

Research Article

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Perceived Role of Library Facility by Users: A Study of Punjabi University, Patiala (Punjab, India)

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Abstract

This empirical study evaluates the Bhai Kahn Singh Nabha Library (BKSNL) at Punjabi University, Patiala (Punjab, India), focusing on users' perceptions of its facilities and services. BKSNL, a pioneer in modern library services in the region, plays a crucial role in supporting academic and research activities. The study aims to assess user satisfaction, identify areas for improvement, and propose actionable recommendations.

For this study, primary data was collected in early 2023 through a questionnaire survey of 100 library users across various academic levels (Graduation, Post-Graduation, P.G. Diploma, and M.Phil./Ph.D.). The methodology involved a convenience sampling approach and the analysis of responses related to library collection, service quality, staff attitude, and other facilities.

Key findings reveal that 56% of respondents are satisfied with the library collection, while 20% are dissatisfied, and 24% are unsure. Service quality is generally rated positively, with 70% finding it good and 19% very good. However, 11% rated it average, indicating areas for improvement. User satisfaction with staff attitude shows that 53% view it as good, 23% as very good, and 21% as average.

The study highlights several areas needing attention: the need for additional seating and optimised space, increased funding, mandatory orientation for new users, expansion of the library collection, and upgrades to the OPAC hardware. It also recommends addressing issues with RFID maintenance, promoting lesser-known facilities like the computer lab, and creating a digital booklet of available books. The establishment of a Grievance Redressal Cell and the adoption of biometric attendance technology are proposed to enhance user experience and operational efficiency.

Keywords

Bhai Kahn Singh Nabha Library, Administration of library, Library facilities, Library users, Library services, User perceptions.

On the whole, while the library is generally well-regarded, these recommendations aim to address identified gaps and further support the university's educational and research objectives. Moreover, the framework and findings of this study can also be useful for longitudinal and comparative study of the BKSNL and other university libraries in the region.

Introduction

Library is a significant part of the university education; it serves as a centre for diligent students to take benefits of the reading. It not only provides reading material but also ensure a cohesive environment for concentration in study. Library as an organisation caters the various needs of the different library users by providing a number of essential services. The strength of an ideal university library depends on the various elements such as the rich collection of different types of reading material, library services provided by various sections such as acquisition section, technical section, reference section, circulation section, computer section, periodical section and reprographic counter. The collective efficiency of the library staff of these sections and leadership qualities of the librarian contributes to making the library a robust and fruitful organisation.

According to *ALA Glossary of Library and Information Science*, a university library is defined as “a library, or system of libraries, established, supported and administered by a university to meet the information needs of its students and faculty and support its instructional, research and service programs.”¹

Further, Radhakrishnan Commission highlighting the role and significance of university libraries stated, “The library is the heart of all the university's work; directly so, as regards its educational work, which derives its life from research work. Scientific research needs a library as well as its laboratories, while for humanistic research the library is both library and laboratory in one. Training in higher branches of learning and research is mainly a question of learning how

to use the tools and if the library tools are not there, how can the student learn to use them? Both for humanistic and scientific studies, a first class library is essential to a university.”²

K.S. Deshpande rightly remarked, “University libraries act as power transformers. The teachers and students use the power in the libraries – the power reservoirs – and produce more power or another form of power. Having benefited by their reading, they themselves propound new theories, biggest innovations and all these see the light of the day in the form of books, periodicals, articles and other publications. Without books no research worth the name can be conducted in a university.”³

India has 1074 universities, which include 56 central universities, 460 state universities, 128 deemed to be universities and 430 state private universities.⁴ Within the Indian educational landscape, universities having central and departmental libraries have become a common feature of the higher education system. The quantitative growth in the numbers of universities also indicate growth in the number of university libraries. The qualitative growth of these universities and their libraries has been the matter of concern. Government of India took the matter of education very seriously and particularly recognized that university libraries play an

¹ Prasher, R.G. (2002). *India's University Libraries: Organisation, Operation and Services*. Ludhiana: Medallion Press. p. 1

² Sharma, R.N. (1986). *Indian Academic Libraries and S.R. Ranganathan: A Critical Study*. New Delhi: Sterling Publishers Private Limited. pp. 78-81.

³ Deshpande, K.S. (1985). *University Library System in India*. Delhi: Sterling Publishers Private Limited. pp. 5-6.

⁴ Retrieved on July 18, 2024, from University Grants Commission: <https://www.ugc.gov.in/oldpdf/consolidated%20list%20of%20all%20universities.pdf> at 8:34 p.m.

important role in increasing the intellectual calibre of the human resource of the country by providing them with opportunity to explore the literary advancements.

Locale and scope of study: In this research paper, library users of main library of a State University known as Bhai Kahn Singh Nabha Library (BKSNL) of Punjabi University, Patiala have been studied. It must be acknowledged that Punjabi University, Patiala has been a boon to the spread of literacy and upliftment of education in the state and neighbouring regions. This esteemed educational institute was established by Punjab Legislative Assembly under the Punjab Act No. 35 of 1961. This act came into force on April 30, 1962. As a result, university was established in the erstwhile princely state of Patiala with the main objective of furthering the cause of Punjabi language, art and literature. The foundation stone of Punjabi University was laid on June 24, 1962 by Dr. S. Radhakrishnan, the then President of India. This is the second University in the world to be named after a language, the first being Hebrew University of Israel. Punjabi University is established for the advancement of Punjabi studies and development of Punjabi language as a medium of instruction. It also aims at providing instruction in humanistic and scientific subjects along with promotion of education and research. The campus is spread over 600 acres of land, which has 65 teaching and research departments with more than 1500 teachers who are imparting instruction and guidance to nearly 14,000 students in a multi-faceted, multi-pronged and multi-faculty environment.⁵

Profile of University Library: Punjabi University has a rich and well-maintained library. The University and its library started functioning simultaneously in 1963. Initially when university campus was in formative stage, library was temporarily housed in the Senate Hall of University. The Senate Hall was very small for the stock of books and reading rooms for users and was distant from the university teaching

Departments. Therefore, the library was shifted to the Gymnasium Hall of the Govt. Mohindra College. Shri. M.L. Khosla was the Principal of Govt. Mohindra College who very kindly offered the Gymnasium Hall of his College for housing the library. Books related with science stream were housed in Thapar Institute of Engineering and Technology with approval of the Principal H.R. Bhatia. Finally, university library was shifted to campus in October, 1965 and was temporarily housed in different wings of the Homi Bhabha hostel for boy's of Punjabi University, Patiala. However, the science section of library continued to function in a room at Thapar Institute of Engineering and Technology, Patiala (Punjab). The construction work of the library building was completed in 1966. The honourable Union Minister of Education Sh. M.C. Chagla formally inaugurated this library on August 28, 1966. Mr. Hakam Singh was the first librarian of this library. University library was known as Main Library till 2004. On 29 September, 2004 the university library was rechristened as Bhai Kahn Singh Nabha Library.⁶ It was a tribute to Bhai Kahn Singh Nabha, who was a scholarly person, researcher, writer and religious thinker. Since its inception, the collection of library and scale of services provided by this library has increased manifold. This library serves a large number of academic community with its services. Henceforth, in this research paper this library will be referred to as Main Library or Bhai Kahn Singh Nabha Library (BKSNL).

Bhai Kahn Singh Nabha Library is housed in a four storeyed modern, air-conditioned and Wi-Fi enabled building. It is built in the centre of the university campus having social sciences and humanities departments on one side and on other side the science department blocks are located. Library has serene surroundings. The University library started with a nucleus of 4363 books. The

⁵ Retrieved on July 23, 2024, from Punjabi University, Patiala: <http://www.punjabiuniversity.ac.in/Pages/Page.aspx?dsenc=vcat> 2:34 p.m.

⁶Kaur, D. (2001). *Effectiveness of University Libraries in Education and Research: A Case Study of Panjab and Punjabi Universities* (Unpublished Ph.D. Thesis). Department of Library & Information Science, Punjabi University, Patiala (Punjab).

growth and development of the university library in terms of its document collection, equipment and services has been spectacular. University collection began with a nucleus of 4363 books, which grew to 5,17,542 total number of documents till February, 2023. Library also have 55,943 bound periodicals. Library also have 150 project reports, 5300 theses/Dissertations, 22 Maps, 1070 manuscripts and 1505 e-books. New books are added every year keeping in view the objective of building a basic minimum stock of essential publications including the current periodical publications related with subjects in which university has started postgraduate and research. Library has subscriptions of 290 print journals.

Building of Bhai Kahn Singh Nabha Library was renovated in 2010-11 and it was equipped with modern facilities. Facilities such as Wi-Fi, bar coding and RFID (Radio Frequency Identification) were started in 2011. Computerisation of library membership data was started in 2014. Wi-Fi facility was upgraded in 2017 and this facility was expanded to the Punjabi Reference Library. In 2023, library has 18 internet access points out of which 7 internet access points are in Punjabi Reference Library. In 2018, ETD (Electronic Thesis or Dissertation) lab was established for digitization of manuscripts and thesis.⁷ Library also started On-line catalogue services, Internet Access Lab for using electronic documents and Inter-Library Loan (ILL) facilities for readers. The library is active member of DELNET (Developing Library Network), New Delhi & e-shodhsindhu of Information & Library Network (INFLIBNET) Gandhi Nagar (Gujarat).⁸

Library Facilities and Services: Bhai Kahn Singh Nabha Library provides following facilities and services:

- Wi-Fi enabled & Air conditioned Library building
- Library is open for readers for 22 hours and 360 days in a year
- e-journals, e-books and Web-OPAC
- RFID based Self Check-in/Check-out and Security Gates
- Automated Library. Book Drop
- Internet/Digital Lab, ETD Lab
- Readers' orientation Programmes for fresh entrants.
- Special lectures and demonstrations for Faculty members, Research Scholars, Students and Staff
- Inter Library loan facility
- Reprographic services
- Digitization of Manuscripts
- In-house Library Automation Training for Staff by Computer Section of Library
- CCTV Camera security system & R.O. based Drinking Water
- Elevator for Physically Handicapped users and staff⁹

Objectives of the study:

The main objectives of the study are mentioned below:

1. To study the perception of the library users regarding library facilities and services of Bhai Kahn Singh Nabha library (BKSNL).
2. To study the relation between library users and library staff in the BKSNL.
3. To suggest measures for the improvement of the Bhai Kahn Singh Nabha library.

Research methodology: The present study was based on both the primary and secondary sources of data. Primary data was collected in the first quarter of 2023 from a sample of 100 library users at Punjabi University, Patiala (Punjab). This sample, chosen on convenience basis, comprised of students from Graduation, Post-Graduation, P.G. Diploma, and M.Phil./Ph.D.

⁷Information obtained from Bhai Kahn Singh Nabha Library, Punjabi University, Patiala in April, 2023.

⁸ Retrieved on 10 July 2024 from <http://www.punjabiuniversity.ac.in/Pages/PagePunjabi.aspx?dsenc=Library> at 5:23 p.m.

⁹ Retrieved on July 26, 2024, from Punjabi University, Patiala: <http://library.punjabiuniversity.ac.in/Pages/Page.aspx?dsenc=Library> at 4:18 p.m.

courses. Questionnaire method was used for collecting data from theselected library users. In addition, data was collected from secondary sources namely books, journals, websites and other documents such as annual reports of Punjabi University, Patiala.

Findings of the present study

From the responses gathered during the survey, views and perceptions of library users which included students studying forvarious courses like Graduation, Post-Graduation, P.G. Diploma and M.Phil./Ph.D. in Punjabi University, Patiala of the Punjab state of India are tabulated and interpreted as given below:

Table 1: What is your purpose of visiting the university main library (BKSNL)?

Responses	No. of Respondents	Percentage
For reading purpose	77	77%
For borrowing books	02	02%
For using internet facilities	04	4%
For using computer lab	17	17%
Total	100	100%

Source: Primary Data

Table 1 illustrates the purpose of visiting the Bhai Kahn Singh Nabha Library (Main Library) as felt by the respondents of this study. It shows that a majority of respondents (77%) visited the main library for reading purpose. 17% respondents said that they visited library for using computer laboratorywhile 4% respondents visited library for using internet facilities. Only 2% respondents said that they visited library for borrowing books.

Therefore, it can be said that a majority of the respondents visited the university Main Library for the reading purposes. Library serves them as a place for reading their curriculum as well as preparing for the competitive examinations.

During informal conversation with some library users, it was found that most of the students use Night Reading Hall for studying for competitive examinations. This finding resonates with earlier research conducted on the same Main Library in focus here, which suggested that the maximum number of the respondents used its Main Reading Hall for doing their research work and the Night Reading Hall was used by the maximum number of the respondents for thepreparation of the competitive exams.¹⁰

¹⁰Kaur, Satinderbir and Kaur, Navkiran. (2021). Use of Reading Space and Library Resources: Case Study of Bhai Kahn Singh Nabha Library, Punjabi University, Patiala (Punjab). *Journal of Indian library association*, vol. 57 (2), april–june, 2021. Retrieved from <https://www.ilaindia.net/jila/index.php/jila/article/view/561> accessed on 27 July 2024 at 10.54 a.m.

Table 2: How often do you visit the Bhai Kahn Singh Nabha Library?

Responses	No. of Respondents	Percentage
Frequently/on regular basis	76	76%
Sometimes	20	20%
Rarely	04	04%
Total	100	100%

Source: Primary Data

Table 2 represents the frequency of respondents visiting BKSNL. It shows that 76% university students visited the library on frequent/regular basis. 20% respondents said that they visited library sometimes. However, 4% respondents said that they visited the library rarely.

It was found that a majority of the library users were those who were visiting library on frequent/regular basis, so their opinions can be highly relied upon. It was good to observe that these students had a disciplined routine of visiting the library for reading purposes.

Table 3: Have you attended orientation course/program regarding use of library facilities?

Responses	No. of Respondents	Percentage
Yes	40	40%
No	60	60%
Total	100	100%

Source: Primary Data

According to table 3, 40% respondents said that orientation regarding use of library facilities was attended by them whereas 60% respondents said that they had not attended the orientation program.

happened due to various reasons such as ignorance, inability to attend orientation program. However, it is not a positive thing because unless the library users are aware about library services and facilities, it is not possible to utilise the library resources to the fullest.

It implies that most of the respondents had not attended the orientation program. It may

Table 3.1: If yes, how do you rate the orientation course/program provided at BKSNL?

Responses	No. of Respondents	Percentage
Very Good	16	40%
Good	16	40%
Average	8	20%
Poor	0	-
Total	40	100%

Source: Primary Data

In table 3.1, the respondents rated the orientation provided at Bhai Kahn Singh Nabha Library. 40% respondents rated the orientation as very good. Same percentage of respondents (40%) said orientation is good. Further, 20% respondents said that orientation is average. No respondent rated orientation as poor, which is a good thing.

Cumulatively 80% respondents out of 40 respondents who had attended the orientation program said that library orientation was good, however total number of students who have attended the orientation is very less. It could be more pleasant to see if higher number of students had attended the orientation provided by the library.

Table 4: Views regarding library infrastructure of BKSNL

Sr. No.	Responses	Very Good (%)	Good (%)	Average (%)	Poor (%)	Total (%)
1.	Sitting Arrangement	32	50	17	01	100
2.	Library Furniture	15	55	30	00	100
3.	Night Reading Hall	33	52	14	01	100
4.	Ventilation & Air-Conditioning	16	57	24	03	100
5.	Reading Environment	46	44	10	00	100
6.	Lighting	37	55	08	00	100
7.	Wi-Fi	63	23	13	01	100
8.	Cleanliness	25	46	25	04	100
9.	Drinking Water	11	34	32	23	100

Source: Primary Data

Table 4 shows the responses regarding views of the respondents regarding various aspects of the library infrastructure of BKSNL as mentioned below:

- 1. Sitting Arrangement:** In regard of sitting arrangement, 32% respondents said that it was very good. 50% respondents found it good. 17% respondents said that sitting arrangement was average. Only 1% marked it 'Poor'. While the majority view the arrangement favourably, a notable portion considers it merely average, indicating a potential need for enhanced comfort or layout.
- 2. Library Furniture:** Only 15% respondents rated library furniture as very good. While, 55% respondents reviewed library furniture as good. Further, 30% respondents said that library furniture was average. Nobody said that it was poor. As more than 1/4th respondents said that library furniture was

average, it means that there is scope for improvement.

- 3. Night Reading Hall:** In case of night reading hall, 33% respondents were of the view that it was very good. 52% said that it was good. 30% said that it was average. Only 1% said that it was poor. It can be said that Night Reading Hall facility of the library was good, but there is still some room for improvement as 30% respondents found it average.
- 4. Ventilation & Air-Conditioning:** According to the table 4, in regard of the ventilation and air-conditioning, 16% respondents answered very good, 57% said good while 24% said average. 3% respondents rated it as poor. The percentage of average and poor ratings suggests issues with temperature regulation, which requires attention.

5. **Reading Environment:** Table 4 further shows the views regarding the reading environment, 46% respondents rated it as very good, 44% said good, 10% said it was average. It implies that 90% respondents confirmed that reading environment was good. Although, It is a point of appreciation but it also shows that consistent efforts for maintaining this standard are crucial.
6. **Lighting:** Table 4 illustrates that in regard of lighting, 37% responses were marked it as very good, 55% as good while 8% respondents said average. It can be implied that according to 92% respondents, lighting in the reading areas was good enough. Which is good thing to note.
7. **Wi-Fi:** In regard of Wi-Fi service, table shows that 63% respondents rated it as very good, 23% rated it as good while 13% were of the view that this service was average. Only 1% said, it was poor. It implies that Wi-Fi service provided by the library was really good. No doubt, high ratings are encouraging, but the presence of some dissatisfaction highlights the need for consistent and reliable internet access.
8. **Cleanliness:** Responses collected in regard of cleanliness shows that 25% respondents said that it was very good whereas 46% said that it was good, 25% said that it was average and 4% rated it as poor. As ¼th respondents said

that library cleanliness was average, it implies that cleanliness of library requires more attention.

9. **Drinking Water:** When asked about drinking water facility of the library, 11% respondents rated it as very good, 34% said that it was good, 32% said that it was average and 23% said that it was poor. As per data, it can be said that there is need for improvement in the drinking water facility.

Reading space in the library has a great impact on how the users study as it can encourage study and inculcate reading culture among the users. The availability of comfortable tables, chairs, good lighting, ventilation, and quiet atmosphere always attract the users to reading halls of libraries so that they can make use of the library effectively.

Observably, while the library's infrastructure at BKSNL is generally rated favourably, there are notable areas for improvement. The ratings for sitting arrangements, library furniture, and the night reading hall show room for enhancement, particularly in comfort and functionality. Ventilation and air-conditioning require better regulation, and cleanliness standards need to be consistently maintained. The drinking water facility stands out as a critical area needing urgent attention. These findings suggest that while the library has strengths, addressing these issues will enhance the overall user experience and satisfaction.

Table 5: What do you think about the attitude of the library staff of BKSNL?

Responses	No. of Respondents	Percentage
Very Good	23	23%
Good	53	53%
Average	21	21%
Poor	03	03%
Total	100	100%

Source: Primary Data

Table 5 shows the rating by library users in regard of the attitude of the library staff of BKSNL. 53% respondents said that the attitude of staff of BKSNL was good. Further, 23% respondents said that attitude of the library staff in general was very good. While, 21% respondents said that it was average. Only 3% respondents said that it was poor.

Overall, it was found that significant number of library users were of the view that attitude of the library staff is good. It is a good thing that a majority of the library staff is serving the library users with a good and positive attitude.

Table 6: How do you find the quality of the services provided by the Bhai Kahn Singh Nabha Library?

Responses	No. of Respondents	Percentage
Very Good	19	19%
Good	70	70%
Average	11	11%
Poor	00	-
Total	100	100%

Source: Primary Data

In table 6 library users rated the quality of services being provided by the library. Majority of the respondents (71%) found that quality of services provided by the BKSNL was good. 19% respondents said that the services provided by the library were very good. However, 11%

respondents said that quality of services was average.

Overall, it implies that a majority of respondents found the services of library good. It is notable that none of the respondents found it poor.

Table 7: Are you satisfied with library collection of Bhai Kahn Singh Nabha Library?

Responses	No. of Respondents	Percentage
Satisfied	56	56%
Not Satisfied	20	20%
Can't Say	24	24%
Total	100	100%

Source: Primary Data

Table 7 shows satisfaction of the library users with the library collection of Bhai Kahn Singh Nabha Library (BKNSL). In this respect, 56% respondents said that they were satisfied with the library collection. 20% respondents were not satisfied with the library collection. 24% respondents could not say anything regarding this matter.

It shows that nearly half of the respondents were satisfied with the library collection of BKSNL, so it means that there is still room for improvement of the library collection. Usefulness of the library depends on capacity of library to cater varied needs of different library users, it can be maximised with huge and up-to-date library collection.

Table 8: Do you think that Bhai Kahn Singh Nabha Library has adequate collection of books related with your subject?

Responses	No. of Respondents	Percentage
Yes	45	45%
No	33	33%
Can't Say	22	22%
Total	100	100%

Source: Primary Data

Table 8 represents the views of the library users regarding the collection of books related with their subjects. 45% respondents were of the view that BKSNL has adequate collection of books related with their subject. 33% respondents were of the contrary view. 22% respondents could not say anything about it.

It was found that less than half of the respondents were satisfied with collection of books related with their subject, so this matter must be must looked into seriously. Informal interaction with library users revealed that mostly library users face shortage of reading material in regional language that is Punjabi.

Table 9: What do you think about condition of reading material in BKSNL?

Responses	No. of Respondents	Percentage
Very Good	16	16%
Good	58	58%
Average	28	28%
Poor	03	3%
Total	100	100%

Source: Primary Data

In the above table 9, 16% respondents rated condition of the reading material in BKSNL as very good, 58% respondents said that condition was good. 28% respondents were of the view that condition of the reading material was average. Only 3% respondents said that the condition of the reading material was poor.

As per data, only 16% respondents found that condition of reading material is very good. So efforts should be made to keep the condition of the reading material intact. Field visits and

interactions with library users revealed several reasons for the deterioration of materials, including mishandling by students, delays in repairing damaged books by the binding section, and infestations by rats and worms. To improve the condition of the reading material, the library should address these issues by implementing stricter handling policies, ensuring timely repairs, and taking measures to protect against pests. Maintaining the condition of reading materials is essential for ensuring a positive and resourceful library experience for all users.

Table 10: Have you ever used the online journals subscribed by BKSNL?

Responses	No. of Respondents	Percentage
Yes	18	18%
No	82	82%
Total	100	100%

Source: Primary Data

Table 10 shows the number of users of the online journals subscribed by the BKSNL. Majority of the respondents (82%) have never used the online journals subscribed by the library. Only 18% respondents have used the online journals subscribed the library.

During field visit, it was observed that mostly students from science and engineering stream were using the online journals. There is very little awareness in humanities and commerce students in regards of access to the journals subscribed by

the library. This suggests a lack of promotion or outreach about the availability and benefits of these resources to a broader range of students.

To address this gap, the library should increase efforts to raise awareness of its online journal subscriptions, especially among students in underrepresented fields. This could include targeted workshops, orientation sessions, and promotional materials that highlight the relevance and value of these journals for all academic disciplines.

Table 10.1: If yes, are you satisfied with the online journals subscribed by the BKSNL?

Responses	No. of Respondents	Percentage
Yes	15	83.33%
No	03	16.67%
Total	18	100%

Source: Primary Data

In continuation of the table 10, the above table 10.1 shows that out of 18 respondents who have used the online journals subscribed by the BKSNL, 15 (83.33%) respondents were satisfied with online journals subscribed by the library. 3 (16.67%) respondents said they were not satisfied with the online journals subscribed by the library. A positive trend in numbers indicate that library has impressive online journal collection. It is even evident from the list of journals subscribed by the library. But, sadly it could only be affirmed by a small fraction of library users.

It must be mentioned that same kind of situation was revealed in another study on same library where it was said that no doubt, that the university is paying a huge amount for the subscription of e-

resources, but it is the duty of library staff to make the students aware of e-resources. Further, some of the students were not fully satisfied with the existing e-resources as e-journals related to their subject were not fully accessible or not subscribed to the university.¹¹

¹¹Singh, Kuldeep. (2019). Awareness And Use of E-Resources Among The Users of Library of Punjabi University Patiala: A Case Study. *Journal of Indian Library Association*, vol. 55 (4), october–december, 2019. Retrieved from <https://www.ilaindia.net/jila/index.php/jila/article/view/315> accessed on 27 July 2024 at 11:32 a.m.

Table 11: Do you know how to use web OPAC (Online Public Access Catalogue) system?

Responses	No. of Respondents	Percentage
Yes	34	34%
No	48	48%
Never Used	18	18%
Total	100	100%

Source: Primary Data

Table 11 illustrates that 34% respondents knew how to use web OPAC system. 48% respondents did not know about how to use web OPAC system. 18% respondents simply said that they have never used the web OPAC system.

OPAC is one of the significant modern library services available in the BKSNL, but sadly, only 34% users knew how to use it. One of the major

reason for this may be less attendance of library users in the orientation provided by the library. It is also possible that library users are ignorant towards using catalogue system as they can take help from library restorers. However, emphasis should be given on teaching them use of catalogue system during orientation being provided to them.

Table 12: Have you ever used the computer lab of the Bhai Kahn Singh Nabha Library?

Responses	No. of Respondents	Percentage
Yes	17	17%
No	83	83%
Total	100	100%

Source: Primary Data

According to the table 12, a majority of the respondents (83%) have never used the computer lab of the Bhai Kahn Singh Nabha Library (BKSNL). Only 17% respondents have used the facility of the computer lab of the BKSNL.

The low usage rate of the computer lab may be attributed to the availability of Wi-Fi access, allowing students to use their personal laptops and smartphones instead. This suggests that the convenience of personal devices and the availability of internet access has impact on usage of computer lab.

Table 12.1: If yes, how do you find the facilities of the computer lab of the BKSNL?

Responses	No. of Respondents	Percentage
Very Good	02	11.76%
Good	15	88.24%
Average	00	-
Poor	00	-
Total	17	100%

Source: Primary Data

In respect of the responses given in table 12, in this table out of 17 respondents who have used the computer lab of the main library, 2 (11.76%) respondents said that computer lab facility is very good. 15 (88.24%) respondents rated computer lab facility as good. No respondent rated it as

average or poor. Positive response in numbers is pleasant. In fact, it was verified by the field visit that library has good number of computers in the lab, which can be accessed by paying nominal charges.

Table 13: In case you have any grievance, do you know whom to contact?

Responses	No. of Respondents	Percentage
Yes	54	54%
No	46	46%
Total	100	100%

Source: Primary Data

According to table 13, 54% respondents said that they know whom to contact in case of any grievance. On the other hand, 46% respondents did not know about whom to contact in case of

any grievance. It means that maximum number of respondents knew what to do in case of any grievance. It is a good thing that more than half of the library users were aware about grievance redressal.

Table 13.1: Did you ever had any grievance regarding library facilities or staff behaviour?

Responses	No. of Respondents	Percentage
Yes	24	24%
No	76	76%
Total	100	100%

Source: Primary Data

According to table 13.1, a majority of respondents (76%) said that they never had any grievance regarding library facilities or the staff behaviour. 24% respondents said that they had grievance

related with library facilities or staff behaviour. It is good that maximum number of respondents never had any grievance regarding library facilities and staff behaviour of BKSNL.

Table 13.2: If yes, then what type of grievance you had?

Responses	No. of Respondents	Percentage
Abusive staff behaviour	04	16.67%
Delay in services	10	41.66%
Staff not found on seat	04	16.67%
Problem related with infrastructure	06	25%
Total	24	100%

Source: Primary Data

In continuation of table 13.1, table 13.2 illustrates that out of 24 respondents who said that they had grievance related with library facilities or staff behaviour, 10 (41.66%) respondents complained about delay in services. 6 (25%) respondents complained about problems related with infrastructure. 4 (16.67%) respondents complained about abusive staff behaviour and staff not available on their seat each.

It shows that most significant problem faced by the respondents was delay in the services being provided by the library. These delays may be because of several uncertain reasons, but the most prominent reason figured out by talking to the library staff was increased workload and shortage of staff in BKSNL.

Table 13.3: Was your grievance resolved in time bound manner when you contacted the authorities?

Responses	No. of Respondents	Percentage
Yes	14	58.33%
No	10	41.67%
Total	24	100%

Source: Primary Data

Table 13.3 illustrates that out of 24 respondents who had grievance with library facility or staff behaviour, 14 (58.33%) respondents said that their grievance got resolved in time bound manner when they contacted the authorities. However, 10

(41.67%) respondents said that their grievance did not get timely resolved by the authorities. It means that authorities should take more robust actions to resolve grievances in time bound manner.

Table 14: Have you ever encountered any problem with the automation facilities like RFID (Radio Frequency Identification) and automated book return counter?

Responses	No. of Respondents	Percentage
Sometimes	09	9%
Rarely	28	28%
It always works fine	24	24%
I don't know	39	39%
Total	100	100%

Source: Primary Data

Table 14 shows that frequency of problems related with automation facilities like RFID (Radio Frequency Identification) and automated book return counter. First, 39% respondents were not aware about these facilities. 24% respondents said that these facilities always work fine. However, 9% respondents said that they sometimes encountered problem with these facilities. Further, 28% respondents said that they

rarely faced any problem related with these facilities. During library visit, it was found that RFID system was also supported by the manual check by the library staff. It helps in cross check of the reading material as well as continuous monitoring of the RFID system. Again, 39% of total respondents being unaware about these facilities can be result of less participation in orientation program.

Table 15: What do you feel is the major shortcoming of Bhai Kahn Singh Nabha Library?

Responses	No. of Respondents	Percentage
Less reading material	16	16%
Sitting space problem	40	40%
Low internet speed	14	14%
Discipline problem	20	20%
If any other	10	10%
Total	100	100%

Source: Primary Data

In Table 15, major shortcomings of Bhai Kahn Singh Nabha Library (BKSNL) felt by library users are shown. According to this table, 40% respondents were of the view that there is problem of sitting space. 16% respondents felt that there is shortage of reading material. Respectively, 14% and 20% respondents complained about low internet speed and discipline issues. Besides, 10% respondents were such who had other issues other than the above-mentioned shortcomings such as malfunctioning Air-Conditioners, inadequate drinking water facilities, insufficient number of charging points etc.

The predominant concern is the insufficient sitting space, which appears to be the most pressing problem for library users. This issue should be addressed as a priority by the library administration. Addressing seating problems could significantly enhance user satisfaction and improve the overall library experience. Additionally, attention is required in other concerns such as discipline, internet speed, and maintenance issues to ensure a more comprehensive improvement in library services.

Suggestions:

The suggestions for ensuring a positive library experience for all users based on consideration of the findings of primary data collected from library users along with observations of researcher during field visits of Bhai Kahn Singh Nabha Library (BKSNL) are given below:

1. Though the library building is big enough, but need for more sitting arrangement is felt by the library readers due to huge strength of the library readers. So, present floor area should be properly utilised. Further, it is suggested that there should be a separate floor for reading purposes only because the present floor is also being used for keeping the reference reading material. If possible, a new wing should be constructed.
2. The research highlighted that library is facing a shortage of funds, which is a severe hindrance in the development of the library. As library is a growing organism, it needs the continuous flow of the funds as per the needs of the library. University administration should give funds to the library on priority basis as library caters to the educational and research purposes of the university.
3. This research work highlighted that library users were ignorant towards attending orientation provided by the library. It results in lack of awareness among library users regarding library rules and facilities. Attendance of orientation program for all library users should be encouraged, so that they can learn about library rules and regulations, library guide map, library facilities such as use of OPAC (Open Public Access Catalogue), manual catalogue, use of Computer lab etc.
4. Library collection should be increased by adding latest books in form of hard cover and e-books available on different subjects. There

is a shortage of reading material in Punjabi language for some subjects, so reading material in Punjabi language should be increased. Adequate increment should be made in library budget to increase the library collection.

5. Library has facility of OPAC (Online Public Access Catalogue) system for the convenience of the library users in finding reading material. But, the condition of hardware of OPAC system is poor and obsolete. Library users face difficulties due to slow processing speed and frequent breakdown of the operating system. There is dire need of updating the hardware used for OPAC facility.
6. Problems with RFID (Radio Frequency Identification) and book return counter surface sometimes due to poor maintenance of these facilities. These should be properly checked and should be kept robust.
7. There is facility of computer lab in the library. This facility can be used by paying nominal charges only. Unfortunately, most of the students are not aware about it. It should be promoted so that more and more number of students can take advantage of this facility. Further, the library should consider assessing whether the computer lab's resources align with current user needs. For instance, if the lab offers specialized software or tools not available on personal devices, promoting these unique offerings could increase usage.
8. Library should prepare a digital booklet of the subject-wise book collection available in the library. This booklet should be provided to the concerned academic departments. It will help students to know about which books related with their subject are there in the library.
9. University library functions as a service agency. It should take the feedback of the library users. It is suggested that feedback of the library users should be taken seriously and

action taken in this regard should be duly informed to the concerned library users.

10. The attendance of the library users should be digitalised with the biometric technology. It will keep reduce the long queues of the library users on the entry gate. It will also restrict the entry of outsiders, who are not members of the library.
11. Research shows that significant number of library users have no idea about whom to contact in the library in case of any grievance. A separate section namely Grievance Redressal Cell should be established in the library to which library users can inform about their grievances. It will help in resolution of the grievances of the library users in a systematic and time bound manner. Further, the library should consider increasing awareness and visibility of the grievance procedures to ensure that all users know how to raise their concerns effectively. This can involve clearer signage, more frequent communication about the grievance process, and easily accessible information through both physical and digital means. Ensuring that all users are informed about grievance redressal mechanism can enhance overall satisfaction and address issues more efficiently.

Conclusion

This empirical study on library users of Bhai Kahn Singh Nabha Library of Punjabi University, Patiala focused on various significant aspects related with the utilisation of library services by the library users. As earlier mentioned, **Bhai Kahn Singh Nabha Library** is housed in a four storeyed modern, air-conditioned and Wi-Fi enabled building. It is an exemplary university library in the Malwa region of Punjab. It was the first of the university libraries in the region to introduce modern library facilities. As library is a growing organism, it needs the continuous flow of the funds as per the needs of the library. Bhai Kahn Singh Nabha Library has potential to achieve higher standards in library services and digitalisation of library facilities. Findings show

that though overall library users comprising of university students were satisfied with the library services and facilities, yet library being a knowledge hub for academic community and catering to the dynamic library users' needs in the present digital era must strive for continuous improvement.

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