

User Satisfaction of Library Collections by the Students, Faculty Members PDCE and GKC Engineering College Libraries: A Study

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Abstract

Collection development in academic libraries has many challenges, and one of the concern was to determine the number of copies required for a specific subject domain books in the library. This paper describes the role of selected engineering college libraries in Andhra Pradesh, India in higher education and research of engineering. This paper comprehensively studies the library collections by the students and faculty members of Priyadarshini College of Engineering (PDCE) and Gokulakrishna Engineering College (GKC) libraries, Sullurpet. The study found out that the majority of the users (70.69%) of PDCE and GKCE are not satisfied with the collection of the audio/video cassettes available in the library, most of the users (91.72%) are satisfied with the newspapers collection, the majority of the users (76.89%) are satisfied with the latest editions of library books, a high percentage of the users (41.03%) are getting information about the new arrivals procured by the library through library staff, majority of the users (71.38%) are satisfied with the multiple copies of prescribed books, most of the users (86.21%) are satisfied with the collection of back volumes of periodicals in the library.

Keywords: Engineering College Libraries, GKCE, Library Collection, PDCE, User Satisfaction

1. Introduction

Libraries of engineering colleges provide support to their parent institutions in achieving their goals and vision of respective engineering colleges by ensuring quality based library and information support services to the students, research scholars and faculty members. Librarians are constantly engaged to update and strengthen collections continuously in order to reinforce and enrich the knowledge base in the process of assisting the stakeholders to achieve excellence in academics, consultancy and research and development activities.

The main objective of academic libraries is to support the educational and research activities of their parent institutions through developing required document collection and providing need-based services. The collection in an engineering college library comprises various types of reading materials such as prescribed course-related subject textbooks, general books, reference books, journals, technical reports, theses & dissertations, conference & seminar proceedings, standards, patents, audio-visual materials and e-resources etc.

2. Review of Literature

Sharma and others (2008)¹ evaluated the collection of thirty-eight engineering college libraries in Orissa by collecting information with the help of a

questionnaire. They observed that in order to supplement the teaching programmes effectively, there was an absolute necessity of an ideal and functional library. Considering the views of the librarians, they made some feasible suggestions for developing a user responsive collection for achieving optimal utilization of library resources and services.

Chowdappa and Ramasesh (2011)² surveyed the holdings of grey literature in the libraries of the engineering colleges recognized for research by the VTU. The data was collected from the librarians of sixty-nine recognised research centres affiliated to VTU and also from 930 research scholars and 340 research supervisors working in these institutions. The results revealed that 27.7 per cent of the libraries has below 500 volumes of grey literature followed by 20 per cent with 501-1,000 volumes, 21.5 per cent with 1,001-2,000 volumes, 7.7 per cent with 2,001-3,000 volumes and 10.8 per cent with 3,001-4,000 volumes.

Sunil (2012)³ described various facets of collection development in a digital environment in the engineering college libraries. The various changes that have occurred in the acquisition, storage and retrieval of information processes due to technological developments are discussed.

Kothapati Kumaraswamy Reddy (2014)⁴ made a study on users with regard to satisfaction of library collection in Sree Vidyanikethan engineering college library collection, in this study most (82%) of the respondents are satisfied with the newspaper collection, 82 per cent are satisfied with the collection of textbooks in the library. Most of the students (69%) are satisfied with adequacy of the collection of journals collection.

3. Objectives of the Study

1. To know the level of satisfaction of the users about different collections available in the selected engineering libraries;
2. To know the users' satisfaction with the availability of information resources offered by their respective libraries;

4. Need & Purpose for the Present Study

The purpose of the present study is to know the existing conditions of the engineering college libraries in Sri Venkateswara University area with regard to their resources, services and facilities. It is intended to study in detail the information needs of the users, their satisfaction with the various services and facilities of the libraries concerned and to assess the drawbacks in the provision of these services. So, the present survey has been undertaken by the investigator.

5. Data and Methodology

The study was carried out in two purposively selected engineering college libraries in Sullurpet in Nellore district: namely: the library of Priyadarshini College of Engineering and Gokulakrishna College of Engineering. The questionnaire was personally distributed among the samples of the study by the library users. Total numbers of 300 questionnaires are distributed and 290 questionnaires were received properly. The collected data were analyzed both quantitatively and qualitatively regarding users' satisfaction towards services and facilities of PDCE, GKCE libraries.

6. Data Analysis and Interpretation

The satisfaction of users with regard to the adequacy of library collection consisting of textbooks,

reference books, latest editions of books, periodical collection, newspapers collection, new arrivals procured, multiple copies of prescribed books, periodicals, collection of back volumes of periodicals and audio/video cassettes.

6.1 Satisfaction with Library Textbook Collection

The distribution of users according to their satisfaction with the adequacy of textbooks collection is shown in Table 6.1

Level of Satisfaction	PDCE, Sullurpet			GKCE, Sullurpet			Cumulative Total		Grand Total
	Students	Teachers	Total	Students	Teachers	Total	Students	Teachers	
Satisfied	71 (71.0)	37 (92.5)	108 (77.14)	72 (72.0)	45 (90.0)	117 (78.0)	143 (71.5)	82 (91.11)	225 (77.59)
Not Satisfied	29 (29.0)	3 (7.5)	32 (22.86)	28 (28.0)	5 (10.0)	33 (22.0)	57 (28.5)	8 (8.89)	65 (22.41)
Total	100 (100.00)	40 (100.00)	140 (100.00)	100 (100.00)	50 (100.00)	150 (100.00)	200 (100.00)	90 (100.00)	290 (100.00)

Table No: 6.1

Distribution of users according to the satisfaction with the library books collection

(Note: Numbers in parentheses indicate percentages)

χ^2 - PDCE (STU VS TEA)	: 07.4902	df:1	TV : 3.841	Sig at 0.05 level
χ^2 - GKCE (STU VS TEA)	: 06.2937	df:1	TV : 3.841	Sig at 0.05 level
χ^2 - PDCE VS GKCE(STU VS STU)	: 00.0245	df:1	TV: 3.841	NS at 0.05 level
χ^2 - PDCE VS GKCE(TEA VS TEA)	: 0.1715	df:1	TV: 3.841	NS at 0.05 level
χ^2 - Cumulative Total (STU VS TEA)	: 13.7271	df:1	TV: 3.841	Sig at 0.05 level

It is evident from table 6.1 that majority of the users (77.59%) of PDCE and GKCE are satisfied with the collection of books available in the library and the remaining 22.41% of users are dissatisfied.

It can also be seen from the table that there is a significant difference in satisfaction between the students and teachers of PDCE regarding the collection of books in the library. It is evidenced by the Chi-square value that there is a significant difference at 0.05 level with 1 degree of freedom. It means that the teachers of PDCE are mostly (92.5%) satisfied than the students (71%) with the library books collection.

It is obvious from the table that there is a significant difference in the satisfaction between the students and teachers of GKCE regarding library books

collection. It is evidenced by the Chi-square value that there is a significant difference at 0.05 level with 1 degree of freedom. It means that the teachers of GKCE are mostly (90%) satisfied than the students (72%) with a library book collection.

It is clear from the table that there is no significant difference in satisfaction between the students of PDCE and GKCE regarding library books collection. It is evidenced by the Chi-square value that there is no significant difference at 0.05 level with 1 degree of freedom.

The table further reveals that there is no significant difference in satisfaction between the teachers of PDCE and GKCE regarding library book collection. It is evidenced by the Chi-square value that there is

no significant difference at 0.05 level with 1 degree of freedom.

It can be noticed from the table that there is a significant difference in satisfaction between the students and teachers (Cumulative Total) of PDCE and GKCE regarding library book collection. It is evidenced by the Chi-square value that there is significant difference at 0.05 level with 1 degree of

freedom. It means that the teachers of PDCE and GKCE are mostly (91.11%) satisfied compared to the students (71.5) with library books collection.

6.2 Reference books Collection

The distribution of users according to their satisfaction with the reference books collection is shown in tables 6.2

Level of Satisfaction	PDCE, Sullurpet			GKCE, Sullurpet			Cumulative Total		Grand Total
	Students	Teachers	Total	Students	Teachers	Total	Students	Teachers	
Satisfied	58 (58)	25 (62.5)	83 (59.29)	53 (53)	41 (82)	94 (62.67)	111 (55.5)	66 (73.33)	177 (61.03)
Not Satisfied	42 (42)	15 (37.5)	57 (40.71)	47 (47)	9 (18)	56 (37.33)	89 (44.5)	24 (26.67)	113 (38.97)
Total	100 (100.00)	40 (100.00)	140 (100.00)	100 (100.00)	50 (100.00)	150 (100.00)	200 (100.00)	90 (100.00)	290 (100.00)

Table No: 6.2

Distribution of users according to the satisfaction with the reference books available in the library

(Note: Numbers in parentheses indicate percentages)

χ^2 - PDCE (STU VS TEA) : 00.2397 df:1 TV : 3.841 NS at 0.05 level
 χ^2 - GKCE (STU VS TEA) : 11.9823 df:1 TV : 3.841 Sig at 0.05 level
 χ^2 - PDCE VS GKCE (STU VS STU) : 00.5661 df:1 TV: 3.841 NS at 0.05 level
 χ^2 - PDCE VS GKCE (TEA VS TEA) : 4.3210 df:1 TV : 3.841 Sig at 0.05 level
 χ^2 - Cumulative Total (STU VS TEA) : 8.3001 df:1 TV : 3.841 Sig at 0.05 level

It is evident from table 6.2 that 61.3% of the users are satisfied with the reference books available in the library; whereas 38.97 % are not satisfied.

It can also be seen from the table that there is no significant difference in satisfaction between the students and teachers of PDCE regarding reference books available in the library. It is evidenced by the Chi-square value which is not significant at the 0.05 level with 1 degree of freedom.

It is obvious from the table that there is a significant difference in satisfaction between the students and teachers of GKCE regarding the availability of reference books available in the library. It is evidenced by the Chi-square value which is significant at 0.05 level with 1 degree of freedom. It means that the teachers of GKCE are mostly satisfied (82%) than the students (53%) with the collection of the reference books.

It is clear from the table that there is no significant difference in satisfaction between the students of PDCE and GKCE regarding reference books available in the library. It is evidenced by the Chi-square value which is not significant at 0.05 level with 1 degree of freedom.

The table further reveals that there is a significant difference in satisfaction between the teachers of PDCE and GKCE regarding the availability of reference books in the library. It is evidenced by the Chi-square value which is significant at 0.05 level with 1 degree of freedom. It means that the teachers of GKCE are mostly satisfied (82%) than the teachers of PDCE (62.5%) with the collection of the reference books.

It can be noticed from the table that there is a significant difference in satisfaction between the students and teachers (Cumulative Total) of PDCE and GKCE regarding reference books available in the library. It is evidenced by the Chi-square value which is significant at 0.05 level with 1 degree of freedom. It means teachers of PDCE and GKCE are mostly satisfied (73.33%) as compared to the students (55.5%) with collection of reference books.

6.3 Latest editions of books available

Satisfaction with the latest editions of books available in the library

It is evident from table 6.3 that the majority of the users (76.89%) of PDCE and GKCE are satisfied with the latest editions of library books. It is also evident from it that 23.11% of them not satisfied.

Level of Satisfaction	PDCE, Sullurpet			GKCE, Sullurpet			Cumulative Total		Grand Total
	Students	Teachers	Total	Students	Teachers	Total	Students	Teachers	
Satisfied	82 (82)	36 (90)	118 (84.29)	59 (59)	46 (92)	105 (70)	141 (70.5)	82 (91.11)	223 (76.89)
Not Satisfied	18 (18)	4 (10)	22 (15.71)	41 (41)	4 (8)	45 (30)	59 (29.5)	8 (8.89)	67 (23.11)
Total	100 (100.00)	40 (100.00)	140 (100.00)	100 (100.00)	50 (100.00)	150 (100.00)	200 (100.00)	90 (100.00)	290 (100.00)

Table No: 6.3

Distribution of users according to the satisfaction with the latest editions of books available in the library

(Note: Numbers in parentheses indicate percentages)

χ^2 - PDCE (STU VS TEA)	: 01.3806	df:1	TV:3.841	NS at 0.05 level
χ^2 - GKCE (STU VS TEA)	: 17.2857	df:1	TV:3.841	Sig at 0.05 level
χ^2 - PDCE VS GKCE (STU VS STU)	: 12.7179	df:1	TV:3.841	Sig at 0.05 level
χ^2 - PDCE VS GKCE (TEA VS TEA)	: 01.0098	df:1	TV:3.841	NS at 0.05 level
χ^2 - Cumulative Total (STU VS TEA)	: 14.8420	df:1	TV:3.841	Sig at 0.05 level

It can also be seen from the Table that there is no significant difference between the students and teachers of PDCE regarding the latest editions of books available in the library. It is evidenced by the Chi-square value which is not significant at 0.05 level with 1 degree of freedom.

It obvious from the table that there is a significant difference in satisfaction between the students and teachers of GKCE with regards to the availability of books of the latest editions in the library. It is evidenced by the Chi-square value which is significant at 0.05 level with 1 degree of freedom. It means that the teachers of GKCE are mostly (92%) satisfied than the students (59%) with the latest editions of books available in the library.

It is clear from the table that there is significant difference in satisfaction between the students of PDCE and GKCE regarding the latest editions of books available in the library. It evidenced by the Chi-square value which is significant at 0.05 level with 1 degree of freedom. It means that the students of PDCE are mostly (82%) satisfied compared to the students of (59%) GKCE with the latest editions of library books.

It further reveals that there is no significant difference in satisfaction between the teachers of

PDCE and GKCE regarding the latest editions of books available in the library. It is evidenced by the Chi-square value which is not significant at 0.05 level with 1 degree of freedom.

It can be noticed from the table that there is a significant difference in satisfaction between the students and teachers (total) of PDCE and GKCE regarding the availability latest editions of books in the library. It is evidenced by the Chi-square value at 0.05 level with 1 degree freedom. It means that the teachers of PDCE and GKCE mostly (91.11%) satisfied compared to the students (70.5%) with the latest editions of books available in the library.

6.4 Periodical Collection

It is evident from table 6.4 that most of the users (84.48%) of PDCE and GKCE satisfied regarding the periodical collection in the library and the remaining 15.52 percent of them are dissatisfied.

Level of Satisfaction	PDCE, Sullurpet			GKCE, Sullurpet			Cumulative Total		Grand Total
	Students	Teachers	Total	Students	Teachers	Total	Students	Teachers	
Satisfied	78 (78)	34 (85)	112 (80)	87 (87)	46 (92)	113 (88.67)	165 (82.5)	80 (88.89)	245 (84.48)
Not Satisfied	22 (22)	6 (15)	28 (20)	13 (13)	4 (8)	17 (11.33)	35 (17.5)	10 (11.11)	45 (15.52)
Total	100 (100.00)	40 (100.00)	140 (100.00)	100 (100.00)	50 (100.00)	150 (100.00)	200 (100.00)	90 (100.00)	290 (100.00)

Table No: 6.4

Distribution of users according to the satisfaction with the library periodical collection

(Note: Numbers in parentheses indicate percentages)

χ^2 - PDCE (STU VS TEA)	: 00.875	df:1	TV : 3.841	NS at 0.05 level
χ^2 - GKCE (STU VS TEA)	: 00.8293	df:1	TV : 3.841	NS at 0.05 level
χ^2 - PDCE VS GKCE (STU VS STU)	: 02.8052	df:1	TV: 3.841	NS at 0.05 level
χ^2 - PDCE VS GKCE (TEA VS TEA)	: 11.1025	df:1	TV : 3.841	NS at 0.05 level
χ^2 - Cumulative Total (STU VS TEA)	: 01.9326	df:1	TV : 3.841	NS at 0.05 level

It can also be seen from the table that there is no significant difference in satisfaction between the students and teachers of PDCE regarding periodical collection of the library. It is evidenced by the Chi-square value which is not significant at 0.05 level with 1 degree of freedom.

It is obvious from the table that there is no significant difference in satisfaction between the students and teachers of GKCE regarding the periodical collection of the library. It is evidenced by the Chi-square value which is not significant at 0.05 level with 1 degree of freedom.

It is clear from the table that there is no significant difference in satisfaction between the students of PDCE and GKCE regarding the periodical collection in the library. It is evidenced by the Chi-square value which is not significant at 0.05 level with 1 degree of freedom.

The table further reveals that there is no significant difference in satisfaction between the teachers of PDCE and GKCE regarding periodical collection of the library. It is evidenced by the Chi-square value which is not significant at 0.05 level with 1 degree of freedom.

It can be noticed from the table that there is no significant difference in the satisfaction between the students and teachers (Cumulative Total) of PDCE and GKCE. It is evidenced by the Chi-square value which is not significant at 0.05 level with 1 degree of freedom.

6.4 Newspapers available

It is evident from the table 6.5 that the most of the users (91.72%) of PDCE and GKCE are satisfied with the newspapers collection and the remaining 28 percent of them are dissatisfied.

Level of Satisfaction	PDCE, Sullurpet			GKCE, Sullurpet			Cumulative Total		Grand Total
	Students	Teachers	Total	Students	Teachers	Total	Students	Teachers	
Satisfied	93 (93)	35 (87.5)	128 (91.43)	93 (93)	45 (90)	138 (92)	186 (93)	80 (88.89)	266 (91.72)
Not Satisfied	7 (7)	5 (12.5)	12 (8.57)	7 (7)	5 (10)	12 (8)	14 (7)	10 (11.11)	24 (8.28)
Total	100 (100.00)	40 (100.00)	140 (100.00)	100 (100.00)	50 (100.00)	150 (100.00)	200 (100.00)	90 (100.00)	290 (100.00)

Table No: 6.5

Distribution of users according to the satisfaction with the newspapers available in the library

(Note: Numbers in parentheses indicate percentages)

χ^2 - PDCE (STU VS TEA)	: 01.1029	df:1	TV:3.841	NS at 0.05 level
χ^2 - GKCE (STU VS TEA)	:10.4076	df:1	TV:3.841	NS at 0.05 level
χ^2 - PDCE VS GKCE (STU VS STU)	: 00.0000	df:1	TV:3.841	NS at 0.05 level
χ^2 - PDCE VS GKCE (TEA VS TEA)	: 4.3210	df:1	TV:3.841	NS at 0.05 level
χ^2 - Cumulative Total (STU VS TEA)	: 8.3001	df:1	TV:3.841	NS at 0.05 level

It can also be seen from the table that there is no significant difference in satisfaction between the students and teachers of PDCE regarding newspapers collection in the library. It is evidenced by the Chi-square value which is not significant at 0.05 level with 1 degree of freedom.

It is obvious from the table that there is no significant difference in satisfaction between the students and teachers of GKCE regarding newspaper collection in the library. It is evidenced by the Chi-square value which is not significant at 0.05 level with 1 degree of freedom.

It is clear from the table that there is no significant difference in satisfaction between the students of PDCE and GKCE regarding newspapers availability in the library. It is evidenced from the Chi-square value which is not significant at 0.05 level with 1 degree of freedom.

It also further reveals that there is no significant difference in satisfaction between the teachers of PDCE and GKCE regarding collection of newspapers in the library. It is evidenced from the Chi-square value which is not significant at 0.05 level with 1 degree of freedom.

It can be noticed from the table that there is no significant difference in satisfaction between the students and teachers (Cumulative Total) of PDCE and GKCE regarding the newspaper collection in the library. It is evidenced from the Chi-square value which is not significant at 0.05 level with 1 degree of freedom.

6.6. New arrivals procured

It is evident from table 6.6 that a high percentage of the users (41.03%) of PDCE and GKCE are getting information about the new arrivals procured by the library through library staff. It is also evident from it that 31.03% of them are getting information through library display racks, 20.70% of them through friends and 7.24% of them through the list of new editions.

Frequency	PDCE, Sullurpet			GKCE, Sullurpet			Cumulative Total		Grand Total
	Students	Teachers	Total	Students	Teachers	Total	Students	Teachers	
Through Friends	24 (24)	6 (15)	30 (21.43)	27 (27)	3 (6)	30 (20)	51 (25.5)	9 (10)	60 (20.70)
Through Library Staff	43 (43)	20 (50)	63 (45)	33 (33)	23 (46)	56 (37.33)	76 (38)	43 (47.78)	119 (41.03)
Library Display Racks	25 (25)	11 (27.5)	36 (25.71)	32 (32)	22 (44)	54 (36)	57 (28.5)	33 (36.67)	90 (31.03)
List of New Editions	8 (8)	3 (7.5)	11 (7.86)	8 (8)	2 (4)	10 (6.67)	16 (8)	5 (5.55)	21 (7.24)
Total	100 (100.00)	40 (100.00)	140 (100.00)	100 (100.00)	50 (100.00)	150 (100.00)	200 (100.00)	90 (100.00)	290 (100.00)

Table No: 6.6

Distribution of users according to their sources about the new arrivals procured by the library

(Note: Numbers in parentheses indicate percentages)

χ^2 - PDCE (STU VS TEA)	: 01.4696	df:3	TV:7.815	NS at 0.05 level
χ^2 - GKCE (STU VS TEA)	: 10.9923	df:3	TV:7.815	Sig at 0.05 level
χ^2 - PDCE VS GKCE (STU VS STU)	: 02.3519	df:3	TV:7.815	NS at 0.05 level
χ^2 - PDCE VS GKCE (TEA VS TEA)	: 04.0144	df:3	TV:7.815	NS at 0.05 level
χ^2 - Cumulative Total (STU VS TEA)	: 22.1188	df:3	TV:7.815	Sig at 0.05 level

It can also be seen from the table that there is no significant difference in satisfaction between the students and teachers of PDCE regarding the sources to get the information about the new arrivals procured by the library. It is evidenced by the Chi-square value which is not significant at 0.05 level with 1 degree of freedom.

It is obvious from the table that there is a significant difference between the students and teachers of GKCE about to get the information on new arrivals procured by the library. It is evidenced by the Chi-square value which is significant at 0.05 level with 3 degrees of freedom. It means that the teachers of GKCE are getting information actively from different sources than the students.

It is clear from the table that there is no significant difference between the students of PDCE and GKCE regarding the sources to get information on new arrivals procured by the library. It is evidenced by the Chi-square value which is not significant at 0.05 level with 3 degree of freedom.

It also further reveals that there is no significant difference between the teachers of PDCE and GKCE

regarding the sources to get information about new arrivals procured by the library. It is evident by the Chi-square value which is not significant at 0.05 level with 3 degree of freedom.

It can be noticed from the table that there is a significant difference between the students and teachers (Cumulative Total) of PDCE and GKCE regarding the sources to get information about new arrivals procured by the library. It is evidenced by the Chi-square value which is significant at 0.05 level with 3 degrees of freedom. It means that the teachers of PDCE and GKCE are more active than the students in getting the information on new arrivals procured by the library.

6.7. Multiple copies of prescribed books available

Table No: 6.7 (See Annexure – 7)

It is evident from the table 6.7 that majority of the users (71.38%) of PDCE and GKCE are satisfied about the multiple copies of prescribed books. It is also evident from it that 28.62% of them dissatisfied with the multiple copies of the prescribed books.

Level of Satisfaction	PDCE, Sullurpet			GKCE, Sullurpet			Cumulative Total		Grand Total
	Students	Teachers	Total	Students	Teachers	Total	Students	Teachers	
Satisfied	68 (68)	37 (92.5)	105 (75)	57 (57)	45 (90)	102 (68)	125 (62.5)	82 (91.11)	207 (71.38)
Not Satisfied	32 (32)	3 (7.5)	35 (25)	43 (43)	5 (10)	48 (32)	75 (37.5)	8 (8.89)	83 (28.62)
Total	100 (100.00)	40 (100.00)	140 (100.00)	100 (100.00)	50 (100.00)	150 (100.00)	200 (100.00)	90 (100.00)	290 (100.00)

Table No: 6.7

Distribution of users according to the satisfaction with the multiple copies of prescribed books available in the library

(Note: Numbers in parentheses indicate percentages)

χ^2 - PDCE (STU VS TEA)	: 09.1462	df:1	TV:3.841	Sig at 0.05 level
χ^2 - GKCE (STU VS TEA)	: 16.6820	df:1	TV:3.841	Sig at 0.05 level
χ^2 - PDCE VS GKCE (STU VS STU)	: 02.5813	df:1	TV:3.841	NS at 0.05 level

χ^2 - PDCE VS GKCE (TEA VS TEA)	: 00.1715	df:1	TV:3.841	NS at 0.05 level
χ^2 - Cumulative Total (STU VS TEA)	: 24.8709	df:1	TV:3.841	Sig at 0.05 level

It can also be seen from the table that there is a significant difference in satisfaction between the students and teachers of PDCE regarding the multiple copies of prescribed books available in the library. It is evidenced by the Chi-square value which is significant at 0.05 level with 1 degree of freedom. It means that the teachers of PDCE mostly satisfied (92.5%) compared to the students (68%) with the multiple copies of prescribed books available in the library.

It is obvious from the table that there is significant difference in satisfaction between the students and teachers of GKCE with regard to the multiple copies of prescribed books available in the library. It is evidenced by the Chi-square value which is significant at 0.05 level with 1 degree of freedom. It means that the teachers of GKCE are more satisfied (90%) than the students (57%) with the multiple copies of prescribed books available in the library.

It is clear from the table that there is no significant difference in satisfaction between the students of PDCE and GKCE regarding the availability of multiple copies of prescribed books in the library. It

is evidenced by the Chi-square value which is not significant at 0.05 level with 1 degree of freedom.

It also further reveals that there is no significant difference in satisfaction between the teachers of PDCE and GKCE with regard to the availability of multiple copies of prescribed books in the library. It is evidenced by the Chi-square value which is not significant at 0.05 level with 1 degree of freedom.

It can be noticed from the table that there is a significant difference in satisfaction between the students and teachers (Cumulative Total) of PDCE and GKCE with regard to the availability of multiple copies of prescribed books in the library. It is evidenced by the Chi-square value which is significant at 0.05 level with 1 degree of freedom. It means that the teachers of PDCE and GKCE are more satisfied (91.11%) than the students (62.5%) with the multiple copies of prescribed books.

6.8 Frequency of periodicals available

It is evident from table 6.8 that the majority of the readers (79.66%) of PDCE and GKCE are satisfied with referring to the periodicals at the right time. It is also evident from it that 20.34% of them dissatisfied with the frequency of periodicals.

Level of Satisfaction	PDCE, Sullurpet			GKCE, Sullurpet			Cumulative Total		Grand Total
	Students	Teachers	Total	Students	Teachers	Total	Students	Teachers	
Satisfied	77 (77)	34 (85)	111 (79.29)	74 (74)	46 (92)	120 (80)	151 (75.5)	80 (88.89)	231 (79.66)
Not Satisfied	23 (23)	6 (15)	29 (20.71)	26 (26)	4 (8)	30 (20)	49 (24.5)	10 (11.11)	59 (20.34)
Total	100 (100.00)	40 (100.00)	140 (100.00)	100 (100.00)	50 (100.00)	150 (100.00)	200 (100.00)	90 (100.00)	290 (100.00)

Table No: 6.8

Distribution of users according to the satisfaction with the frequency of periodicals available in the library
(Note: Numbers in parentheses indicate percentages)

χ^2 - PDCE (STU VS TEA)	: 01.1134	df:1	TV:3.841	NS at 0.05 level
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χ^2 - GKCE (STU VS TEA)	:06.7500	df:1	TV:3.841	Sig at 0.05 level
χ^2 - PDCE VS GKCE (STU VS STU)	:00.2433	df:1	TV:3.841	NS at 0.05 level
χ^2 - PDCE VS GKCE (TEA VS TEA)	:01.1025	df:1	TV:3.841	NS at 0.05 level
χ^2 - Cumulative Total (STU VS TEA)	:06.8659	df:1	TV:3.841	Sig at 0.05 level

It can also be seen from the table that there is no significant difference in satisfaction between the students and teachers of PDCE with regard to the frequency of periodicals in the library. It is evidenced by the Chi-square value which is not significant at 0.05 level with 1 degree of freedom.

It is obvious from the table that there is a significant difference in satisfaction between the students and teachers of GKCE regarding the frequency of periodicals in the library. It is evidenced by the Chi-square value which is significant at 0.05 level with 1 degree of freedom. It means that the teachers of GKCE are more satisfied (92%) than the students (74%) about referring to the periodicals at the right time.

It clear from the table that there is no significant difference in satisfaction between the students of PDCE and GKCE with regard to the availability (frequency) of periodicals in the library. It is evidenced by the Chi-square value which is not significant at 0.05 level with 1 degree of freedom.

It is also further reveals that there is no significant difference in satisfaction between the teachers of

PDCE and GKCE with regard to the availability (frequency) of periodicals in the library. It is evidenced by the Chi-square value which is not significant at 0.05 level with 1 degree of freedom.

It can be noticed from the table that there is significant difference in satisfaction between the students and teachers (Cumulative Total) of PDCE and GKCE regarding the frequency of periodicals in the library. It is evidenced by the Chi-square value which is significant at 0.05 level with 1 degree of freedom. It means that the teachers of PDCE and GKCE are more satisfied (88.8%) than the students (75.5%) about referring to the periodicals at the right time.

6.9. Back volumes of periodicals available

It is evident from the table 6.9 that the most of the users (86.21%) of PDCE and GKCE satisfied with the collection of back volumes of periodicals in the library. It is also evident from it that 13.79% of them are not satisfied with regard to the collection of back volumes of periodicals in the library.

Level of Satisfaction	PDCE, Sullurpet			GKCE, Sullurpet			Cumulative Total		Grand Total
	Students	Teachers	Total	Students	Teachers	Total	Students	Teachers	
Satisfied	83 (83)	35 (87.5)	121 (86.43)	83 (83)	46 (92)	129 (86)	166 (83)	84 (93.33)	250 (86.21)
Not Satisfied	17 (17)	5 (12.5)	19 (13.57)	17 (17)	4 (8)	21 (14)	34 (17)	6 (6.67)	40 (13.79)
Total	100 (100.00)	40 (100.00)	140 (100.00)	100 (100.00)	50 (100.00)	150 (100.00)	200 (100.00)	90 (100.00)	290 (100.00)

Table No: 6.8

Distribution of users according to the satisfaction with the back volumes of periodicals available in the library
(Note: Numbers in parentheses indicate percentages)

χ^2 - PDCE (STU VS TEA)	: 03.5016	df:1	TV:3.841	NS at 0.05 level
χ^2 - GKCE (STU VS TEA)	: 02.2425	df:1	TV:3.841	NS at 0.05 level
χ^2 - PDCE VS GKCE (STU VS STU)	: 00.0000	df:1	TV:3.841	NS at 0.05 level
χ^2 - PDCE VS GKCE (TEA VS TEA)	: 00.3214	df:1	TV:3.841	NS at 0.05 level
χ^2 -Cumulative Total (STU VS TEA)	: 05.5738	df:1	TV:3.841	Sig at 0.05 level

It can also be seen from the table that there is no significant difference in satisfaction between the students and teachers of PDCE with regard to the back volumes of periodicals available in the library. It is evidenced by the Chi-square value which is not significant at 0.05 level with 1 degree of freedom.

It is obvious from the table that there is no significant difference in satisfaction between the students and teachers of GKCE regarding the collection of back volumes periodicals available in the library. It is evidenced by the Chi-square value which is not significant at 0.05 level with 1 degree of freedom.

It is clear from the table that there is no significant difference in satisfaction between the students of PDCE and GKCE with regard to the back volumes of periodicals available in the library. It is evidenced by the Chi-square value that is not significant at 0.05 level with 1 degree of freedom.

It also further reveals that there is no significant difference in satisfaction between the teachers of

PDCE and GKCE with the collection of back volumes of periodicals available in the library. It is evidenced by the Chi-square value which is significant at 0.05 level with 1 degree of freedom.

It can be noticed from the table that there is a significant difference in satisfaction between the students and teachers (Cumulative Total) of PDCE and GKCE. It is evidenced by the Chi-square value that is significant at 0.05 level with 1 degree of freedom. It means that the teachers of PDCE and GKCE are more satisfied (93.33%), than the students (83%), with the collection of back volumes of periodicals.

6.10 Audio/Video cassettes available

It is evident from table 6.10 that the majority of the users (70.69%) of PDCE and GKCE are not satisfied with the collection of the audio/video cassettes available in the library. It is also evident from it that only 29.31 per cent of them are satisfied.

Level of Satisfaction	PDCE, Sullurpet			GKCE, Sullurpet			Cumulative Total		Grand Total
	Students	Teachers	Total	Students	Teachers	Total	Students	Teachers	
Satisfied	32 (32)	4 (10)	36 (25.71)	39 (39)	10 (20)	49 (32.67)	71 (35.5)	14 (15.56)	85 (29.31)
Not Satisfied	68 (68)	36 (90)	104 (74.28)	61 (61)	40 (80)	101 (67.33)	129 (64.5)	76 (84.44)	205 (70.69)
Total	100 (100.00)	40 (100.00)	140 (100.00)	100 (100.00)	50 (100.00)	150 (100.00)	200 (100.00)	90 (100.00)	290 (100.00)

Table No: 6.8

Distribution of users according to the satisfaction with the Audio/Video cassettes available in the library (Note: Numbers in parentheses indicate percentages)

χ^2 - PDCE (STU VS TEA)	: 07.2393	df:1	TV:3.841	Sig at 0.05 level
χ^2 - GKCE (STU VS TEA)	: 05.4708	df:1	TV:3.841	Sig at 0.05 level
χ^2 - PDCE VS GKCE (STU VS STU)	: 01.0700	df:1	TV:3.841	NS at 0.05 level
χ^2 - PDCE VS GKCE (TEA VS TEA)	: 1.6917	df:1	TV:3.841	NS at 0.05 level
χ^2 - Cumulative Total (STU VS TEA)	: 11.9160	df:1	TV:3.841	Sig at 0.05 level

It can also be seen from the table that there is a significant difference in satisfaction between the students and teachers of PDCE regarding the availability of audio/video learning resources in the library. It is evidenced by the Chi-square value that is significant at 0.05 level with 1 degree of freedom. It means that most of the teachers of PDCE (90%) aren't satisfied when compared to the students (68%) with the audio/video learning resources available in the library.

It is obvious from the table that there is a significant difference in the satisfaction between the students and teachers of GKCE regarding the collection of audio/video learning resources available in the library. It is evidenced by the Chi-square value that is significant at 0.05 level with 1 degree of freedom. It means that most of the teachers (80%) of GKCE are not satisfied when compared to the students (61%) with the audio/video learning resources available in the library.

It is clear from the table that there is no significant difference in the satisfaction between the students of PDCE and GKCE regarding audio/video collection available in the library. It is evidenced by the Chi-square value that is not significant at 0.05 level with 1 degree of freedom.

It further reveals that there is no significant difference in satisfaction between the teachers of PDCE and GKCE regarding audio/video learning resources available in the library. It is evidenced by the Chi-square value which is not significant at 0.05 level with 1 degree of freedom.

It can be noticed from the table that there is a significant difference in the satisfaction between the students and teachers (Cumulative Total) of PDCE and GKCE regarding the availability of audio/video learning resources in the library. It is evidenced by the Chi-square value which is significant at 0.05 level with 1 degree of freedom. It means that the teachers of PDCE and GKCE are mostly (84.44%) dissatisfied compared to the students (64.5%) with the audio/video learning resources available in the library.

7. Major Findings

- ❖ Majority of the users (77.59%) of PDCE and GKCE are satisfied with the collection of books available in the library.
- ❖ Majority of the users (61.3%) are satisfied with the reference books available in the library.
- ❖ Majority of the users (76.89%) of PDCE and GKCE are satisfied with the latest editions of library books.
- ❖ Most of the users (84.48%) of PDCE and GKCE satisfied regarding the periodical collection in the library.
- ❖ Most of the users (91.72%) of PDCE and GKCE are satisfied with the newspapers collection.
- ❖ A high percentage of the users (41.03%) of PDCE and GKCE are getting information about the new arrivals procured by the library through library staff.
- ❖ Majority of the users (71.38%) of PDCE and GKCE are satisfied with the multiple copies of prescribed books.

- ❖ Most of the users (86.21%) of PDCE and GKCE satisfied with the collection of back volumes of periodicals in the library.

8. Suggestions and Conclusion

Based on the findings of the study it is suggested to strengthen the collection of reference books as well as the latest editions of books. The users of libraries are partially satisfied with the collection of reference books. Only 31.03 per cent of them is are getting information about the new arrivals through the library staff. So, conducting regular orientation programmes to library staff is essential. The organization and maintenance of the reading materials also play a major role so Library professionals need to take utmost care in developing a balanced collection, which enhances the quality of the library. The Librarian also need to be computer literate and should know to work in a networked environment in order to meet the objectives of resource sharing and cooperative collection management.

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