

Exploring Information Services In College Libraries of Panipat: An Evaluative Study

Mr. Shainki¹, Dr. Parveen Kumar²

¹MLISc from IGNOU, New Delhi

²Librarian, I. B. (PG) College, Panipat

Abstract

This research paper examines the information services provided by various college libraries in Panipat, Haryana. The purpose of the study is to assess the range of services offered, the technology infrastructure available, user satisfaction, and the challenges faced by these libraries.

Methodology: The study evaluated user satisfaction with library services across three colleges: I.B. (PG) College, S.D. (PG) College, and Arya (PG) College. Data was collected through surveys, focusing on key services such as circulation, current awareness services, newspaper clipping services, display of new additions, and internet facilities.

Findings: The results revealed varying levels of user satisfaction across the three colleges. At I.B. (PG) College, high satisfaction was reported for circulation services (88.2%), current awareness services (94.1%), newspaper clipping services (85.3%), and internet facilities (88.2%). In contrast, respondents from S.D. (PG) College expressed general dissatisfaction with the library services provided. At Arya (PG) College, high satisfaction was observed for circulation services (87.9%), current awareness services (91%), newspaper clipping services (91%), display of new additions (81.8%), and internet facilities (84.8%).

Originality/Value: This paper highlights how well college libraries in Panipat are meeting the information needs of their academic communities in the digital age. By identifying both strengths and areas for improvement, the study offers valuable insights for library management in regional institutions, aiming to enhance user experience and service quality.

Keywords: Information services, College libraries, Library services, User satisfaction, Digital resources, Library management

1. INTRODUCTION

Libraries are a crucial part of the academic infrastructure of any educational institution. College libraries, in particular, play a significant role in supporting the learning and research activities of students and faculty. The development and provision of effective information services in these libraries are critical to fostering a knowledge-based academic environment.

In Panipat, a district known for its historical significance and industrial growth, several colleges cater to students from various academic disciplines. College libraries in Panipat are expected to provide comprehensive services, including traditional reference services, digital access to resources, and user education programs. This research focuses on the libraries of three prominent colleges in Panipat: I.B. (PG) College, S.D. (PG) College, and Arya (PG) College, each offering a range of modern academic resources and services. Each library serves as a cornerstone of academic life, providing both traditional and digital resources to meet the evolving needs of students and faculty. This paper investigates the types of information services offered by these libraries, assesses their quality, and identifies areas for improvement.

2. OBJECTIVES OF THE STUDY

The objectives of this research are:

- To assess users' library usage patterns.
- To evaluate users' satisfaction with library services and facilities.
- To evaluate the helpfulness of library staff in supporting library users.
- To analyze users' information-seeking behavior.
- To assess the library environment and physical facilities.
- To identify the reasons for not visiting the library.

3. LITERATURE REVIEW

In their study Khan et al. (2021) analyzed about user satisfaction with library resources and services at Government Degree College Sabir Abad in Khyber Pakhtunkhwa . The findings revealed that enrollment in the college's Bachelor of Arts (BA) and Bachelor of Science (B.Sc) programs was lower than in the F.A. (Faculty of Arts) and F.Sc. (Faculty of Science) programs. This suggests potential implications for library usage patterns, as demographic factors may influence the demand for library services. Additionally, the study identified a significant staffing issue, noting that several faculty positions were vacant, including that of a professional librarian. This absence could directly impact the quality of library services and user experience.

Amarasekara & Marasinghe (2020) in their study examined library demographics and usage, finding that most users were under 35, with varied visit frequencies but 85% visiting at least 2–3 times monthly. Computers were the most used device, followed by smartphones and laptops. The study suggested improvements in user awareness, training, Wi-Fi access, social media outreach, and access to e-resources and audiovisual materials.

Arumugam, Balasubramani & Pratheepan (2019) conducted a study on user satisfaction with library resources and services in polytechnic college libraries in Coimbatore district. The study found daily library visits common, mainly for borrowing books. Over half were satisfied with collections, relying on books and e-books, though limited hours and resources posed challenges. Overall, 73.8% expressed satisfaction with facilities, with orientation programs rated positively, but improvements were needed in resources and timings.

Ismayilov, Khalil, Nadir Ismayilov, and Vafa Mammadova (2019) conducted a study on the library and information services provided by three academic libraries-Baku State University Scientific Library, ADA University Library and Information Services, and Khazar University Library and Information Center — all located in Baku, Azerbaijan. The study examined various types of library services in terms of funding, acquisition, and technical equipment support. The results were presented comparatively through multiple tables and charts. The study concluded that to improve services, libraries need to develop paid forms of library and information services, maintain various training opportunities for staff in modern librarianship, and increase the variety and number of public and outreach activities.

4. SCOPE OF THE STUDY

The study focuses on academic libraries in the Panipat region, which is home to numerous colleges, including Panipat Institute of Engineering and Technology, Arya (PG) College, S. D. (PG) College, I. B. (PG) College, Geeta College of Law, N.C. College, Asia Pacific Institute of Information Technology, Geeta Engineering College, Samalkha Group of Institutions, Lakshay College of Education, and Lakshay College of Hotel and Management etc.

However, for the purposes of this study, the scope is limited to the following three colleges:

1. Arya (PG) College, Panipat
2. S.D. (PG) College, Panipat
3. I. B. (PG) College, Panipat

5. METHODOLOGY

The study adopts a descriptive research design, utilizing both qualitative and quantitative approaches to collect and analyze data. Data were gathered through surveys and on-site visits to the libraries of selected colleges in Panipat. The research aims to compare information services, user satisfaction, and the technological infrastructure of the libraries in these institutions.

A questionnaire-based survey method was used, consistent with approaches from similar previous studies. The questionnaire consisted of 18 open-ended and closed-ended questions. A total of 120 questionnaires were distributed to library users, and 100 responses were collected and analyzed for the study.

The data collected through the survey was analyzed using percentage-based methods to provide insights into user satisfaction and library services across the selected institutions.

6. DATA ANALYSIS

Survey data were analyzed using statistical methods to measure user satisfaction levels, while qualitative data from interviews were coded and examined to uncover key themes and challenges

Table- 6.1 Distribution of Questionnaires to Respondents

College	Student Responded	Staff Responded	Total Responses
I.B. (PG) College	30	4	34
S.D. (PG) College	30	3	33
Arya (PG) College	30	3	33
	90	10	100

Table 6.1 shows the distribution of questionnaires among respondents from three colleges: I.B. (PG) College, S.D. (PG) College, and Arya (PG) College. Each college had 30 student respondents, while staff responses varied slightly, with I.B. College having 4 staff members and the other two colleges having 3 each. In total, there were 90 student and 10 staff responses, resulting in 100 responses overall. This distribution illustrates the participation rates of both students and staff across the three institutions.

Table- 6.2 Frequency of Library Visits

Frequency	I.B. (PG) College	S.D. (PG) College	Arya (PG) College	Total
Daily	19 (55.9%)	10 (30.3%)	18 (54.6%)	47 (47%)
Weekly	4 (11.8%)	18 (54.6%)	4 (12.1%)	26 (26%)
Fortnightly	6 (17.6%)	-	4 (12.1%)	10 (10%)
Monthly	3 (8.8%)	4 (12.1%)	6 (18.2%)	13 (13%)
Occasionally	2 (5.9%)	1 (3%)	1 (3%)	4 (4%)
Total	34	33	33	100

Table 6.2 shows the frequency of library visits across three colleges. Daily visits were the most common, with 47% of respondents visiting daily, led by I.B. (PG) College. Weekly visits were more frequent at S.D. (PG) College (54.6%), contributing to an overall 26% of weekly visitors. Fortnightly and monthly visits were less common, at 10% and 13% respectively, while occasional visits were rare, reported by only 4% of respondents. Overall, weekly visits dominated, while daily and occasional visits were less frequent.

Table- 6.3 Purpose of Visits to the Library

Purpose	I.B. (PG) College	S.D. (PG) College	Arya (PG) College	Total
For borrow and return books	7 (20.6%)	8 (24.2%)	12 (36.3%)	27 (27%)
For updating knowledge	15 (44.1%)	12 (36.4%)	10 (30.3%)	37 (37%)
Regular Studies	10 (29.4%)	8 (24.2%)	10 (30.3%)	28 (28%)
Guiding Others	2 (5.9%)	-	-	2 (2%)
Competitive Exams	-	5 (15.2%)	1 (3.1%)	6 (6%)
Total	34	33	33	100

Table 6.3 outlines the reasons for library visits across three colleges. The most common purpose was updating knowledge, with 37% of respondents, particularly from I.B. (PG) College (44.1%). Regular studies followed, accounting for 28% of visits. Borrowing and returning books made up 27% of visits, with Arya (PG) College having the highest proportion (36.3%). Fewer respondents visited for competitive exam preparation (6%) or guiding others (2%). Overall, most visits were for updating knowledge and regular studies, while other purposes were less frequent.

Table- 6.4 Library Atmosphere and User Conduciveness

Adequacy	I.B. (PG) College	S.D. (PG) College	Arya (PG) College	Total
Yes	33 (97%)	22 (66.7%)	33 (100%)	88 (88%)
No	1 (3%)	11 (33.3%)	-	12 (12%)
Total	34	33	33	100

Table 6.4 evaluates the library atmosphere and user conduciveness across three colleges. Overall, 88% of respondents expressed a positive view, indicating that the library environment is conducive to study. Arya (PG) College reported the highest satisfaction, with 100% of respondents affirming the adequacy of the library atmosphere. I.B. (PG) College followed closely at 97%, while S.D. (PG) College had a lower satisfaction rate of 66.7%, with 33.3% of respondents indicating dissatisfaction. In total, 12% of respondents felt that the library atmosphere was inadequate, suggesting room for improvement, particularly at S.D. (PG) College.

Table- 6.5 Helpfulness of Library Staff

Variable	I.B. (PG) College	S.D. (PG) College	Arya (PG) College	Total
Most helpful	31 (91.2%)	24 (72.7%)	29 (87.9%)	84 (84%)
Least helpful	3 (8.8%)	2 (6.1%)	4 (12.1%)	9 (9%)
Unhelpful	-	7 (21.2%)	-	7 (7%)
Total	34	33	33	100

Table 6.5 assesses the perceived helpfulness of library staff across three colleges. A substantial majority of respondents, 84%, described the library staff as "most helpful." I.B. (PG) College reported the highest proportion of respondents at 91.2%, followed by Arya (PG) College at 87.9%. S.D. (PG) College had a lower percentage of respondents viewing staff as most helpful (72.7%). However, 7% of respondents from S.D. (PG) College reported staff as "unhelpful," while a small percentage across all colleges rated staff as "least helpful," totaling 9%. Overall, the data indicates a generally positive perception of library staff helpfulness, with areas for improvement noted, particularly at S.D. (PG) College.

Table- 6.6 Usage of Information Sources

Information Resources	I.B. (PG) College	S.D. (PG) College	Arya (PG) College
General books	25 (73.5%)	17 (51.5%)	24 (72.7%)
Text books	28 (82.4%)	6 (18.2%)	30 (90.9%)
Reference books	17 (50%)	6 (18.2%)	21 (63.3%)
Periodicals	12 (35.3%)	1 (3%)	16 (48.5%)
General magazines	19 (55.9%)	7 (21.2%)	26 (78.8%)
Newspapers	30 (88.2%)	16 (48.5%)	32 (97%)
Newspapers clipping	21 (61.8%)	1 (3%)	24 (72.7%)

Table 6.6 details the usage of information sources among respondents from three colleges. At I.B. (PG) College, textbooks (82.4%) and newspapers (88.2%) are the most frequently used resources, along with general books (73.5%) and newspaper clippings (61.8%). In contrast, S.D. (PG) College shows lower engagement, with only 51.5% using general books and just 18.2% using textbooks, while newspaper usage stands at 48.5%. Arya (PG) College demonstrates a strong preference for textbooks (90.9%) and newspapers (97%), with high usage of general magazines (78.8%) and newspaper clippings (72.7%). Overall, I.B. (PG) College and Arya (PG) College exhibit significantly higher resource utilization compared to S.D. (PG) College.

Table- 6.7 User Approaches to Locate Information

Method	I.B. (PG) College	S.D. (PG) College	Arya (PG) College	Total
Consult the library catalogue	13 (38.2%)	4 (12.1%)	8 (24.2%)	25 (25%)
By assistances of library staff	19 (55.9%)	16 (48.5%)	22 (66.7%)	57 (57%)
Searching the Shelves	—	4 (12.1%)	3 (9.1%)	7 (7%)
Taking the help of friends/colleague	2 (5.9%)	9 (27.3%)	-	11 (11%)
Total	34	33	33	100

Table 6.7 presents the various methods used by respondents to locate information in the libraries of three colleges. Overall, 57% of respondents reported seeking assistance from library staff, with Arya (PG) College having the highest reliance on staff support at 66.7%. Consulting the library catalogue is the second most common method, utilized by 25% of respondents, with I.B. (PG) College showing the highest usage at 38.2%. Searching the shelves is employed by only 7% of respondents, primarily from S.D. (PG) College (12.1%). Additionally, 11% of respondents reported using help from friends or colleagues, with S.D. (PG) College having the most reliance in this area (27.3%).

Overall, the data indicate that seeking assistance from library staff is the most prevalent method for locating information, highlighting the importance of staff support in the library environment.

Table- 6.8 Document Search Preferences

Method	I.B. (PG) College	S.D. (PG) College	Arya (PG) College
By Title	19 (55.9%)	10 (30.3%)	19 (57.6%)
By Author	20 (58.8%)	15 (45.4%)	11 (33.3%)
By Subject	18 (52.9%)	13 (39.4%)	11 (33.3%)
Any Other	1 (2.9%)	1 (3%)	-

Table 6.8 summarizes the document search preferences among respondents from three colleges. At I.B. (PG) College, the most common search method is by author, utilized by 58.8% of respondents, closely followed by searches by title (55.9%) and subject (52.9%). In S.D. (PG) College, the search method preferences differ slightly, with author searches at 45.4%, title searches at 30.3%, and subject searches at 39.4%. Arya (PG) College shows similar patterns, with title searches leading at 57.6%, followed by author searches at 33.3% and subject searches also at 33.3%. Additionally, only a small number of respondents across the colleges reported using "any other" methods for document searches, indicating limited alternative search strategies.

Overall, the data reveal a strong preference for searching by author and title, with less emphasis on subject-based searches.

Table- 6.9 Reasons for Not Visiting the Library

Reason	I.B. (PG) College	S.D. (PG) College	Arya (PG) College	Total
Sufficient book not available in the department library	1 (2.9%)	-	-	1 (1%)
Non-availability of needed materials	6 (17.6%)	16 (48.5%)	4 (12.1%)	26 (26%)
No time due to class	25 (73.5%)	14 (42.4%)	29 (87.9%)	68 (68%)
Not Responded	2 (5.9%)	3 (9.1%)	-	5 (5%)
Total	34	33	33	100

Table 6.9 outlines the reasons respondents provided for not visiting the library across three colleges. Overall, 68% of respondents cited lack of time due to class as the primary reason for not visiting the library. At I.B. (PG) College, a significant 73.5% of respondents reported that their class schedules left them with no time to visit the library. Additionally, 17.6% noted the non-availability of needed materials as a reason, while 2.9% mentioned having not sufficient books in their department library. In S.D. (PG) College, 48.5% of respondents indicated the non-availability of needed materials as a reason for not visiting the library, and 42.4% cited lack of time due to classes. At Arya (PG) College, a striking 87.9% reported that time constraints from classes prevented them from visiting the library, while 12.1% mentioned the non-availability of needed materials.

Only a small percentage of respondents across the colleges did not provide a reason for not visiting the library, with 5% not responding. These findings highlight that time constraints due to class schedules are the most significant barrier to library usage, followed by concerns about material availability, particularly in S.D. (PG) College.

Table- 6.10 User Views on Library Service Provisions

Library Services	I.B. (PG) College	S.D. (PG) College	Arya (PG) College
Orientation programme	9 (26.5%)	8 (24.2%)	5 (15.2%)
Circulation services	30 (88.2%)	11 (33.3%)	29 (87.9%)
Current Awareness Services	32 (94.1%)	10 (30.3%)	30 (91%)
Selective Dissemination of Information service	3 (8.8%)	1 (3%)	2 (6%)
Newspapers clipping	29 (85.3%)	19 (57.6%)	30 (91%)
Display of new addition	25 (73.5%)	7 (21.2%)	27 (81.8%)
Online Public Access Catalogues	6 (17.6%)	2 (6%)	3 (9%)
Internet facility	30 (88.2%)	12 (36.4%)	28 (84.8%)

Table 6.10 presents user views on library service provisions across I.B. (PG) College, S.D. (PG) College, and Arya (PG) College. Orientation Programs had low participation rates: 26.5% at I.B. (PG) College, 24.2% at S.D. (PG) College, and 15.2% at Arya (PG) College. Circulation Services were well-received, especially at I.B. (PG) College (88.2%) and Arya (PG) College (87.9%), with lower usage at S.D. (PG) College (33.3%). Current Awareness Services saw high engagement at I.B. (PG) College (94.1%) and Arya (PG) College (91%), but only 30.3% at S.D. (PG) College. Selective Dissemination of Information Services had minimal usage, ranging from 3% to 8.8% across the colleges. Newspaper Clippings were popular, particularly at Arya (PG) College (91%) and I.B. (PG) College (85.3%). Reprographic Services reported no usage across the colleges. Display of New Additions was used by 73.5% at I.B. (PG) College, 21.2% at S.D. (PG) College, and 81.8% at Arya (PG) College. Online Public Access Catalogues (OPACs) showed low usage overall, with 6% to 17.6% participation. Internet Facility had high utilization: 88.2% at I.B. (PG) College, 36.4% at S.D. (PG) College, and 84.8% at Arya (PG) College.

Overall, the findings indicate that circulation and current awareness services are highly valued, while engagement with orientation programs and selective dissemination services is comparatively low.

Table- 6.11 User Opinions on the Quality of Physical Facilities in the Library

Physical facilities	I.B. (PG) College	S.D. (PG) College	Arya (PG) College
Reading Space	30 (88.2%)	23 (67.7%)	29 (87.9%)
Cleanliness	32 (94.1%)	13 (39.3%)	31 (94%)
Ventilation	23 (67.6%)	10 (30.3%)	28 (84.9%)
Lighting	31 (91.2%)	14 (42.4%)	32 (97%)
Property Counter	24 (70.6%)	3 (9.1%)	26 (78.8%)
Furniture	29 (85.3%)	21 (63.6%)	31 (94%)

Table 6.11 illustrates user satisfaction with library facilities across three colleges. I.B. and Arya Colleges generally receive high satisfaction ratings for most facilities, especially cleanliness (94.1% and 94%), lighting (91.2% and 97%), and reading space (88.2% and 87.9%). In contrast, S.D. College shows significantly lower satisfaction in areas like cleanliness (39.3%), ventilation (30.3%), and the property counter (9.1%), highlighting notable differences in facility quality among the colleges.

7. FINDINGS

The findings of this study can be summarized as follows:

- **Library Visit Frequency:** 26% of users visit the library weekly, and time constraints from classes prevent 68% from visiting more often.
- **Purpose of Library Visits:** The primary reason for visiting the library is to update knowledge (37%).
- **Satisfaction with Study Environment:** A vast majority (88%) found the library atmosphere conducive to study.
- **Helpfulness of Library Staff:** 84% of users found the staff helpful, with 57% relying on staff assistance for locating documents.
- **Preferred Information Sources:** Textbooks (64%) and newspapers (78%) are the most preferred resources among users.
- **Information Search Methods:** Users primarily search for information by title (48%), author (46%), and subject (42%).
- **Satisfaction with Physical and Study Facilities:** The majority of users are satisfied with physical facilities, such as reading space (82%), cleanliness (76%), lighting (77%), and furniture (81%).

- **Library Services Usage:** Users heavily utilize circulation services, current awareness services, and internet facilities, with high satisfaction rates of 70%, 72%, and 70%, respectively, though fewer users engage with other services like new additions displays and newspaper clippings.

8. CONCLUSION

In conclusion, this study highlights that college libraries in Panipat are essential for students seeking resources to borrow books, update knowledge, and conduct regular study activities. Despite these positives, time constraints due to academic schedules prevent some users from visiting the library as often as desired. Physical facilities, such as reading areas, cleanliness, lighting, ventilation, and furniture, received positive feedback, reflecting user satisfaction with the environment.

To further enhance library effectiveness, colleges should prioritize advancements in digital infrastructure, focus on staff training to support evolving library services, and develop user education programs. Emphasizing digital integration alongside traditional resources will enable libraries to better serve their academic communities, ensuring that library services remain relevant and responsive to user needs in an increasingly digital age.

REFERENCES

1. Ali Shah, U., Khan, M. N., Ullah, T., & Yar, M. S. (2021). User satisfaction on library resources and services: A case study of Government Degree College Sabir Abad (Karak), Khyber Pakhtunkhwa. *Library Philosophy and Practice (e-Journal)*, 5109. <https://digitalcommons.unl.edu/libphilprac/5109>
2. Amarasekara, K. M. R. K., & Marasinghe, M. M. I. K. (2020). User satisfaction on library resources and services: Survey conducted in the main library of the Open University of Sri Lanka. *Journal of the University Librarians Association of Sri Lanka*, 23(2), 27-46. <http://doi.org/10.4038/jula.v23i2.8007>
3. Ismayilov, K., Ismayilov, N., & Mammadova, V. (2019). Library information services in academic libraries of Azerbaijan: A comparative study. *Library Management*, 40(6/7), 461-477. <https://doi.org/10.1108/LM-08-2018-0069>
4. J, Arumugam, R, Balasubramani, & T, Pratheepan. (2019). User's satisfaction with library resources and services in polytechnic college libraries in Coimbatore District. *Library Philosophy and Practice (e-Journal)*, 2580. <https://digitalcommons.unl.edu/libphilprac/2580>
5. Okolo, S. E., & Eserada, R. E. (2019). Adoption of social networks media for reference services in academic libraries. *Library Philosophy and Practice (e-Journal)*, 1-32. <https://digitalcommons.unl.edu/libphilprac/2950>
6. Pati, B. (2019). Marketing of library and information services through liaison programmes in the academic environment: Prominence and possibilities. In *12th International CALIBER-2019, KIIT, Bhubaneswar, Odisha* (pp. 314-321). INFLIBNET Centre.
7. Arya P.G. College. (n.d.). Retrieved from www.aryapgcollege.ac.in
8. I.B. P.G. College. (n.d.). Retrieved from www.ibpgcollegepanipat.ac.in
9. S.D. College Panipat. (n.d.). Retrieved from www.sdcollegepanipat.org
10. Google. (n.d.). Retrieved from <http://www.google.co.in>