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(1)Introduction :-

Academic Libraries have played as crucial role on campus as the “Heart of University. As an effort to advance their role in the academic community libraries have accommodated change in use trends to better support users in the process of learning and intellectual pursuit. Library is a heart of any academic institution. It plays an important role to satisfy the need of all information seekers of the academic library ensure that teaching training & research activities are supported by the information sources that a library has acquired over the years. This study investigates user perception and library use. The study helps to fill the gap between user and the library through this study. The aim is to know how a user perceives the information in academic libraries what an user feel while getting knowledge.

(2)Objectives:-

- To know the various challenges that bedevil academic library in providing their services.
- Outline possible ways to remedy challenges of academic libraries.
- To ascertain users perception of academic libraries and their services
- To identify the services of academic library
- Outline possible ways to remedy challenges of academic libraries.

(3)Area Of Study:-

Atal Bihari Vishwavidyalaya is a state University which has been established by the Gazette notification on 03-12-2012 of chhattisgarh act no. 07,2012. The chhattisgarh Vishwavidyalaya Amendment Act , 2011 and come into existence in June, 2012. The jurisdiction of Atal Bihari Vishwavidyalaya is extended to 05 district namely:- 1)Bilaspur 2)Mungeli 3)Korba 4) Janjgir-Champa 5) Raigarh. The University is situated on Old High Court Building, near Gandhi Chowk, Bilaspur city. There are nearly 173 Govt. And private colleges affiliated in the 05 district of C.g. state which together constitute the jurisdiction of Atal Bihari Vajpayee Vishwavidyalaya. The College carried out Undergraduate and Post Graduate Studies in different streams of Science, Arts, Commerce, Law, Education and Centers of Research The University Plans to develop strategy for enhancing the range of pedagogic approaches and the use of technology.

SBT College Bilaspur was established by the trust in 2005 and approved by Atal Bihari Vajpayee University. The mission of the college is to prepare students for growing demands of tomorrow keeping in mind the need to mould a generation of young men and women with knowledge, character, truth, genially cultivated spirit of service and far reaching imagination.

(4)Terms:-

Academic Library:- An academic library attached to an academic institution. There are various types of academic libraries such as school library, college library, and university library. Academic library aims to the teaching and research programmers of their parent institutions.

Users:- Users is the person who use the library for various purpose. It may be individual or group.

Perception:- Perception is the process by which the nature and meaning of sensory stimuli are recognized and interpreted. Perception can be influenced by attention and can be influenced by attention and can occur subliminally. Without conscious awareness.

User Perception:- User Perception can be define as opinion of user while using library is the thinking of the user about the library collection services. It is what a use thinks while seeking the information through academic library process. It is also about the library staff it generally means what thought comes in the mind of users about their academic library.

(4)Review of literature:-

A literature review is a comprehensive summary of previous research on a topic. The review describe, summarize, evaluate and clarity the previous research. This will support in to frame the new research related some research that are following-

1) **STANLY EFE OKOLO:-** this study was given in march 2022 topic entitles as “ Use perception of the role of academic libraries in university in Dalta State” The researches outline mainly four objectives to cover the study to identify the user services and to know the user perception. He choose well scheduled questionnaire to collect the data researcher further fully explained the processing of data collection and representation of data. After doing comparative study researcher give conclusion and remedied to solve some major problems.

2) **JONG AE KIM:-** his work is published on “ The journal of academic librarianship” on 3may 2017 entitled as “ User perception and use of academic libraries” A correlation analysis. In this study researches compares pre project and post-project completion facility usage pattern for library facilities projects.

(5)Research Methodology:- User perception has been recognizes as important major of library performance. These are some techniques to measure these psychological aspects. A well-structured questionnaire is prepared to collect the data about user perception various question are asked to know the thinking of users about the library & library services. The data is collected from the students of GDC College library, Bilaspur, Chhattisgarh. A questionnaire is in form of Google form is prepared by me and filled by respondents and the data is collected in the form of graphs, charts and sheets.

(6)Analysis of data:-

In this study I collected data through Google form. I get data from 126 respondents.

(6.1) on an average how often do you visit the library?

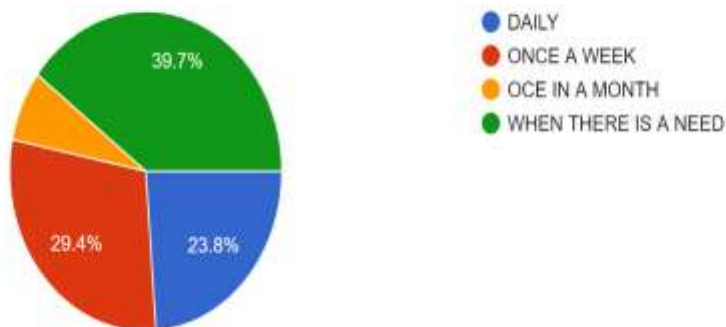
Graph 6.1 represents that an average that users visit the library. It was observed by from graph 6.1 that the 39.7% of users visit the library when there is a need for information and 29.4% of users visit Ones in a week. 23.8% of users visit the library daily and remaining users visit ones in a month.

Table-1

	Frequency
Daily	23.8
Ones in a week	29.4
Ones in a month	9.2
When there is a need	39.7

DO YOU USE LIBRARY AN AVERAGE?

126 responses



(6.2) how satisfied users with available document in library:-

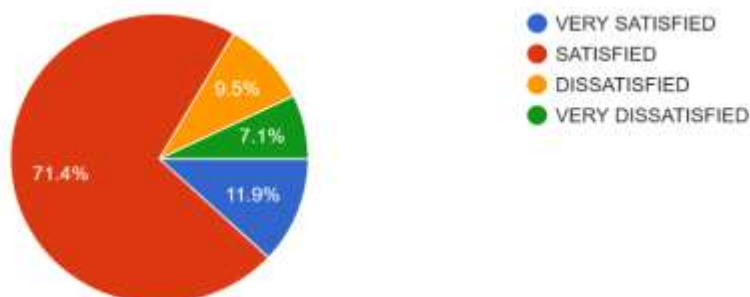
Table 6.2 represents that the 71.4 % of users are satisfied with the availability of documents in the library and 11.9% of users are very satisfied, less number of users that is 7.1% are dissatisfied with the availability of library resources.

Table 6.2

Satisfaction Level	Percentage
Very satisfied	11.9%
Satisfied	71.4%
Dissatisfied	9.5%
Very dissatisfied	7.1%

HOW SATISFIED ARE YOU WITH AVAILABILITY OF DOCUMENTS IN LIBRARY?

126 responses



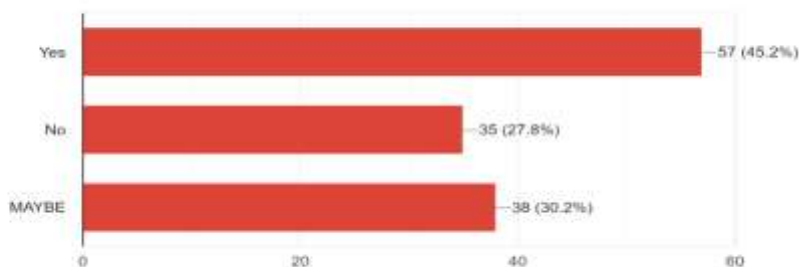
(6.3) How much resources are up to date in the library:-

Table 6.3 shows that the 57 (45.2%) students responded that the library resources are up to date and the 35 (27.8%) students responded that library resources are not updated.

Table 6.3

Resources are up to date	Responses
Yes	45.2%
No	27.8%

RESOURCES ARE UP TO DATE ?
 126 responses



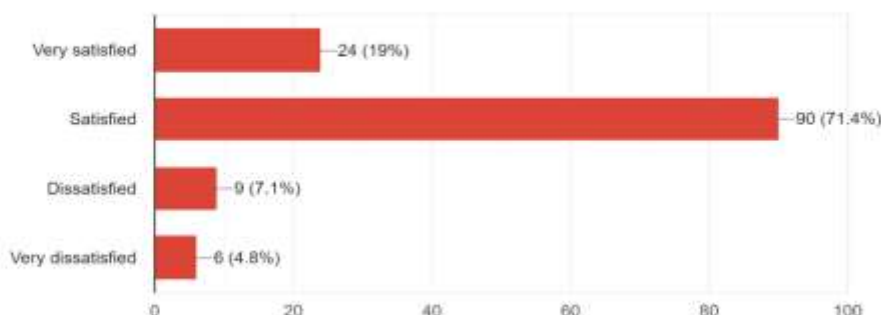
(6.4) how satisfied with library staff Behaviour:-

Table 6.4 represents that 90 students (71.4%) are satisfied with the library staff behavior, 24 students (19%) are very satisfied with the staff behavior and the less number of respondents 9 students (7.1%) are dissatisfied with library staff behavior.

Table 6.4

Satisfaction with library staff	Percentage
Very satisfied	19%
Satisfied	71.4%
Dissatisfied	7.1%
Very dissatisfied	4.8%

HOW SATISFIED ARE YOU WITH THE LIBRARY STAFF WORK/BEHAVIOUR?
 126 responses



(6.5) whatever the library material is present in the library that fulfills the user’s needs:-

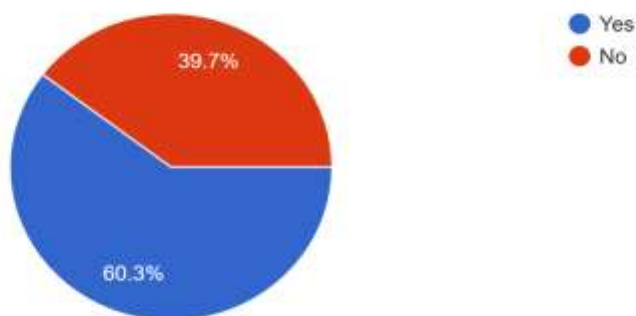
Table 6.5 represents that the 60.3% of students responded that yes library materials are fulfill their information needs and 39.7% of users responded that no their information needs are not fulfill.

Table 6.5

library material is present in the library that fulfills the user’s needs	Response
Yes	60.3%
No	39.7%

WHATEVER MATERIAL IS PRESENT IN THE LIBRARY THAT FULFILL YOUR NEED?

126 responses



(6.6) Resources are Easy to find:-

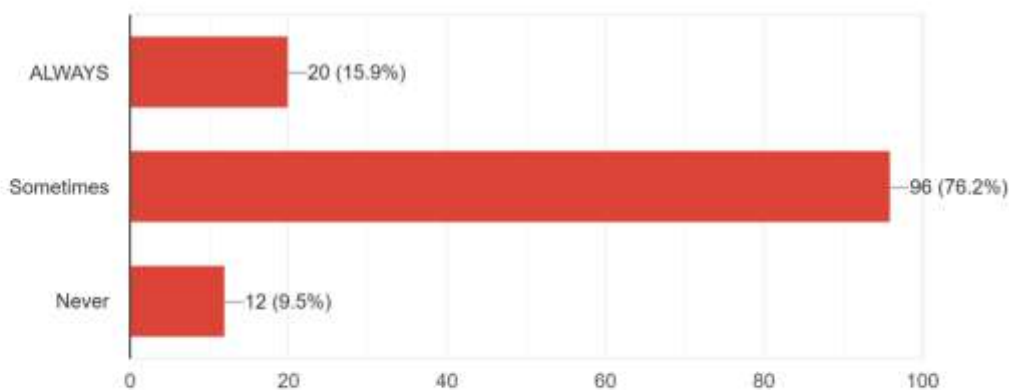
Table 6.6 represents that the 20 students (15.9%) replied that resources are always available and 96 students (76.2%) replied that resources are sometime available and less number of students replied that resources are never available.

Table 6.6

Resources are Easy to find	Response
always	15.9%
sometime	76.2%)
never	9.5%

RESOURCES ARE EASY TO FIND?

126 responses



(6.7) E-resources facilities are available in library:-

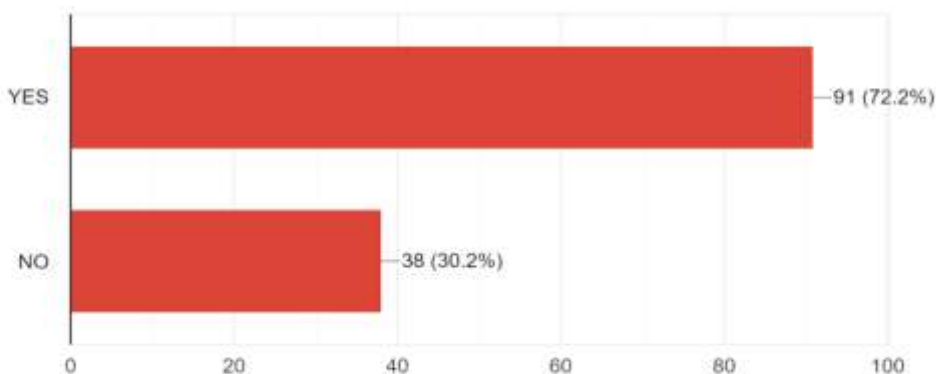
Table 6.7 represents that the 91 students (72.2%) replied that yes e-resources are available in the library and 38 students (30.2%) replied No e-resources are not available.

Table 6.7

E-resources facilities are available in library	Response
Yes	72.2%
No	30.2%

E-RESOURCES FACILITIES IS AVAILABLE IN THE LIBRARY?

126 responses



(6.8) Computer facilities are available:-

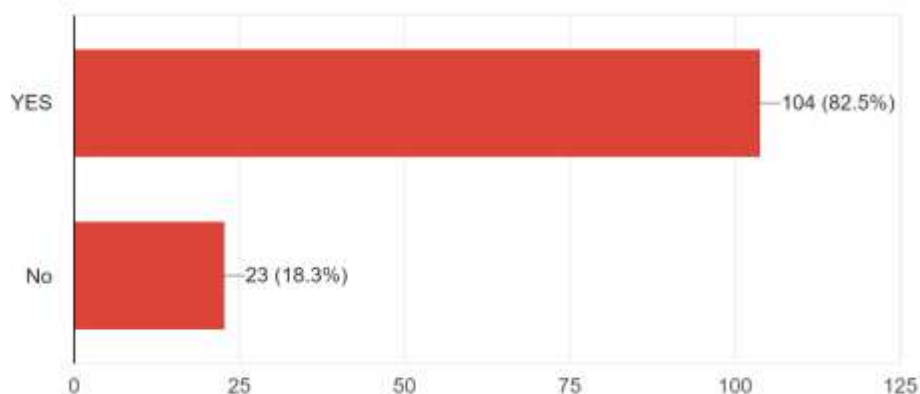
Table 6.8 represents that the 104 students (82.5%) answer that yes computer facilities are available in the library and the 23 students (18.3%) answer that no computer facilities are not available.

Table 6.8

Computer facilities are available	Response
Yes	82.5%
No	18.3%

COMPUTER FACILITY IS ACCESSIBLE?

126 responses



Suggestions:-

In this paper work we collect data from the student about the suggestion for the library. There are some following suggestions from the students-

- Update the library with new journals and magazines
- Wi-Fi and e resources quality needs to improve
- Book shelving system must be improve so that user can find book easily
- Number of book collection should be increase
- OPAC system need to improve

Conclusion:-in

This study provides empirical evidence of user perception and use of the academic library. It suggests that the library is a preferred place to study and spend time on campus. It was found that the frequent user activities in the library included individual study, reading, computer use, finding information, group study, using references and information services and meeting and socializing. Users tended to perceive the academic library primarily as a place for students, faculty and researches at universities and colleges worldwide. From providing access to a vast collection of books, journals, and other academic resources to offering research assistance, Facilitating learning and scholarships.

However there are some Ares where users may have negative perceptions or concerns about academic libraries. For examples some users may find the library website or search tools difficult to user, or they may encounter issues with access to certain resources. Other may feel that library is too noisy or crowded or that there is not enough study spaces available.

References:-

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