

# Users Perspectives on Library Resources at the Colleges of Jammu, Kashmir & Ladakh Division

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## Abstract

*The present paper delves into the perspectives of library users across various college divisions, including Jammu, Kashmir, and Ladakh. The study employs a survey approach, with a carefully designed questionnaire distributed among users to gather essential data. A significant response rate was achieved, with approximately 572 completed questionnaires returned. This study examines college students' perceptions in these divisions, focusing on their use of the library for browsing both print and electronic collections as per their academic and personal needs. The analysis of the responses offers valuable insights into the satisfaction levels of users regarding library resources, collections, and services. These insights are crucial for institutional authorities to take appropriate actions aimed at enhancing library services. Moreover, the study provides a foundation for formulating recommendations on establishing, implementing, and optimizing the available resources, particularly in scenarios where these resources are shared across institutions. This comprehensive analysis not only benefits individual institutions but also contributes to the overall improvement of library services in the region.*

**Keywords:** Libraries, Users, Resources, Collection, Services, Satisfaction

## INTRODUCTION

Information and communication technology, or ICT, has revolutionized society and increased productivity and efficiency on both a qualitative and quantitative level. Academic libraries followed suit and developed into virtual learning environments in addition to the conventionally understood physical learning environments. The services and management of academic libraries have undergone a significant transformation since the invention of computers [1]. Even so, technical education is crucial in developing skilled technical labor for societal and economic advancement. Furthermore, the importance of technical education is growing worldwide due to the speed at which science and technology are developing. results from ongoing research in all fields, leading to innovations in a variety of disciplines. In this regard, libraries have shown to be extremely valuable informational resources for educational institutions across the country [2]. Furthermore to this, [3] noted that the IT (information

technology) infrastructure of traditional print media libraries has undergone a significant change over time, and knowledge-based labor influenced by IT has begun to accumulate in the libraries of higher education institutions in J&K (Jammu and Kashmir). But first, there is still a great deal of work to be done in the areas of new media and manpower development in IT (connected to libraries). reaching the level of IT orientation in order to think creatively and make the greatest use of the resources at hand [4]. Without a doubt, library resources are information sources (books, journals, newspapers, encyclopedias, etc. were the main types of resources used in the past However, the advent of the internet made digital knowledge sources current. These

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digital knowledge sources include, but are not limited to, blogs, YouTube videos, online encyclopedias like Wikipedia, online journals and libraries, and more. Even movie stills, especially those from the past, have a significant role in contemporary analysis and are therefore classified as "Library Resources." The internet offers a wealth of information in addition to a plethora of information services (such as electronic document delivery, database access, indexing and abstracting, table of contents pages, referral services, listing searches, and so forth).

has made it possible for people worldwide to access information [5]. Furthermore, the spread of the infectious novel coronavirus (nCov) has recently had the deadliest and most dangerous effects on the entire planet. Because the COVID-19 outbreak prevented students from participating in in-person classes or face-to-face interactions with teachers, educators, and other stakeholders suffered a loss. Under these conditions, the utilization of Information and Communications Technology (ICT) tools, Online learning, and Electronic learning (E-learning) proved beneficial. It aided students in sharing knowledge, facilitating online learning, creating discussion boards, and taking online tests. "National Repository of Open Educational Resources (NROER), Diksha, Swayam Prabha Channel, Shiksha Van, E-Pathshala, and the Department of School Education and Literacy, Ministry of Human Resources Development (MHRD)" are among the initiatives leading this admirable fight. It is important to note that different initiatives in online education are adapted to the needs of the user [6]. Moreover, research by [7] revealed that 33.17% of respondents, or the majority, used the OPAC search to locate documents in the library. Since online resources often contain the most recent and targeted information, 31.01% of the respondents said they used them to find the necessary information. The study's findings indicate that the majority of respondents need an orientation or training session before using library resources. The main foundation of a library is based on the caliber and reliability of the materials, services, and other programs and amenities it offers. These are the library mechanism's primary and most important requirements. The functioning of the system and the relationship that has been formed between the users and the library may be hampered by any delays or setbacks that occur when offering these services. So, these facilities should be provided efficiently for the sake of user satisfaction and the smooth functioning of the library. Therefore, it can be concluded that for the library's services, resources, and other amenities to be fully utilized, it is imperative that these resources be made available to users in their domain. Only then will users be able to satisfy their information needs by utilizing all of these resources.

### **Objectives**

The main purpose of the study is to find out the Satisfaction with library Resources & Services among the users at the selected colleges in Jammu, Kashmir and Ladakh. As a result, that helps us to determine the utilisation of these library resources & services.

### **METHODOLOGY**

The current study focuses on how students in Kashmir, Jammu, and Ladakh's educational institutions (colleges) use library resources. The questionnaire based survey conducted at the selected colleges (library), 625 questionnaire samples were distributed randomly between the UG students of varied College Campuses, of Kashmir, Jammu and Ladakh [9]. 572 valid and completed questionnaires from respondents are received out of which. The responses received were converted into a tabular form, under three major categories of institutions i.e., colleges of Kashmir (*C.O.K*), colleges of Jammu [10] (*C.O.J*), colleges of Ladakh (*C.O.L*). The data is further analysed using SPSS software.

### **Scope of the Study**

The present study is confined to the selective Degree colleges (*Government recognized*) of Jammu, Kashmir and Ladakh.

### **Data Analysis and Interpretation**

#### ***Satisfied with the Library Facilities: Division wise***

To evaluate the satisfaction with library facilities among respondents within the selected colleges of three provinces (Jammu, Kashmir, Ladakh), collected data is illustrated in Table 1.

**Table 1.** Satisfied with the library Facilities: Division wise (N=572).

| Facilities                   | Colleges Libraries |              |              | Average mean (AX)±SD | Kruskal Wallis      |    |        |
|------------------------------|--------------------|--------------|--------------|----------------------|---------------------|----|--------|
|                              | C. O. K            | C.O. J       | C.O. L       |                      | H (X <sup>2</sup> ) | df | p-val. |
|                              | X̄ ± SD            | X̄ ± SD      | X̄ ± SD      |                      |                     |    |        |
| Location                     | 2.93 ± 1.107       | 2.88 ± .179  | 2.60 ± 1.177 | 2.80 ± 1.154         | 7.876               | 2  | < 0.01 |
| Arrangement of books         | 2.83 ± 1.116       | 2.82 ± 1.131 | 2.59 ± 1.060 | 2.74 ± 1.102         | 4.407               | 2  | > 0.01 |
| Furniture                    | 2.72 ± 1.095       | 2.67 ± 1.158 | 2.26 ± 1.098 | 2.55 ± 1.117         | 14.016              | 2  | < 0.01 |
| Lighting                     | 2.75 ± 1.118       | 2.69 ± 1.246 | 2.27 ± 1.100 | 2.55 ± 1.154         | 14.716              | 2  | < 0.01 |
| Helpfulness of library staff | 2.71 ± 1.111       | 2.41 ± 1.174 | 2.22 ± 1.118 | 2.44 ± 1.134         | 37.630              | 2  | < 0.01 |
| Reading room                 | 2.75 ± 1.157       | 2.72 ± 1.157 | 2.46 ± 1.032 | 2.64 ± 1.115         | 6.205               | 2  | < 0.01 |
| Cleanliness                  | 2.64 ± 1.114       | 2.42 ± 1.196 | 2.04 ± 1.138 | 2.36 ± 1.149         | 36.039              | 2  | < 0.01 |
| ICT infrastructure           | 2.53 ± .030        | 2.34 ± 1.131 | 2.22 ± 1.025 | 2.36 ± 1.062         | 21.130              | 2  | < 0.01 |

X̄ = Mean; SD = Standard Deviation

From Table 4.52 it is evident that respondents (AX̄ =2.80) from Jammu= 2.88, Kashmir = 2.93, Ladakh= .60 are highly satisfied with *location of libraries*, followed by participants (AX̄ =2.74) in Jammu= 2.82, Kashmir = 2.83, Ladakh = 2.59, who choose *arrangement of books*. Further, a good number of respondents (AX̄ =2.64) in Jammu= 2.72, Kashmir = 2.75, Ladakh = 2.46 indicate *reading facilities* among the satisfied feature of the library. While as, library *cleanliness* seen as the least satisfactory facility among respondents (AX̄ =2.36) in Jammu= 2.42, Kashmir = 2.64, Ladakh= 2.04. On the other side, similar situation is observed for *ICT infrastructure* (AX̄ =.2.36) among participants in Jammu= 2.34, Kashmir = 2.53, Ladakh = 2.22. Although, it is revealed from the Kruskal Wallis Test H(χ<sup>2</sup>) that satisfaction of users is significantly associated with region-wide distribution, as p < 0.05. Except for arrangement of books where p > 0.01.

#### **Satisfied with the Collection of the Library: Division wise**

Satisfaction with respect to library collection among users, requires to be accessed after regular intervals, within the selected colleges of three provinces (Jammu, Kashmir, Ladakh) under the scope of present study. Therefore, attempts regarding the specified purpose undertaken in this sub-section and collected data is demonstrated in Table 2

**Table 2.** Satisfied with the Collection of the Library: Division wise (N=572).

| Collection       | C.O. K       | C.O. J       | C.O. L       | Average mean (AX)±SD | Kruskal's test      |    |        |
|------------------|--------------|--------------|--------------|----------------------|---------------------|----|--------|
|                  | X̄ ± SD      | X̄ ± SD      | X̄ ± SD      |                      | H (X <sup>2</sup> ) | df | p-val. |
| Books            | 2.85 ± 1.066 | 2.89 ± 1.149 | 2.49 ± 1.084 | 2.74 ± 1.099         | 12.395              | 2  | < 0.01 |
| Periodicals      | 2.72 ± 1.015 | 2.77 ± 1.099 | 2.46 ± 1.063 | 2.65 ± 1.059         | 7.841               | 2  | < 0.01 |
| Newspapers       | 2.86 ± 1.071 | 2.70 ± 1.248 | 2.42 ± 1.170 | 2.66 ± 1.163         | 15.863              | 2  | < 0.01 |
| Magazines        | 2.75 ± 1.032 | 2.55 ± 1.178 | 2.52 ± 1.053 | 2.60 ± 1.087         | 17.640              | 2  | < 0.01 |
| Encyclopedia     | 2.58 ± .994  | 2.67 ± 1.141 | 2.41 ± .985  | 2.55 ± 1.04          | 4.507               | 2  | < 0.01 |
| Dictionaries     | 2.85 ± 1.082 | 3.04 ± .151  | 2.80 ± 1.008 | 2.89 ± .747          | 14.872              | 2  | < 0.01 |
| Directories      | 2.67 ± .985  | 2.57 ± 1.073 | 2.57 ± .998  | 2.60 ± 1.018         | 5.660               | 2  | < 0.01 |
| Biographies      | 2.77 ± .851  | 2.57 ± 1.066 | 2.28 ± 1.083 | 2.54 ± 1             | 38.093              | 2  | < 0.01 |
| Maps and atlases | 2.79 ± .879  | 2.71 ± 1.129 | 2.68 ± 1.109 | 2.72 ± 1.039         | 3.407               | 2  | > 0.05 |

X̄ = Mean; SD = Standard Deviation

It is apparent from Table 2, that the *dictionaries* (average mean = 2.89) are rated largely from all the regions (Jammu= 3.04, Kashmir = 2.85, Ladakh= 2.80), followed by *books* (AX̄ = 2.74) from the stated regions (Jammu= 2.89, Kashmir = 2.85, Ladakh= 2.49). Then *maps* (AX̄ =2.72) displayed in varied provinces (Jammu= 2.71, Kashmir = 2.79, Ladakh= 2.68) emerge as the prominent forms of collection with which they (participants) express their main satisfaction. While as, *biographies* are appraised at

lowest rate as the satisfied forms of collection with estimated score ( $\bar{A}X = 2.54$ ). As depicted from the collected data (Jammu= 2.57, Kashmir = 2.77, Ladakh= 2.28).

Although it has been noticed from numerical calculation that collection is strongly linked with region-wide dispersal of respondents as noticeable from the significance value  $p < 0.01$ . While as for maps  $p$ -value is found greater than 0.05 indicating there occurs no significant connection among them.

### Satisfied with the Library Services: Division wise

Tracing out satisfaction level of library users with respect to available services is an important task to encompass. Therefore, response of participants is displayed in the Table 3.

**Table 3.** Satisfied with the library Services: Division wise (N=572).

| Information Services | Colleges         |                  |                  | Average mean ( $\bar{A}X$ ) $\pm$ SD | Kruskal Wallis |    |        |
|----------------------|------------------|------------------|------------------|--------------------------------------|----------------|----|--------|
|                      | C.O. K           | C.O. J           | C.O. L           |                                      | $H(X^2)$       | df | p-val. |
|                      | $\bar{X} \pm SD$ | $\bar{X} \pm SD$ | $\bar{X} \pm SD$ |                                      |                |    |        |
| Circulation          | 2.72 $\pm$ 1.036 | 2.73 $\pm$ 1.182 | 2.64 $\pm$ 1.023 | 2.69 $\pm$ 1.080                     | 1.604          | 2  | > 0.05 |
| Cataloguing          | 2.69 $\pm$ .972  | 2.55 $\pm$ .963  | 2.62 $\pm$ .912  | 2.62 $\pm$ .949                      | 8.737          | 2  | < 0.01 |
| Reference service    | 2.90 $\pm$ .991  | 2.69 $\pm$ 1.176 | 2.51 $\pm$ 1.172 | 2.7 $\pm$ 1.113                      | 22.025         | 2  | < 0.01 |
| Internet             | 2.54 $\pm$ .996  | 2.74 $\pm$ 1.150 | 2.21 $\pm$ 1.054 | 2.49 $\pm$ 1.066                     | 25.820         | 2  | < 0.01 |

$\bar{X}$  = Mean; SD = Standard Deviation

Table 3 depicts that the respondents ( $\bar{A}X = 2.70$ ) from all the regions (Jammu= 2.69, Kashmir = 2.90, Ladakh= 2.51) are satisfied with the *reference service*, followed by *circulation service* ( $\bar{A}X=2.69$ ) from Jammu= 2.73, Kashmir = 2.72, Ladakh= 2.64 and *cataloguing service* ( $\bar{A}X = 2.62$ ) is also taken into consideration among participants of Jammu= 2.55, Kashmir = 2.69, Ladakh= 2.62. While as, lowest response ( $\bar{A}X = 2.49$ ) attained towards *internet service* as the satisfied form of facility from Jammu= 2.74, Kashmir = 2.54, Ladakh= 2.21. On application of Kruskal-Wallis Test  $\{H(\chi^2)\}$  to the collected data, it has been observed that satisfaction of users with library has significant association with the reference, cataloguing and internet service as  $p < 0.01$ . But for circulation does not possess any such relation as  $p > 0.05$ .

### Findings of the Study

- 1 *Division wise satisfaction among respondents with library services:* Respondents from Jammu= 2.69, Kashmir = 2.90, Ladakh= 2.51 are satisfied with the reference service. While as, with low response ( $\bar{A}X = 2.49$ ) internet service is the least satisfied form of facility from college libraries Jammu= 2.74, Kashmir = 2.54, Ladakh= 2.21.
- 2 *Division wise satisfaction among respondents:* It is clear through attained response ( $\bar{A}X = 2.80$ ) from selected colleges of Jammu= 2.88, Kashmir = 2.93 and Ladakh= .60 that towards the location of libraries respondents show neutral conduct. While as, apparent number of respondents ( $\bar{A}X = 2.36$ ) consider cleanliness among the least satisfactory facilities from Jammu= 2.42, Kashmir = 2.64, Ladakh= 2.04 colleges. On the other side, similar situation analysed for ICT structure ( $\bar{A}X = 2.36$ ) among the selected areas (Jammu= 2.34, Kashmir = 2.53, Ladakh = 2.22).
- 3 *Division wise satisfaction among respondents with the collection:* Results highlight dictionaries (average mean = 2.89) are highly satisfied from all the regions (Jammu= 3.04, Kashmir = 2.85, Ladakh= 2.80) followed by books ( $\bar{A}X= 2.74$ ) from Jammu= 2.89, Kashmir = 2.85, Ladakh= 2.49 as the satisfied forms of collection. While as, biographies attain low response as the satisfied forms of collection as clear from the collected data (Jammu= 2.57, Kashmir = 2.77, Ladakh= 2.28).

### CONCLUSION

It is statistically, pointed out that the satisfaction of users regarding library collection is strongly linked with region-wise dispersal of respondents as noticeable from the significance value 0.001 which

is output of the chi-square. While as for periodicals, encyclopaedia, directories and maps show no significant relation. Additionally, a study conducted by [8] on the use of library resources by students at Medical and Allied Colleges in Goa found that most respondents visited the library frequently. Most respondents expressed satisfaction with the library's operating hours. Students find the library's location more convenient than faculty members do.

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