

A Study on the Utilization of the Resources and Services Offered By the Christ University Library

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Abstract:

This study looks at how people use Christ University Library's collections and services. A well-structured 190 questionnaires were issued to Christ University users during the academic year 2008-09 to determine who uses the information resources provided by the Christ University library. The questionnaires were reviewed, and 170 (95.51%) of the 178 completed questionnaires submitted were found to be suitable for analysis, with 8 (4.49%) being useless. The current study displays and elaborates on the numerous features of the usage of collections and services, the purpose of a library visit, the sufficiency of library hours, infrastructure facilities, document use and collection, and internet information resources. The article also determines the levels of use of various services supplied, access to online databases, database search techniques, and users' understanding of different types of library networks. Highlights users' satisfaction with the library's general functionality. Suggestions have been made to improve the collections and services for the academic community at the aforementioned technical institutes in India and overseas.

Keywords: Christ University library, internet, information, Bangalore

INTRODUCTION

Christ University, also known as CHRIST (Deemed to be University), is a leading private university in India, known for its dedication to academic quality, comprehensive education, and cultural diversity. The Carmelites of Mary Immaculate (CMI) established Christ College in 1969, and it was declared a Deemed to be University in 2008 under Section 3 of the UGC Act, 1956.

Christ University provides a wide range of undergraduate, postgraduate, and doctorate degrees in humanities, social sciences, sciences, business, management, engineering, architecture, education, and law. With a student body of nearly 30,000, the university offers a multicultural environment. The National Assessment and Accreditation Council (NAAC) has certified the institution with a 'A+' grade, and the Ministry of Education has ranked it 60th among Indian universities in the NIRF India Ranking 2024.

The Christ University library system comprises of a central library and 18 departmental libraries that work together to support the institute's teaching, research, and extension initiatives. All students, faculty members, and employees of the institute are able to utilise the library facilities after they have obtained library membership. The library, in addition to having a large collection of books on engineering, science, and humanities, provides library services through its many sections.

The library employs the Libsys software package, which is an integrated multi-user library management system that supports all of the library's internal activities. Libsys includes modules for acquisition, cataloguing, circulation, serials, article indexing, and OPAC. Retrospective conversion of bibliographic records has been completed, and more than 1, 30,000 bibliographic records of books available in the library are now accessible via the Libsys OPAC. The database of

books available at the library is updated on a daily basis with details on newly acquired volumes. All library patron records have also been built using the Libsys software. Editing and updating are currently in progress. The Libsys package was successfully implemented.

REVIEW OF LITERATURE

Odini (2019) examined the underlying obstacles experienced at the Kenya Polytechnic Library in collection development, specifically policy and financing issues, as well as a lack of collection development. The study addressed the different variables that Polytechnic librarians can examine in order to achieve better collection development possibilities. These aspects include developing an appropriate collection development policy, organising gifting and exchange practices, and participating in resource-sharing programs with other national polytechnics and universities.

Unomah (2020) conducted a research on student use of university libraries in Nigeria. The study's key findings were: (i) the majority of students regarded their lecture notes sufficient and felt there was no need to read textbooks. On borrowing, 68% did not have any books on loan. In terms of free time, (ii) the majority of faculty members do not encourage student library use; for example, 76% of students reported that their lectures did not provide them with reading lists. Faculty did not provide equal instruction to students on how to use the library and its resources. Singh (2020) attempted to provide background information on the establishment of the Indian Institute of Technology (IIT), Kanpur. She addressed the data gathering methods, as well as the acquisition of periodicals and other documents. The majority of users regarded the library's collection, services, and staff attitude as good. The users were dissatisfied with the photocopying services.

Rajeev and Amritpal (2020) conducted research on the "Use of Internet by Teachers and Students in ShaheedBhagat Singh College of Engineering and Technology". The main findings were: (i) The majority of respondents have over two years of experience using the Internet. (ii) The majority of college users use internet services on a regular basis. (iii) The most commonly used places for accessing the internet are the college (90%) and the home (63.3%). (iv) E-mail is the most popular service among all internet users, followed by www. All responders encounter the problem of insufficient time slot allocated to each user in the college for Internet use.

Naushad Ali (2021) focusses the study on the use of electronic information services (EIS) by users of the Indian Institute of Technology (IIT) library in Delhi, India. According to the report, IIT users prefer Boolean logic and truncation for their search needs. The lack of printing facilities, terminals, and qualified staff are the primary reasons that users would be discouraged from accessing the EIS.

Akhtar Hussain and Krishna Kumar (2022) conducted a survey of the IIRS Library's utilisation, collection, and services. The study's main findings were: (i) The majority of IIRS library users (41.25%) use the library services on a daily basis. (ii) The majority of respondents primarily used the library to borrow books and other materials (81.25%), and the list number of respondents used the library for audio-visual materials. The majority of respondents favoured print collection (87.50%), followed by electronic collection (68.75%), and then by current periodicals (86.25%).

OBJECTIVES OF THE STUDY

- To know the usefulness of collections and services of the library
- To study the various types of collections and services are being used by faculty members and students in the library.

- To identify the use of internet information resources.
- To identify the infrastructure facilities are being provided by the library.
- To know the access of online database and database search techniques are used by users of Christ University Library.
- To know the provisions of online search facilities provided by the library.
- To identify the users awareness about different types of library networks and its use for exchange of information.
- To suggest measure to make library services more effective and efficient.

METHODOLOGY:

Data were collected using questionnaires and personal interviews. There were around a thousand users available at Christ University Main Campus Bangalore. A total of 190 questionnaires were distributed, and 178 completed questionnaires were collected from professors and students. Out of 178 surveys, only 170 (95.51%) were chosen for data analysis, with 8 (4.49%) excluded due to incomplete responses from respondents. Data collected from the questionnaires were analysed using frequency counts and simple percentage.

DATA ANALYSIS

Table No.1- Size of the sample.

Sl.No.	Users	Total No. Of users included in the study	Sample population in %
1	Undergraduates	89	52.36
2	Postgraduate (PGs)	34	20.00
3	Research Scholars	24	14.12
4	Faculty members	23	13.52

Interpretation:

Table 1 reveals that students account for 52.36% of the entire population under study, 20% are postgraduates, 14.12% are working research researchers, and 13.52% are faculty members. The sample size chosen for investigation is relatively large, which facilitates the formalities of finding (Figure 1).

Table No. 2- Frequency of visit to the Library.

SL. No.	Frequency	No. of response	Percentage
1	Daily	51	30.00
2	Two to three times in a week	34	20.00
3	Once in a 15 days	25	14.70
4	Once in a month	45	26.48
5	Occasionally	15	08.82
	Total	170	100.00

Interpretation:

The frequency of library visits is one indicator of the library's resource use. Users who visit the library on a regular basis are more likely to use it than those who visit just sometimes. According to Table 2, 30% of users visit the library 'almost daily', while 26.48% visit once a month. 20% of consumers visit the library twice or three times each week, while 14.70% go

once every 15 days. Only a small percentage of users (08.82%) make occasional visits. As a result, it is clear that 30% of users are regular library visitors, whereas the others are not.

Table No. 3- Purpose of the Library

SL. No.	Purpose	No. of response	Percentage
1	Professional	51	30.00
2	Academic	39	22.94
3	Preparation for competitive examination	47	27.64
4	Recreational	27	15.88
5	Reference and Information service	17	10.00
6	Others	34	20.00

Interpretation:

According to Table 3, the majority of users (51%) use the library for professional purposes, while 47 (27.64%) come to prepare for competitive exams. Following that, 39 (22.94%) visitors visit the library for academic purposes, while 34 (20%) users attend for other reasons. Further, 27 (15.88%) customers use the library for recreational purposes, while only 17 (10%) users read reference and information services (Figure 3).

Table No. 4- Adequacy of library

Sl.No	Adequacy	No. of response	Percentage
1	Yes	136	80.00
2	No	34	20.00
	Total	170	100.00

Interpretation:

Adequate library hours facilitate the utilisation of the library's resources. Users were questioned if the library's hours were appropriate for study and research. The responses have been collated. The library is open from 9:00 a.m. till 12:00 p.m. On the five working days, which are Monday through Friday, and on Sundays, Saturdays, and other holidays, functions run from 10:00 a.m. to 6:00 p.m. Every year, the library closes totally on Republic Day (January 26), Independence Day (August 15), Dussehra, Diwali, Holi, and Mahatma Gandhi's Birthday (October 2). The analysis showed that users of all groups are content with library hours, while only a small minority of customers are dissatisfied and urge that the library be maintained open for 18 hours a day, all year round. While Postgraduates and Research Scholars are entirely satisfied and believe that library hours are enough (Table 4).

Table No. 5- Infrastructure facilities

Sl. No.	Infrastructure facilities	Yes	Percentage	No	Percentage
1	Furniture's	136	80.00	34	20.00
2	Lighting	119	70.00	51	30.00
3	Ventilation	102	60.00	68	40.00
4	Drinking water	90	52.94	80	47.06
5	Cleanliness	90	52.94	80	47.06
6	Toilet	85	50.00	85	50.00

Interpretation:

User happiness with infrastructural facilities is significant since reader displeasure indicates that the library's service is subpar. To encourage the use of books, it is best to have a functional structure with provisions for pleasant, natural, and electrical lighting, a relaxing decor, good-looking furniture, comfy chairs, and other amenities. They promote the use of books. Table 5 shows that 136 (80%) users are satisfied with the library's infrastructure facilities, such as furniture, and 119 (70%) are content with the lighting facilities. Following that, 102 (60%) consumers were satisfied with ventilation, and 90 (52.94%) were satisfied with drinking water and cleanliness. Only 85 users (50%) were happy with the library's restroom facilities.

Table No. 6- Use of documents.

Sl. No.	Reading material	No. of response	Percentage
1	General books	43	25.29
2	Reference books	51	30.00
3	Bound volumes of journals	17	10.00
4	Standards	23	13.52
5	Technical reports	34	20.00
6	Theses	14	08.23
7	Pamphlets	12	07.05
8	Microfilm/Microfiche	17	10.00
9	Compact discs	34	20.00
10	Video cassettes	25	14.70
11	CD-ROM database	50	29.41
12	Others	20	11.76

Interpretation:

Users were asked to indicate the documents that they considered were necessary for the provision of various library services. Table 6 summarises the responses.

Table 6 shows that the majority of Christ University library users, 51 (30%), used general books, while 50 (29.41%) used CDROM databases. Following that, 43 (25.29%) people used reference books, while 34 (20%) used technical reports and compact discs. Following that, 25 (14.70%) customers utilised videocassettes, 20 (11.76%) used other materials, and 17 (10%) used bound volumes of journals as well as microfilm/microfiche.

Table No. 7- Use of Internet information resources.

Sl. No.	Type of e-information	No. of response	Percentage
1	E-journals	40	23.52
2	E-articles	34	20.00
3	E-thesis and dissertations	21	12.35
4	Databases	18	10.58
5	E-books	16	9.41
6	Mailing lists	07	4.11
7	Newsgroups	09	5.29
8	Subject gateways	04	2.35
9	E-archives	03	1.76
10	Web resources	07	4.11

12	Downloading services	21	12.35
13	Online search	16	9.41

Interpretation:

E-journals and e-articles are used by a large majority of respondents, followed by other information resources (Table 7).

Table No.8- User awareness about different types of services

Sl. No.	Services	Used	Percentage	Unused	Percentage
1	Circulation service	102	60.00	68	40.00
2	Video library service	51	30.00	119	70.00
3	Xerox service	153	90.00	17	10.00
4	Reference service	85	50.00	85	50.00
5	Inter-library loan	34	20.00	136	80.00
6	CD-ROM based search	90	52.94	80	47.06
7	Bindery service	32	18.82	138	81.17
8	OPACs/WebOPACs	22	12.94	148	87.05
9	Online search service	119	70.00	51	30.00
10	Online download service	15	08.83	155	91.17
11	Others	27	15.88	143	84.12

Interpretation:

Users must be informed of the library's services in order to make the best use of its resources. As a result, Table 8 presents an analysis of user answers in this respect. Table 8 shows that the majority of users 102 (60%) users used CD-ROM-based search, 51 (30%) users used video, 153 (90%) users used Xerox, 85 (50%) users used reference, 34 (20%) users used inter-library loan, 32 (18.82%) users used bindery, 22 (12.94%) users used OPACs/WebOPACs, 119 (70%) users used online search, and 15 (8.83%) users used online download.

Table No. 9- Access of online databases services.

Sl. No.	Databases	No. of response	Percentage
1	Your self	79	46.47
2	Through Staff	54	31.77
3	Through friends	25	14.70
4	Others	12	07.06
	Total	170	100.00

Interpretation:

Table 9 shows that the majority of users, 79 (46.47%), accessed online databases at the library through staff, while 54 (31.77%) did so through other means. Following that, 25 (14.70%) people access online databases in libraries through friends, while 12 (7.06%) others assist users in accessing online databases.

Table No. 10- Database search techniques

Sl. No.	Search Techniques	No. of Response	Percentage
1	Controlled vocabulary or subject searching	45	26.47

2	Keyword searching	34	20.00
3	Boolean searching	23	13.53
4	Truncation and wild cards	22	12.95
5	Field searching	21	12.35
6	Proximity locators	15	8.82
7	Relevance searching	10	5.88
	Total	170	100.00

Interpretation:

Table 10 shows that database search techniques are used by approximately 26% or less of respondents.

Table no. 11- User awareness about library network

Sl. No.	Awareness	No. of response	Percentage
1	Yes	80	47
2	No	90	53

Interpretation:

A network is a set of computers connected via phone cables or other means to share information, while a library network exchanges library information. Table 11 shows the analysis of responses. Table 11 shows that 53% of consumers do not use library networks, while 47%.

Table No. 12- User's awareness about different types of library network.

Sl. No.	Facilities	No. of response	Percentage
1	Union catalogue of books	06	3.52
2	Union list of periodicals	09	5.29
3	Access to national database	11	6.47
4	E-mail	17	10.00
5	Fax	08	4.70
6	Others	12	7.05

Interpretation:

The data analysis in Table 12 reveals that 17 (10%) of the users used email services, while 12 (7.05%) used other library networks such as DELNET, INFLIBNET, NICNET, and so on. Followed by 11 (6.47%) users who used national databases, 9 (5.29%) users who used a union list of publications, and 8 (4.70%) users who used FAX.

Table No. 13- Satisfaction with overall functions of the library.

Sl. No.	Opinion	No. of response	Percentage
1	Excellent	60	35.29
2	Good	65	38.24
3	Fair	30	17.64
4	Poor	15	8.83
	Total	170	100.00

Interpretation:

Table 13 reveals that the majority of users assessed the library as 'good', with 60 (35.29%) rating it 'excellent' and 30 (17.64%) rating it 'fair'. 15 users (8.83%) evaluated the library's overall functions as 'bad'.

FINDINGS

- A small number of users used library networks for the exchange of information resources. The vast majority of users were satisfied with the library's general functionality.
- It is proposed that the library create arrangements to provide new information to users.
- Every document in a library should be accessible via an effective OPAC system. The library should prepare more multiple copies of papers in all fields. Books of the most recent edition should be purchased. The library should also purchase more reference material to meet the needs of its customers.
- It is also advised that there be no restrictions on photocopying from a variety of encyclopaedias, as it is out of the financial reach of academics and researchers. There should be no restrictions on the quantity or volume of Xeroxes, and there should be a simple way to obtain those required.
- The library should improve its document search capabilities using modern search algorithms, as well as expand its network for information exchange.
- To encourage the use of books, it is recommended to have a functional building with provisions for pleasant, natural, and electrical light, a relaxing decor, attractive furniture, comfy chairs, and other such amenities. Glasses should be placed on the aqua guard.
- It is consequently recommended that library workers be alert, happy, and cautious of books and readers. Library workers should also assist readers.

CONCLUSION

It is often considered that academic personnel, research scholars, PGs, and UGs students have an unpredictably positive attitude towards information and strive to stay current. The current study does not entirely support this.

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