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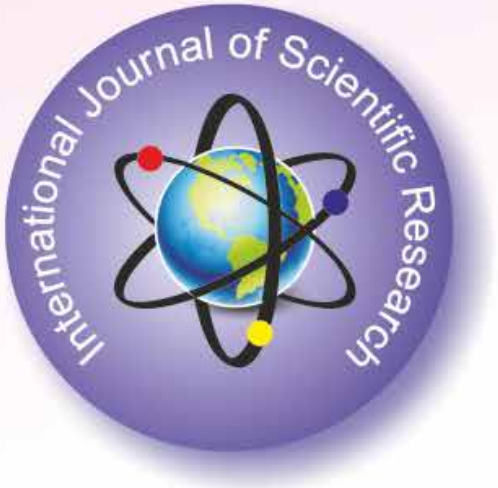

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Research Paper

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Library Science

KEYWORDS : Library Resources, Library Services, Users Studies, Evaluation

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ABSTRACT

This study evaluates the use of library resources and services by the P.G. Students (i.e. science and art department's students) of University of Lucknow, Uttar Pradesh. Well structured questionnaires were used for collecting opinions of the use of library resources and services. The 150 questionnaires were distributed among the PG students out of which, 125 questionnaires were received back from the respondents. The present study demonstrates and elaborates the various aspects of library anthology uses within the available resources, frequency and purposes of visit, utilization of library services, average time spent in the library, adequacy of library hours, adequacy of reading space facilities, document position, manuscript search through catalogues, library automation, judge the behavior of library staff as well as satisfaction with overall functions of the library.

1.BRIEF INTRODUCTION OF UNVERSITY OF LUCKNOW AND ITS LIBRARY:

The university essentially an intellectual field and a place for the cross-fertilization of ideas, facts and Knowledge, where the boundaries of knowledge are being perpetually extended, In order to run the show of the university library, the adequacy of library staff equipped with skills are the basic requirements for the library along with proper timing, for easy access to the library users. It is imperative for the university library to collect the library resources with utmost care in meeting the nascent and multifarious needs of the faculty, research scholars and students. The quality of library resources has a direct bearing on qualitative services and user satisfaction. Thus, resource development not only helps in catering the needs, but to build a coherent and reliable library resource over a number of years, to meet the objectives of the university library resources and services.

1.1.STRENGTH OF THE STAFF IN THE LIBRARY:

The details of staff are as under the following table:

S.No.	DESIGNATION	STRENGHT
1	Librarian	One
2	Deputy Librarian	One
3	Asst Librarian	Three
4	Information Scientist	One
5	Reference Assistant	One
6	Documentation Assistant	One
7	Cataloguer	Two
8	Office Superintendent	One
9	Assistant Superintendent	One
10	Assistant Accountant	One
11	Junior Stenographer	One
12	Junior Library Assistant	Nine
13	Binding Assistant	One
14	Air Conditioning Operator	One
15	Junior Assistant	Two
16	Data Entry Operator	Two
17	Routine Grade Clerk	Three
18	Library Clerk	One
19	Binder/Mender	Four
20	Daftari	One
21	Jenitor	Two
22	Book Lifter/Peon	Twenty
23	Chowkidar	Three
24	Sweeper	Four

(Source: http://www.lkouniv.ac.in/library.htm (accessed on 15/07/2012))

1.2.FINANCIAL RESOURCES AND COLLECTIONS:

As per the information available on University website, i.e. http://www.lkouniv.ac.in/library.htm, the fund and collection position is as follows:

(a) The Library receives recurring grant per annum from the State Government as non-plan Grant.
(b) The Library receives non-recurring grant from the UGC under five year plan.
(c) The Tagore Library houses not only books, but also has a good collection of rare manuscripts, paintings, art objects, ancient coins, theses and research journals, periodicals etc.

1.3.SECTION OF THE LIBRARY:

The library has almost all the important sections like:

(a) Acquisition Section
(b) Circulation Section
(c) Periodical Section
(d) Documentation Section
(e) Reference Section
(f) Reading Hall
(g) Manuscripts Section
(h) Computer Center
(i) Bindery etc.

0.4.CATEGORY OF USERS:

The library makes members from the various categories of users like:

(a) Under Graduate Students
(b) Post Graduate Students
(c) Research Scholars
(d) Research Fellows
(e) Teachers
(f) Non Teaching Staff

1.5 SERVICES OFFERED BY THE LIBRARY:

As far as services are concerned of the library, it offers almost all the library services like:

a) Book Borrowing facility
b) Reading facility
c) Reference Service
d) Documentation: Searching Services
e) Research Facility
f) Bonerjee Library Facility

g) Internet browsing and e-mail facility
h) Photostat facility etc.

1.OBJECTIVES OF THE PRESENT STUDY:
The main objectives of the study are:

- To identify the adequacy of the resources provided by the library.
- To find out the purpose of visit to the library by the users.
- To identify the adequacy of library hours.
- To find out the types of information sources need by the users.
- To identify the services provided by the library.
- To identify the problems faced by the users while using the computer facilities.
- To know the utilization of different library services provided by the users.
- To know the users opinion about the behavior of library staffs.
- To know the users opinion about the general assessment of the library.

2.SCOPE OF THE STUDY:
This study was carried out in the University Library of Lucknow. The reason for the selection of this library was that this university library represented its own characteristic, library structure, teaching patterns and its collection of resources. This study was confined to the two major areas in the discipline of library and information science i.e. resources and services of the library.

METHODOLOGY:
The present study uses questionnaires and observation method for data collection. The questionnaire (for PG Students) comprises 20 questions with an option to express any comments regarding use of information sources and services. 150 questionnaires were distributed among the PG students, out of which, 125 questionnaires were received back from the respondents.

3.DATA ANALYSIS AND ITS FINDINGS:
The findings of the study are summarized and presented with the tables and graphs

Table: 1
Size of the Sample

PG Students	Population	Percentage
Master of Science (M.Sc.) Students	70	56
Master of Art (M.A.) Students	55	44
Total	125	100

The above table represents that 70 (56%) of the total population under study consists of M.Sc. students and 55 (44%) of M.A. Students.

Table: 2
Frequency of visit to the Library

S. No.	Frequency	M.Sc. Students	% age	M.A. Students	% age	Avg. %
1	Daily	55	78.57	40	72.73	75.65
2	Weekly	10	14.28	08	14.55	14.41
3	Twice a week	03	4.29	06	10.91	7.6
4	Monthly	02	2.86	01	1.81	2.34
5	Occasionally	0	0	0	0	0
	Total	70	100	55	100	100

The above table represents that 75.65% of the respondents visit the Library almost daily, while 14.41% respondents visit only once in a week. There are only 7.6% of respondents who visit the Library twice in a week. Only a small percentage of respondents i.e. 2.34% are visiting once in a month.

Therefore, it clearly shows that 97.66% of the respondents are regular visitors of the Library, while the remaining 2.34% are not the regular visitors of the Library.

Table: 3
Purpose of visit to the Library

S. No.	Purpose	M.Sc. Students	% age	M.A. Students	% age	Avg. %
1	For studying course material	35	50	30	54.54	52.27
2	For competitive examination	15	21.42	12	21.81	21.61
3	For regular reading material	25	35.71	15	27.27	31.49
4	For borrow and issue/ return the books	45	64.28	35	66.63	65.45
5	Occasionally	10	14.28	05	9.09	11.68
6	Others	06	8.57	03	5.45	7.01

The above table represents that majority of respondents 65.45%, who visit the Library for borrowing and issue/return of books, whereas 52.27% respondents are studying course material in the Library. There are 31.49% of the respondents who visit the Library for regular reading of available Library resources and 21.61% respondents visit the Library for preparation of competitive examination. Only 11.68% and 7.01% respondents go to the Library for occasionally and other purposes respectively.

Subsequently, it is clear from analysis that majority of respondents visit the Library for borrow and issue/return the books.

Table: 4
Average Time Spent in the Library

S. No.	Time	M.Sc. students	% age	M.A. student	% age	Avg. %
1	Less than an hour	15	21.42	10	18.18	19.80
2	One hour	40	57.14	30	54.54	55.84
3	Two or three hour	08	11.42	10	18.18	14.80
4	More than three hour	07	10.00	05	9.09	9.54
	Total	70	100	55	100	100

On analyzing the data in table 4, it has been found that 55.84% of the respondents spent about an hour in the Library, whereas 19.80% of respondents spent less than an hour. There were only 14.80% and 9.54% respondents who spent time two-three hours and more than three hours in the Library respectively.

Table: 5
Adequacy of Library Hours

S. No.	Adequacy	M.Sc. students	% age	M.A. students	% age	Avg. %
1	Yes	65	92.85	45	81.81	87.33
2	No	05	7.14	10	18.18	12.66
	Total	70	100	55	100	100

The analysis represents that respondents of all categories are satisfied with library hours while very little percentage of M.Sc. (7.14%) and M.A. (18.18%) students are not satisfied and demands that Library should kept open for 12 hours throughout the year, while in M.Sc. (92.85%) and M.A. (81.81%) students are completely satisfied with Library hours and feel that they are adequate.

Consequently, it is clear that M.Sc. (92.85%) and M.A. (81.81%)

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students are completely satisfied with Library hours.

Table: 6
Adequacy of Reading Space Facilities

S. No.	Adequacy	M.Sc. students	% age	M.A. students	% age	Avg. %
1	Yes	60	85.71	40	72.72	79.21
2	No	10	14.28	15	27.27	20.77
	Total	70	100	55	100	100

The above table represents that respondents of all categories, i.e. 85.71% of M.Sc. and 72.72% of M.A. students are mostly satisfied with reading space facilities and feel that they are adequate, but 14.28% of M.Sc. and 27.27% of M.A. students are not satisfied with the reading space facility provided by the University Library.

As a result, it found that majority of 85.71% M.Sc. and 72.72% M.A. students are satisfied with reading space facilities.

Table: 7
Atmosphere of Library

S. No.	Atmosphere	M.Sc. students	% age	M.A. students	% age	Avg. %
1	Conducive	70	100	55	100	100
2	Not Conducive	00	00	00	00	00
	Total	70	100	55	100	100

The above table represents that 100% of respondents feel that the environment of University Library is conducive and feel that they are satisfactory.

Table: 8
Attitude of Library Staff

S. No.	Opinion	M.Sc. students	M.A. students	Avg. %
1	Yes	70	55	100
2	No	00	00	00
	Total	70	55	100

The above table represents that 100% respondents feel that the attitude of the Library staff is extremely good and they are quite satisfied with it.

Table: 9
Use of Information Sources

S. No.	Information Sources	M.Sc. students	% age.	M.A. students	% age.	Avg. %
1	General Books	20	28.57	15	27.27	27.92
2	Text Books	10	14.28	08	14.54	14.41
3	Reference Books	35	50.00	40	72.72	61.36
4	Journals/ Periodicals	10	14.28	10	18.18	16.23
5	General Magazines	05	7.14	07	12.72	9.93
6	News Papers	10	14.28	10	18.18	16.23
7	Newspaper Clippings	05	7.14	05	9.09	4.05
8	Micro-films/ Micro-fiches	05	7.14	04	7.27	7.20
9	Maps/Charts/ Diagrams	02	2.85	05	9.09	11.94
10	Thesis/ Dissertations	15	21.42	20	36.36	28.89
11	CD-ROM Databases	05	7.14	07	12.72	9.93
12	Online Resources	10	14.28	08	14.54	14.41

The above table reveals that the average percentages of use of information sources of the Library. This table indicate that 61.36% of the respondents use reference books, whereas 27.92% respondents use general books available in the

Table: 9
Use of Information Sources

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5	General Magazines	05	7.14	07	12.72	9.93
6	News Papers	10	14.28	10	18.18	16.23
7	Newspaper Clippings	05	7.14	05	9.09	4.05
8	Microfilms/ Microfiches	05	7.14	04	7.27	7.20
9	Maps/Charts/ Diagrams	02	2.85	05	9.09	11.94
10	Thesis/ Dissertations	15	21.42	20	36.36	28.89
11	CD-ROM Databases	05	7.14	07	12.72	9.93
12	Online Resources	10	14.28	08	14.54	14.41

The above table reveals that the average percentages of use of information sources of the Library. This table indicates that 61.36% of the respondents use reference books, whereas 27.92% respondents use general books available in the library. There is a little percentage of respondents who uses 14.41% text books & online resources, 28.89% Thesis/Dissertations, 16.23% Journals/periodicals & News papers, 11.94% Maps/ charts /diagrams etc., 9.93% General Magazines & CD-Rom database, 7.20% Microfilms / Microfiches & 4.05% News paper clippings. So, it is noticed that Maximum percentages of respondents who uses reference books and very less percentage of respondents who uses Newspaper clippings.

Table: 10
Opinion about Adequacy of Library Collection

S. No.	Opinion	M.Sc. students	% age.	M.A. students	% age.	Avg. %
1	Adequate	65	92.86	48	87.27	90.07
2	Inadequate	05	7.14	07	12.73	9.93
	Total	70	100	55	100	100

The above table shows that 90.07% of respondents feel that the collection of library is adequate, whereas 9.93% of them were not satisfied with the collections of the library.

Table: 11
Library Services

S. No.	Library Services	M.Sc. students	% age.	M.A. students	% age.	Avg. %
1	Preservation of Materials	05	7.14	06	10.90	9.02
2	Inter Library Loan	02	2.85	01	1.81	2.33
3	Reference Service	45	64.28	35	63.63	63.95
4	Bibliographical Service	2	2.85	05	9.09	5.97
5	CAS	20	28.57	22	40.00	34.28
6	Newspaper Clipping	02	2.85	01	1.81	2.33
7	Indexing Service	05	7.14	07	12.72	9.93
8	Abstracting Service	10	14.28	07	12.72	13.50

9	CD-ROM Service	15	21.42	10	18.18	19.80
10	Online Service	35	50.00	30	54.54	52.27
11	Book bank Service	20	28.57	18	32.72	30.64
12	Reprography Service	15	21.42	10	18.18	19.80

The above table represents that maximum percentage of respondents are using that library services such as Reference Service, Online service, CAS, Book bank service, Online & Reprography service, Indexing, Abstracting services i.e. Bibliographical, Inter library loan & News paper clipping service etc..

So, it is clear from analysis that maximum percentage of respondents use reference service and online information service in the library.

Table: 12
Opinion about the Behavior of Library Staff

S. No.	Behavior	M.Sc. students	% age.	M.A. students	% age.	Avg. %
1	Excellent	10	14.28	05	9.09	11.68
2	Good	55	78.57	48	87.27	82.92
3	Fair	05	7.14	02	3.63	5.38
4	Average	00	00	00	00	00
	Total	70	100	55	100	100

The above table shows that the majority of respondents i.e. 82.92% feel that the behavior of library staffs are good; whereas 11.68% respondents said that behavior of library staffs are excellent.

Table: 13
Adequacy of Online Database Service

S. No.	Opinion	M.Sc. students	% age.	M.A. students	% age.	Avg. %
1	Yes	61	87.14	49	89.09	88.12
2	No	09	12.86	06	10.91	11.88
	Total	70	100	55	100	100

The above table shows that the majority of respondents (88.12%) feel that online databases services are essential, whereas 11.88% of them do not feel the same.

Table: 14
Satisfaction with overall functions of the library

S. No.	Satisfaction	M.Sc. students	% age.	M.A. students	% age.	Avg. %
1	Excellent	08	11.43	10	18.18	14.80
2	Good	58	82.86	42	76.36	79.61
3	Fair	03	4.28	02	3.64	3.96
4	Poor	01	1.43	01	1.82	1.62
	Total	70	100	55	100	100

The above table shows that maximum percentage of respondents have rated the library as 'good', while 14.80% of respondents have rated the library as 'excellent', followed by 3.96% respondents who have rated overall function of the library 'fair' category, while .62% rated 'poor' to the library in terms of satisfaction and overall function. Consequently, it is found that maximum percentage of respondents have rated the library is 'good'.

4.SUGGESTION:
The present study locates forward the various suggestions to be implemented for the upgrading of resources and services provided by the University Library of Lucknow.

- New edition of books should be added.
- The students should be aware for OPACs service.
- The students should be aware for the service of Inter library loan, abstracting Indexing, bibliographic, and CD-ROM Databases service.
- The library resources should be increase.
- Arrange the proper resources of study material on the shelves of library.
- The timing of the library services should be extended to round the clock.
- The library professional should be trained to help the respondents.
- Internet facilities should be improves and upgrade.

5.CONCLUSION:
The study was conducted to analyze the use of library resources and service by P.G. students of university of Lucknow. This study is only related to university library of Lucknow. The study reveals that, most of the students are aware of library resources and services. The study is one such approach that examines the basic requirements that the students and users needs. The library resources have played a vital role in all fields of human life. These have rapidly changed the way of seeking and disseminating information. It is clear from the study that, the students of Lucknow University have developed their profession. The nature and efficiency of the resources and services are provided by the library, due to a whole range of interests of the users' community. Some of the basic library resources and services of a university library like books, journals, periodicals, theses/dissertations, reference books, news papers etc. are mostly used by the users'. The library offers many other services like as reservation of documents, reference services, current awareness, and referral service and reprography etc. to their users'. It is an important function of university library to capture and store resources and then to make that resource accessible to the users' in an accurate and cost effective way without involving loss of time of the users'. This kind of encouragement will thus help in better utilization of library resources and services. The main purpose of librarians is to provide the best solutions of users' problem and need through its resources and services.

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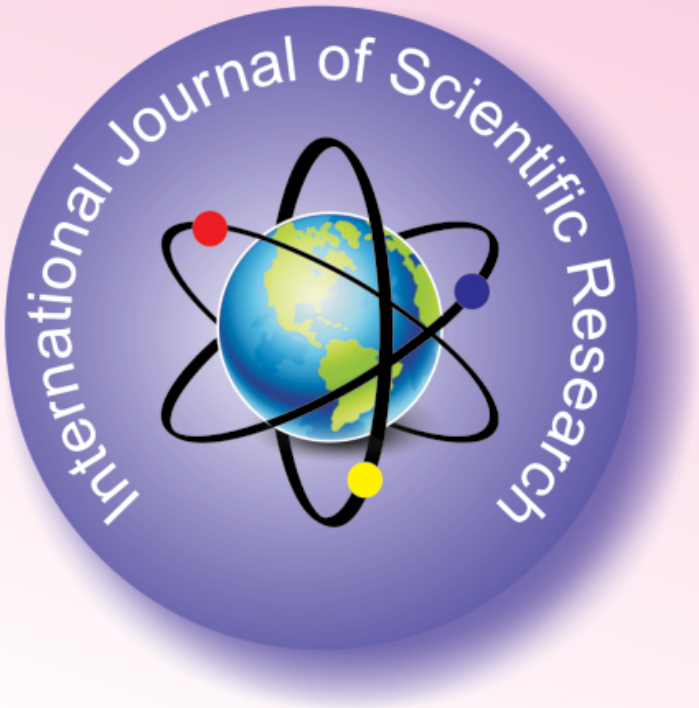

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