

# Assessment of Use and Utilisation of Library Resources, Services and Facilities by Law Students at Kristu Jayanti College of Law, Bangalore

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## ABSTRACT

The main aim of this study is to investigate the use of library resources, services and facilities by law students; it is mainly focused on use, purpose and satisfaction level with the library collection, services and facilities. This study used survey method to collect data. A well-structured questionnaire was distributed. Out of 110, only 91(83%) questionnaires were collected and select for analysis. Result revealed that library services and collection were satisfied further findings show users are not aware about Journals and E-Resources. So, study recommends that should conduct information literacy programme to promote awareness use of library services and use of resources.

**Keywords:** Academic law library, Legal resources, Library facilities, Library resources, Library services, Library use, Satisfaction level

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## INTRODUCTION

A Library is not only a walled structure but also a collection of resources, opportunities, knowledge and learning of experiences and place of contemplation. Being a back bone of a law college, a good law library must fulfil many factors like strong services, facilities and collection of combination of print and digital collection.

Law libraries, all over the world, are known for effective library information services they have always been guided by the principles of providing the right information to the reader at the right time. As they must ensure that majority of their users are able to

access with easy relevant information with minimum delay.

A law library is accumulation of legal information resources, historically consisting of treatises, statutory codes, case reporters and perhaps early form books. In simple sense, a modern law library has a hybrid collection of print as well as digital information conveniently referring case laws whether national or international courts, legislations whether central or local or international bodies, law reform reports of international bodies, central bodies, commissions or committees set up under the rule of law. Kristu Jayanti College of law was started in 2017. Its offered 5 years

integrated course such as BBA LLB, BCOMLLB and BA LLB. The college established Law Library with good collections. It has more than 7500 Text books, 2100 Reference, commentaries, reports 37 Journals (national and international) and different databases for e-journals

## OBJECTIVES OF THE STUDY

This study is aimed at and tried to achieve the following major objectives:

1. To investigate the students frequency and purpose for using library
2. To find out the gender-wise response from the students
3. To determine students perception about resources
4. To know the students satisfaction level of library collection
5. To determine students satisfaction with library services
6. To know the physical facilities available in the library
7. To suggests suitable measure for further improvement of library collection, services and facilities
8. To seek helpfulness level of library staff with library users for information gathering

## METHODOLOGY

The study used questionnaire survey method for data collection. A set of questionnaires were sent to 110 students, 91 students were respondent back, showing response rate of 83%.

## REVIEW OF LITERATURE

Fatima and Ahmad (2008) investigate on information-seeking behaviour of the students at Ajmal khan Tibbiya College affiliated to AMU, Aligarh. The

researcher selected 60 students for the study. The questionnaire were distributed among male 44(73.33%) and female 16(26.66%) of total 60. Out of which there are 31(51.67%) user visited daily to the libraries followed by 43(71.66%) users visited library for borrowing books. There are 51(85%) users to read Newspapers and Magazine. About 47(78.33%) users visit the libraries for study purpose.

Biradar (2009) He carried out a study entitled 'Use of information sources and services in Agriculture Science College library Shimoga: a case study'. Survey of 101(84.16%) students belonging to Agriculture Science College, Shimoga, to study the frequency, purpose of visit to the library and the usefulness of agriculture science periodicals. The study reveals that 77.22% of respondents visit library every day. About 88% of students visit library to read journals and magazines 87.12% to borrow books. It was found that a large number of users use books followed by periodicals.

Doraswamy (2010) studied an 'Information use patterns of post-graduate students: a case study of P.B. Siddhartha College of Arts and Sciences, India'. Study investigates information use patterns of postgraduate students at Siddhartha College of Arts and Sciences, Vijayawada, Andhra Pradesh, India. It focuses on the kinds of academic information needed by postgraduate students, such as what information resources they need, their methods for locating information and their level of satisfaction of the library collection, services and facilities.

Basu and Das (2012) pointed out on library use by undergraduate medical students of a tertiary care institution of West Bengal. **Results:** The primary reason for going to the library was to study (91.53%), to read textbooks (81.28%). Only 40.9% of the respondents visited the library on a daily basis; 22.7% went 2–3 times per week; 8.1% once in a week, 3.5% 2–3 times per month and 13.7% monthly. Majority

of the students (80.7%) used newspapers followed by the use of books/journal (75.7%). Two-third (67.7%) of the respondents was satisfied. The inadequacy of learning materials (86.3%), non-availability of modern facilities like photocopy, Internet and e-mail services (86.3%) and problem of accessibility (33.8%) might have negative influence on the students in library visit.

**Conclusion and Recommendation:** The study suggests that fulfilment of more needs to be done to promote self-directed learning. The usage of library, its resources and services need to be increased.

Kumar (2013) examine in his research article on information-seeking behaviour of research scholar of M.B.P.G. College at Haldwani, Uttarkhand. This survey was conducted from 98 research scholars who were selected and distributed there are 80 filled questionnaires were returned. His research study investigation finds that 90% of research scholars used Internet followed by 60% user mainly depended on electronic journals. There are 50% users satisfied with the library services. The study recommended orientation programme accessing e-resources and also the study recommend library should join some consortia for e-resources and services.

Bansal (2014) studied Library and Information Services in College Library of Hisar: A User Survey: Knowledge about the users and their demands is necessary to make library and information services more effective and user oriented. This study deals with users' attitude towards information sources and information services in the library of F.C. College for Women, Hisar. Data are collected from the students as well as faculty members of the college. Out of 125, there are 100 questionnaires are taken for consideration. The paper attempts to analyse use pattern, adequacy of library collection, users' opinion on information sources and services. Maximum users are found satisfied with the physical facilities and collection as well as arrangement of library reading material.

Kumar and Rajan (2015) carried out a study to find out the user satisfaction of library services provided by engineering colleges in Coimbatore, Tamil Nadu. The survey was conducted in 32 engineering college libraries. The findings of the study indicate that 55.25% of respondents are satisfied with the functioning of the library, 70% of respondents found the library timings convenient, 78.75% of them felt that lending period is sufficient, 40% of the respondents visit the library weekly. The study recommended that college libraries should adopt appropriate techniques to provide the best information services.

Owushi and Emasealu (2016) conducted a study to assess the legal resources and services at the law libraries in the faculties of law in four universities in Edo state Nigeria. Total 250 questionnaires were distributed; 180 (72%) were filled and returned. This study revealed that high rate of problems confronting the discharge of duties in law libraries is the need for strategies for improving library services to be adopted in law libraries. This study recommends that training of staff should be encouraged and funding made available for the provision of facilities and equipment.

Veenaand Kotari (2016) examine the users' satisfaction in library facilities, resources and services of the students of SDM College library, Ujire. Survey method was adopted for collecting relevant data. A total of 350 questionnaires were distributed to undergraduate students out of which 300 filled questionnaires were received back. The findings of the study show that 177(59.0%) of respondents have the habit to visit the library daily, majority 260(86.7%) of respondents are highly satisfied with the collection of general books; 210(70.0%) are satisfied with text books; 160(53.3%) of respondents considered circulation services as excellent. This study suggested that library should carry out user studies at regular intervals, in order to identify users' information needs and their information gathering behaviours.

Veera basavaiah and Amaravathi (2017) investigated study on library collection, services and facilities for PG Students of Bangalore Law College library. This study used survey method for data collection. About 35 questionnaires were distributed, out of which 31 (88.57%) questionnaires were received back. There were 20(64.51%) female students followed by 11 (35.49%) male students. This study reveals that majority of users visit library daily, 78% visit for reading textbooks only, 95% of users satisfied with reference service, its recommended enhance library collections, need to improvement drinking water and toilet facilities.

**DATA ANALYSIS**

Table 1 indicates the number of questionnaires distributed and received from Library users. There are 110 questionnaires which were distributed. Out of which there are 91(82.72%) questionnaires were received from the users.

**Table 1: Questionnaires Distributed and Received from UG Law Students**

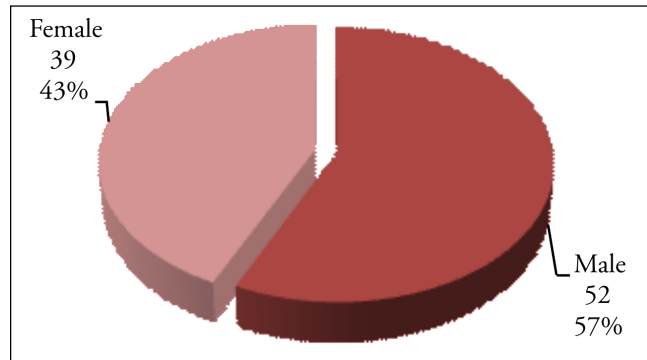
Degree	Questionnaires distributed	Response received	Percentage
UG Law Students	110	91	82.72

Table 2 depicts the analysis of responses received from users. There are 39(43%) female students who respond the questionnaire followed by 52(57%) male students.

It is evident from Table 3 that there are 79(87%) users visit the library daily followed by 8(9%) users visit the library twice in a week. And once in a week, 3(3%) users visit the library; occasionally 1(1%).

**Table 2: Gender-Wise Response**

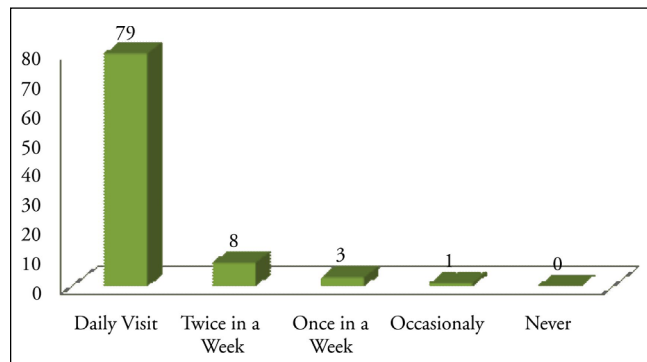
Gender	Number of responses	Percentage
Male	52	57.00
Female	39	43.00
Total	110	100.00



**Figure 1: Gender-Wise Response**

**Table 3: Frequency of Visit to the Library**

Frequency	Number	Percentage
Daily	79	87
Twice in a week	08	9
Once a week	03	3
Occasionally	01	1
Total	91	100.00



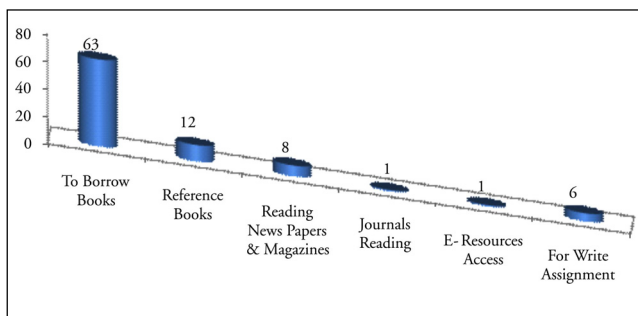
**Figure 2: Frequency Visit to the Library**

Table 4 shows that the purpose of visit to library by the students About 63(69%) students visit daily to borrow the books, 12(13%) students for reference, 8(9%) are reading newspapers and magazines, followed e-resource and journals reading 1(1%) and 6(7%) students visit library for writing assignment.

Table 5 indicates the library collections and satisfaction level by students. There are 71(78%) students who are satisfied with text books, followed by 68(75%) reference books, 88(97%) newspapers and magazines, 66(73%) journals and 57(63%) e-resources. Remaining students are not fully satisfied.

**Table 4: Purpose of Visit to Library**

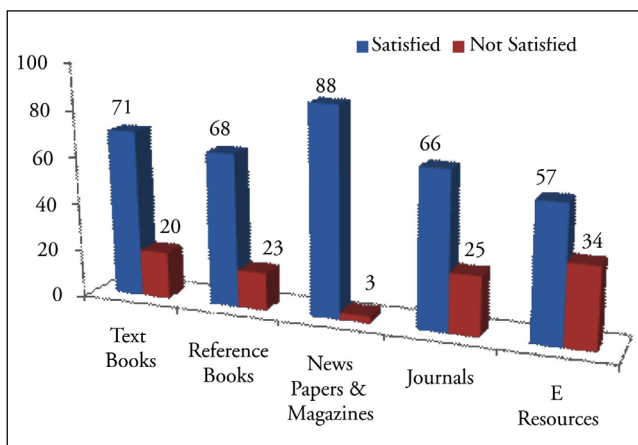
Purpose	No. of students	Percentage
To Borrow Books	63	69
Reference Books	12	13
Reading Newspapers and Magazines	8	9
Journals Reading	1	1
E-Resources Access	1	1
For writing Assignment	6	7
Total	91	100



**Figure 3: Purpose of Visit the Library**

**Table 5: Students Satisfaction Level of Library Collection**

Library collections	Satisfied	Not satisfied
Text Books	71 (78%)	20 (20%)
Reference Books	68 (75%)	23 (25%)
Newspapers & Magazines	88 (97%)	3 (3%)
Journals	66 (73%)	25 (27%)
E-Resources	57 (63%)	34 (37%)

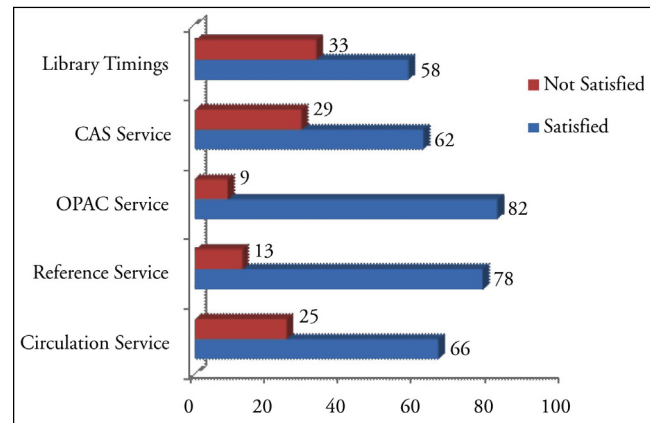


**Figure 4: Students Satisfaction Level of Library Collection**

As shown in Table 6, the satisfaction level of library service, 66(73%) users are satisfied with circulation service, not satisfied were 25(27%); followed by 78(86%) are reference service satisfied, only 13(14%) are not satisfied; 82(90%) satisfied in OPAC service, not satisfied 9(10%); 62(68%) are satisfied with current awareness services, not satisfied 29(32%); and library timings 58(64%) are satisfied, 33(36%) are not satisfied.

**Table 6: Opinion about Library Services**

Services	Satisfaction	Not satisfaction
Circulation Service	66(73%)	25(27%)
Reference Service	78(86%)	13(14%)
OPAC Service	82(90%)	9(10%)
CAS Service	62(68%)	29(32%)
Library Timings	58(64%)	33(36%)

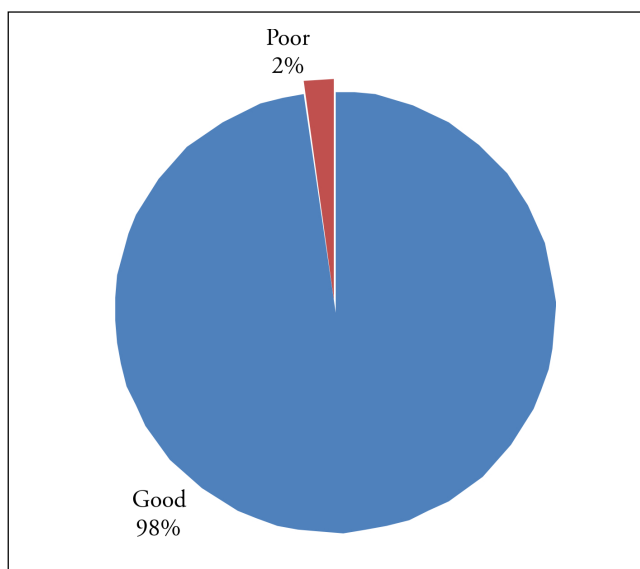


**Figure 5: Opinion about Library Services**

Table 7 examines the helpfulness of library staff for location of documents. There are 89(98%) users who express their good opinion about library staff on locating of documents; 2(2%) users are not happy with library staff assistance.

**Table 7: Opinion about Library Staff Assistance in Document Location to User**

Opinion	Number of respondents	Percentage
Good	89	98
Poor	2	2

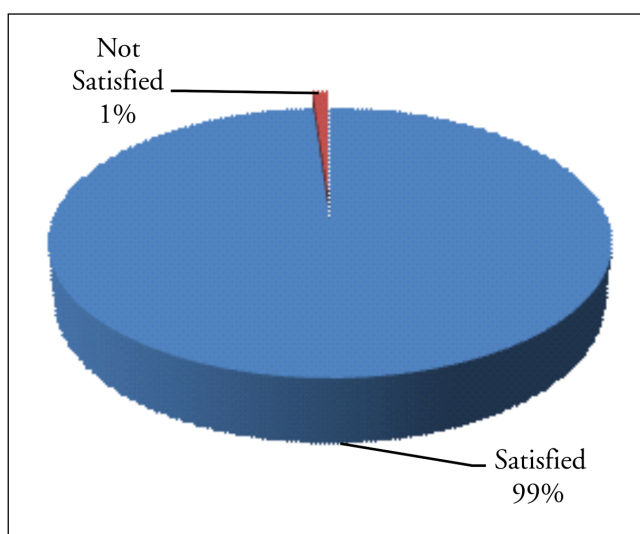


**Figure 6: Library Staff Assistance with Students to Locating Documents**

Table 8 indicates Internet facility in library and the level of satisfaction. There are 90(99%) students who are satisfied; only 1(1%) student says not fully satisfied.

**Table 8: Level of Satisfaction in Internet Facility in Library**

Opinion	Number of respondents	Percentage
Fully Satisfied	90	99
Not Satisfied	1	1



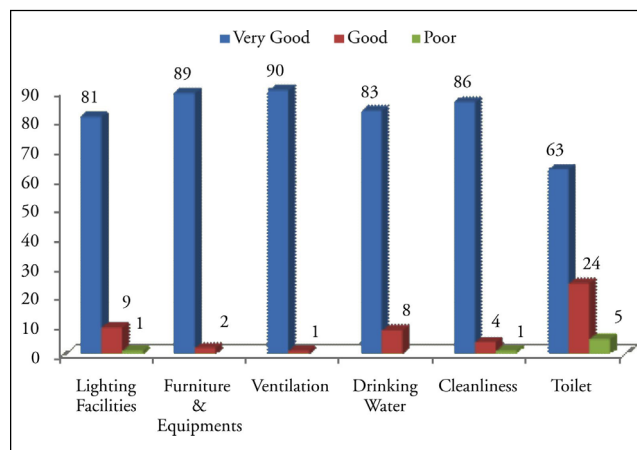
**Figure 7: Level of Satisfaction in Internet Facility in Library**

Table 9 shows opinions on library physical facilities. There are 81(89%) users who say very good opinion on lighting facilities, 9(10%) are good and 1(1%) poor. Followed by furniture/equipment, 89(98%) users say very good and 2(2%) good; 99(99%) very good in ventilation and 1(1%) in good. About drinking water, users says 83(91%) very good and 8(9%) good. Cleanliness 86(95%) say very good, 4(4%) good and 1(1%) poor. About toilet facility, 63(69%) users say very good, 24(26%) good and 5(5%) poor.

**Table 9: Opinions on Library Physical Facilities**

Physical facilities	Very Good	Good	Poor
Lighting facilities	81(89%)	9(10%)	1(1%)
Furniture/equipment	89(98%)	2(2%)	NR
Ventilation	90(99%)	1(1%)	NR
Drinking water	83(91%)	8(9%)	NR
Cleanliness	86(95%)	4(4%)	1(1%)
Toilet	63(69%)	24(26%)	5(5%)

No responses



**Figure 8: Opinions on Library Physical Facilities**

## SUMMARY OF FINDINGS

1. The library is well utilised dominantly by male students
2. Majority of the students usually visit the library daily

3. The students purposively visit the library to consult text books, reference materials, to write assignments, browse Internet and read newspapers
4. Students perceive that they are very happy with library rendered different type of services such as circulation service, reference service and OPAC service
5. Students perceive that library has sufficient numbers of furniture and equipment and other facilities
6. Study found that library users are satisfied with cleanliness of library environment, sitting arrangement ventilation and other facilities
7. As well as study found that students are very happy with library staff providing the information services
8. Students are not fully happy with number of borrow books

### RECOMMENDATION

Data analysis and finding suggestions are put forth for improving the library resources, services and facilities.

1. Library should conduct the library orientation programme to the students for access the library resources
2. Library should provide photocopy service to the user expectation
3. Library should provide much more text books and reference books as per their academic syllabus
4. Library should increase the number of text book and computers
5. More law-related electronic sources should be provided
6. There is need to increase number of borrow books

### CONCLUSION

Based on the findings of this study, it is concluded that students are happy with library services, information resources and facilities available. Academic libraries spend lot of amount every year on the collection of information sources in order to meet the user's requirements. In order to enlarge the use of library resources, library should build up their resources keeping in mind the users need and should plan library with altering information environment. The study suggested that organise user orientation awareness programme at the commencement of every educational session and also the infrastructure facilities, information sources and services can be advanced and developed from time to time.

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