

comparative study of library management, e-resources and user satisfaction with special reference to guru ghasidas central library, atalbihari vajpayee central library & dr. c. v. raman central library

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Comparative Study of Library Management, e-Resources and User Satisfaction with Special Reference to Guru Ghasidas Central Library, Atalbihari Vajpayee Central Library & Dr. C. V. Raman Central Library

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Abstract:

This study examines the library resources, services and how much satisfied the users by using these resources and services. In this study Google Forms was used to collect information from users of the University Library of Chhattisgarh. For this study we have chosen a central university library, a state university library and a private university library. These three universities are located in Bilaspur district of Chhattisgarh.

Keyword:User Satisfaction, Library resources, Services

Introduction: The library is the focal point of any educational institution. The library is the heart of every institution. The user gets the information he wants from the information sources present in the library. Today every library is changing its pace. Earlier not much people could use the library, only a few people could use the library, but now everyone can use it. Libraries are now virtual, digital, and cloud-based, not limited to books. Now multiple people can use the same book at a time. Similarly, this study is done by Guru Ghasidas University, AtalBihari Vajpayee University, and Dr. C. V. Raman University. In this one is a central university, other is a state university, and the third one is a private university. In the present era, the library works as an information center. And the library is the heart of

any institution. An information center contains a collection of resources and services present where users access it. An academic library consists of libraries attached to institutions for teaching and research activities in institutions. This library plays a huge role in the institute and collects the information it wants from the libraries. The main objective of an educational library is to provide timely information to users. In this, information is stored in libraries. A library is a self-learning institution incorporated with Textbooks, Reference books, Newspapers, Magazines and journals, Dictionaries, CD ROMs, Maps, Prints, E-resources, different information resources. To keep up a worthy and good accretion in libraries, evaluation of library facilities and services is mandatory. Evaluation is a tool to survey the execution against patron desires, or it is the trying of an association or framework for sustainability and productivity. There are two basic methods of evaluating library facilities and services i.e. user perception entered criterion that can be achieved through a survey of faculty and students, second one from circulation records shelf availability studies, interlibrary loan statistics, citation studies, and other housekeeping services.

Literature Review:

- **Usman Ali Shah, TahsinUllah, and Muhammad ShehrYar**, It was concluded that most of the users visit the library on a weekly and monthly basis instead of a daily basis and most of the users were not satisfied with the electricity supply, dailies, and atmosphere in the library.
- **BhupendraRatha, Leena Joshi, and G.H.S. Naidu**, in his research article “Webometric Study of IIT Libraries Websites”, has analyzed the design and structure of IIT's library websites. It found significant differences according to certain approaches such as user support services, number of hyperlinks to home pages and entire websites, number of images, location of images, inactive links and web pages, etc. He has also said in his paper that if the webmasters of IIT library websites follow the above suggestions then they can improve the web facilities.
- **SambhunathSahoo and Krushna Chandra Panda** in their research paper “Indian Institutes of Technology (IITs) Library System: A Comparative Study” stated that the Indian Institute of Technology library system has been well modernized in each of the institutes. These libraries have focused on many research studies in India due to their better arch archive resources, better quality of services, and highly motivated staff. The study presented a comprehensive and up-to-date overview of library technology solutions used by registered library users, library services, resources (print, electronic and hardware resources), and IIT libraries to provide smart library services to their respective users. . In his studies, the Central Library of IIT Delhi used the most library technology, but the Central Library of IIT Tirupati used the least library technology.
- **Kaushik, Anna** has stated in his research paper An Evaluation of National Institutes of Technology (NITs) Library Websites that this study has been done on the information, services, web resources, and facilities available on 28 NIT library websites. They need to improve and develop the content of library websites especially for those NIT library websites which do not have the required criteria on their respective library websites. And it has been found that the content and information in the NIT library website is different and almost every NIT library

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website is a member of the INDEST Consortium and is subscribing to e-resources from this consortium as well other e-publishers.

- **Alia Arshad and KanwalAmeen**, in their research paper “Usage patterns of Punjab University Library website: a transactional log analysis study”, stated that aggressive information to promote the use of resources subscribed by scholars to Punjab University libraries and departmental libraries Literacy instruction program should be started. A deeper study is needed to find out the reasons for the greater use of free scholarly journals than the databases subscribed by HEC.
- **Ezra ShilobaGbaje and JustinaAnjiodeKotso** have stated in their research paper that the academic libraries studied use the library to provide and facilitate access to a wide variety of electronic resources. And they have called for the inclusion and use of Web 2.0 services in library and information service delivery.
- **Kashyap, Satyendra (2017)** studied Electronic Resources and its Impact in Academic Library. In research, he found that at present, electronic resources and E-materials and internet are being used more by the traditional information resources of the library, because it takes longer time for information to be retrieved from the printed formats of the library.
- **Hemlata (2019)** studied the Availability and Use of Educational E-resources in the Library of Various Universities of Rajasthan .Based on the results obtained from the study, it was revealed that the students and the teachers are satisfied with the E-resources and their desire to increase the E-resources of the libraries shows their importance.

The objective of the Study: The following objectives of this article are

- To know the status of library services and resources in the libraries of Guru Ghasidas University, AtalBihari Vajpayee University, and Dr. CV Raman University.
- To know the status of libraries in Central University, State University, and Private University in Chhattisgarh.
- To track users' frequent visits to the library of Guru Ghasidas University, AtalBihari Vajpayee University, and Dr. C V Raman University.

Need of the Study:

- To know the status of libraries of Guru Ghasidas University, AtalBihari Vajpayee University, and Dr. C. V. Raman University.
- Locating resources of Guru Ghasidas University, AtalBihari Vajpayee University, and Dr. CV Raman University.
- To know the library services of Guru Ghasidas University, AtalBihari Vajpayee University, and Dr. C. V. Raman University.

Hypothesis:

- Users of these Universities will be satisfied with the resources of the library.
- Users of these Universities will be satisfied with the services provided by the libraries.

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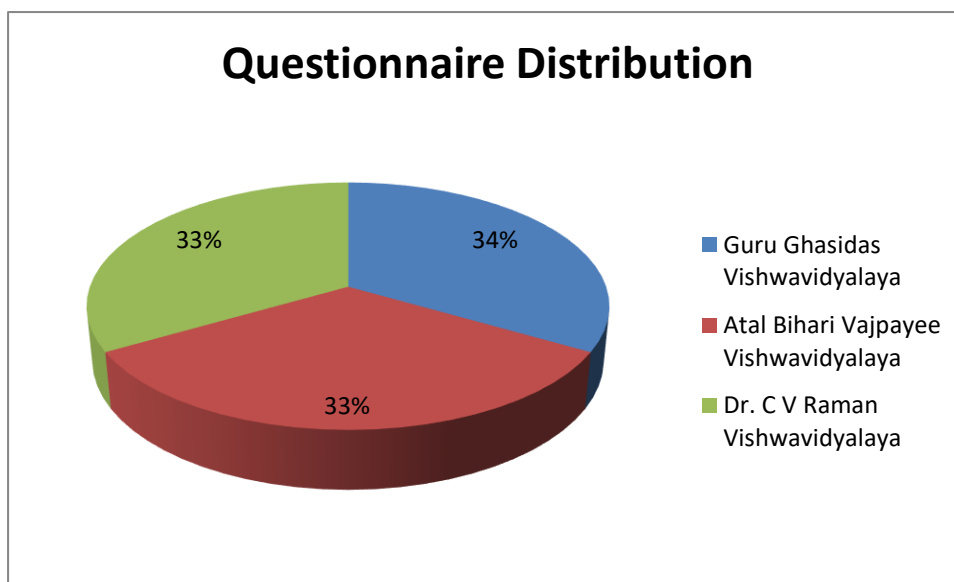
Methodology: For this research work, data has been collected from the Libraries of Guru Ghasidas University, AtalBihari Vajpayee University, and Dr. C. V. Raman University through Google Form. In which the primary data collected from the users are feed into an MS-Excel sheet. Then tables and graphs were created, which presents the findings of the study.

Scope &Limitations:This study is to ascertain user satisfaction with the resources and facilities of Guru Ghasidas University, AtalBihari Vajpayee University, and Dr. C.V.Raman University libraries.

Data Analysis:- Data has been collected from all three universities online.

Table I Distribution of questionnaires for students.

→ University ↓ Distribution	Guru Ghasidas Vishwavidyalaya	AtalBihari Vajpayee Vishwavidyalaya	Dr. C. V. Raman Vishwavidyalaya
Distribution	40	40	40
Received	34	33	35

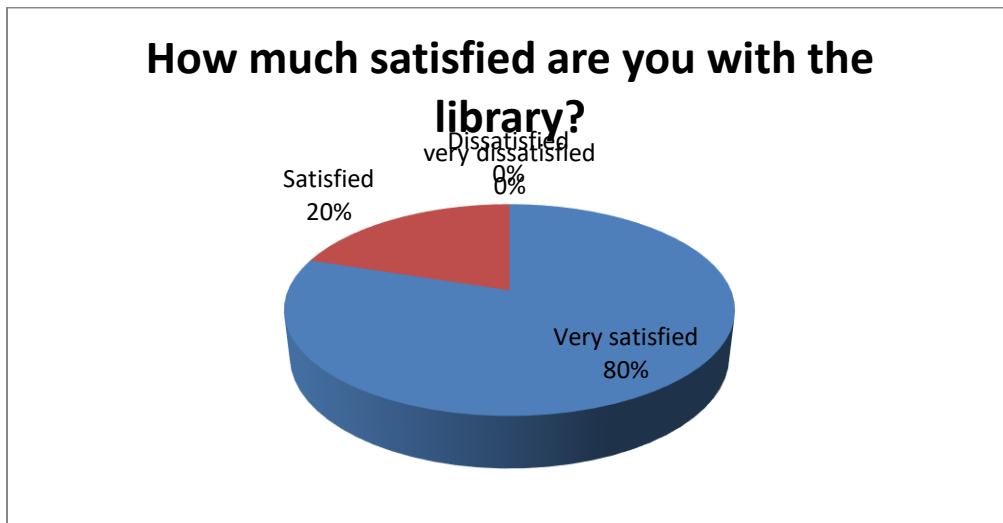


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Total of 40 Questionnaires were sent to the Respondents of each Library, in which 34 from Guru Ghasidas University, 33 from AtalBihari Vajpayee University and 35 respondents from Dr. C V Raman University submitted their responses. This article is based on 30 respondents from each university.

Table II How much satisfied are you with the library?

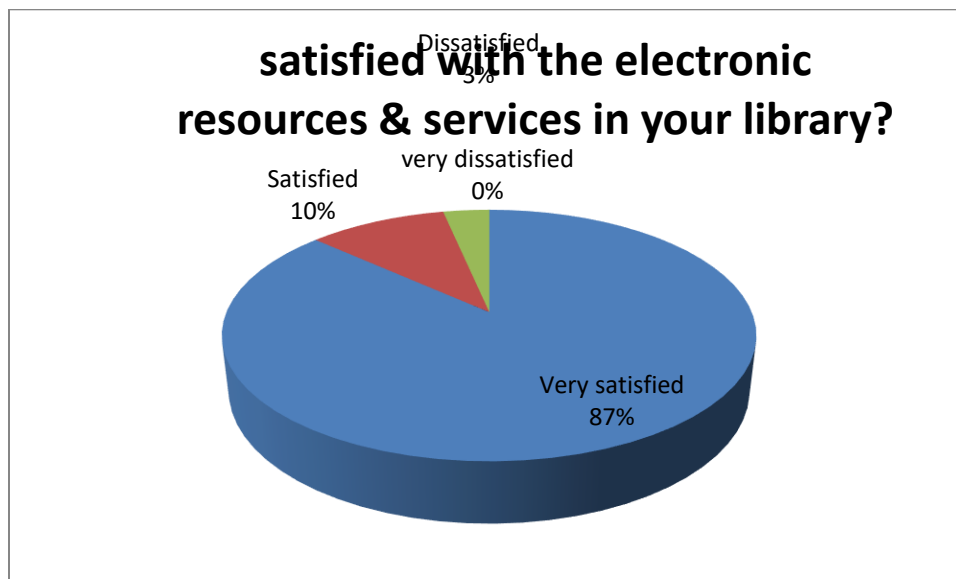
	Guru Ghasidas Vishwavidyalaya	AtalBihari Vajpayee Vishwavidyalaya	Dr. C V Raman Vishwavidyalaya
Very satisfied	24	21	23
Satisfied	6	09	7
Dissatisfied	0	0	0
very dissatisfied	0	0	0



In Guru Ghasidas University, a total of 24 respondents are very much satisfied with the library and 6 respondents are satisfied. Similarly in Atal Bihari Vajpayee University total of 21 respondents are very satisfied with the library and 09 respondents are satisfied. Similarly, in Dr. CV Raman University, 23 respondents are very satisfied with the library and 7 respondents are satisfied.

Table III To what extent are you overall satisfied with the electronic resources & services in your library?

satisfied with the electronic resources & services in your library?	Guru Ghasidas Vishwavidyalaya	AtalBihari Vajpayee Vishwavidyalaya	Dr. C V Raman Vishwavidyalaya
Very satisfied	26	10	20
Satisfied	3	15	8
Dissatisfied	1	5	2
very dissatisfied	0	0	0

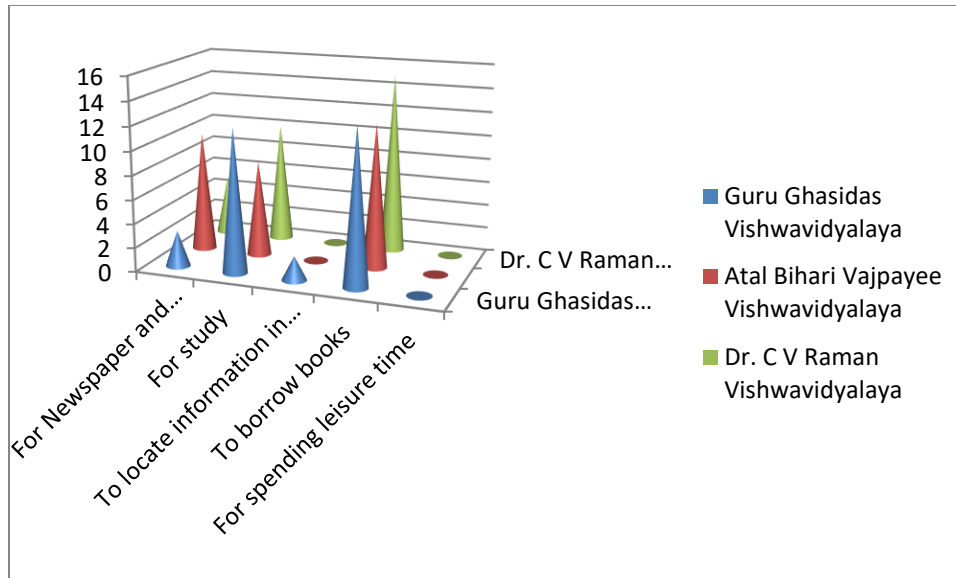


A total of 26 respondents in Guru Ghasidas University are very satisfied, 6 respondents are satisfied and 1 respondent is dissatisfied with the electronic resources and services. Similarly, In AtalBihari Vajpayee total of 10 respondents are very satisfied, 15 respondents are satisfied and 5 respondents are dissatisfied. And, in Dr. C V Raman University, a total of 20 respondents are very satisfied, 8 respondents are satisfied and 2 respondents are dissatisfied.

Table IV Purpose of visiting the library.

	Guru Ghasidas Vishwavidyalaya	AtalBihari Vajpayee Vishwavidyalaya	Dr. C V Raman Vishwavidyalaya
For Newspaper and Magazines Reading	3	10	5
For study	12	8	10
To locate information in books and journals	2	0	0
To borrow books	13	12	15
For spending leisure time	0	0	0

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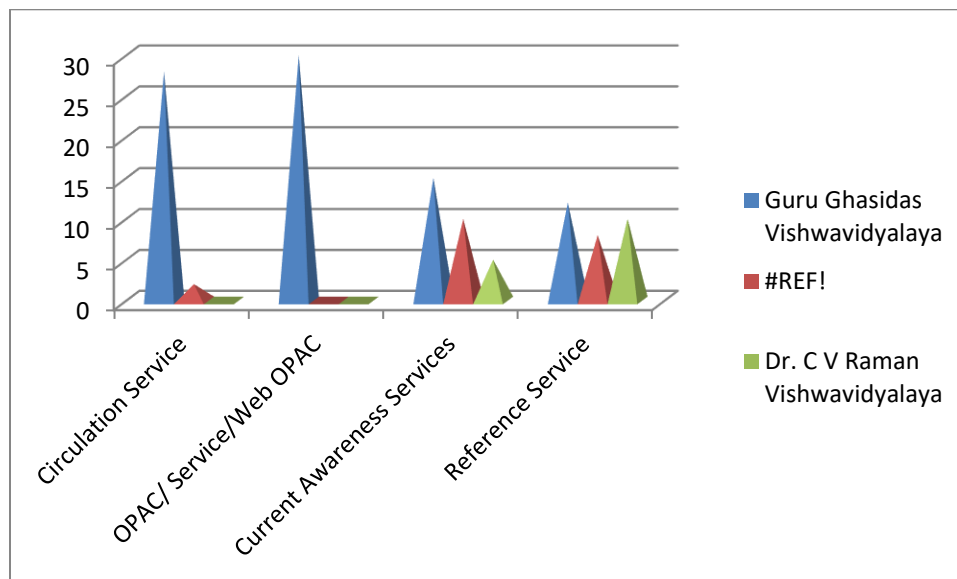


In Guru Ghasidas University, 3 respondents come to the library for reading newspapers and magazines, 12 respondents to study, 2 for consulting books and journal for information, 13 for borrowing books. Similarly, at Atal Bihari Vajpayee University, a total of 10 respondents come to the library to read newspapers and magazines, 8 respondents to study, 12 to borrow books. Similarly, in Dr. CV Raman University, 5 respondents come to the library to read newspapers and magazines, 10 respondents to study, 15 to borrow books.

Table V Frequency of visiting the library

	Guru Ghasidas Vishwavidyalaya	Atal Bihari Vajpayee Vishwavidyalaya	Dr. C V Raman Vishwavidyalaya
Daily	4	0	2
Once in two day	12	5	18
Once a week	13	20	8
Very rarely	1	5	2

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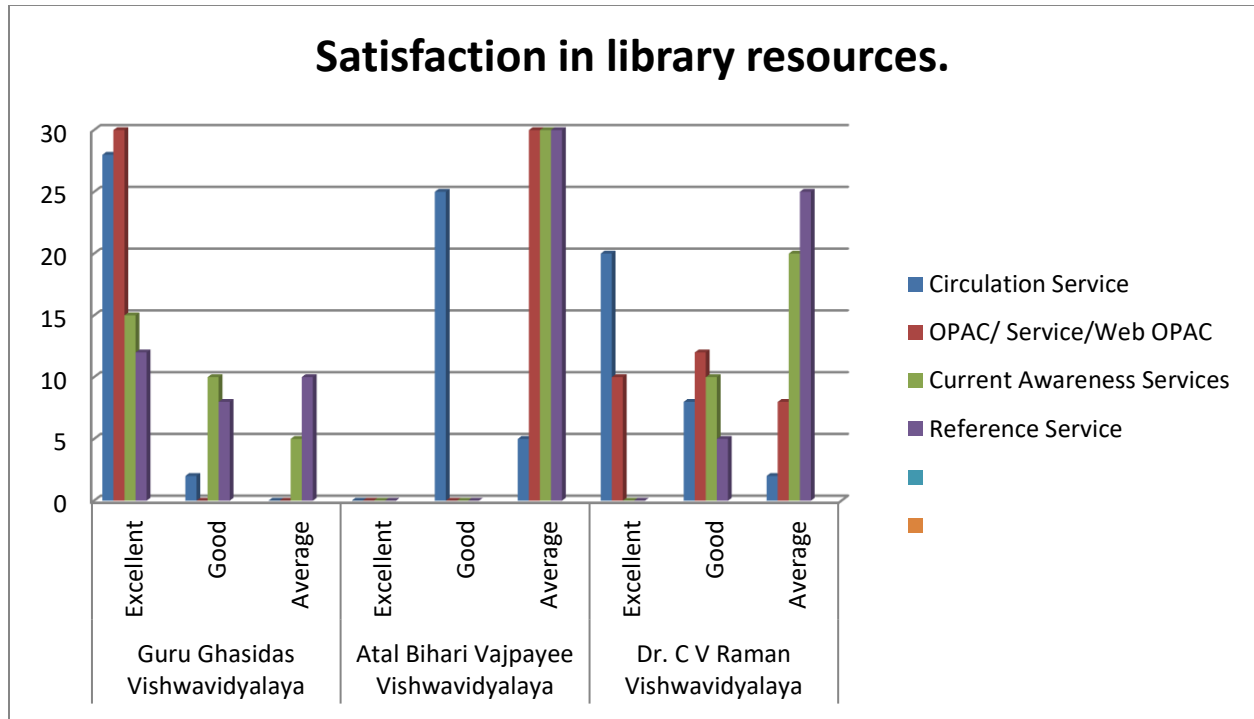


In Guru GhasidasVishwavidyalaya 4 respondents use the library daily, 12 respondents 1 time in 2 days, 13 respondents 1 day in a week, and 1 respondent uses the very little library. SimilarlyAtalBihari Vajpayee University 0 respondents use the library daily, 12 respondents 2 times in 1 day, 13 respondents 1 day in a week and 5 respondents use the very little library. Similarly, in Dr. CV Raman University, 2 respondents use the library daily, 18 respondents once in 2 days, 8 respondents 1 day in a week and 2 respondents use the very little library.

Table VI Satisfaction with library resources.

	Guru GhasidasVishwavidyalaya			AtalBihari Vajpayee Vishwavidyalaya			Dr. C V Raman Vishwavidyalaya		
	Highly satisfied	Satisfied	Not satisfied	Highly satisfied	Satisfied	Not satisfied	Highly satisfied	Satisfied	Not satisfied
General books	1	2	0	2	0	0	1	5	0
Text books	8	7	0	16	4	0	7	7	0
Recommended subject books	1	0	0	0	4	0	0	1	0
Reference books	5	0	0	0	0	0	0	2	0
Supplementary reading materials	1	0	0	0	0	0	0	2	0
Online/Web resources	5	0	0	2	2	0	0	5	0

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In this, it was found that most of the users are satisfied with the textbook in all three universities. After that most of the users are satisfied with online web resources. In this, it was seen that most of the users are not satisfied with the supplementary reading materials.

Table VI Satisfaction in library services

	Guru Ghasidas Vishwavidyalaya			Atal Bihari Vajpayee Vishwavidyalaya			Dr. C V Raman Vishwavidyalaya		
	Excellent	Good	Average	Excellent	Good	Average	Excellent	Good	Average
Circulation Service	28	2	0	0	25	5	20	8	2
OPAC/Service/Web OPAC	30	0	0	0	0	30	10	12	8
Current Awareness Services	15	10	5	0	0	30	0	10	20
Reference Service	12	8	10	0	0	30	0	5	25



All the users of Guru Ghasidas Vishwavidyalaya are highly satisfied with all the services provided by the library there. Atal Bihari Vajpayee Vishwavidyalaya Most of the users are averagely satisfied with all the services provided by the library and Dr. Users of C V Raman Vishwavidyalaya are highly satisfied, some satisfied, and some average satisfied with all the services provided by the library there.

Conclusion:As a result, it was found that the facilities in the libraries of Guru Ghasidas University are more than the other two institutions. And it was seen that due to Atal Bihari Vajpayee University being new, the facilities to its users are a little less and Dr. CV Raman University is providing better facilities to its users. From the observation of the users of these three universities, it came to know that if we can exchange information with all the institutes present here, then all the institutes will be able to satisfy their users more.

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