



Assessing Government Polytechnic College Libraries in Darjeeling and Kalimpong Hills: a user satisfaction survey

Pramanna Gurung

Librarian, Mirik College, Darjeeling

Abstract

The present study was conducted in two government polytechnic college libraries presented in Darjeeling hill and one in Kalimpong hill of West Bengal and it aims to give the overall picture including their establishment, staff strength, types of users, organisation and automation, collection, services and resources etc. It also aimed to analyse the users' satisfaction with the resources, services and facilities provided by the library. The survey research method using structured questionnaires was adopted for the collection of data from the library and its users. The outcome of the study will give a clear picture of the present scenario of government polytechnic college libraries in Darjeeling and Kalimpong hills and helps the library staff to know about users' viewpoints and expectations towards the library which ultimately helps to improve the services and resources of the library and also helps library staff to adopt various measures to satisfy library users in near future.

Keywords: Academic libraries, Darjeeling and Kalimpong hills, Government polytechnic College libraries, Library services and resources, Technical and vocational education, User needs, User satisfaction survey

1. Introduction

Polytechnic college is an institution of higher education offering technical and vocational education. The libraries of polytechnic colleges come under the academic library whose main objective is users' satisfaction by fulfilling their various needs. Users are the strongest pillars upon which library services rest and the success of any library depends upon the satisfaction of its users. Success hinges on efficient library management encompassing services, resources, facilities, staff, and collections (Biswas, Nausheen, & Chakrabarti, 2011), all essential for optimising user satisfaction. The polytechnic college libraries of Darjeeling and Kalimpong hills are collectively an

important sector in the technical and vocational learning programme where users require effective library service in the modern information environment.

2. Review of related literature

Amidst the panoramic beauty of the Darjeeling and Kalimpong hills lies a critical component of academic advancement: the government polytechnic college libraries. These repositories of knowledge serve as the backbone of learning, yet their effectiveness in meeting user needs remains a subject of inquiry and evaluation. Biswas (2022) mentioned that the academic library is envisioned as a partner of the academic community for promoting open access,



managing content, developing new library collaborations, and supporting research. However, the role of public libraries in Darjeeling and Kalimpong cannot be overlooked. In 2023 Chakraborty, Tamang and Biswas found that the majority of library patrons of the Mirik subdivision use the resources of public libraries under Mirik subdivision to further their education. Biswas, Rai and Chakraborty (2023) also identified that users mainly visit the public libraries under block II of Kalimpong district for studying books and more than 50% of users are satisfied with the library resources and services. On the other hand, Jeeva, Balasubramani and Pratheepan (2019) investigated user satisfaction with library resources and services in polytechnic college libraries in the Coimbatore district. The result of the study revealed that library users were satisfied with most of the facilities provided by the library and also showed that user satisfaction was influenced by information resources, physical facilities and services of the library. Mani and Thirumangal (2017) highlighted the different programmes and activities conducted by the AKY Polytechnic College library to benefit the users. The result showed that 73.8% of respondents were satisfied with the overall facilities and services of the library. Mulla (2011) interpreted the user's opinion on resources, facilities and services provided by HKBK College of Engineering library. The study found that the majority 107, 82.31% of respondents visit the library to borrow textbooks and 41.54% prepare for competitive examinations. Biradar and Kumar (2000) in their study stated that, 37.5% of students and 46.88% of the teachers were satisfied with the lending service and 48.75% of students and 50% of the teachers respectively had a good opinion about the book bank facility of the DVS Polytechnic College library.

3. Statement of the problem

The preceding literature review scrutinises various articles that shed light on aspects pertaining to polytechnic college libraries and user satisfaction with their services and resources across different regions of India and abroad. However, none of these papers delve into the current state of polytechnic college libraries in the hilly areas of Darjeeling and Kalimpong in West Bengal. Therefore, this study holds significant importance as it embarks on a pioneering endeavour to evaluate the strengths and weaknesses of polytechnic college libraries in these regions. It aims to assess the services and resources offered by these libraries to meet the needs of their users and identify areas for improvement to enhance library services and user satisfaction levels.

4. Objectives

The main objectives of the study are:

- i. to know the present scenario of government polytechnic college library and their services, resources and standards in Darjeeling and Kalimpong hills
- ii. to know the frequency and purpose of visits to library by users
- iii. to analyse the users' needs and satisfaction towards library services and resources, collections, staff and physical facilities
- iv. to identify the users' obstacles while using library resources and services
- v. to suggest recommendations to prevailing problems and ways and means to the improvement of library resources and services.

5. Methodology

The study is based on primary data collected through polytechnic college library



survey and user survey of Darjeeling and Kalimpong hills during the academic year 2022-23. To collect the data a pre-structured questionnaire was personally supplied among the Library In-charge/Librarian and 120 users of all three polytechnic college libraries. From there 95 filled questionnaires from library users and 3 from Library In-charge/Librarian were received back. The collected data have been tabulated, analysed and interpreted accordingly.

6. Scope and coverage

The present study covers the two

government polytechnic college libraries present in Darjeeling hill and one polytechnic college library in Kalimpong hill of West Bengal and confined to the students and faculty from Civil Engineering, Science and Humanities, Mechanical Engineering, Electronic and Telecommunication, Computer Science and Technology and Electrical Engineering departments.

7. Data analysis and findings

The collected data has been analysed and reported in the following tables. Some of the findings of the study are discussed below.

Table 1: General information about library

Some general information about the three surveyed polytechnic libraries is given below:

Name of Library (Date of Survey)	Establishment Year	Address	Working Hour	Govt. /Govt. Sponsored	Contact No. /Email ID/ Website
Darjeeling Polytechnic (21.06.2023)	1964	M.V. Road, P.O. Kurseong, Dist. Darjeeling	6hr. 30 minutes	Government	03542344434 daspoly2000@yahoo.co.in
Kalimpong Govt. Polytechnic (18/04/2023)	2019	Upper Cart Road, Gouripur, Ward No. 21, Kalimpong 734301.	8 hr.	Government	9832529051 Kalimpongpoly2018 @gmail.com
Mirik Govt. Polytechnic (24/02/2023)	2021	Nije goan, Mirik, Darjeeling – 734214.	7 hr.	Government	mirikgovtpoly@gmail.com

The above table shows that all three libraries are run by Government and working hours of these libraries vary from 6 hours to 8 hours. It was found that only Darjeeling Polytechnic library has a substantive librarian.

Physical facilities

It is found that all three polytechnic libraries do not have separate buildings and are operating in a single room without a separate reading room and with out a hall for organising programme, meetings, etc. All of

them have electricity facilities but only Kalimpong Polytechnic College library has drinking water facility and a separate toilet.

Staff position

The polytechnic libraries of Darjeeling, Kalimpong and Mirik are serving with a shortage of library staff. Only Darjeeling Polytechnic library has permanent librarian with 23 years of experience and other two polytechnic colleges have no substantive librarian or permanent library staff.

**Table 3: Membership statement of the library**

Name of Polytechnic College Library	No. of Registered Users till date	No. of Users who Visited Library regularly
Darjeeling Govt. Polytechnic	80	20-150
Kalimpong Govt. Polytechnic	60 above	20 above
Mirik Govt. Polytechnic	49	20

Table 3 shows that Darjeeling Polytechnic has the highest number of registered users (80) and regular users who visit the library (20-150) followed by Kalimpong and Mirik.

Table 4 : Details of library collection

Name of Polytechnic College Library	Books	Journals	E-Journals	Reference materials	Newspaper and Magazines	Thesis and Dissertation	Manuscript	Govt. Publications	Others (Specify)
Darjeeling Govt. Polytechnic	10415	27	9	-	4	-	-	-	-
Kalimpong Govt. Polytechnic	1500	15	12	-	2	-	-	-	-
Mirik Govt. Polytechnic	1000	10	-	-	-	-	-	-	-

From the above table it has been discovered that most of the library collection comprises books and journals and Darjeeling Polytechnic has the highest collection followed by Kalimpong and Mirik Government Polytechnic.

Table 5 : Classification of the documents

Whether books are classified	Darjeeling Polytechnic Library	Kalimpong Polytechnic Library	Mirik Polytechnic Library
Yes	-	-	-
No	No	No	No

Table 5 shows that no polytechnic library uses any classification scheme to classify documents.

Table 6 : Catalogue code in the library

Catalogue Code Followed	Darjeeling Polytechnic Library	Kalimpong Polytechnic Library	Mirik Polytechnic Library
Yes	AACR 2	-	-
No	-	No	No



The above table shows that only Darjeeling Polytechnic library maintains and follows catalogue code AACR2 for cataloguing documents.

Table 7 : Arrangement of books on the shelves

Arrangement of the Books	Darjeeling Polytechnic Library	Kalimpong Polytechnic Library	Mirik Polytechnic Library
Subject	Yes	Yes	Yes
Author	-	Yes	-
Size	-	-	-
Call No.	-	-	-
Other	-	-	-

From the above table it is observed that all three polytechnic libraries arrange books on the shelves according to subject. Apart from the subject Kalimpong Polytechnic library arranges books according to author also.

Table 8 : Various services and resources provided by the library

Services and Resources provided by the Library	Darjeeling Polytechnic Library	Kalimpong Polytechnic Library	Mirik Polytechnic Library
Circulation	Yes	Yes	Yes
OPAC	No	No	No
Literature search and reference queries	No	No	No
Bibliography	No	No	No
CAS	No	No	No
SDI	No	No	No
Reprography	No	Yes	No
Internet/Wi-Fi connection	Yes	Yes	No
Computer	Yes	Yes	No
Library Orientation	Yes	No	No
Others	No	No	No

Table 8 shows that all three polytechnic libraries provide circulation i.e. lending and borrowing service to their users. OPAC, literature search and reference query, bibliography, CAS, SDI services are not provided by any one of them. Only Kalimpong Polytechnic library provides

reprography service. Internet/Wi-Fi connection and computer facilities are provided by Darjeeling and Kalimpong Polytechnic library. Orientation programmes are organised by only Darjeeling Polytechnic library for the users.

**Table 9 : Automation in the library**

Automation status of the Library	Darjeeling Polytechnic Library	Kalimpong Polytechnic Library	Mirik Polytechnic Library
Fully Automated	-	-	-
Partially Automated	-	-	-
Under Process of automation	Yes	-	Yes
Not automated	-	Yes	-
Software used	E-granthalaya	-	-
Digitised any Documents	-	Journal	-

From the above table it is found that Darjeeling and Mirik Polytechnic library are under the process of automation and only Darjeeling Polytechnic library is using the

software E-granthalaya. Kalimpong Polytechnic library has no instance of library automation but the library is digitising the journal.

Table 10 : Barriers to automation

Barriers to Automation	Darjeeling Polytechnic Library	Kalimpong Polytechnic Library	Mirik Polytechnic Library
ICT trained Staff	Yes	Yes	Yes
Power	Yes	No	No
Space	No	No	No
Cooperation of Authority	Yes	No	No
Finance	Yes	No	No
Others	-	-	-

From the above table it is found that the main barrier to automation is trained library staff in all three polytechnic colleges. In Darjeeling Polytechnic library power, cooperation of authority and finance also act as barriers to automation. However, in two other polytechnic libraries, there are no such barriers to automation.

Now moving on to the users' response towards the purpose of visiting library and the level of satisfaction towards library services and resources, collection, physical facilities and the problems faced by three polytechnic libraries following findings have been come out.

Table 11: Users' response to the purpose of visiting library

Purpose of visiting	Darjeeling Polytechnic Library	Kalimpong Polytechnic Library	Mirik Polytechnic Library
To borrow and return books	20(50%)	24(77.4%)	14(58.3%)
To consult books	6(15%)	8(25.8%)	5(20.8%)
To consult journals	1(2.5%)	0(0%)	4(16.7%)
To consult previous year question paper	7(17.5%)	4(12.9%)	2(8.3%)
To browse internet resources	1(2.5%)	0(0%)	1(4.2%)
To read newspaper	11(27.5%)	0(0%)	0(0%)
To do assignment	22(55.5%)	0(0%)	2(8.3%)
To prepare for examination	14(35%)	8(25.8%)	7(29.2%)
Others	0(0%)	0(0%)	0(0%)



From table 11 it is found that the main purpose of visiting the library by the maximum number of users of Darjeeling Polytechnic 20(50%), Kalimpong Polytechnic 24 (77.4%) and Mirik Polytechnic 15 (58.3%) is to borrow and return the books.

Table 12 : Users' response to the services and resources provided by the library

Services and resources provided by the library	Darjeeling Polytechnic Library			Kalimpong Polytechnic Library			Mirik Polytechnic Library		
	S	LS	NS	S	LS	NS	S	LS	NS
Circulation	36 (90%)	3 (7.5%)	1 (2.5%)	10 (32.2%)	14 (45.2%)	7 (22.6%)	14 (58.4%)	5 (20.8%)	5 (20.8%)
Library catalogue and OPAC	17 (42.5%)	20 (50%)	3 (7.5%)	5 (16.1%)	12 (38.7%)	14 (45.2%)	7 (29.2%)	11 (45.8%)	6 (25%)
Literature search and reference queries	26 (65%)	13 (32.5%)	1 (2.5%)	7 (22.6%)	10 (32.2%)	14 (45.2%)	11 (45.8%)	7 (29.2%)	6 (25%)
Reprography	9 (22.5%)	9 (22.5%)	22 (55%)	0 (0%)	5 (16.1%)	26 (83.9%)	0 (0%)	7 (29.2%)	17 (70.8%)
Internet Access/ Wi-Fi Connection	2 (5%)	6 (15%)	32 (80%)	0 (0%)	7 (22.6%)	24 (77.4%)	4 (16.6%)	7 (29.2%)	13 (54.2%)
Library website	9 (22.5%)	20 (50%)	11 (27.5%)	0 (0%)	4 (12.9%)	27 (87.1%)	4 (16.6%)	6 (25%)	14 (58.4%)
Library timing	24 (60%)	12 (30%)	4 (10%)	3 (9.7%)	11 (35.5%)	17 (54.8%)	13 (54.2%)	8 (33.3%)	3 (12.5%)
Provision of Computer/PCs	16 (40%)	12 (30%)	12 (30%)	5 (16.1%)	4 (12.9%)	22 (71%)	9 (37.5%)	7 (29.2%)	8 (33.3%)
Arrangement of books on the shelves	30 (75%)	10 (25%)	0 (0%)	21 (67.7%)	7 (22.6%)	3 (9.7%)	15 (62.5%)	7 (29.2%)	2 (8.3%)
Library orientation	25 (62.5%)	13 (32.5%)	2 (5%)	5 (16.1%)	3 (9.7%)	11 (35.5%)	17 (54.8%)	16 (66.7%)	5 (20.8%)

(S= Satisfied, LS=Less Satisfied, NS=Not Satisfied)

From the above table it is found that maximum users of Darjeeling Polytechnic are satisfied with the circulation 36 (90%), literature search and reference queries 26 (65%), library timing 24 (60%), provision of computer 16 (40%), arrangement of books 30 (75%) and library orientation 25 (62.5%) but the users of the Kalimpong Polytechnic

library is only satisfied with arrangement of books on the shelves 21 (67.7%). Similarly, the majority of users of Mirik Polytechnic are satisfied with circulation 14 (58.4%), literature search and reference 11 (45.8%), provision of computers 9 (37.5%), arrangement of books on the shelves 15 (62.5%) and library orientation 17 (54.8%).

**Table 13 : Users' response to the collection of the library**

Library Collection	Darjeeling Polytechnic Library			Kalimpong Polytechnic Library			Mirik Polytechnic Library		
	S	LS	NS	S	LS	NS	S	LS	NS
Printed books	24 (60%)	12 (30%)	4 (10%)	13 (42%)	9 (29%)	9 (29%)	10 (41.7%)	11 (45.8%)	3 (12.5%)
Printed Journals	22 (55%)	14 (35%)	4 (10%)	6 (19.3%)	12 (38.7%)	13 (42%)	4 (16.7%)	9 (37.5%)	11 (45.8%)
Reference materials	21 (52.5%)	18 (45%)	1 (2.5%)	11 (35.5%)	11 (35.5%)	9 (29%)	10 (41.7%)	9 (37.5%)	5 (20.8%)
Syllabi and previous year question papers	19 (47.5%)	16 (40%)	5 (12.5%)	4 (13%)	4 (13%)	23 (74%)	5 (20.8%)	5 (20.8%)	14 (58.4%)
Newspaper and magazine	25 (62.5%)	14 (35%)	1 (2.5%)	1 (3.2%)	4 (13%)	26 (83.8%)	0 (0%)	7 (29.2%)	17 (70.8%)
Audio visual materials	3 (7.5%)	17 (42.5%)	20 (50)	0 (0%)	4 (12.9%)	27 (87.1%)	0 (0%)	5 (20.8%)	19 (79.2%)
E-books	3 (7.5%)	12 (30%)	15 (37.5%)	1 (3.2%)	14 (45.2%)	16 (51.6%)	2 (8.3%)	7 (29.2%)	15 (62.5%)
E-journals	3 (7.5%)	12 (30%)	15 (37.5%)	0 (0%)	12 (38.7%)	19 (61.3%)	0 (0%)	8 (33.3%)	16 (66.7%)

(S= Satisfied, LS=Less Satisfied, NS=Not Satisfied)

Table 13 represents the users' response towards the collection of the library and it is found that users of the Darjeeling Polytechnic library are satisfied with most of the collection of library except audio-visual materials 3 (7.5%), E-books 3 (7.5%), and e-

journals 3 (7.5%). On the other hand, users of the Kalimpong Polytechnic library are satisfied only with printed books 13 (42%) and reference materials 11 (35.5%). However, the users of the Mirik Polytechnic library are not satisfied with the collection of the library.

Table 14: Users' response to the physical facilities of the library

Physical Facilities of the Library	Darjeeling Polytechnic Library			Kalimpong Polytechnic Library			Mirik Polytechnic Library		
	S	LS	NS	S	LS	NS	S	LS	NS
Location	29 (72.5)	9 (22.5%)	2 (5%)	25 (80.6%)	5 (16.2%)	1 (3.2%)	17 (70.8%)	6 (25%)	1 (4.2%)
Layout	31 (77.5%)	7 (17.5%)	2 (5%)	25 (80.6%)	4 (12.9%)	2 (6.5%)	14 (58.3%)	10 (41.7%)	0 (0%)
Space	19 (47.5%)	13 (32.5%)	8 (20%)	27 (87.1%)	3 (9.7%)	1 (3.2%)	20 (83.3%)	4 (16.7%)	0 (0%)
Furniture	29 (72.5%)	10 (25%)	1 (2.5%)	27 (87.1)	3 (9.7%)	1 (3.2%)	14 (58.3%)	10 (41.7%)	0 (0%)
Lighting and ventilation	32 (80%)	7 (17.5%)	1 (2.5%)	29 (93.6%)	1 (3.2%)	1 (3.2%)	15 (62.5%)	8 (33.3%)	1 (4.2%)
Cleanliness and neatness	32 (80%)	8 (20%)	0 (0%)	22 (71%)	9 (29%)	0 (0%)	18 (75%)	5 (20.8%)	1 (4.2%)
Property Counter	23 (57.5%)	14 (35%)	3 (7.5%)	19 (61.3%)	7 (22.5%)	5 (16.2%)	7 (29.1%)	13 (54.2%)	4 (16.7%)

(S= Satisfied, LS=Less Satisfied, NS=Not Satisfied)



From the above table it is clear that the majority of the users of Darjeeling, Kalimpong and Mirik Polytechnic libraries except for property counter 7 (29.1%) in Mirik Polytechnic library are satisfied with the overall physical facilities of the library.

Table 15 : Users' response to the problems faced by them while using library resources

Problems	Darjeeling Polytechnic Library	Kalimpong Polytechnic Library	Mirik Polytechnic Library
Lack of friendly and efficient library staff	1 (2.5%)	3(9.7%)	3(12.5%)
Inadequate resources	5 (12.5%)	5(16.1%)	7(29.2%)
No internet and Wi-Fi facilities	33(82.5%)	23(74.2%)	11(45.8%)
Collection are inadequate	5(12.5%)	12(38.7%)	6(25%)
Poor organization of materials on the shelves	1(2.5%)	1(3.2%)	1(4.2%)
Insufficient number books	5(12.5%)	19(61.3%)	12(50%)
Insufficient number computers	8(20%)	7(22.6%)	5(20.8%)
Lack of space in reading room	13(32.5%)	2(6.4%)	0(0%)
Poor electronic/online services	8(20%)	12(38.7%)	5(20.8%)
Not aware of how to use library	0(0%)	1(3.2%)	1(4.2%)
Others	0(0%)	0(0%)	0(0%)

Table 15 shows that the majority of the users of Darjeeling 33(82.5%) and Kalimpong 23 (73.4%) polytechnic libraries express the lack of internet and Wi-Fi facilities in the library. On the other hand, users of the Mirik Polytechnic library faced problems due to an insufficient number of books 12 (50%) followed by a lack of internet and Wi-Fi facilities 11(45.8%) in the library.

8. Discussion

During the survey of these three polytechnic libraries, it was discerned that while the Darjeeling Polytechnic library is established, the libraries in Kalimpong and Mirik are still in their nascent stages of development. This is reflected in their limited services, resources, collections, and physical infrastructure due to their recent establishment. Across all three libraries, there is a noticeable dearth of proficient and adequately trained staff.

Furthermore, it became apparent that the primary requirements of the library users encompass new books aligned with the current syllabus, access to journals and e-journals, computers, reprography services, as

well as Wi-Fi and internet connectivity within the library premises. Although users express varying degrees of contentment with the available collection and physical amenities, there remains ample room for enhancement and refinement in the future development of these three polytechnic libraries.

9. Recommendations

Major recommendations which emerged out of the study areas follows:

- Libraries should implement new and innovative technologies to help the users to get their satisfaction. It is better to install Integrated Library Management Software for smooth functioning of the library.
- College management should provide efficient and trained staff to efficiently serve the user.
- Proper classification and catalogue code should be followed to organise their collection.
- Regular feedback from the library users should be taken to know their



needs regarding library resources and services.

- As they are the only three polytechnic libraries present in the hilly region, it is recommended to do resource sharing like inter-library loan service among themselves to provide the resources needed by the users that are not available in their library.

10. Conclusion

In conclusion, the assessment of polytechnic college libraries in Darjeeling and Kalimpong hills underscores their unique significance within the emerging educational landscape of the region. As these institutions continue to evolve, it is imperative that library design integrates the latest information technologies and prioritises user needs and satisfaction. The insights gleaned from this study are poised to catalyse improvements in library services and resources, offering a substantial benefit to users across these hilly regions. Moving forward, a concerted effort to enhance these libraries will undoubtedly contribute to the enrichment of academic experiences and facilitate the pursuit of knowledge within the polytechnic college community.

References

- Biradar, B. S. & Kumar, S. B. (2000). Evaluation of information services and facilities offered by DVS Polytechnic College library: a case study. *Library Herald*, 38(2), 112-121.
- Biswas, A. (2022). Transformation of academic libraries from service providers to academic partners. In S. Hazra, A. S. Kundu, A. Biswas, & B. B. Das (Eds.), *Changing Scenario of Academic Library during Post-Pandemic Times: Challenges and Opportunities* (pp. 36 -45). Kolkata: Ramakrishna Mission Residential College (Autonomous), Narendrapur, Kolkata. Retrieved from https://www.researchgate.net/publication/371109565_Transformation_of_Academic_Libraries_from_Service_Providers_to_Academic_Partners
- Biswas, A., Nausheen, S., & Chakrabarti, B. (2011). *An introduction to library management*. Kolkata: Progressive Publishers. p. 83 -343.
- Biswas, A., Rai, N., & Chakraborty, R. (2023). Public library system and services in Kalimpong district with special reference to block II. In T. Saha (Ed.), *Read, Learn, Grow: Lifelong Learning in Public Libraries* (pp. 36 -46). Kolkata: Urmi Publications. Retrieved from https://www.researchgate.net/publication/372439565_Public_Library_System_and_Services_in_Kalimpong_District_with_Special_Reference_to_Block_II
- Chakraborty, R., Tamang, Karchen Y., & Biswas, A. (2023). Reading habits of public library users of Mirik sub-division: a study. In T. Saha (Ed.), *Read, Learn, Grow: Lifelong Learning in Public Libraries* (pp. 145 -154). Kolkata: Urmi Publications. Retrieved from https://www.researchgate.net/publication/372439845_Reading_Habits_of_Public_Library_Users_of_Mirik_Sub-division_a_study
- Jeeva, A., Balasubramani, R., & Pratheepan, T. (2019). User's satisfaction with library resources and services in polytechnic college libraries in Coimbatore district. *Library Philosophy and Practice*. Retrieved from <https://digitalcommons.unl.edu/libphilprac/2580>
- Mani, M. & Thirumagal, A. (2017). User's satisfaction level of library sources and services in AKY Polytechnic college, Tirunelveli: a study. In K. Veeranjanyulu, G. Rathinasabapathy & R.K. Pateria (Eds.), *Redefining agricultural libraries in knowledge society* (pp. 193-203). Regency.
- Mulla, K. R. (2011). Evaluation of information services and facilities offered by HKBK College of Engineering college library: a study on user perspective. *Indian Journal of Library and Information Science*, 5(3), 255-265. Retrieved from <https://www.researchgate.net/publication/236969381>