

## SFGC Postgraduate Students Opinion on Library Staff Behavior

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### Abstract:

The current study at Seshadripuram First Grade College focuses on postgraduate students' perceptions of library staff behaviour. Data collected from the students through a questionnaire was used for this purpose. Overall, 78 respondents gave their opinions in the survey and more than 50 per cent of students said that they were extremely happy with the services provided by the library and the professionals' behaviour. It demonstrates that one of the major elements in boosting library traffic is behaviour.

**Key Words:** SFGC, Staff Behavior, Effective Communication, Guidance and Help

### Introduction:

Libraries play a very important role education system. Students gain maximum information in the library because there is a saying “when you are in doubt go to library”. Libraries help to store, organize and dissemination of the information and also help to transfer the knowledge from one generation to next generation. Library professionals and other supportive staff should encourage the users to get the maximum benefit from the library. The aim of this article was to study the library staff's behaviour with users.

### About SFGC Library:

Seshadripuram First Grade College (SFGC) library and information centre is a space for knowledge enhancement that is created to fulfill teachers' and students academic demands. It offers its academic community a wide range of resources. A variety of academic resources are available at the library, including books, magazines, journals, and encyclopedias. The library offers roomy seating options and a peaceful atmosphere for study. A knowledgeable and dedicated library staff is always available to serve the college academic community.

### Methodology:

Study was conducted by using survey method. The primary data gathered through questionnaire. Out of 100 students, 78 respondents were responded for the study. SPSS was used to analyze the data.

**Purpose of the Study:**

1. To assess patrons' satisfaction with library staff behaviour at Seshadripuram First Grade College.
2. To assess patrons' satisfaction with the Seshadripuram First Grade College library's resources.

**Reviews:**

**Abu, Samson Okpanachiin, et.al (2022)** The study examined the impact of staff behavior on students' positive or negative library use at the two institutions in Niger State. The findings of this study support the notion that library staff behavior affects patrons' decisions on whether to use the library's information services or look for other information sources. It is important to emphasize that staff behavior affects students' library usage since the study found that librarians and helpful staff behavior affect students' library use. The study suggested that as library customers frequently interact with supporting library employees when providing services, training should be provided on the appropriate behavior needed in the library setting. Additionally, it is imperative that staff members alter their behavior for the better in order to promote the library favorably among others, including library users.

**Hassanzadesh, et.al (2010)** performed a two-stage study on the evaluation of the central library of management and planning organizations. The study discovered no significant differences in organizational and no organizational consumers' perceptions of service quality. There was a link between the pace at which the library upheld national ideals and patrons' expectations of excellence in this case.

**Nawarathne (2015)** focused her study on service quality and patron satisfaction in Sri Lanka university libraries in the academic library service from the perspective of library uses. The study's main objective was to assess how satisfied university libraries' patrons were with formal higher education. The user satisfaction score was an accurate predictor of approval vs disapproval for both library patrons and university librarians, the cutting edge technology provides challenges.

**Peter Omondi Otieno, et.al (2015)** According to the study library patrons rely heavily on library staff members for both service delivery and the calibre of their information services. The service is also impacted by the attitude of the library workers.

**Table 1: Genderwise classification of respondents**

Gender	Frequency	Per cent (%)
Male	30	38.5
Female	48	61.5
Total	78	100

Table 1 denotes the gender wise classification of respondents. About 61.5 per cent respondents belonged to female category followed by male respondents 38.5 per cent.

**Table 2: Age wise classification of respondents**

Age	Frequency	Per cent (%)
21-22	34	43.6
22-23	44	56.4
Total	78	100

Table 2 shows age wise classification of respondents. More than half of the respondents belonged to the age group 22- 23years (56.4%). Remaining respondents belonged to the age group 21-22years (43.6%).

**Table 3: Classification of respondents based on their year of study**

Year of study	Frequency	Per cent (%)
First year	30	38.5
Second year	48	61.5
Total	78	100

Table 3 denotes the classification of respondents based on their year of study. Higher number of respondents were second year students (61.5%). About 38.5 per cent respondents were first year students.

**Table 4: Classification of respondents based on time spent in library per day**

Time duration (in hrs)	Frequency	Per cent (%)
1	22	28.2
2	17	21.8
3	24	30.8
4	15	19.2
Total	78	100

Table 4 denotes the classification of respondents based on time spent in library per day. About 24(30.8%) per cent respondents spent 3 hours per day in library. About 22(28.2%) respondents spent 1 hour in the library. About 17(21.8%) respondents spent 2 hours in library followed by 4 hours 15(19.2%) in library.

**Table 5: Opinion on library staff behaviour**

Body language	Extremely good	Partially good	Not satisfied	Total
	43	28	7	78
	55.1	35.9	9	100
<b>Effective Communication</b>	43	21	14	78
	55.1	26.9	17.9	100
<b>Timely Guidance and Help</b>	37	28	13	78
	47.4	35.9	16.7	100

Table 5 denotes the opinion of respondents about library staff behavior. More than half of the respondents felt that body language is extremely good (55.1%). About one third of the respondents felt that its partially good (35.9%). Only few respondents felt that not satisfied (9%). With respect to communication, more than half the respondents felt its extremely good (55.1%) followed by partially good (26.9%) and not satisfied (17.9%). With respect to timely guidance and help, nearly half of the respondents felt that its extremely good (47.4%). More than one third of the respondents felt that its partially good (35.9%). Remaining felt that not satisfied (16.7%).

### Outcome of the study:

The study reveals that the overall behavior of the library staff of Seshadripuram first Grade College is quite good. 43 (55.1%) of the respondents agreed the body language and the communication with users of the library staff is extremely good. 37(47.4%) of the respondent are extremely happy with timely support and

help which they taken from library professionals. About 39(50%) of the respondents spend one or two hours daily in library that shows the quality of the library and particular library professionals' dedication towards the job. Because of user friendly environment they created in the library almost all users are happy with behaviour of library staff.

### **Conclusion:**

Present study mainly focused on Seshadripuram First Grade College library staff behaviour towards users while they are in library. The study concludes with if library staff are user friendly then automatically the users spent more time in library and number of visiting users to library also increase like anything. Using limited resources to fulfill user needs is difficult task but if the library professions are user friendly and their behaviour is good while interacting with users they can make optimum utilization of the same limited resources.

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