



Library Collections and User Services in Higher Education: A Study of Jamia Millia Islamia

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Abstract

The main backbone of the libraries lies in their quality-based collections and services. The Jamia Millia Islamia is a central university established in 1920. In NIRF 2025, JMI ranks 4th in the University category and 13th overall, reflecting the university's strong support for teaching, learning, and research. The library of JMI, Dr Zakir Husain Library, provides up-to-date collections and quality-based services to its patrons. The main purpose of this study is to determine the types of collections and services offered by JMI. To check the General Facilities offered by the university library, to check the awareness about the collection and services, to know the Sources Preferred by users to obtain the information, to check the present status of library print and electronic collection in the University of JMI, and the services being offered by the university to its patrons. The data were collected through a questionnaire from 102 students, research scholars, Faculty, and alumni of the University of Jamia Millia Islamia. The study reveals maximum number of users with 55.88% agree with "library have strong Print and electronic collection", maximum number of users 53.92% prefer both (print and electronic) to obtain the information, the study shows in the print collection the Books used by maximum number 91.17% and in the category of E-resources the higher number of users 87.25% used E-books and maximum number of users 48.03% found Helpful of Staff Attitude and Behavior so, here the main object of this paper bring understanding about the collection and services and Promote the use of electronic collection for the quicky and convenient access of the resources. The study also recommended a few Suggestions to strengthen the collection and services in Dr Zakir Husain Library of JMI.

Keywords: Library Collection and Services, Quality-Based Collection, JMI (Jamia Millia Islamia), Zakir Husain Library

Introduction:

In higher education, academic libraries play an essential role, fostering lifelong learning habits among student communities and serving as knowledge hubs that provide access to a wide range of information to meet user demand. The main pillars of every library are a high-quality collection and the services it offers to its user communities. The collection comprises all materials available in the library, such as books, journals, manuscripts, reference sources, E-Books, E-journals, electronic theses and dissertations, and E-magazines. The library's main strength lies in the quality of its collection. Throughout the academic journey, the library aims to attract users to its high-quality, up-to-date collection and help them achieve their

academic goals. It faces various challenges, including “decreasing budget allocation, increasing cost of materials, increasing demand for information, the complexity of electronic resources, and legal issues arising from copyright and censorship” (Yakubu, 2023).

Review of Literature:

Khan et al. (2025) describes the role of AI in library services and emphasise that, in today’s scenario, saving users’ time is a top priority for every library. Using an electronic library, we now provide a variety of services and perform many complex tasks. For the proper management of books and other reading material and for quick access to information, AI plays a significant role. In their study (Yakubu, 2023), the importance of collection development policies is explained, and collection development is elaborated as a major activity for libraries. University libraries have faced many challenges, such as the day-to-day increase in the cost of materials, rising demand for information, and the complexity of electronic resources, which they must address in their collection development. The study also promotes the adoption of return collection development policies. Yuliana and Ifadah (2022) discuss various quality-based services offered to users and explore the provision of information on time and accurately as more reliable for satisfying information needs. Murphy et al., (2021), in their study, describe the role of library services during the COVID 19 and in that period of the time library is also providing their services through many online Platform such as library chat, library website, through remote logging access to satisfy the information need of the user communities and provide access to information 24X7 and introduced new services such 360-degree virtual library tours, online chat reference services to solved the query of the users. Linden et al. (2017) describes the collection-centric model as a self-centric service model that prioritises timely information and focuses on digital resources that are easy to access from anywhere, at any time. Kala and Jayabal (2019) conduct a study of Cheraan’s College of Nursing students and highlighted the importance of library collections and up-to-date information in the medical field. Furthermore, explain the user perspective on accessing information, and elaborate that, in the medical field, up-to-date information is the most essential aspect for medical students. The study reveals that most of the users use the library during their nursing period and concludes that libraries use a hybrid mode to satisfy the information needs in the users’ community

Statement of the Problem:

The remarkable libraries are known for their effective services and high-quality collections, as well as for their significant role in meeting the information needs of the user community. The main aim of this study is to provide an understanding of the collection and services offered by the university library and to promote the use of electronic collections for quick, convenient access to information. The study, entitled “Library Collections and User Services in Higher Education: A Study of Jamia Millia Islamia,” examines user categories in higher education, including students, research scholars, faculty members, and alumni of Jamia Millia Islamia Central University, established in 1920. Furthermore, known for remarkable support in teaching, learning, and research activities.

Objectives of the Study:

1. To check the users’ awareness about the Library Collection (print and electronic) being offered by the university library

2. To check what kind of services are being offered by the university library to its patrons.
3. To check users' satisfaction with the general facilities offered by the university library.
4. To check the users' satisfaction with the collection and services being offered by the University Library of JMI
5. To check whether the Staff Attitude and Behaviour towards the user community are helpful or not.

Methodology for the Study:

Research Methodologies play a major role in the starting and ending of any research study. At every stage of this study, methodology guides the researcher to follow a systematic approach for better results. Methodology serves as a blueprint for the research and provides the researcher with systematic direction for conducting the study step by step. To develop a deep understanding, I reviewed the literature related to the study, and data were collected through a print and non-print (Google Form) questionnaire, with both closed-ended and open-ended questions.

Analysis and Interpretation:

For the study purpose, a survey method has been used in the form of a questionnaire, including both closed-ended and open-ended questions, in print and non-print (Google Form) formats. After repeated communication with the respondent from Dr Zakir Husain Library. Finally, 102 duly filled questionnaires were received back from Jamia Millia Islamia University. The study output results are based on 102 questionnaires, and thus n102 represents 100% of users.

Table 1: Library Information

S.NO	University Name	Jamia Millia Islamia
1	Name of the Library	Dr Zakir Husain Library
2.	Year of Establishment	1920
3.	Library Hours	9:00 A.M. to 8:00 P.M.
4.	Address	Maulana Mohammad Ali Jauhar Marg, Jamia Millia Islamia, Jamia Nagar, Okhla, New Delhi, Delhi 110025

Table 1 clearly indicates that Jamia Millia Islamia University was established in 1920, and the library's working hours are 9:00 AM to 8:00 PM.

Table 2: Gender Category

S. No.	University	Library Users (Gender) Total Respondent(n=102), Percentage (100%)		
		Male	Female	Total
1.	Jamia Millia Islamia	59	43	102
		57.84%	42.15%	100%

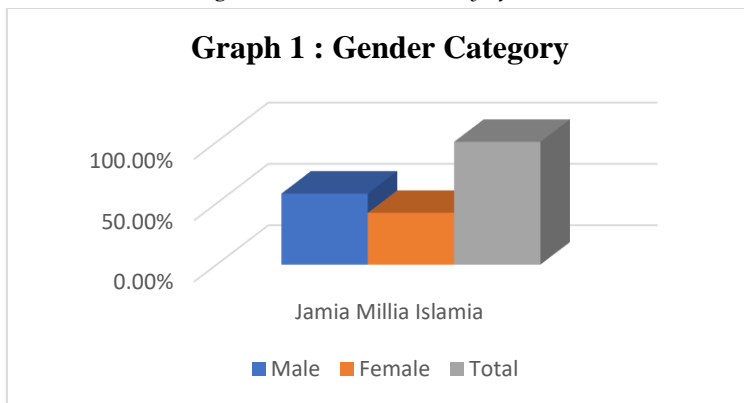
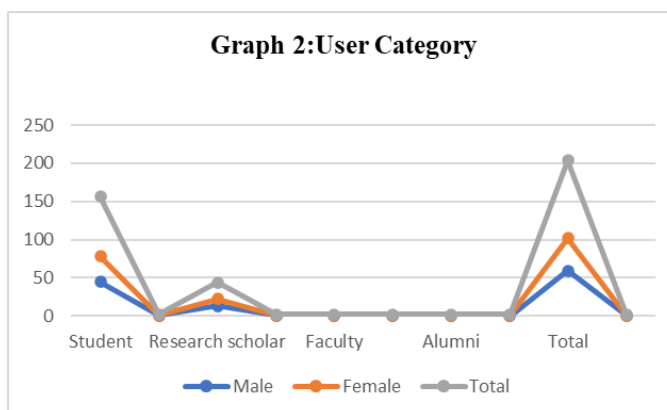


Table 2 and Graph 1 clearly indicate that at the University of Jamia Millia Islamia, 57.84% of respondents are male, while 42.15% are female.

Table 3: User Category

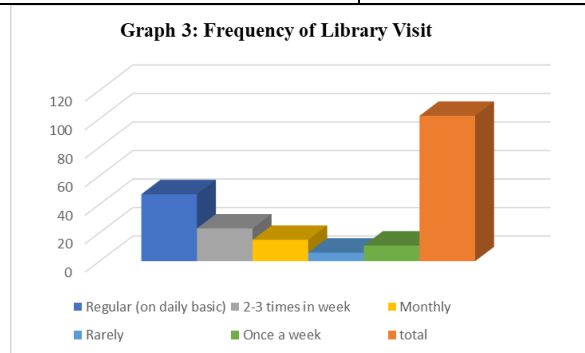
University	User Category	Library Users (Category) Total Respondent(n=102), Percentage (100%)		
		Male	Female	Total
Jamia Millia Islamia	Student	45	33	78
		57.69%	42.30%	100%
	Research scholar	13	9	22
		59.09%	40.90%	100%
	Faculty	1	0	1
		100%	0%	100%
	Alumni	0	1	1
		0%	100%	100%
	Total	59	43	102
		57.84%	42.15%	100%



The above table 3 and Graph 2 show that the male percentage is higher in the student (57.69%), Research scholar (59.09%), and Faculty (100%) categories, while only in the Alumni category are females at 100%.

Table 4: Frequency of Library Visit

S. No	Frequency	Total Respondent(n=102), Percentage (100%)
1.	Regular (on a daily basis)	47
		46.07%
2.	Once a week	11
		10.78%
3.	2-3 times a week	23
		22.54%
4.	Monthly	15
		14.70%
5.	Rarely	6
		5.882%
6.	Total	102
		100%

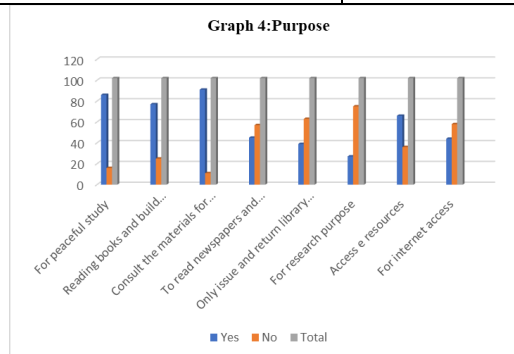


The above Graph 3 and Table 4 clearly show that in Jamia Millia Islamia, 46.07% of users visit the library daily. In comparison, 10.78% of users visit once a week, 22.54% visit 2-3 times a week, 14.70% visit monthly, and 5.882% rarely visit the Dr Zakir Husain Library of JMI.

Table 5: Purpose of Library Visit

S. No	Purpose	Total Respondent (n=102), Percentage (100%)		
		Yes	No	Total
1.	For peaceful study	86	16	102
		84.31%	15.68%	100%
2.	Reading books and building learning habits	77	25	102
		75.49%	24.50%	100%
3.	Consult the materials for the project, assignment, etc.	91	11	102
		89.21%	10.78%	100%
4.	To read newspapers and magazines	45	57	102
		44.11%	55.88%	100%
5.	Only issue and return library materials	39	63	102
		38.23%	61.76%	100%
6.	For research purpose	27	75	102
		26.47%	73.52%	100%

7.	Access e-resources	66	36	102
		64.70%	35.29%	100%
8.	For internet access	44	58	102
		43.13%	56.86%	100%



The above Graph 4 and table 5 shows that in Jamia Millia Islamia the higher percentage of users 89.21% used the library for Consult the materials for project, assignment etc. followed by 84.31% For peaceful study, 75.49% for Reading books and build learning habits, 44.11% To read newspapers and magazines, 38.23% for Only issue and return library materials, 64.70% for Access e resources, 43.13% For internet access and minimum number of users only 26.47% used for the research purpose.

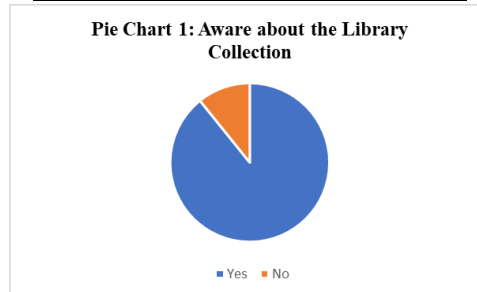
Table 6: General Facilities

S. No	General Facilities	Total Respondent (n=102), Percentage (100%)		
		Yes	No	Total
1.	Working hours of the library are suitable for studying	89	13	102
		87.25%	12.74%	100%
2.	Reading room services are provided by the library	61	41	102
		59.80%	40.19%	100%
3.	Comfortable sitting area with the proper lighting and ventilation	57	45	102
		55.88%	44.11%	100%
4.	Lockers or bag deposit counters	76	26	102
		74.50%	25.49%	100%
5.	Internet /Wi-Fi services	88	14	102
		86.27%	13.72%	100%
6.	Facilities in general, including fans, water, lights, furnishings, etc.	82	20	102
		80.39%	19.60%	100%

The above table 6 clearly shows that Jamia Millia Islamia University library has the maximum number of users, with 87.25% satisfied with the "Working hours of the library suitable for the study" and 86.27% users with Internet/Wi-Fi services. followed by 80.39% users with Facilities in general, including fans, water, lights, furnishings, etc., 74.50% of users were satisfied with Lockers or bag deposit counters, and the library provides 59.80% with reading room services and only 55.88% users were satisfied with a comfortable sitting area with the proper lighting and ventilation in Dr. Zakir Husain Library of JMI.

Table 7: Aware of the Library Collection (Print and electronic)

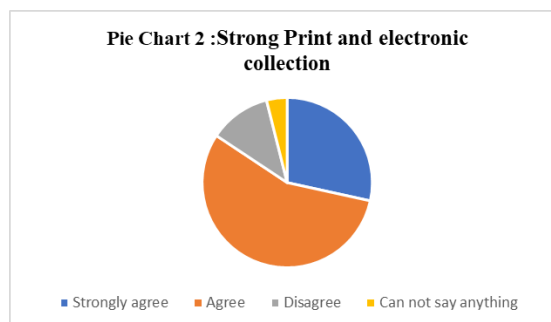
Total Respondent(n=102), Percentage (100%)		
Yes	No	Total
91	11	102
89.21%	10.78%	100%



The above Pie Chart 1 and Table 7 clearly indicate that 89.21% of users in the Dr Zakir Husain Library of JMI are aware of the library collection. Only 10.78% users are not properly aware of the library collection (Print and electronic).

Table 8: Does the library have a strong Print and electronic collection

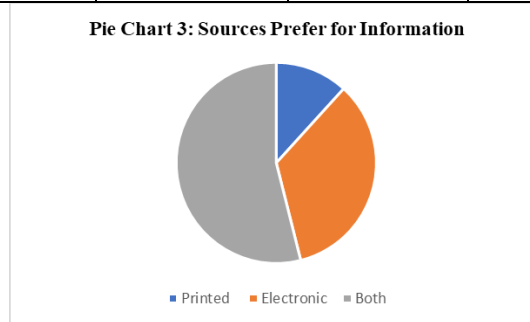
S. No	Does the library have a strong Print and electronic collection	Total Respondent(n=102), Percentage (100%)
1.	Strongly agree	29 28.43%
2.	Agree	57 55.88%
3.	Disagree	12 11.76%
4.	Can not say anything	4 3.921%
5.	Total	102 100%



The above Pie Chart 2 and table 8 clearly show that the maximum number of users, 55.88%, agree with "the library has a strong Print and electronic collection," but 28.43% strongly agree with the statement. In comparison, only 11.76% clearly disagree, and only 3.921% can not say anything about the library collection.

Table 9: Sources Preferred for Information

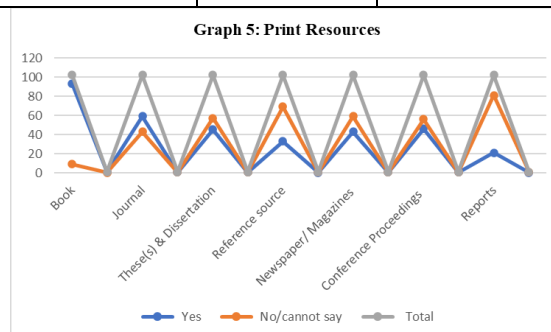
Total Respondent(n=102), Percentage (100%)			
Printed	Electronic	Both	Total
12	35	55	102
11.76%	34.31%	53.92%	100%



In the above Pie Chart 3 and table 9, it shows that in the Dr Zakir Husain Library of JMI, the maximum number of users (53.92%) prefer both (print and electronic). In comparison, 11.76% prefer printed sources, while 34.31% prefer electronic sources.

Table 10: Print Resources Used by Users

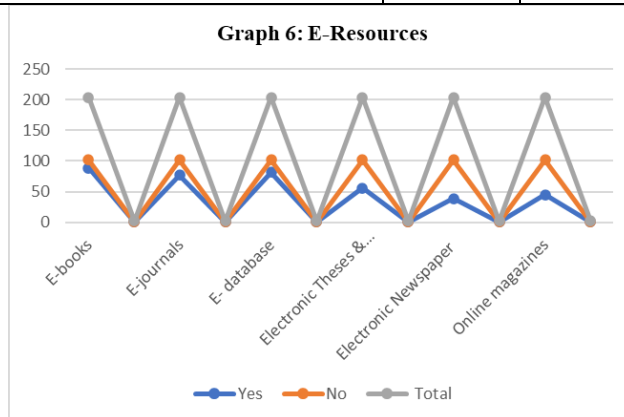
S. No	Print Resources	Total Respondent(n=102), Percentage (100%)		
		Yes	No/cannot say	Total
1.	Book	93	9	102
		91.17%	8.823%	100%
2.	Journal	59	43	102
		57.84%	42.15%	100%
3.	These(s) & Dissertation	45	57	102
		44.11%	55.88%	100%
4.	Reference Source	33	69	102
		32.35%	67.64%	100%
5.	Newspaper/ Magazines	43	59	102
		42.15%	57.84%	100%
6.	Conference Proceedings	46	56	102
		45.09%	54.90%	100%
7.	Reports	21	81	102
		20.58%	79.41%	100%



The above Graph 5 and table 10 clearly highlighted that in the print collection, the Books used by the maximum number 91.17%, Followed by Journal 57.84%, These(s) & Dissertation 44.11%, Reference source 32.35%, Newspaper/ Magazines 42.15%, Conference Proceedings 45.09%, and minimum number of 20.58% user used Reports at Jamia Millia Islamia.

Table 11: E-Resources Used by Users'

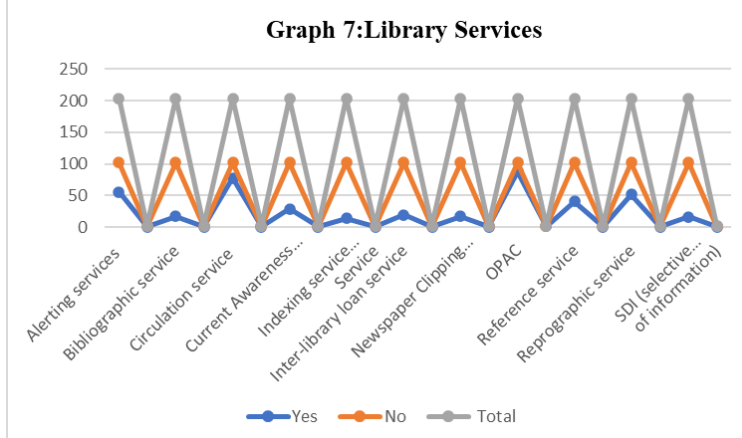
S. No	E-Resources	Total Respondent(n=102), Percentage (100%)		
		Yes	No	Total
1.	E-books	89	13	102
		87.25%	12.74%	100%
2.	E-journals	77	25	102
		75.49%	24.50%	100%
3.	E- database	82	20	102
		80.39%	19.60%	100%
4.	Electronic Theses & Dissertations	56	46	102
		54.90%	45.09%	100%
5.	Electronic Newspaper	39	63	102
		38.23%	61.76%	100%
6.	Online magazines	45	57	102
		44.11%	55.88%	100%



The above Graph 6 and table 11 shows that in the category of E-resources in Jamia Millia Islamia university higher number of users 87.25% used E-books, followed by E- database used by 80.39% of users, E-journals 75.49% of users, Electronic Theses & Dissertations 54.90% of users, Online magazines 44.11% of users and minimum number of users 38.23% used Electronic Newspaper.

Table 12: Library Services

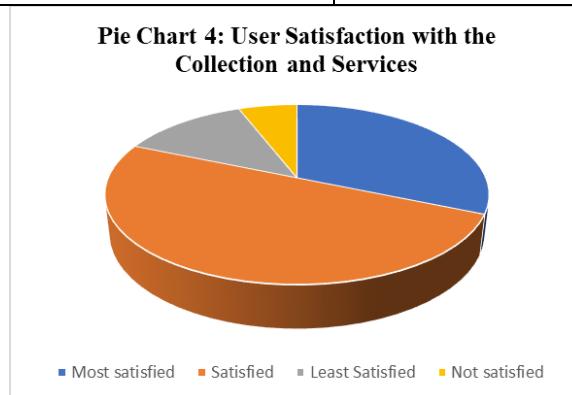
S. No	Library Services	Total Respondent (n=102), Percentage (100%)		
		Yes	No	Total
1.	Alerting services	56	46	102
		54.90%	45.09%	100%
2.	Bibliographic service	17	85	102
		16.66%	83.33%	100%
3.	Circulation service	78	24	102
		76.47%	23.52%	100%
4.	Current Awareness Service (CAS)	29	73	102
		28.43%	71.56%	100%
5.	Indexing service / Abstracting Service	14	88	102
		13.72%	86.27%	100%
6.	Inter-library loan service	19	83	102
		18.62%	81.37%	100%
7.	Newspaper Clipping Service	17	85	102
		16.66%	83.33%	100%
8.	OPAC	88	14	102
		86.27%	13.72%	100%
9.	Reference service	41	61	102
		40.19%	59.80%	100%
10.	Reprographic service	52	50	102
		50.98%	49.01%	100%
11.	SDI (selective dissemination of information)	16	86	102
		15.68%	84.31%	100%



The above Graph 7 and table 12 clearly show that 86.27% of users used OPAC services, while only 13.72% used the Indexing service/ Abstracting Service.

Table 13: User Satisfaction with the Collection and Services

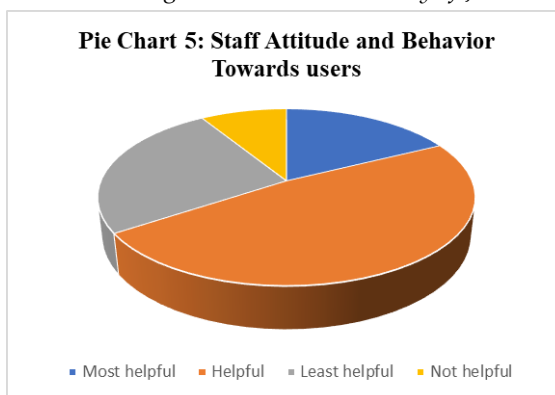
S. No	User Satisfaction with the Collection and Services	Total Respondent (n=102), Percentage (100%)
1.	Most satisfied	32
		31.37%
2.	Satisfied	51
		50%
3.	Least Satisfied	13
		12.74%
4.	Not satisfied	6
		5.88%
5.	Total	102
		100%



The above Pie Chart 4 and table 13 clearly show that 50% of users are satisfied, while 31.37% are most satisfied with the library collection and services. However, only 12.74% of users are least satisfied, and 5.88% are clearly not satisfied with JMI's collection and services.

Table 14: Staff Attitude and Behaviour Towards Users

S. No	Staff Attitude and Behaviour towards users	Total Respondent (n=102), Percentage (100%)
1.	Most helpful	18
		17.64%
2.	Helpful	49
		48.03%
3.	Least helpful	26
		25.49%
4.	Not helpful	09
		8.83%
5.	Total	102
		100%



The above Pie Chart 5 and table 14 show that 48.03% of users found the Staff Attitude and Behaviour helpful, with 17.64% finding it most helpful. However, 25.49% found it least helpful, and 8.83% found it not helpful regarding staff attitude and Behaviour towards users.

Findings of the Study:

- (i) The Pie Chart 1 and Table 7 clearly indicate that 89.21% of users in the Dr Zakir Husain Library of JMI are aware of the library collection.
- (ii) The Pie Chart 2 and Table 8 clearly show that the maximum number of users, with 55.88%, agree with “the library has a strong Print and electronic collection.”
- (iii) The Pie Chart 3 and Table 9 show that in the Dr Zakir Husain Library of JMI, the maximum number of users 53.92% prefer both (print and electronic).
- (iv) The study shows that in the print collection, the books were used by the maximum number (91.17%), and in the E-resources category, a higher number (87.25%) used E-books.
- (v) Graph 7 and Table 12 clearly show that 86.27% of users used OPAC services.
- (vi) The Pie Chart 4 and Table 13 clearly show that 50% of users are satisfied, with 31.37% most satisfied with the library collection.
- (vii) The Pie Chart 5 and Table 14 show that 48.03% of users found The Staff Attitude and Behaviour helpful, while 17.64% found it most helpful.

Suggestion:

We made some strong suggestions for university libraries to strengthen their collection and services.

1. Time-to-time user orientation program, workshop, and seminar should be conducted to raise awareness and educate the users about the services and print or non-print collection of the library.
2. The university library should promote its services through online platforms such as the library website, Facebook, etc.
3. Every year, the university library needs to extend its collection and regularly update its print and electronic collection as per user needs.
4. Promote the use of electronic collection for the quick and convenient access to the resources and its help to provide the information without physical limitations.

Conclusion:

The study has examined various levels of library collections and services and found that academic libraries not only serve users' needs but also help them achieve their educational goals; the main driver of academic libraries lies in enriching collections and providing

quality-based services. For that purpose, university libraries should regularly update their collections and promote the use of electronic resources for quick, convenient access to information.

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