

Use of Library Resources and Services by the Library Users: A Case Study of DAV University Jalandhar (Punjab)

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Abstract

Library plays an important role in the growth and development of an institution. The present study investigates the use of library resources and services. The study reveals that 82.05% (Sciences) and 75.00% (Engineering) visit the library to use Internet, 77.50% (Engineering), 58.97% (Sciences) and 51.72% (Humanities) for study purpose, 72.5% (Engineering), 69.23% (Sciences) and 51.72% (Humanities) for the circulation of library resources, 50% (Engineering), 35.89% (Sciences) and 27.58% (Humanities) for reading purpose, 5% (Engineering), 5.13% (Sciences) and 3.45% (Humanities) for preparing lecture and very less number of users 12.5% (Engineering), 10.2% (Sciences) and 10.34% (Humanities) visit the library for other purposes.

Keywords: DAV University Library, E-Books, E-journals, Library Resources and Services, Library Users

1. Introduction

The information needs and information seeking of users are changing with developments in technology. The resources available in a library play an important role in facilitating access to required information to the users in an easy and speedy manner. No one need to go to the library to make use of information as online access via networks are supported at any time from the comfort of home or workplace. However, it is essential that one should be familiar with the use and utilization of library resources for their effective usage. Library resources can also be used for efficient retrieval. Library resources are frequently used by users¹. Libraries have always been considered as the primary institutions delegated to acquire, manage, preserve and disseminate information resources to users. Information technology has brought about major changes in information services with electronic resources emerging as a major component of library resources². This paper will discuss some aspects of use of resources and services of the library by students of DAV University.

2. DAV University Library

DAV University is devoted to excellence in higher education, research and producing best manpower with a scientific mindset³. DAV University has ready a major investment in setting up a state-of-the-art library. The Main Library has about four dozen computers for facilitating access to e-resources and for project work of the students. The University library provides access to electronic resources via campus-wide high speed Wi-Fi connectivity to Internet. The library is a member of DELNET which provides access to union catalogue of books, periodicals, article database, e- book database, CD-Rom database, union list of video recordings, sound recording and databases of theses and dissertations. Library provides maintains an OPAC (Online Public Access Catalogue) with access within the campus. Library has nearly 12000 books and subscribes to 60 periodicals as also to EBSCO Host which provides access to 7000 Business Publications; 19000 Company profiles; 1000 Newspapers; 6000 Case Studies, 3600 E- books; 135 Reference books ; 600 videos and 2800 national and

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international Engineering publications. The main aim of library is to maximize the use of its resources and services. In order to fulfill this plan, Library organizes orientation programmes, book exhibitions and user awareness programmes⁴.

3. Literature Review

Findings of below listed studies are related to the present study:

- Biradar, Kumar and Mahesh (2009)⁵ studied the extent of usage of agriculture information sources and information technology tools by students. The result of the study shows that available Documentary and Non – Documentary sources are adequate and feel no need of e- consortia.
- Gunasekera's (2010)⁶ study indicates that library resources and services are not fully used by undergraduate students because either they don't know the importance or not aware of them and suggests that the library should promote use of services and resources
- Uplaonkar and Keshava (2013)⁷ concentrated on evaluation of the use of electronic information sources and services in terms of use and user satisfaction.
- Ambika and Naushad (2014)⁸ surveyed to determine the awareness of e-resources among library users of a university library.
- Kumar (2014)⁹ found that use of search engines is quite wide-spread among faculty members; however the use of the college website was not of the same order.
- Krishna and Singh (2015)¹⁰ found that the time spent by research scholars for print / electronic access is ineffective.
- Velmurugan and Amudha (2015)¹¹ found that 451 37.58% respondents use ICT based resources for their research purpose.
- Deepa and Azeez (2016)¹² survey reveals that both users from science group and social sciences community frequently use web based information services for research purpose.
- Narayanaswamy (2016)¹³ found that users of engineering colleges are very well of the present digital environment and expect libraries to provide electronic/digital services.

4. The Present Study

Since 2013, the DAV University Library is continuously updating itself with resources and services. What impact

do these have in terms of frequency of user visits, purpose, time spent, etc? This study seeks to find answers to these.

5. Scope of the Study

The study is limited to the Library Users from different streams like Engineering, Sciences and Humanities of DAV University, Jalandhar (Punjab).

6. Objectives of Study

The main objectives of study are following as:

- To find out the use of existing resources and services of library by its users.
- To evaluate the present library resources and services of the library.
- To assess expectations of library users from the university library.
- To know the satisfaction level of the library users.
- To know the impact of library resources and services of the library on users academic activities.

7. Research Methodology

A structured questionnaire was designed to collect the data for the present study. 150 questionnaires were distributed among library users from different departments i.e. Engineering (50), Sciences (50) and Humanities (50). Out of these 108 filled in questionnaires were received:

Discipline	No. of Questionnaires Distributed	No. of Response
Engineering	50 (100%)	40 (80.00%)
Sciences	50 (100%)	39 (78.00%)
Humanities	50 (100%)	29 (58.00%)
Total	150 (100%)	108 (72.00%)

8. Analysis and Data Findings

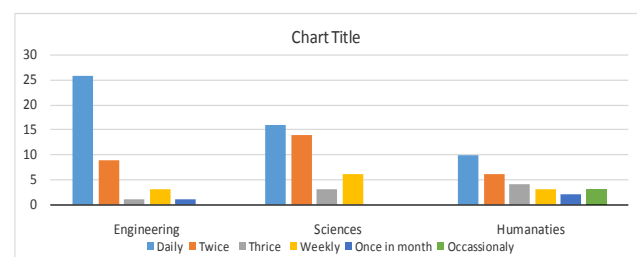


Figure 1. Frequency of library visit.

Table 1. Frequency of library visit

Frequency	Engineering (40)				Sciences (39)				Humanities (29)			
	PG	UG	Others	Total	PG	UG	Others	Total	PG	UG	Others	Total
Daily	9 22.5%	11 27.5%	6 15%	26 65%	8 20.51%	6 15.38%	2 5.13%	16 41.03%	4 13.79%	4 13.79%	2 6.90%	10 34.48%
Twice in a week	2 5%	5 12.5%	2 5%	9 22.5%	5 12.82%	7 17.95%	2 5.13%	14 35.89%	2 6.89%	2 6.89%	2 6.89%	6 20.68%
Thrice in a week	1 2.5%	-	-	1 2.5%	1 2.56%	1 2.56%	1 2.56%	3 7.69%	2 6.89%	1 3.45%	1 3.45%	4 13.79%
Weekly	-	1 2.5%	2 5%	3 7.5%	4 10.26%	1 2.56%	1 2.56%	6 15.38%	1 3.45%	1 3.45%	1 3.45%	3 10.35%
Once in a month	-	1 2.5%	-	1 2.5%	-	-	-	-	1 3.45%	1 3.45%	-	2 6.89%
Occasionally	-	-	-	-	-	-	-	-	-	2 6.89%	1 3.45%	3 10.35%

The data collected in Table 1 and Figure 1, depict the visit frequency of user. The data collected indicate that 65.00% of user form Engineering, 41.03% of Sciences and 34.48% of Humanities visit the library daily (Table 2 and Figure 2).

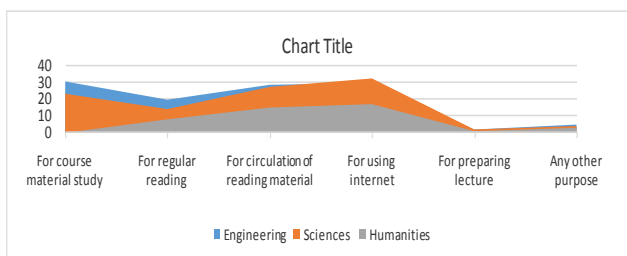


Figure 2. Purpose of visits in library.

The collected data along with pictorial presentation provide the information that maximum number of

user i.e. 82.05% (Sciences) and 75.00% (Engineering) visit library to use Internet. Library resources are highly used by engineering students as data shows that 72.5% (Engineering), 69.23% (Sciences) and 51.72% (Humanities) visit to borrow / return books (Table 3 and Figure 3).

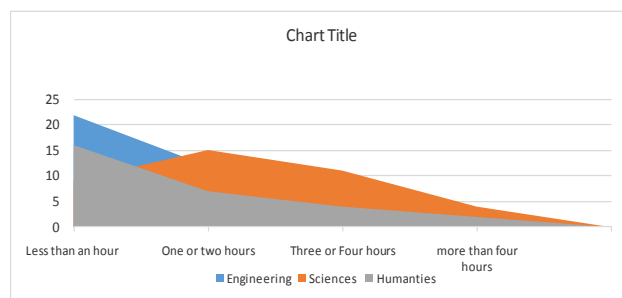


Figure 3. Average time spent in the library.

Table 2. Purpose of visits in library

Purpose of visit	Engineering (40)				Sciences (39)				Humanities (29)			
	PG	UG	Others	Total	PG	UG	Others	Total	PG	UG	Others	Total
For studying course material	22 55.00%	9 22.50%	-	31 77.50%	12 30.77%	9 23.08%	2 5.13%	23 58.97%	9 31.04%	4 13.79%	2 6.89%	15 51.72%
For regular reading	11 27.5%	8 20.00%	1 2.50%	20 50.00%	6 15.38%	5 12.80%	3 7.69%	14 35.89%	4 13.79%	3 10.34%	1 3.45%	8 27.58%
For borrowing reading material	18 45%	9 22.50%	2 5.00%	29 72.5%	13 33.33%	11 28.21%	3 7.69%	27 69.23%	8 27.59%	4 13.79%	3 10.34%	15 51.72%
For using Internet	20 50.00%	10 25.00%	-	30 75.00%	14 35.89%	12 30.77%	6 15.38%	32 82.05%	8 27.59%	5 17.24%	4 13.79%	17 58.62%
For preparing lecture	-	-	2 5.00%	2 5.00%	-	-	2 5.13%	2 5.13%	-	-	1 3.45%	1 3.45%
Others	2 5.00%	1 2.50%	2 5.00%	5 12.5%	1 2.56%	2 5.1%	1 2.56%	4 10.25%	-	2 6.89%	1 3.45%	3 10.34%

Table 3. Average time spent in the library

Time Spent	Engineering (40)				Sciences (39)				Humanities (29)			
	Master's level	Graduation level	Others	Total	Master's level	Graduation level	Others	Total	Master's level	Graduation level	Others	Total
Less than an hour	13	7	2	22	5	2	2	9	8	4	4	16
	32.50%	17.50%	5.00%	55.00%	12.82%	5.13%	5.13%	23.08%	27.59%	13.79%	13.79%	55.17%
One or two hours	8	2	2	12	4	7	4	15	2	3	2	7
	20.00%	05.00%	05.00%	30.00%	10.26%	17.94%	10.26%	38.46%	06.89	10.36%	06.89%	24.14%
Three or Four hours	2	1	1	4	4	5	2	11	1	2	1	4
	05.00%	02.50%	02.50%	10.00%	10.26%	12.82%	5.13%	28.20%	03.45%	06.89%	03.45%	13.79%
More than four hours	2	0	0	2	2	-	2	4	1	-	1	2
	05.00%	0%	0%	05.00%	5.13%		5.13%	10.26%	03.45%		03.45%	06.90%
	40				39				29			
	100%				100%				100%			

The data collected indicates that most users i.e. 55% (Engineering), 55.17% (Humanities) and only 23.08% (Sciences) spent less than an hour in the library (Table 4 and Figure 4).

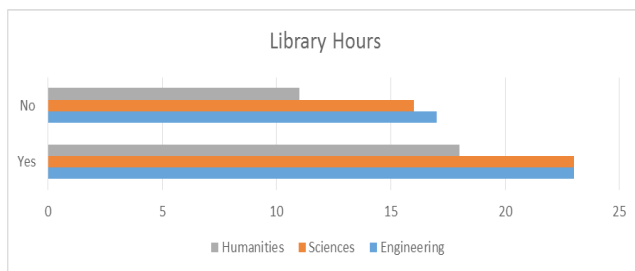


Figure 4. Satisfaction with library hours.

Presently University library is operational from 9:00 am to 11:00 pm. While majority of students are quite satisfied with the opening hours, yet a significant number suggested that the library timings should be extended (Table 5 and Figure 5).

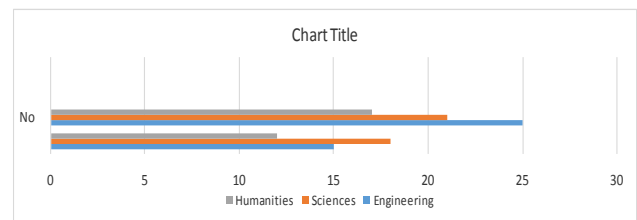


Figure 5. Satisfaction with Infrastructure.

Table 4. Satisfaction with library hours

Library hours	Engineering (40)				Sciences (39)				Humanities (29)			
	PG	UG	Others	Total	PG	UG	Others	Total	PG	UG	Others	Total
Yes	15	6	2	23	9	8	6	23	8	6	4	18
	37.50%	15.00%	05.00%	57.50%	23.07%	20.51%	15.38%	58.97%	27.59%	20.69%	13.79%	62.07%
No	10	4	3	17	6	6	4	16	4	3	4	11
	25.00%	10.00%	07.50%	42.50%	15.38%	15.38%	10.27%	41.03%	13.79%	10.35%	13.79%	37.93%
	40				39				29			
	100%				100%				100%			

Table 5. Satisfaction with Infrastructure

Satisfied with available infrastructure	Engineering (40)				Sciences (39)				Humanities (29)			
	PG	UG	Others	Total	PG	UG	Others	Total	PG	UG	Others	Total
Yes	10	3	2	15	9	6	3	18	4	5	3	12
	25.00%	07.50%	05.0%	37.5%	23.07%	15.39%	07.69%	46.15%	13.79%	17.25%	10.34%	41.38%
No	15	7	3	25	6	8	7	21	8	4	5	17
	37.50%	17.50%	07.5%	62.5%	15.39%	20.51%	17.95%	53.85%	27.58%	13.79%	17.25%	58.62%
	40				39				29			
	100%				100%				100%			

Clearly a majority of students cutting across disciplines are not satisfied with the present infrastructure (Table 6 and Figure 6).

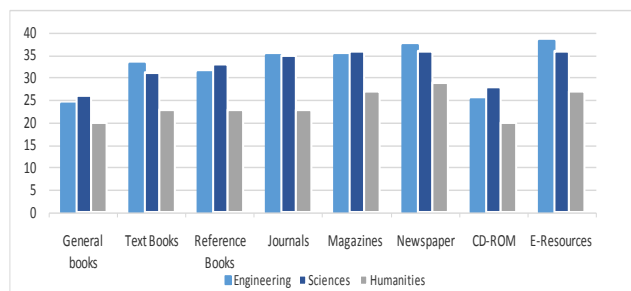


Figure 6. Usage of Available Information Sources.

The data shows that both print and e-resources are quite extensively used by students suggesting that e-resources are finding acceptance among library users (Table 7 and Figure 7).

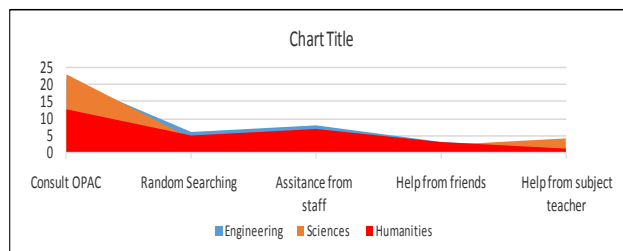


Figure 7. Searching of document.

Table 6. Usage of Available Information Sources

Usage of Information Resources	Engineering (40)				Sciences (39)				Humanities (29)			
	PG	UG	Others	Total	PG	UG	Others	Total	PG	UG	Others	Total
General books	15	5	4	24	11	9	6	26	9	5	6	20
	37.50%	12.50%	10.00%	60.00%	28.20%	23.08%	15.38%	66.66%	31.04%	17.24%	20.69%	68.97%
Text Books	21	8	4	33	12	12	7	31	11	9	3	23
	52.50%	20.00%	10.00%	82.50%	30.77%	30.77%	17.95%	79.49%	37.93%	31.04%	10.34%	79.31%
Reference Books	22	4	5	31	14	13	6	33	10	6	7	23
	55.00%	10.00%	12.50%	77.50%	35.89%	33.33%	15.38%	84.61%	34.48%	20.69%	24.14%	79.31%
Journals	24	6	5	35	14	13	8	35	11	5	7	23
	60.00%	15.00%	12.50%	87.50%	35.89%	33.33%	20.51%	89.74%	37.93%	17.24%	24.14%	79.31%
Magazines	24	6	5	35	15	12	9	36	12	7	8	27
	60.00%	15.00%	12.50%	87.50%	38.46%	30.77%	23.08%	92.31%	41.38%	24.13%	27.58%	93.10%
Newspaper	23	9	5	37	15	12	9	36	12	9	8	29
	57.50%	22.50%	12.50%	92.50%	38.46%	30.77%	23.08%	92.31%	41.38%	31.04%	27.58%	100%
CD-ROM	16	5	4	25	13	8	7	28	9	4	7	20
	40.00%	12.50%	10.00%	62.50%	33.33%	20.51%	17.95%	71.79%	31.04%	13.79%	24.14%	68.97%
e-Resources	24	9	5	38	15	12	9	36	11	8	8	27
	60.00%	22.50%	12.50%	95.00%	38.46%	30.77%	23.08%	92.31%	37.93%	27.58%	27.58%	93.10%

Table 7. Searching of document

Search made by	Engineering (40)				Sciences (39)				Humanities (29)			
	PG	UG	Others	Total	PG	UG	Others	Total	PG	UG	Others	Total
Consult Catalogue (OPAC)	14	5	3	22	9	7	7	23	5	3	5	13
	35.00%	12.50%	07.50%	55.00%	23.07%	17.95%	17.95%	58.97%	17.24%	10.34%	17.24%	44.82%
Browsing shelves	4	1	1	6	1	1	2	4	2	2	1	5
	10.00%	02.50%	02.50%	15.00%	02.56%	02.56%	05.13%	10.25%	06.90%	06.90%	03.44%	17.24%
By Assistance of staff	5	2	1	8	2	3	1	6	3	3	1	7
	12.50%	05.00%	02.50%	20.00%	05.13%	07.69%	02.56%	15.38%	10.34%	10.34%	03.44%	24.13%
With the help of friend / Colleagues	2	1	0	3	1	1	0	2	1	1	1	3
	05.00%	02.50%	0%	07.50%	02.56%	02.56%	0%	05.12%	03.44%	03.44%	03.44%	10.34%
With the help of subject teacher	0	1	0	1	2	2	0	4	1	0	0	1
	0%	02.50%	0%	02.50%	05.13%	05.13%	0%	10.25%	03.44%	0%	0%	03.44%
	40%				39%				29%			

Maximum number of users i.e. 55% (Engineering), 58.97% (Sciences) and 44.82% (Humanities) prefer to use the online catalogue (Table 8 and Figure 8).

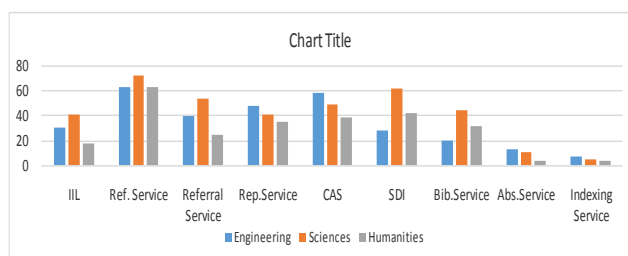


Figure 8. Library services used by the users.

The Table 8 and Figure 8 show the use of services provided by the library.

9. Library Staff Attitude

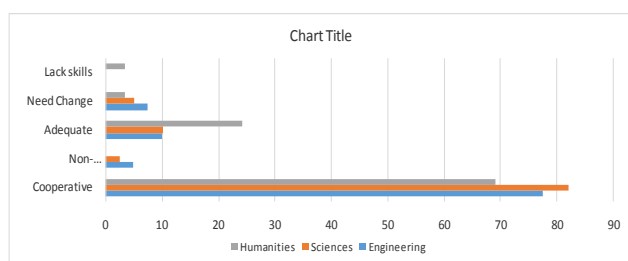


Figure 9. Library Staff Attitude.

Table 8. Library Services used by the users

Library Services	Engineering (40)				Sciences (39)				Humanities (29)			
	PG	UG	Others	Total	PG	UG	Others	Total	PG	UG	Others	Total
Inter Library	5	3	4	12	7	5	4	16	3	1	1	5
Loan	12.50%	7.50%	10.00%	30.00%	17.95%	12.82%	10.26%	41.03%	10.34%	3.45%	3.45%	17.24%
Reference Service	15	7	3	25	9	13	6	28	7	5	6	18
	37.50%	17.50%	7.50%	62.50%	23.08%	33.33%	15.38%	71.79%	24.13%	17.24%	20.68%	62.06%
Referral Service	10	3	3	16	4	10	7	21	3	3	1	7
	25.00%	7.50%	7.50%	40.00%	10.26%	25.64%	17.95%	53.85%	10.34%	10.34%	3.45%	24.13%
Reprographic Service	12	4	3	19	3	7	6	16	2	7	1	10
	30.00%	10.00%	7.50%	47.50%	7.69%	17.95%	15.38%	41.02%	6.89%	24.13%	3.45%	34.48%
Current Awareness Service	16	3	4	23	2	8	9	19	4	3	4	11
	40.00%	7.5%	10.00%	57.50%	5.13%	20.51%	23.08%	48.72%	13.79%	10.34%	13.79%	37.93%
Selective Diss. of Informa-tion	6	2	3	11	6	9	9	24	5	5	2	12
	15.00%	5.00%	7.50%	27.50%	15.38%	23.08%	23.08%	61.54%	17.24%	17.24%	6.89%	41.38%
Bibliographic Service	3	2	3	8	3	7	7	17	4	3	2	9
	7.50%	5.00%	7.50%	20.00%	7.69%	17.95%	17.95%	43.58%	13.79%	10.34%	6.89%	31.03%
Abstracting Service	2	1	2	5	1	1	2	4	0	0	1	1
	5.00%	2.50%	5.00%	12.50%	2.56%	2.56%	5.13%	10.26%	0%	0%	3.45%	3.45%
Indexing Service	1	1	1	3	1	0	1	2	0	0	1	1
	2.50%	2.50%	2.50%	7.50%	2.56%	0%	2.56%	5.13%	0%	0%	3.45%	3.45%

In meeting the goals of the library, attitude of library staff plays a vital role. Most students found library staff quite helpful and skilled (Figure 9).

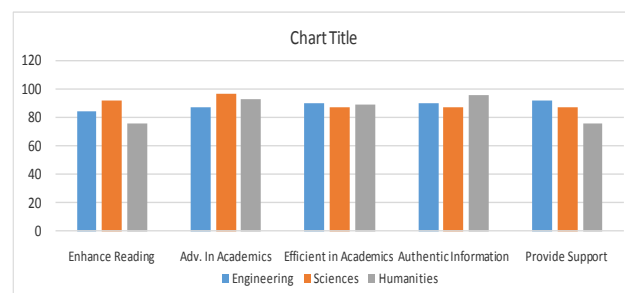


Figure 10. Impact of usage of library on academic.

Figure 10 shows the impact of usage of library. The library not only enhances reading habits but also helps to find authentic information (Engineering: 90%), (Sciences: 87.17%) and (Humanities: 96.55%) and supports learning, research and teaching (Engineering: 92.5%), (Sciences: 87.17%) and (Humanities: 75.86%).

10. Findings of the Study

- Engineering students visit the library more frequently than students from sciences and social science; the principal purpose is to use Internet.
- Majority of user spent on average less than an hour in the library.

- Users are satisfied with library hours and infrastructure but 40.48% users want to extend library hours.
- Usage of e-resources is more in comparison to print resources.

11. Suggestions

- Library timing should be extended to satisfy the users.
- IT infrastructure needs to be enhanced.

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