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**USE OF LIBRARY RESOURCES AND SERVICES:  
A CASE STUDY OF KVA DAV COLLEGE FOR  
WOMEN LIBRARY, KARNAL (HARYANA)**

# Use of Library Resources and Services: A Case Study of KVA DAV College for Women Library, Karnal (Haryana)

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**Abstract – In this paper an attempt has been made to elicit opinions of the students as the users of college library. A questionnaire method is used to identify the impression of students towards the adequacy of library resources and services utilized by the students. Finally it highlights the major findings of the study and offers some important suggestions for the overall improvement of the library.**

## 1. INTRODUCTION

Every country strikes to develop a good quality system of education so that its citizens successfully compete with other nationals in all spheres of life. The educational system in India like other countries consists of mainly three levels: primary, secondary and tertiary or higher education. The schools undertake the responsibilities of primary and secondary level of education. The higher education reactor again consists of two components – colleges and universities. Colleges have generally been entrusted with undergraduate level education, while the responsibility of postgraduate education and research is shouldered by the universities.

### 1.1 College Library

However, higher education in India has been very slow to recognize the importance of library as a vital auxiliary to the process of education. In the contemporary education setting in the country, it is painful to note that libraries are not getting the importance that they deserve. As a result, functioning of libraries in colleges in India has been very unsatisfactory, despite the fact that the UGC has been quite liberal in providing grants to colleges

The progress of college libraries during the past two decades is very slow. Although UGC provides liberal grants to University and Colleges on regular as well as adhoc basis, yet libraries have not progressed much. The UGC is aware of the slow progress of college libraries. In addition to providing financial help for development, UGC organized seminars to keep college libraries aware of the new developments in the field.

### 1.2 Objectives of College Library

The objectives of college library can be set out as follows:

- i. To provide the information resources necessary for the teaching learning process in the field of interest to the College Community.
- ii. To aid the teachers in keeping abreast of the development in their fields.
- iii. To open the door to the wide world of knowledge already condensed in the form of recorded information.
- iv. To encourage reading for pleasure, self-improvement, personal growth and sharpening of intellectual curiosity.

A college library is expected to support the objectives of the college.

### 1.3 Functions of the College Library

- i. To acquire, process, organize and disseminate document to help the instructional programmes to the teachers.
- ii. To make the students as independent as possible in the use of library and to locate information indecently.
- iii. To instruct students in the effective and efficient utilization of library resources and services.
- iv. To encourage and educate how and where to find quickly and easily bibliographical materials.
- v. To cooperate with other libraries in the community region and elsewhere for the exchange

and loan of materials to supplement its stock required for effective teaching.

vi. To extend the hours of services as per the needs of users.

vii. To encourage wide reading though very accessibility of materials, reader's guidance displays and book discussions.

## 2. KVA DAV COLLEGE FOR WOMEN, KARNAL: A PROFILE

The institute is based on the motto "Vidya Dadati Vinayam", taken from the sloka which says knowledge brings humility from which accrues capability which gives earning power wealth and dharma. In 1986, college was handed over to the DAV College Managing Committee Delhi, which is the biggest non-Government Education Society in India, running about 700 educational institutions across all parts of India and abroad. The college has Arts, Science and Commerce faculty for women. It has also started Post-Graduate classes in English, Math, Biotech and commerce. It works within the frame work of the system of Directorate of Higher Education, Haryana and Kurukshetra University, Kurukshetra.

### 2.1. The College Library

College library is well stocked with latest books & journals on various subjects from general to text, reference books, encyclopedias important periodicals, daily newspapers, wall street journal's etc. There are about 50,000 books in the library and we subscribe to 30 magazines 20 journals and 11 newspapers. It has a seat's capacity of 150 readers. The library has an open shelf reference room for both postgraduate as well as undergraduate students.

Keeping in mind the importance of computers in day to day life, all sections of the library have been linked through computer networks. Book bank facility is extended to needy and meritorious students and at present 250 students are being benefited through it.

## 3. NEED OF THE STUDY

The present study intends to investigate the actual collection and various services rendered by KVA DAV College for Women, Karnal as well as it intends to examine the use of the collection and services by the users of the library.

## 4. OBJECTIVES OF THE STUDY

1. To know the use of library services by the users.
2. To know user's views about library working hours.
3. To know user's views about library collections.

4. To know user's view about library reference services.

5. To know user's view about library staff.

6. To know the frequency of library use by the users.

7. To know user's suggestions about improvement in library functioning.

## 5. HYPOTHESIS

1. Majority of the Users visits the Library Daily.
2. More than 50% users visit the Library to borrow the Text Books.
3. Majority of Users are satisfied with the Library Resources and Services provided to them.
4. Users are satisfied with the Library Timings.

## 6. SCOPE OF THE STUDY

The study is confined to the students of KVA DAV College for Women, Karnal regarding the use of library resources and services.

## 7. METHODOLOGY

In the present study, the investigator mainly applied questionnaire method for the purpose of collection of data. For drafting a systematic and effective questionnaire following guidelines are taken into consideration simple, precise and short worded questions in an unambiguous language. The preparations of questionnaire are designed keeping in mind different requirements of the respondents. Questionnaire includes questions about the services, attitude of staff and physical facilities. Most of the questions are of closed type. Total 100 questionnaires were distributed to a stratified sample of students in the college out of which 83 questionnaire were returned, this seems to be a good response. The questionnaire was distributed using Random Sampling method and all the respondents were approached during the working hours for filling up questionnaire.

## 8. ANALYSIS OF DATA AND DISCUSSION

Table No 8.1 Qualification Wise Classifications of Users

Sr. No	Qualific ation	Faculty				Total No. of Respon dents
		Arts	Comm erce	Scien ce	Other Profession al Course	
1	Undergr aduate	27	6	6	9	48
		56.3 %	12.5%	12.5 %	18.8%	100.0%
2	Postgra duate	30	2	3	0	35
		85.7 %	5.7%	8.6%	.0%	100.0%
Total		57	8	9	9	83
		68.7 %	9.6%	10.8 %	10.8%	100.0%

Table No. 8.1 exhibits that the total population of the users taken up was 83 which included undergraduates and postgraduate from Arts, commerce and science faculty. 100 questionnaires were distributed and 83 were responses were received. The questionnaires distributed to undergraduates were 50 and the response was 48. Similarly 50 questionnaires were given to postgraduates and the response was received from 35. The total survey data collected from KVA DAV College, Karnal, and Haryana was 83 (83%). The response received 48 (96%) undergraduates and 35 (70%) postgraduates.

**Table No 8.2 Response of Users regarding use of Library**

Sr. No.	Qualification		Response		Total
			Yes	No	
1	Under Graduate	Frequency	44	4	48
		Percentage	91.70%	8.30%	100.00%
2	Post Graduate	Frequency	35	0	35
		Percentage	100.00%	0.00%	100.00%

The users asked if they were making use of their library. The response from Table No. 8.2 indicates that 44 (91.70%) undergraduate and 35 (100%) postgraduate do make use of the library. The results reveal that maximum users used their college library and percentage of those who did not avail this facility, was less than even 5%.

**Table No. 8.3 Frequency of Library Visits**

Sr. No.	Qualification		Daily	Weekly	Rarely	Total
1	Undergraduate	Frequency	31	15	2	48
		Percentage	64.6%	31.3%	4.2%	100.0%
2	Postgraduate	Frequency	22	13	0	35
		Percentage	62.9%	37.1%	.0%	100.0%

Table 8.3 depicts that 31 (64.6%) of undergraduate and 22(62%) of postgraduate have visited the library daily. The data shows that undergraduates have visited their library more times as compared to Postgraduate. Less No. of users i.e. 4.2% undergraduates visits the library rarely.

**Table No. 8.4 Time Spent in Library by Users (Per Visit)**

Sr. No.	Qualification		Up to 1 Hour	1-2 Hours	More Than 2 Hours	Total
1	Undergraduate	Frequency	25	23	0	48
		Percentage	52.1%	47.9%	.0%	100.0%
2	Postgraduate	Frequency	30	5	0	35
		Percentage	85.7%	14.3%	.0%	100.0%

The data indicates that 100% of undergraduates, 25 (52.1%) and 23 (47.9%) spend up to 1 hour and 1-2 hours in the library daily. From the 35 respondents, it has been found that 30 (85.7%) postgraduate spends their time in the library up to 1 hour daily.

**Table No 8.5 Purpose of Library Visit by Users**

Sr. No	Qualification		No of Respondents	Text Books	General Books	Subject Books	Magazines	New Papers
1	Undergraduate	Frequency	48	37	28	33	34	26
		Percentage	100.0%	77.1%	58.3 %	68.8 %	70.8%	54.2 %
2	Postgraduate	Frequency	35	18	6	19	3	6
		Percentage	100.0%	51.4%	17.1 %	54.3 %	8.6%	17.1 %

Table 8.5 shows the purpose of visiting the library by users that majority of the users both undergraduate and postgraduate i.e. 37 (77.1) and 18 (51.4%) visit the library for reading text books. The other purposes

of visiting the library are reading general books, subject books, magazines and news papers findings relevant information.

**Table No 8.6 Use of Other Libraries by Users**

Sr. No.	Qualification		Yes	No	Total
1	Undergraduate	Frequency	4	44	48
		Percentage	8.3%	91.7%	100.0%
2	Postgraduate	Frequency	8	27	35
		Percentage	22.9%	77.1%	100.0%

Table 8.6 indicates that most of the users i.e. 44 (91.7%) undergraduate and 27 (77%) postgraduates were satisfied with the collection and services of their library. But still 4(83%) undergraduates and 8(22.9%) postgraduate have given affirmative answers to the question that they use some other libraries in addition to their own college libraries.

**Table No 8.7 Reasons for Visiting other Libraries**

Sr. No.	Qualification		Usage of other Library for Better Collection	Usage of other Library for Better Services	Usage of other Library for Availability of Latest Documents	Total
1	Undergraduate	Frequency	4	2	0	5
		Percentage	80.0%	40.0%	.0%	100.0%
2	Postgraduate	Frequency	8	4	1	9
		Percentage	88.9%	44.4%	11.1%	100.0%

Table 8.7 shows the reason behind using the other libraries i.e. 4 (80.0%) undergraduate and 8(88.9%) postgraduate users use the other libraries for better collection where as 2 (40.0%) undergraduate and 4(44.4%) postgraduate users use the other libraries for better services being provided there

**Table No 8.8 Rating of Books in Library Collection**

Sr. No.	Qualification		Excellent	Very Good	Good	Total
1	Undergraduate	Frequency	37	6	5	48
		Percentage	77.1%	12.5%	10.4%	100.0%
2	Postgraduate	Frequency	13	20	2	35
		Percentage	37.1%	57.1%	5.7%	100.0%

Table 8.8 indicates that 37 (77%) undergraduates and 13 (37%) postgraduate have rated library book collection excellent. The majority of the users have replied that collection of library is good. It means users were satisfied with book selection policy of the library.

**Table No 8.9 Rating of the Library Collection**

Sr. No	Qualification	Collection	Excellent	Very Good	Good	Poor	Total
1	Undergraduate	Text Books	Frequency 37	6	5	0	48
			Percentage 44.6%	7.2%	6.0%	.0%	57.8%
		Reference Books	Frequency 39	5	1	0	45
			Percentage 48.8%	6.3%	1.3%	.0%	56.3%
		Periodicals	Frequency 33	7	3	0	43
			Percentage 43.4%	9.2%	3.9%	.0%	56.6%
		News Papers & Magazines	Frequency 37	7	3	0	47
			Percentage 45.1%	8.5%	3.7%	.0%	57.3%
2	Postgraduate	Text Books	Frequency 13	20	2	0	35
			Percentage 15.7%	24.1%	2.4%	.0%	42.2%
		Reference Books	Frequency 16	15	4	0	35
			Percentage 20.0%	18.8%	5.0%	.0%	43.8%
		Periodicals	Frequency 11	17	5	0	33
			Percentage 14.5%	22.4%	6.6%	.0%	43.4%
		News Papers & Magazines	Frequency 23	11	1	0	35
			Percentage 28.0%	13.4%	1.2%	.0%	42.7%

Table 8.9 shows that 48 (51.8%) undergraduate and 35 (42.2%) postgraduate were satisfied with the library collection of text books. The data indicates that out of the 83 respondents of the user's 100% responded in affirmative and no one responded in negative. The table shows that majority of the users have replied that the collection policy of library is good.

**Table No. 8.10 Frequency of Using the Library Catalogue**

Sr. No	Qualification		Always	Sometimes	Rarely	Never	Total
1	Undergraduate	Frequency	4	42	1	1	48
		Percentage	8.3%	87.5%	2.1%	2.1%	100.0%
2	Postgraduate	Frequency	13	17	0	5	35
		Percentage	37.1%	48.6%	.0%	14.3%	100.0%

Table 8.10 shows the frequency of using the library catalogue that majority of the users i.e. 42 (87.5%) undergraduate and 17 (48.6%) postgraduate sometimes use the library catalogue for locating the documents and only 1 (2.1%) undergraduate rarely use the library catalogue. A very small number of users i.e. 1 (2.1%) undergraduates and 5(14.3) postgraduate never use the library catalogue.

**Table No. 8.11 Reason for not using Library Catalogue**



Sr. No	Qualification	Catalogue is Incomplete	Do not need it	Do not know how to use the catalogue	It takes a lot of Time	Total
1	Undergraduate	Frequency	-	1	-	1
		Percentage	-	100.0%	-	100.0%
2	Postgraduate	Frequency	-	3	2	5
		Percentage	-	60.0%	40.0%	100.0%

Table 8.11 indicates that 1 (100%) undergraduate and 3(60%) postgraduate users are not using the library catalogue do to the very reason that either they do not ruled it or they do not how to use it or it takes a lot of time. 2.6 (100%) undergraduate and 6(100%) postgraduate responded that they received the instructions when they asked from the concerned library state members.

**Table No. 8.12 Provision of Instruction for Library Use**

Sr. No	Qualification		Yes	No	Total
1	Undergraduate	Frequency	48	-	48
		Percentage	100.0%	-	100.0%
2	Postgraduate	Frequency	35	-	35
		Percentage	100.0%	-	100.0%

Table 8.12 reveals that majority of the users 48 (100%) undergraduate and 35 (100%) postgraduate were familiar with the instructional programme of the library.

**Table No 8.13 Time Period of Orientation/Instructions**

Sr. No.	Qualification		In the Beginning of each Academic Session	Amidst it	When Asked	Any Other
1	Undergraduate	Frequency	47	3	36	-
		Percentage	100.0%	100.0%	100.0%	-
2	Postgraduate	Frequency	30	1	6	-
		Percentage	100.0%	100.0%	100.0%	-

Table No. 8.13 indicates that from 48 total undergraduate respondents, 47 (100%) responded that they were given instructions/orientation in the beginning of each academic session. 30 (100%) postgraduate user also responded that they have also received instruction in the beginning of the academic session.

**Table No 8.14 Resource Person of Orientation/ Providing Instructions**

Sr. No.	Qualification		Librarian	Principal	Teacher	Total
1	Undergraduate	Frequency	47	1	-	48
		Percentage	97.9%	2.1%	-	100.0%
2	Postgraduate	Frequency	32	3	3	35
		Percentage	91.4%	8.6%	8.6%	100.0%

Table No. 8.14 shows that majority of the users 47 (97.9%) undergraduates and 32 (91.4%) postgraduates takes help from the oral instruction being provided by the librarian. Only 1 (2.1%) undergraduates and 3(8.6%) postgraduate has received instruction from other resource persons in using the library.

**Table No 8.15 Media of Library Instruction**

Sr. No	Qualification	Written Document	Lecture	Tour to Library	Any Other	Total	
1	Undergraduate	Frequency	32	38	14	-	48
		Percentage	66.7%	79.2%	29.2%	-	100.0%
2	Postgraduate	Frequency	17	17	2	-	35
		Percentage	48.6%	48.6%	5.7%	-	100.0%

The library provides information to its users in printed as well as in oral formal. Table no. 8.15 shows those 38 (79.2%) undergraduates and 17 (48.6%) postgraduate users have received library instruction though lecture method. 32 (66.7%) undergraduates and 17 (48.6%) postgraduate users have record instructors through documents.

**Table No 8.16 Orientation/ Instructions Help in the use of Library**

Sr. No.	Qualification		Yes	No	Total
1	Undergraduate	Frequency	43	5	48
		Percentage	89.6%	10.4%	100.0%
2	Postgraduate	Frequency	35	-	35
		Percentage	100.0%	-	100.0%

Table no. 8.16 shows that 43 (89.6%) undergraduate and 35 (100%) postgraduate users are familiar with the instructional programme of the library. But below

20% undergraduate users are not familiar with the instructional programme of the library.

**Table No 8.17 Familiarity with Library services**

Sr. No	Qualification		Circulation	Reference	Referral	ILL	CAS	SDI	Newspaper Clipping	Reservation of Books Services	Total
1	Undergraduate	Frequency	46	47	2	21	25	4	41	17	48
		Percentage	95.8%	97.9%	4.2%	43.8%	52.1%	8.3%	85.4%	35.4%	100.0%
2	Postgraduate	Frequency	17	33	4	7	24	2	28	14	35
		Percentage	48.6%	94.3%	11.4%	20.0%	68.6%	5.7%	80.0%	40.0%	100.0%

Table 8.17 shows the percentage of users using various library services provided by their library. It has been found from the data that 46 (95.8%) undergraduate users are familiar with circulation service as compared to postgraduate which is 17 (48.6%). The majority of 47 (97.9%) undergraduates and 33 (94.3%) postgraduate users are familiar with the reference service as compared to other library services.

**Table No 8.18 Use of Library Services by Users in the Library**

Sr. No	Qualification		Circulation	Reference	Referral	ILL	CAS	SDI	Newspaper Clipping	Reservation of Books Services	Total
1	Undergraduate	Frequency	47	45	3	19	14	13	37	16	48
		Percentage	97.9%	93.8%	6.3%	39.6%	29.2%	27.1%	77.1%	33.3%	100.0%
2	Postgraduate	Frequency	14	31	2	3	14	8	33	15	35
		Percentage	40.0%	88.6%	5.7%	8.6%	40.0%	22.9%	94.3%	42.9%	100.0%

Table 8-18 shows the percentage of users using various literary services provided by their library. It has been found from the data that the circulation service was used by undergraduate 47 (97.9%) was more as compared to postgraduate which is 14 (40.0%). The majority of the users i.e. 45 (93.8%) undergraduate and 31 (88.6%) postgraduate have used the reference service as compared to other services provided by the library.

**Table No 8.19 Number of Books Borrowed from Library by User during a Month**

Sr. No	Qualification		1 - 5 Books	6 - 8 Books	9 -12 Books	Total
1	Undergraduate	Frequency	20	23	5	48
		Percentage	41.7%	47.9%	10.4%	100.0%
2	Postgraduate	Frequency	20	13	2	35
		Percentage	57.1%	37.1%	5.7%	100.0%

The library has provided charging and discharging facility of documents to the users so that users can use for search and getting the information. From taste 8.19 it has been found that 20 (41.7%) undergraduate and 20 (57%) postgraduate users borrow 1.5 books during a month. 6-8 books were borrowed by 23 (47.9%) undergraduates and 13 (37.1) postgraduate users have taken during a month.

**Table No 8.20 Satisfaction Level with no. of Books being Issued and Loan Period of the Library**

Sr. No	Qualification		No. of Books Issued			Loan Period		
			Yes	No	Total	Yes	No	Total
1	Undergraduate	Frequency	48	-	48	24	9	33
		Percentage	100.0%	-	100.0%	72.7%	27.3%	100.0%
2	Postgraduate	Frequency	35	-	35	29	3	32
		Percentage	100.0%	-	100.0%	90.6%	9.4%	100.0%

The users asked whether they are satisfied with the number of books issued to them and loan period of library. Table 8.20 shows that hundred percent users were satisfied with the number of books being issued to them. Majority of the users 24 (72.7%) undergraduates and 29 (90.6%) were satisfied with the loan period of books issued to them.

**Table No 8.21 User Perception about arrangement of Books on Shelves**

Sr. No	Qualification		Very Helpful	Helpful	Not Helpful	Total
1	Undergraduate	Frequency	37	11	-	48
		Percentage	77.1%	22.9%	-	100.0%
2	Postgraduate	Frequency	24	11	-	35
		Percentage	68.6%	31.4%	-	100.0%

Table 8.21 shows the user perception about arrangement of books on shelves 37 (77.1%) undergraduates and 24 (68.6%) postgraduate all found that arrangement of books on shelves was very helpful to them in locating the reference books. Only 11 (22.9%) undergraduates and 11 (31.4%)

postgraduate users found the shelf arrangement books on shelves were helpful to them.

**Table 8.22 Number of Users Availing Reprography Services**

Sr. No	Qualification		Library Provide Reprography Services			Users Access Reprography Services		
			Yes	No	Total	Yes	No	Total
1	Undergraduate	Frequency	48	-	48	38	10	48
		Percentage	100.00%	-	100.00%	79.20%	20.80%	100.00%
2	Postgraduate	Frequency	35	-	35	28	7	35
		Percentage	100.00%	-	100.00%	80.00%	20.00%	100.00%

Table No. 8.22 indicates that hundred percent users were aware about the reprography service provided by their library. 38 (79.2%) undergraduate and 28 (80%) postgraduate users were accessing reprography service only 10 (20.8%) undergraduate 7 (20%) postgraduate users were not availing this facility in their library.

**Table No. 8.23 Satisfaction Level with the Use of Reprography Service**

Sr. No.	Qualification		Satisfied	Partially Satisfied	Not Satisfied	Total
1	Undergraduate	Frequency	36	12	-	48
		Percentage	75.0%	25.0%	-	100.0%
2	Postgraduate	Frequency	30	2	2	34
		Percentage	88.2%	5.9%	5.9%	100.0%

Table 8.23 shows the satisfaction level of users were availing the reprography service provided by their library. 36 (75%) undergraduate and 30 (88.2%) postgraduate were satisfied with the reprography service. Only 12 (25%) undergraduate and 2 (5.9%) postgraduate were partially satisfied with reprography service provided by their library.

**Table No 8.24 Working Hours of the Library**

Sr. No.	Qualification		Very Convenient	Convenient	Not Convenient	Total
1	Undergraduate	Frequency	36	12	-	48
		Percentage	75.0%	25.0%	-	100.0%
2	Postgraduate	Frequency	22	13	-	35
		Percentage	62.9%	37.1%	-	100.0%

Table 8.24 shows that 36 (75%) undergraduates and 22 (62.9%) postgraduates users found working hours of library very convenient. Only 12 (25%)

undergraduate and 13 (37.1%) postgraduate users found library timings convenient. Some users have suggested that library timings during vacations should be 9.00 am to 3.00 pm

**Table No. 8.25 Usage and Satisfaction Level with Working Hours of the Library during Vacations**

Sr. No	Qualification		Usage			Satisfaction		
			Yes	No	Total	Yes	No	Total
1	Undergraduate	Frequency	35	13	48	42	6	48
		Percentage	72.9%	27.1%	100.0%	87.5%	12.5%	100.0%
2	Postgraduate	Frequency	27	8	35	34	1	35
		Percentage	77.1%	22.9%	100.0%	97.1%	2.9%	100.0%

Table 8.25 shows the usage and satisfaction level of users with working hours of their library opened during the vacations. Majority of the users i.e. 35 (72.9%) undergraduate and 27 (77.1%) postgraduate users were using the library during vacations.

**Table No 8.26 Provision and Usage of Internet Services**

Sr. No.	Qualification		Internet Service Facility				Usage of Internet Service		
			Yes	No	Don't Know	Total	Yes	No	Total
1	Under Graduate	Frequency	45	3	-	48	44	3	47
		Percentage	93.8%	6.3%	-	100.0%	93.6%	6.4%	100.0%
2	Post Graduate	Frequency	34	-	1	35	31	4	35
		Percentage	97.1%	-	2.9%	100.0%	88.6%	11.4%	100.0%

Table No. 8.26 reveals that majority of the users i.e. 45 (93.8%) undergraduate and 34 (97.1%) postgraduate were aware of internet service provided by their library. Internet services were used by 44 (93.6%) undergraduate and 31 (88.6%) by postgraduate user in their library. Only 3 (6.4%) undergraduate and 4 (11.4%) postgraduate users were not using internet service in their library.

**Table No 8.27 Satisfaction Level of Services used in the Library**



Sr. No	Facility	Response	Undergraduate		Postgraduate	
			Frequency	Percentage	Frequency	Percentage
1	Lighting	Satisfied	48	100.0%	34	100.0%
		Partially Satisfied	-	-	-	-
		Not Satisfied	-	-	-	-
		Total	48	100.0%	34	100.0%
2	Cooling	Satisfied	45	95.7%	23	69.7%
		Partially Satisfied	2	4.3%	10	30.3%
		Not Satisfied	-	-	-	-
		Total	47	100.0%	33	100.0%
3	Seating Arrangement	Satisfied	45	93.8%	31	100.0%
		Partially Satisfied	1	2.1%	-	-
		Not Satisfied	2	4.2%	-	-
		Total	48	100.0%	31	100.0%
4	Comfort of Study Area	Satisfied	42	95.5%	31	93.9%
		Partially Satisfied	2	4.5%	-	-
		Not Satisfied	-	-	2	6.1%
		Total	44	100.0%	33	100.0%
5	Noise level	Satisfied	18	54.5%	25	73.5%
		Partially Satisfied	9	27.3%	6	17.6%
		Not Satisfied	6	18.2%	3	8.8%
		Total	33	100.0%	34	100.0%
6	Drinking Water	Satisfied	9	32.1%	20	66.7%
		Partially Satisfied	11	39.3%	6	20.0%
		Not Satisfied	8	28.6%	4	13.3%
		Total	28	100.0%	30	100.0%
7	Toilet etc.	Satisfied	8	29.6%	20	71.4%
		Partially Satisfied	11	40.7%	4	14.3%
		Not Satisfied	8	29.6%	4	14.3%
		Total	27	100.0%	28	100.0%

The library has provided library services so that users can use for search and getting the information. Table 8.27 shows the satisfaction level of users using various services provided by their library. Majority of the users i.e. 48 (100%) undergraduate and 13 (76.5%) postgraduate were satisfied with the circulation service in their library. 23 (95.8%) undergraduate and 12 (66.7%) postgraduate users were satisfied with the inter library loan (ILL) service in the library.

**Table No. 8.28 Awareness about Computerization of Library and Usage of Computerized services**

Sr. No	Qualification		Response			Usage of Computer				Usage of Computerised Services		
			Yes	No	Total	Surfing Internet	Preparation of Projects	Study Purpose	Total	Yes	No	Total
1	Under	Frequency	48		48	23	1	17	41	21	20	41
	Graduate	Percentage	100.0%		100.0%	56.1%	2.4%	41.5%	100.0%	51.2%	48.8%	100.0%
2	Post	Frequency	35		35	8	-	16	24	10	5	15
	Graduate	Percentage	100.0%		100.0%	33.3%	-	66.7%	100.0%	66.7%	33.3%	100.0%

Table shows that most of the users i.e. 92 (87.3%) undergraduate and 34 (97.1%) postgraduates were satisfied with working hours of library. Table No. 8.28 shows that hundred percent users were aware of their library computerization services. Table indicates that

23 (56.1%) undergraduates and 8(33.3%) postgraduate students were using computer for internet. 17 (41.5%) undergraduates and 16 (66.7%) postgraduate users were using internet services for study purpose.

**Table No 8.29 Purpose of use of Internet Facility in Library**

Sr. No	Qualification		Academic Work	Personal Work	Entertainment	Total
1	Undergraduate	Frequency	43	11	3	48
		Percentage	89.6%	22.9%	6.3%	100.0%
2	Postgraduate	Frequency	31	5	1	34
		Percentage	91.2%	14.7%	2.9%	100.0%

Table 8.29 shows the percentage of users using internet service for academic work, personal work and entertainment. It has been found that users do not use internet service for entertainment. The internet services were used for an academic work by 43 (89.6%) undergraduates and 31 (91.2%) postgraduates. The users use internet service for academic work more as compared to personal work.

**Table No 8.30 Preference in Searching the Requisite Information by Users**

Sr. No.	Qualification		From Library	From Internet	Total
1	Undergraduate	Frequency	33	15	48
		Percentage	68.8%	31.3%	100.0%
2	Postgraduate	Frequency	20	14	34
		Percentage	58.8%	41.2%	100.0%

The library provides information to its users in provided as well as in electronic format. The users are using both the formats. They were asked which format they prefer to use. Table No. 8.30 shows that 33 (68.8%) undergraduates and 20 (58.8%) postgraduate and user preferred to use the provided documents from their library. The electronic format was used by 15 (31.3%) undergraduate and 14 (41.2%) postgraduate users in their library.

**Table No 8.31 Physical Condition and Missing Pages in the Library Books**

Sr. No.	Qualification		Physical Condition				Missing Pages				
			Excellent	Very Good	Good	Total	Always	Sometimes	Rarely	Never	Total
1	Undergraduate	Frequency	29	13	6	48	-	1	11	36	48
		Percentage	60.4%	27.1%	12.5%	100.0%	-	2.1%	22.9%	75.0%	100.0%
2	Postgraduate	Frequency	14	19	2	35	-	1	1	33	35
		Percentage	40.0%	54.3%	5.7%	100.0%	-	2.9%	2.9%	94.3%	100.0%

Table 8.31 shows that users are using documents provided by their library. The users were asked about the physical condition using the books. From the data it is evident that undergraduate 29 (60.4%) users feel that physical condition of the books was excellent. 19 (54.3%) postgraduate users feel that physical condition of the books was very good. The table shows that the majority of the users in the college library i.e. 36 (75%) undergraduate and 33 (94.3%) postgraduate never found the pages missing from the books.

**Table No 8.32 User Seek Assistance from the Library Staff in Usage of Library**

Sr. No.	Qualification	Response			Purpose						
		Yes	No	Total	Use Catalogue	Locate Text Books	Using Reference Books	Locate Current Periodicals	Seek Specific Information	Any Other	Total
1	Undergraduate	Frequency	48	48	19	42	33	17	19	1	48
	Graduate	Percentage	100.0%	100.0%	39.6%	87.5%	68.8%	35.4%	39.6%	2.1%	100.0%
2	Postgraduate	Frequency	33	33	7	31	27	6	10	-	34
	Graduate	Percentage	97.1%	97.1%	20.6%	91.2%	79.4%	17.6%	29.4%	-	100.0%

Table no. 8.32 shows that in the college library most of the users i.e. 48 (100%) undergraduate and 33(97.1%) postgraduate have taken assistance from library staff for the use of library resources and services. The table indicates that the majority of users i.e. 42 (87.5%) undergraduate and 31 (91.2%) postgraduate have taken assistance for locating books 33 (68.8%) undergraduate and 27 (79.4%) postgraduate have asked for assistance to consult the reference books.

**Table No. 8.33 Satisfaction Level of Users with the Attitude of Library Staff in Providing Library services**

Sr. No.	Qualification		Satisfied	Partially Satisfied	Not Satisfied	Total
1	Undergraduate	Frequency	47	1	-	48
		Percentage	97.9%	2.1%	-	100.0%
2	Postgraduate	Frequency	33	2	-	35
		Percentage	94.3%	5.7%	-	100.0%

Table 8.33 shows that the majority of the users i.e. 47 (97.9%) undergraduate and 33 (94.3%) postgraduates were satisfied with the attitude of library staff in providing library services. Only 1 (2.1%) undergraduate and 2 (5.7%) postgraduates were partially satisfied with the attitude of library staff.

**Table No. 8.34 Satisfaction Level of Users with the Resources and Services of Library**

Sr. No.	Qualification		Satisfied	Partially Satisfied	Not Satisfied	Total
1	Undergraduate	Frequency	47	1	-	48
		Percentage	97.9%	2.1%	-	100.0%
2	Postgraduate	Frequency	31	4	-	35
		Percentage	88.6%	11.4%	-	100.0%

Table no. 8.34 shows that 47 (97.9%) undergraduate and 31 (88.6%) postgraduate users responded positive that they were quite satisfied with resources and services of their library. Only 4 (11.4%) postgraduate were partially satisfied with their library resources and services.

**Table No. 8.35 Satisfaction Level of Users with the Provision of Other Facilities**

Sr. No.	Facility	Response	Undergraduate		Postgraduate	
			Frequency	Percentage	Frequency	Percentage
1	Lighting	Satisfied	48	100.0%	34	100.0%
		Partially Satisfied	-	-	-	-
		Not Satisfied	-	-	-	-
		Total	48	100.0%	34	100.0%
2	Cooling	Satisfied	45	95.7%	23	69.7%
		Partially Satisfied	2	4.3%	10	30.3%
		Not Satisfied	-	-	-	-
		Total	47	100.0%	33	100.0%
3	Seating Arrangement	Satisfied	45	93.8%	31	100.0%
		Partially Satisfied	1	2.1%	-	-
		Not Satisfied	2	4.2%	-	-
		Total	48	100.0%	31	100.0%
4	Comfort of Study Area	Satisfied	42	95.5%	31	93.9%
		Partially Satisfied	2	4.5%	-	-
		Not Satisfied	-	-	2	6.1%
		Total	44	100.0%	33	100.0%
5	Noise level	Satisfied	18	54.5%	25	73.5%
		Partially Satisfied	9	27.3%	6	17.6%
		Not Satisfied	6	18.2%	3	8.8%
		Total	33	100.0%	34	100.0%
6	Drinking Water	Satisfied	9	32.1%	20	66.7%
		Partially Satisfied	11	39.3%	6	20.0%
		Not Satisfied	8	28.6%	4	13.3%
		Total	28	100.0%	30	100.0%
7	Toilet etc.	Satisfied	8	29.6%	20	71.4%
		Partially Satisfied	11	40.7%	4	14.3%
		Not Satisfied	8	29.6%	4	14.3%
		Total	27	100.0%	28	100.0%

The library has provided other facilities so that user can use these facilities. Table no. 8.35 indicates that

hundred percent users were satisfied with the lighting facility provided in their library. 45 (95.7%) undergraduate and 23 (69.7%) postgraduate are satisfied with calling facility only 9(32.1%) undergraduate were satisfied and 6(20%) postgraduate users were partially satisfied with the drinking water facility in their library.

## 9. SUMMARY OF THE FINDINGS

Important findings of the study can be summarized as follows:-

1. Majority of the users 31(64.6%) undergraduates and 22(62.9%) postgraduates of KVA DAV College for Women, Karnal are visiting daily and considerable number of users i.e. 15(31.3%) undergraduate and 13(37.1%) postgraduates visit the library weekly.

2. Quite a large number of users in the college library i.e. 25(52.1%) undergraduate and 30(85.7%) postgraduates use the library up to one hour for reading/studying.

3. A number of users in the college i.e. 37(77.1%) undergraduate and 18(51.4%) postgraduates visit the library for getting the Text Books issued while a number of users i.e. 34(70.8%) undergraduate and only a few 3(8.6%) postgraduates go to the library for reading the magazines.

4. Most of the users i.e. 44(91.7%) undergraduate and 27(77.1%) postgraduates are satisfied with the collection and services of their library and they do not use the other library.

5. Majority of the users of the college library i.e. 42(87.5%) undergraduate and 17(48.6%) postgraduates sometimes use the library catalogue for locating the documents.

6. More than half of the users in the college library i.e. 33(68.8%) undergraduate and 19(54.3%) postgraduates borrow the subject books from the library.

7. Quite a large number of users in the college library i.e. 16(33.3%) undergraduate and 15(42.9%) do not request for reservation of books because they have shown unfamiliarity with the facility.

8. Most of the users were of the view that library staff was helpful in their search for required information.

9. 100 percent users in the college are familiar with the instructional programme of the library. Majority of the users take help from the oral instructions.

10. Majority of the users have replied that collection of the college library is good.

11. More than half of the users in the college library i.e. 29(60.4%) undergraduate and 19(54.3%) postgraduates found the physical condition of the library books very good.

12. Library staff is very helpful as replied by the majority of the users i.e. 43(89.6%) undergraduate and 35(100%) postgraduates.

13. Most of the users i.e. 36(75.0%) undergraduate and 22(62.9%) postgraduates are satisfied with working hours of the library.

## 10. TESTING OF HYPOTHESES

The following hypotheses were framed after review of literature. The development of hypothesis is important since it provides the focal point for research. Hypothesis testing results ultimately in either accepting the hypothesis or in rejecting it or making amendment in it.

**Hypothesis One: Majority of the users visit the library daily.**

Majority of the users 31(64.6%) undergraduates and 22(62.9%) postgraduates of were visiting the library daily.

**Hypothesis Two: More than 50% users visit the library to borrow the text books.**

18(51.4%) postgraduates visit the library for getting the Text Books.

**Hypothesis Three: Majority of users are satisfied with the library resources and services provided to them.**

47 (97.9%) undergraduate and 31 (88.6%) postgraduate users' responded positively that they were quite satisfied with resources and services.

**Hypothesis Four: Users are satisfied with the library timings.**

Most of the users i.e. 36(75.0%) undergraduate and 22(62.9%) postgraduates were satisfied with working hours of the library hence the hypotheses framed by the researcher has been tested and accepted

## 11. SUGGESTIONS

On the basis of my personal observation and the response of the users my suggestions for of the improvement of the library are as follows

### 1. Library Staff

Observing the total strength of students, the numbers of staff members are less; there is only one librarian and three non professional people in the KVA DAV College for women library. Hence, the

library staff should be increased as per requirements of the users.

## **2. Seating Arrangement**

The seating arrangement should be increased as there are 1600 students and only 300 seats are available in the Library.

## **3. Library Collection**

The users have demanded the increase in subject-periodicals and reference books. Although maximum users feel that other collection of the library is good. Yet some of them suggested that library should improve the collection of text books, general books and books of general awareness. They also added that latest editions of the books should be purchased by the library. Some of the users suggested that library should provide books according to their syllabus.

## **4. Catalogue**

The library should have a proper catalogue.

## **5. Reference Service**

There should be a separate reference desk and an assistant librarian to provide the required information.

## **6. Inter library Loan**

The college library is not providing inter library loan facilities. It is also observed that most of the users are not aware of provision of this facility in the library. It is therefore suggested that library should provide this facility to the users as per their requirements.

## **7. Physical condition of the library**

It is observed that of the college library lacks furniture and it is suggested that the library should purchase more furniture for comfort of the users. Extension of the library building is must to cope up with the requirements of the users. There is a need for a separate periodical section also.

## **8. Computerization System**

The college library should provide all the facilities of the computerization system.

## **9. Library Timings**

Library should be opened in evening and on holidays.

## **10. Drinking Water Facility**

There should be a provision for proper Drinking Water Facility.

## **11. Noise Level**

Measures should be taken to reduce the Noise Level.

## **12. CONCLUSIONS**

From the findings of this study, one can conclude that majority of the users were quite satisfied with resources and services of the library and they visit the library daily. Users were satisfied with the working hours of the library. It has been observed from the analysis that users make use of various resources and services as per their needs. However, it is found that many of the resources, especially electronic resources and services are used to a lesser extent due to lack of awareness and training. The present building of the college library is not sufficient to fulfill the requirement of the users. Therefore, it is important that proper funds be allotted regularly for the library. The library should provide Inter Library Loan (ILL) facility to the users as per their requirements. The present building of the college library are not sufficient to fulfill the requirement of the users. Some users have expressed that the present sitting capacity of the library is not according to the requirement. It observed that the strength of the staff in the college library is inadequate according to the requirement of the users

Information collected from the users has revealed that most of the users are unaware of the services being provided by the library. Many of users do not know how to use catalogue. The main source of revenue for the college library is the library fees collected from students, supplemented by Govt. and U.G.C. grants. These finances are not adequate to organize proper library services. The administration of the college must understand that library is an integral part of educational process. A good library collection and effective services would help to improve the quality of education and importance of the institution. Therefore, it is important that proper funds be allotted regularly for the library. In the library, collection of reference and general books is poor and outdated. These books are very useful in general study and research works. To cope with the library work and to fulfill the needs of the growing number of readers the computerization of the library is very essential. It enables us to implement Ranganathan's five laws of library science, specially the fourth law "Save the time of the reader". Although the college library have adopted Computer system, but due to the lack of sufficient budget and staff training computer are not utilized according to the need of the users.

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