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Awareness and Utilization of Library Resources and Services by the Students of Sri Sathya Sai Institute of Higher Learning, Anantapur Campus: A Study

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Abstract:

The educational system's support for education and research includes the library and information center, which significantly influences how people teach, learn, and conduct research. The present research investigated the extent to which undergraduate and postgraduate students from various departments at Sri Sathya Sai Institute of Higher Learning (SSSIHL), Anantapur Women's Campus, make use of library resources for their academic purposes. The objective of this research is to assess the library resources, services, and facilities available at Sri Sathya Sai Institute of Higher Learning (SSSIHL), specifically at Anantapur, Andhra Pradesh. A comprehensive dataset was obtained from a group of 150 students who participated in the online survey and submitted full responses. The study's result found that the majority of participants 32.67 percent visited the library twice a week. Mostly use the library to obtain books and reference materials, and the resources offered by the library. Approximately 62.67% of the participants visit the library to borrow books and read the competitive materials, and 59.33% of them used the OPAC search tool to find required documents in the library. Furthermore, a significant number of respondents (94.67 percent) consistently relied on subject textbooks for their academic needs. However, the study concluded that the extent of library resource utilization does not have a significant impact on students' academic performance. Based on the study's findings, several recommendations were proposed to enhance library usage. The most prominent suggestion was to acquire more current and pertinent information sources for the library, ensuring that students have access to the latest research and educational materials.

Keywords: Library Usage, Library Resources, Library Services, Library Facilities, User satisfaction,

Introduction:

Institute libraries have a crucial role in enriching the academic and research capabilities of their users. University libraries are important knowledge banks that actively seek for and distribute information in a range of media to suit the varied demands of its users. The library's collection, encompassing print, non-print, and electronic resources, is a fundamental component of its significance. Equally important are the services offered by the library to align with the preferences and requirements of its users. To fulfill this role effectively, it is

imperative to offer satisfactory resources and services that align with the educational and research objectives of the students. The library staff assumes a critical role in ensuring user satisfaction. They should regularly assess the library's resources and services, soliciting feedback from users to enhance and improve the overall experience. By comprehending the demands and needs of users, the library can tailor its resources and services to better serve them.

About Sri Sathya Sai Institute of Higher Learning - Anantapur Women's Campus Library:

The Sri Sathya Sai Arts and Science College (for Women) in Anantapur is a distinguished institution with a long history and a steadfast dedication to women's education. Established by Bhagawan Sri Sathya Sai Baba on July 8th, 1971, this institution places a strong emphasis on empowering women through education. Bhagawan Sri Sathya Sai Baba believed that educating women has a profound impact not only on their personal development but also on their families and society at large, as educated women possess the potential to significantly influence future generations. The institution is dedicated to empowering women comprehensively through education and is supported by a well-equipped, modern library that provides users access to a vast array of informational resources. Since its inception, the library has played a vital role in collection development, supporting the academic and research learning process for its users. The library has a sizable collection of resources, including 69,406 books, 50 print magazines, 484 bound volumes of journals, 422 non-book resources, and 231 theses and dissertations, to meet the varied academic and research needs of its patrons. To further support teaching and research endeavors, the library is a member of the INFLIBNET consortium, offering access to over 3,000 e-journals. Additionally, it subscribes to EBSCO's Business Source Database, which benefits students studying management and economics disciplines. The library's operations are fully computerized using Koha, an integrated open-source software that incorporates features like barcoding and book spine labels to facilitate smooth check-out and check-in processes.

Review of Literature:

Hussain et al. (2011) performed a user survey at five women's college libraries on the University of Delhi's South Campus in India. According to the research, the majority of users were pleased with the library's collection and services. However, some challenges were identified, including issues related to user education, staffing, policy matters, and the autonomy of library professionals. The study recommended that the library align its

acquisitions with user demand, expand its collection, increase recognition of the library's contributions within the parent organization, and promote regular user surveys to facilitate improvements. The study emphasized the integral role of libraries in supporting academic development and urged proactive measures to enhance their services and user satisfaction.

Kumar et al. (2016) examined a comparative research to examine library service awareness and utilisation among users of the Women's College (WC) and Tika Ram Kanya Mahavidyalaya (TRKM) libraries in Aligarh. According to the report, both the WC and TRKM libraries drew a sizable number of customers for book borrowing. Most users in both libraries were aware of circulation services. While the study indicated that a substantial portion of respondents faced difficulties, they varied between the libraries. Satisfaction levels with library facilities were positive, with more than half of users in both libraries expressing contentment regarding physical facilities. To enhance library services, the study recommended flexible library rules, moderate borrowing privileges, library automation, extended interlibrary loan facilities, extended library hours, and regular user training programs.

Verma and Lalitlanmawi (2016) examined at Government Hrangbana College, Aizawl. how U.G. students used the library's materials and services and measured their degrees of satisfaction. A structured questionnaire was sent to 150 U.G. students as part of the study's sample survey methodology, and 120 of those questionnaires were filled out. The distribution of respondents across academic years and the predominance of male respondents were significant results. According to the study, 17% of the study participants attended the library on an everyday basis as regular users, while the rest only visited sporadically or every few weeks. The majority of respondents preferred traditional information sources, such as print media, and indicated satisfaction with the library's reading room and resources. Satisfaction levels varied for different library services, with high satisfaction for services like the Online Public Access Catalog (OPAC) and borrowing facilities, but lower satisfaction with reprography and book display services.

Kumar (2017) investigated how postgraduate students in a few private institutions in Uttar Pradesh used the resources and services offered by the library. The study evaluated the degree and kind of library resource consumption among 203 respondents using a well-structured survey that used a stratified accidental random sampling procedure. The results showed that students were well aware of the resources that were accessible, with an impressive 89% regularly using these sites for academic purposes. The majority of users (almost 90%) came to the library to further their academic and professional goals, with a far lower percentage coming for research. The most frequently utilized sources were found to be online databases, followed by print journals and

electronic journals. According to the findings of the study, the vast majority of respondents were pleased with the resources that were provided; yet, there remained scope for further improvement. Some of these areas included the need for orientation programs, frequent user studies, improved web-based resource guides, and proactive alert systems. This study highlighted the necessity of optimal resource utilization for academic performance by offering insightful information on the usage habits and user preferences of postgraduate students in these private university libraries. **Dhiman and Singh (2017)** evaluated the condition of library automation and the utilisation of information and communication technology (ICT) in college libraries that are part of the Delhi University College Library System, with a particular emphasis on women's institutions that are located in the North Campus. The study found differences amongst the assessed college libraries, with Miranda House College Library standing out for its lengthy hours, substantial collection, and steadfast dedication to accessibility. The majority of libraries have automated their operations, with Miranda House leading the way with the best-rated LibSys software. However, shortcomings, such as the absence of inter-library loan services in most colleges and varying levels of access to e-resources, were observed. In conclusion, the research offered a thorough evaluation of college libraries within the Delhi University system, noting their advantages and areas in which they needed to improve, especially in relation to ICT and library automation. **Unuabor and Oseghale (2018)** investigated issues about undergraduate education students' inadequate library use at the University of Ibadan. Surveys were used to acquire data for the study. Randomly picked from 1,546 users were 230 replies. The research found that undergraduates underutilize library resources and services. This was mostly due to user education programme type, timing, and content. Undergraduates seldom used the library, and the inability to make "Use of Library" a General Studies subject hindered user education. The research suggested splitting the "Use of Library" course from the "Use of English" course. It should be a credit-bearing independent course to emphasise its value. The research hoped this would emphasise the importance of library resource use, improving undergraduate student use. **Kumar, A., and Pandey, S. K. (2020)** undertook a thorough survey at Doon University, Dehradun, with the aim of examining the levels of awareness, utilisation, and satisfaction pertaining to library resources among students, research researchers, and faculty members. The objective of the study was to ascertain variations in these dimensions across various user cohorts and to elucidate the obstacles impeding the efficient utilisation of resources. Through structured questionnaires distributed to 387 participants from various university departments, the study employed Solvin's Formula for sample size calculation and

stratified accidental random sampling for participant selection. The study offered recommendations for improvement, such as revising the Collection Development Policy, enhancing user orientation, implementing information literacy programs, leveraging social media for outreach, and providing personalized guidance to new library visitors. In the end, the study emphasized that user satisfaction should be the paramount measure of a library's effectiveness, transcending financial investments and resource quantities. **Olatoya, et al. (2020)** examined undergraduate students' attitudes and perceptions of electronic information resources (EIRs) at the University of Fort Hare and Rhodes University in South Africa to determine if they affected EIR use. According to surveys and interviews with 377 undergraduate students, many had trouble utilising EIRs and thought they needed specific computer abilities. The research found that many undergraduate students lacked the abilities to cope with an ICT-compliant society, while those who saw the advantages had favourable attitudes and opinions of EIRs. Awareness, acceptance, and perceived usefulness were important, but technical know-how, information overload, internet access cost, inadequate computer workstations, low ICT literacy skills, financial constraints, database inaccessibility, and inexperienced staff were challenges. The research shed light on undergraduate students' views of EIRs and the need for interventions to enhance their use, with substantial implications for South African and international higher education institutions. **Mohan, M., and Devi, B. M. (2021)** examined library resource awareness, print and electronic resource use, and postgraduate student satisfaction in teaching departments at the University of Kerala, Thiruvananthapuram. A questionnaire-based study was conducted with 200 randomly chosen postgraduate students from 740. The majority of respondents knew more about print materials than electronic ones. Most students liked print materials for theses, dissertations, novels, newspapers, and journals. Over half of respondents liked electronic databases. Print resources had greater satisfaction (63.50%) than electronic resources (31.50%). The primary issues were print copy shortages and damage and electronic resource access constraints. The report stressed the need for better awareness programmes and access to technological resources to close the use gap. **Mallikarjun and Viswamohan (2022)** evaluated “user satisfaction with library resources and services at Osmania University in Hyderabad, India.” The research administered 450 questionnaires and received 352 replies. The survey found that respondents' satisfaction varied. In particular, 7.75% were happy with the library facilities, 29.06% excellent, 33.20% average, 19.52% inadequate, and 10.47% dissatisfied. The survey found flaws with obsolete books and few copies (17.3%), incorrect book organisation (14.4%), and a lack of user advice and training (13.4%). The report advised the

library to undertake frequent user studies to address these concerns and improve customer happiness. This would allow the library to get user input and develop. **Bavaskar et al. (2023)** investigated how J.E.S. College, Jalna postgraduate (PG) students used library resources and services. They circulated 180 surveys and received 164 valid replies. The research stressed the importance of libraries as knowledge reservoirs, providing students and teachers with print, non-print, and electronic resources. Most respondents (64%) were male and used the library sometimes for studies, with textbooks being the most popular resource and the Book Bank Facility being popular. The survey also found that users confront issues such a shortage of needed texts and reference materials, low knowledge of library services, limited library hours, and insufficient library staff help. The authors suggested user orientation programmes, digital resource access, and staff help to boost library use and satisfaction. This research illuminates PG students' requirements and preferences, emphasising the necessity for library service enhancement. **Surwade et al. (2023)** examined postgraduate students' library use. The study's objectives were to determine the purpose of library visits, identify the most commonly used library information resources, assess satisfaction with library resources and services, and identify any challenges encountered. The survey also found that 52% of respondents used the library's circulation service and 39% used Xerox/print. 63.84% of respondents were satisfied with the library's materials and services, with 19.03% very satisfied. Initial suggestions included orientation and training programmes to familiarise users with library resources and services. The report also advised helping people access library materials and services. Finally, it stressed the need of proactive librarians and support workers in solving customers' problems and providing excellent library and information services.

Objectives:

1. To examine the understanding and usage of various libraries' resources and services by both undergraduate (UG) and postgraduate (PG) students.
2. To discover the reason and frequency of student library visits.
3. To evaluate user feedback on the accessibility of reading materials in the library.
4. To identify any challenges or issues faced by students in utilizing the resources available in the library.
5. To assess the extent of user satisfaction with the library's collection, services, and facilities.
6. To suggest ways to enhance the resources, facilities, and services provided by the library.

Methodology

The study focused on participants who were residents of the Anantapur Women's Campus of Sri Sathya Sai Institute of Higher Learning (SSSIHL), including undergraduate, postgraduate, and professional course students. To accomplish its objectives, the research employed a sample survey approach. The primary data collection tool used was a Google Form online questionnaire, which was distributed to students via email. The study encompassed a total population of 509 students, all of whom were provided with the questionnaires. Despite making extensive efforts, the investigator was unable to gather the necessary 150 completed questionnaires required to present the study's findings through tables, charts, and explanations.

Data Analysis and Interpretation

Table 1: Demographic characteristics of the respondents

Course-wise distribution of the respondents		
Course	Respondent	Percentage
Under Graduate (UG)	74	49.33%
Post Graduate (PG)	36	24.00%
Professional Course (MBA / B.Ed.)	40	26.67%
Total	150	100.00%

Table 1 presents the demographic characteristics of the participants. It is evident that a high percentage of the respondents, comprising 74 individuals (49.33%), are undergraduate students. Additionally, 36 respondents (24.00%) fall under the category of postgraduate students, while 40 respondents (26.67%) belong to professional courses.

Table 2: Frequency of visits to the library by the respondents

Frequency	No. of respondents
Daily	24 (16.00%)
Weekly twice	49 (32.67%)
Weekly once	31 (20.67%)
Fortnightly	18 (12.00%)
Occasionally	28 (18.67%)
Total	150 (100.00%)

Table 2 outlines the frequency of library visits, a factor influenced by various aspects like the library's collection, available formats, and the quality of its value-added services. As per the survey findings, a significant majority, comprising 32.67 percent of respondents, visit the library twice a week. Next in line, 20.67 percent of respondents make weekly visits, and

18.67 percent visit the library occasionally. Moreover, 16.00 percent of respondents are daily library visitors, while the remaining 12.00 percent opt for bi-weekly visits.

Table 3: Purpose to visiting the library by the respondents

Purpose	No. of respondents N=150
To borrow books	94 (62.67%)
To consult reference materials	38 (25.33%)
To meet the Librarian/ Library staff	16 (10.67%)
To complete an assignment	78 (52.00%)
To read periodicals and newspapers	43 (28.67%)
To access the internet and digital resources (Ebsco, Ess – e-resources etc.)	59 (39.33%)
To refer to Thesis/Dissertation / Projects	46 (30.67%)
To read Competitive exam books	94 (62.67%)
To read subject books	89 (59.33%)
To prepare for the next class	39 (26.00%)
I feel the library is the best place to sit and read long hours	33 (22.00%)

(Multiple choice)

The data in Table 3 reveals that a significant portion of respondents, specifically 62.67 percent, visited the library mainly for the purpose of borrowing books and studying competitive exam materials. Additionally, 59.33 percent of respondents come to the library to access subject-specific books, while 52.00 percent visit to work on academic assignments. Other notable reasons for library visits include 39.33 percent of respondents who come to access the internet and digital resources, 30.67 percent who visit for referencing thesis, dissertations, or projects, 28.67 percent for reading periodicals and newspapers, 26.00 percent for preparing for their next class, 25.33 percent for consulting reference materials, and only 22.00 percent who visit the library for extended reading sessions.

Table 4: Awareness of library resources

Resources	Aware	Not sure	Not aware
Subject Text Books	150 (100%)	0	0
Print periodicals and Newspapers	150 (100%)	0	0
Reference Books	104 (69.33%)	39 (26.00%)	7 (04.67%)
eResources (E-Journals, E-Books, Online Databases etc.)	79 (52.67%)	28 (18.67%)	43 (28.67%)
Previous Question Papers	114 (76.00%)	21 (14.00%)	15 (10.00%)
Non-Book Materials (CDs / DVDs)	66 (44.00%)	73 (48.67%)	11 (7.33%)
Thesis / Dissertations / Project reports	109 (72.67%)	29 (19.33%)	12 (8.00%)
Online Public Access Catalogue (OPAC)	129 (86.00%)	21 (14.00%)	0 (0.00%)

In order to optimize the library's services and resources, it is imperative for users to have a comprehensive understanding of what the library provides. Thus, Table 4 presents an analysis of user awareness regarding these services. The data in Table 4 demonstrates that all users are well-informed about the availability of textbooks, print periodicals, and newspapers in the library. Nevertheless, some users may not possess knowledge of the existence of Thesis/Dissertation/Project Reports, Non-Book Materials (CDs/DVDs), Reference Books, and the OPAC system among the library's offerings.

Table 5: Mode of approach locating the library resources by the respondents

Mode of approach	Always	Sometimes	Rarely
Through Catalogue / Online Public Access Catalogue (OPAC)	89 (59.33%)	39 (26.00%)	22 (14.67%)
Directly Going to Shelf	117 (78.00%)	14 (9.33%)	19 (12.67%)
Asking for help from the Library Staff members	121 (80.67%)	17 (11.33%)	12 (8.00%)
Through friends / Seniors	69 (46.00%)	42 (28.00%)	39 (26.00%)

To locate library materials, Table 5 indicates that among the 150 respondents, 121 individuals (80.67%) seek assistance from library staff, 117 respondents (78%) directly search for materials on the shelves, 89 respondents (59.33%) consistently utilize the library catalogue/OPAC, and 73 respondents (48.67%) frequently seek assistance from friends or seniors.

Table No 6: Usage of library resources

Resources	Always	Sometimes	Rarely
Subject Text Books	142 (94.67%)	08 (5.33%)	00
Print periodicals and Newspapers	132 (88.00%)	09 (6.00%)	09 (6.00%)
Reference Books	109 (72.67%)	34 (22.67%)	07 (0.46%)
eResources (E-Journals, E-Books, Online Databases etc.)	44 (29.33%)	39 (26.00%)	67 (44.67%)
Previous Question Papers	118 (78.67%)	19 (12.67%)	13 (8.67%)
Non-Book Materials	8 (5.33%)	20 (13.33%)	122 (81.33%)
Summer Project Reports / Dissertations	128 (85.33%)	18 (12.00%)	04 (02.67%)

As evidenced in Table 6, which illustrates the frequency of respondents' utilization of library resources, the majority of respondents (94.67%) consistently used topic textbooks. This was followed by print periodicals (88.00%), summer project reports, and dissertations (85.0%), old test questions (78.67%), and reference books (72.67%). Furthermore, a significant portion of respondents (81.33%) made use of non-book materials, while e-resources were utilized only occasionally by (44.76%) of the respondents.

Table 7: Aware of the following services provided by the library?

Services	Aware	Not sure	Not aware
Circulation services	150(100.00%)	0	0
Reference services	106 (70.67%)	28 (18.67%)	16 (10.67%)
OPAC	69 (46.00%)	54 (36.00%)	27 (18.00%)
Photocopy / Print / Scanning services	18 (12.00%)	84 (56.00%)	48 (32.00%)
Current Awareness Services / New Arrivals	91 (60.67%)	25 (16.67%)	34 (22.67%)
Inter Library Loan (ILL)	38 (25.33%)	96 (64.00%)	16 (10.67%)

Table 7 demonstrates that most respondents possess knowledge of the library's circulation services (100.00%) and reference services (70.67%). Following these, respondents are aware of current arrivals and new materials services (60.67%), the OPAC service (46.00%), Interlibrary Loan (ILL) services (25.33%), and photocopying, printing, and scanning services (12.00%).

Table 8: Do you face any difficulties while accessing the library Print/e-resources?

Resources	Yes	No	Total
Print	68 (45.33%)	82 (54.67%)	150 (100.00%)
Electronic	111 (66.00%)	39 (34.00%)	150 (100.00%)

Table 8 indicates that 111 respondents (66.00%) experienced difficulties accessing print materials, while 68 respondents (45.33%) encountered challenges when using electronic resources.

Table 9: Overall satisfaction with library Collection, Services, and Staff members

Collection	Satisfied	Neither satisfied nor Dissatisfied	Dissatisfied
Print	44 (29.33%)	67 (44.67%)	39 (26.00%)
Electronic	17 (11.33%)	59 (39.33%)	74 (49.33%)
Services			
Circulation Services	116 (77.33%)	24 (16.00%)	10 (06.67%)
Current Awareness Services	62 (41.33%)	51 (34.00%)	37 (24.67%)
Digital Library Services	29 (19.33%)	98 (65.33%)	23 (15.33%)
Photocopy / Scan Services	54 (36.00%)	61 (40.67%)	35 (23.33%)
Facilities & Infrastructure			
Digital library	31 (20.67%)	94 (62.67%)	25 (16.67%)
Reading space	102 (68.00%)	37 (24.67%)	11 (07.33%)
Drinking water facility	19 (12.67%)	116 (77.33%)	15 (10.00%)
Rest Room / Washroom	43 (28.67%)	83 (55.33%)	24 (16.00%)
Lighting / Ventilation	94 (62.67%)	42 (28.00%)	14 (09.33%)
CCTV	118 (78.67%)	18 (12.00%)	14 (09.33%)

Staff attitude			
Professional staff	99 (66.00%)	37 (24.67%)	14 (09.33%)
Supporting staff	118 (78.67%)	26 (17.33%)	6 (04.00%)

Table 9 reveals that electronic resources are satisfactory for only 11.33% of respondents, whereas 29.33% express satisfaction with the print collection. Circulation services receive a satisfactory rating from 77.33% of respondents, followed by satisfaction levels of 41.33% for current awareness services, 36.0% for photocopying/scanning services, and 19.33% for digital library services. A significant 68.00% of respondents are content with the reading area, while 78.67% express their satisfaction with the CCTV facility (62.67%). Only 12.0% of respondents find the drinking water facility satisfactory, and 20.67% are pleased with the lighting and ventilation in the digital library. Regarding the attitude of professional staff and supporting staff at the library, 66.00% of respondents are satisfied with the professional staff's attitude, while 78.67% express satisfaction with the supporting staff members.

Findings & Conclusions:

- ✓ Approximately 32.67% of the participants engage in library use on a biweekly basis.
- ✓ A significant 62.67 percent of the respondents visit the library to obtain books and study for competitive exams.
- ✓ While a notable 86.00% of respondents are aware of the OPAC services, only 59.33% actually utilize the OPAC search to find materials in the library.
- ✓ The majority of respondents (94.67%) consistently rely on subject textbooks.
- ✓ Approximately 45.33% of respondents encounter difficulties accessing print materials, and 66.00% face challenges in locating electronic resources.

These results highlight the need of faculty and library staff assistance for users to effectively utilise library resources for academic and research purposes. Based on the feedback received from respondents, the following recommendations are proposed:

1. The library should revise and update its Collection Development Policy (CDP) to consider the needs of all stakeholders, including students, heads of departments (HODs), faculty members, and research scholars. The library should aim to acquire the latest national and international editions of subject books, as well as materials related to competitive exams, in accordance with the university syllabus. Adequate budget allocation from the university administration is essential to achieve this.
2. The campus authority should make library orientation sessions mandatory for all new members and provide regular training to ensure effective utilization of information resources. Additionally, library staff should organize activities such as New Product demo sessions, Quiz programs, Theme Displays, Book talks, Essay writing competitions, Painting and Drawing competitions, and Book exhibitions on a regular basis.

3. Personal guidance should be provided to individual faculty members to familiarize them with the library's collection, facilities, and services, taking into account their specific academic and research needs.
4. The survey findings indicate that the majority of students rely on the library as a primary source for accessing books and reference materials. Moreover, the study revealed that students also utilize the library's resources for their academic assignments, projects, and dissertation work. Notably, the survey showed that digital library services are extensively used by students for their projects and dissertation research, highlighting the significance of these resources in supporting students' academic endeavors.
5. It is imperative to establish and maintain a Digital Library and Multimedia facility equipped with adequate ICT infrastructure, including essential bandwidth, charging stations, and Wi-Fi connectivity to promote student engagement. Additionally, there is a recommendation to substantially expand the number of computers within both the library and digital library, enabling users to access subscribed electronic resources beyond the scope of the internet, Wikipedia, and other search engines. Although proximity to classrooms may not always be feasible, it is advisable to implement flexible operating hours, allowing users to conveniently utilize library facilities during breaks or after their classes.
6. Consider joining the DELNET membership and utilizing the inter-library loan facility to share resources among SSSIHL campus libraries and address financial constraints related to resource subscriptions.
7. The library website is the principal user communication channel. Users need a dynamic library website to learn about its collection, services, and facilities. Library services including circulation, reserves, reference, library education, library events, interlibrary loan, e-resources, and topic gateways are promoted on the library website, which is its "face". A user-friendly library homepage is essential for electronic resource access.
8. Enhance library amenities by providing contemporary seating, air conditioning, discussion spaces, silence zones, and private reading carrels. Adequate bathroom and drinking water facilities within the library should also be ensured to create a conducive environment for users.

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