

Assessing Burdwan University Library Resources and Services by Postgraduate Students: A Study

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Abstract - The survey highlights that students at university regularly visit libraries to borrow books. Most university libraries have sufficient infrastructure like layout, lighting, ventilation, and clean premises. They have an easily accessible location as well. In university libraries, there is mostly a collection of textbooks but inadequate journals/magazines for students. Moreover, open access to documents and electronic information resources is available only in a few departments. The study reveals that university libraries should improve services, like computers, documents, provision of internet browsing, reprography services, proper display of documents, reading tables, chairs, etc. The major problems identified were, the less number of computers in the library and the internet in libraries, short library hours, and lack of user orientation.

Keywords: Library Resources, Library Services, Users' Satisfaction, Burdwan University, West Bengal, India

I. INTRODUCTION

“Library” as the very suggest the ocean depth of knowledgeable books generally for a duration of time as per suggested. This is not less than an institution as it provides information not only up to a confirmed boundary but also outside the boundary finishing us with many more pieces of knowledge than we could ever think of. The library can be called the central hub of the institution which is utilized by all the students as well as by the teacher. The undergraduates are the people who failed the graduate at the first instance and can make use of the library to develop additional knowledge as well as the healing knowledge regarding which they are dealing with. All the resources which are found in the library are well maintained by the library staff. An overview study of the libraries will help us know about the effectiveness of the staff who put all their experience into the smooth functioning of the library. This assessment will surely help us in finding the flaws in the library. Now in the flow, this assessment has been individually taken up by Darjeeling and Burdwan districts which will surely contribute to the development of all levels of students in the college, especially the undergraduate ones.

II. STATEMENT OF THE PROBLEM

The following research “Assessing Burdwan University Library Resources and Services by Postgraduate Students: A Study” deals with the problems and prospects of postgraduate students studying at Burdwan university whenever they use

the library. As the library is the premier part of imparting information to the users, it stands as a very important place where the users not only access the resources in their free time but also invest precious time in the preparation of their studies. Hence the effective use of the library becomes essential. The present study thus elaborates on the use and barricades often faced by the students of the Burdwan university library.

III. OBJECTIVES OF THE STUDY

1. To ascertain the occurrence with which users visit the library.
2. To determine the reason for users' visits to the library.
3. To recognize the user's perspective of the college library's hardware facilities, library staff members, library holdings, and offerings.
4. To examine the satisfaction level of library users with available materials and services.
5. To identify the restrictions that prevent users from making efficient use of library resources.

IV. LITERATURE REVIEW

Rilwanu (2017) investigates undergraduate (UG) students' perceptions of library information resources, operations, and services. Their research revealed that UG students were quite happy with the amenities, resources, and services provided by the YMSU library on the main campus. The study suggests that YMSU library administration maintains excellent measures of user satisfaction by enhancing the contribution of current and appropriate knowledge assets, contemporary facilities, and appropriate services that match users' needs and expectations.

According to Veena and Kothari (2016), 59.00% of participants visited the library daily, 86.7 % were extremely pleased with the compendium of all-purpose books, 70.00% were extremely contented with the compilation of textbooks, and 53.30% viewed circulation offerings to be outstanding. They recommend that the college library performs user studies at subsequent breaks to assess users' information demands and the behavior of the information collector. According to Saikia and Gohain (2013), about half of all participants visited the library on a routine basis, and the primary reason for a library visit was to loan books, study,

print articles, access digital publications, reference materials, and read newspaper/magazine. They demonstrate that postgraduate users of the library were quite pleased with the selection of digital journal articles and that they use it for scholarly purposes. Furthermore, it was stated that users were quite delighted with library facilities such as lending, online bookings, and online book renewal.

V. METHODOLOGY

During the academic year 2021-2022, postgraduate students at Burdwan University in West Bengal were surveyed. Because the questionnaire approach has limitations, the researcher employed the interviews and assessment methods to collect the necessary information before incorporating the questionnaire method and bringing greater consistency to the data. The study’s population comprised 450 postgraduate students who served as library users. Their responses were randomly selected among those using the library at the time and handed out to university library users. Out of 450, 424 (94.22%) entirely filled-in questionnaires were received back. The selection contains and around Bardhaman District.

VI. SCOPE AND LIMITATIONS

The current study explored the Burdwan university library. For this study, other scientific and specialized organizations were excluded. Moreover, only postgraduate students were selected for the completion of the research study.

VII. ABOUT BURDWAN UNIVERSITY

The University of Burdwan (commonly known as Burdwan University or B. U.) is an Indian public university located in Purba Bardhaman, West Bengal. On June 15, 1960, the West Bengal Government founded it as a teaching and affiliating university with six graduate departments and 30 undergraduate institutions distributed over three districts under the university’s authority. Currently, the institution provides around 30 undergrad and 66 postgraduate programmes. Administrative activity is currently concentrated on the Rajbati (the palace of Bardhaman Maharaja) site, while academic programs are concentrated mostly on the Golapbag campus. The central library of the Burdwan university consists of the following library collection.

Library Collection	
Category	Count
Books	1,58,962
Books (Research/Project)	8,170
Journal (Bound Vols)	24,812
Reprints	918
Thesis/M.Phil dissertation	2,365
Reports	1,983
Microfilms	500
Rare Books (Raj Collections)	8,000
Donation of Books (gifted)	20,794
CD ROMs	1,111

(Source: <https://buruniv.ac.in/bunew/Template.php?page=Facilities&subpage=CL>)

Fig. 1 Collection of Burdwan University Library

VIII. DATA ANALYSIS AND INTERPRETATION

A. Occurrence of Library Visit: Table I and Fig. 2 show the highest number of respondents 37.26% visiting the library in 2-3 days, followed by 25.48% of respondents who visited the library in a week. The analysis shows that the regular visits of the users are well.

TABLE I OCCURRENCE OF LIBRARY USE

Occurrence of use	No. of Respondents	Percentage (%)
Daily	81	19.10
Once in 2-3 days	158	37.26
Once in a week	108	25.48
Once in 15 days	62	14.62
Occasionally	15	3.53
Total	424	100



Fig. 2 Occurrence of Library Use

B. Reasons to Use Library: Table II and Fig. 3 elaborate that the majority of the respondents 42.69% visit the library to issue and return books whereas 12.02% of respondents visit the library to go through the previous years’ question papers. So, the interpretation is that students access the library mostly for the issue and return of books.

TABLE II REASONS TO USE THE LIBRARY

Sl. No.	Reasons to use the library	No. of respondents	Percentage (%)
1	To issue and return books	181	42.69
2	To consult textbooks	47	11.08
3	To browse/ search different journals	5	1.17
4	To refer reference materials	21	4.96
5	For completing class assignments	29	6.83
6	For newspapers reading	25	5.89
7	For reading old question papers	51	12.02
8	For reprography	26	6.13
9	To access the internet	33	7.78
10	Any other	6	1.41
Total		424	100

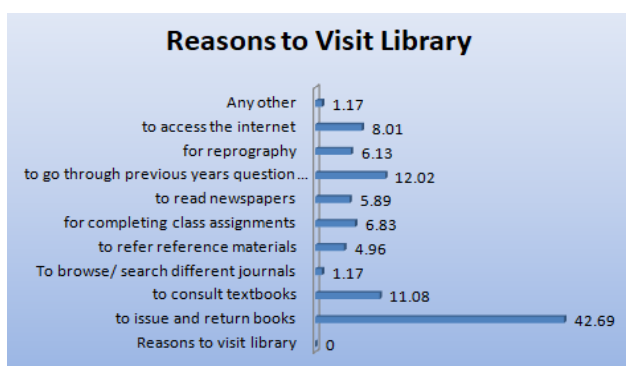


Fig. 3 Reasons to Visit the Library

C. Users’ Feed Back to Access Physical Benefits of the University Library

On a five-point Likert scale, postgraduate students were invited to rate their satisfaction with the physical facilities of the university library. The scale, which ranges from one to five, shows the level of trust of the person. One (strongly disagree) indicated a lack of trust, while five (strongly agree) expressed a high level of trust. Seven statements were listed. The following Table III and Fig. 4 summarize responses as frequency counts in the different categories.

TABLE III USERS’ REACTION TO ACCESSING PHYSICAL BENEFITS OF THE UNIVERSITY LIBRARY

Statements	Level of Satisfaction					Missing Values	Total Frequency	Attribute Total	Attribute Likert Count
	Strongly Agree (5)	Agree (4)	Neither Agree nor Disagree (3)	Disagree (2)	Strongly Disagree(1)				
My library is at an easily accessible place	740	812	111	84	0	0	424	1747	4.12
My library is well designed	825	592	81	92	38	0	424	1628	3.84
My library has enough room for readers	610	328	129	228	63	0	424	1358	3.20
My library provides enough lighting and ventilation	570	952	78	92	0	0	424	1692	3.99
My library is orderly and tidy	405	996	90	118	5	0	424	1614	3.81
My library offers pleasant seating’s	170	648	213	212	51		424	1294	3.05
My library has a property counter	275	356	240	308	46	0	424	1225	2.89
Grand Total						0	2968	10558	3.56

Likert Count = Total Count/ (No. of users x No. of statements –missing values)

$$= 10558 / (424 \times 7 - 0)$$

$$= 10558 / 2968$$

$$= 3.56$$

A Likert Count of 3.56 (approx. 4 = Agree) in the rating scale verifies that though all the users agree with all the statements overall they mostly physically access the library because of the easily approachable location (Likert Count = 4.12) & because of the proper lighting and ventilation of the library to read (Likert Count = 3.99).

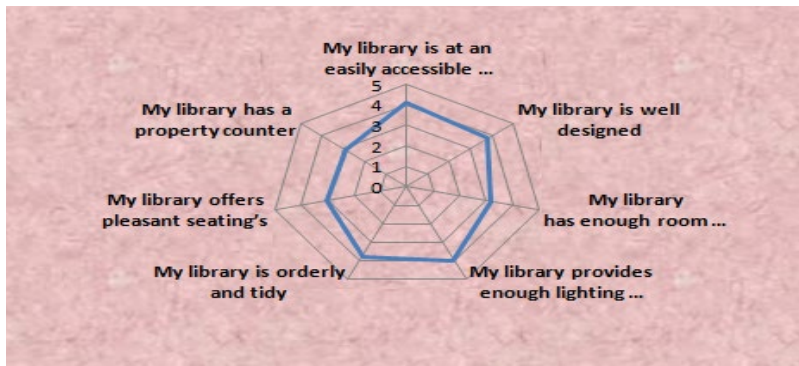


Fig. 4 Users' Reaction to Access Physical Facilities of the University Library

D. User's Feedback to Library Staff: On a five-point Likert scale, postgraduate students were invited to rate their satisfaction with the feedback of the university library staff. The scale, which ranges from one to five, shows the level of trust of the person. One (strongly disagree) indicated a lack

of trust, while five (strongly agree) expressed a high level of trust. Five statements were listed. The following Table IV and Fig. 5 summarize responses as frequency counts in the different categories.

TABLE IV USER'S FEEDBACK TO LIBRARY STAFF

Statements	Level of Satisfaction					Missing Values	Total Frequency	Attribute Total	Attribute Likert count
	Strongly Agree (5)	Agree (4)	Neither Agree nor Disagree (3)	Disagree (2)	Strongly Disagree (1)				
When I am unable to locate a required document, my library staff assists me.	530	524	87	230	43	0	424	1414	3.33
My library staff is always on time.	425	356	75	372	39	0	424	1267	2.99
My library's personnel respond indignantly to my inquiry.	380	560	165	276	15	0	424	1396	3.29
My library staff's kind demeanor gives me trust.	405	660	87	286	46	0	424	1484	3.50
The library offers user education to help me make the most use of the library's resources and services.	145	224	114	440	81	0	424	1004	2.37
Grand Total						0	2120	6565	3.10

$$\begin{aligned}
 \text{Likert Count} &= \text{Total Count} / (\text{No. of users} \times \text{No. of statements} \\
 &\text{– missing values}) \\
 &= 6565 / (424 \times 5 - 0) \\
 &= 6565 / 2120 \\
 &= 3.10
 \end{aligned}$$

A Likert count of 3.10 (approx. 3 = Neither Agree nor Disagree) in the rating scale confirms that all the users agree

with all the statements but disagree over the user education services provided by the library (Likert count=2.37). They emphasized that though the library offers initial user orientation programmes before the beginning of the semester ten users forget the facilities to use due to their hectic subject engagements. One-time user education is not very effective as indicated by the library users.

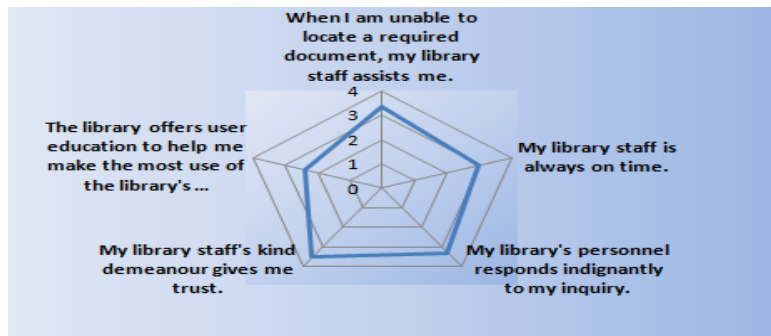


Fig. 5 Users Feedback to Library Staff

E. Users' feedback on Access Library Collection and the Process

On a five-point Likert scale, postgraduate students were invited to rate their satisfaction with the feedback of the university library staff. The scale, which ranges from one to

five, shows the level of trust of the person. One (strongly disagree) indicated a lack of trust, while five (strongly agree) expressed a high level of trust. Seven statements were listed. The following Table V and Fig. 6 summarize responses as frequency counts in the different categories.

TABLE V USERS' FEEDBACK TO ACCESS LIBRARY COLLECTION AND THE PROCESS

Statements	Level of Satisfaction					Missing Values	Total Frequency	Attribute Total	Attribute Likert count
	Strongly Agree (5)	Agree (4)	Neither Agree nor Disagree (3)	Disagree (2)	Strongly Disagree (1)				
My library offers a sufficient collection of textbooks.	485	692	63	148	59	0	424	1447	3.41
My library comprises a sufficient variety of reference books.	275	604	66	290	51	0	424	1286	3.03
My library has a reasonable number of periodicals and publications.	85	236	444	268	66	0	424	1099	2.59
All documents in my library are freely accessible.	65	184	93	410	129	0	424	881	2.08
My library has electronic information resources for me.	105	64	186	558	46	0	424	959	2.26
Daily newspapers are available in my library.	160	336	303	372	21	0	424	1192	2.81
Syllabi and previous year's question papers are available at my library.	125	268	18	424	114	0	424	949	2.24
Grand Total						0	2968	7813	2.63

Likert Count = Total Count/ (No. of users x No. of statements –missing values)
 = 2968/ (424 x 7 -0)
 =7813/ 2968
 = 2.63

agree with all the statements are majorly dissatisfied over the lack of facility in freely accessing all the resources (Likert count=2.08) & lack of having syllabi and previous year question papers (Likert count=2.24). They mentioned on not being able to access bound journals lacks them from fully utilizing the library resources and services.

A Likert count of 2.63 (approx. 3 = Neither Agree nor Disagree) in the rating scale confirms that though all the users

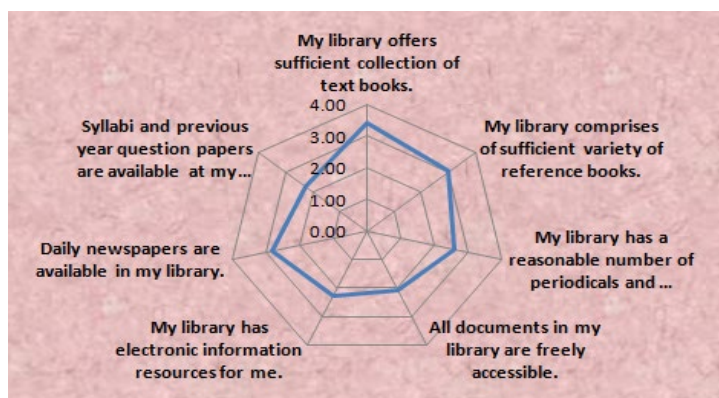


Fig. 6 Users' feedback to access library collection and the process

F. Users' Feedback against the Services Offered By the University Library

On a five-point Likert scale, postgraduate students were invited to rate their satisfaction with the feedback of the university library staff. The scale, which ranges from one to

five, shows the level of trust of the person. One (strongly disagree) indicated a lack of trust, while five (strongly agree) expressed a high level of trust. Seven statements were listed. The following Table VI and Fig. 7 summarize responses as frequency counts in the different categories.

TABLE VI USERS' FEEDBACK AGAINST THE SERVICES OFFERED BY THE UNIVERSITY LIBRARY

Statements	Level of Satisfaction					Missing Values	Total Frequency	Attribute Total	Attribute Likert count
	Strongly Agree (5)	Agree (4)	Neither Agree nor Disagree (3)	Disagree (2)	Strongly Disagree (1)				
Working hours at the library are ideal for me.	825	728	114	84	81	0	424	1832	4.32
The library provides me with the documents I require.	910	424	24	62	97	0	424	1517	3.58
The library contains an adequate quantity of computers.	530	60	63	386	89	0	424	1128	2.66
The library offers me internet access.	365	100	12	162	241	0	424	880	2.08
The library offers reprographic services to me.	85	116	84	538	81	0	424	904	2.13
The library displays a list of freshly procured materials on a regular basis.	190	48	114	544	64	0	424	960	2.26
Grand Total						0	2544	7221	2.84

Likert Count = Total Count/ (No. of users x No. of statements –missing values)
 = 7221/ (424 x 6 -0)
 =7221/ 2544
 = 2.84

neutral when asked about the different services. Most of the users agreed with the flexible library working hours (Likert count=4.32) of the library since it matched their other routine schedules offered by the university library however, they were most dissatisfied with the lack of providing internet access (Likert count=2.08).

A Likert count of 2.84 (approx. 3 = Neither Agree nor Disagree) in the rating scale confirms that all the users were

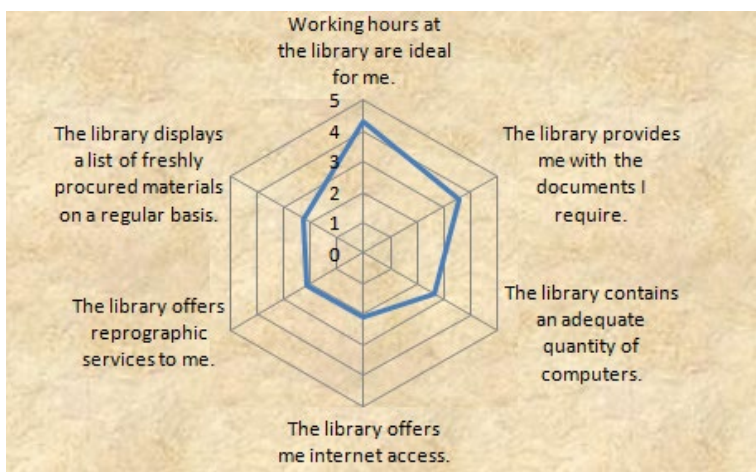


Fig. 7 Users' feedback against the services offered by the University Library

G. Users Satisfaction Level with the Library Resources, Services, and Facilities

On a five-point Likert scale, postgraduate students were invited to rate their satisfaction with the feedback of the university library staff. The scale, which ranges from one to

five, shows the level of trust of the person. One (strongly disagree) indicated a lack of trust, while five (strongly agree) expressed a high level of trust. Seven statements were listed. The following Table VII and Fig. 8 summarize responses as frequency counts in the different categories.

TABLE VII USER’S SATISFACTION LEVEL WITH THE LIBRARY RESOURCES, SERVICES, AND FACILITIES

Statements	Level of Satisfaction					Missing Values	Total Frequency	Attribute Total	Attribute Likert Score
	Very Satisfied (5)	Satisfied (4)	Neither Satisfied nor Dissatisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)				
Library collection (Books, journals, etc.)	445	660	54	212	46	0	424	1417	3.34
Reference service at the library	400	456	63	300	59	0	424	1278	3.01
Service of lending	570	624	87	192	29	0	424	1502	3.54
The number of computers available in the library	145	152	165	434	85	0	424	981	2.31
Internet connection	105	104	63	518	97	0	424	887	2.09
Service for Reprography	125	236	75	402	114	0	424	952	2.25
Library catalogue	230	220	699	130	25	0	424	1304	3.08
Book arrangement on the shelves	445	524	87	224	63	0	424	1343	3.17
Library employees’ conduct	415	592	114	200	55	0	424	1376	3.25
Space, reading tables, and chairs	335	572	63	302	42	0	424	1314	3.10
Grand Total						0	4240	12354	2.91

Likert Count = Total Count/ (No. of users x No. of statements – missing values)
 = 12354/ (424 x 10 -0)
 =12354/ 4240
 = 2.91

A Likert count of 2.91 (approx. 3 = Neither Agree nor Disagree) in the rating scale confirms that though all the users

were in neutral library resources, services, and facilities. Most of the users are satisfied with the existing library collection (Likert count=3.34). The lack of Internet connection inside the library (Likert count=2.09) was one of the most dissatisfying aspects according to the postgraduate users of Burdwan University.

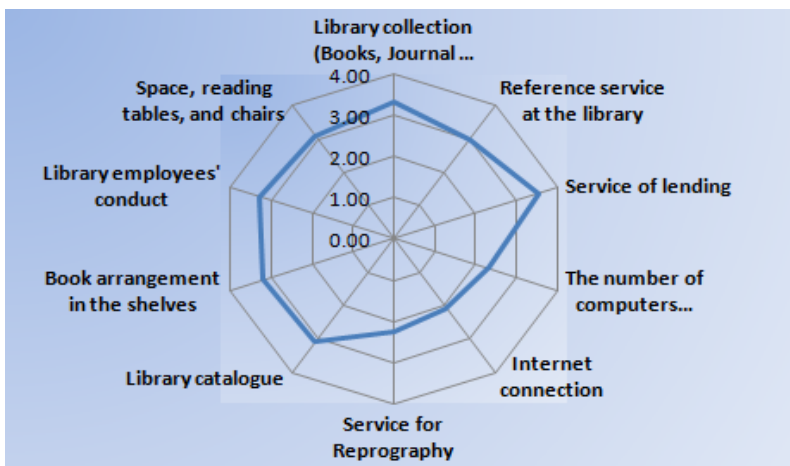


Fig. 8 Users’ Response to Services Offered by the University Library

H. Users’ Response to Barriers Affecting Effective Use of Library and Its Resources

Respondents were asked to list the barriers that mainly affect their use of the university library. The results explain that 34.91% of users were affected by the lack of internet access inside the library. Though users were felicitated with the

provision of the internet still the slow network speed, and server down adds more complications to the effective use of the library. Moreover, 31.83% of users point out the lack of user orientation programmes at regular intervals affects the use of the library effectively as indicated by the library users as displayed in Table VIII and in Fig. 9.

TABLE VIII USER'S RESPONSE TO PROBLEMS AFFECTING THE EFFECTIVE USE OF THE LIBRARY AND ITS RESOURCES

Barriers	F	Percentage (%)
Little / no assistance from the library staff	38	8.96
Collection is inadequate	97	22.87
Ineffectiveness of the library catalogue	46	10.84
Poor organization of the materials on the shelves	55	12.97
Library hour is short	131	30.89
Shortage of books for the user	72	16.98
Inadequate reading area space	76	17.92
Inadequate number of computers in the library	114	26.88
The library is poor in electronic/online library services	33	7.78
No internet facility	148	34.91
Lack of photocopy facility	89	21
Inadequate user knowledge of the library's services	135	31.83
Lack of newspapers	55	12.97

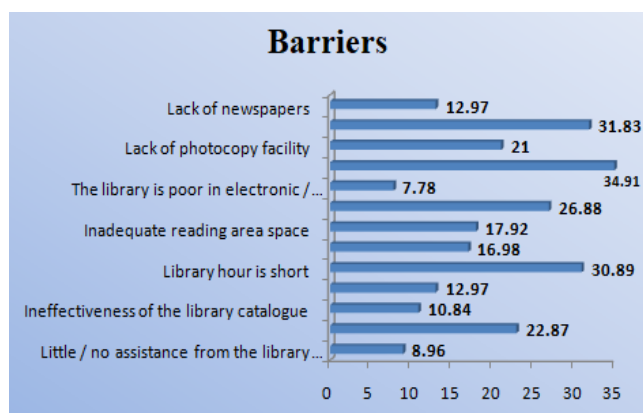


Fig. 9 Users' Response to Problems Affecting Effective Use of Library and its Resources

IX. CONCLUSION

As per the study, the following has been observed by the users for the smooth running of the library. Most of the students are regular and visit the library to borrow and return books. In most cases, the university library is located in an adequate and prompt location with a good display of books. Users find themselves writing comfortably while reading books with sufficient lighting and ventilation. Librarian and the assistant are well-behaved and provide the readers with the necessary textbooks and other reference books. Improvement to the library is needed in the field of technology. Lack of internet and moderns gadgets is the major hindrance in the development. Computerization of the library system is the demand of the time.

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