

Use of Knowledge Resources in the Azam Campus (Pune): A Study

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ABSTRACT

The paper is based on a study carried out on ten college libraries of Azam Campus (Pune) which investigates utilization of knowledge resources by the students, their level of satisfaction, use and the assistance received. The study was conducted through a questionnaire based survey and supplemented with observations and informal interviews of the sample determined through a calculator available on the Internet. Questions are based on the various aspects of knowledge resources and services and an assessment of Internet based services; its purpose, difficulties, user satisfaction and help in using Internet/OPAC, rating of the staff, satisfaction of the facilities and library collection. An overall assessment of the resources and their utilization infers that most of the users are satisfied with the facilities and services.

PAPER TYPE: Research Paper

KEYWORDS

User Satisfaction, Knowledge Resources, Internet Services, User Behaviour, Surveys

INTRODUCTION

The libraries, repositories of knowledge, form an integral part of an educational system to support teaching, research and other

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academic programmes. The effectiveness of a library, as an instrument of learning, is determined by the success in providing users the information. Thus, a library should deliver and need an evaluation of its effectiveness for meeting changing needs of its users. In this context, the present study investigates the utilization of knowledge resources by the students of 10 colleges in Azam Campus for their academic work, the level of satisfaction and usage of library resources, the assistance in using the resources, etc.

Azam Campus, spread over 24 acres in Pune city, has many educational institutions, besides few in nearby areas to cater the need of around 19,000 students from KG to PG and research. The libraries of all these colleges, selected for the study, are well equipped with modern technology and information resources. The colleges are listed in **Appendix**. The libraries in Azam Campus are growing fast and are being modernized.

OBJECTIVES

The study is carried out to answer following objectives:

- To understand the purpose and frequency of use of library services, user satisfaction and opinion of users for assessing the quality.
- To understand purpose of internet and the problems faced in information retrieval in various modern means and assistance rendered by the staff.

METHODOLOGY

The study was conducted using questionnaire based survey along with observations and informal interviews of respective libraries and in order to achieve the objectives of the study and arrive at the meaningful results only those colleges in Azam Campus were

selected which impart undergraduate and postgraduate courses. The student size was about 6,000.

To determine the required sample size a calculator available on www.surveysystem.com/sscalc.htm was used. The following parameters were required and used for determining the sample: the population size; the confidence interval the range of acceptance above and below the mean, say $\pm 7\%$ (taken in the present case); and the confidence level findings within confidence interval need to be more than coincidental. We have taken 95% confidence level. After using the calculator a sample size of 219 students was determine to represent the population of 6,000 students. To provide the adequate representation to both the variables, the stratified method was used and the sample size was divided according to the ratio of the undergraduate and postgraduate students in the whole population as UG : PG :: 153 : 66 because 30% of the whole population were postgraduate students.

To achieve the target 250 questionnaires were administered using a *simple random sampling technique* keeping in mind the representation of the users of 10 college libraries in Azam Campus, and only 219 questionnaires.

ANALYSIS & FINDINGS

The data was collected through 219 questionnaires organized and tabulated by application of various statistical methods. It was found that 69.86% of the users were Undergraduates and 30.14% Postgraduates. Undergraduates constitute the majority in the campus student community.

➤ Visit Frequency

Majority of the users are regular and they come to library daily or 2-3 times a week. It is evident that Postgraduates are more

regular than Undergraduates (Table1)

Table 1 Visit Frequency

S. No.	Frequency	UG	PG	Total
1	Daily	50 (32.68)	34 (51.52)	84 (38.36)
2	Once in a week	21 (13.73)	03 (04.55)	24 (10.96)
3	2-3 times in a week	51 (33.33)	29 (43.94)	80 (36.53)
4	Once in month	07 (04.58)	0	07 (03.20)
5	Irregular	23 (15.03)	0	23 (10.50)
6	Never	01 (00.65)	0	01 (00.46)
	Total	153	66	219

Note Figures in parentheses indicate %age

➤ **Purpose of Visit**

Approximately 82% of the users borrow the library books. It is also clear that postgraduates make better use than undergraduates (Table 2).

Table 2 Library Visit: Purpose

S.N.	Reasons	UG	PG	Total
1	To borrow library books	37 (24.18)	30 (45.45)	67 (30.59)
2	Read library books	27 (17.65)	16 (24.24)	43 (19.63)
3	Consult reference materials	23 (15.03)	20 (30.30)	43 (19.63)
4	Read newspaper/ magazines	21 (13.75)	11 (16.67)	32 (14.61)
5	Use Internet	13 (08.50)	13 (19.70)	26 (11.87)
6	All the above	79 (51.63)	33 (50.00)	112 (51.14)

(Multiple answers were allowed)

Note Figures in parentheses indicate %age

➤ **Internet Usage: Purpose**

32% use Internet as the means of communication (e-mail). Postgraduates use the Internet for job searching and the usage is 5 times more than undergraduates (**Table 3**).

Table 3 Internet Usage: Purpose

S. No.	Purpose	UG	PG	Total
1	Academic & Research Information	112 (73.20)	52 (78.78)	164 (74.88)
2	E-mail	48 (31.37)	22 (33.33)	70 (31.96)
3	Seeking Job	7 (04.57)	14 (21.21)	21 (09.58)
4	Entertainment	24 (15.68)	7 (10.60)	31 (14.15)

(Multiple answers were allowed)

Note Figures in parentheses indicate %age

➤ **Internet Access: Problems**

Major problems in accessing the information via Internet are connectivity and downloading speed. Thirty five (15.98%) lack search skills, 29 (13.24%) have lack of time to browse Internet and 36 (16.43%) faced no problem at all (**Table 4**)

Table 4 Internet Access: Problems

S. No.	Problems	UG	PG	Total
1	No Problem at all	26 (16.99)	10 (15.15)	36 (16.43)
2	Connectivity	58 (37.90)	34 (51.51)	92 (42.00)
3	Downloading speed	55 (35.94)	28 (42.42)	83 (37.89)
4	Lack of search experience	23 (15.03)	12 (18.18)	35 (15.98)
5	Lack of time	20 (13.07)	9 (13.63)	29 (13.24)
6	Others	07 (04.57)	01(01.51)	08 (03.65)

(Multiple answers were allowed)

Note Figures in parentheses indicate %age

➤ **Satisfaction Level**

123 (56.16%) users felt satisfied with the information discovery over Internet while 96 (43.84%) were found dissatisfied. PG students were more satisfied than UG's (Table 5).

Table 5 Satisfaction Level

S. No.	Response	UG	PG	Total
1	Yes	84 (54.90)	39 (59.10)	123 (56.16)
2	No	69 (45.10)	27 (40.90)	96 (43.84)

Note Figures in parentheses indicate %age

➤ **Staff Assistance**

Most of the users i.e. 119 (53.33%) sought help from their colleagues and 88 (40.18%) were helped by the library staff. Seven (3.19%) read FAQs and 30 (14.15%) had other means to solve their problems (Table 6).

Table 6 Staff Assistance

S. No.	Means	UG	PG	Total
1	Library Staff	56 (36.60)	32 (48.48)	88 (40.18)
2	Colleagues	89 (58.16)	30 (45.45)	119 (53.33)
3	FAQs	5 (03.26)	2 (03.03)	7 (03.19)
4	Others	16 (10.45)	14 (21.21)	30 (14.15)

Note Figures in parentheses indicate %age

➤ **Document Locating Techniques**

Table 7 reveals that most of the users locate the documents by the assistance of library staff.

Table 7 Document Locating Techniques

S. No.	Means	UG	PG	Total
1	Searching the Shelves	44 (28.75%)	30 (45.45%)	74 (33.78%)
2	Searching the Catalogue	16 (10.45%)	11 (16.66%)	27 (12.32%)
3	Assistance of library staff	81 (52.94%)	33 (50.00%)	114 (52.05%)
4	Help of friends/ colleagues	48 (31.37%)	19 (28.78%)	67 (30.59%)
5	Other means	0	0	0

(Multiple answers were allowed)

Note Figures in parentheses indicate %age

➤ **User Rating on Behaviour of the Staff**

The behaviour of the library staff was rated good as well as excellent as is evident from **Table 8**.

Table 8 User Rating on Behaviour of Library Staff

S. No.	Rating	UG	PG	Total
1	Excellent	27 (17.64)	26 (39.39)	53 (24.20)
2	Good	83 (54.25)	25 (37.87)	108 (49.31)
3	Fair	32 (20.91)	11 (16.66)	43 (19.63)
4	Poor	11 (07.18)	4 (06.06)	15 (06.84)

Note Figures in parentheses indicate %age

➤ **Facility Satisfaction**

Majority of the users 174 (79.45%) are satisfied with cleanliness, 169 (77.16%) are satisfied with the space provided for reading, 153 (69.86%) with lighting and 141 (64.38%) with ventilation. 101 (46.11%) feel satisfied with the washroom facilities and only 91 (41.55%) with drinking water (**Table 9**).

Table 9 Facility Satisfaction

S. No.	Facilities	UG	PG	Total
1	Space for reading	117 (76.47)	52 (78.78)	169 (77.16)
2	Cleanliness	122 (79.73)	52 (78.78)	174 (79.45)
3	Lighting	108 (70.58)	45 (68.18)	153 (69.86)
4	Ventilation	101 (66.01)	40 (60.60)	141 (64.38)
5	Drinking water	64 (41.83)	27 (40.90)	91 (41.55)
6	Washroom	70 (45.75)	31 (46.96)	101 (46.11)

(Multiple answers were allowed)

Note Figures in parentheses indicate %age

➤ **Library Services: User Satisfaction**

Most of the users were satisfied with the lending, reading room and reference services. Other services were rated not good or most of the users were not making use of them (Table 10).

Table 10 User Satisfaction: Library Services

S. No.	Services	UG	PG	Total
1	Lending Service	108 (70.58)	46 (69.69)	154 (70.31)
2	Reference Service	79 (51.63)	33 (50.00)	112 (51.14)
3	Internet Service	52 (33.98)	32 (48.48)	84 (38.35)
4	Journals/Magazines	57 (37.25)	32 (48.48)	89 (40.63)
5	Photocopy	22 (14.37)	13 (19.69)	36 (16.43)
6	Printouts	25 (16.33)	14 (21.21)	39 (17.80)
7	ILL	15 (9.80)	11 (16.66)	26 (11.87)
8	Reading room	98 (64.05)	38 (57.57)	136 (62.10)

(Multiple answers were allowed)

Note Figures in Parentheses indicate %age

➤ **Services and Facilities: User Opinion**

The largest number of users, 121 (55.25%) rated library services

"good", while 56 (25.57%) rated them "fair", 31 (14.15%) "excellent" and 11 (5.02%) rated as "poor" (Table 11).

Table 11 Services and Facilities: User Opinion

S. No.	Rating	UG	PG	Total
1	Excellent	20 (13.07)	11 (16.66)	31 (14.15)
2	Good	85 (55.55)	36 (54.54)	121 (55.25)
3	Fair	38 (24.83)	18 (27.27)	56 (25.57)
4	Poor	10 (06.53)	1 (01.51)	11 (05.02)

Note Figures in Parentheses indicate %age

➤ Library Collection

148 (67.57%) rated library collection as "satisfactory", while as only 40 (18.26%) rated it as "excellent", 24 (10.95%) felt it as "inadequate" and 6 (2.74%) rated it as "poor" (Table 12).

Table 12 Library Collections

S. No.	Rating	UG	PG	Total
1	Excellent	28 (18.30)	12(18.18)	40 (18.26)
2	Satisfactory	105 (68.62)	43 (65.15)	148 (67.57)
3	Inadequate	15 (09.80)	9 (13.63)	24 (10.95)
4	Poor	5 (03.26)	1 (01.51)	6 (02.74)

Note Figures in parentheses indicate %age

➤ User's Personal Assessment of the Library

122 (55.71%) rated the libraries as "good", 51 (23.28%) tagged them "fair" while 33 (15.06%) rated them as "excellent" and 13 (5.94%) labeled them as "poor" (Table 13).

Table 13 User's Personal Assessment of the library

S. No.	Rating	UG	PG	Total
1	Excellent	19 (12.42)	14 (21.21)	33 (15.06)
2	Good	89 (58.16)	33 (50.00)	122 (55.71)
3	Fair	33 (21.56)	18 (27.27)	51 (23.28)
4	Poor	12 (07.84)	1 (01.52)	13 (05.94)

Note Figures in parentheses indicate %age

USER SUGGESTIONS

Following suggestions which require an effective and quick implementation were worked out.

- There is an urgent need to increase the number of books recommended in university syllabi with additional number of titles prioritizing the content on General subjects, Religion and Literature etc;
- To extend the timings of the library/reading room at least during the examination period and to open the library on Sundays/holidays also;
- To have Internet connectivity with better speed and educate junior library staff;
- To make arrangements for separate newspaper section;
- To keep water purifier/cooler at various places and make wash rooms more hygienic.

SUGGESTIONS

As the Internet users are facing the problem, so it is better to appoint full time technical persons who can look after the problems related ICT. Library professionals do not have the adequate technical expertise to solve these problems. The online services can be provided to students as well as faculty. As the present era is of

information technology, e-resources are one of the most important requirements of the campus along with the other technological advancement, it is better to be the member of the consortium as INDEST or INFONET.

- To maximize the utilization of library facilities and services the users must know how to make proper use of it. So, properly planned user education programmes are must. To serve the end users, staff recruitment should be done carefully. The staff should receive the training and on job guidance in order to update their knowledge and skill.
- Getting feedback from the users is important to ascertain the quality of the services and satisfaction of the users. So different user studies should be carried out from time to time to improve the library services and to know the actual requirements from time to time.

CONCLUSION

The study has reported the results highlighting the key issues surrounding library services and their proper usage. Although the results of the study confirm expectation and validate what the libraries in the campus are doing. The findings may reinforce to the management as well as library staff to allocate the resources for future planning and to provide better services to meet the user's need and expectations. They are also applicable for improvement in the various services provided by the libraries in a variety of ways by identifying the problems.

The users are more or less satisfied but there is an urgent need to improve the services and upgrade the facilities. To make the fast access to the current literature in all the discipline not only the

subscription of online resources is required but also the user training and orientation programmes are necessary to make better utilization of available services and resources.

The qualified staff and the satisfaction of the staff with their work and conditions are also the important factors to provide quality services and to satisfy the users. Although the behaviour of library staff is rated good by most of the users but the satisfaction of the library staff should also be considered. The principle of "**better service at better cost**" is adoptable in the period of high inflation and information professionals must be trained to use the modern technologies and to aid the user community in discharging of their duties.

Overall, the assessment by the user leads to the conclusion that most of the users are satisfied with the facilities and services. But we can not ignore the response of the users who pointed out the limitations and lacunae of library facilities and services. The purpose of the services should be to satisfy each and every user at top priority level. According to fifth law of library science "*Library is a growing organism*". Similarly, the need of the users is also the in a spurt. There should be equilibrium between both the organism and user studies will serve as a catalyst in this regard.

ADDITIONAL INFORMATION

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APPENDIX

1. Abeda Inamdar Senior College of Arts, Science and Commerce
2. Allana College of Architecture
3. Allana College of Pharmacy
4. Allana Institute of Management Sciences
5. H G M Azam College of Education
6. M A Rangoonwala College of Dental Sciences and Research Centre
7. M A Rangoonwala College of Physiotherapy and Research
8. M A Rangoonwala College of Hotel Management and Research
9. New Law Academy
10. ZVM Unani Medical College and Hospital