

**Utilization of Seminar Libraries Resources and Services by Satisfying the Information
Need of Students & Faculty:
a study of the faculty of life & environmental science university of Peshawar**

Saeed Ullah

Assistant Librarian Postgraduate Medical Institute Peshawar, email: saeedbirqi@gmail.com

Tahir Jan

Assistant Librarian University of Peshawar

Najma Iqbal Butt

Lecturer in Islamyat The University of Lahore Gujarat Campus

Sabir Shah

BS Student Department of Microbiology University of Peshawar

Muhammad Yahya Jan

Assistant Librarian Postgraduate Medical Institute Peshawar

Abstracts

The main purpose of this study is to know the present situation of the seminar libraries of the faculty of Life and Environmental Science, University of Peshawar. In this study convenient sampling technique were adopted. 150 questioners were distributed among the faculty members and students, 135 questioners were returned in which 130 were correct. The data were analyzed through SPSS software 19th version. The student response ratio were 80.7, the Geography departmental library have a collection 14599 (books) followed by chemistry 13673(book). 47.4% users visit the library daily; female students (78.6%) were dominant on male students (63.3%). Most of the library users were satisfied from the services and resources of the libraries.

Keywords: *University of Peshawar, Departmental Library, Library Services & Resources.*

Introduction

Libraries play an important role in the information society. A modern and well-equipped library is a sine qua non for the academic and spirituals advancement of the community people and users. The main intention of university is to stimulate education and to extend the boundaries of knowledge. The university has two pillars in promoting education one is the formal education and second is informal education. The teachers provide formal education to the students while the library satisfies the student's information need and demand. The university cannot achieve its objectives without an owing library (Arora, K. 2008). Libraries are the indispensable part of any educational institution. Libraries provide information to the users' for the support the curriculum. (Wisconsin, Library Association, 2006).

The library is not merely a connecting link between teaching and learning, Where the students are intelligent and inquisitive; the library can supply from its rich resources what the classroom has failed to. S.R Ranganathan explains his phrase: 'In the library, each student will have the freedom to grow at his own speed and along his own lines, to his own fullness, with the help of books just suited to him under the guidance of the teacher and the librarian. Academic

institutions and academic libraries play an important role in giving right direction to the cultural, political, social, scientific and technological development of a round development of students. If the academic institutions are body, the libraries attached to them function as a heart. Without heart here cannot be a body and without body one cannot think of a heart to education.

Administration of seminar libraries

Libraries are expected to be under the administrative control of professional librarians for their proper function and development. It was founded that out of six seminar libraries of faculty of life & environmental science university of Peshawar, five libraries have the professional librarians while the only one library have a clerk, who performed the duty of librarian. Every seminar library has a library committee, the head of the department as a Chairman representing their subject and representative of students, the senior teachers as its members and the librarian as the convener of the committee. The said should have a set of objectives in matter of policy the allocation of fund etc.

Financial resources of the seminar Library

The finance of seminar library is and considerable degree of variation. The main source of finance for the purchase of reading material is the fund of the department. There is no specific source of funds for the purchasing of reading material for the library.

Books selection policy of the seminar library

Books selection is an important process which requires a high degree of cooperation between the staff, members and librarian (Ameen 2007). It was found that the head of the department made the selection from the publisher catalogue, some time he sought the help and cooperation of his colleagues, in most of the teacher it was reported that they have no interest in the books selection. The suggestions of the student were ignored which were caused imbalance of books collection.

Technical processing of resources

The library collection classified according to some modern scheme of classification such as Dewey Decimal Classification (DDC), Library of congress classification(LC), Universal Decimal Classification(UDC). Besides the classification collection also catalogued according to any cataloging role. The libraries of the faculty of life & environmental science, there were only three libraries (library of chemistry the seminar library of bio technology and the library of geography) were properly classified according to the DDC classification scheme and the remaining three libraries were not classified.

Review of Literature

Lee (2005) described in his research on the use of departmental libraries resources and services as an indicator for the sitting curriculum trends. The study concluded that departmental library provides access to the materials related to subjects taught in the department. The study further explored that departmental libraries provides information to its users' at door step. The librarians play an active role in acquisition of library materials keeping in view the demand of faculty and students⁵.

Khan & Shafique (2011) conducted a research study on the utilization of departmental libraries by the students of Department of Management & Business Administration and Library Science at the university of Bahawalpur. The study evaluates that MBA students were satisfied from the services offered by the departmental library. It points out that there is need of online databases and internet services in the departmental libraries.

Fatima & Ahmad (2008) conducted a study on the information needs and seeking behavior of students of Aligarh University. The study described that there is need to increase the utilization of library resources and services at Ajmal Khan Tibbiya College. It was find that for maximum utilization of the library the librarian assets the users' toward the oriental collection of the library.

Khan & Bhatti (2012) conducted a study on departmental Libraries status, services, Challenges and Prospects at the University of Peshawar. Its described that there is lack of modern technology and automation. The study explored that libraries lack the indexing and abstracting services. The libraries don't have sufficient budget to purchase the international journals however they provide access to National Digital Library of Higher Education Commission to meet the information need of users'.

Purpose of the Study

The main purpose of the study is to know the present situation of the seminar libraries of the faculty of Life and Environmental Science, University of Peshawar secondly the researcher will judge the overall procedure of the purchase of books; journals; newspapers; CDs etc. and services provided by these libraries.

Statement of the Problem

The statement of the problem of the present study is "Utilization of Seminar libraries resources and services by satisfying the information need of students & faculty: A study of the faculty of Life & Environmental Science University of Peshawar".

Objectives of the Study

The study will fulfil the following major objectives:

1. To determine the library resources of the seminar libraries of the faculty of life and Environmental Sciences
2. Determine the library services of the seminar libraries of the faculty of life and Environmental Sciences
3. To know how much students are satisfied with the service and performance of the library personnel.
4. To find out the level of satisfaction of the library users

Scope of the Study

This study is delimited to the libraries of faculty of Life and Environmental Science University of Peshawar. The faculty of life and environment science includes the seminar library Department of Botany, Bio-technology, Chemistry, Environmental Science, Geography, Geology, Pharmacy and Zoology.

Need and Satisfaction of the Study

Seminar libraries are supporting the process of learning teaching and research. Library does not mean merely a collection of books, it is a learned institution equipped with books and non-books materials. This study is an attempt to inspect that what kind of services are provide in the seminar libraries of life Science Faculty. The study will examine and investigate the existing library resources, services and facilities in the life science faculty libraries with a comparative touch. The present study is describes the role of libraries in research and will help to identify the real strength and weakness of library collection. It will also describe the effectiveness of their services and satisfaction of users' with the services offered by these seminar libraries. This study is significant in the sense that it efforts to compare the seminar libraries of life science faculty.

Methodology of the Study

The researcher accomplishes the desire objectives a survey was conducted. The researcher develop two structured questionnaires was developed and distributed among the ten professional experts for review. The expert review and recommend some changes. The researcher included the changes in questionnaire. The sample of the research study was the students of faculty of life and environmental sciences and librarians.

The questionnaire contains different variables i.e. demographic information available resources, services and level of satisfaction from resources & services. The questionnaires for librarians were administered to all the libraries of the departmental libraries of the faculty of life and environmental Science University of Peshawar.

The researcher distributed 150 questionnaires among the faculty students and librarians. A total of 135 questionnaires was received back out of which 130 was found correct in all respect. The researcher used convenient sampling techniques. The response rate was 90 %. The collected data were organized and evaluated using MS-Excel and Statistical Package for Social Science (SPSS) software package.

Data Analysis

Response Rate

The researcher used convenient sampling technique to collect the data from the respondents. The researcher visits each department for the collection of data and collects the data from available sample. During his visit he also analysis the libraries resources and services. The response of the respondents was shown in table 1.

Table: 1: Response rate

Respondents	Respond	Respondent Ratio
Students	105	80.7
Teachers	20	15.4
Others	5	03.9
Total	130	100

Faculty Response rate by Department

The result shows that the researcher received maximum response from the department of Chemistry i.e. 33 (25.4 %) followed by the department of bio-technology and department of botany i.e. 20.8 % and 15.4 % respectively. However, there is maximum response from the other surveyed departments. The detail of response received by the scholar from the survey departments is given in below table II.

Table No. II: Faculty Response rate by Department

Name of Department	No of Survey Returned	Percentage
Department of Botany	20	15.4
Department of Bio-technology	27	20.8
Department of Chemistry	33	25.4
Department of Environmental Sciences	10	7.7
Department of Geography	17	13.1
Department of Geology	05	3.8
Department of Pharmacy	11	8.5
Department of Zoology	08	6.2
Total	130	100

Available Resources

Books Collection:

The aim of library is to provide right information to the right reader at right time. It is only possible when the library have sufficient collection of materials. Library needs three elements collection, building and staff. If the building of the library is well furnished it can't be fulfil the reader need. The library collection and staff play a vital role by satisfying the users' need. The library collection mean the total resources available in library i.e. printed books, Journals, Maps, Microfilm, Microfiches taps, Newspapers, Electronic Books, CDs, DVDs etc. The book collection must be up to date and organized to fulfil the demand of users'. The collections of these libraries were satisfactory but not up-to-date. The reason behind this is the lack of interest by the university authorities and insufficient fund. Table III show the book collection available in the seminar libraries of faculty of life and environment sciences.

Table III: Books Collection

S#	Name of the Library	Book Collection
1.	Seminar Library Department of Zoology	7,400
2.	Seminar Library Department of Chemistry	13,673
3.	Seminar Library Department of Geography	14,599
4.	Seminar Library Department of Botany	10,773
5.	Seminar Library Department of Environmental Science	3,900
6.	Seminar Library Department of Bio-technology	8,903
7.	Seminar Library Department of Geology	3,846
8.	Seminar Library Department of Pharmacy	12,700

Journals Collection Subscribes the Seminar libraries

The library provides access to current and up-to-date information to students and teaching faculty. The current information published in journals and magazines. The seminar libraries of faculty of life and environmental science provide access to journals.

The seminar libraries subscribe journals on annual basis from its own financial resources. The seminar libraries subscribe those journals which are related to their subject. But due to the lack of financial resources and non-availability of the budget last three years the libraries are facing problems to renew its journals subscription.

According to the professional librarians working in the seminar libraries the University authorities as well as the Chairmen of the respective departments did not give attention for the promotion of seminar libraries. The researcher was asked to enlist the name of journals received by the libraries.

The result shows the title of journals received by seminar libraries is given in *Table IV*.

Table No IV: Journals Collection Subscribes the Seminar libraries

S#	Name of the Library	Journal Title
1.	Seminar Library of Zoology	Pakistan Journal of Medical Research (PJMR) Pakistan Journal of Medical Sciences(PJMS)
2.	Seminar Library of Chemistry	Journal of the chemical society of Pakistan Journal of china's chemical society science Journal of analytical chemistry
4.	Seminar Library of Botany	Journal of Pakistan science Journal of forestry

Library Budget

The financial resource is an important source to run the library day-to-day affairs, activities and functions. If a library is financially sound then it perform well and meet the demand of library users'. The University of Peshawar allocated a very less amount of money in their budget for the seminar libraries. From 2006-13 the university allocated Rs 50000/- to seminar libraries for purchase of books and journals. In last three year the University of Peshawar authorities did not provide budget for the purchase of books to seminar libraries. Due to which the seminar libraries can't fulfil their requisite demand.

Frequency of the Library Users

The student was asked to indicate of their library visits from a list of four intervals given in questionnaire. The analysis shows that majority of the students visit the library on daily basis. The reason behind daily usage of library is the library is accessible and whenever students find free period they spend free time in library studying library books. Secondly the library provides course books to the students thus the students visit to issue course books.

The detail analysis of the frequency of the library users is given in table given below.

Table V. Frequency of the Library Users:

Interval	Frequency	%age
Daily	93	47.4
Twice per week	49	25.0
Once in week	35	17.9
Very Rarely	19	09.7
Total	196	100

Frequency of the Library Users (Gender wise)

The analysis shows that there was no significant difference between the male & female library users. The library users were almost homogeneous at the same level in this respect. As shown in the *Table VI*.

Table No. VI: FREQUENCY OF THE LIBRARY USERS (Gender wise)

Interval	Frequency		% age	
	Male	Female	Male	Female
Frequently	38	55	63.3	78.6
Sometime	9	11	15.0	15.7
Never	13	4	21.7	5.7
Total	60	70	100	100

Utilization of Library Resources

Issuance/Borrow of books

The students utilize the print resources books available in the seminar libraries of the survey departments. The result shows that maximum number i.e. 89 (56.7 %) replied that they issued 1-2 books per month followed by 3-4 books per month is 29.9 %. Further a very less number of students i.e. 13.4 % issued more than 5 books per month. The detail is given in *Table VII*.

Table VII: Issuance/Borrow of books

Number of Book Borrowed	Frequency	% age
1-2 Books	89	56.7
3-4 Books	47	29.9
More than 5 Books	21	13.4
Total	157	100

Issuance/Borrowing of books gender wise

The researcher analyzes the gender wise issuance of books from the seminar libraries of the University of Peshawar. The analysis shows that majority of the male students utilize the library resources by issuance of 1-2 books i.e. 64.6 % and the percentage of the issuance of books by female students are 50.1 %. This shows that the male users utilized the library more as compare to the female students, thus male is dominant by utilizing the library resources. The detail result of borrowed books by gender wise is given in table VIII:

Table No. VIII: Borrowing of books gender wise

Number of book borrowed	Frequency		% age	
	Male	Female	Male	Female
1-2 books	62	27	64.6	50.1
3-4 books	15	24	15.6	44.4
More Than 5 books	19	03	19.8	5.6
Total	96	54	100	100

Use and Satisfaction with Library Services**Use of Library Services**

The researcher enlists the services provided by the seminar libraries in the department libraries of the faculty of life & environmental sciences. The students are asked to rank how much they are satisfied from the services offered by the seminar library. The seminar libraries offer the circulation services, cooling and heating facility, Selective dissemination of information (SDI) and Current awareness services (CAS) etc.

The analysis shows that majority of library users' are satisfied from circulation, reference services as fulfilling their expectations and meeting their needs and demands. The students' are dissatisfied from SDI & CAS, Indexing, printing, photocopying services either the students don't know about these services or the library did not provide such services to users'. The seminar libraries of the faculty of life and environmental science, university of Peshawar lack of internet facility in library. The libraries did not provide Wi-Fi facility to the users' in this modern era of internet and telecom mission. The detail analysis of the library services is given in table IX.

Table No. IX: Use of Library Services

S#	Services	Strongly Satisfied	Satisfied	Neutral	Dissatisfied	Strongly Dissatisfied
1.	Circulation Services	47(36%)	36(27.7%)	07(5.4%)	22(16.9%)	18(13.8%)
2.	Reference Services	39(30%)	46(35.4%)	22(16%)	16(12.3%)	07(5.4%)
3.	SDI & CAS Services	13(10%)	09(7%)	57(43%)	23(17.9%)	28(21.5%)
4.	Indexing Services	16(12%)	11(8%)	53(40%)	29(22%)	19(14%)

5.	Internet Services	09(7%)	14(10.7%)	22(16%)	46(35%)	39(30%)
6.	Photocopying	14(10%)	17(13%)	18(13%)	38(29%)	43(33%)
7.	Printing Services	09(7%)	17(13%)	23(18%)	46(35%)	35(26%)
8.	Wi-Fi Services	07(5%)	12(9%)	19(14%)	56(43%)	36(27%)

Satisfaction with Library Resources

The library resources are the key portion of the library; it is there very important to find the level of satisfaction regarding library resources. The study noted that the Students and faculty members of respective seminar libraries were satisfied and the library staff of their institutions.

The table shows that 60.0 % of the students were satisfied from the books available for used in library and 34.6 % were dissatisfied however a majority of users' i.e. 63.9 % were dissatisfied from the journals available in library. In most of the department the computer facilities is not available in the seminar libraries if available it not fulfill the need of users' so large number of users i.e. 74.6% were dissatisfied from the computer facilities. Internet is the need of a day, mostly departments did not have the internet facility if have the speed of internet is not up-to the mark thus a maximum number of users' i.e. 65.4 % were dis-satisfied.

Table No. X: Satisfaction with Library Resources

Lib Resources	Strongly Satisfied	Satisfied	Neutral	Dis-satisfied	Strongly Dissatisfied
Books	47 (36.2 %)	31(23.8%)	07 (5.4%)	26 (20 %)	19 (14.6%)
Journals	15(11.5%)	13(10%)	19(14.6%)	44(33.9%)	39(30%)
Computers	09(6.9%)	11(8.5%)	13(10%)	56(43.1%)	41(31.5%)
Internet	09(6.9%)	14(10.8%)	22(16.9%)	51(39.2%)	34(26.2%)

Finding of the study

The Seminar libraries have a prominent role to play in helping higher education to fulfill the university objectives. In the recent era the research activities and productivity is increased all over the world. As a result the information and knowledge is expanding tremendously. In every second the information is bombard on the users'. It very difficult for the users' to acquired right and authentic information for his/er study or research. It is estimated that in the course of seven to eight years the total quantity of available knowledge is almost doubles. This great expansion of knowledge tends to over load the curriculum, which has to reflect in some measure at least the existing state of knowledge. The establishment of well-equipped libraries and their closer integration with the teaching program thus became of paramount significance.

The study reveals that students of faculty of life and environmental science utilize the library resources and services up-to maximum level. The study describes that the library staff attitude is users' friendly and always try to facilitate the users in good and welcome manner.

The study explores that the seminar libraries facing financial constraints to fulfill the information needs of the users'. The University authorities did not fix amount for the purchase of books and journals.

The study further elaborates those seminar libraries of the faculty of life and environmental science lack of computers, internet and Wi-Fi facilities for the students.

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