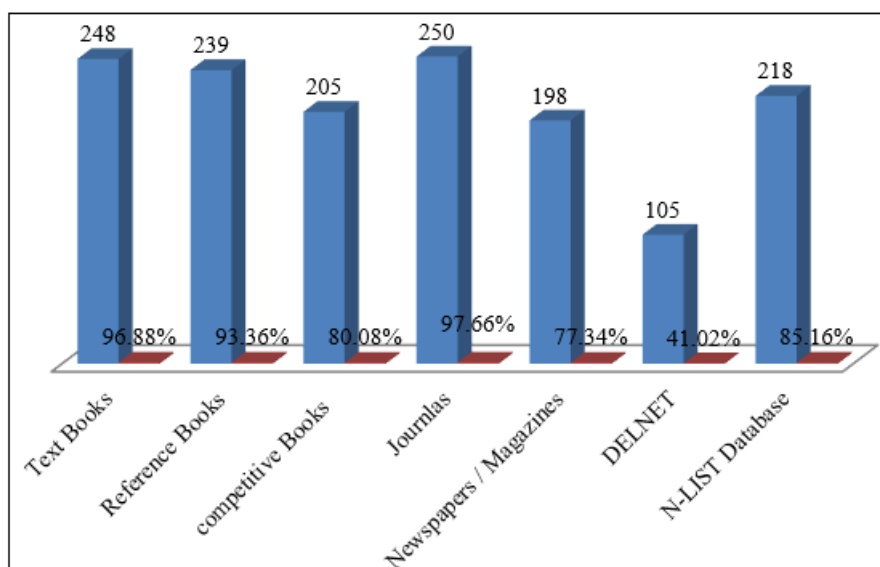
**Table 4: Time Spent in the Library**

| Time        | Respondents | %       |
|-------------|-------------|---------|
| 1 Hour      | 58          | 22.66%  |
| 1 - 2 hours | 90          | 35.16%  |
| 2 - 3 hours | 56          | 21.88%  |
| 3 - 4 hours | 52          | 20.31%  |
| Total       | 256         | 100.00% |

Table No.4 Show that Overall, the data indicates that the most common duration of time spent in the library is 1 - 2 hours, while fewer respondents tend to stay for longer periods (3 - 4 hours). The distribution suggests that while the library is used regularly by the respondents, most prefer to spend between 1 to 2 hours per visit.

**Table 5: Use - Library Information Resources**

| Library Resources      | Respondents | %      |
|------------------------|-------------|--------|
| Text Books             | 248         | 96.88% |
| Reference Books        | 239         | 93.36% |
| competitive Books      | 205         | 80.08% |
| Journals               | 250         | 97.66% |
| Newspapers / Magazines | 198         | 77.34% |
| DELNET                 | 105         | 41.02% |
| N - LIST Database      | 218         | 85.16% |



**Figure 4: Use - Library Information Resources**

Table 5. The data shows that journals (97.66%) and textbooks (96.88%) are the most frequently used resources in the library. Reference books (93.36%) and the N - LIST database (85.16%) are also widely utilized, reflecting their importance to students. Competitive books are used by 80.08% of respondents, while newspapers and magazines are accessed by 77.34%. DELNET is the least used resource among the options, with 41.02% of respondents indicating its use. This distribution underscores the heavy reliance on traditional print resources and highlights the growing use of digital databases in the library.

**Table 6: Use - Type of Library Services**

| Library Services                    | Respondents | %      |
|-------------------------------------|-------------|--------|
| Circulation                         | 241         | 94.14% |
| OPAC                                | 208         | 81.25% |
| CAS                                 | 201         | 78.52% |
| Photocopy                           | 218         | 85.16% |
| Book Bank Service                   | 159         | 62.11% |
| Digital Service (N - LIST / DELNET) | 188         | 73.44% |
| Ask Librarian                       | 210         | 82.03% |

Table No.6 the data indicates that the most utilized library service is circulation, with 94.14% of respondents using this service. Photocopy services are also widely used by 85.16% of students, followed by digital services such as N - LIST and DELNET, used by 73.44%. OPAC and the "Ask Librarian" service are utilized by 81.25% and 82.03% of respondents, respectively. CAS is used by 78.52% of students, reflecting its importance for current awareness. The Book Bank service is used by 62.11% of respondents, indicating a moderate level of engagement. Overall, the high

usage rates of these services demonstrate their critical role in supporting students' academic needs.

**Table 7: Tools & Techniques for Library Using**

| Tools & Techniques                         | Respondents | %      |
|--------------------------------------------|-------------|--------|
| Using OPAC                                 | 210         | 82.03% |
| Browsing the Shelf                         | 139         | 54.30% |
| Assistance from Library Staff              | 219         | 85.55% |
| Seeking Assistance from Teachers / Friends | 158         | 61.72% |

Table No.7 the data shows that seeking assistance from library staff is the most commonly used technique, with 85.55% of respondents relying on this support. The use of OPAC is also significant, with 82.03% of students utilizing it to locate resources. Additionally, 61.72% of respondents seek help from teachers or friends, while 54.30% browse the shelves directly. This distribution highlights the various strategies students employ to access library resources, emphasizing the importance of both digital tools and personal assistance in navigating library services.

**Table 8: Proper Library Maintenance**

| Response | Respondents | %       |
|----------|-------------|---------|
| Yes      | 201         | 78.52%  |
| No       | 55          | 21.48%  |
| Total    | 256         | 100.00% |

Table No.8 This data indicates that a significant majority of respondents are satisfied with the maintenance of the library, while a smaller proportion feels there is room for improvement. 201 respondents (78.52%) answered "Yes," indicating they believe the library is properly maintained. 55

respondents (21.48%) answered "No, " suggesting they do not believe the library is properly maintained.

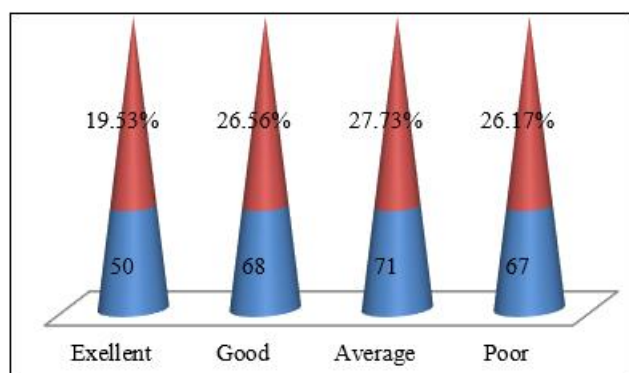
**Table 9: Physical Facilities**

| Level of Adequacy | Respondents | %       |
|-------------------|-------------|---------|
| Adequate          | 216         | 84.38%  |
| Inadequate        | 40          | 15.63%  |
| Total             | 256         | 100.00% |

Table No.9 This suggests that a large majority of respondents are satisfied with the physical facilities provided in the library, while a small percentage feels that improvements are needed. Out of 256 respondents: 216 respondents (84.38%) consider the physical facilities to be adequate.40 respondents (15.63%) find the physical facilities to be inadequate.

**Table 10: Library Cleanliness, Ventilation, Lighting & Atmosphere**

| Opinion   | Respondents | %       |
|-----------|-------------|---------|
| Excellent | 50          | 19.53%  |
| Good      | 68          | 26.56%  |
| Average   | 71          | 27.73%  |
| Poor      | 67          | 26.17%  |
| Total     | 256         | 100.00% |

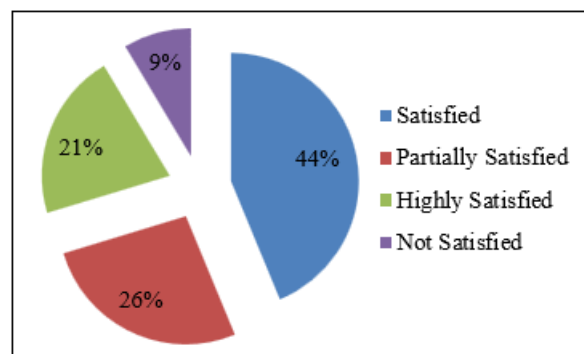


**Figure 5: Library Cleanliness, Ventilation, Lighting and overall atmosphere**

Table No.10 the data indicates that 27.73% of respondents consider the library's cleanliness, ventilation, lighting, and overall atmosphere to be average. A combined 46.09% view these aspects as either good (26.56%) or excellent (19.53%). However, a substantial portion, 26.17%, rated these factors as poor. Overall, while a majority of respondents view the library environment positively, there remains a notable percentage who feels improvements are needed.

**Table 11: Satisfaction with Library Collections**

| Satisfaction Level  | Respondents | %       |
|---------------------|-------------|---------|
| Satisfied           | 112         | 43.75%  |
| Partially Satisfied | 68          | 26.56%  |
| Highly Satisfied    | 54          | 21.09%  |
| Not Satisfied       | 22          | 8.59%   |
| Total               | 256         | 100.00% |



**Figure 6: Satisfaction with Library Collections**

Table No.11 the data reveals that 43.75% of respondents are satisfied with the library collections, while 21.09% are highly satisfied. A notable 26.56% of respondents are partially satisfied with the collections. However, 8.59% of respondents are not satisfied with the library's offerings. This distribution indicates a generally positive perception of the library collections, although there is room for improvement to address the concerns of those who are less satisfied.

**Table 12: Satisfaction with Library Services**

| Satisfaction Level  | Respondents | %       |
|---------------------|-------------|---------|
| Satisfied           | 118         | 46.09%  |
| Partially Satisfied | 56          | 21.88%  |
| Highly Satisfied    | 48          | 18.75%  |
| Not Satisfied       | 34          | 13.28%  |
| Total               | 256         | 100.00% |

Table No.12 the data shows that nearly half of the respondents (46.09%) are satisfied with the library services. Additionally, 18.75% are highly satisfied. However, 21.88% are only partially satisfied, and 13.28% are not satisfied with the services provided. This distribution highlights a generally favorable view of library services, though it also indicates that there are areas for improvement to enhance overall satisfaction among all users.

**Table 13: Problems faced while nursing library**

| Problems                                                   | Respondents | %      |
|------------------------------------------------------------|-------------|--------|
| Lack of Space, Furniture, Terminals                        | 218         | 85.16% |
| Lack of Required Information                               | 108         | 42.19% |
| Lack of Proper Timiong                                     | 250         | 97.66% |
| Lack of Awareness about Library Materials and Services     | 110         | 42.97% |
| Locating Documents are Difficult                           | 101         | 39.45% |
| Lack of Required E - Resources                             | 98          | 38.28% |
| Non Availability of recent Publication (New Edition Books) | 191         | 74.61% |
| Lack of Assistance from Satff                              | 210         | 82.03% |
| No issue of Reference Books, Journals                      | 217         | 84.77% |
| Lack of ICT Skills                                         | 115         | 44.92% |

Table No.13 the data highlights several key issues faced by library users. The most significant problem is the lack of proper timing, reported by 97.66% of respondents. Other major concerns include lack of space, furniture, and terminals (85.16%), and issues with the availability of reference books and journals (84.77%). Additionally, problems such as non - availability of recent publications (74.61%) and lack of assistance from staff (82.03%) are notable. Lesser but still significant issues include lack of

required information, e - resources, and ICT skills. These findings indicate a range of challenges that affect the efficiency and effectiveness of library services.

**Table 14: Need of Training / Orientation**

| Need of Training | Respondents | %       |
|------------------|-------------|---------|
| Yes              | 216         | 84.38%  |
| No               | 40          | 15.63%  |
| Total            | 256         | 100.00% |

Table No.14 The majority of respondents (84.38%) indicate a need for training or orientation, suggesting a strong demand for additional support and education regarding library resources and services. Conversely, 15.63% of respondents feel that they do not require such training. This data highlights the importance of implementing training programs to enhance users' understanding and utilization of library resources and services

## 6. Major Findings of the Study

- 1) The study reveals the gender distribution of the respondents, with 138 males (53.90%) and 118 females (46.69%). This indicates that the majority of respondents were male, representing a slight predominance in the sample.
- 2) Highlights the primary reasons students visit the library. The most common purposes are reading journals (82.81%), borrowing books (82.03%), and reading reference books (81.25%). These are closely followed by reading newspapers and magazines (78.52%). Additionally, a significant portion of students use the library to stay updated on the latest arrivals (58.59%) and to read research projects (69.53%). Although digital resources like DELNET (55.08%) and the N - LIST database (53.91%) are used less frequently, they still play an important role. Overall, the library serves a critical function in providing both physical and digital resources to meet students' diverse academic needs
- 3) The data shows that a substantial portion of respondents frequently use the library, with 34.38% visiting 2 - 3 times a week and 27.73% using it daily. Additionally, 15.63% of students visit the library on a weekly basis. Less frequent usage includes visits every 15 days (5.86%), monthly (11.72%), and occasionally (4.69%). This distribution highlights that the library is an integral resource for many students, underscoring its importance in their academic lives.
- 4) The data reveals that journals (97.66%) and textbooks (96.88%) are the most frequently used library resources, indicating their central role in students' academic activities. Reference books (93.36%) and the N - LIST database (85.16%) are also highly utilized, emphasizing their value to users. Competitive books are accessed by 80.08% of respondents, and newspapers and magazines are used by 77.34%. DELNET, however, is the least utilized resource, with 41.02% of respondents indicating its use. These findings highlight the predominant reliance on traditional print resources while also reflecting the increasing importance of digital databases in supporting academic research and study.
- 5) the data indicates that 43.75% of respondents are satisfied with the library collections, and an additional

21.09% are highly satisfied. A significant portion, 26.56%, is partially satisfied with the collections. However, 8.59% of respondents are not satisfied with the library's offerings. These findings reveal a generally positive perception of the library collections, though there is a notable percentage of users who feel improvements are needed to fully meet their needs.

- 6) The data reveals several key issues affecting library users. The most significant problem is the lack of proper timing, reported by 97.66% of respondents. Major concerns also include inadequate space, furniture, and terminals (85.16%), and issues with the availability of reference books and journals (84.77%). Additional challenges include the non - availability of recent publications (74.61%) and insufficient assistance from staff (82.03%). Lesser concerns involve the lack of required information, e - resources, and ICT skills. These findings highlight the various obstacles impacting the library's efficiency and effectiveness.
- 7) The majority of respondents (84.38%) indicate a need for training or orientation, suggesting a strong demand for additional support and education regarding library resources and services. Conversely, 15.63% of respondents feel that they do not require such training. This data highlights the importance of implementing training programs to enhance users' understanding and utilization of library resources and services

## 7. Suggestions / Recommendations

- 1) Increase Library Timings: Extend the library's operating hours to better accommodate students' schedules.
- 2) Update Book Collection: Purchase the latest edition books and increase the number of books available on shelves, particularly textbooks, to meet users' needs.
- 3) Enhance Book Lending Services: Increase the number of books available for issue and extend the loan duration to provide more flexibility for users.
- 4) Expand Digital Resources: Subscribe to additional digital resources alongside N - LIST and DELNET to broaden access to electronic materials.
- 5) Improve Physical Facilities: Enhance library facilities by increasing space, seating capacity, and the number of terminals.
- 6) Conduct Training Programs: Regularly organize orientation and training programs to educate users on the effective use of library resources and services.
- 7) Ensure Proper Maintenance: Implement thorough maintenance practices, including shelving, labeling, and dusting, and increase library staff to maintain cleanliness.
- 8) Improve Environmental Conditions: Make arrangements for better ventilation and lighting to create a more conducive study environment.

## 8. Conclusion

The present study indicates that users primarily visit the library occasionally for studying, with the main purposes being exam preparation and borrowing books. Textbooks are the most utilized resources, and many users rely on the Book Bank Facility. Major challenges include the lack of required textbooks and reference materials, insufficient support from

library staff, and restricted library hours. To address these issues, it is recommended that libraries regularly organize orientation sessions to familiarize users with OPAC and encourage the use of digital resources, including N - LIST. Library staff should be proactive in assisting users with accessing resources and services. The library team should also take the initiative to address and resolve user problems to enhance the effectiveness of library and information services.

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