

Effectiveness of Library and Information Services of K L Deemed to be University, Andhra Pradesh, India—A Study

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Abstract

In this paper, studied user opinion about effectiveness of library and information services of K L (Koneru Lakshmaiah Educational Foundation) University, Vijayawada, and Andhra Pradesh, India. In this study it was distributed 250 well-structured questionnaires among research scholars of the K L University and collected only 232 filled questionnaires. In this study it was found that the majority of research scholars expressed their opinion about effectiveness of library and information services very effective and effective, here a few persons expressed their opinion “ineffective and very ineffective”. Majority 42% of research scholars opinioned about effectiveness of interlibrary loan service respond ineffective and 34% of research scholars respond very Ineffective. Finally, majority of research scholars are satisfied on the resources and services of the university library.

Keywords: *Higher education, deemed universities, academic libraries, university libraries, library information sources and services*

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INTRODUCTION

The main aim of University library to support the university in area of learning, teaching and research. The library is regarded as the heart of any academic organization. University libraries all over world have their own place of importance in the scheme of higher learning. Libraries are not only repositories of knowledge but also dispensers of such knowledge, a first class library is essential in a university. (India, 1949) can be seen in respect of the indicatives taken by the Central Government considering the vital importance of higher education and role of libraries in the educational development, commitment to fulfill the demand of higher education, and the foundation of the UGC in 1953 by an Act of Parliament.

Radhakrishna Commission 1948 recognized the value and importance of well equipped and organized library system and its role in higher education. Rantganarhan committee appoint by the UGC in 1957 made some outstanding

recommendations, which included standards for library building, collection development, staff and services and furniture etc.

DESCRIPTION OF UNIVERSITY

The KL Deemed to be university officially Koneru Lakshmaiah educational foundation located in the Vaddeswaram Guntur District, Andhra Pradesh, India. The deemed to be university consist of eleven academic departments and six schools approximately 10000 students. The KL deemed to university offers seven Bachelors of Technology programmes and M. Tech programmes. It also offers full-time/part time Ph.D programs in Engineering, Commerce and Management and Science. The university has five laboratories built in collaboration with industrial organizations like IBM, Microsoft, CISCO, Oracle and Altair Engineering. It has four advanced research centers on robotic, embedded systems, bio-processing and microwave and antennas with a view to train the young to become highly qualified and innovative engineers.

Table 1 shows collection of KL University library, here university maintain good collection of books Journals and periodicals, the following collection 1,17,220 books, 30,697 titles, 3983 e-books, 215 Indian and 95 foreign print journals, 3690 journal back volumes, 7833 online journals and 7803 educational CD's.

The Table 2 shows that electronic resources of the library, the library provides IEE, ASCE, ASME, ASTM, Elsevier Science direct, EBSCO database, Springer database, DELNET database, Emerald insight database, SCOPUS, CMIE Powers, Oxford University Press, Mc Grawhill Access Engineering and NPTEL Online videos.

Table 1: Library Collection of KL Deemed to be university.

Sl. No	Items	Collection
1	Collection Textbooks	1,17,220
2	Number of titles	30,697
3	Number of back volumes	3690
4	Number of educational CD's	7803
5	Number of computers	68
6	Collection of Journals & Magazines	
7	Total Number of Indian Journals	215
8	Total Number of Foreign Journals	95
9	Total Number of general periodicals	17
10	Total Number of Daily News papers	5
11	Collection of online resources	
12	Electronic journals and magazines	7833
13	Total Number of conference Proceedings	4840
14	Total Number of E-books	3983

Table 2: Electronic resources available Institutional library

Sl. No	Electronic Resources
1	IEEE-Institution of Electrical and Electronics Engineers
2	ASCE-American Society of civil Engineer
3	ASME-American Society of Mechanical Engineer
4	ASTM-American Society for Testing and Materials
5	Elsevier Science direct
6	EBSCO
7	Springer
8	DELNET
9	Emerald
10	UGC Info Net
11	SCOPUS
12	CMIE Prowess
13	Oxford University Press
14	McGrawhill Access Engineering
15	NPTEL Videos

The above table shows that electronic resources of the library, the library provides IEE, ASCE, ASME, ASTM, Elsevier Science direct, EBSCO database, Springer database, DELNET database, Emerald insight database, SCOPUS, CMIE Powers, Oxford University Press, McGrawhill Access Engineering and NPTEL Online videos.

REVIEW OF LITERATURE

Adewole [1] studied the effectiveness of library services and resources in African university. They found that the library resources and services were adequate and readily available. Adesina [2] conducted a study on effectiveness and satisfaction of library service in Babcock University, the study found that most of the library users satisfied with library services. Perpustakaan [3] studied use of electronic journals at university of Mysore, the study found that majority of respondents respond their opinion about their opinion on electronic journals, an effective. Idoko [4] studied assessment of library resources; here findings of this study have a number of implications for education in general, school librarians, teachers and secondary school curriculum planners in particular. Benard [5] studied assessment of access and use of school library information resources, here in this study majority of the students frequently used library information sources only books and novels, moreover other resources, such as atlas and maps, dictionaries, novels, audio visual and poetry were not accessibility by students hence those sources were not satisfactory to meet their information needs. Archan [6] conducted study assessing university libraries in Uttar Pradesh with emphasis to infrastructure and information and communication technology applications, here the study exposes the libraries do not have proper infrastructure. Moorthy [7] discussed the origin of the DRDO consortium its services, budgetary provisions, services offered and efforts made by DESIDOC to enhance the use of e-resources across the organization. Gurdev [8] studied assessing the information needs of faculty members of university of Delhi, here they studied frequency of visit to the library, purpose of use of library and to access their information needs with regard to the different types of library information sources and services. Olayinka [9]

conducted study assessment of user's satisfaction with library services at Ekiti State University, here they found more need awareness to the library users about library services. Esther [10] conducted survey of library and information services to Physically-Challenged students in Academic Libraries I Ogun State, the physically challenged students were not adequately taken care of in the institutions of higher learning. Ravi Kumar [11] conducted a study on Use of Electronic Resources of North Eastern Hill University, the study found that majority of the research scholars were aware of e-resources and they use the resources to the maximum for research and assignment purpose. Ayyanar, [12] Conducted study on library Infrastructure and Information services in constituent college of Vinayak missions University, here the respondents arte high level priority of utilization of library services with respect to internet service, CD-ROM service, virtual document display service and reference service. Rubina [13] conducted a study library usage and satisfaction by social scientists at Bahauddin, here majority of the library users satisfied with their library resources and services. Ajay [14] have evaluated study of University web sites, this paper main aimed to study and analyze the various aspects of the credibility of Deemed universities of Maharashtra, 21 Deemed universities from all over the Maharashtra Considered for the study.

OBJECTIVES

Objectives of the study are discussed as under:

- To find out the frequency of visiting the library.
- To know research scholars visiting purpose of the library.
- T know what type of information sources and services provide by library.
- To know the type of information access by the research scholars.
- To know the attitudes of research scholars.
- To know research scholars opinion about effectiveness of library information resources and services.

METHODOLOGY

The present study is questionnaire based survey method confine to the research scholars of the K L (Koneru Lakshmaiah Educational Trust) University, Vijayawada, Andhra

Pradesh, India, out of 250 research scholars only 232 research scholars have return questionnaires are considered for the study at a ratio of Male and Female as 149 and 83 respectively, the collected data have been organized and tabulated by using statistical method and the responses shown in

percentage(%), Mean $\left(\bar{x}\right) = \frac{\sum_{i=1}^n f_i x_i}{N}$ and

Standard Deviation $(\sigma) = \sqrt{\frac{\sum_{i=1}^n f_i (x_i - \bar{x})^2}{N}}$.

Table 3 shows distributes of respondents by gender wise, here majority 149 (64.22) % of respondents are male research scholars and remaining 83 (35.77) % of respondents female research scholars.

Table 4 reveals that frequency of use of library, majority 74(31.89) % respondents visiting library weekly, 69(29.74) % of respondents visiting library daily, which are followed by 51(21.98) % respondents monthly, 38(16.37) % of respondents occasionally.

The Table 5 shows purpose of visiting to the library, here majority 45(19.39) % of respondents visiting library for using print journals reading purpose, 38 (16.37) % of respondents visiting library to use internet (E-mail, News Papers, Searching social medias), followed by 35(15.08) % to use of e-journals, 32 (13.79) % of respondents visiting for refer project reports/Ph.D thesis, 22 (9.48) % of respondents to refer books, 21 (9.05) % of respondents visiting library for borrow books,15 (6.46) % of respondents to use back volumes of print journals, 9 (3.87) % of respondents use of Magazines, 6 (2.58) % respondents use of E-books, finally only 2 (0.86) % of respondents visit library to request for inter library loan.

Table 6 reveals library and information resources used by research scholars, here majority 88 (32.75) % of respondents electronic resources, 76 (32.75) % of respondents reading print journals, 30 (12.93) % of respondents for all library information resources which are followed by 23 (9.91) % of respondents use of text books, 15 (6.46 %) of respondents reference sources.

Table 3: Distributes of respondents by Gender

Items	Respondents	Percentage	$Mean (\bar{x}) = \frac{\sum_{i=1}^n f_i x_i}{N}$	$S D(\sigma) = \sqrt{\frac{\sum_{i=1}^n f_i (x_i - \bar{x})^2}{N}}$
Male	149	64.22	1.35	0.4767
Female	83	35.77		
Total	232	100		

Table 4: Frequency of use of library

Frequency	No. of Respondents	Percentage	$Mean (\bar{x}) = \frac{\sum_{i=1}^n f_i x_i}{N}$	$S D(\sigma) = \sqrt{\frac{\sum_{i=1}^n f_i (x_i - \bar{x})^2}{N}}$
Daily	69	29.74	2.25	1.0523
Weekly	74	31.89		
Monthly	51	21.98		
Occasionally	38	16.37		
Total	232	100		

Table 5: Purpose of Visit to the Library

Purpose of Visit	No. of Respondents	Percentage	$Mean (\bar{x}) = \frac{\sum_{i=1}^n f_i x_i}{N}$	$S D(\sigma) = \sqrt{\frac{\sum_{i=1}^n f_i (x_i - \bar{x})^2}{N}}$
To use E-Journals	35	15.08	2.69	1.9182
To use internet facility	38	16.37		
To refer books	22	9.48		
To Borrow books	21	9.05		
To read newspapers	7	3.01		
To use print journals	45	19.39		
To refer project report/PhD thesis	32	13.79		
To use back volumes of journals	15	6.46		
To use Magazines	9	3.87		
To use E-books	6	2.58		
To request for inter library loan	2	0.86		
Total	232	100		

Table 6: Library Information Resources used by Research scholars

Items	No of Respondents	Percentage	$Mean (\bar{x}) = \frac{\sum_{i=1}^n f_i x_i}{N}$	$S D(\sigma) = \sqrt{\frac{\sum_{i=1}^n f_i (x_i - \bar{x})^2}{N}}$
textbooks books	23	9.91	3.37	1.1000
Reference resources	15	6.46		
Print Journals	76	32.75		
Electronic resources	88	37.93		
For all library resources	30	12.93		
Total	232	100		

Table 7: Library Information Services used by Research Scholars

Items	No of Respondents	Percentage	$Mean (\bar{x}) = \frac{\sum_{i=1}^n f_i x_i}{N}$	$S D(\sigma) = \sqrt{\frac{\sum_{i=1}^n f_i (x_i - \bar{x})^2}{N}}$
Lending service	21	9.05	2.05	1.4028
Reference services	32	13.79		
Journals and periodicals	57	24.56		
Digital Library service	76	32.75		
Reprographic service	20	8.62		
Newspapers & magazines	17	7.32		
OPAC	7	3.01		
Inter library loan	2	0.86		
Total	232	100		

Above table shows library and information services used by research scholars, majority 76 (32.75) % of respondents digital library service, 57 (24.56) % respondents journals and periodical service, which are followed by 21 (9.05) % respondents books lending service, 32 (13.79) % of respondents reference service, 17 (7.32) % of respondents newspapers and magazines, 20 (8.62) % of respondents reprographic service, 7 (3.01) % of respondents OPAC service, the users search which type of books available in library through OPAC, here no one respondent for inter library loan service, here only 2 (0.86) % responds for Inter library loan.

Table 8 shows effectiveness of Digital Library services, here majority 112 (48.27) % of respondents opinioned very effective, followed by 94 (40.51) % research scholars indicated

Effective, 15 (6.46) % respondents opinioned Ineffective and 11 (4.74) % respondents found very Ineffective.

The Table 9 shows Effectiveness of textbooks lending service, here majority 130 (56.03) % of research scholars expressed their opinion about on textbooks lending service very effective, 87 (37.5) % of respondents quoted their opinion effective, followed by 15 (6.46) % respondents Ineffective and no respondents opinioned about Very ineffective.

Table 10 shows effectiveness of reference services, here majority 124 (53.44)% of research scholars expressed their opinion about references services very effective, 93 (40.08)% of respondents opinioned effective, followed by 13 (5.60)% respondents are Ineffective and 2 (0.85)% respondents are very Ineffective.

Table 8: Effectiveness of Digital Library services (Electronic journals, books, Video cd's and e-mail)

Users Opinion	Respondents	Percentage	$Mean (\bar{x}) = \frac{\sum_{i=1}^n f_i x_i}{N}$	$S D(\sigma) = \sqrt{\frac{\sum_{i=1}^n f_i (x_i - \bar{x})^2}{N}}$
Very effective	112	48.27	1.48	0.8190
Effective	94	40.51		
Ineffective	15	6.46		
Very ineffective	11	4.74		
Total	232	100		

Table 9: Effectiveness of Textbooks lending service

Users Opinion	Respondents	Percentage	$Mean (\bar{x}) = \frac{\sum_{i=1}^n f_i x_i}{N}$	$S D(\sigma) = \sqrt{\frac{\sum_{i=1}^n f_i (x_i - \bar{x})^2}{N}}$
Very effective	130	56.03	1.50	0.6158
Effective	87	37.5		
Ineffective	15	6.46		
Very ineffective	0	0		
Total	232	100		

Table 10: Effectiveness of Reference service

Users Opinion	Respondents	Percentage	$Mean (\bar{x}) = \frac{\sum_{i=1}^n f_i x_i}{N}$	$S D(\sigma) = \sqrt{\frac{\sum_{i=1}^n f_i (x_i - \bar{x})^2}{N}}$
Very effective	124	53.44	1.53	0.8407
Effective	93	40.08		
Ineffective	13	5.60		
Very ineffective	2	0.86		
Total	232	100		

Table 11: Effectiveness of Journals & Periodical Service

Users Opinion	Respondents	Percentage	$Mean (\bar{x}) = \frac{\sum_{i=1}^n f_i x_i}{N}$	$S D(\sigma) = \sqrt{\frac{\sum_{i=1}^n f_i (x_i - \bar{x})^2}{N}}$
Very effective	93	40.08	1.90	0.9402
Effective	88	37.93		
Ineffective	30	12.93		
Very ineffective	21	9.15		
Total	232	100		

Table 12: Effectiveness of Current Awareness Service

Users Opinion	Respondents	Percentage	Mean (\bar{x}) = $\frac{\sum_{i=1}^n f_i x_i}{N}$	SD(σ) = $\sqrt{\frac{\sum_{i=1}^n f_i (x_i - \bar{x})^2}{N}}$
Very effective	90	38.79	1.92	0.9304
Effective	87	37.5		
Ineffective	38	16.37		
Very ineffective	17	7.32		
Total	232	100		

Table 13: Effectiveness of Table Content Service

Users Opinion	Respondents	Percentage	Mean (\bar{x}) = $\frac{\sum_{i=1}^n f_i x_i}{N}$	SD(σ) = $\sqrt{\frac{\sum_{i=1}^n f_i (x_i - \bar{x})^2}{N}}$
Very effective	87	37.5	2.02	0.3065
Effective	73	31.46		
Ineffective	52	22.41		
Very ineffective	20	8.62		
Total	232	100		

Table 14: Effectiveness of Reprographic service

Users Opinion	Respondents	Percentage	Mean (\bar{x}) = $\frac{\sum_{i=1}^n f_i x_i}{N}$	SD(σ) = $\sqrt{\frac{\sum_{i=1}^n f_i (x_i - \bar{x})^2}{N}}$
Very effective	130	56.03	2.75	1.3972
Effective	98	42.24		
Ineffective	4	1.72		
Very ineffective	0	0		
Total	232	100		

Table 11 shows research scholars opinion about effectiveness of journals and periodicals service, here majority 93 (40.08) % of research scholars opinioned about effectiveness of journals and periodicals very effective, 88 (37.93) % of respondent opinioned effective, followed by 30 (12.93) % of respondents opinioned ineffective and 21 (9.15) % of respondents opinioned very ineffective.

Table 12 shows user opinion about effectiveness of current Awareness Service, in this table majority 90 (38.79) % of research scholars opinioned about effectiveness of Current Awareness Services very effective, 87 (37.5) % of respondents opinioned effective, followed by 38 (16.37) % of respondents opinioned ineffective and 17 (7.32) % of research scholars opinioned very ineffective.

Table 13 evident of research scholar opinion about effectiveness of table content service, here majority 87 (37.5) % of users opinioned very effective, 73 (31.46) % of respondents opinioned effective, followed by 52 (22.41) % of research schools opinioned ineffective and 20 (8.62) of respondents found very ineffective.

Table 14 shows library users opinion about effectiveness of Reprographic service, in this table majority 130 (56.03) % of research scholars opinioned very effective, 98 (42.24) % of respondents opinioned effective, 4 (1.72) % of respondents found ineffective, here no one found very ineffective.

Table 15 shows research scholars opinion about effectiveness of online public access catalogue (OPAC) service, here 134 (57.75) % of research scholars opinioned very effective, 97 (41.81) % of respondents found effective, 1 (0.43) % of research scholars respond ineffective, here no one found very ineffective.

Table 16 shows user opinion about effectiveness of new arrival service, here majority 99 (42.67) % of research scholars expressed their opinion very effective, 87 (37.5) % of research scholars found effective, followed by 32 (13.79) respondents opinioned ineffective and 14 (6.03) of respondents opinioned very ineffective.

Table 17 shows research scholars opinion about effectiveness of old question paper service, here 97 (41.81) % of respondents very

effective, 84 (36.20) of respondents effective, followed by 38 (16.30) % of respondents ineffective, 13 (5.60) of respondents very ineffective.

Table 18 shows research scholars opinion about effectiveness of Inter library loan service, here majority 98 (42.24) % of research scholars expressed their opinion ineffective, 80 (34.48) % of respondents very ineffective,

followed by 50 (21.55) % of respondents effective and 4 (1.72) % of respondents very effective.

Table 19 shows library users opinion about library timings, in this table majority 136 (58.62) % respondents excellent, 92 (39.65) % of respondents very good, 4 (1.72)% of respondents good, here no body expressed their opinion poor.

Table 15: Effectiveness of OPAC Service

Users Opinion	Respondents	Percentage	$Mean (\bar{x}) = \frac{\sum_{i=1}^n f_i x_i}{N}$	$SD(\sigma) = \sqrt{\frac{\sum_{i=1}^n f_i (x_i - \bar{x})^2}{N}}$
Very effective	134	57.75	1.42	0.4967
Effective	97	41.81		
Ineffective	1	0.43		
Very ineffective	0	0		
Total	232	100		

Table 16: Effectiveness of New Arrival Service

Users Opinion	Respondents	Percentage	$Mean (\bar{x}) = \frac{\sum_{i=1}^n f_i x_i}{N}$	$SD(\sigma) = \sqrt{\frac{\sum_{i=1}^n f_i (x_i - \bar{x})^2}{N}}$
Very effective	99	42.67	1.83	0.8768
Effective	87	37.5		
Ineffective	32	13.79		
Very ineffective	14	6.03		
Total	232	100		

Table 17: Effectiveness of Old Question paper service

Users Opinion	Respondents	Percentage	$Mean (\bar{x}) = \frac{\sum_{i=1}^n f_i x_i}{N}$	$SD(\sigma) = \sqrt{\frac{\sum_{i=1}^n f_i (x_i - \bar{x})^2}{N}}$
Very effective	97	41.81	1.85	0.8850
Effective	84	36.20		
Ineffective	38	16.37		
Very ineffective	13	5.60		
Total	232	100		

Table 18: Effectiveness of Inter Library loan Service

Users Opinion	Respondents	Percentage	$Mean (\bar{x}) = \frac{\sum_{i=1}^n f_i x_i}{N}$	$SD(\sigma) = \sqrt{\frac{\sum_{i=1}^n f_i (x_i - \bar{x})^2}{N}}$
Very effective	4	1.72	3.09	0.7846
Effective	50	21.55		
Ineffective	98	42.24		
Very ineffective	80	34.48		
Total	232	100		

Table 19: User Opinion about Library Timings

Users Opinion	Respondents	Percentage	$Mean (\bar{x}) = \frac{\sum_{i=1}^n f_i x_i}{N}$	$SD(\sigma) = \sqrt{\frac{\sum_{i=1}^n f_i (x_i - \bar{x})^2}{N}}$
excellent	136	58.62	1.43	0.5240
Very good	92	39.65		
Good	4	1.72		
Poor	0	0		
Total	232	100		

Table 20: User Opinion about Physical Facilities

Users Opinion	Respondents	Percentage	$Mean (\bar{x}) = \frac{\sum_{i=1}^n f_i x_i}{N}$	$S D(\sigma) = \sqrt{\frac{\sum_{i=1}^n f_i (x_i - \bar{x})^2}{N}}$
excellent	133	57.32	1.5	06431
Very good	84	36.20		
Good	13	5.60		
Poor	2	0.86		
Total	232	100		

Table 20 shows research scholars opinion about physical facilities, in this table, majority 133 (57.32) % of respondents expressed their opinion excellent, 84 (36.20) % of respondents very good, followed by 13 (5.60) % of respondents good and only 2 (0.86) % of respondents expressed their opinion poor.

FINDINGS AND CONCLUSION

The study found that majority of research scholars were satisfied on the library and information services of the university library, some of the findings of the study:

K L University library maintain good collection of print and electronic resources and offered quality of library and information services.

- Majority 32 % of respondents visiting library weekly.
- Majority 38 % of research scholars visiting library to reading electronic journals purpose, 33% of respondents for reading print journals purpose.
- Majority 33% of respondent respond using digital library service, 25% of respondents using journal and periodical services.
- Majority 48 % of research scholar's opinion about effectiveness digital library services respond very effective and 40% of research scholars respond effective.
- Majority 56 % of research scholars opinion about effectiveness of textbook lending service respond very effective and 37% of research scholars respond effective.
- Majority 53 % of research scholar's opinion about effectiveness of reference services respond very effective and 40% of research scholars respond effective.
- Majority 40 % of research scholar's opinion about effectiveness of journals and periodical service respond very effective and 37% of research scholars respond effective.
- Majority 53 % of research scholar's opinion about effectiveness of reference services respond very effective and 40% of research scholars respond effective.
- Majority 38 % of research scholar's opinion about effectiveness of current awareness service respond very effective and 37 % of research scholars respond effective.
- Majority 37 % of research scholars opinion about effectiveness of table content service respond very effective and 31 % of research scholars respond effective.
- Majority 56 % of research scholar's opinion about effectiveness of reprographic service respond very effective and 42 % of research scholars respond effective.
- Majority 57 % of research scholar's opinion about effectiveness of OPAC service respond very effective and 41 % of research scholars respond effective.
- Majority 42 % of research scholar's opinion about effectiveness of new arrival service respond very effective and 37 % of research scholars respond effective.
- Majority 42 % of research scholar's opinion about effectiveness of inter library loan service respond Ineffective and 34 % of research scholars respond very ineffective.
- Majority 58 % of research scholar's opinion about library timings respond excellent and 39 % of research scholars respond well.
- Majority 57 % of research scholars opinion about physical facility respond excellent and 36 % of research scholars respond good.

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