

User Perception of Library Resources and Services Utilized by Teachers of Pre-University Colleges: A Study

Narasappa K.C

Research Scholar

Kuvempu University, Shivmogga

Librarian

Govt. First Grade College, Bhatkal,

Uttara Kannada(D), Karnataka

E-mail: narasappakc25@gmail.com

Dr. P. Dharani Kumar

Assistant Professor

Dept. of Library and information Science

Kuvempu University

Shivmogga, Karnataka

E-mail: dr.dharanikumar@gmail.com

Abstract - The research article investigates the user perception of library resources and services utilized by teachers of Pre-University colleges. The questionnaire method was used to collect primary data from the PU college teachers. Total 385 questionnaires were distributed to the teachers and only 336 questionnaire were received which form their opinions regarding the availability of library collection and services avail in PU college libraries. The study findings reveals that majority of the male teachers of about 263 (78.27%) are working from PU colleges, and highest teachers 243 (72.32%) are from rural back ground. The study found that majority of respondents 128 (38.10%) were from arts discipline, followed by commerce 115 (34.22%), science with 78 (23.21%) and 15 (4.47%) language subjects respectively. The study also highlights that there are various facilities served like inter-library loan services 131 (38.98%), reprographic services/Xerox 131 (38.98%), bibliographic services 198 (58.92%), internet browsing 250 (74.40%), OPAC service 158 (47.02%) and CD ROM service 160 (47.61%) respondents says that 'poor' services provided for the library users. Further study has been done on the basis of suggestions and recommendations received as in the analysis of the data.

Keywords: Information resources and services, Library collection, User perception, Library resources

Introduction:

The word 'library and information centre' is rich in tradition, meaning, and usage. The definitions of 'Pre-University college library' given by various library professional and associations reflect this heritage. Throughout the world the Library as institution is considered as part and parcel of the academic set-up. It is created and maintained to serve and support the educational activities of the senior secondary school. The recommendations of so many commissions and committees established by the Government of India and various other states for the improvement of Senior secondary school education that can bring in desired results, which provide the Senior secondary school as to fully complement the library resources, personnel, and necessary infrastructure. So far as concerned to the senior secondary school

library, has not been given its right place in the scheme of things. Nevertheless, it can play a very important role and help the senior secondary school in achieving the educational objectives.

If we recognize the value and importance of informal system of education, then library method of self-education is sure to get its due place. Dr. Radhakrishnan states "The aim of education is not the acquisition of information, although important, or acquisition of technical skills, though essential in modern society, but the development of bent of mind, attitude of reason, the spirit of democracy which will make us responsible citizens". Narasappa (2019) says "Pre-University college libraries are necessary to understand how to help teachers and students changing their needs of users and their levels of teacher satisfaction". The study focuses on the use pattern of information resources service and facilities needed for teachers who are served in Pre-University Colleges and to enhance their teaching skills required for the successful development of the 21st Century users.

Review of literature

In **Porvika Ramadevi's (2016)** study on 'Information Resources and Services in Public Libraries: A Case Study of Warangal District, Telangana State, India' focused on the objectives like (i) To identify the frequency of visiting library (ii) To find the purpose of visiting library (iii) To identify the information sources preferred by users to collect information (iv) to know about the information resources most frequently consulted. In this, simple random sampling has taken to collect the data from the libraries. The study revealed that the majority of the users were men between the age group of 11-30 years; they were students, unemployed, govt employee and employee of private sector. The available resources used by the user and their visiting frequency, books and magazines availed to teachers and television where the information channels most frequently used to satisfy their information needs. Recommendations of the study made to the collection of latest information books and e-resources should be maintained so that they could be up to the mark of users intensity. Frequent maintenance of old books to overcome against badly-trimmed pages and also maintain clean and pleasant environment. Maintenance of light and fan should be needed so as the users could be easily accommodated to concentrate on books without any fluctuations of light. **Velmurugan and Thavamani (2013)** the study aimed to find out the awareness and usage pattern of library resources and services by the students of Rajalakshmi Institute of Technology College. The study involved questionnaire method to collect the primary data and analyzed and tabulated by using statistical methods. The major findings were that the library automation must be maintained properly. More effective technical staff should be appointed and they should be present in the internet section for expert advice. In the study of **Ganiyu Idowu Buhari (2016)** observed that library information resources and services used were good predictors of creativity of the library users. The study concluded that library as the store house of information must also be properly funded to attain more adequate facilities such as power supply, affluent information and communication technologies, maintenance of culture activities and bandwidth of internet access. **Akhtar Hussain and Krishna Kumar (2013)** examines the utilization of information resources and services of the Master School of Management library, Meerut, (U.P) India. The questionnaire method was used for data collection. The findings and conclusion of this study are the library management should, as a matter of priority, improve on the automation of its library so that users can have access to library resources and services within their limited time. By this way students and faculty members will be satisfied by using both resources and services in their library. **Asokan and Dhanavandan (2015)** found that majority of faculties

were opinioned that the IEEE collections 61.92%, CD and DVDs 51.15% & newspapers 83.77% are satisfied for their needs. The 75.39% faculty members are satisfied with the library working hours and 24.61% library users opinioned are not satisfied with the library working hours. The study concluded saying that the development of information communication technology in academic libraries could provide verity of library services to the satisfaction of not only faculty members but also students who required information that must be satisfying their complete needs.

Objectives of the study:

Specific objectives of the study are given below:

- To find out the background information about the library users.
- To know the availability of information resources in Pre-University Colleges.
- To suggest the suitable recommendations to improve library resources and services of Pre-University Colleges.

Methodology

For the present study the questionnaire method was used to the collection of data and supplemented by interviews and face to face interactions with Pre-University college teachers to gather primary information. The purpose of the questionnaire for the teachers is to get data regarding the use pattern of library resources and services by teachers of Pre-University colleges. The present study is limited to only Government and Aided (43+7=50) Pre-University colleges in Shivamogga District. The selected Pre- University colleges for the study are equal footing, for systematic comparison and homogeneous in nature can be made among these PU colleges.

Analysis of the Study

Demographic information about the library users

Table-1: Gender-wise distribution of the respondents

Sl. No.	Gender	Number of Respondents	Percentage
1	Male	263	78.27
2	Female	73	21.73
	Total	336	100

Table -1 indicated that the gender wise respondents are there for 263 (78.27%) male teachers, followed by 73 (21.73%) female teachers respondents to the questionnaire. It can be observed that majority of respondents are male teachers.

Table-2: Age-Wise of the respondents under study

Sl. No	Age	Number of Respondents	Percentage
1	25-30 age	63	18.75
2	31-35 age	43	12.80
3	36-41 age	95	28.27
4	42-56 age	82	24.40
5	56- 60 age	53	15.78
	Total	336	100

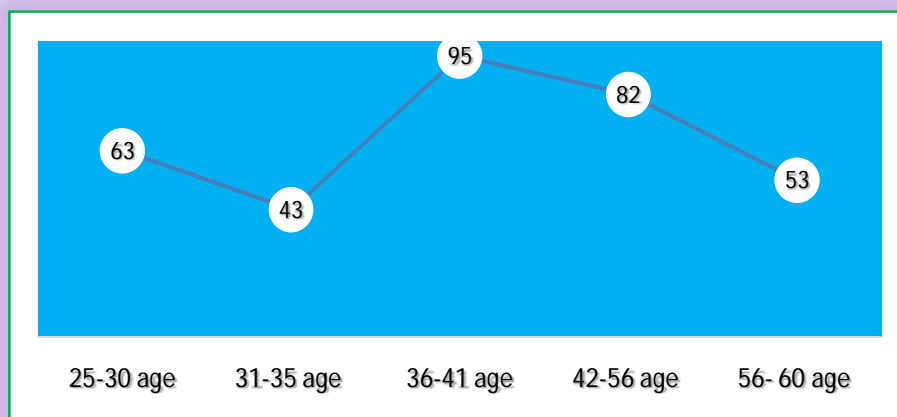


Table-2 described age wise distribution of teacher’s respondents. Among the age group, there are 95 (28/27%) teachers are between 36-41 yearsof age, followed by there are 82 (24.40%) respondents age group between the 42-56. Whereas the rest of the age groups such as 25 to 30 63 (18.75%), 56 to 60 53 (15.78%), and 31 to 35 43 (12.80%). Hence, overall majority of respondents’ age are between to 36-41 95 (28.27%).

Table-3: Social background of respondents

SL.No.	Social background	Number of Respondents	Percentage
1	Rural	243	72.32
2	Urban	93	27.68
	Total	336	100

Table-3 and highlight on social background of the respondents. Majority of 243 (72.32%) are from rural back ground and only 93(27.68%) of respondents are from urban background. It is observed that majority of teachers are from rural background.

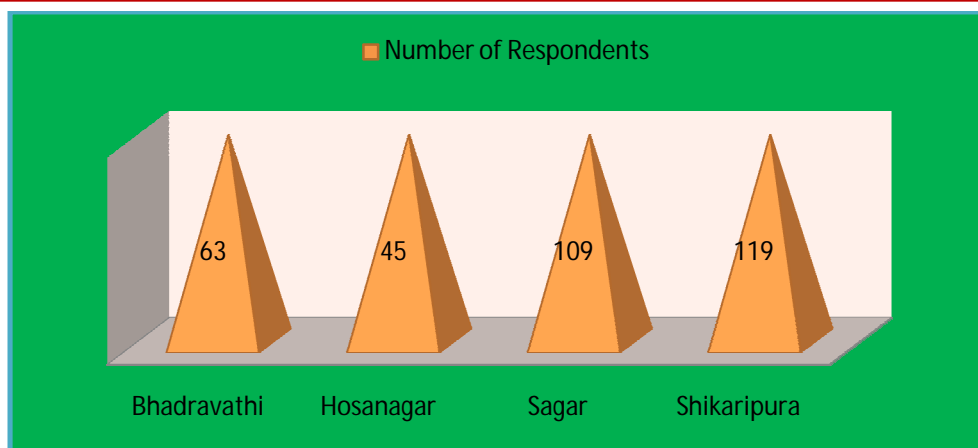
Table-4 Subject taught by respondents

Sl.No.	Subject	Number of Respondents	Percentage
1	Arts	128	38.10
2	Commerce	115	34.22
3	Science	78	23.21
4	Language	15	4.47
	Total	336	100

Table-4 focus on teachers wise distribution of questionnaires to the respondents. The majority of respondents 128 (38.10%) were from arts discipline, followed by commerce 115 (34.22%), science with 78 (23.21%) and 15 (4.47%) language subject respectively. Hence, the highest respondents were from the subject of arts.

Table-5: Taluk-wise distribution of the respondents

Sl. No.	Name of the Taluk	Number of Respondents	Percentage
1	Bhadravathi	63	18.75
2	Hosanagar	45	13.40
3	Sagar	109	32.44
4	Shikaripura	119	35.41
	Total	336	100



The distribution of respondents by taluk is shown in the table-5 and figure 2. It is found from the above table that out of 336 teacher respondents 119 (35.41%) were from Shikaripura taluk, followed by 109 (32.44%) of respondents are from Sagar, 63 (18.75%) of respondents are from Bhadravathi, 45 (13.40%) of respondents from Hosanagar Taluk. Hence majority of respondents were from Shikaripura and Sagar taluk respectively.

Table-6: Opinion about availability of library collection

Sl. No.	Collection	Excellent	Very good	Good	Average	Poor
1	Text Books	40(11.60)	69(20.54)	104(30.96)	97(28.87)	26(7.73)
2	Reference Books	46(13.70)	49(45.59)	96(28.57)	102(30.35)	43(12.79)
3	e-Books	12(3.57)	21(6.25)	67(19.94)	96(28.57)	140(41.66)
4	Print Journals	28(8.33)	63(18.75)	67(13.36)	103(30.65)	75(22.32)
5	e-Journals	8(2.38)	21(6.25)	37(11.01)	56(16.66)	214(63.69)
6	News Papers	103(30.65)	67(19.94)	77(22.91)	57(16.96)	32(9.52)
7	Magazines	80(23.80)	64(19.04)	50(14.88)	64(19.04)	78(23.21)
8	Annual Reports	48(14.28)	39(11.60)	67(19.94)	104(30.95)	108(32.14)
9	Laboratory manuals	42(12.5)	73(21.72)	63(18.75)	98(29.16)	60(17.85)
10	CET/NEET study materials	54(16.07)	106(31.54)	46(13.69)	21(6.25)	109(32.44)
11	Brochures	26(7.73)	53(15.77)	62(18.45)	86(25.59)	109(32.44)
12	Pamphlets	24(7.42)	55(16.36)	69(20.53)	73(21.72)	115(34.22)
13	Digests	43(12.79)	87(25.89)	106(31.54)	101(30.05)	96(28.57)
14	Audio/Video materials	30(8.92)	43(12.79)	94(27.97)	123(36.60)	86(25.59)
15	Atlas/ Maps	88(26.19)	118(35.11)	14(4.16)	66(19.64)	50(14.88)
16	Old question papers collection	123(36.60)	105(31.25)	47(13.98)	34(10.11)	27(8.03)

Table-6 shows that majority of respondents opinion about good collection of text books available 104 (30.96%), followed by reference sources 102 (30.35%) and print journals 103 (30.65%) rated as average. The highest respondents say that e-books 140 (41.66%), and e-journals 214 (63.69%) are poorly available in Pre-University college libraries. Similarly the news papers 103 (30.65%) and magazines 80 (23.80%) are kept at reach. The respondents opined that excellent availability in the library, annual reports 108 (32.14) but respondents rated as 'poor' regarding collection in the library. Further for opinion about 'laboratory manuals' the highest respondents 98 (29.16%) rated as 'average', CET/NEET study materials, brochure 109 (32.44%) and pamphlets 115 (34.22%) of respondents rated as 'poor', digests 106 (31.54%) of respondents opinion as 'good', Audio/Video materials 123 (36.60%)

teachers say 'avarege', Atlas/ Maps 118 (35.11%)very good and old question papers collection 123 (36.60%) respondents opinion as 'excelet' available in Pre-University college libraries. The above table data shows that majority of the respondents opinions about library collection are moderately sufficient for the library users.

Table-7 Services existing in the library

Sl. No.	Services available in the library	Excellent	Very good	Good	Average	Poor
1	Circulation services	83(24.70)	57(16.96)	94(27.97)	46(13.69)	56(16.66)
2	Reference services	81(24.10)	76(22.61)	100(29.76)	32(9.52)	47(13.98)
3	User orientation	85(25.29)	86(25.59)	61(18.15)	94(27.97)	10(2.97)
4	Document delivery service	51(15.17)	59(17.55)	55(16.36)	25(7.44)	146(43.45)
5	Display of new arrivals	60(17.85)	105(31.25)	62(18.45)	69(20.53)	40(11.90)
6	Current awareness services	66(19.64)	97(28.86)	46(13.69)	40(11.90)	87(25.89)
7	SDI Services	30(8.92)	33(9.82)	89(26.48)	47(13.98)	137(40.77)
8	Inter library loan services	33(9.82)	33(9.82)	61(18.15)	78(23.21)	131(38.98)
9	Newspapers clippings	137(40.77)	33(9.82)	89(26.48)	40(11.90)	37(11.01)
10	Reprographic Services/Xerox	64(19.04)	36(10.71)	39(11.60)	66(19.64)	131(38.98)
11	Bibliographic services	28(8.33)	20(5.95)	42(12.5)	48(14.28)	198(58.92)
12	Internet browsing	28(8.33)	27(8.03)	19(5.65)	12(3.57)	250(74.40)
13	OPAC Service	22(6.54)	28(8.33)	74(22.02)	54(16.07)	158(47.02)
14	CD ROM service	13(3.86)	21(6.25)	77(22.91)	65(19.34)	160(47.61)

It can be seen from table-7 that highest of respondents opinion that circulation service 94 (27.97%) and reference services 100 (29.76%), is 'good', followed by display of new arrivals 105 (31.25%), current awareness services 97 (28.86%) are regarded as 'very good', 137 (40.77) of respondents opinion that newspapers clippings services as excellent. Whereas user orientation 94 (27.97%) of respondents opinion that avarege, meanwhile, document delivery service 146 (43.45%), SDI services 137 (40.77%), inter library loan services 131 (38.98%), reprographic services/Xerox 131 (38.98%), bibliographic services 198 (58.92%), internet browsing 250 (74.40%), OPAC service 158 (47.02%) and CD ROM service 160 (47.61%) respondents says that 'poor' services provided for the users. Hence, the data in table-7 clearly indicates that the routine library services are highly appreciated and information retrieval services are unsatisfied by the respondents.

Findings of the study

The following are major findings of the study:

1. The majority of 263 (78.27%) respondents are working in Pre-University colleges were male teachers and 73 (21.73%) working from female teachers.
2. Among them the 95 (28/27%) teachers belong to the age group between 36-41 years and remaining 82 (24.40%) were faculty members between age group below 42-56 years.
3. The highest 243 (72.32%) teachers were from rural background, and 93 (27.68%) respondents were from urban background.
4. Majority of the teachers 128 (38.10%) teaching from arts subjects, rest of teachers teach commerce and science subject respectivilly.
5. The study found that highest 119 (35.41%) of teachers are working at Pre-University colleges from Shikaripur taluk .

6. The study found that for the opinion about text books is that 104 (30.96%) of respondents rated as good, reference books available at Pre-University colleges 102 (30.35%) of respondents rated as average and e-books 140 (41.66%) and e-journals 214 (63.69%). The highest number of respondents rated as poor in this regard.
7. The highest respondents opinion is that about circulation service 94 (27.97%) and reference services 100 (29.76%) is 'good', followed by display of new arrivals 105 (31.25%), current awareness services 97 (28.86%) are regarded as 'very good', 137 (40.77) of respondents opinion that newspapers clippings services as excellent.
8. Among the teachers expressed their opinion is such that SDI services 137 (40.77%), inter library loan services 131 (38.98%), reprographic services/Xerox 131 (38.98%), bibliographic services 198 (58.92%), internet browsing 250 (74.40%), OPAC service 158 (47.02%) and CD ROM service 160 (47.61%) 'poor' services provided for the users.

Suggestions and recommendations

- The study found that majority 78.27% of Pre-University colleges are working from male teachers. Hence, some steps should be taken for the appointment of female teachers.
- The study observed that 243 (72.32%) of Pre-University colleges are from rural area. It is suggested that Pre-University Colleges can also be established in urban area.
- Based on the study it is observed that majority 128 (38.10%) of respondents from arts subject, where as the commerce and science teachers are less. I suggest the concern authority to take necessary action to increase commerce and science teachers in pre-university colleges.
- According to the study it is observed that more number of Pre-University colleges are established in Shikaripura taluk and Sagar taluks. I suggested that concern Department take initiative to establish Pre-University colleges in Bhadravathi and Hosanagar taluks.
- The study found that majority of Pre-University college libraries does not have subscription of e-journal and e-book resources. I suggested that subscription of e-resources helpful in fulfilling the teachers seeking of knowledge.
- The majority of teachers are not satisfied by the resource provided in Pre-University college libraries such as document delivery services, SDI services, inter library loan services, OPAC services and CD Rom services, internet browsing. It is suggested to provide financial needs to the PU college libraries to satisfy their teachers' needs.

Conclusion

The Pre-University college libraries provide information on new ideas to teachers and students. The college libraries must strive to give the right information to the right users at the right time. Therefore, PU college libraries play a very important role and help reaching the teachers and students requirements. For the study as the researcher observed that majority of the respondents opinions about library collections such as text books, old question papers collections, reference sources and newspapers available in the library is moderately sufficient for the library users. At the same time, the study findings show that document delivery service, SDI service, inter-library loan services, OPAC service, CD ROM service are at edge of essential fulfillments. Ultimately, the libraries are come about to fulfil the overall contentment of the users. So that steps should be taken to practically improve above library services.

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