

## **Library Services in the Post-Matric Hostels of Social Welfare Department in Chikkamagaluru District: A Survey**

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***Abstract** - The study measure the level of student satisfaction with current library services offered by the post-matric hostel's of Social Welfare Department in Chikkamagaluru district. The study looks at the use of existing library resources, information needs and information seeking behaviour of the Social Welfare Department hostel's students of Chikkamagaluru district. A random sampling technique has been used to select 640 students who stayed in 11 post-matric hostels of Social Welfare Department. This study followed the systematic structured questionnaire method to collect the primary data from the students. The present study reveals a picture of the library use pattern, information seeking behaviour of the students, and the services rendered by the post-metric hostel libraries in Chikkamagaluru district. The hostel's that are used as a sample in this study have to adopt good and effective library operations to disseminate the quality information to the students. The result of the study indicates satisfaction level of hostel students on library services offered by Social Welfare Department and the information needs of the students of various education backgrounds.*

**Keywords:** Students, Satisfaction, Library facility, Hostel library, Social Welfare Department, Information seeking behaviour.

### **1. Introduction**

The aim of this study is to determine satisfaction level and information needs of the students staying in post-matric hostels of Social Welfare department of Chikkamagaluru district. Any library irrespective of its type should be user oriented. All the services provided by the library intend to benefit users. It is imperative to conduct user studies in order to improve the existing library services, plan for new services, adjust the new collection of financial resources, evaluate the performance of the library and enhance the user satisfaction. Such study will help library administration to know the satisfaction of user with existing library services and facilities, the type of new services desired, and the amount of financial resources required for their implementation.

The major aim of the hostel library is to support learning activities. Hostel library must therefore make sure that their resources are well utilised as this is essential for educational development. Therefore information is acquired, processed and disseminated through the hostel library in educational setting. Many studies have been carried out on availability of library resource and utilization of existing resource.

The hostel libraries therefore, provide relevant resources and services to its users. These libraries have been performing different functions like acquisition, circulation, and reference services. The present study also carried out the usage pattern of existing library sources,

information needs and information seeking behaviours of the Social Welfare Department hostels students of Chikkamagaluru district.

## **2. Literature review**

The study present a brief overview of research literature represented on library services and user satisfaction. Ampka (2000)<sup>1</sup> examined the use of libraries by students at University of Maiduguri. The objective of the study is to determine the time students spend in libraries to making use of services and facilities provided by the University libraries. The findings revealed that 38% students used the library between 1to2 hours daily, 38% used the libraries between 3to4 hours daily, 8% used the libraries 4to6 hours daily and only 14% students used the libraries for more than 6 hours daily. So the study recommended that user education and orientation programs should be introduce in all Nigerian Universities with a focus on use of libraries.

Rajendraprasath and Muthusamy (2013)<sup>6</sup> studied the Information gathering habits of engineering college students. They selected 9 Engineering colleges of Chennai, Tamil Nadu as study sample. The main aim of the study was to find out the information gathering habits of students from different disciplines of engineering colleges in Chennai, Tamil Nadu, India. The study was conducted throw survey by distributing among 270 students and 91% of students responded. The study examines several aspects of library use including frequency of visiting the library, satisfaction with library hours, library collection and level of satisfaction with library services and information sources.

Rani (2009)<sup>7</sup> conducted a study in aided degree colleges to reveal the nature and the extent of use of college libraries in Andhra Pradesh. Further evaluated in detail about type of material, sources, and the services used by the students. Findings revealed that user education is essential to enable the users to understand the system of classification, arrangement of stocks, tapping of different sources, and resources. Furthermore 92% of the students felt that they need for orientation.

Shridevi and Shridhara (2009)<sup>8</sup> were conducted a survey on Libraries of engineering institutions in Bangalore. The main objective of the study is to analyze the current status of engineering institutions in Bangalore. The study used questionnaire method to collect data. And the study found the advancement in technology have changed the shape and functioning of libraries. The study suggested that engineering institutions should conduct orientation programs for new readers in the library and provide library services with appropriate online resources and electronic databases.

Bancroft et al. (1998)<sup>9</sup> have made a survey on use of library services. They selected the colleges which come under Washington State University as study sample. The main goal of this study was to determine user requirements and expectations. The study found that respondent's needs updated journals, electronic resources, printed documents, and access methods.

Walton et al. (1993)<sup>10</sup> studied the usage and views of three groups of health-care students on their library facilities. The findings showed that students use of libraries, how often they use them, what they do in libraries and the stock used. Finally study showed the level of student satisfaction and the services used.

### **3. Need for the study**

Information is available in innumerable forms. The person who needs information can seek it from different places. Information needs originate from existence of interest, or information needs vary from individuals to individual and it is depending on the requirements. Hence it can be predicted that the students need information on various issues such as academics, competitive examinations, recreation. Students in higher education are willing to obtain information on different topic of interest. Therefore they seek information from different sources and places.

In this regard this study is of significant to know the facilities made by the post-matric hostel's of Social Welfare Department of Chikkamagaluru district to fulfil the information needs of their students. At the same time no such study has been conducted to identify the library facilities provided by post-matric hostels. Thus this study would be useful to know the present day condition of library facilities in such hostel's. Further the outcome of this study would be useful to stake holders, academics and policy makers to plan things to improve the library facilities in such hostel's or make alternate arrangement.

### **4. Objectives of the study**

1. To know the availability of hostel library and its services.
2. To know the strength of the hostel libraries.
3. To know the user behaviour towards the hostel libraries.
4. To know the form of information sources available in hostel libraries.
5. To find out the information needs of hostel students.
6. To determine the purpose of using hostel libraries.
7. To determine the level of satisfaction of users towards library sources and services.
8. To know the challenges facing by the hostel libraries.

### **5. Scope and Limitations**

The main purpose of this study is to examine the hostel library facilities, user needs and satisfaction and difficulties in accessing and utilizing information sources. The focused group of the present study is post-matric hostel's students of Social Welfare Department of Chikkamagaluru district. This study is limited to under graduate and post graduate students who were resided in these hostels. Chikkamagaluru district consist 7 taluks they are, Chikkamagaluru, Kadur, Tarikere, Mudigere, Koppa, Narasimharajapura, Sringeri. For this study we have taken 11 post-matric hostels of Social Welfare Department which are located in different taluks of Chikkamagaluru district. The scope of the study is limited to library services or the facilities which are provided by the libraries of post-matric hostels of Social Welfare Department of Chikkamagaluru district only.

### **6. Methodology**

A random sampling technique has been used to select 640 students who stayed in 11 post-matric hostels of Social Welfare Department. The study followed systematic structured questionnaire method to collect the primary data from the students. The researcher has personally gone to administer the copies of questionnaire to all respondents in the hostels under study. 640 copies of questionnaires were distributed at post-matric hostels of Social Welfare Department in Chikkamagaluru district, and in turn, 640 filled questionnaires were received back with a response rate of 100%.

The collected data were analysed using MS-Excel application. The data classified and tabulated for the purpose of analysis.

## 7. Data Analysis and Interpretations

Total 640 questionnaires were distributed and 640 questionnaires were analysed with the help of MS-Excel with a response rate of 100%. The respondents were categorised into two major levels of their education, viz. Under graduate and post graduate.

### Academic background of students

**Table-1: Academic background of students**

Course	Number	Percentage
BA	304	47.50
B.Sc.	76	11.88
B.com	221	34.53
BBM	4	0.63
BBA	11	1.72
BSW	3	0.47
MA	20	3.13
M.com	1	0.16
<b>Total</b>	<b>640</b>	<b>100.00</b>

Out of 640 respondents, 285(44.59%) were males and 355(55.47%) were females. Table 1 shows that majority of the respondents 619(96.72%) were studying in undergraduate courses, followed by 21(3.28%) in post graduation. Students were also classified according to the academic degree that they are pursuing. The majority of the respondents 304(47.50%) are pursuing BA. degree, while 221(34.53%) are pursuing B.Com. degree, 76(11.88%) are pursuing B.Sc. degree, 20(3.13%) are pursuing MA degree, 11(1.72%) are pursuing BBA degree, 4(0.63%) are pursuing BBM degree, 3(0.47%) are pursuing BSW degree, and 1(0.16%) are pursuing M.com degree.

### Place of Information use:

**Table-2: Place of Information Use**

Place	Number	Percentage
College Library	462	72.19
Hostel Library	247	38.59
Public Library	250	39.06

Table 2 reveals that majority of the respondents 462(72.19%) get information from their college libraries, followed by public libraries 250(39.06%), hostel libraries 247(38.59%).

### Frequency of library visit

**Table-3: Frequency of Library visit**

Frequency	Number	Percentage
Daily	151	23.59
Once in a week	259	40.47
Monthly	93	14.53
Occasionally	137	21.41
<b>Total</b>	<b>640</b>	<b>100.00</b>

Table 3 shows that majority of the students 259(40.47%) have visited the hostel library once in a week, followed by daily 151(23.59%), occasionally 137(21.41%), monthly 93(14.53%).

### Purpose of library visit

**Table-4: Purpose of library visit**

Purpose	Number	Percentage
To make notes	326	50.94
To complete classroom assignments	284	44.38
To prepare for exams	412	64.38
To get general knowledge	451	70.47

Table-4 clearly shows for which purpose the students using hostel library. The analysis shows that the highest percentage of students 451(70.47%) has used information sources to get general knowledge, followed by to preparing for academic examination 412(64.38%), to make notes 326(50.94%), and to complete class room assignments 284(44.38%).

### Information Sources Preferred by Students

**Table-5: Information Sources Preferred by Students**

Information Sources	Number	Percentage
Text Books	501	78.28
Reference Books	322	50.31
Newspapers	454	70.94
Magazines	349	54.53
Competitive Exam Books	398	62.19
Audio/ Visual Materials	62	9.64

Table -5 depicts about the kinds of information sources preferred by students to fulfil the information needs. The analysis shows that the highest percentage of students 501(78.28%) are depend on text books, followed by news papers 454(70.94%), competitive examination books 398(62.19%), magazines 349(54.53%) and reference books 322(50.31%). A least percentage of students 62(9.64%) demands audio video materials for getting required information.

### Facilities to get Information in hostels

**Table-6: Facilities to get information**

Facilities	Number	Percentage
Library	639	99.84
Computer	97	15.16
Internet	97	15.16

Table 6 indicates that majority of the respondents 639(99.84%) opined that hostels have provided library facility to get required information, whereas only 97(15.16%) of respondents have opined they have access to computer and internet facility to get information.

### Library Collection

**Table-7: Library collection**

Kinds of sources	No	%
Text Books	286	44.69
Magazines	231	36.09
Fiction/Story Books	55	8.59
Newspapers	384	60.00

Book for Competitive Exams	268	41.88
CD/DVD	20	3.13
Reference Books	75	11.72

Table 7 clearly shows that majority of the respondents 384(60.00%) were indicates that their hostel libraries has newspapers, 286(44.69%) were indicates their hostel libraries has text books, 268(41.88%) were indicates their hostel libraries has competitive exam books, 231(36.09%) were indicates their hostel libraries has magazines, 75(11.72%) were indicates their hostel libraries has reference books, 55(8.59%) were indicates their hostel libraries has fiction and story books, and 20(3.13%) were indicates their hostel libraries has CD/DVD in its library collection.

**User awareness about library services**

**Table-8: User awareness about library services**

Library Services	Number	Percentage
Circulation	426	66.56
Newspaper clipping	211	32.97
Reference	199	31.09
Reprographic	27	4.22

by newspaper clipping service 211(32.97%), reference service 199(31.09%), and reprographic service 27(4.22%). It is clear from the above table that the circulation and newspaper clipping services are in practice in most of the hostel libraries therefore these services are well known services among the students. Table 8 shows that majority of the respondents 426(66.56%) are aware of circulation service, followed

**User satisfaction**

**Table-9: User satisfaction**

User satisfaction level	Number	Percentage
Highly satisfied	31	4.84
Satisfied	166	25.94
Neutral	188	29.38
Dissatisfied	239	37.34
Highly dissatisfied	16	2.50
<b>Total</b>	<b>640</b>	<b>100.00</b>

Table 9 shows the user satisfaction towards hostel library services. The highest percentage of respondents 239(37.34%) has opined that they are dissatisfied with the library services whereas 188(29.38%) of respondents have not given any opinion. Further 166(25.94%) of respondents are satisfied with the library services.

**Problems in using hostel libraries**

**Table-10: Problems in using hostel libraries**

Problem	Number	Percentage
Lack of collection	179	74.90
Lack of library opening hours	128	53.56
Lack of library staff	125	52.30
Lack of interest	2	0.84
Lack of library space	130	54.39

Table 7 shows the problems faced by the students while using hostel libraries. It is evident from the table that highest percentage 179(74.90%) students felt that lack of collection is the major problem while using hostel library, followed by lack of library space 130(54.39%), lack of library opening hours 128(53.56%), lack of library staff 125(52.30%), and lack of interest 2(0.84%).

## **8. Findings**

The study was an attempt to know the effect of library services and user satisfaction of hostel libraries of Social Welfare Department, Chikkamagaluru (India). The findings of the study revealed that majority of the respondents 636(99.38%) have opined that they have hostel library facility. About 259(40.47%) respondents have visited the hostel library once in a week, followed by daily 151(23.59%). Majority of the respondents 639(99.84%) opined that hostels have provided library facility to get required information, whereas only 97(15.16%) have opined they have access to computer. The highest percentage of respondents 451(70.47%) has used information access to get general knowledge, followed by to preparing for academic examination 412(64.38%). It is evident from the analysed data that the highest percentage of students 501(78.28%) is depending on text books, followed by newspapers 454(70.94%), competitive examination books 398(62.19%). 426(66.56%) are aware of circulation service, followed by newspaper clipping service 211(32.97%), reference service 199(31.09%). The highest percentage 179(74.90%) respondents were felt that lack of collection is the major problem while using hostel library, followed by lack of space 130(54.39%), lack of library opening hours 128(53.56%), lack of library staff 125(52.30%), lack of interest 2(0.84%). And the highest percentage of students 239(37.34%) has opined that they are dissatisfied with the library services, followed by 166(25.94%) of respondents are satisfied.

## **9. Recommendation**

The study recommended some of the suggestions to improve the hostel library services. Such as, every hostel should facilitate reading room facility. So that students can get space to prepare themselves for academic as well as competitive examination. Most of the students are pursuing under graduation courses, so hostel should maintain collection related to graduation courses and competitive exams. The internet has been playing a major role in providing updated information, so every hostel provide keen interest to develop ICT infrastructure and thereby try to provide internet and computer facility to all students of the hostel. Today information is very important and it is also significant to know the strategies of using information, keeping in mind this every hostel should have a qualified and experienced library staff to guide students, and they should provide regular orientation classes regarding the use of library resources as well as the use of internet information service. Library maintenance is one of the tedious tasks so every hostel should have library assistants and menial staff. And government should provide proper funds to hostel libraries.

## **10. Conclusion**

The present study reveals a picture of the library use pattern, information seeking behaviour of students of post-matric hostels and the services rendered by the post-matric hostels libraries of Social Welfare Department in Chikkamagaluru district. From the above findings we can conclude that, the education system can work efficiently and the hostel should adopt good and effective library operations to disseminate the quality information to the students.

The result of the study would therefore help not only to strengthen libraries of post-matric hostels but also to know the needs of the students of various education backgrounds.

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