



## USER SATISFACTION WITH LIBRARY RESOURCES IN SELECTED PHARMACY COLLEGES OF KARNATAKA

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### ABSTRACT

The purpose of this paper is to analyse user satisfaction with library resources available in selected pharmacy colleges of Karnataka. This study adopted a survey method and questionnaire tool used to collect primary data from the respondents. A well-structured questionnaire circulated among 691 faculty members and students and 686 respondents responded. Based on the findings, this study recommended that libraries need to take necessary steps to visit users daily; libraries should attract users to use a variety of resources other than books and periodicals. Library should promote the use of documents such as Audio-visual material, e-resources theses and dissertations etc. The study also recommended that the library need to procure relevant documents to support their curriculum, and need to arrange the documents in a helpful manner. Libraries need to purchase sufficient numbers of multiple copies; library professionals should assist the users and need to give proper orientation to use various resources. Further, this study suggested the college authority should change their policy to keep the library open access and must provide state-of-the-art ICT tools to the library.

**KEYWORDS:** Library resources, Pharmacy colleges, Karnataka, User study, Use of Library Services, User Satisfaction.

### 1. INTRODUCTION

Pharmacy education is one of the important subject in the field of health sciences. It is considered as a product and industry-oriented education. The development of pharmaceutical science depends on the research carried out in both the academic and industrial sectors. The development of pharmaceutical sciences and research activity largely depends on well-established libraries and information centres, because the library and information centre are the heart of pharmaceutical education and research organization in which the students, researchers, and pharmaceutical scientists expand their knowledge and experiences. As far as the growth and development of pharmaceutical sciences is concerned, libraries need to have quality resources and services (Rajyabardhan G., & Karan S. 2015). The main motto of any kind of library is to provide the right information to the right users. To achieve this motto, the library should have quality information resources. User satisfaction is also the main objective of any library. Keeping in mind the significance of the use of libraries in Pharmacy colleges, a study is essential to understand user satisfaction in Pharmacy college libraries and thereby to plan strategies to improve the satisfaction level of users in Pharmacy college libraries.

### 2. REVIEW OF LITERATURE

A review of the literature is essential for any research. A literature review involves identifying relevant literature or sources of relevant information physically accessing the most relevant literature, and reading and analysing the previous works. Various studies have been conducted related to the user's satisfaction towards library resources and services of higher learning institutions. **Saikia and Gohain (2013)** conducted an investigation the findings of the study revealed that 39.62 % of respondents were highly satisfied with the collection of online journals, while 37.74% of respondents were satisfied with the collection of textbooks. Out of seven library resources, the level of satisfaction with other library resources was indicated as newspaper/magazine 35.22%; Back Volumes 32.08%; reference sources, 30.82%; thesis/project, 29.56% and CD/DVD/VCD, 24.53% of respondents. **Ikolo (2015)** evaluated user satisfaction with library services at the Delta State University main Library. The findings revealed that the services offered at Delta State University are inadequate and below average. Most users were satisfied with the availability of information sources in the library but also registered that most of these information sources are not available for loan. The findings also showed that there is a significant

relationship between the assessment of library collection by users and their satisfaction with information sources. **Mohindra and Kumar (2015)** conducted a study, the finding of the study revealed that the library environment and library services had an impact on the levels of user satisfaction by 26.2 %. The level of quality of different attributes, i.e., library environment, library collection, library staff, and library services was at a satisfactory level. Further, the users visited the library primarily for reading, lending books, use of library material, and research purposes. **Kumar and Singh (2015)** conducted a study that revealed, that the majority of respondents were satisfied with books, reference books, and journals and dissatisfied with reports, e-books, e-journals and online databases. Regarding satisfaction with library services, the majority of respondents i.e., 52.28% were satisfied with reference services, and 44.67% were satisfied with book lending services. Whereas 43.65% were satisfied with book-bank, 42.13% with library computerization, 41.11% with the Internet, 41.62 % with staff help to locate resources, 38.07% satisfied with resources arrangement, 33.50 % respondents were satisfied with newspaper clipping services. **Tiemo and Ateboh (2016)** investigated users' satisfaction at the College of Health Sciences (CHS) library Niger Delta University, Nigeria. The results of the study indicated that users were satisfied with the lending services of the library, renewal of library materials and longer hours of internet services in the library. It was also revealed that users were dissatisfied with the limited reference materials in their various subjects and journals because they were not up to date. **Veena and Kotari (2016)** conducted a study the findings of the study show that 59% of respondents have the habit of visiting the library daily, a majority (86.7%) of respondents are highly satisfied with the collection of general books, and 70.0% are highly satisfied with the collection of textbooks, 53.3% respondents considered book lending services as excellent. The study suggested that college libraries should carry out user studies at regular intervals, to identify user's information needs and their information-gathering behaviours. **Duragannavar and Babu (2017)** investigated users' satisfaction the results of the study showed that users were satisfied with the library collection and facilities, and the purpose of the library visit was to refer to the books and periodicals. It was also revealed in the study that, users expressed their mixed opinion about satisfaction with the library collection and facilities. **Kassim (2017)** evaluated users' satisfaction with academic library performance in Malaysia. This study reports user satisfaction through three dimensions: i.e. Services to users, Infrastructure/Place/Space, and Collection/Information. Respondents are relatively most satisfied with infrastructure, Collection/information, and services to users respectively. The study recommended that the library do a benchmark to compare the library's performance with other libraries, to improve the library's performance by adopting the best practices of its benchmarking partners. **Kumar (2017)** carried out a study to know satisfaction with the utilization of

information resources. The study revealed that 53.62% of respondents are extremely satisfied with the utilization of library resources, followed by 27.46% of respondents who are satisfied, 17.13% of respondents who are moderately satisfied and 08.39% of respondents who are slightly satisfied. The study also revealed that 61.97% of postgraduate students opine as extremely and 52.94% of research scholars opine as satisfied towards the utilization of library resources. **Gudi and Paradkar (2018)** surveyed users' satisfaction with library resources of engineering college libraries in Pune, The study revealed that the users are mainly satisfied with Print resources such as reference books, textbooks, journals, and their back volumes; whereas the e-resources, they were satisfied with e-journals, e-books, e-databases. The study suggested that obtaining users' suggestions was necessary to meet their information needs, and the increasing number of copies of books is essential for meeting their regular demand.

**Hemavathi and Chandrashekara (2018)** carried out a study that revealed regarding the satisfaction level of the law college library facilities, 100% of the respondents opined that the reading room facilities are good, followed by seating arrangement 97.50%, library furniture 97.50%, lighting/ventilation 95.63%, issue and return of books 93.75% are satisfied. There are 93.75% of respondents who are satisfied with the information services by library staff and 6.25% of respondents are not satisfied.

After reviewing the above studies, it is very clear that the satisfaction of the users is the main motto of every library. Many papers indicated the satisfaction of users towards print resources, circulation services, and reference services. Overall, high level of user satisfaction is associated with print resources such as books, reference books, journals, magazines, and back volumes. It indicates that the supply of documents is on par with the demand of users. Library collection and users' satisfaction are associated with the library environment. The number of information services in the library, infrastructure, and collection can determine the level of satisfaction among the users. It directs that the libraries need to have quality collections, effective services, efficient infrastructure, and skilled staff. If the users are satisfied with these elements, then it is arguable that the performance of the library is effective in all dimensions. Therefore, the users' satisfaction is considered feedback to improve the library in all dimensions.

### 3. Objectives of the study

The following are the major objectives of the study

1. To elucidate the purpose of visits to the libraries.
2. To know the satisfaction level of users towards the resource of the Pharmacy college libraries.
3. To identify the problems associated with the use of library resources and services.
4. To suggest measures for promoting the use of library resources and to overcome the existing problems.

#### 4. Scope and Limitations

This study is designed to examine the use of library resources in selected pharmacy colleges in Karnataka. The scope of the study is confined to Pharmacy Colleges coming under the jurisdiction of Davanagere, Chitradurga, Shimoga, Chikkamagaluru and Tumkuru Districts, which are located in the central part of Karnataka. Six Pharmacy colleges come under the jurisdiction of above said districts. The respondents of the study are limited to only students of final year B.Pharm, Pharma.D and all M.Pharm students and all faculty members, and librarians of the selected pharmacy colleges under the study.

#### 5. METHODOLOGY

In order to accomplish the above objectives, a survey method was adopted for this study and a questionnaire tool was used to collect data from the respondents. The researcher physically visited all the colleges selected for the study. A total of 691 well-structured questionnaires

were circulated among the faculty members and students of pharmacy colleges in selected five districts, viz., Davanagere, Chitradurga, Shimoga, Chikkamagaluru and Tumkur, which are located in the central part of Karnataka. Out of the 691 questionnaires, 686 were received back with a response rate of 99.28%. The study adopted a stratified random sampling method to choose respondents from each college. The collected data have been organized and tabulated systematically by using Microsoft Excel and SPSS 21.0 software. Analysis and interpretation have been derived based on the tabulated data.

#### 6. Analysis of Data

##### 6.1. Distribution of sample

The present study has selected six pharmacy colleges given in the below Table-1. The researcher has selected the respondents from each college as mentioned in the following table-1:

**Table 1: College wise Distribution of sample.**

Sl. No.	Name of the College	Total no. of Questionnaires distributed	Total no. of Questionnaires received	Percentage
1	SCS College of Pharmacy Harapanahalli (SCSCP)	110	109	99.09
2	Bapuji Pharmacy College Davangere (BPC)	111	110	99.10
3	SJM College of Pharmacy Chitradurga (SJMCP)	148	147	99.32
4	National College of Pharmacy Shimoga (NCP)	102	102	100.00
5	Priyadarshini College of Pharmacy, Koratagere, Tumkur (PCP)	79	77	97.47
6	Sri Siddaganga College of Pharmacy Tumkur (SSCP)	141	141	100.00
<b>Total</b>		<b>691</b>	<b>686</b>	<b>99.28</b>

The data had been collected from 691 questionnaires distributed among students and faculty members, of which 686 were received back with a response rate of 99.28%. Table-1 indicates the distribution of sample respondents by college. The highest number of respondents belonged to SSCP (100%) and NCP (100%) followed by SJMCP (99.32%), BPC (99.10%), and SCSCP (99.09%). It is clear from the table that the lowest number of respondents belonged to PCP (97.47%). The size of the sample varied due to the proportionate sample selected based on the strength of the population in sample colleges.

##### 6.2. Category-wise distribution of respondents

**Table-2: Category-wise distribution of respondents.**

User category	Number	Percentage
Professor	36	5.25
Associate Professor	26	3.79
Assistant Professor	76	11.08
Students	548	79.88
<b>Total</b>	<b>686</b>	<b>100.00</b>

Table-2 shows the category-wise distribution of respondents. Of the total 686 respondents, 36 (5.25%)

are Professors followed by 26 (3.79%) are Associate Professors 76 (11.08%) are Assistant Professors, and the remaining 548 (79.88%) are students. The data shows that in the total population student-faculty ratio is approximately 80:20.

##### 6.3. Use of Library

An attempt has been made to know the use of the library by faculty members as well as students. The following Table- 3 presents the purpose visit to the library cross-tabulated with the category of respondents.

**Table-3: Purpose of library visit: faculty members (N=138).**

Purposes	Most Frequently	%	Frequently	%	Occasionally	%	Can't Say	%	Not at all	%
To borrow/return books	47	34.06	54	39.13	37	26.81	0	0	0	0
To read Newspaper/magazines	39	28.26	58	42.03	38	27.54	1	0.72	2	1.45
To refer Books	69	50.00	64	46.38	5	3.62	0	0.00	0	0.00
To refer Journals/Periodicals	39	28.26	59	42.75	39	28.26	1	0.72	0	0.00
To use Electronic resources (CDs)	37	26.81	36	26.09	32	23.19	6	4.35	27	19.57
To use Online resources (e-books/journals/databases etc.)	37	26.81	62	44.93	22	15.94	2	1.45	15	10.87
To consult Theses and Dissertations	28	20.29	57	41.30	31	22.46	7	5.07	15	10.87
To prepare for Assignments/Seminars	25	18.12	52	37.68	42	30.43	9	6.52	10	7.25
To prepare for classes (teaching)	35	25.36	70	50.72	24	17.39	4	2.90	6	4.35
To write research articles	27	19.57	44	31.88	39	28.26	7	5.07	21	15.22
To take Photocopies (Xerox)	30	21.74	34	24.64	42	30.43	8	5.80	24	17.39
Other	87	63.04	0	0.00	1	0.72	45	32.60	5	3.62

The library users' viz., students and faculty members visit the library for various reasons depending upon their information needs. Table-3 depicts the purpose of library visits by faculty members. The above data reveals that the majority of faculty members 'most frequently' visit the library to refer books (50%), to borrow return books (34.06%), to read newspapers and journals (28.26%), to use e-resources (26.81%), and to prepare for class teaching (25.36%). Interestingly 87 (63.04%) of faculty members most frequently visits the library for other reasons such as chatting with colleagues, discussing subject with colleagues etc. It shows that the faculty members are expecting discussion space in the library.

The majority of faculty members visit the library frequently to prepare for class teaching (50%) followed by to refer books (46.38%), 'to use online resources (44.93%), and to refer journals (42.75%), and to read newspapers (42.03%). More than 30% of teachers occasionally visits the library to take photocopies and prepare for assignment/seminars. It is notable that nearly 20% of faculty members not at all use electronic resources available in the form of CDs, and 17.39% of faculty members do not use photocopy services in the library.

**Table-4: Purpose of library visit: students (N=548).**

Purposes	MOST Frequently	%	Frequently	%	Occasionally	%	Can't Say	%	Not yet all	%
To read Newspaper/magazines	88	16.06	150	27.37	234	42.70	34	6.20	42	7.66
To refer Books	190	34.67	250	45.62	89	16.24	6	1.09	12	2.19
To refer Journals/Periodicals	47	8.58	122	22.26	257	46.90	36	6.57	86	15.69
To use Electronic resources (CDs)	45	8.21	98	17.88	203	37.04	56	10.22	146	26.64
To use Online resources (e-books/journals/ databases etc)	78	14.23	117	21.35	193	35.22	34	6.20	126	22.99
To consult Theses and Dissertations	49	8.94	108	19.71	187	34.12	72	13.14	132	24.09
To prepare for Assignments/Seminars	123	22.45	204	37.23	171	31.20	18	3.28	32	5.84
To prepare for classes (teaching)	80	14.60	102	18.61	136	24.82	78	14.23	152	27.74
To write research articles	44	8.03	100	18.25	147	26.82	62	11.31	195	35.58
To take Photocopies (Xerox)	103	18.80	157	28.65	93	16.97	67	12.23	128	23.36
Other	12	2.19	6	1.09	3	0.55	157	28.65	108	19.71

Table-4 depicts the purpose of library visits by students. The above data revealed that the majority of students 'most frequently' visit the library to refer books (34.67%) followed by 'to borrow/ return books' (26.09%), 'to prepare for assignments/examinations' (22.45%), and to take photocopy (18.08%). The study by Gupta & Sharma (2017) also revealed a similar result indicating the major purpose of library visits is to borrow/return books (88.8%).

Further analysis shows that majority of students frequently visit library 'to refer books' (45.62%),

followed by 'to borrow/return books' (45.44%), 'to prepare for assignments/Seminars' (37.23%), 'to take Photocopies' (28.65%), 'to read Newspaper/magazines' (27.37%), 'to refer Journals/Periodicals' (22.26%), and 'to use Online resources' (21.35%).

The majority of students occasionally visit the library to use journals (46.90%). As per the expectation, 35.58% of students do not visit the library to write research articles. This shows that the academic activities are primary for students whereas the research activities are secondary activities and optional.

**Table-5: Respondents' rating to the arrangement of documents on the shelf cross-tabulated by respondents' category.**

Helpfulness	Faculty members (N=138)		Students (N=548)	
	Number	Percentage	Number	Percentage
Very helpful	78	56.52	260	47.45
Helpful	53	38.40	238	43.43
Not helpful	7	5.07	44	8.02
<b>Total</b>	<b>138</b>	<b>100.00</b>	<b>548</b>	<b>100.00</b>

Table-5 clearly indicates the respondents' rating to the arrangement of documents in the library by respondent's category. There are 78 (56.52%) faculty members rated the arrangement as very helpful, followed by 53 (38.40%) faculty members who rated the arrangement as helpful, and only 7 (5.07%) faculty members rated the arrangement as not helpful.

Of the 548 students, 260 (47.45%) rated the arrangement as very helpful, followed by 238 (43.43%) who rated the arrangement as helpful, and only 44 (8.02%) students rated the arrangement as not helpful. The above data shows that nearly 92% of students and 95% of faculty members opined that the arrangement of documents is helpful.

**Table-6: Respondents' opinions about locating needed documents in the library cross-tabulated by respondents' category.**

Opinion	Faculty members (N=138)		Students (N=548)	
	Number	Percentage	Number	Percentage
Always	61	44.20	140	25.55
Most of the time	68	49.28	263	47.99
Sometimes	9	6.52	133	24.27
Never	0	0.00	12	2.19
<b>Total</b>	<b>138</b>	<b>100.00</b>	<b>548</b>	<b>100.00</b>

Table-6 shows the category-wise respondents' opinions about locating needed documents in the library. The data shows that 68 (49.28%) faculty members and 263 (25.52%) students responded that they find library documents 'most of the time'. Further analysis shows that 61 (43.84%) faculty members and 140 (54.60%) students opined that they find library documents 'always'. However 9 (6.52%) faculty members and 133 (24.27 %) students locate the needed library documents sometimes.

Interestingly, no faculty members were unable to locate the needed documents whereas only 12 (2.19%) female respondents never located needed documents in the library. The above data revealed that the majority of both faculty members and students locate the needed documents in the library whenever they require them. However, a very small percentage of faculty members and students find it difficult to locate the documents in the library.

**Table-7: Reasons for not locating the needed documents in the library cross-tabulated by category of respondents.**

Reasons	Faculty members (N=138)		Students (N=548)	
	Number	Percentage	Number	Percentage
Library has not purchased	6	4.35	72	13.14
Documents issued to others	40	28.99	125	22.81
Misplaced on the shelves	9	6.52	67	12.23
Binding/Xerox	7	5.07	42	7.66
Limited copies in the library	52	37.68	327	59.67
Other	1	0.72	6	1.09

Table-7 enumerates the reasons for not locating the needed documents in the library by the respondents' category. The majority of faculty members opined that 'limited copies in the library' (37.68%) is the major reason for not locating the documents followed by 'documents issued to others' (28.99%). The other reasons are library has not purchased the required documents (4.35%), documents are misplaced on the shelves (6.52%), and the documents are sent for binding/Xerox (5.07%). Further analysis shows that the majority of students opined that limited copies in the library (59.67%), is the major reason for not locating the documents in the library. It is followed by the required documents issued to others (22.81%), the library has not purchased (13.14%), misplaced on the shelves (12.23%), and documents sent for binding/Xerox (7.66%) are the other reasons for not locating the documents.

the library. The researcher in this regard attempts to elucidate the satisfaction of faculty members and students towards the library resources.

The table clearly shows that the main reasons for not locating the documents in the library are the lack of a voluminous library collection and the limited number of copies that are in circulation.

#### **6.4. Satisfaction with Library resources**

The satisfaction of the end user is the motto of every library. Hence, it is essential to understand the level of satisfaction towards the resources and services offered by

**Table-8: Level of satisfaction among respondents towards the library resources.**

Library resources	Faculty members (N=138)		Students (N=548)	
	Mean score	Std. Dev.	Mean score	Std. Dev.
Textbooks (Prescribed in the syllabus)	4.53	1.53	4.19	0.39
Books on respective subjects	4.55	2.06	4.02	0.52
Reference books (Dictionaries, Encyclopaedias etc.)	4.31	1.30	3.76	0.33
Subject Journals	4.15	0.70	3.30	0.18
Newspapers / Magazine	4.15	1.03	3.64	0.26
Back volumes of journals	3.90	0.92	3.05	0.23
Audio-visual material (CDs etc.)	3.16	0.58	2.39	0.15
E-Resources	3.71	0.61	2.86	0.15
Theses-dissertations	3.86	0.00	2.82	0.00

5= Fully satisfied, 4= Satisfied, 3= Partially satisfied, 2= Can't say, 1= Dissatisfied

The main motto of a library is to satisfy the user's needs by providing library resources and services. Table-8 describes the level of satisfaction of faculty members about library resources. The majority of faculty members are highly satisfied with books on respective subjects (mean=4.55) followed by textbooks that are prescribed in the syllabus (mean=4.53), and reference books (mean=4.31). Moreover, satisfaction is associated with subject journals and newspapers/magazines (mean=4.15), back volumes of journals (mean=3.96), and theses/dissertations (mean=3.86). The table also shows that the majority of students are more than satisfied with textbooks that are prescribed in the

syllabus (mean=4.19) followed by books on respective subjects (mean=4.02), and reference books (mean=3.76). Moreover, more than partial satisfaction is associated with newspapers and magazines (mean=3.64), subject journals (mean=3.30), and back volumes of journals (mean=3.05).

The above analysis shows that the students are satisfied with library resources like textbooks prescribed in the syllabus, and books on respective subjects and reference books, at the same time dissatisfied with e-resources audio-visual materials and theses and dissertations.

**Table-9: Opinions about the helpfulness of the library cross-tabulated by respondents' category.**

User category	Opinion			
	Helpful	Percentage	Not helpful	Percentage
Professor (N=36)	36	100.00	-	-
Associate Professor (N=26)	26	100.00	-	-
Assistant Professor (N=76)	68	89.47	8	10.53
Student (N=548)	533	97.26	15	2.74
<b>Total (N=686)*</b>	<b>663</b>	<b>96.65</b>	<b>23</b>	<b>3.35</b>

Table-9 indicates the category-wise opinion about the helpfulness of the library. The data shows that all 36 Professors and 26 Associate professors, and 68 (89.47%) Assistant Professors opined that the library is helpful. Whereas 8 (10.53%) Assistant Professors opined that the library is not helpful. Whereas the students are concerned, 97.26% of them opined that the library is helpful and 2.74% of students opined that the library is not helpful. The data presented in the above table shows that of the 680 respondents who visit the library, 663 (96.65%) opined that the library is helpful which indicates the relevancy of the library system for academic activities in Pharmacy colleges.

### 6.5. Problems faced by the respondents in the use of library resources

The majority of previous studies on the use of e-resources have pointed out the occurrence of problems while accessing library resources (Sampath Kumar and Biradar, 2010; Oakleaf, 2011; Chohda, 2015; Popoola,

2017). The research has also attempted to elucidate the persisting problems in the use of library resources in Pharmacy college libraries.

**Table-10: Problems faced by the respondents while using library resources.**

Problems	Faculty members (N=138)		Students (N=548)	
	Mean Score	Std. Dev.	Mean Score	Std. Dev.
Improper arrangement of books on shelves	2.28	1.53	2.61	0.39
Lack of assistance from Library staff	2.17	2.06	2.74	0.52
Insufficient Library working hours	2.01	1.30	2.57	0.33
Improper lighting and ventilation	1.85	0.70	2.35	0.18
Lack of ICT Infrastructure in the Library	2.29	1.03	2.56	0.26
Books are kept in closed-access	2.83	0.92	3.35	0.23

Table-10 presents the problems faced by faculty members and students while using the library resources. The table indicates that the faculty members also have similar opinions indicating the closed access system (mean=2.83), lack of ICT infrastructure (mean=2.29), improper shelf arrangement (mean=2.28), and library staff's assistance (mean=2.17) which are the less frequently faced problems by faculty members in the process of using library resources. Further analysis shows that the closed access system (mean=3.35), is a frequently faced problem followed by lack of library staff assistance (mean=2.74), improper shelf arrangement (mean=2.61), and insufficient library working hours (mean=2.57) are the less frequently faced problem by students in the process of using library resources.

## 7. DISCUSSION AND CONCLUSION

The main purpose of library visits for both student and faculty members is to borrow books and to refer to subject books and periodicals; the library should attract users to use a variety of resources other than books and periodicals. Most used library documents by both students and faculty members are textbooks, books on respective subjects, reference books and periodicals, hence library should promote the use of documents such as Audio-visual material, e-resources, etc. The study recommends that libraries and information centres need to procure relevant documents to support the curriculum of users. It is also suggested that libraries need to arrange the documents in a helpful manner. 'Documents issued to others' and 'Limited copies in the library' are the main reasons for not locating the needed documents in the library. Therefore, libraries need to purchase a sufficient number of multiple copies that can be accessible by every student as well as faculty member. In the study, students are less satisfied with Audio-visual material, e-resources and theses and dissertations, therefore libraries need to provide such resources and library professionals should assist the users and need to give proper orientation to use those resources. Both students and faculty members have pointed out that a 'closed access system', 'lack of ICT infrastructure' and 'improper arrangement of books' are major problems. Therefore, this study suggests the college authority should change their policy to keep the library open access and must provide ICT tools to the library and library professionals should properly arrange the books, for this library classification should be done. Library authority need to conduct user studies periodically in order to obtain

suggestion from users regarding improvement of library collection and services.

It can be concluded that the need for the evaluation of pharmacy libraries is highly significant in terms of the resources and services available for the benefit of students, researchers as well as professionals in the pharmaceutical field. The pharmacy libraries are an integral part of an academic teaching and learning process, Hence the libraries of selected Pharmacy colleges of Karnataka, are need to provide the best resources, services and facilities in order to satisfy the information needs of users as well as to attract them towards the library.

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