

## USE OF LIBRARY RESOURCES AND SERVICES BY STUDENTS: A CASE STUDY OF CENTRAL LIBRARY OF LOVELY PROFESSIONAL UNIVERSITY, PHAGWARA, PUNJAB, INDIA

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### **ABSTRACT: -**

The study highlights the use of library resources and services by students of Lovely Professional University. The study discusses about library use, objective, problems, awareness and satisfaction level of users. Study shows that all students use library. Most of the students prefer to use Text books and internet. Majority of students are partially satisfied with resources and services.

**KEYWORDS:** use; library resources and services; Lovely Professional University.

### **INTRODUCTION**

University libraries play a vital role in achievement of the aims and objective of any institution. Libraries are the essential part of any university to support teaching, learning and research work. For this libraries must have an adequate number of resources, staff and space to provide better services to its users (Singh & Arora). It is very necessary for library professionals to know about use of library resources and services and increasing needs of library users in changing dimensions

(Gurikar&Gurikar).This study examine the use of library resources and services of Lovely Professional University Phagwara.

### **INTRODUCTION TO LOVELY PROFESSIONAL UNIVERSITY (LPU) AND ITS CENTRAL LIBRARY:**

LPU is a private university established under the Punjab state private university act 2005 and recognized by UGC under section 2(f) of UGC act 1956. It is the largest university in India. There is one main central library and eight departmental

libraries. Central Library of the university has a vast collection of books, periodicals, journals/magazines, CD/DVDs, reference collection and online databases. RFID technology and LIBSYS software is used for library operations.

## LITERATURE REVIEW:

**Vinod Kumar Singh (2013);** conducted a study to examine the use of e-resources and services by users at Indian Institute of Management Bangalore. Results shows that majority (97.30%) of the respondents are well aware of library consortium. Majority of the users are using e-resources. About 95% users want there should be special orientation training program to explore all the e-resources and to use it.

**Kayongo and Helm (2009);** conducted a survey to determine research practices and use of library at university of Notre Dame by graduate students. More than 40% respondents shows that library is very useful for their research work.

**Geetha, Mamatha and Farhana (2013);** Surveyed that majority of the respondents use library portal daily and find it provide more efficient access to e-resources of Kuvempu University. Most of the respondents felt that library has to arrange orientation and training programs to enhance the capabilities of users to maximize the use of library portal. Slow access speed is a major problem.

**Onifide, Ogbuiyi and Omeluzor (2013);** Supervise a study to know the utilization of library resources and services in Nezerian Private University with the objective of to find out use, purpose, search strategies, problems and satisfaction level of post graduate students in using library. Results revealed that 48% of the respondents use library occasionally and only 10% of the respondents use library daily. Internet facilities are used more than any other library resources by majority of the respondents. Insufficient internet access points and lack of time are major problems of the users. Most of the respondents are partially satisfied with library services.

## OBJECTIVE OF THE STUDY:

- To know how often and for what purpose students use library.
- To find out which library resources and services are mostly used by the students.
- To identify the major problems faced by the students.
- To identify the awareness of users towards library resources and services.
- To find out the search strategies used by users.
- To measure the satisfaction level of the users.

## SCOPE OF THE STUDY:

The scope of the study is limited to the students of Lovely Professional University, Phagwara.

**METHODOLOGY:**

A well-structured questionnaire was designed to collect the data from students. Approximately 200 questionnaires were randomly distributed to the students. Response rate was 100%.

**DATA ANALYSIS AND INTERPRETATION:****1. Gender wise distribution of the respondents:**

Gender	No of respondents	Percentage
Male	128	64%
Female	72	36%
<b>Total</b>	200	100%

Table 1 indicates that 64% of the respondents are male. Female respondents are 36%.

**2. Department wise distribution of respondents:**

Department	No of respondents	Percentage
Undergraduate	124	62%
Post graduate	76	38%
<b>Total</b>	200	100%

Table 2 shows department wise distribution of the respondents. 62% of the total respondents are under graduate and 38% are postgraduate.

**3. Frequency of library visit:**

Frequency	No of Respondents	Percentage
Daily	62	31%
3-4 Times a week	50	25%
Once a week	30	15%
Fortnightly	24	12%
Once a month	12	06%
Occasionally	22	11%
Never	0	0%

Table 3 indicates that majority of the respondents' visits to library daily (31%). About 25% respondents visit library 3-4 time a week and only 11% of the respondents visit library occasionally

**4. Frequency of time spent in library per week:**

Frequency of time	No of Respondents	Percentage
0-4 hrs	70	35%
4-8 hrs	86	43%
8-12hrs	20	10%
Up to 12 hrs	24	12%

Table 4 shows that 43% of the respondent spent 4-8 hours per week in library followed by 35% respondents 0-4 hours a week, 12% spent up to 12 hours and 10% of respondents spent 8-12 hours a week in library.

**5.PURPOSE OF VISITING LIBRARY:**

Purpose	No of Respondents	Percentage
Charging and discharging of books	128	64%
Self-study	162	81%
Browsing internet	44	22%
Read newspaper/journals	32	16%
To access e-resources	30	15%
For research work/seminar project	30	15%
To update my knowledge	66	33%

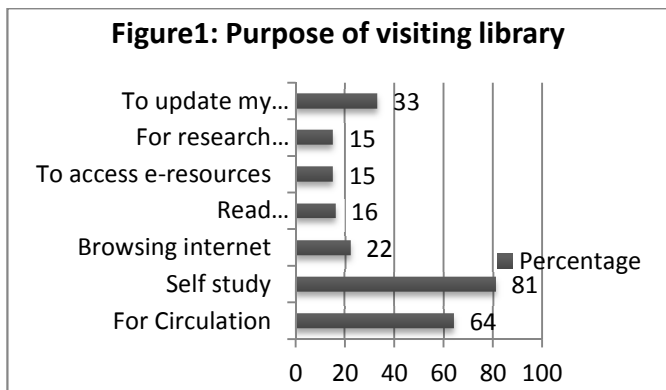


Table 5 and figure 1 highlights the purpose of library visit. Table shows that 81% respondents visit to library for self study followed by charging and discharging of books (64%), to update knowledge (33%), browsing internet 22% and read newspaper/ journals (16%). About 15%

respondents visit to library to access e-resources and for research work/seminar project both.

**6. Preferred library resources and services by students:**

Preferred resources and services	No of Respondents	Percentage
Internet	94	47%
E-journals and e-books	20	10%
Text books	150	75%
Online databases	22	11%
Reference sources	64	32%
Newspaper	18	09%
Periodical/magazine	26	13%

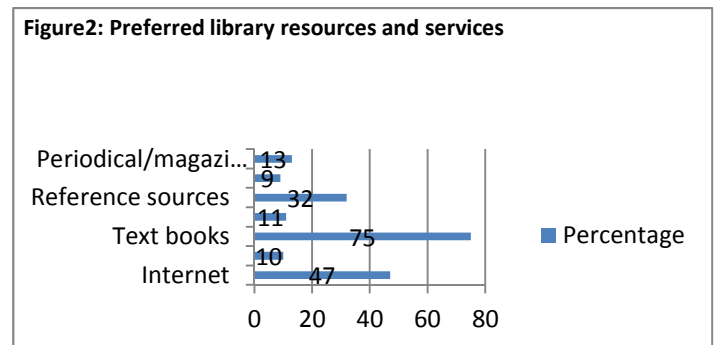


Table 6 and figure 2 revealed that majority (75%) of the respondents preferred text books followed by internet 47% and reference sources 32%. Only 9% respondents preferred to read newspaper in library.

**7. Search strategies used by respondents:**

Search strategies	No of Respondents	Percentage
Browse through selves	104	52%
Information from friends	86	43%
Library staff	60	30%
Web OPAC(Library search)	22	11%

**Figure3: Search strategies used by respondents.**

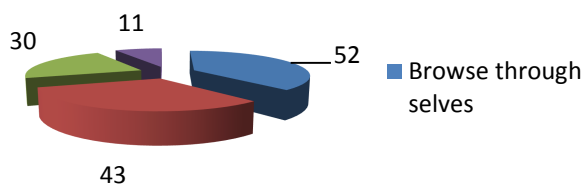


Table 7 and figure 3 shows that which search strategies are followed by students to find the required material. Most of respondents browse through shelves 52% followed by information from friends 43% and ask library staff 30%. Only 11% respondents use Web OPAC to search library material.

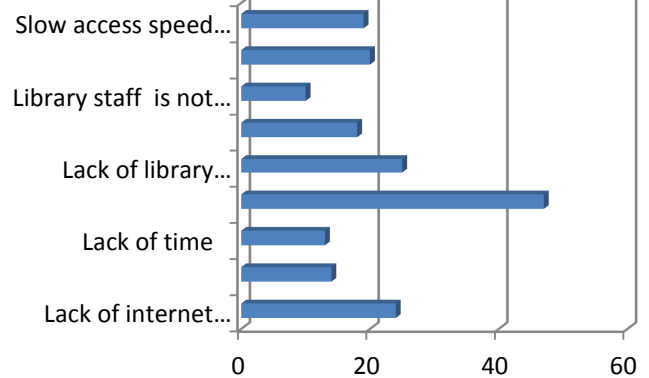
**8. Problems encountered in using library:**

Problems	No of Respondents	Percentage
Lack of internet access points	48	24%
Opening hours are not enough	28	14%
Lack of time	26	13%

Short duration of book loan	94	47%
Lack of library orientation	50	25%
Obsolete edition of books	36	18%
Library staff is not co-operative	20	10%
Lack of resources	40	20%
Slow access speed of internet	38	19%

Table 8 and figure 4 describe that most common problem encountered by respondents is short duration of book loan 47%, followed by lack of library orientation 25% and lack of internet access points 24%. About 20% students stated that lack of resources, slow access speed of internet (19%) and obsolete edition of books (18%) are also a

**Figure4: Problems encountered in using library**



problem. 14% of respondents state that opening hours are not enough although library timing is 8am to 12am. 13% of respondents indicate that they have not enough time to use library resources and services followed by library staff is not co-operative 10%.

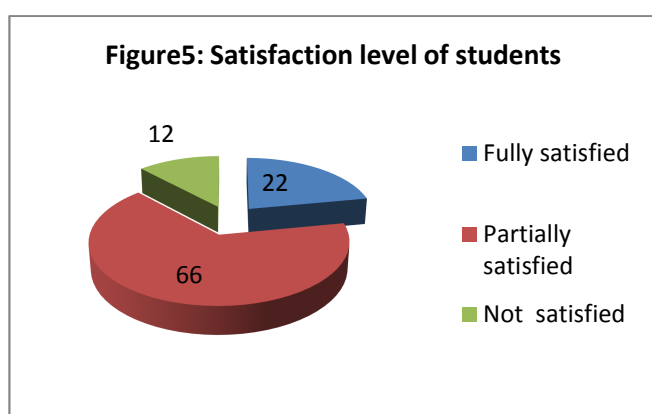
**9.Awareness about library:**

Awareness	No of Respondents	Percentage
Yes	148	74%
No	52	26%

Table 9 reveals that majority (74%) of respondents are much aware of library resources and services.

**10. Satisfaction level of students:**

Satisfaction level	No of Respondents	Percentage
Fully satisfied	44	22%
Partially satisfied	132	66%
Not satisfied	24	12%



One of the main objectives of the study is to find out satisfaction level of the respondents. Table 10 and figure 5 indicates that majority of the respondents 66% are partially satisfied with library resources and services. 22% respondents are fully satisfied while 12% of respondents are not satisfied with library resources and services.

**SUGGESTIONS:**

- During exams library should be opened for 24 hours.
- Duration of book loan should be extended.
- Bandwidth of internet of Wi-Fi should be increased to overcome slow connectivity problem
- Library orientation or training program should be arranged for students in the beginning of course.
- Subject heading should be mentioned on shelves to easily find the appropriate material

**FINDING OF THE STUDY:**

- All the respondents use library and majority of respondents (31%) visit library daily.
- Self study is the main purpose of majority (81%) of respondents to visit the library followed by charging and discharging of books (64%).
- Text book (75%) and internet services (47%) are most preferred by respondents.
- Most of the respondents browse through selves to search library material.
- Majority (47%) of the respondents reported that short duration of book loan is a major problem.
- Majority (74%) of the respondents are well aware of library resources.
- Majority of the respondents are partially satisfied.

**CONCLUSION:**

The main purpose of students to visit library is charging /discharging of books and self study. Majority of the respondents are well aware of library resources and services but due to short duration of book loan and slow access speed they are partially satisfied. Library orientation program for students and special training program for staff should be organized by management to provide better services.

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