Use of Circulation Section by Research Scholars and PG Students of Karnataka State Akkamahadevi Women's University Library: A study

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Abstract

The study has been conducted to know the use of circulation section by research scholars and P.G. students of Karnataka State Akkamahadevi Women's University, library. Survey method has been used as research method with questionnaire as data collection tool. Based on the study of 192 respondents including research scholars and P G students, discusses the use of circulation section of the University library. Study concludes that the section needs improvement from different perspectives and endorses the suggestions received by the user community to improve the section and the service.

Keywords: *Library operations; Circulation section; Academic library; University library; Use; Karnataka State Akkamahadevi Women's University, Vijayapura; Karnataka; India*

Introduction:

The circulation section of Library is central and imperative to every library operations. The main function of the circulation section is to supply the books, and other reading materials meant for lending on user demand. Activities of circulation section include other activities like issuing membership, borrower card & ID card, providing interlibrary loan, reserving books canceling reservation of books and levying overdue fines. In fact it is the circulation section that acts like public relations office where in the users will come in direct contact with the library staff.

Academic libraries particularly university libraries acquire different types of resources to fulfill the information needs of teaching learning and research programs to support students and implement the knowledge of the users. It is from this section that the books and other reading materials will be issued, returned and all kinds of direct transactions with user community is made. As such it is imperative for library authorities to know how effectively this section is functioning and to what extent the user community is happy with the circulation services extended to them. Hence an effort is made here to know use of circulation section of Karnataka State Akkamahadevi Women's University, Vijayapura library.

Karnataka State Akkamahadevi Women's University (Karnataka State Women's University) is the only women's university in the state of Karnataka and the sixth in the country, established in 2003 at Vijayapura (Formerly known as Bijapur). Along with the establishment of the University its library started functioning in a hired Government building in the city. After few years as and when new departments were established the library started functioning from four different places in the city. Later the library moved to the present building at Jnanashakti campus in 2013. At present the library has 107026 books, subscribes 300 periodicals and 7 databases.



Literature Review:

Many studies have been conducted worldwide. However few significant studies have been reported in this paper. Miller (1973) based on a survey of 103 major academic libraries examined the professional/ nonprofessional functions, staffing patterns, changes, and management attitudes towards circulation departments. Young (1976) based on the review of literature suggests to place professionals to be in circulation desk to identify the problems and needs of users and take all measures to raise the level of library service and user satisfaction.

Weaver-Meyer and Seal (1985) reports a cost survey conducted at the University of Oklahoma Library's circulation service – desk operations. Sevice desk tasks were flowcharted and percentage of staff time consumed was estimated including identification of idle-time and peak – use periods. Kisby and Kilman (2008) based on the study of circulation services provided at the University of Central Florida Libraries observe that by involving staff and motivating them to provide effective and efficient circulation services. Kalbhor and Tyagi (2009)describes the e-services implemented by the Information Centre and Library at the Defence Institute of Advanced Technology, Pune, keeping in the light of users needs. The circulation service was enhanced using e-mails for providing alert services. Saliu & Abdussalam (2014) examine circulation procedures and the functions of circulation unit in Nigerian university libraries based on the case study of university of Ilorin library university of Ilorin. Using the University of Ilorin library circulation system as the setting, the study further explains to the reader who may borrow materials, what types of materials they may take out from the library, the major problems that plague the unit and proffers solutions to these problems. Bower and Schmidtbauer (2016) based on the study of circulation services provided at the Leatherby Libraries at Chapman University and Ottenheimer Library at University of Arkansas



conclude explain how effectively circulation and document delivery services can be effectively provided to distance education students.

Objectives of the study:

1. To know the purpose of visit to circulation section
2. To know the use of circulation section
3. To know the satisfaction level of user about circulation section

Research Methodology:

The survey method of research has been used by employing structured questionnaire as tool for data collection. The Karnataka State Akkamahadevi Women's University has 1770 PG students and 150 Research scholars on the main campus. Questionnaires were distributed to 200 users who have visited the library at least once during data collection process. Totally 192 Questionnaire distributed accounting for 96% of response rate. The study is limited to Research scholars and PG students of Jnanashakti main campus of KSAWU. The scope extends to the purpose to visit, use and satisfaction of circulation section by Research scholars and PG students of KSAWU library.

Data Analysis:

Table 1. Age of the respondents

Age	Frequency	Percent
21-25	155	80.72%
25-30	29	15.10%
30-40	8	4.1%
Total	192	100%

From Table 1 it can be that majority (80.72%, N=155) of the respondents belong to 21-25 years age group. Fifteen percent (15.10%, N=29) of the respondents are from 25-30 years age group and very few (4.1%, N=8) of the respondents from 30-40 years age group.

Table 2. Faculty wise distribution of the respondents

Department	Frequency	Percent
Arts	12	6.25%
Commerce	30	15.62%
Social science	75	39.06%
Science technology	45	23.43%
Education	30	15.62%
Total	192	100%

Table 2 indicates faculty wise distribution of the respondents. It is observed that one third (39.06%, N=75) of the respondents are from Social science faculty. One fifth (23.43%, N=45) of the respondents are from science faculty. More than fifteen percent of responds are from commerce (15.62%, N=30) and education faculty respectively. Very few (6.25%, N=12) of the respondents are from arts faculty.

Table 3. Occupation of the respondents

Occupation	Frequency	Percent
PG students	177	92.2%
Research scholar	15	7.8%
Total	192	100

Table 3 reveals the occupation of the respondents. It indicates that majority (92.2%, N=177) of the respondents are PG students and very few (7.8%, N=15) respondents are research scholars.

Table 4. Category of the respondents

Category	Frequency	Percent
GM	29	15.1%
OBC	77	40.1%
SC/ST	86	44.8%
Total	192	100%

Table 4 shows category wise distribution of the respondents. More than two fifth (44.8%, N=86) of the respondents of the respondents belongs to SC/ST category and two fifth (40.1%, N=77) of the respondents belong to OBC Category. Fifteen percent of the respondents belong to GM category.

Table 5. Stay of the respondents

Stay	Frequency	Percent
Hostel	156	81.2%
Own house	32	16.7%
Travel to their villages everyday	4	2.1%
Total	192	100%

Table 4 describes about stay of respondents. Majority (81.2%, N=156) of the respondents stay at Hostel, more than sixteen percent (16.7%, N=32) of the respondents stay at their own house and few travel daily there village nearby (2.1%, N=4).

Table 6. Purpose to visit circulation desk

Purposes	Daily	Twice/thrice a week	Weekly once	Once a month	Never	Mean
To Borrow Books	33(17.2%)	40(20.8%)	80(41.7%)	39(20.3%)	00	2.33(1)
To return books	8(4.2%)	55(28.6%)	82(42.7%)	47(24.5%)	00	2.11(2)



To reserve books	32(16.7%)	4(2.1%)	44(22.9%)	18(9.4%)	94(49%)	1.28 (3)
To cancel the reserved the books	3(1.6%)	7(3.6%)	23(12%)	29(15.1%)	130(67.7%)	0.56 (5)
To avail Inter Library loan	4(2.1%)	3(1.6%)	36(18.8%)	6(3.1%)	143(74.5%)	0.53 (6)
To pay over due charges	00	10(5.2%)	20(10.4%)	36(18.8%)	126(65.6%)	0.55 (7)
To check whether the book is issued to somebody	4(2.1%)	19(9.9%)	44(22.9%)	40(20.8%)	85(44.3%)	1.04 (4)

Users were asked how frequently they visit the University library for different purposes. The frequency was measured using five points weighted (4- Daily, 3- twice/thrice a week, 2- Once a week, 1- Once a while, 0- None. It is observed that users visit the library for seven purposes at different frequencies. By assigning the weightages the mean value was obtained. From the mean value it can be noticed that users frequently visit the library either to borrow books (2.332) or to return books (2.11). From the mean value it can be interpreted that visit to circulation section for these two purposes is also not very frequently. The mean value for visit to circulation section to reserve books (1.28) and also to check whether the book is issued to somebody (1.04) is also not that encouraging. The user community very rarely visits circulation section to cancel the reserved book (0.56), to pay overdue charges (0.55) and to avail inters library loan (0.53) facility. This indicates that more number of respondents visit circulation desk either to borrow books or to return books.



Table 7. Satisfaction level of the respondents

Purposes	Highly satisfied	Satisfied	Undecided	Unsatisfied	Highly Unsatisfied	Mean
To Borrow Books	54(28.1%)	130(67.7%)	8(4.2%)	00	00	3.23(1)
To return books	54(28.1%)	130(67.7%)	8(4.2%)	00	00	3.23(1)
To reserve books	12(6.2%)	62(32.3%)	56(29.2%)	7(3.6%)	55(28.6%)	1.83(3)
To cancel the reserved the books	12(6.2%)	47(24.5%)	44(22.9%)	8(4.2%)	81(42.2%)	1.48(4)
To avail Inter Library loan	4(2.1%)	38(19.8%)	44(22.9%)	7(3.6%)	99(51.6%)	1.17(7)
To pay over due charges	8(4.2%)	34(17.7%)	40(20.8%)	23(12%)	87(45.3%)	1.23(6)
To check whether the book is issued to somebody	00	63(32.8%)	31(16.1%)	11(5.7%)	87(45.3%)	1.36(5)

The users were asked to rate their satisfaction with the circulation section for the purpose for which they had visited on a five point scale 4- highly satisfied, 3- satisfied, 2- undecided, 1- unsatisfied, 0- highly unsatisfied. The mean was calculated based on the weightages provided. From the obtained mean value it can be from Table 7 that the users are quite satisfied with circulation section regarding book borrowing (mean: 3.23) and book returning (mean: 3.23). But the user community is not happy with book reservation (mean:1.83), book reservation cancelling (mean: 1.48), checking whether the book is issued to somebody (mean:1.36), paying over dues (mean:1.23) and availing inter library loan facility (mean: 1.17).



Table 8. First experience of the respondents visited circulation section

First experience	Frequency	Percent
Pleasant	123	64.1%
Mechanical	32	16.7%
Unpleasant	37	19.3%
Total	192	100%

Table 8 reveals first experience of the respondents when they visited circulation section. It shows that more than sixty four percent of the respondents claim their first experience as pleasant. More than nineteen percent of the respondents experienced unpleasant environment and more than sixteen percent of the respondents felt a mechanical experience.

Table 9. Satisfaction with circulation desk

Circulation services	Highly satisfied	Satisfied	Neutral	Un satisfied	Highly Unsatisfied	Mean
Membership application submission	67(34.9%)	108(56.2%)	8(4.2%)	9(4.7%)	00	3.21 (1)
Getting borrowers card issues	24(12.5%)	123(64.1%)	41(21.4%)	4(2.1%)	00	2.86 (2)
Getting ID Card issued	4(2.1%)	119(62%)	26(13.5%)	35(18.2%)	8(4.2%)	2.39 (3)
General interaction	20(10.4%)	81(42.2%)	52(27.1%)	28(14.6%)	11(5.7%)	2.36 (4)

Users under survey were asked to indicate their satisfaction with circulation desk in getting different facilities on a five point likert scale with weightage as 4- highly satisfied, 3- satisfied, 2- undecided, 1- unsatisfied, 0- highly unsatisfied (Table 9). The mean value indicates that they are satisfied with submission of membership application (mean: 3.21). But the same users tend to be neutral in giving their opinion on obtaining borrowers cards issued (mean: 2.86). The users are not happy in obtaining their ID card issued (mean: 2.39) and interacting with the staff in general (mean: 2.36).



Table 10. Time spent while getting the books issued andreturned

Time	Frequency	Percent
<5 minutes	52	27.1%
6-10 minutes	38	19.8%
11-15 minutes	94	49%
>15 minutes	8	4.2%
Total	192	100%

Table 10 reveals how much time users spend in circulation section while getting their books either issued or returned. Slightly less than fifty percent (49%, N=94) of the respondents spend time between 11-15 minutes to get their books either issued or returned. More than one fourth (27.1%, N=52) of the respondents spend less than five minutes for the same process. Nineteen percent (19.8%, N=38) of the respondents spend 6 to 10 minutes and very few took (4.2%, N=8) more than 15 minutes to get their books issued or returned.

Table 11. Happy with waiting time

Happy	Frequency	Percent
Very happy	17	8.9%
Happy	80	41.7%
Unhappy	46	24%
Very Unhappy	49	25.5%
Total	192	100%

Users were asked whether they were happy with the waiting time at circulation desk. Table 11 reveals that More than two fifth (41.7%, N=80) of the respondents are happy with waiting time. More than one fourth (25.5%, N=49) of the respondents were very unhappy with the waiting time. Less than one-fourth (24%, N=46) of the respondents were unhappy and few (8.9%, N=17) respondents were very happy with waiting time.



Table 12. Number of books borrowed by users at once

Number	Frequency	Percent
1	72	37.5%
2	79	41.1%
3	37	19.3%
5	4	2.1%
Total	192	100%

Table 12 shows how many books users borrow at a time. More than two fifth (41.1%, N=79) of the users borrow 2 books at a time and more than one third (37.5%, N=72) of the users borrow one book at a time. Nineteen percent (19.3%, N=37) of the respondents borrow three books at a time and very few (2.1%, N=4) of the user community borrow 5 books at once.

Table 13. Satisfaction about the number of books issued

Satisfaction	Frequency	Percent
Yes	160	83.3%
No	32	16.7%
Total	192	100%

User community was asked whether they are satisfied with the maximum number of books that they could borrow. Table 13 shows that majority (83.3%, N=160) of the respondents were satisfied and remaining more than sixteen percent (16.7%, N=32) of the respondents were not satisfied with the maximum number of the books to be issued to them. Again a question was asked to those who mentioned that they were not satisfied, whether they have brought their unhappiness to the notice of the authorities in the library, from table 14 it can be observed that none of them has indicated their unhappiness over the maximum number of books that they could issue.



Table 14. Bringing unhappiness to the notice of library authorities

Response	Frequency	Percentage
Yes	00	00
No	32	100
Total	32	100

User community was asked whether they were happy with book lending duration. Table 15 indicates that slightly less than three fourth of the respondents were happy with lending duration and twenty six percent of the respondents were not happy with lending duration of the books. Again another question was asked whether they have conveyed their unhappiness to the library authorities. From table 16 it can be found that none of them have conveyed their feelings to the library authorities

Table 15. Happy with lending duration

Response	Number	Percentage
Yes	142	74.00%
No	50	26.00%
Total	192	100.00%

Table 16. Conveying feelings about lending duration

Response	Number	Percentage
Yes	00	00
No	50	100.00%
Total	50	100.00%

Users under study were asked to offer their suggestions (maximum three) to improve the effectiveness of the circulation section. Their opinions were standardized into grouped as indicated below (Table 17). It can be noticed



that a very large majority of users have suggested to increase the duration of lending of books (95.83%, N=184) followed by the suggestion to increase the number of books to be issued (72.4%, N=139). The other suggestions include: deploying more staff during peak hours (45.31%, N=87), computerization of circulation section (35.42%, N=68), no over-due charges (27.6%, N=53), library staff need to be polite (22.4%, N=43), issuing reference books for lending (19.27%, N=37), Conducting awareness about ILL service (15.63%, N=30) and conducting awareness about book reservation facility (15.41%, N=29)

Suggestions	Number	Percentage
Computerization	68	35.42
Deploying more staff during peak hours	87	45.31
Increasing the number of books to be issued	139	72.4
Increasing the duration of lending	184	95.83
No overdue charges	53	27.6
Issuing reference books for lending	37	19.27
Library staff need to be polite	43	22.4
Conducting awareness about ILL service	30	15.63
Conducting awareness about book	29	15.41
reservation facility		

Conclusion:

The study has thrown light on the use of circulation services provided at the Karnataka State Akkamahadevi Women's University, Vijayapura library. It is quite evident that user community visits library quite frequently and visits circulation desk for different purposes. Basically they visit the desk either to get the books issued or returned and they are quite happy with the facility. However the user community is not well versed and as such has not used it much and the satisfaction level also is not up to the mark. Their suggestions are quite timely and in fact if these suggestions are implemented properly then it is assured that one can see a more effective circulation desk and highly optimized circulation services.



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