Usage Pattern of Library Services in Degree College Libraries in Visakhapatnam District: A Survey

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Abstract - **The present study deals with the user's attitude towards the usage of library services in degree college libraries in Visakhapatnam District, Andhra Pradesh. The primary data collected through a questionnaire, distributed 1485 respondents and received only 1100 respondents, the response rate is 74%. The study mainly focuses on usage level of various library services available in sample degree colleges. The results showed that the students prefer to use book borrowing service heavily as compared to other library services. It is followed by reprographic service, reference service, internet services, selective dissemination of information service, and current awareness service at the second, third, fourth, fifth, and sixth ranks, respectively.**
Keywords: **Library Services, Usage pattern, PG Students, Arts Students, Science Students**

I. INTRODUCTION

Any academic library is an integral part of idealistic education. It performs a central function in the educational process in an institution. Library is characterized as an organization that preserves the library materials and makes them available to readers. Library personnel are one of the important ingredients and essential input in an academic library. They hold a pivotal position in the matter of providing library service to the teachers and students and determine the effectiveness of the academic library. Academic libraries are gaining importance day by day. High cost of books higher rate of expenses on education and vast amount of literature coming in the market changed the condition objectives and methods in higher education are a few factors which are making students more and more dependent upon the libraries. Due to knowledge explosion growth in the number of users, diversified nature of users' requirements, escalating cost of documents librarians are facing great difficulties in providing need-based information to the users [1].

Degree College libraries supplement classroom teaching; promote scholarly orientation among students while supporting the faculty in exploiting their research potential. The degree college libraries in India, both located in urban and rural areas have undergone a lot of transformation in recent times. They promote the academic scholarly interests of various user groups by delivering a host of traditional and modern services through a mix of conventional wisdom and technology. Today's Degree college libraries do not limit

Themselves to the delivery of information, but also contribute to the overall development of personality and employability skills among students [2]. However, in view of the changing paradigms of work as well as the dynamic nature of the information needs, periodic evaluation of library facilities and services is highly desirable to ensure their effective functioning. As a time-tested tool, evaluation of the library information delivery processes ensures their sustainability and productivity. The library facilities and services in a typical degree college is best performed, either by applying a user perception-cantered criterion through a survey of faculty and students or, by methods analyzing the circulation records, shelf availability studies, inter library loan statistics, citation studies and other house-keeping services.

The user is the key person in any information system. All the luxuries of information – revolution and problems of information explosion are cantered on the user and his convenience. Understanding the user needs is half the battle won in providing information services [3]. The success of any information system depends considerably on how best the system design is based on a close and accurate understanding of the users. To put it paradoxically, the user is not only the most important aspect, but is also a dynamic component of information system. As such, understanding the user is an important and a continuous activity. Any library, irrespective of its type, should be user oriented. All the services provided by the library intend to benefit users. It is imperative to conduct user studies in order to improve the existing library resources, services and facilities, plan for new services, adjust the allocation of limited financial resources, evaluate the performance of the library, and enhance the user satisfaction [4]. Such studies will help library administration know the satisfaction of users with existing library services and facilities, the type of new services desired, and the amount of financial resources required for their implementation.

II. OBJECTIVES OF THE STUDY

The objectives of the present stud are:

1. The main objective of the study is to observe the usage levels of different library services such as book borrowing service, reference service,

reprographic service, CAS, SDI and Internet services among postgraduate students.

2. To recommend concrete suggestions and recommendations to the concerned authorities to improve the library services based on the inputs collected from postgraduate students.

III. HYPOTHESIS

The following hypothesis was formulated for testing:

1. There will not be any significant difference in the usage levels between users of Government and Aided colleges; undergraduate and postgraduate students; and Arts and Science students about various library services.

IV. RESEARCH METHODOLOGY

The study examines the information usage pattern among users in Degree college libraries in Visakhapatnam district of Andhra Pradesh. There are three categories of Degree College's viz., Government, Aided and Un-aided colleges in Visakhapatnam. The researcher has selected Government and Aided Colleges in first instance. Out of the 12 Government and 8 aided Degree colleges in Visakhapatnam, the researcher has selected 3 government colleges and 3 aided colleges that offer both undergraduate and postgraduate programmes in the second instance.

At present, there are 8123 (7427 UG students + 696 PG students) users in the above selected degree colleges. Since the population is too large, a sample of 1485 (20% of the total population) UG students and 278 (40% of the total population) PG students has been drawn from the total population by simple random method. However, the investigator received responses from 892 (60% of the sample) UG students and 208 (75% of the sample) PG students only.

V. DATA ANALYSIS

After collecting the data from the users of degree colleges, the data is checked and analyzed as per the objectives and hypotheses stated earlier. Firstly, the data is recorded on data sheets and then fed manually into the computer. Then, the data is tested with various statistical tools (Descriptive statistics and Chi-square test) by using the SPSS. If the observed frequency is less than five in any cell of a row, then that row is merged with its adjacent row while calculating the chi-square value. However, some of the calculations are done with the help of a calculator. The data has been presented in the form of tables in the following paragraphs.

VI. USAGE OF LIBRARY SERVICES

To know the overall users usage level and ranking of degree colleges in terms of their user's usage level of various library information services, namely book borrowing service, reference service, reprographic service, CAS, SDI and Internet services were discussed in the following paragraphs.

The weightages of 4, 3, 2, 1, and 0 are assigned to the responses of always, often, sometimes, rarely and never used, respectively. Total weight ages and mean weight ages are calculated for each college. Rank has been given for each college on the basis its mean weightage of their user's responses.

A. Book Borrowing Service

The allocation of users according to the usage level of book borrowing service is shown in Table 1.

TABLE I USAGE LEVEL OF BOOK BORROWING SERVICE

Level of usage	Category		Programme		Discipline		Total
	Govt.	Aided	UG	PG	Arts	Science	
Always	177(33.52)	197(34.44)	299(33.52)	75(36.06)	142(30.67)	232(36.42)	374(34.00)
Oftenly	153(28.98)	147(25.70)	253(28.36)	47(22.590	149(32.18)	151(23.71)	300(27.27)
Sometimes	70(13.26)	80(13.98)	125(14.02)	25(12.02)	51(11.01)	99(15.54)	150(13.64)
Rarely	26(4.92)	47(8.22)	62(6.95)	11(5.29)	21(4.54)	52(8.16)	73(6.64)
Never	102(19.32)	101(17.66)	153(17.15)	50(24.04)	100(21.60)	103(16.17)	203(18.45)
TOTAL	528 (100.00)	572 (100.00)	892 (100.00)	208 (100.00)	463 (100.00)	637 (100.00)	1100 (100.00)

Table 1 shows that most of the users (34.00%) always used book borrowing service, 27.27 percent used often, 18.45 percent never used, 13.64 percent used sometimes, and the remaining 6.64 percent used rarely.

B. Ranking of Colleges vs. Usage Level of Book Borrowing Service

The ranking of colleges in terms of their user's usage level of book borrowing service is shown in Table2.

TABLE II RANKING OF COLLEGES IN TERMS OF THEIR USERS USAGE LEVEL OF BOOK BORROWING SERVICE

Sl.No.	Name of the College	Total Weightage	Mean Weightage	Rank
1	GDCN	172	2.65	1
2	VWGDC	385	2.60	2
3	AVNC	445	2.54	3
4	STJCW	622	2.50	4
5	AMALC	369	2.49	5
6	Dr.VSKGDC	776	2.46	6

As shown in the Table 2 that the users of GDCN are highly used the book borrowing service compared to other degree college library users and they got first rank, respectively. It is followed by the library users of VWGDC, AVAC,
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STJCW, AMALC and Dr.VSKGDC (in that order). These colleges have got second, third, fourth, fifth and sixth ranks respectively

C. Reference Service

The allocation of users according to the usage level of reference service is shown in table 3.

TABLE III USAGE LEVEL OF REFERENCE SERVICE

Level of usage	Category		Programme		Discipline		Total
	Govt.	Aided	UG	PG	Arts	Science	
Always	62(11.74)	59(10.31)	88(9.87)	33(15.86)	43(9.29)	78(12.25)	121(11.00)
Oftenly	82(15.53)	103(18.01)	111(12.44)	74(35.58)	63(13.61)	122(19.15)	185(16.82)
Sometimes	119(22.54)	146(25.52)	223(25.00)	42(20.19)	93(20.09)	172(27.00)	265(24.09)
Rarely	146(27.65)	138(24.13)	259(29.04)	25(12.02)	138(29.80)	146(22.92)	284(25.82)
Never	119(22.54)	126(22.03)	211(23.65)	34(16.35)	126(27.21)	119 (18.68)	245(22.27)
TOTAL	528 (100.00)	572 (100.00)	892 (100.00)	208 (100.00)	463 (100.00)	637 (100.00)	1100 (100.00)

Table 3 shows that most of the users (25.82%) rarely used reference service, 24.09 percent used Sometimes, 22.27 percent used never, 16.82 percent used often, and the remaining 11.00 percent used always.

D. Ranking of Colleges vs. Usage Level of Reference Service

The ranking of colleges in terms of their user's usage level of reference service is shown in Table 4.

As shown in the Table 4 that the users of STJCW are highly used the college reference service compared to other degree college library users and they got first rank respectively.

It is followed by the library users of Dr.VSKGDC, AMALC, GDCN, AVNC, and VWGDC (in that order). These colleges have got second, third, fourth, fifth and sixth ranks, respectively.

TABLE IV RANKING OF COLLEGES IN TERMS OF THEIR USERS USAGE LEVEL OF REFERENCE SERVICE

Sl.No.	Name of the College	Total Weightage	Mean Weightage	Rank
1	STJCW	466	1.87	1
2	Dr.VSKGDC	563	1.79	2
3	AMALC	250	1.69	3
4	GDCN	101	1.55	4
5	AVNC	259	1.48	5
6	VWGDC	214	1.45	6

E. Reprographic Service

The allocation of users according to the usage level of reprographic service is shown in Table 5.

TABLE V USAGE LEVEL OF REPROGRAPHIC SERVICE

Level of usage	Category		Programme		Discipline		Total
	Govt.	Aided	UG	PG	Arts	Science	
Always	50(15.87)	36(8.49)	74(12.37)	12(8.51)	45(15.62)	41(9.09)	86(11.64)
Oftenly	52(16.51)	114(26.89)	129(21.57)	37(26.24)	66(22.92)	100 (22.17)	166(22.46)
Sometimes	81(25.71)	132(31.13)	174(29.10)	39(27.66)	80(27.78)	133(29.49)	213(28.82)
Rarely	56(17.78)	50(11.79)	81(13.55)	25(17.73)	41(14.24)	65(14.41)	106(14.34)
Never	76(24.13)	92(21.70)	140(23.41)	28(19.86)	56(19.44)	112(24.84)	168(22.73)
TOTAL	315 (100.00)	424 (100.00)	598 (100.00)	141 (100.00)	288 (100.00)	451 (100.00)	739 (100.00)

Table 5 shows that most of the users (28.82%) sometimes used reprographic service, 22.73 percent never used, 22.46percent used often, 14.34 percent used rarely, and the remaining 11.64 percent used always.

F. Ranking of Colleges vs. Usage level of Reprographic Service

The ranking of colleges in terms of their user's usage level of reprographic service is shown in Table 6.

TABLE VI RANKING OF COLLEGES IN TERMS OF THEIR USERS USAGE LEVEL OF REPROGRAPHIC SERVICE

Sl.No.	Name of the College	Total Weightage	Mean Weightage	Rank
1	AVNC	359	2.05	1
2	Dr.VSKGDC	574	1.82	2
3	STJCW	441	1.77	3

As shown in the Table 6 that the users of AVNC are highly used the reprographic service compared to other degree college library users and they got first rank, respectively. It is followed by the library users of Dr.VSKGDC, and STJCW (in that order). The colleges have got second, and third rank respectively. The VWGDC, GDCN and AMALC College libraries are not providing the reprographic services to their library users.

G. Current Awareness Service

The allocation of users according to the usage level of current awareness service is shown in Table 7.

TABLE VII USAGE LEVEL OF CURRENT AWARENESS SERVICE

Level of usage	Category		Programme		Discipline		Total
	Govt.	Aided	UG	PG	Arts	Science	
Always	26(4.92)	36(6.29)	43(4.82)	19(9.13)	25(5.40)	37(5.81)	62(5.64)
Oftenly	67(12.69)	72(12.59)	88(9.87)	51(24.52)	57(12.30)	82(12.87)	139(12.64)
Sometimes	121(22.92)	172(30.07)	220(24.66)	73 (35.10)	107(23.11)	186(29.20)	293(26.64)
Rarely	180(34.09)	109(19.06)	259 (29.04)	30(14.42)	130(28.08)	159(24.96)	289(26.27)
Never	134(25.38)	183(31.99)	282(31.61)	35(16.83)	144(31.10)	173(27.16)	317(28.82)
TOTAL	528(100.00)	572(100.00)	892(100.00)	208(100.00)	463(100.00)	637(100.00)	1100(100.00)

Table 7 shows that most of the users (28.82%) never used current awareness service, 26.64 percent used sometimes, 26.27 percent used rarely, 12.64 percent used often, and the remaining 5.64 percent used always.

H. Ranking of Colleges Vs Usage level of current awareness service

The ranking of colleges in terms of their user's usage level of current awareness service is shown in Table 8.

TABLE VIII RANKING OF COLLEGES IN TERMS OF THEIR USERS USAGE LEVEL OF CURRENT AWARENESS SERVICE

Sl.No.	Name of the College	Total Weightage	Mean Weightage	Rank
1	GDCN	98	1.51	1
2	AMALC	216	1.46	2
3	STJCW	355	1.43	3
4	Dr.VSKGDC	438	1.39	4
5	AVNC	242	1.38	5
6	VWGDC	191	1.29	6

As shown in the Table 8 that the users of GDCN are highly used the current awareness service compared to other degree college library users and they got first rank, respectively. It is followed by the library users of AMALC, STJCW, Dr.VSKGDC, AVNC and VWGDC (in that order). These colleges have got second, third, fourth, fifth and sixth ranks respectively.

I. SDI Service

The allocation of users according to the usage level of SDI Service is shown in Table9.

TABLE IX USAGE LEVEL OF SDI SERVICE

Level of usage	Category		Programme		Discipline		Total
	Govt.	Aided	UG	PG	Arts	Science	
Always	32(6.91)	40(9.43)	57(7.80)	15(9.62)	24 (6.54)	48(9.23)	72(8.12)
Oftenly	71(15.34)	75(17.69)	114(15.59)	32(20.51)	46(12.53)	100(19.23)	146(16.46)
Sometimes	106 (22.89)	80(18.87)	152(20.79)	34(21.79)	82(22.34)	104(20.00)	186(20.97)
Rarely	111(23.97)	97(22.88)	179(24.49)	29(18.59)	92(25.07)	116(22.31)	208(23.45)
Never	143(30.89)	132(31.13)	229(31.33)	46(29.49)	123(33.52)	152 (29.23)	275(31.00)
TOTAL	463(100.00)	424(100.00)	731(100.00)	156(100.00)	367(100.00)	520 (100.00)	887(100.00)

Table 9 shows that most of the users (31.005%) never used SDI Service, 23.45 percent used rarely, 20.97 percent used sometimes, and 16.46 percent used often, and the remaining 8.12 percent used always.

J. Ranking of Colleges Vs Usage level of SDI Service

The ranking of colleges in terms of their user's usage level of SDI Service is shown in Table 10.

TABLE X RANKING OF COLLEGES IN TERMS OF THEIR USERS USAGE LEVEL OF SDI SERVICE

Sl.No.	Name of the College	Total Weightage	Mean Weightage	Rank
1	STJCW	398	1.60	1
2	Dr.VSKGDC	453	1.44	2
3	VWGDC	211	1.43	3
4	AVNC	244	1.39	4

As shown in the Table 10that the users of STJCW are highly used the reprographic service compared to other degree college library users and they got first rank respectively. It is followed by the library users of Dr.VSKGDC, VWGDC and AVNC (in that order). The colleges have got second, third, and fourth rank respectively. The GDCN and AMALC College libraries are not providing the SDI Service to their library users.

K. Internet Services

The allocation of users according to the usage level of internet services is shown in Table 11.

Table 11 shows that most of the users (35.45%) never used internet services, 27.00 percent used often, 19.27 percent used sometimes, 9.36 percent used rarely, and the remaining 8.91 percent used always.

TABLE XI USAGE LEVEL OF INTERNET SERVICES

Level of usage	Category		Programme		Discipline		Total
	Govt.	Aided	UG	PG	Arts	Science	
Always	51(9.66)	47(8.22)	83(9.31)	15(7.21)	43(9.29)	55(8.63)	98(8.91)
Oftenly	134(25.38)	163(28.50)	262 (29.37)	35(16.83)	127(27.43)	170(26.69)	297(27.00)
Sometimes	97(18.37)	115(20.10)	150 (16.82)	62(29.81)	89(19.22)	123(19.31)	212 (19.27)
Rarely	42(7.95)	61(10.66)	87(9.75)	16(7.69)	42(9.07)	61(9.58)	103(9.36)
Never	204(38.64)	186(32.52)	310(34.75)	80(38.46)	162(34.99)	228(35.79)	390(35.45)
TOTAL	528(100.00)	572(100.00)	892(100.00)	208(100.00)	463(100.00)	637(100.00)	1100(100.00)

L. Ranking of Colleges Vs Usage level of internet services

The ranking of colleges in terms of their user's usage level of internet services Table 12.

As shown in the Table12, that the users of VWGDC are highly used the college website information compared to other degree college library users and they got first rank, respectively. It is followed by the library users of AVAC, STJCW, GDCN, VWGDC and Dr.VSKGDC (in that order). These colleges have got second, third, fourth, fifth and sixth ranks, respectively.

TABLE XII RANKING OF COLLEGES IN TERMS OF THEIR USERS USAGE LEVEL OF INTERNET SERVICES

Sl.No.	Name of the College	Total Weightage	Mean Weightage	Rank
1	VWGDC	269	1.82	1
2	AVNC	308	1.76	2
3	STJCW	435	1.75	3
4	GDCN	109	1.68	4
5	AMALC	225	1.52	5
6	Dr.VSKGDC	464	1.47	6

M. Overall Usage level of Library Services

In order to know the overall usage of various library services by the users of the selected degree college libraries, responses of always, often, sometimes, rarely and never used are assigned the weight ages of 4, 3, 2,1, and 0 respectively. The total weightage and mean weightage is calculated for each print resource. Each service has been ranked based on its mean weightage.

Table13 shows the ranks obtained by different library services for the usage level registered by the users, along with an illustration as in Figure 1.

It is clear from Table 13 as well as Figure 1 that the students preferred to use book borrowing service heavily as compared to other library services. It is followed by reprographic service, reference service, internet services, selective dissemination of information service, and current awareness service at the second, third, fourth, fifth, and sixth ranks, respectively.

TABLE XIII OVERALL USAGE LEVEL OF LIBRARY SERVICES

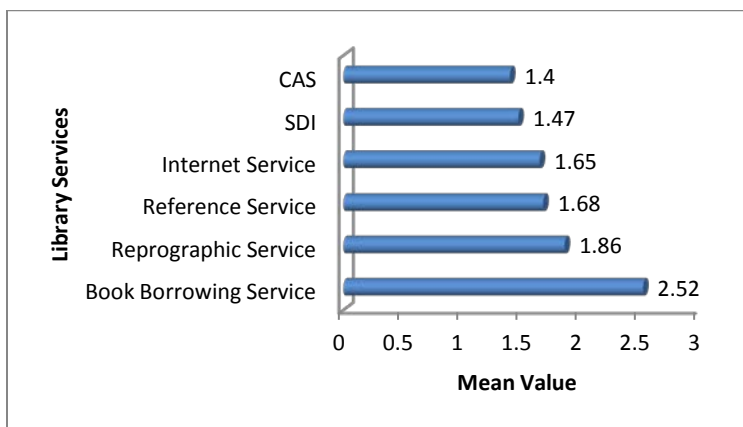| Sl.No.	Library Services	Weightage Value	Mean Value	Rank
1	Book Borrowing Service	2769	2.52	1
2	Reprographic Service	1374	1.86	2
3	Reference Service	1853	1.68	3
4	Internet Service	1810	1.65	4
5	SDI	1306	1.47	5
6	CAS	1540	1.40	6

Fig.1 Overall Usage Level of Library Services

VII. TESTING OF HYPOTHESES

The χ^2 test applied to determine whether there is a significant difference between the users of government colleges and aided colleges; undergraduate students and postgraduate students; and arts and science students in the level of usage of various library services. The results of the data are displayed in Table 14.

TABLE XIV-X² TEST VS USAGE LEVEL OF LIBRARY SERVICES

Library Services	Relationship	χ² Value	TV	DF	LF	NR
Book Borrowing Service	Govt. - Aided	6.1521	9.488	4	0.05	NS
	UG - PG	7.9043	9.488	4	0.05	NS
	Arts Science	23.2991	9.488	4	0.05	Sig.
Reference Service	Govt. -Aided	3.8807	9.488	4	0.05	NS
	UG - PG	83.769	9.488	4	0.05	Sig.
	Arts Science	26.0445	9.488	4	0.05	Sig.
Reprographic Service	Govt. -Aided	23.9554	9.488	4	0.05	Sig.
	UG - PG	4.6801	9.488	4	0.05	NS
	Arts Science	8.9196	9.488	4	0.05	NS
Current Awareness Service	Govt. -Aided	33.9813	9.488	4	0.05	Sig.
	UG - PG	67.6305	9.488	4	0.05	Sig.
	Arts Science	6.3168	9.488	4	0.05	NS
SDI Service	Govt. -Aided	4.3088	9.488	4	0.05	NS
	UG - PG	4.5209	9.488	4	0.05	NS
	Arts Science	10.318	9.488	4	0.05	Sig.
Internet Services	Govt. -Aided	7.1102	9.488	4	0.05	NS
	UG - PG	26.8519	9.488	4	0.05	Sig.
	Arts Science	0.3059	9.488	4	0.05	NS

TV: Table Value; DF: Degrees of Freedom; LF: Level of Significance; NR: Nature of Relationship; UG: Undergraduate; PG: Postgraduate; Govt. Government; Sig. Significance

It is evident from Table14 that there is no significant difference in the usage level of various library services such as book borrowing service, reference service, selective dissemination of information service, and internet services between the users of government and aided colleges. It is proved by the χ^2 value, which is not significant at 0.05 levels with four degrees of freedom. However, there is a significant difference in the level of usage of reprographic service and current awareness service between the users of government and aided colleges. This means that the government college users used reprographic service better than the users of aided colleges and aided college users used current awareness service better than the users of government colleges. It is also evident from this table that there is a significant difference in the usage level of various

library services such as reference service, current awareness service and internet services between the undergraduate and postgraduate students. It is proved by the χ^2 value, which is significant at 0.05 level with four degrees of freedom. This means that a greater number of postgraduate students are regularly used the reference service and current awareness service compared to undergraduate students, while Undergraduate students more used the internet service compared to postgraduate students. However, there is no significant difference in the regularly use of book borrowing service, reprographic service, and selective dissemination of information service between the undergraduate and postgraduate students. It is also evident from Table 14 that there is a significant difference in the usage level of various library services such as book borrowing service, reference

service and selective dissemination of information service between the arts and science students. It is proved by the χ^2 value, which is significant at 0.05 level with four degrees of freedom. This means that a greater number of science students are regularly used the above services compared to arts students. However, there is no significant difference in the regularly use of reprographic service, current awareness service and internet services between the arts and science students.

VIII. CONCLUSION AND SUGGESTION

From this study, it is found that most of the students prefer to use book borrowing service heavily when compared to other library services. The government college users prefer to use reprographic service better than the users of aided colleges, while aided college users prefer to use current awareness service better than the users of government colleges. Postgraduate students are regularly used the reference service and current awareness service compared to undergraduate students, while undergraduate students more used the internet service compared to postgraduate students. Science students are seen using more number about book borrowing service, reference service and selective dissemination of information service when compared to arts students. There is no significant difference in the level of usage of book borrowing service, SDI service and Internet services among the users of government colleges and aided colleges; undergraduate and postgraduate and arts and science, while reprographic service no differences are found among the undergraduate and postgraduate and arts and science students. In fact, there is no significant difference is noticed in the usage level of reference service between the users of government and aided colleges, while internet services no difference is found between the arts and science students. Hence, the survey does not reveal the user's rationale or reasoning for not supporting certain available library services. In view of the above, based on presumptive assessment, it could be caused by their own self-sufficiency, adequate personal capacities or, even not being aware of the above facilities. Indeed, this scenario calls for special efforts by the librarians to analyze non-utilization services in a genuine manner.

IX. ABBREVIATIONS

AMALC   : Anakapalli Merchant's Association Lingamurthy College
AVNC   : Ankitham Venkata Narasingarao College
Dr.VSKGDC : Dr. Vasireddy Sri Krishna Government Degree College
GDCN   : Government Degree College, Narsipatnam
STJCW   : St. Josheph's College for Women
VWGDC   : Visakha Women Government Degree College
Govt.   : Government
PG   : Postgraduate
UG   :Undergraduate

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