

Challenges and Opportunities in Adapting Digital Technologies in Libraries

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Challenges and Opportunities in Adapting Digital Technologies in Libraries

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The Library Experience: A Case Study on Student Attitudes and Expectations at L.S. Halbe College, Dodamarg

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Abstract:

The aim of this research is to explore the students' perceptions of Laxmibai Sitaram Halbe College, Dodamarg, regarding the value and quality of the library services provided to them. This study also strives to identify the perceived strengths and weaknesses of the library services and sources, as evaluated by the students themselves. Data were collected from students through google form. Of 100 students 87 filled and submitted. Collected data were tabulated, analyzed using MS-Excel.

The findings of the study reveal that the students are satisfied with the library resources and services available in the college. However, feedback from some students pointed out that the library's temperature tends to be on the warmer side. Therefore, it is recommended that the college administration address this concern to enhance the library's comfort level.

Keywords: *college Student; perception; college library; library services;*

1. Introduction: With information being accessible everywhere in the digital era, college libraries' importance and role are regularly questioned. Still, libraries remain essential centers of learning, scholarship, and academic support in educational establishments. It is essential to realize how college libraries are seen and used by students in order to modify this institution to better suit modern requirements. The purpose of this study is to provide light on how college students feel about their campus library, taking into account a number of factors including the quality of services provided, the environment in which the library is located, and the availability of digital tools and online resources.

The recognition that student use of library resources and services is essential to their academic performance and general learning process underpins the importance of this study. The services and resources provided by college libraries must change along with the needs and expectations of their students. This means that in addition to being up to date with technology developments, libraries must continue to be welcoming spaces for learning, research, and cooperation.

We hope to learn more about how much students appreciate their college library, how satisfied they are with the sources and services offered, and what they would change about it by doing this inquiry. Furthermore, our goal is to understand how digital technologies are changing students' expectations and experiences with libraries. Through a thorough investigation of students' perspectives, this research article provides insightful information to library and information science professionals to improve library services, thereby accepting the library's central position in academic life and 21st century learning.

2. Aims and Objectives:

The main aim of this research is to assess students' perceptions of Laxmibai Sitaram Halbe College Library services and identify factors that impact their utilization and satisfaction level. Following are some specific objectives of this research:

1. To assess the physical environment of the library
2. To assess the availability and accessibility of library resources
3. To examine the services offered by college library to the students.

4. To identify the areas to improve the quality library services

3. Literature Review

Various studies have been conducted on students' perception toward library. Some of them are included here for the better understanding of the concepts and areas covered by the researchers in this field.

Ashaver & Bem-Bura (2013) discovered that the students of the Benue State universities have a negative opinion of the library services provided by these university libraries. It was stated that the students' misunderstanding of information search/retrieval techniques and exhaustion from not knowing how to search for information items were the causes of this. It was also observed that students frequently become dissatisfied when they try in vain to find up-to-date resources on a topic of their interest. Due to this, some students started using channels other than the library to obtain information. Paradoxically, it was also noted that some librarians and library officers had a unenthusiastic attitude toward students who came in to get information or to learn about the services and uses of the library.

Jalal-ud-din, Jan, Zeeshan, & Reba (2020) analyzed the service quality for library services in the different departments in the University of Peshawar. The researchers has used quantitative and descriptive research. Data was collected through structured questionnaire for perceptions and expectations of library users through seven-point semantic scales. The researchers has adopted stratified random sampling techniques while data was collected from all 399 respondents out of 14456 populations. The finding of study shows that highest expectations observed about welcoming and positive attitude of library staff and attractive physical appearance of library holdings. However, users were satisfied with the availability of services at on time as well as always getting cooperation from library and information science professionals towards borrowers providing library services. The result showed that all expectations were found higher than perceptions.

Mallya & Patwardhan (2018) examined the perceived importance and perceived experiences of library service quality for hospitality management students. The researchers have used LibQUAL+®, tool to assess the perception of library service quality over the years. The findings of the study suggest that library and information science professionals need to understand the needs of students and they should have the feeling to help students in making the library a gateway for study, learning and research

Nzivo & Chuanfu (2013) carried out a study to find out about the information demands and obstacles that international students face when using libraries. Data were gathered using a survey questionnaire and basic random sampling. The study concluded with that the foreign students had a very positive perception of Chinese resources.

Shah, Siddiqui, & Pasha (2021) conducted study to find out disparity between students' perception and service quality of library services provided by University of Punjab, Pakistan. The population of students enrolled in regular courses during the 2013-2014 academic year was determined. A sample of 372 respondents was created using proportionate allocation and stratified random sampling. Descriptive statistics were used for quantitative data analysis, while NVIVO software was used for qualitative data analysis related to the open-ended question content. The study revealed that student's expectations were higher than their perception.

4. Research Methodology

Population: The students in this study represent a sample of students who were enrolled for B.A., B.Com. and B. Sc. (Hospitality Studies) for the academic year 2023-24. Of 298 students, 100 were randomly selected for this research. The questionnaire was sent to the students through WhatsApp and email. Out of 100 students, 87 filled out and submitted the questionnaire

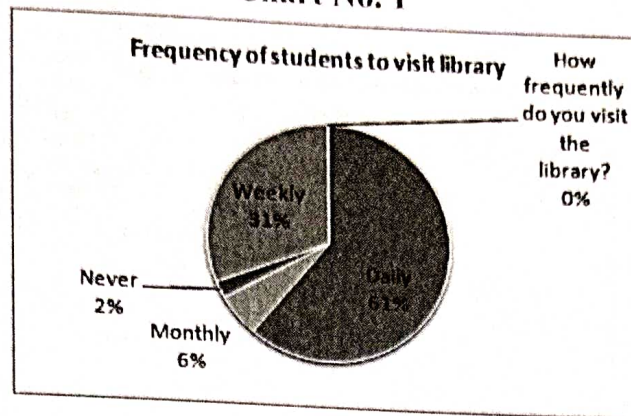
Instrument: The data was collected from the students using a structured questionnaire. The questions were included across different areas such as library environment, library space, availability

and accessibility of sources and services, technology, attitude of the library and information science professionals.

Data Analysis: The collected data were analyzed and tabulated using MS Excel.

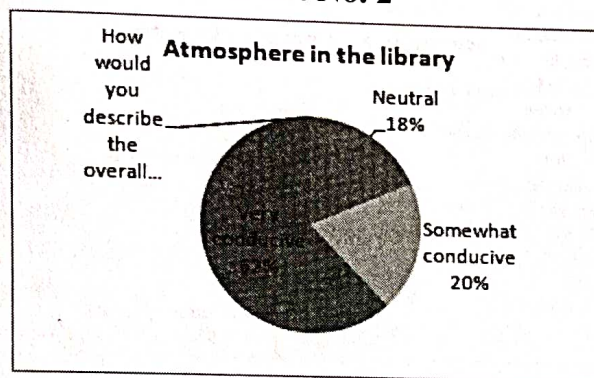
5. Data Analysis: With MS Excel, the student data that was gathered was tallied and analyzed.

Chart No. 1



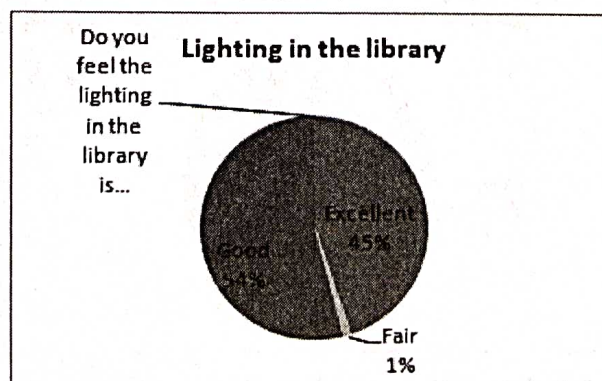
The above figure represents the frequency of library visits among students. It shows that majority of the students 53 (61%) visit to the library on daily basis, it indicate that they are highly engaged with library and they require its resources. While weekly visitors are 27 (31%), and 5 (6%) students visits monthly and 2 (2%) students never visited to the library.

Chart No. 2



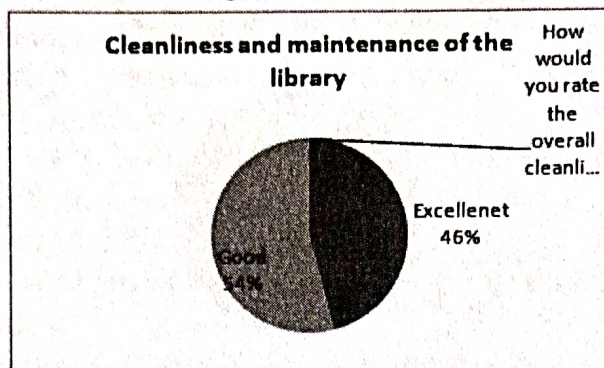
The survey responses about the library's atmosphere are displayed in the above figure, with particular attention paid to the noise level and whether or not it is a good place to study. The majority of the students 54 (62%) believe that the noise level in the library is very conducive for their study. Whereas 17(20%) students feel that noise level in the library is not ideal for their study. Moreover 16 (18%) students say that they don't find library atmosphere to be especially beneficial or hindering to their preferred method of studying. Overall, the data indicates that most of the participants are satisfied with the library environment.

Chart No. 3



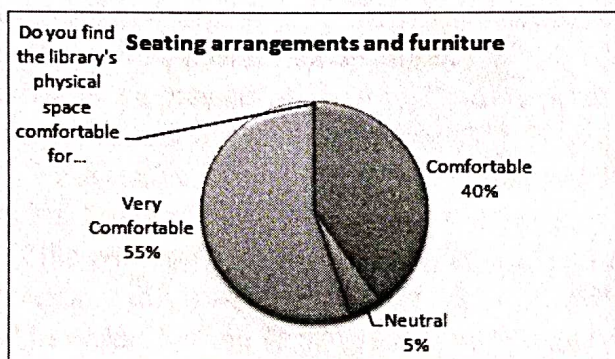
The above chart indicates the suitability of lighting for studying in the library, categorized into three levels of satisfaction: Excellent, Fair, and Good. The significant number of students 39 (54%) find that lightening condition in the library ideal, whereas 47(54%) students find the lightening is good. Overall, most of the students find that lightening in the library is suitable for the study purpose.

Chart No. 4



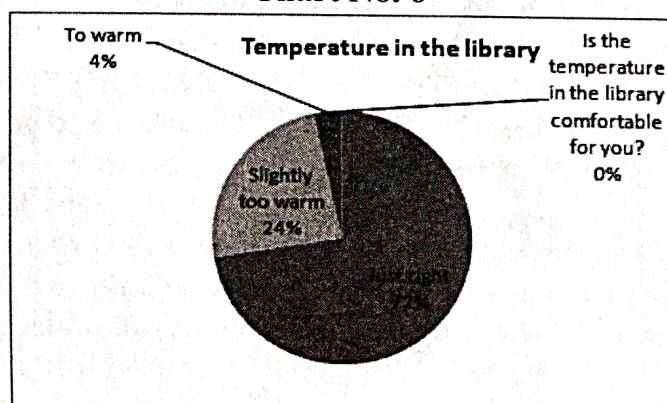
The above chart provides information regarding the students' perception towards cleanliness and maintenance of the library. Significant number of students 40(46%) rate the cleanliness and maintenance of the library is excellent, whereas large number of students 47 (54) rate the cleanliness and maintenance of the library is good means they are satisfied with the state of the library.

Chart No. 5



The above chart indicates the students' feedback regarding the comfort of the library's physical space for studying purpose. The majority of the students 48(55%) says that the physical space of library is very comfortable for the study purpose. The 35(40%) students rate the physical space of library is comfortable means they are satisfied with the physical space. A very small group of students 4 (5%) have neutral perception toward library's physical space in terms of comfortable for studying.

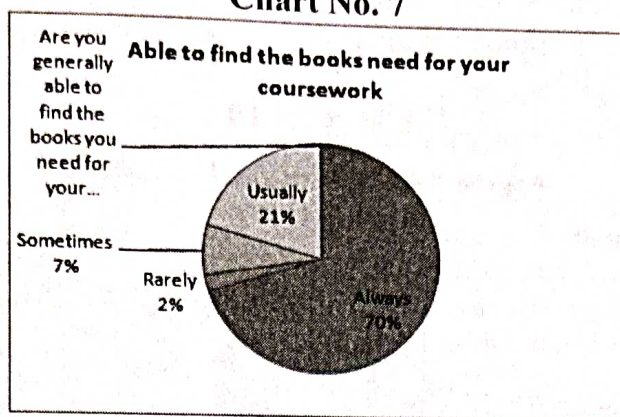
Chart No. 6



The above chart indicates the students' perception regarding the library temperature. The

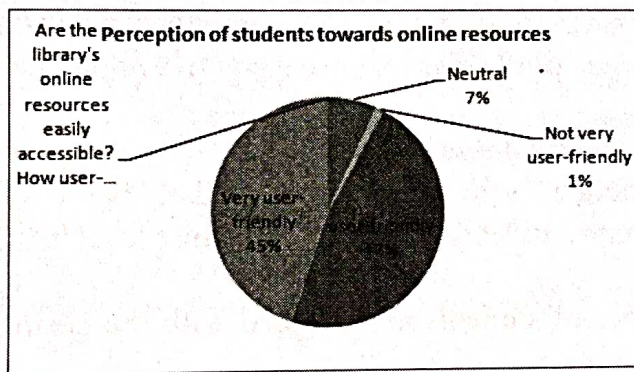
63(72%) students say that the temperature of the library is just right for them, means they are satisfied with it. Whereas 21(24%) students feel that the temperature of the library is slightly too warm and 3(%) students say that the temperature of the library is too warm for them. Overall the majority of the students are comfortable with the temperature of the library.

Chart No. 7



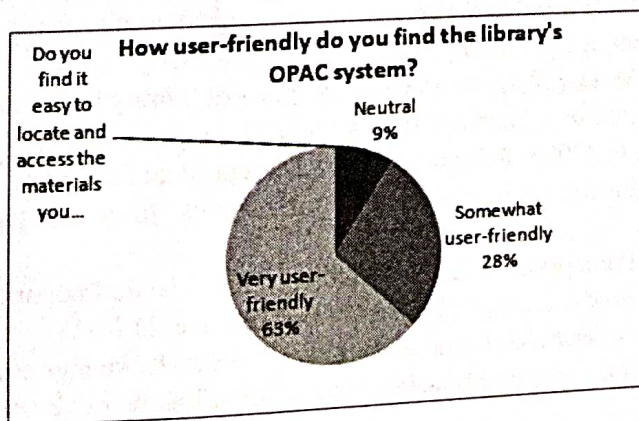
The above chart represents the perception of students towards how often they can find library books they require for their study purpose. The 61(70%) number of students say that they always find the books they require; it means they are happy with the library collection. Moreover 18(21%) students say that, they usually find the books for their study purpose. However (6%) students face difficulties in finding their books and 2(2%) students rarely find the required books. Overall the significant numbers of students' are able to find the required books.

Chart No.8



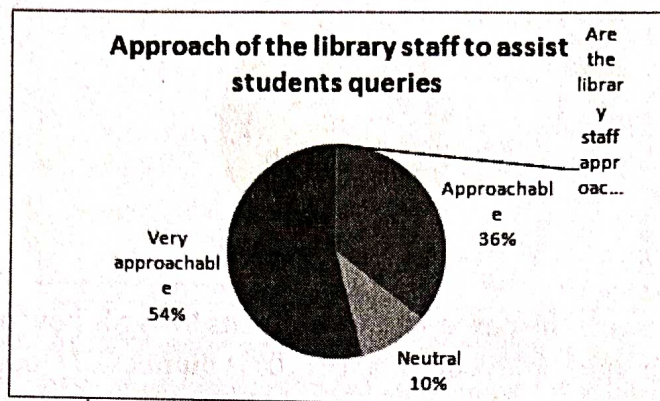
The above chart indicates students' perception towards the online resources made available by the college library. Forty one students (47%) feel that the online resources are user friendly. The students can easily access it. Thirty nine students (45) Out of 87 say that online resources are very user friendly. Whereas 6 (7) students have a neutral approach towards the online resources. Overall the significant number of students finds that online resources are user friendly. However there are few students who expressed their neutral opinion towards online resources.

Chart No.9



The above chart provides information regarding the students experience with locating, accessing library resources as well as the user-friendliness of the library Online Public Access Catalogue system. It is observed that the significant number of students 55(63%) find the library OPAC system very user friendly, whereas 24(28%) students consider the library OPAC system is somewhat user friendly. The 8(9%) students have mixed feelings towards the library OPAC system. Overall the students' responses suggest that most of the students have positive experience towards the library OPAC system.

Chart No.10



The given charts show the library and information science professionals' approach to assist students' queries. The majority of the students 47(54%) feel that the library and information science professionals are very approachable. Thirty one students (36%) feel that library and information science professionals are approachable. Moreover 9 (10) students have neutral feelings towards the library and information science professionals. Overall the students' feedback suggests that the library and information science professionals have a positive approach to solve students' queries.

6. Findings

Findings of the study are as following:

- Majority of the students visit to the library on daily basis
- Significant number of students believe that the noise level in the library is very conducive for their study.
- Significant number of students are satisfied with the cleanliness and maintenance of the library
- Majority of students finds that online resources are user friendly
- Majority of the students are satisfied with the library collection.
- Majority of the students' feel that the library and information science professionals have a positive approach to solve students' queries.
- Students feel that the temperature of the library is slightly too warm.

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