

Education is the most powerful weapon
which you can use to change the world.
- Nelson Mandela

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AWARENESS AND UTILIZATION OF COLLECTION, SERVICES AND FACILITIES OF C.S.R SARMA COLLEGE LIBRARY, ONGOLE, A.P – A CASE STUDY

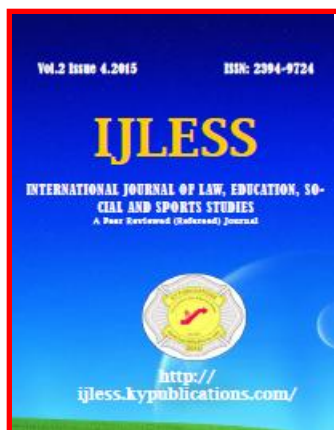
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Case Study

Librarian

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ABSTRACT

Library occupies an important place in frame work of the academic system. It is not a store house of books, but it is a dynamic instrument of education. Without active support of a library, the whole academic functioning will come to a grinding halt. The primary role of a library is not only to fulfill the 'mission' of the academic institution to which it belongs but also to advance its aims and objectives. This paper reports the findings of a study of awareness and utilization of collection, services and facilities of C.S.R. Sarma College Library, Ongole by the users. Survey method was adopted and structured questionnaire was administered for collection of date. A total of 110 questionnaires was distributed out of which 105 (95.45%) responded. Data was analyzed and interpreted by means of statistical tools. Based on the findings some suggestions were offered for the development of C.S.R. Sarma College Library, Ongole.

Keywords: College library, Library collection, Information service, Ongole.

1. INTRODUCTION

The library is a central part of educational institute .Making different types of academic transactions to support the curriculum is one of the important activities in the library. Library also helps the student's community in their personality and career development. It also tries to give the current and up to date information to students and teachers. Rare collections in the libraries are the asset of the library to promote and propagate research activities. In the modern era of information technology, different information and knowledge area are emerging out. The continuous and consistent research of different researchers also comes up with new notations of specialization at micro level. Due to fast growing and rapidly changing need of the academicians, researchers and students, it becomes a challenge to finish them the relevant information. But libraries can accept this challenge by adapting various techniques.

Higher education plays a crucial role in the development of any country. It shapes and modules human life as well. It opens avenues of knowledge in different fields. It also gives a vast exposure to the overall development. Higher education plays a vital role in the overall development of the students. In the age of science and technology, higher education expands better understanding of the world. In the present scenario, the world has become competitive that appeals and demands qualified and trained human resources for strengthening society Singh and Ahmad (2011)¹. It means that higher education needs to impart on employability and creativity that the students of higher education need to be acquired. Therefore, it would not be wrong to say that government of India has concerned all these facts so far the mobility of education is concern.

In the global market of education, the role of the library is one of the most important issues for giving a proper shape to the overall development of the students.

2. Literature Review

Chaturvedi (1993)², surveys the status of college libraries in Uttar Pradesh and highlights the reasons for the low performance of these libraries. The method of teaching in colleges, status given to college librarians, salary structures, pay scales etc., are some of the reasons for the development of college libraries in Uttar Pradesh. The author also gives some suggestions to improve the status of college libraries in Uttar Pradesh.

Singh (1996)³, the study is an attempt to analyse the reader's services in college libraries as perceived by college librarians. The study of reader's services assumes significance as these services enable the students to achieve educational excellence.

Chinnamma (1998)⁴, describes in detail the present status of college libraries and librarians in the state of Kerala. The areas covered are administration problems, budget, staff and services and physical facilities (buildings, furniture and fittings) available. The author suggests that national and state library associations should initiate action to improve the conditions of college libraries in the state.

Bhatnagar Anjana (2005)⁵ in this paper when the cost of the books, journals and other reading materials are rapidly increasing and budgets are reducing in the libraries, Internet is becoming a useful tool for accessing free information sources. Librarians should continue to discover free information sources and services using various search engines.

3. Profile of C.S.R. Sarma College Library, Ongole.

3.1. Institutional Background:

C.S.R. Sarma College was established in 1952. It is the oldest degree college in Ongole town. At the starting level Bachelor of Arts (B.A), Bachelor of Commerce (B.Com), and Bachelor of Science (B.Sc) courses taught in this college. Recently some new courses i.e., M.Sc Chemistry, Physics, and Mathematics are also started in this college. Medium of instruction is both English and Telugu for all B.A., B.Com, and B.Sc. students.

3.2. Library background:

The college library came into existence in on the day of starting the college itself. i.e., the library works from 9am to 5pm. There is no professionally trained librarian from the beginning. Present librarian is professionally trained and his qualification is M.Com., M.L.I.Sc. He completed 16 years of service as librarian in this institution. He is drawing UGC scale.

3.3. Management of the library:

There is a library committee in the institution which consists of :

- a) Head of the institution : Principal
- b) Librarian
- c) Heads of the various departments

Monthly one meeting of the library committee is conducted for proper functioning and provides effective services to the users. Librarian works directly under the head of the institution for all library matters. The present staff is adequate for the proper functioning of the library. Librarian is also participates in the staff meetings and library staff members are not entrusted with other works i.e., admission and examination works.

3.4. Library building:

The library does possess an independent building. There is no any separate seating arrangement for staff, students and women. The space available in the library is adequate for the needs. There is a separate room for keeping teaching aids. There in no plan for constructing new building in future. The library has adequate lighting and ventilation facility.

3.5. Library furniture:

The library has adequate furniture. Wooden racks and almairahs with glass doors type of furniture is used for keeping the books. The library furniture is not specially designed to suit the library needs.

3.6. Library collection:

The library has a variety of documents textbooks, periodicals, reference sources, competitive books non-book materials i.e palm leaves on Baskara Ramayana, maps, atlases, charts, CD's. The stock area of 21,120 collections and the reading hall can accommodate more than 50 readers.

3.7. Book selection and acquisition:

Books and periodicals are selected:

1. Through the recommendations of the library/ books selection committee.
2. Through the recommendations of various heads of the department.
3. By concededly the recommendation of the individual, members of the staff/students are taken in to consideration; and
4. The librarian's recommendations are also considered.

A separate file is maintained for the invoice of books purchased in the different years. Books are purchased through inviting the local agency and also through the respective publishers.

3.8. Processing:

The library classifies books by using Dewey Decimal Classification. The library provides the catalogue facility to the readers. Classified books are arranged in the shelves by subject.

3.9. Circulation and maintenance:

The library follows open access not only to the students but also to the staff members. Method is followed for charging and discharging of books. Register assigning pages for individual borrowers. Only text books and general books are issued on lone to the users. Loan period and No. of books issued at a time for different categories of members are shown in the below table.

S. No	Category	Period	Books
1.	Students	15 days	3
2.	Teaching staff	30 days	10
3.	Non teaching staff	30 days	5

The above table shows that the library issues 3 books to the students. 10 books are issued to the teaching and 5 books are issued to the non teaching staff. For the late returning of books, library does not collect any overdue charges from the users. The library provides book reservation facility for the convenience of the users. Orientation programmers are also conducted for the new entrants of the library. There is no provision for library periods in the timetable.

3.10. Stock verification:

In this library, stock verification will be conducted annually by the library staff. Library staff is responsible for the loss of books. The amount for the loss of books is recovered through challans paid by the borrowers. The loss of books in the library is due to lack of adequate staff.

3.11. Librarian and his environment:

Principal of the college extends co-operation to the librarian for smooth functioning of the library activities. For professional development higher authorities sponsor the librarian to attend the conferences, seminars and refresher courses. Librarian is satisfied with the co-operation given by the students, teaching and nonteaching staff. He expressed that, he is highly satisfied with the present job and also with the status as librarian.

4. Objectives of the present study

1. To study the frequency and purpose of visit to the library by its users.
2. To know the satisfaction of the users regarding collection of books in concern subject.
3. To know the satisfaction regarding library facilities.
4. To know the awareness of users on extension a activities.
5. To identify users satisfaction with regard to the efficiency and behavior of the staff members of the library.

5. Hypotheses of the study:

1. Most the respondents visiting the library for reading newspapers.
2. Most of the respondents are not satisfied with the collection of books in concern subject.
3. Majority of the respondents are satisfied with the library facilities.
4. Most of the respondents are aware of various extension activities.
5. Most of the respondents are satisfied with regard to the efficiency and behavior of the staff members of the library.

6. Methodology

In order to find out the user awareness and utilization of the collection, services and facilities of college library, survey method has been employed for the collection of the data required. A structured questionnaire was designed keeping in view the objectives of the study. The questionnaires have been distributed out of 110 and 105 responded with a response rate of 95.45%.

7. Data Analysis

Table-1: Frequency of visit to library

Frequency	B.A.	B.Com.	B.Sc.	Total (%)
Everyday	24	21	17	62 (59.04)
Twice/thrice a week	10	13	14	37(35.23)
Once in fortnight	0	0	1	1(0.95)
Occasionally	1	1	3	5(4.76)
Total	35	35	35	105 (100)

The above table shows that most of the respondents (59.04%) are visiting the library every day. 35.23 % are visiting the library twice / thrice in a week. 4.76% are visiting the library occasionally. 0.95 % respondents are visiting the library once in fortnight.

Table-2: Purpose of visiting the library

Purpose	Course			Total (%)
	B.A	B.Com	B.Sc.	
Reading newspapers	12	8	1	35 (33.33)
Borrowing Books	12	20	12	44 (41.90)
For Preparation of Notes	4	3	5	12(11.42)
Subject Periodicals	3	2	2	7(6.65)
For Reference Books	2	2	0	4 (3.80)
Any other Specify	2	0	1	3 (2.85)
Total	35	35	35	105 (100)

It is evident from table-2 that most of the respondents (41.9%) are visiting the library for borrowing books, 33.3% are visiting the library for reading news papers, 11.42% are visiting for preparation of notes, 6.6% are visiting the library for subject periodicals, 3.8% are visiting the library for reference books and 2.8% are visiting for other purposes.

Table-3: Satisfaction regarding collection of books in concern subject

Course	Yes	No	Total
B.A	21	14	35
B.Com	31	4	35
B.Sc	31	4	35
Total (%)	83 (79.04)	22 (20.95)	105 (100)

The above table explains that 79.04% of the users are satisfied with the collection of books in their concern subject, and 20.95% mentioned that they are not satisfied with the collection of books in their concern subject.

Table-4: Awareness of the library collection

Library collection	Yes			No			No idea			Total
	M	F	Sub total	M	F	Sub total	M	F	Sub total	
Newspapers	36	36	72(68.57)	12	15	27(25.71)	3	3	6(5.71)	105(100)
Periodicals	24	41	65(61.94)	22	8	30(28.57)	5	5	10(9.5)	105(100)
Text books	38	38	76(72.80)	12	13	25(23.80)	2	3	5(4.76)	105(100)
Reference books	25	30	55(52.80)	17	19	36(34.28)	9	5	14(13.33)	105(100)
Maps, charts, atlases	8	13	21(20)	28	20	48(45.71)	15	21	36(34.28)	105(100)
CD's, floppies etc.	3	8	11(10.40)	24	15	39(37.14)	24	31	55(52.38)	105(100)

In order to identify the users awareness about the collection, a question was asked and the data was tabulated. It is found from table-4 that, majority of the respondents are aware of newspapers, periodicals, textbooks, reference books and majority of the respondents are not aware of the maps, charts, atlases & cd's, floppies collection in the library.

Table-5: Satisfaction regarding latest editions of books

Course	Satisfied	Dissatisfied	Can't say	Total
B.A.	18	10	7	35
B.Com.	27	4	4	35
B.Sc.	28	2	5	35
Total (%)	73(69.52)	16(15.23)	16(15.23)	105(100)

The above table shows that 69.52% of the respondents are satisfied with the latest editions of books, 15.23% expressed their dissatisfaction and remaining 15.23% mentioned that they can't say anything in this regard.

Table -6: Satisfaction regarding library facilities

Library facilities	Satisfied			Not satisfied			No idea			Total
	M	F	Sub total	M	F	Sub total	M	F	Sub total	
Library building	43	46	89(84.76)	7	8	15(14.28)	1	0	1(0.95)	105(100)
Furniture	17	33	50(47.61)	32	20	52(49.52)	2	1	3(2.85)	105(100)
Ventilation	28	31	59(56.19)	17	17	34(32.38)	6	6	12(11.40)	105(100)
Drinking water	16	23	39(37.14)	31	29	60(57.14)	4	2	6(5.78)	105(100)
Book reservation	24	33	57(54.28)	17	18	35(33.33)	10	3	13(12.38)	105(100)
Security for personal belongings	11	16	27(25.71)	27	19	46(43.80)	13	19	32(30.47)	105(100)

It can be observed from the above table that most of the respondents (84.76%) are satisfied with the library building, followed by 56.19% and 54.28% of the respondents who expressed their satisfaction regarding ventilation and book reservation respectively. It is also evident from the table that most of the respondents (57.14%) are not satisfied with regard to drinking water, followed by furniture (49.52%).

Table-7: Assistance from the library staff

Assistance	B.A.	B.Com.	B.Sc.	Total (%)
Finding book	8	18	14	40(38.09)
Guidance	12	7	2	21(20.00)
Consulting a book	3	3	3	9(8.58)
Consulting catalogue	12	7	16	35(33.33)
Total	35	35	35	105(100)

The above table explains that most of the respondents (38.09%) are taking assistance from the library staff at the time of finding a book. 33.33% are depending on library staff for guidance, 20% are taking assistance from the library staff at the time of consulting a book. Remaining (8.58%) are taking assistance from library staff at the time of consulting a catalogue

Table-8: Awareness on the extension activities

Extension activities	Yes			No			Total
	M	F	Sub total	M	F	Sub total	
Library orientation	16	18	34 (32.38)	35	36	71 (67.61)	105 (100)
Competitive exam guidance	32	27	58 (55.23)	19	27	46 (43.80)	105 (100)
Library week	20	16	36 (34.28)	31	38	69 (65.71)	105 (100)

It is clear from the above table that most of the respondents (67.61%) are not aware of the library orientation programme, 55.23% of the respondents are aware of the competitive exam guidance, 65.21% of the respondents are not aware of the library week organized by the library..

Table -9: Satisfaction regarding the efficiency and behaviour of the library staff

Course	High	Moderate	Low	No idea	Total
B.A	1	18	6	10	35
B.Com	6	9	9	11	35
B.Sc	3	19	10	3	35
Total (%)	10 (9.52)	46 (43.80)	25 (23.80)	24 (22.85)	105 (100)

It is evident from the above table that most of the respondents (43.80%) are moderately satisfied with the efficiency and behavior of the library staff members, followed by less satisfied (23.80%), and 22.85% of the respondents mentioned that they do not have any idea. It is evident from the table that 9.52% of the respondents are highly satisfied.

8. Findings of the study

1. Majority of the respondents (59.04%) are visiting the library every day.
2. Majority of the respondents (41.9%) are visiting the library for borrowing books.
3. Majority of the respondents (79.04%) are satisfied with the collection of books in their concern subject
4. Majority of the respondents (68.57%) of the respondents are aware of the newspapers collection in the library.
5. Majority of the respondents (72.80%) are aware of the textbook collection in the library.
6. Majority of the respondents (69.52%) are satisfied with the latest editions of books.
7. Majority of the respondents (84.76%) are satisfied with the library building.
8. Majority of the respondents (57.14%) are not satisfied with regard to drinking water facility.
9. Majority of the respondents (38.09%) are taking assistance from the library staff at the time of finding a book.
10. Majority of the respondents (67.61%) are not aware of the library orientation programme.
11. Majority of the respondents (43.80%) are moderately satisfied with the efficiency and behavior of the library staff members.

9. Suggestions:

1. As majority of the respondents are not satisfied with the CD's, floppies, etc. collection the library management must take care in increasing this type of collection.
2. Majority of the respondents are not satisfied with the toilets facility. So the library must fulfill these types of facilities.
3. Majority of the respondents are not aware of library orientation and library week organized by the library. The library has to involve the users in great number for the successful and meaningful conduct of such programmes.

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