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**LIBRARY SERVICES IN SELECTED P.G. COLLEGES IN MEERUT**

**District, U.P.**

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**Abstract**

A library at its core provides users with documents they need to access. Library transformation has gained momentum as technology takes over current eras. User's requirements are also changing. Users are interested in accessing electronic journals and books and databases and magazines through internet. Libraries create opportunities to enhance both resource accessibility and their utilization by users. The library service base invites students to come and study. A paper investigation analyzes the delivery of library services in Meerut U.P.'s PG educational institution. The college facilities support checks in/out function together with reference assistance and copying services access to electronic academic periodicals and periodicals among other scholarly sources. The information is displayed through graphical representations and tables.

**1. Introduction:**

At its core higher education encompasses university study along with programs that extend beyond university learning. The educational institution provides programs that advance from Higher National Diplomas to Foundation Degrees through Honors Degrees up to postgraduate studies with Masters Degrees and Doctorates. These certifications gain international recognition because they demonstrate specific professional knowledge together with comprehensive skills employer's view positively. Further education encompasses advanced degree obtaining programs which lead to Master's and Doctorate degree achievement. The concluding stage of formal instruction which starts after finishing secondary education functions as an elective component. Universities lead the delivery of higher education programs alongside academic and technical training at colleges and technology institutes and vocational and trade programs at college organizations. The non-

degree education level of tertiary studies often goes by the names of continuing education and further education rather than higher education. Uttar Pradesh Six central universities, nineteen state universities, and two deemed universities with twenty-seven private universities operate within Uttar Pradesh. The state also has an NIT. The Indian city of Meerut represents the heart of Uttar Pradesh. Archaeological evidence suggests that this city existed since the era of the Indus Valley Civilization which conducted operations within a wide surrounding region. The city exists at a 70-kilometer northeastern distance from the national capital New Delhi while maintaining a 453-kilometer northwest position from the state capital Lucknow.

Meerut is the second largest city in the National Capital region, and as of 2011 the 33rd most populous urban agglomeration and the 26th most populous city in India. It ranked 292 in 2006 and is projected to rank 242 in 2020 in the list of largest cities and urban areas in the world. The municipal area (as of 2001) is 141.89 km<sup>2</sup> -with the cantonment covering 35.68 km<sup>2</sup>. The city is one of the largest producers of sports goods, and the largest producer of musical instruments in India. The city is also an education hub in western Uttar Pradesh. Meerut is also known as the “Sports City Of India”. The city is famous for being the starting point of the 1857 rebellion against British colonial rule.

### **College Libraries:**

The functions of college libraries are:

- Provision and maintain of text books and reference books for the use of students and faculty member.
- Provision of photocopy facilities
- Web browsing /searching facilities through digital library and Wi-Fi internet facility within library
- Providing access to research journals and news papers
- Providing reading room facility, reference service, bibliographical services and ICT based services,

A college library operates as a collection of information resources alongside related assets which offers its defined users both reference access and borrowing privileges. Material access through digital or physical systems defines a library's nature between virtual space and physical building or room presence. The library collection features physical materials including books and periodicals alongside newspapers manuscripts films maps prints and documents microforms CDs cassettes videotapes DVDs Blue-ray Discs and e-books audio books and databases. A library's dimensions extend from a single bookshelf to

several million items where college library users include both under graduate and post graduate and research scholar groups. The educational student body throughout Meerut district's colleges consists primarily of under graduate and post graduate scholars. The amounts of resources that exist is minimal. Young people fail to recognize all the benefits their libraries provide. Students show minimal contact with institutions that hold higher academic ranks. User access to computers and internet connection remains absent from local libraries, which makes students unable to keep themselves updated with current developments. The operation of libraries today still relies on manual methods.

## **2. Need for the Present Study:**

The information resources need to be effectively utilized. Librarians have important responsibilities in achieving the purpose of library with deferent means of promotion and maximizing the use of information resources which are available in the library. There is a need to provide service that work for users so they can easily access to the library resources. Till date comprehensive studies of the library resources and services available in the colleges have not been made by anybody. As such, it is felt necessary to study the resources, services of the college libraries in the Meerut.

## **3. Scope and Limitation:**

This study is confined to information resources and services provided by the College libraries of Meerut U.P.

## **4. Review of Literature:**

**Sriram and Rajeev** (2014) emphasized that developing countries must establish key services in academic libraries to maintain their development trajectory. Academic libraries need to deliver services which are based on user needs. Users choose to access academic libraries because these amenities draw them in. User satisfaction with the academic library depends heavily on the range of services and facilities they consume. The researchers studied which services and facilities **USERS OF SUC'S ACADEMIC LIBRARY** require along with their Effect on Service Satisfaction **LEVELS**. The study collected information through primary data surveys with academic library users. Lombard (2012) examined the extent Library placement figures into student college selection decisions as their study also evaluated promotional strategies on Library service level quality measures. Current research on college selection lacks academic literature focus on Library considerations. Student participants who were currently enrolled in or had previously enrolled in college responded to survey questions about their college Libraries' influence on their choice as well as interview sessions were held with personnel from Admissions teams. The research findings

demonstrate understanding about the relationship between Library services and admission services while proposing methods for their mutual cooperation. The authors of Mapulanga (2012) conducted this paper to explore both potential and hurdles which emerge from digitization of library materials and digital repository construction at University of Malawi Libraries. This paper describes an effort to explain the survey results that revealed the information resource usage patterns among students and teachers and administrative staff visiting academic college libraries throughout Chandigarh. A survey probes users' perceptions about their knowledge of library offerings. Access for rural people to information resources remains extremely limited according to Sujatha's (2013) findings. Through the community outreach services the public library makes different kinds of information available to society. A survey of rural public library users in Dakshina Kannada district forms the basis for this study's analysis. This research explores patron usage characteristics of Bantwal branch library by examining personal background details alongside user library routines and their opinions about library materials and services. **Ranganadham and Surendra (2012)** demonstrate that information maintains fundamental importance within digital environments environment. Today users can access information because of the technological developments together with current information needs trends. Technology controls every aspect of human existence so libraries remain no different. Post-storage device developments produced new media systems which operate efficiently in contemporary libraries for information storage and dissemination processes. This research explores student knowledge of library information resources alongside their utilization of services available at Osmania University. This study bases its findings on input collected through questionnaire data. Academic library clients depend on **Thomas and Joseph (2000)** for internet access to valuable higher education information resources that ensure efficiency and effectiveness for their learning needs. During the past years ARL academic libraries constructed respective systems which this research explores. The essential department at higher education institutions serves as an informal learning space yet very little research reveals academic libraries' educational influence on student learning (Montgomery 2013). The Olin Library conducted research to understand how library space affects student learning experiences. A study measured users' learning patterns inside a particular area before renovation work and measured the same patterns in this space after renovation was complete. Our primary goal was to understand how users perceived their space usage behaviors after a renovation took place in the same area. **Maria, Viviana and Carmen (2009)** in their research explore the extent of service quality in Spanish university science and technology libraries, based on the expectations and perceptions of their users: faculty and researchers. Special tool BiQual analyzed user information behavior patterns to identify essential requirements including a heightened focus on electronic collections alongside better electronic access access. **Researchers at Akhtar (2013)** conducted an investigation focused on electronic information resources and service (EIRS) utility within Sir Chhotu Ram Institute of Engineering and Technology's student and teaching body of Meerut (UP) India. This study presents the multiple aspects of library users' ERS utilization by examining

their ICT/Digital Information awareness status and visit patterns alongside their search engine utilization and information service satisfaction rates. Survey findings along with suggestions are included at the article's end. Amandeep and Jagjit (2013) performed a study of library resources and services utilization among Assistant Professors in institutes managed by The Khalsa college Lyallpur Educational Charitable This research applied questionnaire methodology which benefits library users. This paper relies on a preliminary study that assesses Scanned Collection Management systems in selected libraries under Barak Valley which connects to Assam University (A Central University) based in Silchar, South Assam.

### **Objectives of the Study:**

- i. To find out opinion about satisfaction with the library hours and working conditions.
- ii. To identify purpose of user's visit to the library and the usefulness of the library collections.
- iii. To find out the services rendered to students in the college libraries of Meerut District.
- iv. To identify the availability and use of electronic resources in the Colleges of Meerut District.

### **5. Research Methodology:**

The questionnaire method functioned as the data collection approach in this study where big inquiries frequently benefit from this technique. A questionnaire approach collected primary data directly from students in colleges throughout Meerut District. A 34-question survey has been created to document student and faculty feedback about library resources and services. The questionnaire sample involved 800 students from both UG and PG Courses. The returned questionnaire submissions reached 527 students. The document uses APA guidelines to present its references.

### **Information Resources and Services:**

Academic library reference service underwent numerous transformative changes with exciting developments over the previous several years. Academic librarians reshape their information provision methods toward student and researcher needs through new innovative technology developments. College and research libraries need to provide exceptional reference services since users choose Internet search engines like Google over their institutions.

### **6. Type of Resources:**

{A} Documentary Sources

1. Primary Sources

2. Secondary Sources

3. Tertiary Sources

{B} Non-Documentary Sources

(C) Electronic Resources

### **7. Library Services:**

- ❖ Photography Services
- ❖ Reading Room facility
- ❖ ICT enabled Services
- ❖ Bibliography Services
- ❖ Circulation Services
- ❖ Translate Services
- ❖ Internet Services
- ❖ SDI
- ❖ Press Clipping
- ❖ Book Reservation
- ❖ Reference Services

### **8. About Meerut District:**

Meerut is the second largest city in the National Capital region, and as of 2011 the 33rd most populous urban agglomeration and the 26th most populous city in India. It ranked 292 in 2006 and is projected to rank 242 in 2020 in the list of largest cities and urban areas in the world. The municipal area (as of 2001) is 141.89 km<sup>2</sup>-with the cantonment covering 35.68 km<sup>2</sup>. The city is one of the largest producers of sports goods, and the largest producer of musical instruments in India. The city is also an education hub in western Uttar Pradesh. Meerut is also known as the “Sports City Of India”. The city is famous for being the starting point of the 1857 rebellion against British colonial rule.

### **Selected PG Colleges of Meerut District:**

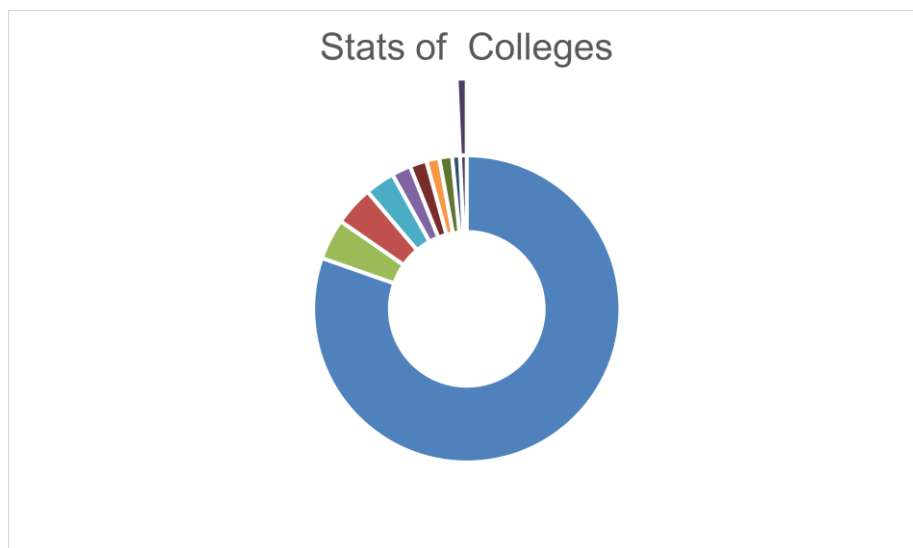
1. Meerut College, Meerut, 1892
2. R G P.G. College, Meerut, 1929
3. N A S P.G. College, Meerut, 1952
4. C S S S P.G. College, Machara, 1955
5. D N P.G. College, Meerut, 1958
6. Kissan P.G. College, Mawana, Meerut, 1959
7. A S P.G. College, Mawana, Meerut, 1961
8. Ismail National Mahila P.G. College, Meerut, 1962
9. K L M P.G. College, Meerut, 1979
10. S S S S P.G. College, Rasna, Meerut, 1980

S. No.	College Library	Total Collection	Number of Journals	Number of Magazines	Number of Students	Number of PG Courses
1	Meerut College, Meerut	2000000	46	5000	1300	9
2	R G P.G. College, Meerut	103376	30	22	250	14
3	N A S P.G. College, Meerut	107000	3	12	2300	4
4	C S S S P.G. College, Meerut	50141	12	7	250	1
5	D N P.G. College, Meerut	78000	130	10	55	0
6	Kissan P.G. College, Mawana, Meerut	34125	0	0	370	1
7	A S P.G. College, Mawana, Meerut	20638	4	0	150	3
8	Ismail National Mahila P.G. College, Meerut	44264	8	12	100	4
9	K L M P.G. College, Meerut	33507	5	8	100	2
10	S S S S P.G. College, Rasna, Meerut	17595	8	2	600	1
	<b>Total</b>	<b>2488646</b>	<b>246</b>	<b>5073</b>	<b>5475</b>	<b>39</b>

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**Library Statistics view**

Chart of showing the total



**9. Data Analysis and Discussion:**

**Response to the Questionnaire:**

Fieldwork using a descriptive survey method was conducted in seven Government colleges within District Meerut to gather information. A research methodology depends on purposive sampling techniques along with questionnaire tools as the data collection instruments. This analysis delivers data interpretation through MS Excel software alongside its visualization of empirical findings. This research document investigates both the response patterns in library service utilization and identifies the student methods for accessing institutional information resources. The organized and processed data resulting from questionnaire research allowed us to interpret statistical results. The team administered 530 questionnaires to University Graduation and Post Graduation students and obtained responses from 90% of the sample size.

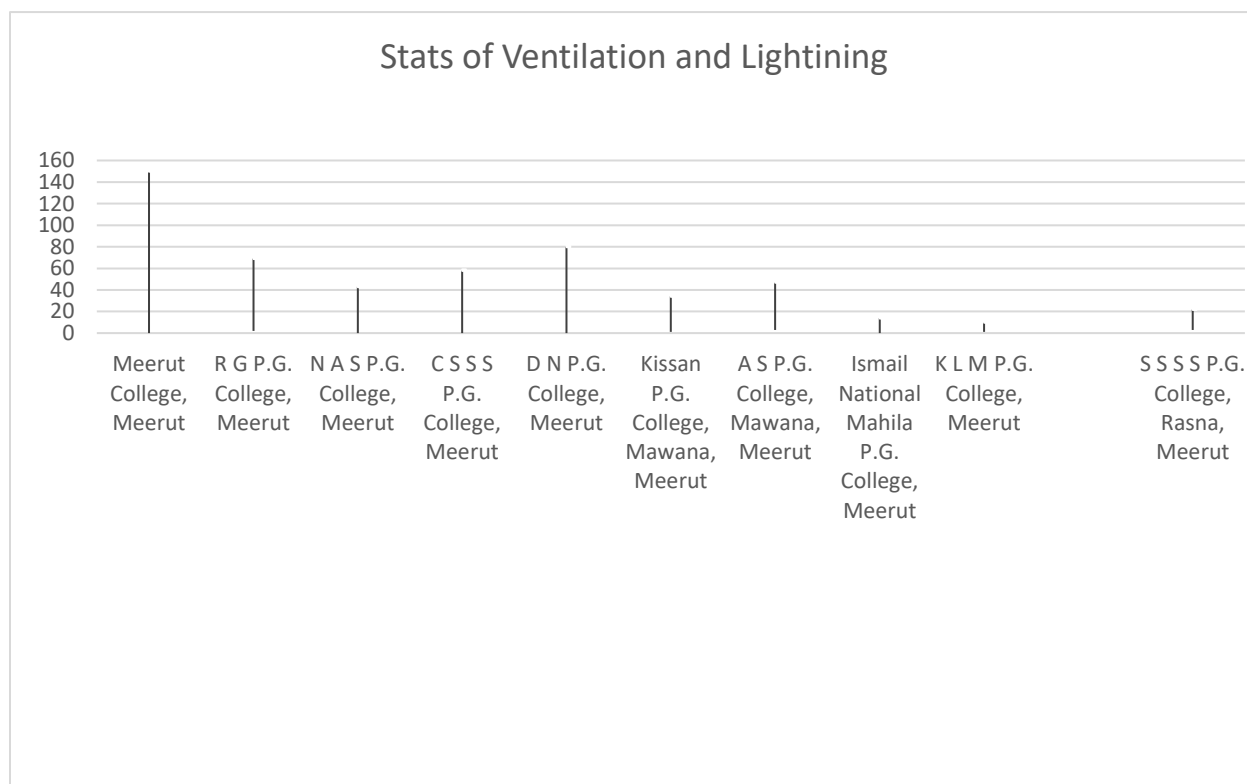
**1.1 Proper Ventilation and Lighting:**

Libraries need to install fundamental features along with adequate facilities for both ventilation and lighting systems to ensure user attraction. Library users will dismiss the facility when basic accessibility features are absent. A research study determined that examining the accessibility features of building entrances is fundamental. The responses from college librarians regarding the questionnaires appear in Table- 1.



**Table-1: Proper Ventilation and Lighting**

S. No.	Name of the college Library	Yes	No	Total
1	Meerut College, Meerut	150	0	150
2	R G P.G. College, Meerut	67	2	69
3	N A S P.G. College, Meerut	43	0	43
4	C S S S P.G. College, Meerut	58	0	58
5	D N P.G. College, Meerut	80	0	80
6	Kissan P.G. College, Mawana, Meerut	33	1	34
7	A S P.G. College, Mawana, Meerut	44	3	47
8	Ismail National Mahila P.G. College, Meerut	14	0	14
9	K L M P.G. College, Meerut	9	1	10
10	S S S S P.G. College, Rasna, Meerut	19	3	22
	<b>Total</b>	<b>517</b>	<b>10</b>	<b>527</b>



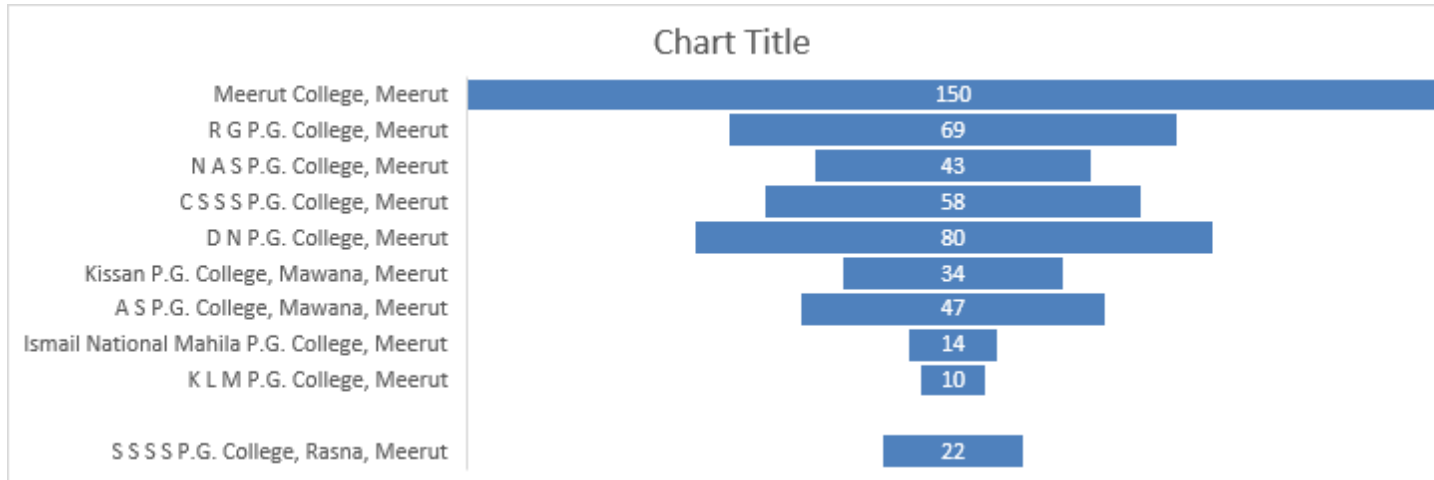
The Table and graph are show the availability of proper ventilation and lighting facilities in all the colleges, with ninety-eight percentage of the users confirming the availability of the facilities with Yes. And the percentage is very good, and we will have to make it as hundred percent and the authorities should work on this area, so that hundred percent students should feel that the basic amenities are update level of satisfaction.

## 1.2 Issue/Return of Library Books:

All traditional libraries perform basic functions through the issue return process. Colleges located in rural areas lack alternative library access points so their educational process depends completely on campus library service operations. Service effectiveness stands as a major determinant of how often students both take out and give back books at colleges. This study investigates the service availability along with student opinions about the service. There replies are presented in Table-2.

**Table-2: Issue/Return of Library Books:**

S. No.	Name of the college Library	Simple	Takes reasonable Time	Takes Long Time	Complicated	Total
1	Meerut College, Meerut	150	150	0	0	150
2	R G P.G. College, Meerut	69	69	0	0	69
3	N A S P.G. College, Meerut	43	42	1	0	43
4	C S S S P.G. College, Meerut	58	58	0	0	58
5	D N P.G. College, Meerut	80	77	3	2	80
6	Kissan P.G. College, Mawana, Meerut	34	29	0	5	34
7	A S P.G. College, Mawana, Meerut	47	47	0	0	47
8	Ismail National Mahila P.G. College, Meerut	14	14	0	0	14
9	K L M P.G. College, Meerut	10	10	0	0	10
10	S S S S P.G. College, Rasna, Meerut	22	22	0	0	22
	<b>Total</b>	<b>527</b>	<b>518</b>	<b>4</b>	<b>7</b>	<b>527</b>



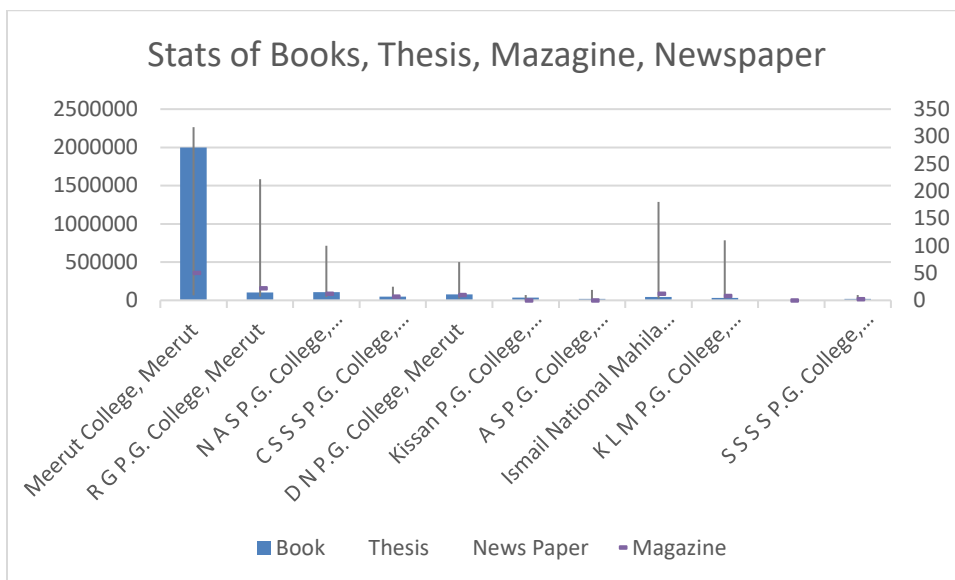
The results show that the process is simple and takes reasonable time by 100 percent of the respondents and complicated by 98 percent of the population. It is very much surprising.

### 1.3 Reading Material Preference:

Traditional courses served as the primary draw for mostly under graduate students to visit the library but the intense competition drives them to obtain latest magazines while searching for thesis materials and competition exam news clippings.

**Table-3: Reading Material Preference:**

S. No.	Name of the college Library	Book	Thesis	News Paper	Magazine
1	Meerut College, Meerut	2000000	317	9	50
2	R G P.G. College, Meerut	103376	222	7	22
3	N A S P.G. College, Meerut	107000	100	6	12
4	C S S S P.G. College, Macchara, Meerut	50141	25	3	7
5	D N P.G. College, Meerut	78000	70	3	10
6	Kissan P.G. College, Mawana, Meerut	34125	10	3	0
7	A S P.G. College, Mawana, Meerut	20638	19	5	0
8	Ismail National Mahila P.G. College, Meerut	44264	180	3	12
9	K L M P.G. College, Meerut	33507	110	3	8
10	S S S S P.G. College, Rasna, Meerut	17595	10	3	2
	<b>Total</b>	<b>2488646</b>	<b>1063</b>	<b>45</b>	<b>123</b>



The table clearly shows the information needs and the type of documents the students use. From the table, it is clear that books, newspapers and magazines are the preferred reading material by the students.

#### 1.4 Physical Environment (like light, air, cleanliness, public utilities):

The library's physical environment comprising light, air, cleanliness and public utilities substantially determines user access to library resources. The current study explores user awareness levels for physical facilities available during their library usage experience.

**Table-4: Physical Environment:**  
(Like light, air, cleanliness, and public utilities)

S. No.	Name of the college Library	Excellent	Good	Poor	Average
1	Meerut College, Meerut	144	0	0	6
2	R G P.G. College, Meerut	69	0	0	0
3	N A S P.G. College, Meerut	43	0	0	0
4	C S S S P.G. College, Macchara, Meerut	45	3	0	10
5	D N P.G. College, Meerut	80	0	0	7

6	Kissan P.G. College, Mawana, Meerut	34	0	0	0
7	A S P.G. College, Mawana, Meerut	47	0	0	0
8	Ismail National Mahila P.G. College, Meerut	11	1	0	2
9	K L M P.G. College, Meerut	10	0	0	0
10	S S S S P.G. College, Rasna, Meerut	22	0	0	0
	<b>Total</b>	<b>498</b>	<b>4</b>	<b>0</b>	<b>25</b>

From the replies received, it is noticed that nearly 96 percent of the students have rated the physical atmosphere as excellent, followed by excellent with 1 percent. This indicates that the physical facilities in the colleges are up to the satisfaction of the users.

### 1.5 Library Services:

The PG college libraries collect different kinds of services to meet the information needs of its users. As such, it is felt necessary to ascertain the utility of these library services for the users and the replies received are presented in Table-5.

**Table-5: Library Services:**

S. No.	Name of the college Library	Circulation	References	CAS	Translate	Internet	SDI
1	Meerut College, Meerut	Yes	Yes	Yes	Yes	Yes	Yes
2	R G P.G. College, Meerut	Yes	Yes	Yes	Yes	Yes	Yes
3	N A S P.G. College, Meerut	Yes	Yes	Yes	No	Yes	Yes
4	C S S S P.G. College, Macchara, Meerut	Yes	Yes	Yes	No	Yes	No
5	D N P.G. College, Meerut	Yes	Yes	Yes	Yes	Yes	No
6	Kissan P.G. College, Mawana, Meerut	Yes	Yes	Yes	No	Yes	No
7	A S P.G. College, Mawana, Meerut	Yes	Yes	Yes	Yes	Yes	No
8	Ismail National Mahila P.G. College, Meerut	Yes	Yes	Yes	No	Yes	No
9	K L M P.G. College, Meerut	Yes	Yes	Yes	Yes	Yes	No

10	S S S S P.G. College, Rasna, Meerut	Yes	Yes	Yes	Yes	Yes	No

The data shows that the colleges have circulation, references, CAS, translate, Internet facilities are the required and present in mostly college libraries but some of the college have not SDI.

### 1.6 Other Services in Library:

Other services are the required services in the college libraries today. Like as Photocopy, Press Clipping, Book Reservation etc. which are essential for the user so that they can spend more time inside the library and can full fill their necessity. Like photocopy makes the user owner of the document. Just for the sake of few pages, the student may not be interested in borrowing a book and has no time to stay in the library for many hours. Under these circumstances, a photocopy service will definitely benefit the students with the information what they want to read. Hence, an effort is made to find out availability of the service. There replies are presented in Table- 6.

**Table-6: Other Services in Library**

S. No.	Name of the college Library	Photocopy	Press Clipping	Book Reservation
1	Meerut College, Meerut	Yes	Yes	Yes
2	R G P.G. College, Meerut	Yes	Yes	Yes
3	N A S P.G. College, Meerut	Yes	Yes	Yes
4	C S S S P.G. College, Macchara, Meerut	Yes	Yes	No
5	D N P.G. College, Meerut	Yes	Yes	Yes
6	Kissan P.G. College, Mawana, Meerut	Yes	Yes	No
7	A S P.G. College, Mawana, Meerut	Yes	Yes	Yes
8	Ismail National Mahila P.G. College, Meerut	Yes	Yes	Yes
9	K L M P.G. College, Meerut	Yes	Yes	Yes
10	S S S S P.G. College, Rasna, Meerut	Yes	Yes	Yes
	<b>Total</b>			

The replies show that the other services like Photocopy, Press Clipping etc. are present in each of the college.

### 1.7 Access Computer in Library:

We currently reside in Digital India where plans from PG College allow library funding to digitize library collections while implementing computer automation throughout college libraries. The data is present in Table-7

**Table-7: Access Computer in Library:**

S. No.	Name of the college Library	Yes	No
1	Meerut College, Meerut	150	0
2	R G P.G. College, Meerut	69	0
3	N A S P.G. College, Meerut	43	0
4	C S S S P.G. College, Macchara, Meerut	58	0
5	D N P.G. College, Meerut	80	0
6	Kissan P.G. College, Mawana, Meerut	34	0
7	A S P.G. College, Mawana, Meerut	47	0
8	Ismail National Mahila P.G. College, Meerut	14	0
9	K L M P.G. College, Meerut	10	0
10	S S S S P.G. College, Rasna, Meerut	22	0
	<b>Total</b>	<b>527</b>	<b>0</b>

The replies are encouraging, with many colleges, have started the computer services in the libraries. The availability of computers in libraries enhanced the IT skills of the students and is good for their overall progress in a district like Meerut which is totally dominated by rural population. Some college libraries started to use library software like soul 2.0, LMS etc.

### 1.8 Frequency of use of Library:

The Colleges arrange access to the Electronics resources for the students. And, many students use the library facilities. We have researched that what is the frequency of the library use. As such replies received are presented in Table.10.



**Table-8: Frequency of use Library:**

S. No.	Name of the college Library	Regular	Rarely	Never	Total
1	Meerut College, Meerut	143	7	0	150
2	R G P.G. College, Meerut	69	0	0	69
3	N A S P.G. College, Meerut	41	2	0	43
4	C S S S P.G. College, Meerut	58	0	0	58
5	D N P.G. College, Meerut	62	18	0	80
6	Kissan P.G. College, Mawana, Meerut	31	1	0	34
7	A S P.G. College, Mawana, Meerut	47	0	0	47
8	Ismail National Mahila P.G. College, Meerut	10	4	0	14
9	K L M P.G. College, Meerut	10	0	0	10
10	S S S S P.G. College, Rasna, Meerut	22	0	0	22
	<b>Total</b>	<b>495</b>	<b>32</b>		<b>527</b>

The data shows that the frequency of the use of the library is mainly regular and many students are aware about the libraries but rarely used the library.

### **Findings and Conclusions:**

The research study of Information Resources and Services in PG Colleges of District Meerut revealed these major findings.

- i. The college libraries within Meerut district have sufficient reading facility space which provides enough seating.
- ii. The college libraries within Meerut district have secured drinking water along with toilet facilities.
- iii. The educational institutions maintain correct ventilation systems combined with proper lighting installations throughout their libraries.

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- iv. According to student responses ninety-eight percent find the no issue and return process to be straightforward.
  - v. Each student devotes no more than eight hours weekly to using the college library.
  - vi. College students generally approve of their library collections which they consider to be current.
  - vii. Text books are the primary documents that students select for use in these colleges.
  - viii. Students believe that university libraries buy books through their recommendation process.
  - ix. The largest number of students find the books organized satisfactorily in college Libraries.
  - x. Student responses SDI services do not exist at these college libraries.
  - xi. Among student respondents ninety eight percent stated they have Computer access at their college libraries.
  - xii. A proportion of thirty percent of students cannot access electronic resources within the libraries.
  - xiii. Eighty six percent of students face issues accessing E-Resources because their educational institutions lack Internet infrastructure.
  - xiv. Electronic Resource training existing as part of the services provided in every college library at present.

**Suggestions:**

- i. There is an urgent need to provide ICT enabled library services in the colleges of Meerut district.
- ii. Library professionals should be able to help user in handling the information resources and services.
- iii. The library authorities should provide internet facility and Wi-Fi connection in college library in Meerut district.
- iv. The colleges should start awareness programs for the library use.
- v. All the college libraries should implement open access to the reading materials in these libraries.
- vi. All these colleges have these services and they have to also include other facilities which are essential for libraries.

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