

## **STUDENTS' PERCEPTIONS REGARDING LIBRARY SERVICES IN THE INSTITUTE OF EDUCATION & RESEARCH (IER), UNIVERSITY OF PESHAWAR**

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### **ABSTRACT**

*The purpose of this research paper was to investigate the perceptions of students of Institute of Education and Research (IER) regarding the use of library. The main objectives were to investigate the use of library by the students during their library class, to know their satisfaction in terms of learning resources available to them in the library and to document barriers to the library borrowers. A questionnaire was used for data collection from a sample of hundred randomly selected students. The data were analyzed using percentages. The main findings indicate that most of the respondents used the library for study purposes and they were very much satisfied with the library staff and library services. Moreover, most students took their library class in the library and spent the allotted time in the library. The paper recommends that students be motivated to visit the library on a daily basis.*

**Key Words:** Library Services, Library users, Institute of Education & Research, University of Peshawar

### **INTRODUCTION**

Library services provide access to organized knowledge and ideas for individuals and community. Moreover, these services include acquisition and dissemination of information and other media communication for the advantage of particular society, local, institutional or national. Library materials include books, audiovisual material, periodicals (Penna, 1972). Rudžionien (2014) noted that today's main challenge in the society for information specialists is to face the information management problems, to explore user's needs constantly and providing efficient services in minimum time. IFLA Professional Report (1996) Guidelines for library services for young adults define age group from children services to adult services as per needs and demand of the young adults which they perform their important role in the promotion of education, information and cultural. Opportunities provided to the young adults include selection and organization of library material according to the age group. It has resulted, benefits to promote services of the library and assist to expend the use of the library. Jain (2008) stated that reference service helps users especially in the use of the library and it make the importance of the library. If an effective reference service is provided to the users, usefulness of the library is acknowledged. Sharma (2008) describes the digital reference service in his book that the users submit the question and receive the answers through online and digital subway. Users are directly connected with the information professionals and get direct help whenever and wherever they want. Arif (2009), citing

Schneider (2001) stated that libraries available on the campus perform significant role and their services serves the community at large.

Mehmood (2009) stated that library is an important part of a university, playing a significant role in attaining the objectives of higher education. Burett (1977) argued that the services provided by the special, public and academic libraries are varied according to their nature. In each case, large libraries offer maximum possible services, special libraries provide services to some extent treated fully in that different types of library have been measured separately. However, both public and special libraries provide a variety of services whereas the public and academic libraries are limited as compared to special libraries. Khurshid, (1993) asserted that the development of public libraries is possible through the support of generous donors, public endowments and taxes from the people of the state. Wisdom (1974) mentioned that there are two main areas of services in the library: public and technical services. Public services are those which relate to the public and with the library material such as, circulation, reference, and supervision of reading rooms. Technical services are the activities which are functional and possible to take place for the public services. Technical services include ordering, cataloging, organization and maintenance of the material.

Mehmood (2005) compared services provided by the university, public and special libraries in Pakistan and found that the university libraries are in better condition with respect to resources, organizations and staff but their quality is declining due to decrease of budget and increase of inflation. There is no organized public library system because most libraries are working under municipal and local bodies, housed in temporary buildings, with only a limited staff, comprising one librarian. The services provided by public libraries are limited due to limited annual budget received from the municipal bodies and subscription charges from the users and holding of the outdated books. There is a lack of appropriate and proper public library legislation. In case of special libraries, working under universities, colleges and government departments, only a few libraries are affiliated with industries. These libraries have a rich collection of books and periodicals. However, facility of audiovisual and non-printed material is not in existence. In this regard, services of special libraries are limited to physical collection only.

Shafiq (2012) concluded that there are high differences in perceptions and expectations of users of public and private sector libraries. Public library services have largest and private sector services have lowest gap. A major difference was observed between public and private sector libraries and results revealed that private sector libraries are better stocked as compared to public sector libraries. The comparison between both sectors were investigated through the graduates & undergraduates students and findings show that private sector library users had low expectations and high perceptions while public sector library users had high expectations and low perceptions.

### Objectives of the Study

The study had the following objectives:

- To investigate the use of library by the students during their library class.
- To know their satisfaction in terms of learning resource availability to them in the library.
- To explore barriers to library barrowers.

### METHODOLOGY

A survey type descriptive research method was used for the research study, which involved collection, tabulation and interpretation of the data through questionnaire. A sample of 100 students was taken through random sampling by using lotry method, which included ten male and ten female students each of the B.Ed, M.Ed, B.Ed Hons) 1st semester, B.Ed (Hons) 3rd semester, B.Ed (Hons) 5th semester. Data was tabulated and analysed through percentages.

### RESULTS AND DISCUSSION

**Table 1:** Indicating the Availability of Books according to the Demand of Students

Gender	Number of responses and Percentages			Total
	Yes (%)	No (%)	To some extent (%)	
Male	19 (38%)	18 (36%)	13 (26%)	50
Female	20 (40%)	16 (32%)	14 (28%)	50
Overall	39 (39%)	34 (34%)	27 (27%)	100

In the Table 1 above, 38% of male respondents were of the view that they found their required books in the library and 26% expressed up to some extent. However, 36% respondents indicated that their required books were not available in the library. Regarding female respondents, 40% viewed that they found their required books in the library and 28% expressed up to some extent. However, 32% thought that their required books in the library were not available. Both male and female respondents i.e. 39% were of the view that they found their required books in library and 27% expressed up to some extent. However, 34% respondents mentioned that they did not find their required books in the library. Collection of the IER Library is approximately 17000 including dictionaries, encyclopedias general and specifically on education books. The borrowers are facilitated with the library database LIMS (Library Information Management System) Software which helps to find their required material. Approximately 10000 research theses of M.Ed, M.Phil and PhD are held at the library.

**Table 2:** Showing Level of Satisfaction in Connection With the Arrangement of Books in the Library

Sex	Number of responses and Percentages			Total
	Yes (%)	No (%)	To some extent (%)	
Male	31 (62%)	14 (28%)	5 (10%)	50
Female	33 (66%)	10 (20%)	7 (14%)	50
Overall	64 (64%)	24 (24%)	12 (12%)	100

Table 2 states that 62% of male respondents satisfied with the arrangement of the books in the library and 10% satisfied to some extent, whereas, 28% did not satisfy. In female respondents 66% satisfied with the arrangement of the books in the library and 14% satisfied to some extent, whereas 20% did not satisfy. The overall picture is that 64% of respondent students satisfied with the arrangement of the books in the library and 12% students satisfied to some extent, whereas 24% did not satisfy.

**Table 3:** Indicating Level of Users Satisfaction about Periodicals Such as Journals/Newspapers/Magazines

Sex	Number of responses and Percentages			Total
	Yes (%)	No (%)	To some extent (%)	
Male	14 (28%)	32 (64%)	4 (8%)	50
Female	9 (18%)	38 (76%)	3 (6%)	50
Overall	23 (23%)	70 (70%)	7 (7%)	100

In Table 3 above, 28% of males respondents showed satisfaction with the availability of periodicals in the library, and 8% were satisfied to some extent. However, 64% respondents were not satisfied. Amongst, female respondents, 18% showed satisfaction with the availability of periodicals in the library, 6% were satisfied up to some extent, whereas 76% were not satisfied. In terms of overall responses of male and female respondents' satisfaction regarding availability of periodicals, 23% were satisfied, with 7% showing satisfaction up to some extent. However, the majority of users i.e. 70% were not satisfied. The IER library provides periodical services to its user, which includes newspapers, magazines, and national journals. The HEC National digital library facility is also available through which researchers access online databases and E-books. In this regard, workshops are arranged on periodicals for all students/research scholars and faculty members for creating awareness about usage of the HEC National digital library.

**Table 4:** Showing Students' Satisfaction with the Library Classes Per Week

Gender	Number of responses and Percentages			Total
	Yes (%)	No (%)	To some extent (%)	
Male	13(26%)	32 (64%)	5 (10%)	50
Female	23(46%)	21 (42%)	6 (12%)	50
Overall	36 (36%)	53 (53%)	11 (11%)	100

Table 4 shows that 26% of male respondents were satisfied with the library classes per week and 10% were satisfied to some extent, whereas 64% students were not satisfied. In female respondents, 46% respondents were satisfied with the library classes per week and 12% were satisfied to some extent, whereas 42% were not satisfied. The overall picture is that 36% of respondents were satisfied with the library classes per week and 11% to some extent, whereas 53% were not satisfied at all. One of the reason of dissatisfaction of the respondents may be the allocation of classes per week are not sufficient, particularly, the research students' need it on regular basis.

**Table 5:** Showing the Users Satisfaction about Duration of Issued Books

Sex	Number of responses and Percentages			Total
	Yes (%)	No (%)	To some extent (%)	
Male	15 (30%)	31 (62%)	4 (8%)	50
Female	18 (36%)	22 (44%)	10 (20%)	50
Overall	33 (33%)	53 (53%)	14 (14%)	100

Table 5 indicates that 30% of the male respondents were satisfied with the duration of issued books and 8 % were satisfied up to some extent. However, a majority of the respondents (62%) were not satisfied. 36% female respondents shared that they were satisfied with the duration of issued books, with 20% showing satisfaction up to some extent. However, 44% female were not satisfied with the duration of issued books. In terms of overall responses of males and female students, 33% were satisfied with the duration of issued books and 14% were satisfied up to some extent. However, more than half i.e. 53% were not satisfied. This is the admitted fact that students' once issue book, they want to keep it though out the session and the library has to implement rules and regulations. For this purpose and to raise awareness about different library services, rules regulations and library collection, orientation classes are arranged on an annual basis for new comers at IER.

**Table 6:** Showing the Level of Satisfaction of the Users in Connection with the Library Services

Sex	Number of responses and Percentages			Total
	Yes (%)	No (%)	To some extent (%)	
Male	31 (62%)	13 (26%)	6 (12%)	50
Female	38 (76%)	4 (8%)	8 (16%)	50
Overall	69 (69%)	17 (17%)	14 (14%)	100

Table 6 depicts students' level of satisfaction with library services. In this regard, 62% male respondents were satisfied with the library services and 12% were satisfied up to some extent. However, only 26% respondents were not satisfied with library services. In terms of female respondents, 76% were satisfied with the library services and 16% were satisfied up to some extent. However, only 8% were not satisfied. The overall picture is that, 69% of the respondents were satisfied with the library services and 14% were satisfied up to some extent. However, only 17% of the students were not satisfied with the library services. This shows that a majority of the respondents were satisfied with the library services offered to them.

**Table 7:** Indicating the Level of Satisfaction about the Attitude of Library Staff

Sex	Number of responses and Percentages			Total
	Yes (%)	No (%)	To some extent (%)	
Male	34 (68%)	11 (22%)	5 (10%)	50
Female	38 (76%)	6 (12%)	6 (12%)	50
Overall	72 (72%)	17 (17%)	11 (11%)	100

Table 7 asked about the attitude of library staff. As the data shows, 68% of male respondents were satisfied with the attitude of the library staff and 10% were satisfied up to some extent. However, only 22% male students were not satisfied. As far as female respondents are concerned, 76% were satisfied with the attitude of the library staff and 12% were satisfied up to some extent. However, only 12% were not satisfied with the attitude of the library staff. In terms of overall response of male and female students, almost two-thirds i.e. 72% were satisfied with the attitude of the library staff and 11% were satisfied up to some extent. However, in all only 17% were not satisfied. The library staff includes the librarian – the first author of the paper, one library assistant and a peon and they are very cooperative.

**Table 8:** Indicating Total Time Spent by a User in the Library in a Week

Sex	Number of responses and Percentages			
	0- 2 (Hours)	2- 4 (Hours)	4- 6 (Hours)	6 and More
Male	35 (70%)	8 (16%)	4 (8%)	3 (6%)
Female	34 (68%)	12 (24%)	6 (12%)	0 (0%)
Overall	69 (69%)	20 (20%)	10 (10%)	3 (3%)

Table 8 shows response rate and percentages of students spending total time in the library in a week. Concerning this, 70% of male respondents spent up to two hours in the library, with 16% spending up to four hours, 8% spending four to six hours, and only 6% spending six and more than six hours in the library. In regard to female respondents, 68% spent up to two hours in the library, with 24% spending two to four hours, and only 12% spending four to six hours in the library. The overall picture that emerges is that 69% of respondents spent up to two hours in the library, with 20% spending two to four hours, 10% spending four to six hours and only 3% spending six and more than six hours. This means that a majority of the male and female students spent only up to 2 hours in the library, which may not be sufficient for research students and that involved in preparing assignments and related tasks.

**Table 9:** Indicating Students Visit to the Library on Daily Basis

Gender	Number of responses and Percentages			Total
	Yes (%)	No (%)	To some extent (%)	
Male	21 (42%)	22 (44%)	7 (14%)	50
Female	20 (40%)	21 (42%)	9 (18%)	50
Overall	41 (41%)	43 (43%)	16 (16%)	100

Table 9 depicts students' perceptions regarding their visits to the library. It can be seen that 42% of male respondents visited the library every day of the week and 14% to some extent, whereas 44% did not visit the library every day. In female respondents, 40% visited the library every day of the week and 18% to some extent, whereas 42% were not visiting the library on a daily basis. The overall picture is that, 41% respondents visited the library every day and 16% to some extent, whereas 43% did not visit the library every day at all.

**Table 10:** Searching of Books in a Library is a Time Consuming Process

Sex	Number of responses and Percentages			Total
	Yes (%)	No (%)	To some extent (%)	
Male	19 (38%)	25 (50%)	6 (12%)	50
Female	23 (46%)	21 (42%)	6 (12%)	50
Overall	42 (42%)	46 (46%)	12 (12%)	100

Table 10 depicts that 38% of male respondents were of the opinion that books searched in the library were difficult and consumed most of the time and 12% to some extent, whereas 50% considered that most of the time it was not a time consuming process. Regarding female respondents, 46% were of the opinion that books searching was difficult and consumed most of the time and 12% to some extent. However, 42% respondents agreed that books searching was not difficult and most of the time it was not a time consuming process. The overall picture is that 42% respondents expressed that books searching was difficult and consumed most of the time and 12% students thought that to some extent books searching was a difficult process. However, 46% considered that books searching were not difficult and did not consume most of their time.

**Table 11:** Showing Opinion of the Respondents about the Total Collection of the Library

Sex	Number of responses and Percentages			Total
	Yes (%)	No (%)	To some extent (%)	
Male	21 (42%)	26 (52%)	3 (6%)	50
Female	17 (34%)	22 (44%)	11 (22%)	50
Overall	38 (38%)	48 (48%)	14 (14%)	100

Table 11 shows that 42% of male respondents were of the opinion that books were enough in the library and 6% agreed up to some extent. However, 52% respondents were of the view that enough books were not available in the library. Similarly, 34% female respondents shared that books were enough in the library and 22% agreed up to some extent. However, 44% respondents did not agree with the statement. The overall response percentage of male and female respondents was 38%, agreeing with the statement that enough books were available in the library, with 14% agreeing up to some extent. However, nearly half of the respondents i.e. 48% showed their disagreement with the statement. IER Library has approximately 17000 books and approximately 10000 research theses of M.Ed, M.Phil and PhD. As for as the education department is concern IER library is one of the richest library in KPK.



**Table 12:** Indicating Suggestions of the Respondent Students

S. No	Statement	No. of Respondents
1	Increase the number of religious, Urdu, General knowledge books	10
2	Photo copy facility should be provided to the students in the library	14
4	Fresh, current and subject related books should be increased	44
5	Library should not be used as Masjid and should remain open throughout the day	4
6	The internet facility is available in the library	20
7	Access to HEC Digital library should be provided within the library	10
8	Computer systems should be placed in the library	18
9	Generator facility should be provided to the library when electricity breaks down.	48

The table 12 shows that 48% of the respondents suggested that generator facility should be provided to the library, 44% students were of the view that new and subject related books should be made available. However, 20% users suggested that availability of internet in the library be ensured, with 10% suggesting an increase in the religious, Urdu and general knowledge books. Moreover, 14% respondents suggested that photocopy facility should be provided within the library, with 18% suggesting computer system should be placed in the library, with 10% respondents asking for providing access to HEC digital library within the library. However, only 4% suggested that library should not be used as Masjid.

### CONCLUSION

As the results and discussion have shown, a majority of the male and female respondents showed satisfaction with the library classes per week, arrangement of the library books, searching of books, availability of periodicals, duration of issued books, attitude of the library staff, library services, total time spent in the library. A reasonable number of the male and female respondents showed dissatisfaction with the students visit to the library, availability of the required books, and total library books held in the library.

### RECOMMENDATIONS

The following recommendations are offered for improving the condition, quality and services of libraries:

- The books arrangement in the library may be improved more effectively so borrowers can easily find their required books.
- Book searching may be made easier for students by providing and improving computer database or increasing the number of computer systems placed in the library.
- In order to keep themselves abreast with the latest developments in the field of education and having awareness about up-to-date information, the availability of periodicals should be increased.
- The duration of the books issued may be increased so the borrowers can study conveniently and attain maximum benefits.
- The library usage may be increased by the availability of new arrivals.
- The attitude of the library staff may be polite and well behaved so the maximum users get benefit from the library.
- The HEC National digital library access may be provided within the library in addition to its availability in the Computer Lab. Through this, users can easily find their research material including articles and E-books with the proper guidance of the librarian.

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