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The Resources of Allama Iqbal Library: An Evaluative Study

JAVAID AHMAD WANI
University of Kashmir, India, wanijavaid1@gmail.com

HILAL AHMAD SHIEKH
University of Kashmir, India, shiekhhilal3210@gmail.com

SALMA JAN
University of Kashmir, India, salmajan9900@gmail.com

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Abstract

The main purpose of the study was to evaluate resources of Allama Iqbal Library in terms of familiarity of library patrons regarding different sources of information, expectations and perceptions on different sources of information. Further to know about the usage of resources of library. In order to achieve the objectives of study survey method was opted as a approach to conduct the research. Moreover questionnaire was framed and used as a tool for data collection. Questionnaire was based on the set parameters related to the study. The study highlighted the various dimensions of library (detailed account mentioned on below sections). The point where library patrons fail to avail the benefits from these resources is lack of knowledge and interest which deserves institutional support.

Keywords: User Satisfaction, Library Resources, University Library

Introduction

Libraries are seen as the learning organizations stimulating academic and research activities by providing access to the world class information resources. Since academic libraries strive to meet and satisfy professional needs of their users, it is therefore important to know the quality of their performance and how well users perceive their services and resources .The success of any library depends upon the satisfaction of its users **(Hussein & Islam, 2012)**. However, due to various constraints, no library is able to satisfy all its users. It is obvious for the libraries providing users with maximum services will yield greater user satisfaction **(Ose and Esse, 2013).** Also, the availability of quality resources plays a significant role in user satisfaction. Library is considered as hub of information and ocean of knowledge. It possesses myriad resources to meet the information needs of the students. Academic libraries play an important role in the institutions they serve. The core objective of academic libraries is to support the parent institution to achieve its objectives. Any university system needs the support of well-established library. The basic function of an academic library is to provide teaching, learning and research support activities by providing relevant and useful sources of information in the form. According to **Kotso (as cited in Vijeyaluxmy, 2015)** libraries support research processes by storing and disseminating an array of information sources relevant to demands of user community.

Several factors determine the resources and services that will be offered or improved in a library. One of the most important is user preferences and user satisfaction. Satisfaction of users plays a vital role in the development and provisions of the library. The potential users' feedback regarding the library resources, services and facilities should be considered for providing necessary resources and amenities in the library **(Sriram & Rajev, 2014).**

About "Allama Iqbal Library"

"The Library is presently the Centre of the University Library System, having fifty-seven(57) Seminar Libraries attached with different Departments, Centres, and the Institutes of the University. The Allama Iqbal Library along with its network of libraries is the largest library system in the state and caters to the academic needs of the large number of University community consisting of faculty members, research scholars, PG and diploma students in various disciplines. The Allama Iqbal Library has 16 Divisions in well decorated and centrally heated halls (Ist floor only) managed by well qualified professional staff. The library also provides useful and research oriented services to the reading community in calm, cozy and clean atmosphere" **(allama iqbal library, 2019).**

Review of Related Literature

Extensive research has been done by different scholars at national and international level in different parts of the world in the field of User satisfaction with resources and services of libraries. This literature review is not intended to include all the literature on User satisfaction with resources and services of libraries but to focus on these studies in order to get some knowledge and guidance about the methodologies adopted and the results obtained.

Olanokun and Salisu (as cited in Tiemo and Ateboh,2016) described libraries as the nerve centre of an educational institution and a place where information is provided to serve all patrons irrespective of their ages, political and ethical background, religion, sex, etc. It could be seen that the role of universities cannot be achieved without the presence of library that is adequately equipped with printed materials, information and communication technology and its related facilities, well trained staff and a high level of services to users that will satisfy their information needs.

Gunasekera (2010) conducted a study on Students Usage of an academic library at the Main Library University of Peradeniya. The study revealed that majority of respondents (60%) visited the library daily while a few of respondents visited when necessary. The main purposes for visiting the library were for reference, for borrowing books and read their notes in the library. Majority of the respondents reported that they used borrowing facilities, reference collections and photocopy service for their information needs. Most of the respondents (85%) mentioned that the reference materials were most important source of information for their learning while internet and text books were ranked as 2nd and 3rd important information sources. It was also found that most of the respondents were satisfied for locating the resources easily and for receiving excellent assistance from the staff and were less satisfied with the library orientation programs. Respondents were also found satisfied with the physical environment of the library. It was suggested that the library should add more books and reference materials on various subject disciplines and increase number of journals (print and electronic).

Veena and Kotari (2016) conducted a study on User Satisfaction with Library Resources, Services and Facilities: A Study in SDM College Library, Ujire . The study shows that majority(59.0%) of respondents have the habit to visit to the library daily, while (25.0%) students visit library once in two day, (10.0%) once in a week ,and Very few respondents

(6.0%)of respondents point out that they visit library vary rarely. The study also revealed that (46.0%) of respondents visit library for study purpose, followed by (41.3%) respondents visit library for the purpose of borrowing books, (6.0%) to locate information in books and journals, (5.7%) to read newspaper and magazines and only (1.0%) respondents visit library for the purpose to spend leisure time .It was revealed that majority (86.7%) of respondents are highly satisfied with the collection of general books, text books and reference books. Most of the respondents (68.7%) stated OPAC Service/Web OPAC service as good, only (4.3%) stated OPAC Service/Web OPAC service as very poor while (53.3%) respondents considered circulation services as excellent and (6.3%) opined poor, (56.0%) reference/Information Service as excellent, (45.7%) Current Awareness Service as excellent, (3.3%) felt very poor. overall respondents were found satisfied with the

Onifade, Ogbuiyi and Omeluzor (2013) conducted a study on Library resources and service utilization by postgraduate students in a Nigerian private university .The result of the study indicated that male postgraduate students were in the majority, 58% were males and 42% were females. The study has ascertained that postgraduate students do not maximize the use of library resources provided for them because majority of them do not use the library on a regular basis. It was found that majority (47.4%) of the respondents used the library occasionally while only (10.5%) of the respondents used the library daily and (26.3%) respondents used the library weekly followed by (9.2%) who used the library on a monthly basis. It also revealed that majority of the respondents (20%) visited the library mainly to consult materials for research, (16%) of the respondents used the library to prepare their seminar presentation, and only (9%) respondents visited the library to read news-papers. The respondents used more of internet facilities than any other library resources. It was also found that the most used service of the library is the loan service. This was used by (48.7%) of the respondents, followed by the bibliography and document delivery service used by (48.7%); while the least used service is the consultancy service which is used by (11.8%) of the total respondents. The result from the data analysis indicated that majority of the respondents (46%) were averagely satisfied with the services of the library while only (5%) were not satisfied with the library services. It can however, be inferred from the study that the library still needs to improve upon its services in order to fully satisfy its users.

Idiegbeyan and Ugwunwa (2013) conducted a study on students satisfaction with academic library resources and services at the covenant university .It was found that the library in Covenant University is well utilized by students. There is need for Covenant University library to keep on maintaining the high level of resources and services as a world class university as quality resources and services will lead to high level of user's satisfaction. Photocopying, scanning and binding services need to be improved upon. The library should build on her strength and at the same time improve on the challenges. Conclusively, user's satisfaction is the hall mark of any library and information centre. Therefore, management of library and

information centers should pay more attention to quality and quantity library resources and services as it leads to user's satisfaction.

Pandey and Singh (2014) examined and analyzed user's satisfaction towards library resources and services in Government Engineering College Of Guru Gobind Singh Indraprastha University, Delhi. They found that most of the users were agreed and satisfied with the availability and use of different types of printed and e-resources resources such as books, reference sources journals/magazines and E-journals provided by the library but in regards of other resources such as reports, library catalogue, OPAC, E-books, CD/DVD databases and consortium the most users were disagreeing. Most of the users were using the library for reading purpose and visited library at once a week. Users were found to be affected and also motivated from ICT to visit the library. Majority of respondents were given first preference to circulation service and satisfied with circulation services, reference services and book bank services but respondents were dissatisfied with interlibrary loan, CAS, OPAC and photocopying services.

Saikia and Gohain (2013) conducted a study and highlighted that maximum library patrons are visiting libraries in order to cater the needs of borrowing books and reading different sources of information in both formats that is print and online. Further authors mentioned that readers are fond of print books in spite of being in electronic age.

Ganie and Rather (2014) conducted an analytical study on Information seeking behavior among PG students of University Of Kashmir and found the majority (47.3%) of the students were less than satisfied with the library administration for providing proper assistance. 16.4% were totally dissatisfied with the authorities and 25.3% were found more satisfied. And, it was amazing to know that only 11% of the total students were highly satisfied with the library administration.

Shaqouri and Daher (2010) conducted a study at An-Najah National University on Factors Influencing Student's Use of Electronic Resources and Their Opinions about This Use. They found that the student's use of electronic resources had significant strong positive relationships with the provision of electronic resources by the academic institution.

Dhanavandan, Mohammed and Nagarajan (2012) conducted a study on Access and Awareness of ICT Resources and Services in Medical College Libraries in Puducherry. The respondents are using electronic resources for their research/ study and communication purpose respectively. A maximum number of respondents learnedto use electronic resources through external course and Guidance from others.

According to a study conducted by **Nzivo (2012)** it was found that Low confidence level in retrieval skills and abilities, unfamiliarity with electronic resources, only moderately current books and user education challenges are the perceived key impediments to access to library services and information resources in KNLS libraries. Inspite of that a large percentage of respondents indicated that information resources from KNLS libraries equip them with appropriate knowledge to manage their professional information needs. This is a breakthrough in

the findings that services and information resources invested overtime have emphatically impacted in improving users' career and information needs. However, the KNLS management should undertake intermittent surveys to monitor user perceptions which might be curtailed by the effects of government funding on services thus undermining quality.

A study was conducted by **Nejati and Nejati (2008)** on Service quality at University of Tehran Central Library. They found that providing excellent customer service entails making every effort to satisfy the customers' requests. Over the years libraries have adopted successful customer service strategies from the corporate world.

A study conducted by **Mahawar, Verma and Narayan (2009)** reveals that Tagore Library, University of Lucknow, is facing many problems due to resource constraints. It was observed that majority of the users (56%) visit the library three times in a week. The frequency of users who visit library once in a week is (39%) and the frequency of users who visit library daily is (5%).It was also found that majority of the users (75%) are partially satisfied with present library services, (17%) are not satisfied with present library services and a very less number users are only fully satisfied with present library service. **King (2005)** revealed, the libraries should be in position to re-orient their services, collections and facilities to keep rapidity with respect to current progression and developments.

Scope

The scope of study is limited to the Post Graduate students of Kashmir University. Furthermore, three faculties were opted for study; Science, Social Science & Arts and Humanities. Among each faculty three departments were randomly chosen; Botany, Chemistry and Zoology from Science faculty, Economics, History and Sociology from Social Science, Arabic, English and Urdu from Arts and Humanities.

Research objectives

1) To reveal the level of awareness about the library resources among the library patrons.
2) To know the patron expectations and perceptions on different resources.
3) To determine the level of usage of resources by the library patrons.

Methodology

For achieving the goals of above mentioned objectives survey method will be carried out and for data collection structured questionnaire will be used as a tool. Questionnaire was framed under different settings like awareness, usage & satisfaction with resources of Allama Iqbal Library. A total of 207 structured questionnaires were distributed to collect the primary data. Random stratified sampling was employed; among each faculty 3 departments were chosen and among

each department 23 students. The collected data was presented in tabular form using SPSS statistical software as a tool.

Data interpretation and analysis

Table 1: Library Visits

Library Visits	No. of Respondents
Regularly	47 (22.7%)
Once a Week	58 (28.0%)
Once a Month	24 (11.6%)
Occasionally	78 (37.7%)

Patron Traffic to Library

While analyzing the data it is evident that most of the library patrons (37.7%) go rarely to the library followed by 28% of the library patrons who visit library on weekly basis. Only 22.7% of the library patrons visit it regularly, while those who go once a month make up 11.6% of the sample **(Table 1).**

Table 2: Faculty Wise Library Visits

Library Visits	Sciences	Social Sciences	Arts & Humanities	Total
Regularly	7 10.1%	16 23.2%	24 34.8%	47 22.7%
Once a Week	16 23.2%	22 31.9%	20 29.0%	58 28%
Once a Month	4 5.8%	12 17.4%	8 11.6%	24 11.6%
Occasionally	42 60.9%	19 27.5%	17 24.6%	78 37.7%

Patron Traffic to Library from Selected Faculties

The study highlights that 34.8% of the library patrons from the faculty of Arts and Humanities visit library on a daily basis as compared to Social Sciences (23.2%) and Science (10.1%) faculty. Most of the library patrons (60.9%) from Science faculty visit the library occasionally. It succeeded by the library patrons from Social Science (27.5%) and Arts and Humanities (24.6%) faculty **(Table 2).**

Table 3: Resource Awareness of Respondents

S. No.	Resources Awareness		No. of Respondents
	Reference Books Awareness	Highly Aware	70 (33.8%)
1		Moderately Aware	115 (55.6%)

		Unaware	22 (10.6%)
2	Electronic Resources Awareness	Highly Aware	37 (17.9%)
		Moderately Aware	79 (38.2%)
		Unaware	91 (44.0%)
3	Newspapers and Magazines Awareness	Highly Aware	92 (44.4%)
		Moderately Aware	81 (39.1%)
		Unaware	34 (16.4%)
4	Journal Indexes and Abstracts Awareness	Highly Aware	17 (8.2%)
		Moderately Aware	64 (30.9%)
		Unaware	126 (60.9%)
5	Audio Visuals Awareness	Highly Aware	17 (8.2%)
		Moderately Aware	46 (22.2%)
		Unaware	144 (69.6%)
6	Journals Awareness	Highly Aware	30 (14.5%)
		Moderately Aware	78 (37.7%)
		Unaware	99 (47.8%)

*Figures in parenthesis indicates percentage

Familiarity of Library Resources among patrons

The analysis revealed that the library patrons were highly aware about Newspapers/Magazines and Reference Books, which are 44.4% and 33.8% respectively. Most of the library patrons (69.6%) were unaware with Audio/Visuals followed by Journal Indexes and Abstracts (60.9%). Only 10.6% are unaware about Reference Books **(Table 3).**

Table 4: Faculty Wise Resources Usage

Resource Name		Sciences	Social Sciences	Arts & Humanities	Total
Reference Books	Regularly	4 (5.8%)	7 (10.1%)	12 (17.4%)	23 (11.1%)
	Once a Week	14 (20.3%)	11 (15.9%)	1014.50%	35 (16.9%)
	Once a Month	11(15.9%)	17 (24.6%)	10 (14.5%)	38 (18.4%)
	Occasionally	30 (43.5%)	26 (37.7%)	32 (46.4%)	88 (42%)
	Never	10 (14.5%)	8 (11.6%)	5 (7.2%)	26 (12.6%)
Electronic Resources	Regularly	5 (7.2%)	4 (5.8%)	9 (13.0%)	18 (8.7%)
	Once a Week	6 (8.7%)	6 (8.7%)	4 (5.8%)	18 (8.7%)
	Once a Month	4 (5.8%)	6 (8.7%)	8 (11.6%)	18 (8.7%)
	Occasionally	26 (37.7%)	15 (21.7%)	22 (31.9%)	63 (30.4%)
	Never	28 (40.6%)	38 (55.1%)	26 (37.7%)	92 (44.4%)
Newspapers and Magazines	Regularly	14 (20.3%)	14 (20.3%)	30 (43.5%)	58 (28%)
	Once a Week	6 (8.7%)	18 (26.1%)	12 (17.4%)	36 (17.4%)
	Once a Month	8 (11.6%)	12 (17.4%)	5 (7.2%)	25 (12.1%)

	Occasionally	25 (36.2%)	14 (20.3%)	14 (20.3%)	53 (25.6%)
	Never	16 (23.2%)	11 (15.9%)	8 (11.6%)	35 (16.9%)
Journal Indexes and Abstracts	Regularly	3 (4.3%)	4 (5.8%)	4 (5.8%)	11 (5.3%)
	Once a Week	6 (8.7%)	3 (4.3%)	1 (1.4%)	10 (4.8%)
	Once a Month	4 (5.8%)	7 (10.1%)	3 (4.3%)	14 (6.8%)
	Occasionally	20 (29.0%)	10 (14.5%)	13 (18.8%)	43 (20.8%)
	Never	36 (52.2%)	45 (65.2%)	48 (69.6%)	129 (62.3%)
Audio Visuals	Regularly	1 (1.4%)	2 (2.9%)	4 (5.8%)	7 (3.4%)
	Once a Week	2 (2.9%)	3 (4.3%)	6 (8.7%)	11 (5.3%)
	Once a Month	3 (4.3%)	8 (11.6%)	2 (2.9%)	13 (6.3%)
	Occasionally	9 (13.0%)	7 (10.1%)	14 (20.3%)	30 (14.5%)
	Never	54 (78.3%)	49 (71.0%)	43 (62.3%)	146 (70.5%)
Journals	Regularly	3 (4.3%)	3 (4.3%)	5 (7.2%)	11 (5.3%)
	Once a Week	4 (5.8%)	5 (7.2%)	1 (1.4%)	10 (4.8%)
	Once a Month	7 (10.1%)	12 (17.4%)	2 (2.9%)	21 (10.1%)
	Occasionally	17 (24.6%)	12 (17.4%)	33 (47.8%)	62 (30%)
	Never	38 (55.1%)	37 (53.6%)	28 (40.6%)	103 (49.8%)

Familiarity of Resources by Patrons of Different Faculties

While analyzing the data it has been revealed that highest number of patrons of library (49.3%) from Arts and Humanities were highly aware with Reference Books. Further (13%) of library patrons from Science faculty were unaware of Reference sources of information. Furthermore (27.5%) of library patrons were highly aware about electronic resources from Arts and Humanities and highest number (40.6%) of library patrons from Science faculty were unaware electronic resources.

An in-depth analysis of data revealed that highest number of library patrons (65.2%) from Arts and Humanities were highly aware with Newspapers and Magazines. As compared to this highest from Science faculty (21.7%) were unaware. Arts and Humanities respondents were more aware (10.1%) with Journal Indexes and Abstracts. More library patrons from Science faculty (39.1%) were moderately aware with Journal I/A. Highest percentage from Arts and Humanities (10.1%) were highly aware with Audio Visuals. Again highest from Sciences (78.3%) were unaware. More library patrons from Arts and Humanities (23.2%) were highly familiar about Journals but library patrons from the Social Sciences (53.6%) were unaware about journals **(Table 4).**

Table 5: Resource Awareness Agent

Awareness Agent	No. of Respondents
Teacher	35
	16.9%
Library Staff	24
	11.6%

Classmate/Friend	55 26.6%		
Self Effort	93 44.9%		

Means of Familiarity towards Library Resources

The study highlighted that majority of the library patrons (44.9%) were familiar about the resources of library by means of their own efforts. Whereas, 26.6% of library patrons were familiar by means of their friends or classmates followed by 16.9% of library patrons were familiar by means of their teachers. Sadly, least number of library patrons (11.6%) were made aware of resources by library staff **(Table 5).**

Table 6: Resource Usage

S. No.	Resources Usage		No. of Respondents
1.	Reference Books Usage	Regularly	23 (11.1%)
		Once a Week	35 (16.9%)
		Once a Month	38 (18.4%)
		Occasionally	88 (42.5%)
		Never	23 (11.1%)
2.	Electronic Resources Usage	Regularly	18 (8.7%)
		Once a Week	16 (7.7%)
		Once a Month	18 (8.7%)
		Occasionally	63 (30.4%)
		Never	92 (44.4%)
3.	Newspapers and Magazines Usage	Regularly	58 (28.0%)
		Once a Week	36 (17.4%)
		Once a Month	25 (12.1%)
		Occasionally	53 (25.6%)
		Never	35 (16.9%)
4.	Journal Abstracts and Indexes Usage	Regularly	11 (5.3%)
		Once a Week	10 (4.8%)
		Once a Month	14 (6.8%)
		Occasionally	43 (20.8%)
		Never	129 (62.3%)
	Audio Visuals Usage	Regularly	7 (3.4%)
		Once a Week	11 (5.3%)

5.		Once a Month	13 (6.3%)
		Occasionally	30 (14.5%)
		Never	146 (70.5%)
6.	Journals Usage	Regularly	11 (5.3%)
		Once a Week	10 (4.8%)
		Once a Month	21 (10.1%)
		Occasionally	62 (30.0%)
		Never	103(49.8%)

Usage of Library Resources by Patrons

The study reveals that Newspapers and Magazines were the mostly read (28%) on regular basis followed by Reference books (11.1%). Further the study highlighted that Audio visuals (70.5%), Journal Indexes & Abstracts (62.3%), Journals (49.8%) and Electronic Resources (44.4%) were less used resources **(Table 6).**

Table 7: Faculty Wise Resources Usage

Resource Name		Sciences	Social Sciences	Arts & Humanities	Total
Reference Books	Regularly	4 (5.8%)	7 (10.1%)	12 (17.4%)	23 (11.1%)
	Once a Week	14 (20.3%)	11 (15.9%)	1014.5%	35 (16.9%)
	Once a Month	11(15.9%)	17 (24.6%)	10 (14.5%)	38 (18.4%)
	Occasionally	30 (43.5%)	26 (37.7%)	32 (46.4%)	88 (42%)
	Never	10 (14.5%)	8 (11.6%)	5 (7.2%)	26 (12.6%)
Electronic Resources	Regularly	5 (7.2%)	4 (5.8%)	9 (13.0%)	18 (8.7%)
	Once a Week	6 (8.7%)	6 (8.7%)	4 (5.8%)	18 (8.7%)
	Once a Month	4 (5.8%)	6 (8.7%)	8 (11.6%)	18 (8.7%)
	Occasionally	26 (37.7%)	15 (21.7%)	22 (31.9%)	63 (30.4%)
	Never	28 (40.6%)	38 (55.1%)	26 (37.7%)	92 (44.4%)
Newspapers and Magazines	Regularly	14 (20.3%)	14 (20.3%)	30 (43.5%)	58 (28%)
	Once a Week	6 (8.7%)	18 (26.1%)	12 (17.4%)	36 (17.4%)
	Once a Month	8 (11.6%)	12 (17.4%)	5 (7.2%)	25 (12.1%)
	Occasionally	25 (36.2%)	14 (20.3%)	14 (20.3%)	53 (25.6%)
	Never	16 (23.2%)	11 (15.9%)	8 (11.6%)	35 (16.9%)
Journal Indexes and Abstracts	Regularly	3 (4.3%)	4 (5.8%)	4 (5.8%)	11 (5.3%)
	Once a Week	6 (8.7%)	3 (4.3%)	1 (1.4%)	10 (4.8%)
	Once a Month	4 (5.8%)	7 (10.1%)	3 (4.3%)	14 (6.8%)
	Occasionally	20 (29.0%)	10 (14.5%)	13 (18.8%)	43 (20.8%)
	Never	36 (52.2%)	45 (65.2%)	48 (69.6%)	129 (62.3%)
Audio Visuals	Regularly	1 (1.4%)	2 (2.9%)	4 (5.8%)	7 (3.4%)
	Once a Week	2 (2.9%)	3 (4.3%)	6 (8.7%)	11 (5.3%)
	Once a Month	3 (4.3%)	8 (11.6%)	2 (2.9%)	13 (6.3%)

	Occasionally	9 (13.0%)	7 (10.1%)	14 (20.3%)	30 (14.5%)
	Never	54 (78.3%)	49 (71.0%)	43 (62.3%)	146 (70.5%)
Journals	Regularly	3 (4.3%)	3 (4.3%)	5 (7.2%)	11 (5.3%)
	Once a Week	4 (5.8%)	5 (7.2%)	1 (1.4%)	10 (4.8%)
	Once a Month	7 (10.1%)	12 (17.4%)	2 (2.9%)	21 (10.1%)
	Occasionally	17 (24.6%)	12 (17.4%)	33 (47.8%)	62 (30%)
	Never	38 (55.1%)	37 (53.6%)	28 (40.6%)	103 (49.8%)

Usage of Resources by Patrons of Different Faculties

While analyzing the data it is evident that the library patrons from Arts & humanities faculty were regularly using Reference books the most (17.4%), also most of the students (46.4) from the same faculty are using this resource occasionally. Whereas, the highest number of library patrons (14.5%) who are never using this resource belong to the science faculty.

Same as above the Electronic resources (13%) are regularly being used by library patrons from faculty of Arts & humanities, followed by library patrons of Science faculty (37.7%) who are using it on occasionally basis. Further the majority of library patrons (55.1%) from Social Sciences faculty had never used electronic resource.

Again Newspapers and magazines are most widely used regularly by the library patrons from Arts & humanities faculty (43.5%), whereas majority of library patrons from science faculty are using electronic resources occasionally (36.2%).

Also the Journal Indexes and Abstracts on daily basis are being mainly used by the library patrons from Arts & humanities faculty (5.8%). Whereas the large number of the library patrons from the Science faculty (29%) were using occasionally. Also the majority of library patrons from Arts and humanities (69.6%) had never used Journal Indexes and Abstracts.

The Audio/Visual resource on regularly & occasionally basis are mainly being used by the library patrons from Arts & humanities faculty (5.8%), (20.3%) respectively. Further the resource is never being used by the majority of the students (78.3%) from Science faculty. Furthermore, on regular and occasional basis the Journal resource was mainly used by the library patrons from the Arts and humanities faculty (7.2%) and (47.8%) respectively. Also the majority of the library patrons (55.1%) who never used this resource are from Science faculty **(Table 7).**

Table 8: Usefulness of Resources

Overall Resource Usefulness	NO. of Respondents
Extremely Useful	104 (50.2%)
Somewhat Useful	87 (42.0%)
Not so Useful	15 (7.2%)

Not at all Useful	1 (0.5%)

Relevance of library resources

The study revealed that most of the library patrons (50.2%) perceived that the resources provided by the library are extremely useful followed by 42% who found them somewhat useful. Only miniscule of population (0.5%) felt that resources were unworthy. Whereas, 7.2% of the library patrons were of the view that resources are not as good as were expected by them **(Table 8).**

Findings and conclusion

➢ The study revealed the negative results in terms of patron visits to library (very less number of patrons were visiting library regularly). Further the study highlighted that the library patrons visiting library regularly were from Arts and Humanities faculty.

➢ It has been found that in present scenario of Information Communication Technology handful number of library patrons were familiar with audio visual resources of library.

➢ The awareness about the information sources viz Newspapers and Magazines were witnessed higher among library patrons from Arts and Humanities and minimum among library patrons from Science faculty were aware.

➢ Majority of the library patrons from Science faculty had not used Audio visual resource sever.

➢ It has been found that the maximum library patrons from selected faculties got benefited from library resources and are holding firm belief that the library is providing patrons useful resources.

➢ It was found that handful numbers of the library patrons were made aware about resources of library by library staff. Further it was found that maximum library patrons get acquainted with holdings of library and their usage by their own efforts.

➢ The study found that maximum library patrons were using source of information in traditional manner like reference books, news papers etc. in spite of being them in electronic form.

➢ The analyses revealed that library is providing useful and relevant sources of information to the patrons but due to lack of familiarity these resources are being less used.

Conclusion

Unfamiliarity with e-resources and e-services, lack of initiatives from the side of library staff to make users aware and motivated are the two major perceived impediments to access library services and information resources in Allama Iqbal Library. Despite spending huge chunk of funds on electronic resources and services, the students perception is that a library brand is still books. Libraries are not perceived as fully electronically evolved. Therefore, it will be unjust to blame only the library personnel.

There is abundant evidence from participants who took part in the survey to claim that Allama Iqbal Library is well perceived in many dimensions. The library being one of the finest academic libraries of the country is holding the best of the resources and is offering some extra-ordinary services. Library remains packed with students during day time hours. However, the point where students fail to avail the benefits from these services and resources is lack of knowledge and interest which deserves institutional support.

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