Evaluation Of Resources Utilizations Of College Libraries Among College Students With Special Reference To South 24 Parganas, West Bengal

Sanjib Mandal Research Scholar, Department of Library & Information Science, Sri Satya Sai University of Technology & Medical Sciences, Sehore, M.P.

Dr. Arun Modak Research Guide, Department of Library & Information Science, Sri Satya Sai University of Technology & Medical Sciences, Sehore , M.P.

ABSTRACT:

The college library which was included in the present study comprises the users of undergraduate students of three years of course study in arts and science colleges of South 24 Parganas District, West Bengal. Hence the survey has been undertaken with the help of questionnaire designed for the purpose. In addition to questionnaires, interviews with the heads of libraries were conducted to collect the data. In this study, the data from published sources and the raw data collected from the respondents through questionnaire have been assessed and analyzed with the application of SPSS software.

Keywords: Resources, College, Libraries, Students, South 24 Parganas

INTRODUCTION:

Libraries attached to the higher education institutions of colleges, to provide informational resources and services to the learning and teaching process. College library is a place that symbolizes the need for life-long learning [1-3]. The college library acts as a fulcrum in the educational process. The scope and character of college library which provides library resources, facilities and services to the scholar and teacher for course work, research, and self-education through carefully selected, acquisitioned and organized printed literature and other forms of literature. The theoretical and conceptual foundation for this study was designed from a user-centered and relevant to the Arts and Science college users' perspectives [4-5]. This involves methods for collecting qualitative data such as questionnaires with closed ended questions. The complementary option caters to the user's needs and their awareness towards the library use through an appropriate data analysis and interpretation [6]. This investigation entitled "analytical study on utilization of resources of college libraries among college students: With emphasis to South 24 parganas, West Bengal" is a survey study built upon the techniques of data collection through questionnaire method

and statistical tools are used for analysis. The user population comprises under graduate students studying in arts and science colleges of 24 Parganas district

EXPERIMENTAL METHODOLOGY:

In this study data from published sources and the raw data collected from the respondents through questionnaire have been assessed and analyzed with the application of SPSS software. To ascertain the research problem a questionnaire instrument is constructed for the purpose. A total of 600 printed questionnaires were distributed to the library users of arts and science college library during the survey period Nov 2020 - April 2021. Four hundred and ninety-two usable questionnaires were received indicating 82% of overall response rate. As the supplementary to questionnaire method, interview techniques were used. The sources of data for the research study are secondary and tertiary sources used to collecting information from books, journal articles, e-journals, and websites, etc. The questionnaires were checked for accuracy and completeness. The questionnaires were analyzed and processed on the computer using the statistical package for social science (SPSS) in order to test the objectives and the formulated hypotheses, the researcher used some standard tools such as independent t-test, Chi-square and Mann - Whitney U test. The study encompasses a period of one academic year (2020-2021). The present study is confined to the survey of library and library service use and awareness perceptions of undergraduate student of Arts and Science college library, South 24 Parganas District. The study covers only undergraduate students studying in colleges of Calcutta University. The subject in this study sample includes 47 Undergraduates in first year and 131 undergraduates in second year and 294 undergraduates in third years of Arts and Science Colleges of South 24 Parganas District, were selected randomly during their library visits.

DATA ANALYSIS AND INTERPRETATION:

The determination of the awareness of undergraduate students of arts and science colleges in South 24 Parganas district was based on data analysis. The analysis of the data pertaining to the study was made with appropriate statistical tools and techniques such as independent samples t- test, Mann- Whitney U test, Chi- square test. All the findings and conclusion of the study depend upon the analysis of data. The data analysis and interpretation were based on the following points:

Personal Data of Undergraduate Students:

➢ Gender-Wise Classification of Sample Respondents
➢ Year of Study
➢ Group of Study
➢ Used Any Other Library before Joining the Degree Course
➢ Type of Library Used Before Joining the Degree Course

Information about College Library Facilities:

➢ Library Space Inspire To Studying and Learning
➢ Library Having a Comfortable and Inviting Location
➢ Library Has Adequate Space for Reading

Availability of Other Facilities:

➢ Pollution Free Clear Environment
➢ Lighting, Fan and Air Facilities
➢ Opinion on Overall Ambience
➢ Relationship between Year of Study and Overall Ambience of Library
➢ Relationship between Group of Study and Overall Ambience of Library
➢ Relationship between Gender Group and Overall Ambience of Library
➢ Display Facilities of Library Layout, Details for User etc.

Information about Library Awareness and Use:

➢ Year in Which Using College Library
➢ Persons Motivate To Use Library
➢ Frequency of Visiting the College Library
➢ Relationship between Year of Study and Frequency of Visiting the College Library
➢ Relationship between Group of Study and Frequency of Visiting the College Library
➢ Relationship between Gender Group and Frequency of Visiting the College Library
➢ Purpose of Coming to the Library
➢ Resources Available In the Library
➢ Print Material Most Often Used For Course Activity
➢ Sources Through Know the Availability of Document Relevant To The Study
➢ Sufficiency of Availability of the Documents in the Library
➢ Purchase Reading Materials of the Subject Interest
➢ Reasons for Purchase Reading Materials of the Subject Interest
➢ Aware Of Electronic Resources
➢ Use Electronic Resources
➢ Type of E-Resources Provided By the College Library
➢ Encountering Any Problem in Accessing E-Resources
➢ Type of Problems Encountered
➢ User Encourage Participating in the Formulation of Library Collection Development Policy
➢ Locating the Required Books from the Shelves Easily

- ➢ Access Tools Easy To Use That Allow Finding Books On Own
- ➢ Library Resources Easily Available Without Restriction

Information about Library Services:

- ➢ Satisfaction on individual attention given to users
- ➢ Satisfaction on the library provides with information skills that need in the work and study
- ➢ Satisfaction with the way of treatment in the library
- ➢ Satisfaction over the support for learning, and awareness about career related issues
- ➢ Satisfaction on the loan/loan extension period for books
- ➢ Satisfaction on the number of borrower tickets issued
- ➢ Satisfied with the services rendered by the college library
- ➢ Satisfied with the services rendered by the college library among different year of study of undergraduate students
- ➢ Satisfied with the services rendered by the college library among different group of study of undergraduate students
- ➢ Satisfied with the services rendered by the college library among different gender group of undergraduate students
- ➢ Satisfied the overall quality of services provided by the library
- ➢ Year of study and satisfied with the overall quality of services provided by the library
- ➢ Group of study and satisfied with the overall quality of services provided by the library
- ➢ Gender and satisfied with the overall quality of services provided by the library

Information about the Library Staff:

- ➢ Satisfaction on instilling confidence in users by the staff
- ➢ Satisfaction on knowledge of the staff to fulfill information needs
- ➢ Satisfaction on understanding the needs of users by staff
- ➢ Satisfaction on readiness of staff to help users
- ➢ Satisfaction on staff's tendency to help the users
- ➢ Satisfaction on educating the users about book access by staff
- ➢ Satisfaction on overall quality of services provided by the staff

Information about Library Promotion:

- ➢ Aware of rules and regulations of library
- ➢ Sources through aware of rules and regulations of library
- ➢ Library promote book reading

- ➢ Sources of promote book reading
- ➢ Happy in 'readers club' 'council of readers' functioning in the library
- ➢ Library having suggestion box
- ➢ Sources through giving suggestions

RESULTS, DISCUSSION & CONCLUSION:

Results and Discussion:

- ➢ It is found that the majority of the respondents are female forming 92.1 per cent and the remaining 7.9 per cent of the respondents are male users. Thus, the extent of the library use by female respondents seems to be more compared to male users. The obvious reason for this is that the number of female respondents at arts and science colleges is more as compared to the male respondents.

- ➢ The study reveals that 59.8 per cent of the respondents studying IIIrd year have been using the college library, 26.6 per cent of the respondents studying IInd year have been using the college library and 9.6 per cent of the respondents studying Ist year have been using the college library. It is clear that majority of the respondents studying IIIrd year have been using the college library. Further the study reveals 64.1 per cent respondents from science group and 35.9 percent from Arts group.

- ➢ It is found that 94.5 per cent of the respondents have not used any other library before joining the degree course and only 5.5 per cent of the respondents have used other library before joining the degree course. Further, it is clear that that out of 27 respondents used other library, 81.5 per cent of the respondents have used public library, 11.1 per cent of the respondents have used school library and 7.4 per cent of the respondents have used, other library.

- ➢ The study reveals that 63.1 per cent of the respondents mentioned that 'library space' not inspires studying and learning and only 36.9 per cent of the respondents said that library space inspires to studying and learning.

- ➢ It is clear that 72.2 per cent of the respondents mentioned that library not having a comfortable and inviting location and only 27.8 per cent of the respondents said that library having a comfortable and inviting location.

- ➢ The study reveals that 67.1 per cent of the respondents mentioned that library has no adequate space for reading and only 32.9 per cent of the respondents said that library has adequate space for reading.

- It is observed that 37.4 per cent of the respondents mentioned that the pollution free clear environment of library is bad, 35.6 per cent of the respondents opined that the pollution free clear environment of library is not bad, 19.1 per cent of the respondents said that the pollution free clear environment of library is good and only 7.9 per cent of the respondents mentioned that the pollution free clear environment of library is excellent.

- The study shows that 34.6 per cent of the respondents opined that the lighting, fan and air facilities of library are bad, 33 per cent of the respondents opined that the lighting, fan and air facilities of library are not bad, 23 per cent of the respondents opined that the lighting, fan and air facilities of library are good and only 9.4 per cent of the respondents opined that the lighting, fan and air facilities of library are excellent. It is clear that most of the respondents mentioned that the lighting, fan and air facilities of library are bad.

  - It is identified that 40.9 per cent of the respondents opined that the overall ambience of library is bad, 27.8 per cent of the respondents opined that the overall ambience of library is not bad, 19.5 per cent of the respondents opined that the overall ambience of library is good and only 11.8 per cent of the respondents opined that the overall ambience of library is excellent. It is clear that most of the respondents mentioned that the overall ambience of library is bad.

  - It was concluded that there is a significant relationship between opinion on overall ambience of library and year of study of undergraduate students.

  - It was inferred that there is no significant relationship between opinion on overall ambience of library and group of study of undergraduate students.

  - It was concluded that there is no significant relationship between opinion on overall ambience of library and gender group of undergraduate students.

  - It is clear that 55.9 per cent of the respondents opined that the display facilities of library layout, details for user etc. is bad, 24 per cent of the respondents opined that the display facilities of library layout, details for user etc. is not bad, 12.6 per cent of the respondents opined that the display facilities of library layout, details for user etc. is good and only 7.5 per cent of the respondents opined that the display facilities of library layout, details for user etc. is excellent. It is clear that most of the respondents mentioned that the display facilities of library layout, details for user etc. are bad.

  - The study clearly describes that 59.1 per cent of the respondents are using college library in IIIrd Year, 35 per cent of the respondents are using college library

in IInd Year and only 5.9 per cent of the respondents are using college library in Ist Year. It is clear from table that most of the respondents are using college library in IIIrd Year.

➢ The study indicates that 44.5 per cent of the respondents are motivated by library staff to use the library, 35.2 per cent of the respondents are motivated by teachers to use the library, 12.6 per cent of the respondents are motivated by self to use the library and only 7.7 per cent of the respondents are motivated by others. It is clear from the study that majority of the respondents are motivated by library staff to use the library.

➢ The study reveals that 30.9 per cent of the respondents are visiting the college library once in a week, 23 per cent of the respondents are never visiting the college library, 18.1 per cent of the respondents are visiting the college library daily, 15 per cent of the respondents are visiting the college library in free class hours and 13 per cent of the respondents are visiting the college library 1-2 times in a week. It is inferred from table that most of the respondents are visiting the college library once in a week.

➢ It was concluded that there is no significant relationship between frequency of visiting the college library and year of study undergraduate students.

➢ It was concluded that there is no significant relationship between frequency of visiting the college library and group of study of undergraduate students.

➢ It was concluded that there is a significant relationship between frequency of visiting the college library and gender group of undergraduate students.

➢ It is obvious that 38 per cent of the respondents are coming to the library for newspaper reading, 22 per cent of the respondents are coming to the library for borrowing books, 12 per cent of the respondents are coming to the library for completing assignments, 8.1 per cent of the respondents are coming to the library for browsing, 6.9 per cent of the respondents are coming to the library for resting, another 6.9 per cent of the respondents are coming to the library for preparing for examination, 4.1 per cent of the respondents are coming to the library for reference and 2 per cent of the respondents are coming to the library for reading personal books.

➢ The study confirms that 37 per cent of the respondents mentioned that newspaper available in the library, 28 per cent of the respondents said that journals/magazine available in the library, 19 per cent of the respondents said that general interest books available in the library, 8 per cent of the respondents

mentioned that books available in the library, 5 per cent of the respondents mentioned that Encyclopedias/Handbooks available in the library and 3 per cent of the respondents mentioned that Dictionaries available in the library.

➢ The study reveals that 73.8 per cent of the respondents use text books for course activity, 18.1 per cent of the respondents use reference books for course activity, 6.1 per cent of the respondents use periodicals for course activity and only 2 per cent of the respondents use other materials for course activity. It is inferred from table that majority of the respondents use text books for course activity.

➢ It is evident from the study that 34 per cent of the respondents know the availability of document relevant to the study by consulting friends, 27 per cent of the respondents know the availability of document relevant to the study by consulting library staff, 23 per cent of the respondents know the availability of document relevant to the study through suggestions from teachers, 14 per cent of the respondents know the availability of document relevant to the study through personal knowledge and 2 per cent of the respondents know the availability of document relevant to the study through catalogue/OPAC.

➢ It is observed that 21.7 per cent of the respondents mentioned that newspaper is sufficiently available in the library, 20.1 per cent of the respondents said that periodicals are sufficiently available in the library, 40.2 per cent of the respondents mentioned that newspaper are partially sufficient, 35.4 per cent of the respondents said that periodicals are partially sufficient, 70.1 per cent of the respondents mentioned that career guides are not sufficiently available in the library and 64 per cent of the respondents mentioned that general books are not sufficiently available in the library.

➢ The study also describes that 64 per cent of the respondents purchase reading materials of the subject interest and the remaining 36 per cent of the respondents do not purchase reading materials of the subject interest.

➢ The study shows that 28 per cent of the respondents purchase reading materials for materials do not meet their present needs, 25 per cent of the respondents purchase reading materials for additional reading, 22 per cent of the respondents purchase reading materials as the library materials are outdated, 13 per cent of the respondents purchase reading materials for staff not always available and 12 per cent of the respondents purchase reading materials for materials are missing from library e.g. stolen, vandalized, etc.

➢ It is evident that 70 per cent of the respondents are not aware of electronic resources and only 30 per cent of the respondents are aware of electronic resources. It is

inferred from table that most of the respondents are not aware of electronic resources.

➢ The study clearly describes that 65 per cent of the respondents do not use electronic resources and the remaining 35 per cent of the respondents use electronic resources.

➢ It is found from the study that 28 per cent of the respondents mentioned that e-newspaper is provided by the college library, 27.4 per cent of the respondents mentioned that e-books are provided by the college library, 14.8 per cent of the respondents mentioned that e-journals are provided by the college library, 9.3 per cent of the respondents mentioned that e-mail is provided by the college library, 8.9 per cent of the respondents mentioned that online databases are provided by the college library and 7.7 per cent of the respondents said that CD-ROM databases are provided by the college library.

➢ It is found that 79 per cent of the respondents encounter problem in accessing e-resources and only 21 per cent responded as no problem while accessing e-resources.

➢ It is identified that 64.8 per cent of the respondents faced lack of training problem, 25.4 per cent of the respondents faced internet connectivity problem, 6.3 per cent of the respondents encountered slow speed problem and 3.5 percent of the respondents encountered the problem of too much information retrieved.

➢ The study reveals that 34.1 per cent of the respondents encourage participating in the formulation of library collection development policy and 65.9 per cent of the respondents do not encourage participating in the formulation of library collection development policy.

➢ The study clearly describes that 58.7 per cent of the respondents mentioned that locating the required books on the shelves not easily and 41.3 per cent of the respondents said that locating the required books on the shelves easily.

➢ The study reveals that 46.8 per cent of the respondents mentioned that access tools easy to use that allow to find books on own and 53.2 per cent of the respondents said that access tools not easy to use that allow to find books on own.

➢ It is identified that 61.4 per cent of the respondents mentioned that library resources not easily available without restriction and 38.6 per cent of the respondents mentioned that library resources easily available without restriction.

➢ The study clearly reveals that 49.8 per cent of the respondents are not satisfied on

individual attention given to users, 44.3 per cent of the respondents are satisfied on individual attention given to users and only 5.9 per cent of the respondents are fully satisfied on individual attention given to users

➢ It is identified that 54.9 per cent of the respondents are not satisfied on the library providing information skills that need in the work and study, 37.4 percent of the respondents are satisfied on the library providing information skills that need in the work and study and only 7.7 per cent of the respondents are fully satisfied on the library providing information skills that need in the work and study.

➢ It is found that 48.8 per cent of the respondents are satisfied with the way of treatment in the library, 42.9 per cent of the respondents are not satisfied with the way of treatment in the library and only 8.3 per cent of the respondents are fully satisfied with the way of treatment in the library.

➢ It is elucidated 53 per cent of the respondents are satisfied over the support for learning and awareness about career related issues, 35 per cent of the respondents are not satisfied over the support for learning and awareness about career related issues and only 12 per cent of the respondents are fully satisfied over the support for learning and awareness about career related issues.

➢ The study clearly shows that 49.6 per cent of the respondents are not satisfied on the loan/loan extension period for books, 41.5 per cent of the respondents are satisfied on the loan/loan extension period for books and only 8.9 per cent of the respondents are fully satisfied on the loan/loan extension period for books. It is clear from table that most of the respondents are not satisfied on the loan/loan extension period for books.

➢ It is found that 49.8 per cent of the respondents are not satisfied on the number of borrower tickets issued, 41.9 per cent of the respondents are satisfied on the number of borrower tickets issued and only 8.3 per cent of the respondents are fully satisfied on the number of borrower tickets issued. It is clear from table that most of the respondents are not satisfied on the number of borrower tickets issued.

➢ The study reveals that 54.5 per cent of the respondents are not satisfied on reservation books, 54.3 per cent of the respondents are not satisfied on the display of new arrivals, 52.6 per cent of the respondents are not satisfied on the circulation, 50.2 per cent of the respondents are satisfied on the interlibrary loan, 44.9 per cent of the respondents are satisfied on the current awareness/selective dissemination services, 44.7 per cent of the respondents are satisfied on photocopying and only 8.9 per cent of the respondents are fully satisfied on interlibrary loan. It is clear from table that most of the respondents are not satisfied on reservation books.

- The study reveals that all the respondents have almost given similar rank to satisfied with the services rendered by the college library except 'Current awareness/Selective dissemination services'. It can be concluded that year of study of the respondents does not affect the ranking given to satisfaction of the services rendered by the college library except 'Current awareness/Selective dissemination services'.

- The study indicates that all the respondents have not given similar rank to satisfaction of the services rendered by the college library except 'Display of new arrivals'. It can be concluded that group of study of the respondents affect the ranking given to satisfaction of the services rendered by the college library except 'Display of new arrivals'

- The study identified that all the respondents have almost given similar rank to satisfaction of the services rendered by the college library. It can be concluded that gender group of the respondents does not affect the ranking given to satisfaction of the services rendered by the college library.

- It is found that 57.3 per cent of the respondents are not satisfied on the overall quality of services provided by the library, 35 per cent of the respondents are satisfied on the overall quality of services provided by the library and only 7.7 per cent of the respondents are fully satisfied on the overall quality of services provided by the library. It is clear from table that most of the respondents are not satisfied on the overall quality of services provided by the library.

- It is concluded that there is a significant difference in satisfaction with the overall quality of services provided by the library among different year of study of undergraduate students in Kanyakumari district.

- It is identified that there is no significant difference in satisfaction with the overall quality of services provided by the library among different group of study of undergraduate students in South 24 Parganas district.

- It is observed that there is a significant difference in satisfaction with the overall quality of services provided by the library among different gender group of undergraduate students in South 24 Parganas district.

- The study reveals that 50.2 per cent of the respondents are not satisfied on the instilling confidence in users by the staff, 40.9 per cent of the respondents are satisfied on the instilling confidence in users by the staff and only 8.9 per cent of the respondents are fully satisfied on the instilling confidence in users by the staff. It is clear from table that most of the respondents are not satisfied on instilling confidence in users by the staff.

- It is found that 44.7 per cent of the respondents are not satisfied on knowledge of the staff to fulfill information needs, 44.1 per cent of the respondents are satisfied on knowledge of the staff to fulfill information needs and only 11.2 per cent of the respondents are fully satisfied on knowledge of the staff to fulfill information needs. It is clear from table that most of the respondents are not satisfied on knowledge of the staff to fulfill information needs.

- It is observed that 48.4 per cent of the respondents are satisfied on understanding the needs of users by staff, 40 per cent of the respondents are not satisfied on understanding the needs of users by staff and only 11.6 per cent of the respondents are fully satisfied on understanding the needs of users by staff. It is clear from table that most of the respondents are satisfied on understanding the needs of users by staff.

- The study shows that 38.2 per cent of the respondents are satisfied on the readiness of staff to help users, 36.8 per cent of the respondents are not satisfied on the readiness of staff to help users and only 25 per cent of the respondents are fully satisfied on the readiness of staff to help users. It is clear from table that most of the respondents are satisfied on the readiness of staff to help users.

- It is found that 45.7 per cent of the respondents are satisfied on staff's tendency to help the users, 34.8 per cent of the respondents are not satisfied on staff's tendency to help the users and only 19.5 per cent of the respondents are fully satisfied on staff's tendency to help the users. It is clear from table that most of the respondents are satisfied on staff's tendency to help the users.

- The study reveals that 45.7 per cent of the respondents are satisfied on educating the users about book access by staff, 39.6 per cent of the respondents are not satisfied on educating the users about book access by staff and only 14.6 per cent of the respondents are fully satisfied on educating the users about book access by staff. It is clear from table that most of the respondents are satisfied on educating the users about book access by staff.

- The study clearly shows that 48.8 per cent of the respondents are not satisfied on overall quality of services provided by the staff, 42.9 per cent of the respondents are satisfied on overall quality of services provided by the staff and only 8.3 per cent of the respondents are fully satisfied on overall quality of services provided by the staff. It is clear from table that most of the respondents are not satisfied on overall quality of services provided by the staff.

- It is clearly revealed that 48 per cent of the respondents are aware of rules and regulations of library and the remaining 52 per cent of the respondents are not aware

of rules and regulations of library.

➢ The study identified that 28.9 per cent of the respondents are aware of rules and regulations of library through college diary, 17.2 per cent of the respondents are aware of rules and regulations of library through college website, 15.2 per cent of the respondents are aware of rules and regulations of library by library notice board, 14.5 per cent of the respondents are aware of rules and regulations of library through friends/teachers, 12.5 per cent of the respondents are aware of rules and regulations of library through informal discussion and 11.7 per cent of the respondents are aware of rules and regulations of library through formal library orientation.

➢ It is observed that 38 per cent of the respondents mentioned that library promotes book reading and the remaining 62 per cent of the respondents mentioned that library does not promote book reading.

➢ The study reports that 32.1 per cent of the respondents mentioned that library promote book reading by organizing 'book exhibition, 28.9 per cent of the respondents mentioned that library promotes book reading by organizing conferences/seminar, 16 per cent of the respondents mentioned that library promotes book reading by organizing reading circle, 13.4 per cent of the respondents mentioned that library promotes book reading by regular in-house book exhibition and 9.6 per cent of the respondents mentioned that library promotes book reading by new arrival display.

➢ It is observed that 11 per cent of the respondents mentioned that happy in 'readers club' 'council of readers' functioning in the library and 89 per cent of the respondents mentioned that happy in 'readers club' 'council of readers' are not functioning in the library.

➢ The study shows that only 19 per cent of the respondents mentioned that their library having suggestion box and the remaining 81 per cent of the respondents mentioned that their library does not have suggestion box.

➢ It is found that 39.9 per cent of the respondents come out with suggestions through teachers, 33.1 per cent of the respondents provide suggestions directly to the librarian, 17.6 per cent of the respondents give suggestions to the principal and 9.4 per cent of the respondents offer suggestions to others.

Conclusion

The current research showed that library use is heavily dependent on undergraduate students' awareness. There appears to be a lack of understanding of the library's resources from this study. Because of the incorrect reshelving and insufficient staffing, the library is

less user-friendly. The collection development process necessitates the inclusion of user input and suggestions [7].

The modernization of the library does not necessitate the introduction of information technology into the college library, but the physical library should still offer services to the user, including information literacy. It is critical that no one-size-fits-all policy is imposed. A lack of local initiative, strategy and energy is a result of a lack of local rules and regulations. As a result, it's imperative that you adopt a customer-focused, results-driven, and experimental mindset when working with your audience [8-10]. Libraries have a duty to ensure that their resources are used in the most efficient manner possible.

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