

# Users' Perception for Library Services among the Students of Department of Computer Science and Department of Information Technology, Babasaheb Bhimrao Ambedkar University, Lucknow: A Comparative Study

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**Abstract:** *The study highlights the perception of the user regarding library services, resources, and facilities among the Students of the Department of Computer Science and Department of Information Technology, Babasaheb Bhimrao Ambedkar University, Lucknow. In this study, a Google Form questionnaire was prepared to conduct the online survey. The results of the study found that most of the respondents of both departments use library on daily basis and visit library to read and study their notes, followed by borrow out library materials. Maximum users (96.67%) of DIT are more aware of library services than DCS (94.28%). Maximum users of both departments always use circulation service, reprographic service, CAS, internet service, OPAC, e-mail alert. 84.88% of respondents of DCS faced problems with slow internet speed and 86.67% of respondents of DIT stated that library has inadequate resources. The study recommends base on students' suggestions that library should be increased the latest trending subject books, latest IT technology magazine, extend reading room in the library and library must take steps for providing maximum services via online and web based so that students can more use the library services and resources.*

**Key Words:** *Users' perception, services, information resources, facilities, Gautam Buddha Library, BBAU, etc.*

## 1. INTRODUCTION:

A library is a hub of information/knowledge which plays an important role in academic institutions because the library is the heart of the institution. A library is such a source that provided the different types of information resources and fulfills the information need of different types of users. The library provides the resources, facilities, and other activities as services to the users' and with the help of these all services the library serves the required information to the right user, at the right place, and at the right time. Any library provides such common services i.e. Check-In/Check-Out Service, Cataloguing Service/OPAC, Inter-Library Loan, Document Delivery Service, Current Awareness Service, Reprography Service, User Orientation, etc. Due to this changing era, libraries are come forward to provide services digitally along with manually. The library helps to improve learning skills i.e. self-learning, long-life learning, etc. of users by providing some other materials such as recreational books, motivational books, novels, and subjective material also.

### 1.1 Babasaheb Bhimrao Ambedkar University (BBAU)

The Babasaheb Bhimrao Ambedkar University (BBAU) having it's a central library named Gautam Buddha Library (GBL). The university was established in the year 1996. Presently the Gautam Buddha Library is having more than 5000 registered users. The Gautam Buddha Library provides major services like Circulation Service, Document Delivery Service, Email Alert, Reprography/Xeroxing, E-resources access services, Reference service, etc. All these services are notified and have been provided to the user community of the university. Hence, it was necessary to obtain the perception of the user for these services. Considering the above services, the researchers selected the study which can give the clear-cut perception of the user of library services among the students of both departments that is computer science and information technology.

**2. REVIEW OF LITERATURE:**

Khaisar M Khan, K. S. Ali and Sunil Kumar (2019) the study measured the satisfaction level towards services, resources and facilities among users of Vidyavardhaka First College Library, Mysuru. The result shows that 38.01% of respondents are visit library 1-2 times in week and maximum respondents (78.53%) are visit library to borrow books. Overall opinion of respondents toward library resources is good, and respondents also rated that they are satisfied with physical library resources, web based library services, electronic library services and facilities. 61.49% of respondents said that library staffs are help to search information on the internet followed by to search physical books & journals on racks (52.17%), to search online journals (45.96%), etc.

T. Ramachandra Naidu and A. Kishore (2019) studied to evaluate the users’ perception on library services and resources of Sri Venkateswara University and Sri Krishna Devaraya University. Majority of respondents (64.17%) visit library daily. Book reading, using reference books, newsclipping reading, access internet, taking print out, photocopy are the main purposes of the maximum respondents to visit library. Respondents are aware with textbooks, reference books, printed journals/magazines, newspapers, thesis/dissertations, etc. The findings clearly explored that both university respondents faced problems. As compare to SKU respondents, SVU respondents are more satisfied with overall services and resources.

Patrick, I. O. and Oyovwe-Tinuoye, G. O. (2020) this study described the perception of the users regarding library services, resources, & facilities of Federal University of Petroleum Resources Effurun. This study clearly shows that highest numbers of undergraduate students (43%) are visiting daily as compare to academic staff, non-teaching staff and researchers. Majority of the respondents (60%) visit library do to assignment and satisfied with library user education/orientation services. Respondents are satisfied with yearbook & encyclopedia, maximum numbers of respondents are satisfied with library facilities such as shelves, high capacity printers, digital board/projects, computers web camera, ventilation, photocopy machine.

**3. OBJECTIVES OF THE STUDY:**

- To know the frequency and purpose of visiting the library.
- To identify the library services and resources provided by the library.
- To know about the user’s satisfaction level regarding library service and facilities.
- To find out the problems while using library services and facilities.
- To know the opinion of the user-related library staff.

**4. RESEARCH METHODOLOGY:**

The study was confined to the students of the Department of Computer Science (DCS) and Department of Information Technology (DIT) of Babasaheb Bhimrao Ambedkar University, Lucknow. In this study, a survey method and questionnaire tool was used. The researchers were prepared the questionnaire on Google form and conduct the online survey. The questionnaires were sent by email to the student of each department. A total of 100 students of both departments are randomly selected. 50 students were selected from each department and sent the questionnaire through email. Out of 100, 66 respondents filled questionnaires and return of which 35 from the Department of Computer Science and the other 31 from the Department of Information Technology.

**5. DATA ANALYSIS AND INTERPRETATION :**

**Table 1: Department Wise:**

Departments	Questionnaires Mailed	Received Questionnaires	Percentage
<b>Computer Science</b>	50	35	<b>35%</b>
<b>Information Technology</b>	50	31	<b>31%</b>
<b>Total</b>	100	66	<b>66%</b>

Table 1 shows that out of 50, 35 responses are received from the department of computer science and 31 responses are received from the department of Information Technology. The total percentage of both departments’ respondents is 66%.

**Table 2: Gender wise**

Gender	Frequency	Percentage
<b>Male</b>	40	60.7%
<b>Female</b>	26	39.3%
<b>Total</b>	<b>66</b>	<b>100%</b>

Table 2 shows the gender-wise respondents. A majority of respondents (60.7%) belong to the male category, while a portion of (39.3%) belongs to the female category.

**Table 3: Age Group**

Age	Frequency	Percentage
Under 20	2	3.1%
21-30	61	92.4%
31-40	3	4.5%
Total	66	100%

Table 3 reveals that 92.4% of respondents are between 21-30 age groups, 4.5% are between 31-40 age group, and 3.1% are under 20.

**Table 4: Frequency of visiting the library**

Frequency	DCS (35)	DIT (31)
Daily	23 (65.71%)	20 (64.52%)
Weekly	7 (20%)	8 (25.80%)
Monthly	5 (14.28%)	2 (6.45%)
Occasionally	1 (2.86%)	0
Never	0	0

Table 4 indicates the frequency of visiting the library. 65.71% of respondents of DCS and 64.52% of respondents of DIT daily visit the central library, followed by 20% and 25.80% respondents are from the DCS and DIT weekly visit library, respectively. Only a few respondents are both departments visit the library monthly.

**Table 5: Purposes for visiting Library**

Purposes	DCS (35)	DIT (31)
Read & study with my notes	28 (80%)	25 (80.64%)
Borrow out library materials	20 (57.14%)	17 (54.83%)
Use library-based materials within the library	11 (31.42%)	14 (45.16%)
Access database	5 (14.28%)	8 (25.80%)
Print/photocopy Services	17 (48.57%)	11 (35.48%)
Access Internet	4 (11.42%)	6 (19.35%)
Reading Newspapers	8 (22.85%)	5 (16.13%)
Group Study	7 (20%)	8 (25.80%)
Reading Room	19 (54.28%)	14 (45.16%)
Assistance from Librarian	0	4 (12.90%)
Attend Information Literacy Training	0	3 (9.68%)
For Recreation	2 (5.71%)	2 (6.45%)

Table 5 directs that the purpose behind the visiting library. 80% and 80.64% of respondents are DCS and DIT visited for a reading and study with their notes respectively, followed by 57.14% and 54.83% of respondents borrow out library materials, 54.28% and 45.16% of respondents visit for using the reading room, 48.57% and 35.48% of respondents to use printing and photocopying services are from DCS and DIT respectively. The rest of the purposes of visiting the library is mention in the above table.

**Table 6: Awareness with Library Services**

Awareness	DCS (35)	DIT (31)
Yes	33 (94.28%)	30 (96.77%)
No	2 (5.71%)	1 (3.23%)

Table 6 shows the awareness of library services of respondents of both departments. In which 94.28% of respondents of DCS and 96.77% of respondents of DIT are aware of library services. This table shows respondents of DIT are more aware of library services than respondents of DCS.

**Table 7: frequency of using Library Services**

Particular	Department	Always	Often	Sometime	Rarely	Never
Circulation Service	DCS (33)	<b>19 (57.58%)</b>	8 (24.24%)	4 (12.12%)	2 (6.06%)	0
	DIT (30)	<b>18 (54%)</b>	5 (15%)	7 (21%)	1 (3%)	0
Reprographic Service (photocopy)	DCS (33)	<b>23 (69.70%)</b>	8 (24.24%)	2 (6.06%)	0	0
	DIT (30)	<b>19 (57%)</b>	5 (15%)	5 (15%)	1 (3%)	0
Document Delivery Service	DCS (33)	2 (6.06%)	1 (3.03%)	3 (9.09%)	11 (33.33%)	<b>16 (48.48%)</b>
	DIT (30)	4 (12%)	0	5 (15%)	<b>12 (36%)</b>	9 (27%)
InterLibrary Loan Service	DCS (33)	4 (12.12%)	3 (9.09%)	8 (24.24%)	10 ( <b>30.30%</b> )	8 (24.24%)
	DIT (30)	6 (18%)	1 (3%)	13 ( <b>39%</b> )	4 (12%)	6 (18%)
Reference service	DCS (33)	<b>16 (48.48%)</b>	12 (36.36%)	2 (6.06%)	3 (9.09%)	0
	DIT (30)	10 (30%)	<b>14 (42%)</b>	3 (9%)	1 (3%)	2 (6%)
Current Awareness Service (CAS)	DCS (33)	<b>14 (42.42%)</b>	<b>14 (42.42%)</b>	1 (3.03%)	1 (3.03%)	3 (9.09%)
	DIT (30)	<b>11 (33%)</b>	10 (30%)	4 (12%)	6 (18%)	0
Selective Dissemination of Information (SDI)	DCS (33)	2 (6.06%)	0	<b>17 (51.52%)</b>	11 (33.33%)	3 (9.09%)
	DIT (30)	7 (21%)	4 (12%)	<b>10 (30%)</b>	2 (6%)	7 (21%)
Internet Service	DCS (33)	<b>23 (69.70%)</b>	6 (18.18%)	4 (12.12%)	0	0
	DIT (30)	<b>20 (60%)</b>	8 (24%)	1 (3%)	1 (3%)	0
Bibliographic service	DCS (33)	<b>15 (45.45%)</b>	7 (21.21%)	9 (27.27%)	0	2 (6.06%)
	DIT (30)	11 (33%)	<b>14 (42%)</b>	1 (3%)	2 (6%)	2 (6%)
User orientation	DCS (33)	4 (12.12%)	<b>16 (48.48%)</b>	11 (33.33%)	2 (6.06%)	0
	DIT (30)	4 (12%)	9 (27%)	<b>15 (45%)</b>	0	2 (6%)
OPAC	DCS (33)	<b>14 (42.42%)</b>	12 (36.36%)	3 (9.09%)	1 (3.03%)	3 (9.09%)
	DIT (30)	<b>18 (54%)</b>	9 (27%)	1 (3%)	0	2 (6%)
E-mail Alert	DCS (33)	<b>15 (45.45%)</b>	12 (36.36%)	5 (15.15%)	1 (3.03%)	0
	DIT (30)	<b>10 (30%)</b>	<b>10 (30%)</b>	7 (21%)	2 (6%)	1 (3%)
Toppers corner	DCS (33)	6 (18.18%)	<b>15 (45.45%)</b>	9 (27.27%)	3 (9.09%)	0
	DIT (30)	4 (12%)	<b>12 (36%)</b>	11 (33%)	3 (9%)	0

Table 7 indicates that the frequency of using library services by the respondents. Maximum respondents of DCS, i.e. 57.58% and 69.70% always use circulation services and reprographic and photocopying services respectively, followed by 48.48% and 30.30% never use Document delivery service and rarely use Inter-Library Loan service

respectively, 48.48% always use reference services, 42.42% always and often use CAS, 51.52% use SDI service, 69.70% and 45.45% always use internet service and bibliographic service respectively, 48.48% often use user orientation service, 42.42% and 45.45% always use OPAC and email alert service respectively, 45.45% often use toppers corner. Maximum respondents of DIT, i.e. 54% and 57%, always use circulation services and reprographic and photocopying services respectively, followed by 36% and 39% rarely use Document delivery service and sometimes use Inter-Library Loan service respectively, 42% often use reference services, 33% always use CAS, 30% sometimes use SDI service respectively, 60% and 42% always use internet service and often use bibliographic service, 45% sometimes use user orientation service, 54% and 30% always use OPAC and email alert service, 36% often use toppers corner.

**Table 8: Use the library resources**

Particulars	DCS	DIT
<b>Textbooks</b>	33 (100%)	30 (100%)
<b>Reference Books</b>	26 (78.79%)	20 (66.67%)
<b>E-Books</b>	25 (75.76%)	18 (60%)
<b>Journals</b>	30 (90.91%)	29 (96.67%)
<b>E-Journals</b>	14 (42.42%)	16 (53.33%)
<b>Databases</b>	10 (30.30%)	12 (40%)
<b>Periodicals/Magazines</b>	24 (72.73%)	28 (93.33%)
<b>Newspapers</b>	31 (93.94%)	30 (100%)
<b>Thesis / Dissertations</b>	21 (63.64%)	28 (93.33%)
<b>New arrivals</b>	17 (51.52%)	22 (73.33%)

Table 8 shows the use of library resources by respondents. 100% of users of both departments use textbooks, followed by 96.67% of respondents DIT and 90.91% of respondents of DCS use journals. Most of the users also use the maximum resources of the library mentioned above.

**Table 9: Satisfaction with Library Resources**

Particulars	Dept.	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
<b>Textbooks</b>	DCS (33)	6 (18.18%)	<b>20 (60.60%)</b>	7 (21.21%)	0	0
	DIT (31)	11 (33%)	<b>16 (48%)</b>	0	2 (6%)	1 (3%)
<b>Reference Books</b>	DCS (33)	11 (33.33%)	<b>12 (36.36%)</b>	7 (21.21%)	2 (6.06%)	1 (3.03%)
	DIT (31)	4 (12%)	<b>14 (42%)</b>	11 (33%)	0	1 (3%)
<b>E-Books</b>	DCS (33)	9 (27.27%)	<b>16 (48.48%)</b>	7 (21.21%)	1 (3.03%)	0
	DIT (31)	5 (15%)	<b>12 (36%)</b>	9 (27%)	2 (6%)	2 (6%)
<b>Journals</b>	DCS (33)	3 (9.09%)	<b>17 (51.52%)</b>	11 (33.33%)	0	2 (6.06%)
	DIT (31)	3 (9%)	<b>15 (45%)</b>	10 (30%)	1 (3%)	1 (%)
<b>E-Journals</b>	DCS (33)	2 (6.06%)	8 (24.24%)	<b>12 (36.36%)</b>	9 (27.27%)	2 (6.06%)
	DIT (31)	4 (12%)	6 (18%)	<b>15 (45%)</b>	1 (3%)	4 (12%)
<b>Databases</b>	DCS (33)	4 (12.12%)	8 (24.24%)	<b>12 (36.36%)</b>	6 (18.18%)	3 (9.09%)
	DIT (31)	2 (6%)	<b>8 (24%)</b>	<b>8 (24%)</b>	4 (12%)	8 (24%)
<b>Periodicals/Magazines</b>	DCS (33)	6 (18.18%)	<b>15 (45.45%)</b>	12 (36.36%)	0	0
	DIT (31)	<b>16 (48%)</b>	10 (39%)	3 (9%)	0	1 (3%)
<b>Newspapers</b>	DCS (33)	<b>18 (54.55%)</b>	9 (27.27%)	6 (18.18%)	0	0
	DIT (31)	<b>19 (57%)</b>	10 (30%)	0	1 (3%)	0
<b>Thesis / Dissertations</b>	DCS (33)	3 (9.09%)	<b>15 (45.45%)</b>	12 (36.36%)	3	0
	DIT (31)	1 (3%)	<b>16 (48%)</b>	9 (27%)	2 (6%)	2 (6%)
<b>New arrivals</b>	DCS (33)	4 (12.12%)	<b>15 (45.45%)</b>	11 (33.33%)	2 (6.06%)	1 (3.03%)
	DIT (31)	3 (9%)	<b>14 (42%)</b>	10 (30%)	1 (3%)	2 (6%)

Table 9 depicts the satisfaction level regarding the resources used in the library to meet information needs. In DCS, 54.55% respondents are highly satisfied with newspapers followed by respondents are satisfied with textbooks (60.60%), journals (51.52%), e-books (48.48%), periodical/magazines, thesis/dissertations and new arrivals (45.45%), and reference books (36.36%). 36.36% of respondents are neutral with e-journals and databases.

In DIT, 57% and 48% respondents are highly satisfied with newspapers and periodical/magazines respectively, followed by respondents who are satisfied with textbooks and thesis/dissertations (48%), journals (45%), reference books and new arrivals (42%), e-books (36%), and databases (24%). 45% and 24% of respondents are neutral with e-journals and databases, respectively.

**Table 10: Satisfaction with the library facilities**

Facilities	Departments	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Location	DCS (33)	15 (45.45%)	15 (45.45%)	0	2 (6.06%)	1 (3.03%)
	DIT (30)	18 (54%)	11 (33%)	1 (3)	0	0
Arrangement of Books	DCS (33)	12 (36.36%)	18 (54.55%)	2 (6.06%)	1 (3.03%)	0
	DIT (30)	9 (27%)	20 (60%)	0	1 (3%)	0
Furniture & equipment's	DCS (33)	15 (45.45%)	0	16 (48.48%)	2 (6.06%)	0
	DIT (30)	14 (42%)	2 (6%)	13 (39%)	1 (3%)	0
Lighting & Ventilation	DCS (33)	17 (51.52%)	15 (45.45%)	1 (3.03%)	0	0
	DIT (30)	19 (57%)	10 (30%)	0	0	1 (3%)
Cleanliness	DCS (33)	17 (51.52%)	15 (45.45%)	1 (3.03%)	0	0
	DIT (30)	20 (60%)	7(21%)	1(3.03%)	0	2 (6.06%)
Reading room	DCS (33)	12 (36.36%)	19 (57.58%)	1 (3.03%)	1 (3.03%)	0
	DIT (30)	10 (30%)	13 (39%)	6 (18%)	1 (3%)	0
Printing & Scanning	DCS (33)	10 (30.30%)	17 (51.52%)	5 (15.15%)	1 (3.03%)	0
	DIT (30)	5 (15%)	14 (42%)	7 (21%)	4 (12%)	0
Cyber lab	DCS (33)	7 (21.21%)	17 (51.52%)	6 (18.18%)	2 (6.06%)	1 (3.03%)
	DIT (30)	5 (15%)	18 (54%)	2 (6%)	3 (9%)	2 (6%)
Property Section	DCS (33)	12 (36.36%)	15 (45.45%)	3 (9.09%)	3 (9.09%)	0
	DIT (30)	16 (48%)	8 (24%)	5 (15%)	1 (3%)	0
Service hours	DCS (33)	12 (36.36%)	17 (51.52%)	3 (9.09%)	1 (3.03%)	0
	DIT (30)	9 (27%)	16 (48%)	5 (15%)	0	0
Internet facility	DCS (33)	8 (24.24%)	13 (39.39%)	9 (27.27%)	3 (9.09%)	0
	DIT (30)	11 (33%)	15 (45%)	5 (15%)	2 (6%)	0
Photocopy facility	DCS (33)	11 (33.33%)	17 (51.52%)	2 (6.06%)	2(6.06%)	1 (3.03%)
	DIT (30)	9 (27%)	16 (48%)	8 (24%)	0	0
Braille facility	DCS (33)	6 (18.18%)	18 (54.55%)	6 (18.18%)	2(6.06%)	1 (3.03%)
	DIT (30)	5 (15%)	11 (33%)	13 (39%)	0	1 (3%)

Table 10 reveals the satisfaction level of the students regarding library facilities. In DCS, 51.52% of respondents are highly satisfied with lighting & ventilation, and cleanliness, followed by 45.45% are location. The majority of the respondents are satisfied with a reading room (57.58%), arrangement of books and braille facility (54.55%), printing & scanning, cyber lab, service hours and photocopy facility (51.52%), location and property section (45.45%), and internet service (39.39%). 48.48% of respondents are neutral with furniture & equipment.

In DIT, 60%, 57%, 54%, 48%, and 42% respondents are highly satisfied with cleanliness, lighting & ventilation, location, property section, and furniture & equipment's respectively. 60%, 54%, (48%), 45%, 42%, 39%, 33% respondents are satisfied with the arrangement of books, cyber lab (service hours and photocopy facility), internet service, printing & scanning, and braille facility respectively.

**Table 11: Satisfaction level of overall Library Services**

Department	Highly Satisfied	Satisfied	Moderately	Dissatisfied	Highly Dissatisfied
DCS (33)	6 (18.18%)	15 (45.45%)	11 (33.33%)	2 (6.06%)	0
DIT (30)	8 (24%)	14 (42%)	5 (15%)	2 (6%)	0

Table 11 shows that the highest frequency of respondents of both departments of CS (45.45%) and IT (42%) are satisfied with library services and followed by 18.18% of DCS and 24% of DIT are highly satisfied, 33.33% of DCS and 15% of DIT are moderately satisfied, almost same response (6%) of both departments respondents are dissatisfied with overall services provided by the library.

**Table 12: Library staff skills**

Library staff Skill	DCS (33)	DIT (30)
<b>Skill to resolve the query of the users</b>	17 (51.52%)	20 (66.67%)
<b>Ability to understand the needs of the user</b>	16 (48.48%)	11 (36.67%)
<b>Dedication towards helping users</b>	25 (75.76%)	22 (73.33%)
<b>Enhance confidence in users</b>	14 (42.42%)	18 (60%)
<b>Help the users in searching materials</b>	<b>28 (84.88%)</b>	<b>23 (76.67%)</b>

Table 12 depicts the opinion regarding the library staff skills. 84.88% and 76.67% respondents of DCS and DIT said that library staff help the users in searching materials, followed by 75.76% and 73.33% said that library staff are dedicated to helping users, 51.52% and 66.67% said that library staffs have the skill to resolve the query of the users respectively.

**Table 13: Problems using library services and facilities**

Problems	DCS (33)	DIT (30)
<b>Books are not arranged properly</b>	11 (33.33%)	19 (63.33%)
<b>Inadequate resources</b>	20 (60.61%)	<b>26 (86.67%)</b>
<b>insufficient number of computers</b>	10 (30.30%)	8 (26.67%)
<b>Slow internet</b>	<b>28 (84.88%)</b>	12 (40%)
<b>Lack of skill in Library staffs</b>	10 (30.30%)	15 (50%)
<b>Uncomfortable furniture</b>	11 (33.33%)	18 (60%)
<b>Space problem</b>	22 (66.67%)	10 (33.33%)

Table 13 indicates the problems faced by respondents at the time of utilization of library services. The highest per cent 84.88 respondents of DCS faced problems with slow internet speed, followed by 66.67% are faced space problems, 60.61% said that the library has inadequate resources. While the highest per cent 86.67 respondents of DIT faced problems inadequate resources, followed by 63.33% are said that Books are not arranged properly in the library, 60% of respondents feel that the furniture is uncomfortable. The rest of the problems are mention in the above table.

## 6. FINDINGS OF THE STUDY:

1. The finding reveals that 64.71% and 64.52% of respondents of DCS and DIT use library on daily basis.
2. 80% and 80.64% of respondents of DCS and DIT visit library to read and study their notes, followed by borrow out library materials.
3. Maximum users (96.67%) of DIT are more aware of library services than DCS (94.28%).
4. Maximum users of both departments always use circulation service, reprographic service, CAS, internet service, OPAC, e-mail alert.
5. The highest frequency of respondents of both departments of CS (45.45%) and IT (42%) are satisfied with library services.
6. DCS respondents are highly satisfied with lighting & ventilation, cleanliness, location, and DIT respondents are highly satisfied with cleanliness, lighting & ventilation, location, property section, and furniture & equipment's.
7. 84.88% and 76.67% respondents of DCS and DIT said that library staff help the users in searching materials
8. 84.88% of respondents of DCS faced problems with slow internet speed and 86.67% of respondents of DIT stated that library has inadequate resources.

## 7. CONCLUSION:

Users are the precious elements of any library. All library services are based on users' demand/ users' requirements and what type of services users want. GBL also provide variety of services on the basis of type of users or the demand of users. This study concludes that maximum users of the department of computer science and department of information technology are aware with library services and they use these services on daily basis. They visit library mostly read and study their own notes, borrow library materials and using of reading rooms etc. respondents of the both departments are always use number of services i.e. circulation service, reprographic service, internet service etc. overall all respondents are satisfy with these library services. Despite this mostly users are faced some problems like slow internet speed, inadequate resources, space problem, etc. to overcome this drawback or problems library in charge should

to purchase syllabus related books and other reading materials, to use good network and high speed wifi/ broadband and to overcome space problem.

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