

Awareness and Use of Library Resources by the PG Students of Private Universities in Bangalore City: A Study

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Abstract - The primary aim of academic libraries is to fulfil the information needs of their user's community. The present study intention is to know the extent of use of library resources by the PG students of Private Universities in Bangalore city. Further study has been stressed on the level awareness about various information sources as well problems faced while accessing those resources are identified. For this purpose the researcher prepared a structured questionnaire and distributed to 120 respondents and received back 100 questionnaires with the response rate being 83.33%. The study findings reveals that the still the PG Students are preferred to access print books for their study and reference and at the same time they are well aware of various information resources available their respective libraries.

Keywords: Information Sources, PG Students, Library Resources, Information Seeking, Private Universities, Bangalore City

I. INTRODUCTION

Libraries offer physical and intellectual access to a myriad of information sources, in different forms and formats. The libraries have been adopting various tools and techniques to ease access to information to user community using appropriate technological tools. On the other hand, the librarians are also making efforts to bring awareness about information sources acquired and stored in their libraries and for this purpose, they have designed and offering user orientation, user education, and information literacy programmes.

Librarians work with their communities to give relevant resources and services is continuous and perpetual. There has been a change in the format of resources which are increasingly available in digital form, and libraries adopt technology to ensure physical and intellectual access to these resources. Libraries also use IT facility and build infrastructure to provide effective and value-added content and services. In this context, it is apt to consider that LIS professionals should make their users aware of the sources and services offered by library and information centers.

The students, especially from higher educational institutions, are encountering problems and challenges in using information resources effectively due to the day-to-day explosion of information and information sources in a variety of forms – print, electronic, digital and web-based resources. So the awareness about these resources among the users becomes a prerequisite hence a study in this

context is undertaken to assess the extent of awareness about information resources particularly private universities in the capital city of Karnataka. User's preferences form one of the most important factors in the library and their preferences have a number of complexities which change from time to time. Hence it is the responsibility of library professionals to update their knowledge about the users' needs and about their changing preferences in order to understand user perceptions and knowledge about the information they seek and their seeking habits.

II. OBJECTIVES OF THE STUDY

The study has set the following objectives to inquire about users' needs and awareness about the information resources held by their institutional libraries

1. To identify the purpose of the visit to the library;
2. To find out the preferred information sources by the PG students;
3. To study the awareness of various information sources available in the library
4. To find out frequent use of types of information sources for academic work.
5. To find out the problems faced by the users while searching for information resources.

III. REVIEW OF LITERATURE

Singh, R. S. (1981) observes through a study on information services, resources in the field of chemistry and chemical technology in India emphasizing on the need for establishing an information centre for chemistry and chemical technology. The author concludes that over 70% of the organizations offer library services and bring awareness about the variety of information resources available of the subjects of inquiry.

Fizdani, B. T. (1998) conducted a survey of 144 graduate students of the University of Botswana. The author has administered a questionnaire for collecting the data. The study further highlights the various sources of literature consulted for academic work. Results of the study reveal that journals, general reference books, and textbooks are the most preferred sources of information for course work. The author has made some recommendations based on the findings of the study.

Lohar, M. S., & Kumbar, M. (2002) conducted a survey study of 91 teachers of Sahyadri Colleges at Shimoga, Karnataka. The authors have used the questionnaire method for collecting the data. Results reveal that 29 (69.05%) and 31 (63.27%) number of the respondents consult library catalogue for collecting information about documents available in the library. The authors suggest that in order to fully exploit the use of library resources and services each library need to have orientation programmes from time to time to bring awareness about the resources available in their libraries and their kinds and forms. It is also desirable that the users know how to search them using the library catalogue and other tools.

Warwick, C., Terras, M., Galina, I., Huntington, P., & Pappa, N. (2008) [2] conducted Log Analysis of Internet Resources in the Arts and Humanities subjects. The authors are of the opinion that libraries, archive museums, research, and web pages are regarded as vital sources of information for humanities scholars, and it is obviously so. The authors recommend that adequate funding is required to manage both print and non-print resources.

IV. METHODOLOGY

The study has designed a well-structured questionnaire for data collection. The instrument collects data about respondents' awareness, use, and preferences of different information resources. The study population consists of PG students of selected private universities in and around Bengaluru city. For the present study 120 questionnaires were distributed and received back 100 responses, thus the response rate are 83.83%. The collected data were analyzed manually and presented in Tables and Graphs.

V. ANALYSIS OF DATA AND INTERPRETATION

This study elicited data from PG students of select private universities, on issues regarding their awareness and knowledge on various information sources, preferences for information sources, purposes for using the library and its resources and the problems faced by them while acquiring information sources. The data is presented sequentially on these parameters and issues.

TABLE I GENERAL USE OF THE LIBRARY – VISIT AND TIME SPENT IN LIBRARY

S. No.	Visit Library	Responses	Time Spent	Response
1	Daily	16(16%)	< 1 hour	23(23%)
2	Weekly	----	1-2 hrs	24(24%)
3	Twice a week	41(41%)	When in Need	--
4	Fortnightly	27(27%)	No Fixed Time	26(26%)
5	Occasionally	14(14%)	-	-

A. Frequency of Library Visit and Time Spent in the Library: It is implicit that to get awareness about the information resources in need, the user has the intent to visit the place where the resources are available and therefore the general visit and use of the library has to be enquired into

first. This aspect implies to display the general use of the library, the frequency of using the library and time spent by the students in the libraries, It is found that 96 (96%) of the respondents are using the central library.

It is observed that 41 (41%) students make use of the library twice a week. While 27 (27%) use fortnightly, followed by 14 (14%) use occasionally and 16 (16%) use the library daily. A question was asked to the respondents on how much time they spend in the library, it is found that 26 (26%) of them opined that there is no fixed time that they spend in the library as it might depend on the type of information and resources they are seeking and source of information they consult, it is clear that there is no fixed time for visiting the library, they make visits as and when the information need arises, followed by 24(24%) of the students spend time between 1-2 hours whereas 23(23%) spend time less than 1 hour in the library.

B. Purpose of Using the Library: A question was put to respondents about the purpose of visit and using the library. The responses on the indicated the purposes of using the library are presented in Table II. The data are almost arranged in rank order of frequency of responses. It is found from the tabulated data that 67 (67%) of respondents sought information for the study, 51 (51%) to read books, 46 (46%) to borrow and return the books. The result is obvious as they are PG students and mainly use the library only for the intended purposes for the study and research Most of these purposes are conventional and does not intend to pursue a research career. It can be observed further from the table that the rank order is almost logically distributed and surprisingly least purpose are on the reference to the OPAC in the library and so also to refer to theses and dissertations.

TABLE II PURPOSES OF USING THE LIBRARY

S. No.	Purposes of using the library	Frequency and %
1	Study	67 (67)
2	Reading Books	51 (51)
3	Borrow and Return Books	46 (46)
4	Read Newspapers and Magazines	29 (29)
5	Prepare for Competitive Exams	27 (27)
6	Prepare assignments and Class notes	18 (18)
7	Prepare for Seminars and Debates	14 (14)
8	Refer Documents	11 (11)
9	Update current Information	9 (9)
10	Refer Theses and Dissertations	3 (3)
11	Access E-resources	26 (26)
12	Browse Internet	12 (12)
13	Search OPAC	5 (5)
14	Take Photocopy	11 (11)

Even though the purpose of taking photocopy cannot be considered as information sources, but the users might use this service for taking a photocopy for library resources. Even though the study doesn't inquiry on education and training on the use of various services but the awareness of

the OPAC use might be due to the lack of knowledge of such facility in the library.

C. Preference and Awareness of Information Sources: This is one of the main areas where every library would concentrate on providing the most used resources in the library. It is related to which sources of information students prefer to use, level of awareness about the location of information sources available in the library, frequency of using these sources and most used information sources. The Table III indicates that textbooks are the most used sources of information, and data reveals that as many as 83(83%) PG students prefer to use textbooks followed by 47 (47%) of them prefer to use E-resources and 40 (40%) of them make use of journals. The purpose to refer to the newspaper and also a moderately well-preferred information source is found from the responses it has received as per Tables II and Table III. Similarly, this can also be observed in the case of E-resources. This shows that the users are aware of the e-resources availability in the library and their utility.

TABLE III PREFERRED INFORMATION SOURCES

Information Sources Preferred	Percentage
Text Books	83 (83)
Journals	40 (40)
Newspapers	38 (38)
Reference Sources	27 (27)
Conference Proceedings	15 (15)
Reports	13 (13)
E-resources	47 (47)

Next, the study also queried the students' awareness of various information sources held by the Library. The awareness is precedent for information seeking, hence it is an important query made to the users and to understand their information needs.

TABLE V FREQUENCY OF USING THE VARIOUS INFORMATION SOURCES

Information Sources	Most Frequently	Frequently	Uncertain	Less Frequently	Do not use
Text Books	57 (57)	31 (31)	8 (8)	4 (4)	0 (0)
Reference Sources	16 (16)	36 (36)	24 (24)	10 (10)	0 (0)
Thesis and Dissertations	13 (13)	9 (9)	18 (18)	14 (14)	12 (12)
Journals	24 (24)	18 (18)	12 (12)	18 (18)	10 (10)
Conference Proceedings	8 (8)	9 (9)	8 (8)	16 (16)	18 (18)
Newspapers	7 (7)	25 (25)	19 (19)	13 (13)	6 (6)
Reports	5 (5)	17 (17)	29 (29)	10 (10)	8 (8)

To further illustrate the frequency of use of various resources, the Likert 5 level scale was assigned values as 'Most Frequently = 2, frequently = 1, Uncertain = 0, Less Frequently = - 1 and Do not use = -2. The response data were computed for each of the rating scales and then the overall assessment of the responses is made and interpreted. To illustrate, Textbooks frequencies are Most Frequently $57 \times 2 = 114$, frequently $36 \times 1 = 36$ the total of both frequencies comes to 150. On the other hand for Less

TABLE IV AWARENESS OF VARIOUS INFORMATION SOURCES

S. No.	Kind of Awareness	Percentage
1	I am aware of books available in my subject	88%
2	I am extensively using the available books both in the university library and departmental library	27%
3	I find the required books from the library catalog/OPAC	22%
4	The available books in the library are old and not found the new edition	21%
5	The arrangement of books on the shelf is helpful	62%

So the data are presented on this response under Table IV which reveals that 88 (88%) of the respondents are fully aware of books available on their subject in the library. Further 62 (62%) of the respondents felt that the arrangement of the books on the shelf is helpful to locate them. That 27 (27%) of the respondents are extensively using the books both in the university library as well as in the departmental library.

D. Frequency of Using Various Information Sources: The study also enquired about the frequency of using different kinds of information sources. The data presented in Table V reveals that majority of the students 57 (57%) use textbooks most frequently as their first option, whereas 36 (36%) use reference sources frequently, 29 (29%), of them are uncertain about their use of reports. 18 (18%) of the respondents use journals less frequently whereas 18 (18%) of the respondents do not use conference proceedings. As respondents being Post Graduate students, they make use of textbooks and reference sources which form their basic reading materials for their study compare to other information sources.

Frequency = $4x - 1 = 4$. So comparing the values 150 and 4 shows that textbooks are the most frequently used sources of information. Again in the case of Newspapers as per above-illustrated computation, the resultant values are 39 and 25 and again Newspapers are also used more frequently. In the case of Conference Proceedings and Reports the resultant computed values are 25 and - 52 for conference proceedings; as for Reports the values are 27 and -26 and they are less frequently used resources of the

library. This computation was made to find out the absolute values to the 'Frequencies' most frequently, Frequently, Uncertain, Less Frequently and Do Not use. For the first time, this kind of value assignment is made to observe the responses in an absolute manner rather than on the intangible perceptions.

E. Problems Faced By the Students: Besides the lack of awareness about the library resources, the users might also encounter several problems in searching, accessing using the information resources the data collected on this account is presented in Table VI. The data indicate that the problems faced by the PG students are many as mentioned in the Table.

TABLE VI PROBLEMS FACED BY THE STUDENTS

Problems	Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
Lack of skills in searching Information	10 (10)	18 (18)	24 (24)	27 (27)	11 (11)
Lack of Internet facility	8 (8)	13 (13)	23 (23)	21 (21)	18 (18)
Lack of knowledge and skills in the use of ICT	8 (8)	12 (12)	24 (24)	20 (20)	9 (9)
Lack of availability of information in different formats	6 (6)	18 (18)	15 (15)	26 (26)	10 (10)
Lack of training in searching and locating information	6 (6)	11 (11)	19 (19)	29 (29)	10 (10)
Latest information sources are not available on their specific subjects	2 (2)	21 (21)	16 (16)	19 (19)	9 (9)
Lack of sufficient copies of books or non-availability of latest editions of books	6 (6)	30 (30)	22 (22)	15 (15)	5 (5)

Note: As in the case of Frequency of use, the values are also assigned in this case also. The assigned values are; Strongly Agree = 2, Agree = 1, Uncertain = 0, Disagree = -1 and Strongly Disagree = -2. The results of computation of values to the five rating scales reveal that all the problems are most genuine and they need attention by the library management. Only in case of "Lack of a sufficient number of copies....." is rather less problematic than others.

VI. MAJOR FINDINGS AND OBSERVATION OF THE STUDY

1. The study has a good response rate with 83.35% response received.
2. A majority of 96 (96%) respondents make use of the central library.
3. 41 (41%) of the respondents visit the library twice a week.
4. 67 (67%) of respondents sought information for the study, 51 (51%) to read books, 46 (46%) to borrow and return the books.
5. It is found that 83 (83%) of PG students prefer textbooks, followed by 47 (47%) use E-resources, 40 (40%) prefer journals for their study and other academic activities.
6. Nearly 88 (88%) of the respondents are fully aware of books available on their subject.
7. The study found 57 (57%) Post Graduate students make use of textbooks most frequently which form their basic reading materials for their study compared to other information sources.
8. 30 (30%) agreed that lack of sufficient copies of books or non-availability of latest editions of books is a problem faced by the respondents.

VII. CONCLUSION

The different types of information resources available are in diverse forms and formats like Books, Journals, and Theses

It shows that 27 (27%) respondents have good skills in searching for information. Next, 23 (23%) of the respondents are not aware of the internet facility provided by their library. Further 24 (24%) of the respondents could not assess their knowledge and skills in the use of ICT. It is found from the Table that 26 (26%) of the respondents disagree to the statement that lack of availability of information in different formats, this shows that they are aware of different formats of information sources. 21 (21%) of the respondents agreed that latest information sources are not available on their specific subjects, followed by 30 (30%) that there are no sufficient copies of books and availability of latest edition of books.

and in electronic formats. The print forms are the major part of the library collections. These collections should serve the needs and requirements of the user community. The present study reveals that as the respondents are PG Students their preference is mainly textbooks. And they are directly retrieving the sources without consulting any tools and library staff this shows they are much aware of the textbooks that are available on their specific subject. It is recommended that libraries should procure multiple copies of the books which are of latest editions and also procure relevant resources with the necessary format. The author suggests that Library staff should offer proper instructions on how to use information resources.

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