Users' Satisfaction with Resources and Services of Bankura University Library, West Bengal: A Study

Dr.Sazzad Ali
Assistant Librarian
College Of Medicine &Jnm Hospital
West Bengal University Of Health Sciences

Abstract:
The University Library system is an integral part of the universities. Its growth and development are solely dependent on the growth and development of the educational and research programs of the university. This studies examines UserSatisfaction with resources and services of Bankura University Library,Various key factors considered in this chapter are provision library collection development, services, , user service, user satisfaction. From the expectations of the library users of the institutions, university librarians should be able to design a service plan. This study may be useful for the students, research scholars, and teachers to know the different types of services provided by the libraries
Keywords:University Library, User satisfaction, ICT, User awareness program

I.   Introduction:

Universities are generally built around libraries. "The importance of University Library is rightly emphasized in the words of Dr. Shankar Dayal Sharma. While inaugurating the New Delhi World Book Fair in 1988, he said "*A library is more important than a university because a library can function without a university, whereas a university cannot do without Library*". Libraries and universities are the two facets of the same coin, namely learning. Their interface is an age-old one. In the absence of a good library, the teaching and research in any university will get atrophied. Therefore the heart of the university campus, the fulcrum of the university education and the name of the university library should be pulsating with vigor and energy for the better health of the academics (Ravi, 2005)

The Report of the Radhakrishnan Commission on University Education (1948-1949) states that "The library is the heart of all university's work, directly so, as regards to its research work, and indirectly as regards its educational work which derives its life from research work. Scientific research work needs a library apart from laboratories however for humanistic research, a library is considered to be both the library and a laboratory together as one. Training, higher branches of learning and research are mainly an understanding on how to be able to efficiently use the available tools and in such a scenario if the library tools are unavailable, how could a student even think of using them?" (Radhakrishnan, 1949)

The Kothari Commission in its report on the Education and National Development (1964-66) further emphasized "No university, college or department should be set up without taking into account its basic library needs of staffing, journals, space, etc. Nothing could be more damaging to the growth of a department than to neglect its library. This should be an important center of attraction and the main focus in the college or university campus." (Kothari, 1971)

About Bankura University:

Bankura University (BKU) was established by the West Bengal Act XIX of 2013 and the assent of the Governor was first published in the Kolkata Gazette, Extraordinary, of 6th January, 2014. Bankura University is committed to the dedicated task of disseminating higher learning in this region and it promises to move into a glorious future by promoting the study of indigenous folk and cultural tradition as also by a sustainable rural and tribal development. Bankura University is recognised under Section 2(f) of UGC Act, 1956 (Bankura University)

About Bankura University Library-Bankura University Library (BKUL) has been able to establish in such a short period a "well-stocked scholarly library" which is open access and allows the students to peruse through a "vast number of books" related to their areas of interest. BKUL is located at the first floor of the
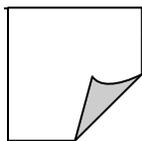
academic building and accommodates about 60 people in its "well-maintained reading room". The books, newspapers, magazines, print Journals, reference books etc. organized with best available tools & techniques, apart from the print resources, a "good" number of electronic resources comprising e-journals, online databases, and gateway portal to e-journals are made accessible to the users. Book Lending facilities are also open. (Bankura University)

II.   Objective Of The Study

a) To know the resources of University Library
b) To know the services offered by the library
c) To know the satisfaction of users with the existing services

III.   Methodology

General data about the Bankura university library were collected by sending questionnaire and visiting the libraries. The detailed data about reader services have been collected through questionnaire method, supplemented by information discussion with users of the respective university library the following methods have been used for data collection:

a) Questionnaires were circulated to the university library for getting data.
b) Interviewing of the Library in charge, staff and users.
c) The study consists of three categories of users i.e. P.G Students, Research Scholars. Staff / Others category of Bankura University Library (BKUL) users are very few and Staff is not consider. Since total no of users is very large for the university library, random sampling have been applied.

IV.   Library Collection

Table4.1: Total number of Printed documents in the University Libraries

Bankura University Library	Books No	Journals vol	Abstract /index /database	Theses/ Dissertation No	Standard/ Specification	Manuscripts	Patents	Newspaper&Magazine	Any others
BKUL	40544	1161	-	31	-	-	-	3	-

The BKUL has 40544 printed books, 1161 printed journals, 56 theses/dissertation, 10 newspapers and magazine.

Table4.2: Total number of E Collections in the Libraries

| Bankura University Library	Books	Journals vol.	Abstract /index /database	Theses/ Dissertation	Standard/ Specification	Manuscripts	Patents	CD Rom	others
BKUL	92	1232	-	-	-	244	-	5	-

The total number of library E-Resources is represented in table.BKUL has the good no of e-journals.

V.   Services:

Bankura University Library (BKUL) are providing various kinds of services like circulation, reference, referral, reprography, newspaper clipping, Library Loan (ILL), referral, Photocopy, Manuscripts e-journals, e-books, e -thesis, internet, etc.

VI.   User Opinion AndUser Satisfaction

User satisfaction of the university libraries is one the important aspect of library. University library have various categories of user viz. students, teachers, research scholars, staff. University libraries have enrolled the library member every year and needs to various types of information. This chapter is to examine the users' opinion of library facility, library resources, library services and awareness of library services and user satisfaction of university libraries.
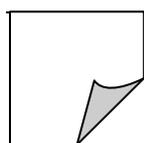
Population, Sample Size and Response:

Table 6.1: Population, Sample Size and Response

Respondent Category	Total Users	No. of Questionnaire Distributed	% of Questionnaire Distributed	No. of questionnaire received	% of Response
Students	1000	200	20%	118	59%
Research Scholars	50	20	40%	11	55%
Teachers	45	27	60%	13	48%

Table 6.1 shows that two hundred fourth seven questionnaire were distributed among 200 students (20% out of total students), 20 research scholars (40% out of total research scholars), 27 teachers (60% out of total teachers) and the rate of submission of questionnaire among Students 118 (59%), research scholars 11(55%) and teachers 13 (48 %).

Questionnaire were received among Student 118 (11.80% out of 1000 student), research scholars 11(22% out of 50 research scholars) and teachers 13 (28 % out 45 teachers).

Category of Users:

Table 6.2: Category of Users

Category	Students		Research Scholars		Teachers	
Male	58	49.15%	7	63.64%	8	61.54%
Female	60	50.85%	4	36.36%	5	38.46%

Here, ratio of female compared with male is quite low. Only 69 out of 142 users (48.59%) are female and 73 out of 142 users (51.40%) are male.

Purpose of Library Visit:

Table 6.3: Purpose of Library visit

Purpose of Library Visit	Students		Research Scholars		Teachers	
Borrow Books	77	65.25%	7	63.64%	7	53.85%
Read Printed Journals	21	17.80%	4	36.36%	8	61.54%
Read News Paper and Magazine	77	65.25%	6	54.55%	4	30.77%
Study In Reading Room	76	64.41%	6	54.55%	8	61.54%
Reference Books	75	63.56%	6	54.55%	8	61.54%
CD Rom Data Base	0	0.00%	0	0.00%	0	0.00%
Internet	36	30.51%	8	72.73%	6	46.15%
E Resources	36	30.51%	8	72.73%	6	46.15%
Others	0	0.00%	0	0.00%	0	0.00%

From the above analysis given above in table 6.8.3 about the purpose of using library, we can conclude the most of the students prefer to borrow books from the library (65.25 %), use the reading room (64.41%), read reference books (63.56%) and newspapers and magazines (65.25%). The research scholars prefer to borrow books (63.64%), use reference books (54.55%), internet and e-resources (72.73%) and also use the reading room for study purposes (54.55%). The table also reveals that 53.85 % among the teachers borrow books, 61.54 % read printed journals 61.54 % prefer study in the reading room, 61.54 % use reference books, and 46.15 % use the internet and the e-resources.

Frequency Library Visit:

Table 6.4: Frequency Library Visit

Frequency of Library Visit	Students		Research Scholars		Teachers	
Daily	45	38.14%	1	9.09%	2	15.38%
Weakly	69	58.47%	7	63.64%	8	61.54%
Monthly	4	3.39%	3	27.27%	3	23.08%
Quarterly	0	0.00%	0	0.00%	0	0.00%
Half Yearly	0	0.00%	0	0.00%	0	0.00%
Yearly	0	0.00%	0	0.00%	0	0.00%
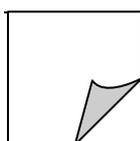
From the above table we can conclude that most of the students, research scholars and teachers visit the university library on daily or weekly basis (58.47%, 63.64 % and 61.54% respectively).

Duration Library Visit:

Table 6.5: Duration Library Visit

Spent/Day	Students		Research Scholars		Teachers	
Less Than 1 Hour	35	29.66%	0	0.00%	5	38.46%
1-2Hours	77	65.25%	7	63.64%	6	46.15%
2-3Hours	6	5.08%	4	36.36%	2	15.38%
3-4 Hours	0	0.00%	0	0.00%	0	0.00%
More Than 4 Hours	0	0.00%	0	0.00%	0	0.00%

On computing the appropriate measure of location, we reject Arithmetic mean due to the presence of open class boundaries. So we compute median to find the central tendency among the users. Here, the median class is 1-2 hours.

$$\tilde{x} = x_l + \frac{\frac{N}{2} - F_l}{f_m} \times c$$

Median or

Where, x_l is the lower-class boundary of the median class,

N is the total frequency,

F_l is the less than type cumulative frequency corresponding to x_l,

f_m is the frequency of the median class

and c is the class width of the median class.

Using the formula, we get **Median = 1 + { (142/2 – 40) * 1 } / 90 = 1.34 hours.**

Know the Source of Information about New Resources:

Table 6.6: Know the Source of Information about New Resources

Know About New Resources	Students		Research Scholars		Teachers	
Display	32	27.12%	3	27.27%	3	23.08%
List of Addition	8	6.78%	2	18.18%	2	15.38%
Catalogue	24	20.34%	3	27.27%	4	30.77%
Library Staff	47	39.83%	4	36.36%	5	38.46%
Other Students	24	20.34%	1	9.09%	2	15.38%
Teacher	40	33.90%	2	18.18%	5	38.46%
Other Staff	0	0.00%	0	0.00%	0	0.00%
Website	5	4.24%	2	18.18%	2	15.38%

Table 6.8.6 reveals that the Students usually know about the new resources of library mostly from library display (27.12 %), catalogue (20.34 %), library staff (39.83 %), other students (20.34 %) and teachers (33.90%). The research scholars take help mostly from library display (27.27 %), catalogue (27.27 %) and library staff (36.36 %). The teachers get to know about the resources mostly from catalogue (30.77 %), library staff (38.46%) and from other teachers (38.46 %).

Reading Room Facility

Here we are assigning scores to different responses to calculate and compare the mean response values.

Response	Scores
Very good	5
Good	4
Average	3
Poor	2
Very poor	1

Seating Capacity of the University Library:
Table 6.7: Seating Capacity of the University Library

Seating Capacity	Students		Research Scholars		Teachers	
1. Very Good	65	55.08%	3	27.27%	4	30.77%
2. Good	41	34.75%	6	54.55%	6	46.15%
3. Average	9	7.63%	1	9.09%	2	15.38%
4. Poor	2	1.69%	0	0.00%	1	7.69%
5. Very Poor	0	0.00%	0	0.00%	0	0.00%
6. No Comment	1	0.85%	1	9.09%	0	0.00%

Table 6.8.7 reveals that the students opined about the seating capacity of the university library to be very good (55.08 %) and good (34.75%). The research scholars responded mostly to be good (54.55 %) and the teachers also remarked as very good (30.77%) and good (46.15 %).
The average score = (5*72 + 4*53 + 3*12 + 2*3 + 1*0) / 140 = 4.38

Lighting Facility of the University Library:
Table 6.8: Lighting Facility of the University Library

Lighting Facility	Students		Research Scholars		Teachers	
1. Very Good	52	44.07%	3	27.27%	7	53.85%
2. Good	48	40.68%	7	63.64%	5	38.46%
3. Average	18	15.25%	1	9.09%	1	7.69%
4. Poor	0	0.00%	0	0.00%	0	0.00%
5. Very Poor	0	0.00%	0	0.00%	0	0.00%
6. No Comment	0	0.00%	0	0.00%	0	0.00%

Table 6.8.8 reveals that the students opined about the lighting facility of the university library to be very good (44.07 %) and good (40.68%). The research scholars responded mostly to be good (63.64 %) and the teachers also remarked to be very good (53.85 %) and good (38.46 %).
The average score = (5*62 + 4*60 + 3*20 + 2*0 + 1* 0) / 142 = 4.29

Working Hours of the University Library:
Table 6.9: Working Hours of the University Library

| Working Hours	Students		Research Scholars		Teachers	
1. Very Good	35	29.66%	3	27.27%	5	38.46%
2. Good	58	49.15%	4	36.36%	6	46.15%
3. Average	19	16.10%	3	27.27%	2	15.38%
4. Poor	4	3.39%	0	0.00%	0	0.00%
5. Very Poor	0	0.00%	0	0.00%	0	0.00%
6. No Comment	2	1.69%	1	9.09%	0	0.00%

Table 6.9 reveals that the students opined about the working hours of the university library to be very good (29.66%) and good (49.15 %). The research scholars responded mostly to be very good (27.27 %), good (36.36%) and average (27.27%).The teachers also remarked to be very good (38.46%) and good (46.15 %).
The average score = (5*43 + 4*68 + 3*24 + 2*4 + 1*0) / 139 = 4.08

Reading Environment of the University Library:
Table 6.10: Reading Environment of the University Library

Reading Environment	Students		Research Scholars		Teachers	
1. Very Good	50	42.37%	3	27.27%	6	46.15%
2. Good	53	44.92%	8	72.73%	7	53.85%
3. Average	9	7.63%	0	0.00%	0	0.00%
4. Poor	3	2.54%	0	0.00%	0	0.00%
5. Very Poor	0	0.00%	0	0.00%	0	0.00%
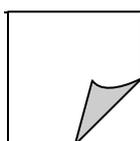
| 6. No Comment | 3 | 2.54% | 0 | 0.00% | 0 | 0.00% |

Table 6.10 reveals that the students opined about the reading environment of the university library to be very good (42.37 %) and good (44.92%). The research scholars responded mostly to be good (72.73%) and the teachers also remarked to be very good (46.15 %) and good (53.85 %).
The average score = (5*59 + 4* 68+ 3*9 + 2*3 + 1*0) / 139 = 4.32

Users' Opinion about Arrangement of Reading Materials:
Here we are assigning scores to different responses to calculate and compare the mean response values.

Response	Score
Very good	5
Good	4
Average	3
Poor	2
Very poor	1

Arrangement of Reading Materials of the University Library:
Table 6.11: Arrangement of Reading Materials of the University Library

Arrangement Reading	Students		Research Scholars		Teachers	
1. Very Good	14	11.86%	1	9.09%	5	38.46%
2. Good	61	51.69%	7	63.64%	6	46.15%
3. Average	34	28.81%	2	18.18%	2	15.38%
4. Poor	3	2.54%	0	0.00%	0	0.00%
5. Very Poor	0	0.00%	0	0.00%	0	0.00%
6. No Comment	6	5.08%	1	9.09%	0	0.00%

Table 6.11 reveals that the students opined about the arrangement of the reading materials of the university library to be good (51.69 %) and average (28.81 %). The research scholars responded mostly to be good (63.64 %) and the teachers also remarked to be very good (38.46 %) and good (46.15 %).
The average score = (5*20 + 4*74 + 3*38 + 2*3 + 1*0) / 135 = 3.82

Users' opinion about the library collection
Here we are assigning scores to different responses to calculate and compare the mean response values.

Response	Score
Very good	5
Good	4
Average	3
Poor	2
Very poor	1

Opinion about General Books of the University Library:
Table 6.12: Opinion about General Books of the University Library

General Books	Students		Research Scholars		Teachers	
1. Very Good	15	12.71%	1	9.09%	1	7.69%
2. Good	51	43.22%	5	45.45%	7	53.85%
3. Average	39	33.05%	3	27.27%	4	30.77%
4. Poor	8	6.78%	0	0.00%	1	7.69%
5. Very Poor	2	1.69%	0	0.00%	0	0.00%
6. No Comment	3	2.54%	2	18.18%	0	0.00%

Table 6.12 reveals that the students opined about the general books of the university library to be good (43.22%) and average (33.05%). The research scholars responded mostly to be good (45.45 %) and the teachers also remarked to be good (53.85 %) and average (30.77 %).
The average score = (5*17 + 4*63 + 3*46 + 2*9 + 1*2) / 137 = 3.60

Opinion about Text books of The University Library:
Table 6.13: Opinion about Text books of The University Library

Text Books	Students		Research Scholars		Teachers	
1. Very Good	12	10.17%	1	9.09%	3	23.08%
2. Good	48	40.68%	4	36.36%	6	46.15%
3. Average	41	34.75%	4	36.36%	3	23.08%
4. Poor	14	11.86%	0	0.00%	1	7.69%
5. Very Poor	2	1.69%	0	0.00%	0	0.00%
6. No Comment	1	0.85%	2	18.18%	0	0.00%

Table 6.13 reveals that the students opined about the text books of the university library to be good (40.68 %) and average (34.75 %). The research scholars responded mostly to be good (36.36 %) and average (36.36%).The teachers also remarked to be good (46.15 %), very good (23.08%) and average (23.08%).
The average score = (5*16 + 4*58 + 3*48 + 2*15 + 1*2) / 139 = 3.50

Opinion about Reference Books of the University Library:
Table 6.14: Opinion about Reference Books of the University Library

Reference Books	Students		Research Scholars		Teachers	
1. Very Good	8	6.78%	2	18.18%	1	7.69%
2. Good	34	28.81%	3	27.27%	4	30.77%
3. Average	25	21.19%	1	9.09%	2	15.38%
4. Poor	5	4.24%	0	0.00%	1	7.69%
5. Very Poor	3	2.54%	0	0.00%	0	0.00%
6. No Comment	43	36.44%	5	45.45%	5	38.46%

Table 6.14 reveals that the students opined about the reference books of the university library to be good (28.81 %) and average (21.19 %). The research scholars responded mostly to be good (27.27 %) and the teachers also remarked as good (30.77 %) and average (15.38%).
The average score = (5*11 + 4*41 + 3* 28+ 2*6 + 1*3) / 89 = 3.60

Opinion about Journals of the University Library:
Table 6.15: Opinion about Journals of the University Library

Journals	Students		Research Scholars		Teachers	
1. Very Good	6	5.08%	0	0.00%	1	7.69%
2. Good	10	8.47%	3	27.27%	3	23.08%
3. Average	2	1.69%	1	9.09%	3	23.08%
4. Poor	3	2.54%	0	0.00%	1	7.69%
5. Very Poor	0	0.00%	0	0.00%	0	0.00%
6. No Comment	97	82.20%	7	63.64%	5	38.46%

Table 6.15 reveals that the students, research scholars and teachers opined about the journals of the university library mostly to be good (8.47 %, 27.27% and 23.08% respectively).
The average score = (5*7 + 4*16 + 3*6 + 2*4 + 1*0) / 33 = 3.80

Opinion about thesis of the University Library:
Table 6.16: Opinion about thesis of the University Library

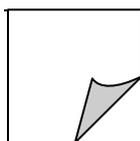| Thesis	Students		Research Scholars		Teachers	
1. Very Good	1	0.85%	0	0.00%	2	15.38%
2. Good	11	9.32%	3	27.27%	1	7.69%
3. Average	40	33.90%	5	45.45%	2	15.38%
4. Poor	12	10.17%	1	9.09%	1	7.69%
5. Very Poor	3	2.54%	0	0.00%	1	7.69%
6. No Comment	51	43.22%	2	18.18%	6	46.15%

Table 6.8.16 reveals that the students opined about the thesis of the university library to be average (33.90%). The research scholars responded mostly to be average (45.45 %) and the teachers also remarked to be very good (15.38 %) and average (15.38 %).

The average score = (5*3 + 4*15 + 3*47 + 2*14 + 1* 4) / 83 = 2.98

Opinion about Seminar / Conference Papers of the University Library:

Table 6.17: Opinion about Seminar / Conference Papers of the University Library

Seminar / Conference Papers	Students		Research Scholars		Teachers	
1. Very Good	0	0.00%	0	0.00%	0	0.00%
2. Good	5	4.24%	3	27.27%	2	15.38%
3. Average	31	26.27%	3	27.27%	2	15.38%
4. Poor	19	16.10%	1	9.09%	2	15.38%
5. Very Poor	10	8.47%	0	0.00%	0	0.00%
6. No Comment	53	44.92%	4	36.36%	7	53.85%

Table 6.17 reveals that the students opined about the of the university library to be average (26.27%).The research scholars responded mostly to be good (27.27 %) and average (27.27%).The teachers also remarked to be good (15.38 %), average (15.38%) and poor(15.38%).

The average score = (5*0 + 4*10 + 3*36 + 2*22 + 1*10) / 78 = 2.58

Opinion about Non-Book Materials of the University Library:

Table 6.18: Opinion about Non-Book Materials of the University Library

Non-Book Materials	Students		Research Scholars		Teachers	
1. Very Good	7	5.93%	3	27.27%	1	7.69%
2. Good	12	10.17%	3	27.27%	3	23.08%
3. Average	10	8.47%	2	18.18%	2	15.38%
4. Poor	4	3.39%	0	0.00%	0	0.00%
5. Very Poor	3	2.54%	0	0.00%	0	0.00%
6. No Comment	82	69.49%	3	27.27%	7	53.85%

Table 6.18 reveals that the students, research scholars and teachers opined about the non-book materials of the university library to be good (10.17%, 27.27% and 23.08 % respectively) and average (8.47 %, 18.18% and 15.38% respectively).

The average score = (5*11 + 4*18 + 3* 14+ 2*4 + 1*3) / 50 = 3.60

Opinion about Map/Chart/ Diagram of the University Library:

Table 6.19: Opinion about Map/ Chart/ Diagram of the University Library

Map / Chart/ Diagram	Students		Research Scholars		Teachers	
1. Very Good	0	0.00%	0	0.00%	0	0.00%
2. Good	0	0.00%	0	0.00%	0	0.00%
3. Average	0	0.00%	0	0.00%	0	0.00%
4. Poor	0	0.00%	0	0.00%	0	0.00%
5. Very Poor	0	0.00%	0	0.00%	0	0.00%
6. No Comment	118	100.00%	11	100.00%	13	100.00%

Table 6.19 reveals that the Maps, Charts & Diagrams are not available in the university library.

From the calculated average scores we can conclude that the maps, charts & diagrams are not available in the university library. Adding to that thesis papers and seminar / conference papers are not sufficient. Apart from that the opinion about the reading room facilities and services among the users is quite satisfactory.

Awareness and Not Aware About of Library Services:

Aware and not aware about the various types of library services are mention in the table 6.8.20 below

**Table 6.20: Awareness and Not Aware About Of Library Services**

Types of Library Services	Aware Yes/No	Students		Research Scholars		Teachers	
Inter Library Loan	Yes	25	21.19%	9	81.82%	3	23.08%
	No	93	78.81%	2	18.18%	10	76.92%
Bibliography	Yes	30	25.42%	8	72.73%	8	61.54%
	No	88	74.58%	3	27.27%	5	38.46%
Current Awareness Service	Yes	50	42.37%	10	90.91%	13	100.00%
	No	68	57.63%	1	9.09%	0	0.00%
Reprography / Xerox	Yes	118	100.00%	11	100.00%	13	100.00%
	No	0	0.00%	0	0.00%	0	0.00%
Translation Service	Yes	38	32.20%	7	63.64%	5	38.46%
	No	80	67.80%	4	36.36%	8	61.54%
Selective Dissemination of Information	Yes	14	11.86%	4	36.36%	4	30.77%
	No	104	88.14%	7	63.64%	9	69.23%
Online Service	Yes	73	71.19%	11	100.00%	13	100.00%
	No	45	38.14%	0	0.00%	0	0.00%
Document Delivery Service	Yes	57	48.31%	0	0.00%	6	46.15%
	No	61	51.69%	0	0.00%	7	53.85%
Indexing and Abstracting Service	Yes	29	24.58%	11	100.00%	13	100.00%
	No	89	75.42%	0	0.00%	0	0.00%
Referral Service	Yes	53	44.92%	5	45.45%	10	76.92%
	No	65	55.08%	6	54.55%	3	23.08%
News Paper Clipping	Yes	30	25.42%	6	54.55%	10	76.92%
	No	88	74.58%	5	45.45%	3	23.08%

Use of Library Services:

Used and not used about the various type library services are mentions in the table 6.8.21 below

Table 6.21: Used and not used of Library Services

Types of Library Services	Use Yes/No	Students		Research Scholars		Teachers	
Bibliography	Yes	0	0.00%	0	0.00%	0	0.00%
	No	118	100.00%	11	100.00%	13	100.00%
Current Awareness Service	Yes	0	0.00%	0	0.00%	0	0.00%
	No	118	100.00%	11	100.00%	13	100.00%
Reprography / Xerox	Yes	73	61.86%	10	90.91%	7	53.85%
	No	45	38.14%	1	9.09%	6	46.15%
Selective Dissemination of Information	Yes	0	0.00%	0	0.00%	0	0.00%
	No	118	100.00%	11	100.00%	13	100.00%
Document Delivery Service	Yes	0	0.00%	0	0.00%	0	0.00%
	No	118	100.00%	11	100.00%	13	100.00%
Online Data Base/ Journals	Yes	36	30.51%	8	72.73%	6	46.15%
	No	82	69.49%	3	27.27%	7	53.85%
Indexing and Abstracting Service	Yes	0	0.00%	0	0.00%	0	0.00%
	No	118	100.00%	11	100.00%	13	100.00%
Referral Service	Yes	35	29.66%	5	45.45%	10	76.92%
	No	83	70.34%	6	54.55%	3	23.08%
News Paper Clipping	Yes	10	8.47%	3	27.27%	2	15.38%
	No	108	91.53%	8	72.73%	11	84.62%
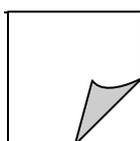
VII.   Findings:

1. BKUL (63.38%) a have the highest proportion of users who visit the Library for 1 – 2 hours. A very small percentage of users in all the University libraries prefer to visit the library for 3-4 hours and no user of the university libraries prefer more than four hours to visit the library.

2. The university library is the source of information about new resources mostly from the Library staff, other students, library display, catalogue and teachers. It is also found that all the university librarary small proportion of users who uses the catalogue to get information about new resources .

3. BKUL (50.70%) have the highest proportion of users who remarked the seating capacity of their university library to be very good.

4. A large proportion of users of BKUL (43.66%) have considered the Lighting facility of University library as very good.

5. BKUL (47.89%) have the highest proportion of users who consider the working hours to be good.

6. Users of the University library have considered the Reading environment of the library as good overall.

7. BKUL (52.11%) have the highest proportion of users who consider the arrangement of reading materials of their library to be good

8. A big share of users of BKUL (44.37)have the highest proportion of users who consider the general books to be good.

9. BKUL (40.85%) have the highest proportion of users who consider the text book collection to be good and BKUL (33.80%) have a high percentage of users who remarked the text book collection of University Libraries as average. It is found that users of BKUL (10.56%) have remarked the text book collection as poor.

10. It is found that BKUL (2.82%) have remarked of the journals of the library as poor.

11. BKUL (33.10%), have the highest proportion of users who consider the Thesis papers of the library to be average.

12. BKUL (25.35%) have the highest proportion of users who consider the seminar / conference papers of the library to be average. It is found that (15.49%), AUL (12.72%), GBUL (10.47%) have percentage of users who remarked the seminar / conference papers of the library as poor while,

13. It is found that BKUL (73.94%) are not aware of interlibrary loan services.

14. BKUL (67.61%) are not aware of Bibliography services.

15. It is found that BKUL (48.59%) are not aware of CAS services.

16. BKUL (64.79%) are not aware of translation services.

17. It is found that BKUL (84.51%) are not aware of SDI services.

18. BKUL (23.94%) are not aware of online services.

19. It is found that BKUL (55.63%) are not aware of Document delivery services

20. BKUL (62.68%) are not aware of Indexing and Abstracting service.

21. It is found that BKUL (52.11%) are not aware of reference service.

22. It is found that BKUL (67.61%) are not aware of news paper clippings service.

23. It is found that BKUL (100%) do not use of Bibliography service.

24. It is found that BKUL (100%) do not use of Current Awareness Service Service.

25. It is found that BKUL (36.62%) of users do not use of Current Reprography / Xerox Service.

26. All the users of University library do not use SDI service and SDI service are not availale in all the university library

27. It is found that BKUL (100%) of users do not use document delivery service.

28. It is found that BKUL (64.79%) users do not use Online database / Journals Service.

29. All the users of University library do not use indexing and abstracting service as indexing and abstracting services are not availale in all the university libraries.

30. It is found that BKUL (64.79%) users do not use Referral Service.

31. It is found that BKUL (89.44%) users do not use of news paper clippings service.

32. BKUL (42.96%) have the highest proportion of users who consider the physical facility of their library to be good

33. BKUL (37.32%) have the highest proportion of users who consider the library collection to be good. and BKUL (33.10%) also have a high percentage of users who remarked the Library collection as average. It is found that BKUL (14.08%) have a few percentages of users who remarked the library collection as poor..

34. BKUL (51.41%),) have the highest proportion of users who consider the arrangement to be good. .

35. It is found that SKBUL (9.43) has a few percentages of users who remarked the attitude of library staff as poor. It is also found that AUL (7.07%), has a few percentages of users who remarked the attitude of library staff as very poor.
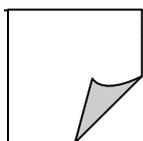
VIII.   Suggestion:

Based on data analysis, the following suggestions are made:

1. The books and journals should be procured as per the requirements of students, teachers, research scholars, and other users.
2. The university library must have a separate building and sufficient space for modern library services.
3. For physically challenged users, more facilities should be created.
4. The university library authority should conduct the staff training programmed.
5. All the University libraries should provide the students, research scholars, and teachers to recommend a selection method of reading materials.
6. E-Journals, e-books, and other e-resources should be purchased for library users.
7. Facility of Current Awareness Service, Selective Dissemination of Information, Inter-Library Loan, Document Delivery Service, Bibliographic, Indexing / Abstracting Services should be initiated.
8. University libraries should conduct the user awareness programs regularly.

IX.   Conclusion:

The services of the University Library System are essential to the academic community. So, it is critical to the overall service of the university system. From the expectations of the library users of the institutions, university librarians should be able to design a service plan. This study may be useful for the students, research scholars, and teachers to know the different types of services provided by the libraries. Librarians and parent body of the institutions can make use of the findings in their policy making related to the collection development of resources, particularly print & non-print, service, and development of library infrastructure in a better way to fulfill the objectives of the higher education.

References:

[1]   Ali, S. (2022). State of Development of the University Libraries in West Bengal Established Since 2001.[Doctoral dissertation, The University of Burdwan].
[2]   Bankura University. (N.D.). About Bankura University. Retrieved , From Bankura University: Https://Www.Bankurauniv.Ac.In/Introduction.Aspx
[3]   Bankura University. (N.D.). Library. Retrieved, From Bankura University: Https://Www.Bankurauniv.Ac.In/Rulesandregulation.Aspx
[4]   Kothari, D. S. (1971). India,Education Commission(1964-66).Education Planning And The National Policy. Delhi: Ncert.
[5]   Radhakrishnan, S. (. (1949). India,University Educatio Commission(1948-49). Delhi: Manager Of Publication,Goi,.
[6]   Ravi, N. (2005). The Hindu Speaks On Libraries. Madras: Kasturi & Sons Ltd.
[7]   Ugc(India). (1965). Report On Standing Of University Education. Newdelhi: Ugc.
[8]   Wilson, I. R., & Tauber, M. F. (1964). University Library. (2nd, Ed.) New York: Columbia University Press.