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COLLECTION AND SERVICES IN SELECTED ENGINEERING COLLEGE LIBRARIES OF JAMMU DIVISION: A USERS STUDY

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Abstract: Technical Education plays a very significant role in producing competent technical manpower needed for economic and societal development. Engineering and Technical Education all over the world is gaining importance day by day because of rapid advancements in science and technology and innovations in various disciplines due constant and continuous research in each and every field. The library is a very important source of information and knowledge of any educational organization. The present paper highlights the awareness and use of various collection and services in selected Engineering College Libraries under study. The main objectives of the present study are to study the purpose and frequency of using the library collection and services, to find out the existing collection and services, to study the awareness and use of collection and services by the users Engineering College libraries and to know the satisfaction level of users towards collection and services. The survey method was used to collect the requisite data for the analysis for which questionnaire was framed and were distributed among the users. About 470 questionnaires were received back duly filled. The study covered the students and faculty members using the library for browsing both print and e-collections and borrowing books as per their need. From the study it was clear that students and faculty members give preferences on e- resources than printed material. In current scenario electronic resources are becoming an essential part of the engineering libraries and for the educational vision especially the higher educational outlook.

Index terms- **Engineering Libraries, e-resources, Library Collection, Library Services, Satisfaction Level, Technical Education.**

1. INTRODUCTION

The term engineering is the professional art of applying science to the optimum conversion of the resources of nature to the uses of human-kind. Engineering is based principally on physics, chemistry, and mathematics and their extensions into materials science, solid and fluid mechanics, thermodynamics, transfer and rate processes, and system analysis. Engineers employ two types of natural resources, materials and energy. Important sources of energy include fossil fuels (coal, petroleum, and gas), wind, sunlight, falling water, and nuclear fission. Engineers are important for every civilization, either ancient or modern. Now-a-days they are more important than ever before. They play a key role in socio-economic development of any nation. They find out the solutions for practical problems of the society. Roads, bridges, dams, computer, automobiles, airplanes, and thousands of other items are the results of Engineering (Chinna and Reddy, 2014).

An educational institution without proper library facilities cannot be conceived. The users are in a better position to judge the richness or weakness of the collection and services frequently used by them. Their opinion about the collection and services are of utmost importance and can be very helpful in evaluating the strength and weakness of collection and services of the library. Library forms a component of library of human civilization. A library does not exist for its own sake. Its objectives, role, functions, services and kinds depend upon the need of the users served by it. In its traditional sense, a library is a collection of books and periodicals. It can refer to an individual's private collection, but more often, it is a large collection that is funded and maintained by a city or institution, and is shared by many people who could not afford to purchase so many books themselves. However, with the collection or invention of

media other than books for storing information, many libraries are now also repositories and/or access points for maps, prints or other artwork, microfilm, microfiche, audio tapes, CDs, video tapes and DVDs, and provide public facilities to access CD-ROM databases and the Internet. Thus, modern libraries have been redefined as places to get access to information in any format, whether it is stored inside the building or not (Sridevi and Vyas, 2005).

The library services bring the staff in contact with users to help them in knowing about sources and also providing the required information. Libraries, especially the college libraries have limited collection with which they have to satisfy the information needs of the users. Therefore, libraries have to build up their collection and services as per their information needs. Libraries should have need based collection and services. Users are an important component of any library. All the collection and services should be based on the information needs of the users. These information needs can be assessed with the help of user studies or user survey. (Singh and Arora, 2013).

2. NEED OF THE STUDY

The outcome of this research will be important to the society. This research would be useful to many fellow librarians of different universities and scholars interested in the field of library science. The work would also improve resource collection in engineering college libraries. Hence, the study was undertaken with a purpose to examine the existing conditions of engineering college libraries so that the necessary measures would be undertaken to improve their collections, services and facilities. So keeping in view the importance of the subject, this study has been undertaken.

3. RESEARCH METHODOLOGY

Research methodology is the way to systematically solve the research problem. In this section, the method, appropriate research tools and techniques have been proposed to solve the research problems.

3.1 Sources and Method of Data Collection

The present study is based on both primary data as well as secondary data. The study was undertaken to find in detail various kinds of collection and services provided to the users and the benefits they were reaping from these collection and services. It was also assessed in detail the use pattern of collection and services and problems faced by the users in accessing them. The population in the study consisted of the students, faculty members and librarians. The information and data were collected from number of primary and secondary sources keeping in view the objectives of the study. Two semi-structured questionnaires were framed, one for students and faculty members and second for librarians for the purpose of data collection. The questionnaires were circulated to the users of each Engineering Colleges libraries to collect the data. Apart from this personal meetings and observations, discussions with the users were conducted for this study. After the gathering of data, the data was analyzed, complied and presented methodically by using various suitable statistical techniques on the basis of observation and findings.

3.2 Population and Sample

A sample of 450 users was selected, which includes 400 students and 4 Librarians by equal allocation method and 446 faculty members purposively. For selection of the respondent the Simple Random Sampling technique was used. The data collected has been analyzed to reach the conclusion.

4. REVIEW OF RELATED LITERATURE REVIEW

A review of literature helps to identify the established findings on the chosen research problem. There are number of studies published related to various aspects of library resources and services in Engineering Institutes. Some of such studies which are reviewed and deserve to be mentioned are as under:-

Sharma and Kumar (2022) in their study revealed that the majority of respondents i.e. 74.6% of PUP used internet service frequently followed by 74.2% respondents of GNDU. Maximum number of respondents i.e. 52.8% of PUP seeks the information sometimes for preparing their class notes followed by 41.8% respondents of GNDU. Further, it was found that the maximum number of respondents i.e. 43.4% of both the Universities visited the library weekly to satisfy their information needs. The study also revealed some problems of academic lawyers while they used e-resources in digital environment.

Temboge and Diso (2022) in their study revealed that electronic information resources were found to be available on the platform of e-databases, institutional repository, e-Granary and CDS. Majority of the users had access to e-journal, e-newspapers and audio visual resources available. E-manuscripts, e-dissertations/theses/projects, e-discussion and e-images available were not accessible by majority of the respondents.

Vinoda, Suresh Kumar and Naick (2021) in their paper found that majority of 45.26 percent of the faculty visiting the library almost once a week, major part of 46.11 percent of faculty spending in library one hour per week, most of 75.85 percent of faculty use text book, majority of faculty 76.43 percent facing problem is lack of time to seek information that means they are busy with other things than information gathering.

Geetha M et al. (2016) in their study outlined that the library collection were being used by the students to meet their academic needs at the two colleges (PESITM and JNNCE) and use of library collection increases as their level of study increase but the level of usage is low when compared the two colleges studied. The study found that majority of the students from two colleges studied do not use more collection and services; this may be due to lack of awareness about library collection and services, lack of updated collection and lack of technology facilities in their libraries. However, the libraries are provided with high-quality facilities, users may find it very difficult in utilizing the potentials of new technology. There is a need for digitization in order to provide rapid access of information. Announcement of new arrival of books, journals or other reading materials should bring into the notice of users as and when they are acquired by the library. In this regard, the library staff should train to help students in proper use of library collection.

Dhar (2014) in her paper revealed that maximum 63 (53.38%) of users had said that staff was generally helpful, about 38 (32.20%) of users said that the library staff was always ready to help, 3(2.54%) of users said that the staff was not very helpful while14 (11.86%) of users showed no opinion. It was suggested that the working hours of the library should be increased and adequate steps should be taken so that the users make maximum use of library .The whole of the library collection system should be fully computerized, so that a reader can know a document is present in the library or not, without wastage of time.

Padmaja and Doraswamy (2015) in their study analyzed that majority (94.06%) of the students were aware of the e-resources provided by the library, majority of the engineering students (49.69%) were visiting the library 2-3 times in a week followed by daily (40.31%), weekly (6.25%), and fortnightly (3.75%), majority of the engineering students visited the library for the purpose of borrowing the books (95%) and to study (71.88%), majority of the engineering students (95%) use the books, followed by newspapers and magazines (50.63%), electronic resources (43.13%), reference material (40%), and journals (25.31%), majority of the engineering students (96.88%) use the circulation service, followed by internet services (85.63%), reprographic service (75.31%), reference service (46.25%), and inter library loan (10.31%), majority of the engineering students (88.44%) were satisfied with the collection available in the library, and (11.56%) are not satisfied and majority of the engineering students (81.88%) are satisfied with the services provided by the library, 14.37% are not much convinced with the provided services, and 3.75% of the students are not responded in this regard. It is concluded in the study that conducive atmosphere is created to attract users and enable them make utmost utilization of the library collection and services.

5. LIMITATIONS OF THE STUDY

The study was limited to the students and faculty members of following four Engineering College Libraries of Jammu division of UT of Jammu and Kashmir :-

1. Indian Institute of Technology (IIT), Jammu.
2. Government College of Engineering and Technology (GCET), Jammu.
3. College of Engineering, Shri Mata Vaishno Devi University (CE,SMVDU), Udhampur.
4. College of Engineering and Technology, Baba Ghulam Shah Badshah University (CET,BGSBU),Rajouri

6. OBJECTIVES OF THE STUDY

The following are the objectives of the study:-

1. To study the frequency of using the library collection and services in Engineering College libraries.
2. To study the purpose of using the library collection and services in Engineering College libraries
3. To study the awareness and use of collection and services by the users Engineering College libraries.

7. RESULTS AND DISCUSSION

Table-1: College/University-wise distribution of respondents

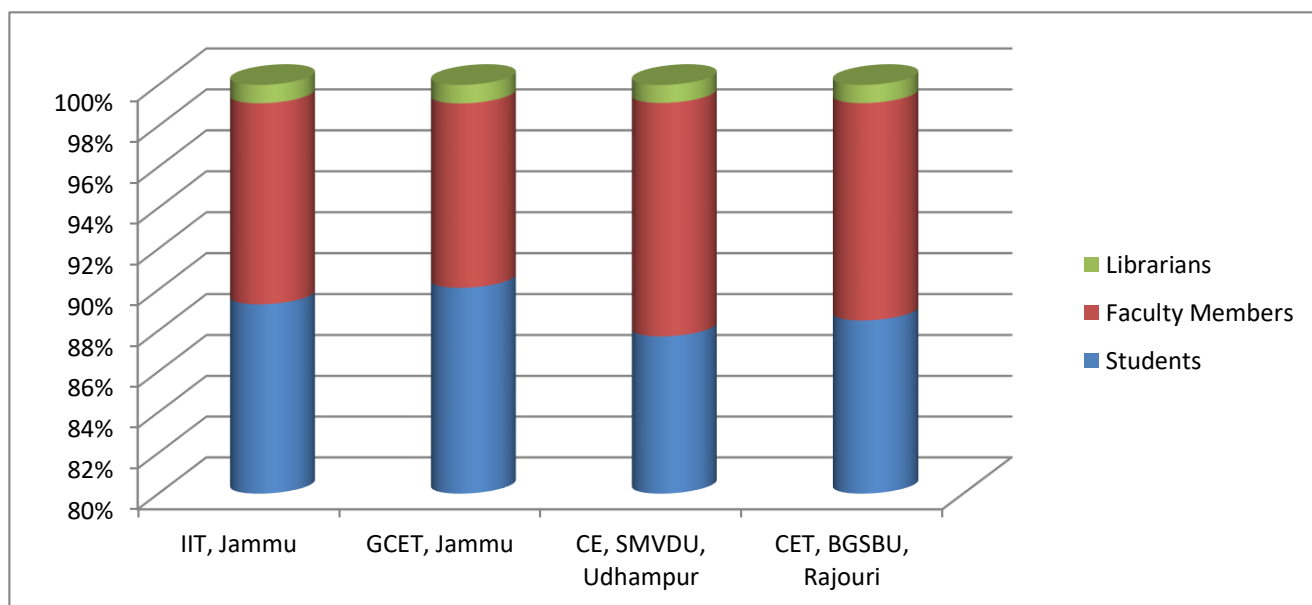| Sr. No	Name of College/University	Students	Faculty Members	Librarians
1	IIT, Jammu	100	11	1
2	GCET, Jammu	100	10	1
3	CE, SMVDU, Udhampur	100	13	1
4	CET, BGSBU, Rajouri	100	12	1
Total		**400**	**46**	**04**

Fig.1: **College/University-wise distribution of respondents**

The Table 1 and Figure1, shows the College wise distribution of respondents. The maximum number of the respondents from the category of faculty members is 13 from CE, SMVDU, Udhampur and minimum numbers are 10 from GCET.

Table-2: Year of Establishment of Engineering Colleges

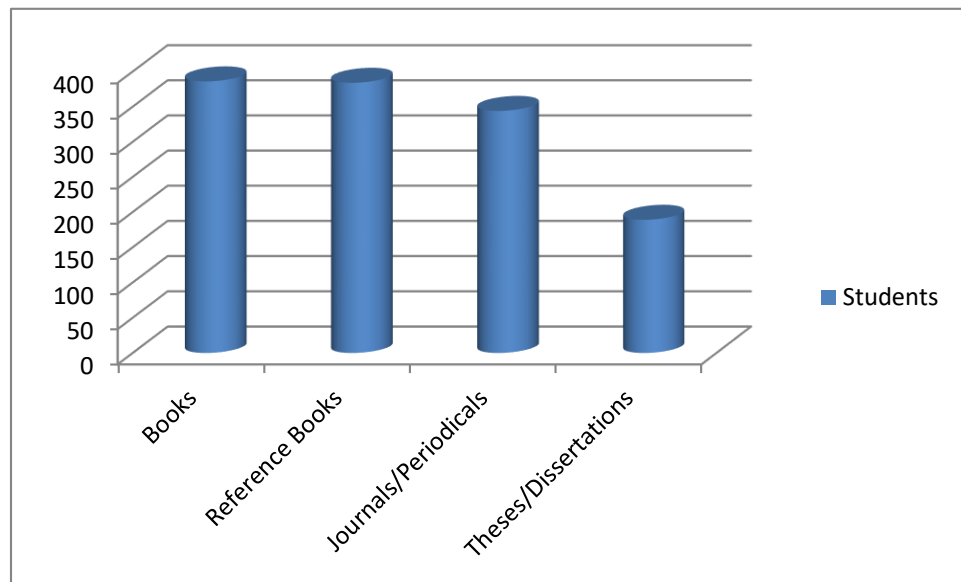| S.No	Name	Year of establishment	Type
1	IIT, Jammu	2016	Government
2	GCET, Jammu	1993	Government
3	CE, SMVDU, Udhampur	1999	University-Autonomous
4	CET, BGSBU, Rajouri	2002	University –Autonomous

Fig 2: Year of Establishment of Engineering Colleges

Table 2 and Figure 2 indicates the year of establishment of College/ University. It was observed that the oldest college in Jammu division is GCET, which was established in 1993. After that CE, SMVDU were established in 1999, followed CET, BGSBU, Rajouri that was established in 2002 and IIT, Jammu was established in the year 2016.

The respondents were asked about their frequency regarding their library visit .Their response is indicated in Table 3 and Fig 3.

Table-3: Frequency of Library Visits

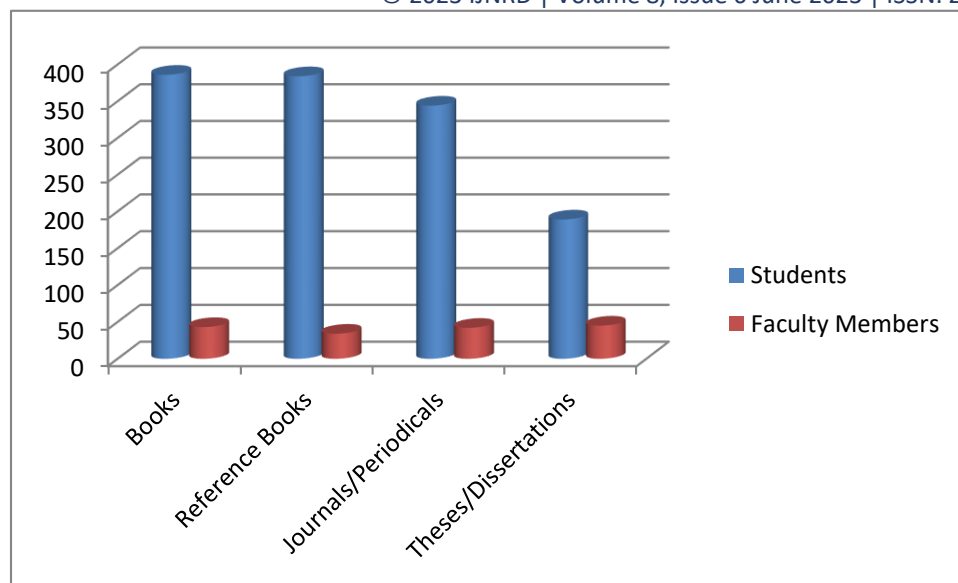| S.No.	Frequency	Students(n=400)	Faculty Members (n=46)	Response rate
1	Daily	173 (43.25%)	21 (45.65%)	194 (43.50%)
2	Weekly	174 (43.5%)	17 (36.95%)	191 (42.82%)
3	Occasionally	50 (12.5%)	7 (15.21%)	57 (12.78%)
4	Never	3(0.75%)	1 (2.17%)	4 (0.90%)
	Total	400 (100%)	46(100%)	446 (100%)

Fig 3: Frequency of Library Visits

The Table 3 and Figure 3 indicates the frequency of library visits by library users. It was found that the majority 43.50% of students and faculty were visited the library daily because they were supposed to be in the library during the time of free period and whenever they have to get some books issued or return the books, followed by 42.82% of them visited weekly, few of them visited occasionally i.e.12.78% and there were very less number of students and faculty members who never visited the library.

The respondents were asked about their purpose of visiting library. Their response is indicated in Table 4 and Fig 4.

Table-4 Purpose of Visit to Library

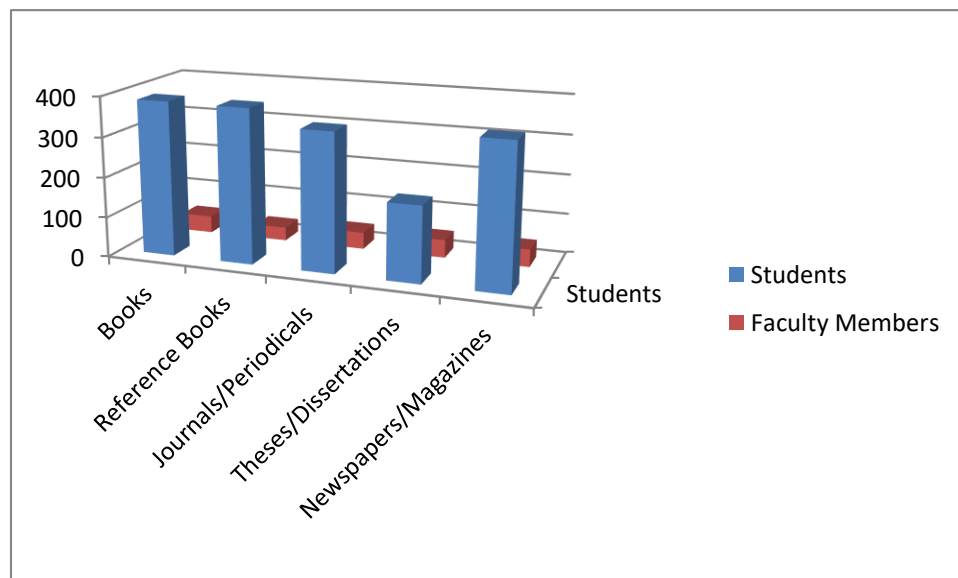| S.No.	Purpose	Students(n=400)	Faculty Members (n=46)	Response rate
1	To borrow books	103(25.75%)	12 (26.08%)	115 (25.78%)
2	To consult reference books	72 (18%)	07 (15.22%)	79 (17.71%)
3	To refer journals/periodicals	87 (21.72%)	10 (21.74%)	97(21.75%)
4	To consult project reports	60 (15%)	08 (17.39%)	68(15.25%)
5	To read newspapers and magazines	78 (19.51%)	09 (19.57%)	87(19.51%)
	Total	400 (100%)	46 (100%)	446 (100%)

Fig-4: Purpose of Visit to Library

Table 4 and Figure 4 shows that students and faculty members visited the library for various purposes. It was found that majority of the respondents from both the categories i.e. 115 (25.78%) visited the library to borrow books, followed by 97(21.75%) visited the library to refer journals/periodicals, 87(19.51%) visited the library to read newspaper and magazines, 79 (17.71%) visited the library to consult reference books and only 68(15.25%) visited the library to consult project reports.

The respondents were asked about their awareness level towards printed collection of the library. The response of respondents is indicated in Table 5 and Fig 5.

Table- 5: Users' Awareness Level towards Library Printed Collection

Types of Collection Printed Collection	Students (n=400)	Faculty Members (n=46)	Response rate
Books	386 (96.5%)	43(93.48%)	429 (96.19%)
Reference Books	384 (96%)	34 (73.91%)	418 (93.72%)
Journals/Periodicals	344 (86%)	42 (91.30%)	386 (86.55%)
Theses/Dissertations	189 (47.25%)	45 (97.83%)	234 (52.47%)
Newspapers/Magazines	356 (89%)	44 (95.65%)	400 (89.69%)

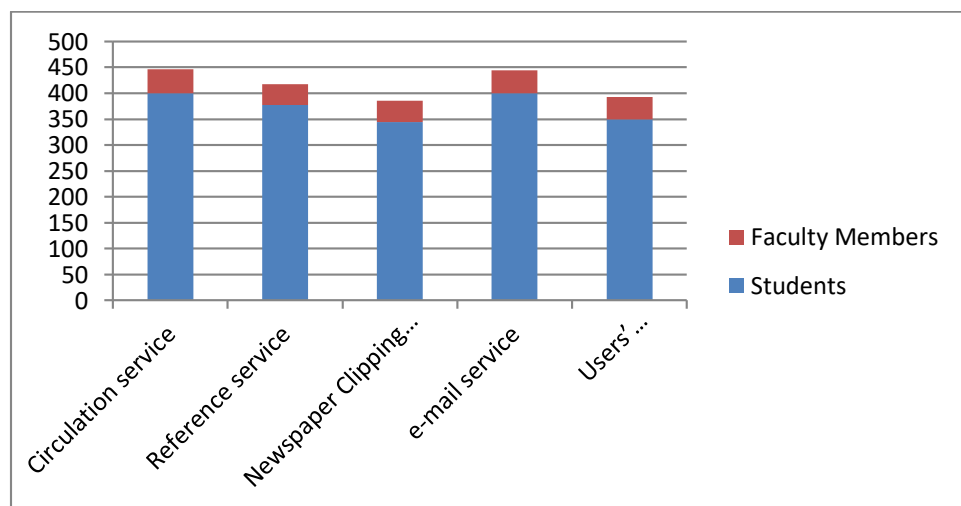**(Multiple options were allowed)**

Fig 5: Users' Awareness Level towards Library Printed Collection

Table 5 and Figure 5 demonstrates that out of 446 respondents 429 (96.19%)of Students and Faculty Members were aware about books, 418 (93.72%) of Students and Faculty Members were aware about reference books, 386 (86.55.%)of Students and Faculty Members were aware about journals/periodicals, , 234 (52.47%)of Students and Faculty Members were aware about Theses/Dissertations and 400 (89.69%)of Students and Faculty Members were aware about Newspapers

The respondents were asked about their awareness level towards electronic collection. The response of respondents is indicated in Table 6 and Fig 6.

Table- 6: Users' Awareness Level about Library Electronic Collection

Types of Collection Electronic Collection	Students (n=400)	Faculty Members (n=46)	Response rate
e-books	389 (97.25%)	43(93.48%)	432 (96.86%)
Online reference Sources	384 (96%)	41 (89.13%)	425 (95.29%)
e-journals/periodicals	349 (87.25%)	42 (91.30%)	391 (87.69%)
CD-ROMs	189 (47.25%)	45 (97.83%)	234 (52.47%)
e-Theses/Dissertations	356 (89%)	44 (95.65%)	400 (89.69%)
e-Newspapers	386 (96.5%)	43(93.48%)	429 (96.19%)
e-Encyclopedias	384 (96%)	34 (73.91%)	418 (93.72%)

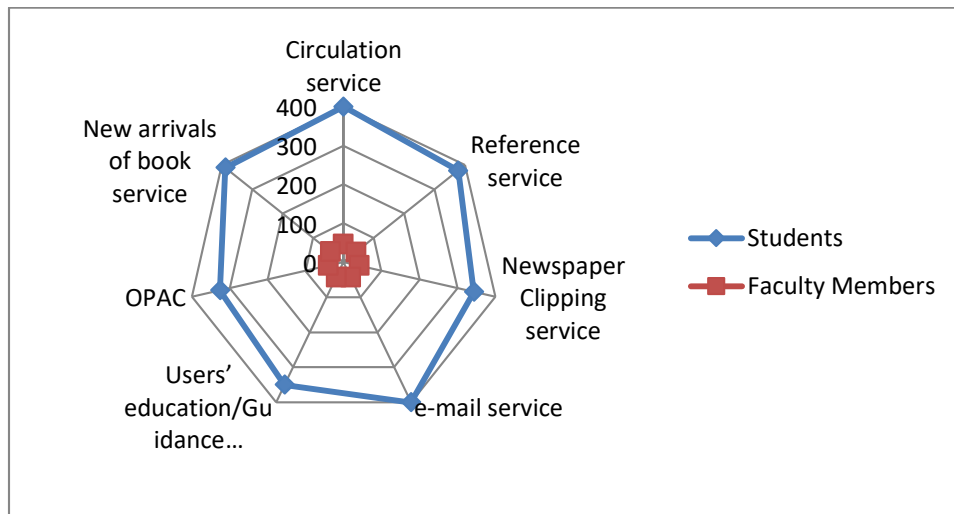**(Multiple options were allowed)**

Fig 6: Users' Awareness Level about Library Electronic Collection

Table 6 and Figure 6 indicates that out of 446 respondents 432 (96.86%) of Students and Faculty Members were aware about e-books, 425 (95.29%) of Students and Faculty Members were aware about Online reference Sources, 391 (87.69%) of Students and Faculty Members were aware about e-journals/periodicals, 234 (52.47%) of Students and Faculty Members were aware about CD-ROMs, 400 (89.69%) of Students and Faculty Members were aware about e-Theses/Dissertations, 429 (96.19%) of Students and Faculty Members were aware about e-Newspapers, 418 (93.72%) of Students and Faculty Members were aware about e-Encyclopedias.

The respondents were asked about various services used by library users. Their response is indicated in Table 7 and Fig 7.

Table-7: Use of Library Services

S.No.	Service offered	Students (n=400)	Faculty Members (n=46)	Response rate
1	Circulation service	400 (100%)	46(100%)	446 (100%)
2	Reference service	377 (94.25%)	41 (89.13%)	418 (93.72%)
3	Newspaper Clipping service	344 (86%)	42 (91.30%)	386 (86.55%)
4	e-mail service	400 (100%)	44(100%)	446 (100%)
5	Users' education/Guidance service	350 (87.50%)	43(93.48%)	393 (88.12%)
6	OPAC	326 (81.50%)	40(86.96%)	366 (82.06%)
7	New arrivals of book service	389 (97.25%)	43(93.48%)	432 (96.86%)

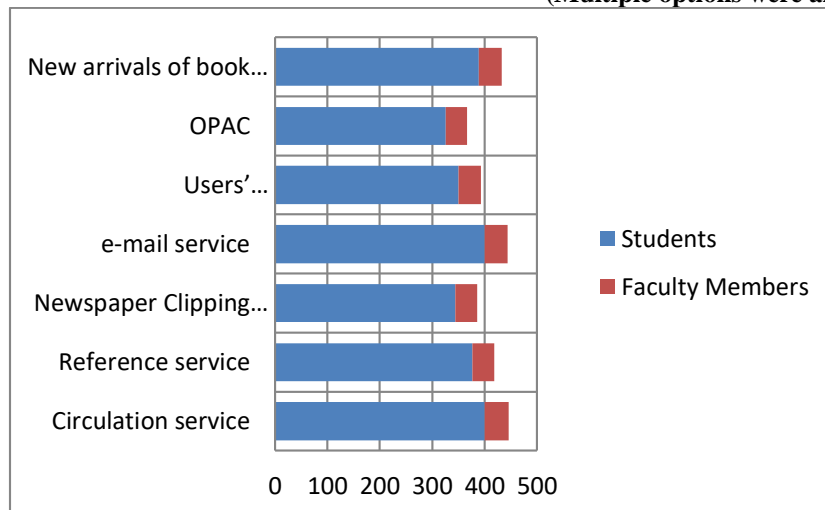**(Multiple options were allowed)**

Fig-7: Use of Library Services

Table 7 and Figure 7 exhibits the various services used by the students and faculty members provided by the library. It was found that 446 (100%) of the students and faculty members used circulation and e-mail service, followed by new arrivals of book service 4329 (96.86%), 418 (9.72%) were used reference service, followed by 393 (88.12%) Users' education/Guidance service, 386 (86.55%) of them used Newspaper Clipping service and 366 (82.06%) of them used OPAC service.

8. FINDINGS

- As depicted in Table 1 and Figure 1, maximum number of the respondents from the category of faculty members was 13 from CE, SMVDU, Udhampur and minimum numbers were 10 from GCET.
- It was observed that the oldest Engineering College is GCET, Jammu and IIT, Jammu is established recently as depicted in Table 2.
- It was found that the majority 43.50% of students and faculty visited the library daily and very less number of student and faculty members visiting the library as depicted in Table 3 and Fig 3.
- As depicted in Table 4 and Fig 4 majority of the respondents from both the categories i.e. 115 (25.78%) visited the library to borrow books and only 68(15.25%) visited the library to consult project reports.
- It was found that 429 (96.19%) of Students and Faculty Members were aware about books, 418 (93.72%) of Students and Faculty Members were aware about reference books, 386 (86.55.%)of Students and Faculty Members were aware about journals/periodicals, , 234 (52.47%)of Students and Faculty Members were aware about Theses/Dissertations and 400 (89.69%)of Students and Faculty Members were aware about Newspapers as depicted in Table 5 and Fig 5.
- It was found that maximum (96.86%) numbers of respondents from both the categories were aware about e-books and minimum numbers of respondents' i.e. (52.47%) of Students and Faculty Members were aware about CD-ROMs, as depicted in Table 6 and Fig 6.
- It was found that 100% of the students and faculty members used circulation and e-mail service and 366 (82.06%) of them used OPAC service as depicted in Table 7 and Fig 7.

9. RECOMMENDATIONS

Based on the findings of the study, the following recommendations are suggested:-

- Library professional of each Engineering College Library have to create more awareness on library collection and services so that the maximum users can make the use of library.
- Library has to take steps to arrange various training and orientation programmes for students and faculty members to use the available collection and services in the library.
- High speed Internet connectivity should be needs to be established for quick access to available E-resources.

10. CONCLUSIONS

In the light of the above finding and recommendations, it can be concluded that the administration should take steps to reinforce the collection and services with which the students and faculty members are satisfied. Focus on services that need more improvement according to users concerns and to take steps for resolution of identified problems to enhance students' satisfaction. Thus, it can be concluded that students and faculty members were aware with available collection and services provided by the library. So, most of the objectives of the study were fulfilled.

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