

Usage of the Library Resources and Services by students of University of Jammu: An Evaluation

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Abstract

The purpose of the study is to highlight the usage of library services and resources among the students at the University of Jammu. Google form was used to design the questionnaire and the data is further analyzed using MS Excel software. A total of 310 students responded to the questions and provided complete information regarding the survey. The majority 33.17% of the respondents were consulting the OPAC search to find out the documents in the library. 31.01% of the respondents were consulting the online resources for finding the required information as online resources consist of the latest and specific information. The result of the study shows that the maximum number of respondents requires an orientation/ training program in the usage of databases, institutional repositories, and anti-plagiarism software.

Keywords: Library Services, Library Resources, Web Resources, University of Jammu, Case Study.

1. Introduction

The library is considered the heart of the University and no University will be able to function properly without a properly well-maintained and functional library. The library in the university is accessed by a variety of users varying from students, research scholars, teachers, and other university staff to fulfil their respective information needs. Library professional plays an important role in the proper implementation of information programs among the people to enhance their learning ability and process. The basic function of a library is to store the documents and resources properly and distribute them to the users of the library. It is an important need of the 21st century to develop the skills such as lifelong learners, independent learners, information literate citizens, and library professionals is the best-suited person to bring these skills to the users. The advancement of Information and Communication Technology (ICT) has changed the process of information generation and its consumption among users. Now it is not only important to find the information it is more important to find correct and suitable information in the right manner and at the right time.

The library should be well equipped with documents meeting the requirements of the library users. The resources of the library both print and non-print should be beneficial to the users in their respective areas of curricular studies, research work, teaching work, etc. Basic services provided by the library are circulation service, reference service, OPAC service, inter-library loan service, newsletter service, weekly display of new arrivals, etc. As the traditional library

is changed with the induction of technology in the library. In the traditional library system, the library resources were books, magazines, newspapers, journals, etc. but with technological advancement, the library resources also increased such as e-books, databases, e-journals, e-dictionary, online newsletters, etc. Criteria for the selection of library material: (i) Requirements and requests of the users of the library, (ii) Cost of the resources, (iii) Quality and Scope of the content (iv) Relevance of the material, and (v) Knowledge and objective of the curriculum

2. University of Jammu

The University of Jammu situated on the banks of river Tawi was established in the year 1969 by the Kashmir and Jammu Universities Act 1969. The University of Jammu has been accredited with an A+ grade by the NAAC (National Assessment and Accreditation Council) and got 56th rank under the NIRF (National Institute Ranking Framework) in 2022. The Dhanvantri Library is the central library of the University of Jammu. It has a collection of nearly 4,66,656 volumes of rare as well as the latest books. The library provides various resources from the INFLIBNET. The also provides basic library services such as OPAC, RFID, internet facility, journals, newspaper, magazine facility, e-theses, anti-plagiarism software, etc.

3. Review of Literature

Acharya and Kumara (2022) in the study entitled “Evaluation of Library Services and Facilities by the Students of BLDE (DU) during the Pandemic COVID-19: A Study”. Out of the total respondents in the study (35%) of the respondents were male while (65%) of the respondents were female. The result from the study shows that the majority of 35 respondents occasionally visit the library to cater to their information needs. The maximum number of respondents (58%) spent 4-5 hours in the library studying. (93.9%) of the respondents utilized the library for the circulation of books in the library, followed by (80.3%) of the respondents who utilized the library for the plagiarism check. (82%) of the respondents used their remote access to connect to the online resources of the central library. Most of the respondents (78.8%) utilized the PubMed databases to cater to their information needs, followed by (68.2%) of the respondents who used the institutional repository while OPAC is used by (50%) of the respondents. The author finds that (98%) of the respondents were satisfied with the library services provided by the central library. (99%) of the respondents were satisfied with the library staff of the library and their work.

Farooqui and Hadagali (2021) surveyed the postgraduate students at management colleges affiliated with Karnatak University, Dharwad. Six management colleges were selected for the study by the author. The author employed a survey-based method to collect the opinion of the respondents. The results of the study revealed that the majority (36.36%) of the respondents visit the library twice a week to fulfilling their information requirements. The author finds that (79.09%) and (68.18%) of the respondents mainly visit the library for borrowing books and for reading purposes respectively. A maximum of (53.64%) of the respondents were satisfied with the collection of documents and materials in the library. The data from the study revealed that (71.36%) of the respondents prefer using the circulation services of the library to obtain the documents to fulfill their information requirements. (53.41%) of the respondents were satisfied with the library services provided by the library. The maximum number of respondents (59.31%) of the respondents used internet services while (50.45%) of the respondents were using the e-mail service.

Jayaraj and Kannappanavar (2021) in the study entitled “Awareness and Utilization of Library Resources and Services by M. Com Students and Faculty Members in College Libraries of M. Com Students and Faculty Members in College Libraries of Udupi District: A Case Study”. Out of the total, 145 respondents in the study, (32.4%) of the respondents were male while the remaining (67.6%) respondents were female. In the 3 colleges under the study, the resources of the library include textbooks, reference books, journals, dictionaries, e-journals, online library catalogue, N-list Consortia, etc. The colleges under the study have the following library services circulation service, reference services, newspaper clipping services, OPAC services, content page services, etc. (80%) of the faculty members spent less than 1 hour in the library while (52.4%) of the students spent more than 2 hours in the library. The majority of the respondents visit the library for borrowing books and other reading materials. A maximum of (80%) and (92.4%) of the respondents search the library materials and resources with the help of the library staff of the library. (50.6%) of the respondents were using both the print and electronic resources of the library.

Amarsekara and Marasinghe (2020) conducted a study to analyze user satisfaction among the students with library resources and services in the main library of the Open University of Sri Lanka. The focal point of this survey was to know about the satisfaction of the users and students regarding the various library resources and services at the Open University of Sri Lanka. The total sample size of the respondents is 357 including the staff of the university and the students. 80% of the respondents were enrolled in various undergraduate courses. The responses given by the faculty were the highest from the faculty of Natural Sciences which is 41.45%. The majority of the respondents 80% in the study were between the age group of 26-35 years. 71.4% of the respondents accessed the various library resources by visiting the library. The computer was the most often used electronic device with 111 (36.9%) of the respondents when given more than one choice. The overall user satisfaction in the university was a Mean of 3.79 and a Median of 4.00.

Nair and Yasmin (2020) conducted a study on the information-seeking behavior of management students in the Madras metropolitan area. The random sampling method was used to select the 200 respondents from the total students. The structured questionnaires were framed and distributed among respondents to collect their responses. The result of the study shows that (51%) of the respondents were frequently using the library for study purposes. A maximum of (51%) of the respondents were visiting the library for their daily needs. Most of the respondents (47.5%) opinion that the staff of the library is very knowledgeable and cooperative while accessing the databases. The respondents under the study were aware of the OPAC and its usage in the library system. The maximum (56%) of the respondents uses the title search to find the document in the library. ProQuest Central was used by (53%) of the respondents while CMIE Prowess was used by (20%) of the respondents.

4. Objectives of the Study

The study aims to attain the following objectives:

1. To examine the frequency of usage of the library by the respondents.
2. To determine the purpose of the visit to the library.
3. To identify the satisfaction level of the respondents regarding the library services and collection.
4. To know about various sources consulted by the respondents to find the required information.
5. To study the problem faced while using library services and resources.

5. Methodology

The study is designed to analyze the usage of the library services and resources among the students at the University of Jammu. An online survey is framed to collect the data from the respondents of the University of Jammu. The scope of the study is limited to the students at the University of Jammu. For the study, a survey-based method was adopted, and an online questionnaire was designed using the Google form and it was distributed to the students through WhatsApp and Email. A total of 310 students responded to the questions and provided complete information regarding the survey. The Google form remained open for submission for the respondents for 20 days from 5th May 2022 to 25th May 2022. The data collected from the respondents were presented in the form of tables, charts, and explanations.

6. Data Analysis

6.1 Characteristics of the respondents

Table 1 defines the characteristics of the respondents of the University of Jammu. The characteristics of the respondents include gender, age group, and courses of the respondents. In the gender-wise distribution of the respondents, out of the total 310 respondents in the study, the majority of 178 (57.42%) respondents were male while the rest 132 (42.58%) were female. In the age group-wise distribution of the respondents, the majority 105 (33.87%) of the respondents were between the 20-23 years age group, followed by 81 (26.13%) respondents of 26-29 years age group, 73 (23.55%) respondents of 23-26 years age group whereas the remaining 51 (16.45%) of respondents were above the 29 years of age. In the course-wise distribution of the respondents, the majority 202 (65.16%) of the respondents were pursuing the Postgraduate course, followed by 69 (22.26%) of the respondents were pursuing M.Phil./ Ph.D. courses while the remaining 39 (12.58%) of the respondents were pursuing Undergraduate course in the University of Jammu. It was found that the maximum number of respondents included in this present study were male respondents belongs to 20-23 years of age group and pursuing the PG courses at the University of Jammu.

Table 1: Characteristics of the respondents

Gender-wise distribution of the respondent		
Gender	Frequency	Percentage
Male	178	57.42
Female	132	42.58
Total	310	100.0
Age group-wise distribution of the respondents		
Age Group	Frequency	Percentage
20-23 years	105	33.87
23-26 years	73	23.55
26-29 years	81	26.13
Above 29 years	51	16.45
Total	310	100.0
Course-wise classification of the respondents		
Courses	Frequency	Percentage
UG	39	12.58
PG	202	65.16
M.Phil./ Ph.D. Scholars	69	22.26
Total	310	100.0

6.2 Frequency of visits to the library by the respondents

Table 2 and Figure 1 depict the frequency of the visits to the library by the respondents to cater to their information needs. The frequency of visits of the respondents to the library is daily, twice a week, weekly, occasionally, and whenever required. The majority (36.45%) of the respondents visit the library whenever required to fulfill their information needs, followed by (21.94%) of the respondents who visit the library weekly basis to fulfill their information needs, while (18.39%), (13.23%) and (10%) of the respondents visit the library occasionally, daily, and twice a weekly respectively to cater and fulfill their information needs. It was found from the study that the maximum number of respondents prefer visiting the library whenever they are required to consult the documents and get the desired information from the library.

Table 2: Frequency of visits to the library by the respondents

Frequency	Frequency	Percentage
Daily	41	13.23
Twice a Week	31	10.00
Weekly	68	21.94
Occasionally	57	18.39
Whenever Required	113	36.45
Total	310	100.00

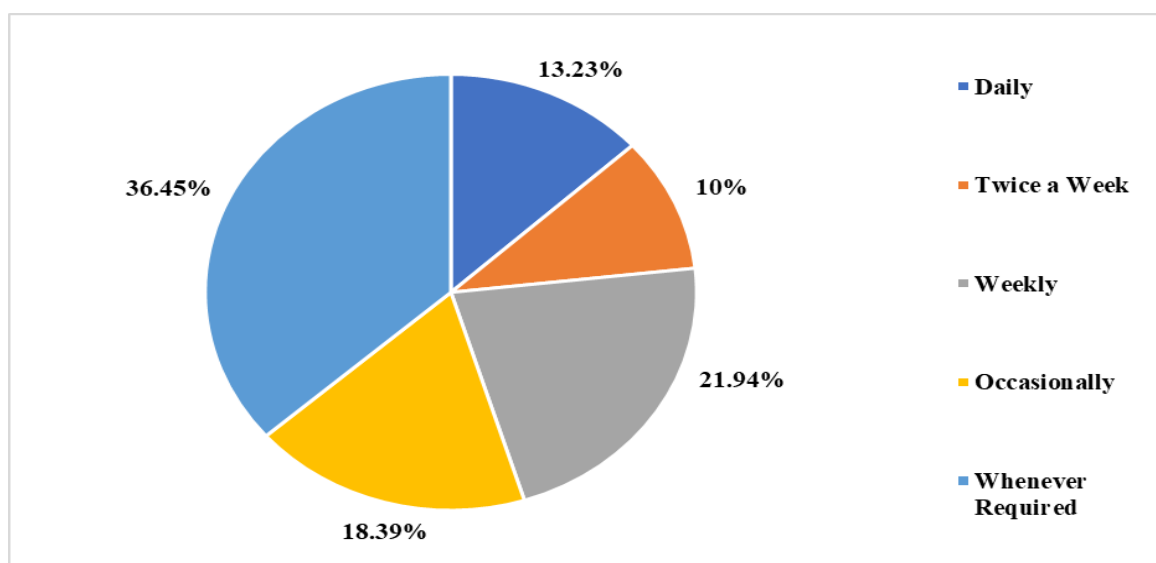


Figure 1: Frequency of visits to the library by the respondents

6.3 Purpose of visit to the library

Table 3 discussed the purpose of the visit to the library by the respondents. The library is the most important part of an institution, and it is very important to update and upgrade the library so it can fulfill the demands of the user visiting the library. The respondents in the study were visiting the library for various reasons. The majority 139 (35.92%) of the respondents were visiting the library for the charging and discharging of books/ documents, followed by 87 (22.48%) of the respondents visiting the library for preparing the assignments/ seminars/ notes of their respective course or subjects, while 67 (17.31%), 36 (9.30%) and 29 (7.49%) of the respondents were visiting the library for consulting the reference sources, consulting dissertation/ project reports and reading newspaper/ journals/ magazines respectively and the remaining 7 (7.49%) of the respondents were visiting the

library for other purposes such as using the internet, consulting e-resources, spending leisure time, etc. It was found from the study that the maximum number of respondents were visiting the library for charging and discharging books/ documents as proving the documents to the users is the main objective of the library.

Table 3: Purpose of visit to the library

Purpose	Frequency	Percentage
1. Charging and Discharging of Books/ Documents	139	35.92
2. For Preparing Assignments/ Seminars/ Notes	87	22.48
3. For Reading Newspapers/Journals/Magazines	29	7.49
4. Consult Dissertation/Project Reports	36	9.30
5. Consult Reference Source	67	17.31
6. Any Other	29	7.49
Total	387	100.00

(Note: Frequency exceeded because respondents choose more than one option)

6.4 Satisfaction of the respondents with the library services and library collection

Table 4 reveals the satisfaction level of the respondents with the library services and library collection. The data collected from the respondents were on the 5-satisfaction level such as highly satisfied, satisfied, uncertain, moderately satisfied, and not satisfied. Out of the total 310 respondents under the study, a maximum of 141 (45.48%) of the respondents were uncertain about the services and collection of the library, followed by 77 (24.84%) of the respondents who were satisfied with the services and collection of the library, while 43 (13.87%), 26 (8.39%) and 23 (7.42%) of the respondents were not satisfied, highly satisfied and moderately satisfied with the services and collection of the library respectively. It was found from the study that the maximum number of the respondents were uncertain about the services and collection of the library which shows that the library has upgraded its services and collection to meet the requirements of the users of the library.

Table 4: Satisfaction of the library services and library collection of the respondents

Satisfaction Level	Frequency	Percentage
1. Highly Satisfied	26	8.39
2. Satisfied	77	24.84
3. Uncertain	141	45.48
4. Moderately Satisfied	23	7.42
5. Not Satisfied	43	13.87
Total	310	100.00

6.5 Sources consulted by the respondents in the library to find required information

Table 5 and Figure 2 describe the different sources consulted by the respondents in the library to find the required information. In the current situation where they are an abundance of information available for the users, they consult more than one sources to satisfy their information needs. Out of the respondents in the study, the majority (31.01%) respondents consult online resources for finding the required information as online resources contain a huge amount of information, followed by (26.68%) of the respondents who consult books for finding the required information, while (18.99%) and (14.90%) of the respondents consult the

dissertation/ report/ thesis and journals for finding the required information respectively and the rest (8.41%) of respondents consult the other sources such as older articles, databases, etc. for finding the required information. It was found from the study that the maximum number of respondents were consulting the online resources for finding the required information as online resources consist of the latest and specific information and the contents of online resources are updated and upgraded from time to time.

Table 5: Sources consulted by the respondents in the library

Sources	Frequency	Percentage
1. Books	111	26.68
2. Journals	62	14.90
3. Dissertation/Report/Thesis	79	18.99
4. Online Resources	129	31.01
5. Any Other	35	8.41
Total	416	100.00

(Note: Frequency exceeded because respondents choose more than one option)

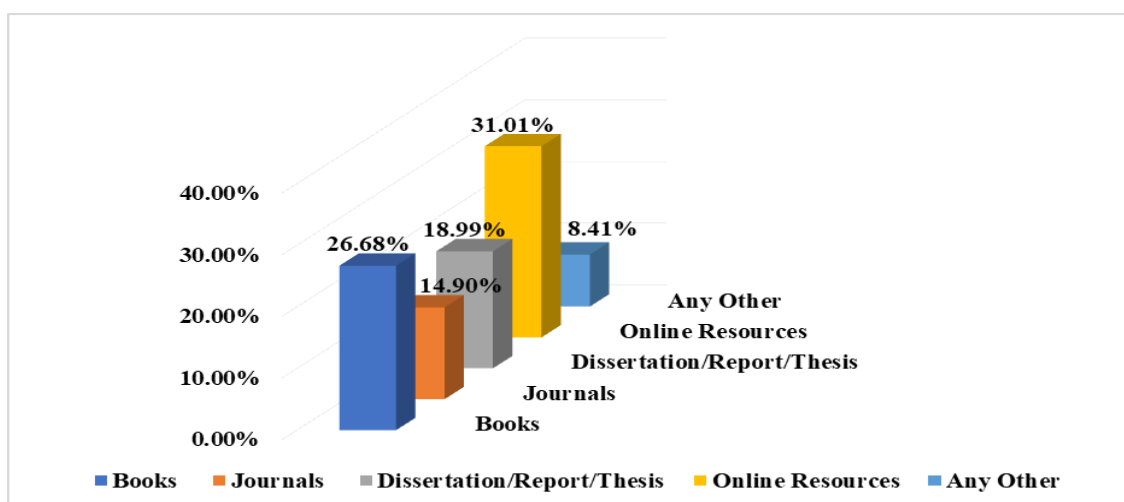


Figure 2: Sources consulted by the Respondents in the Library

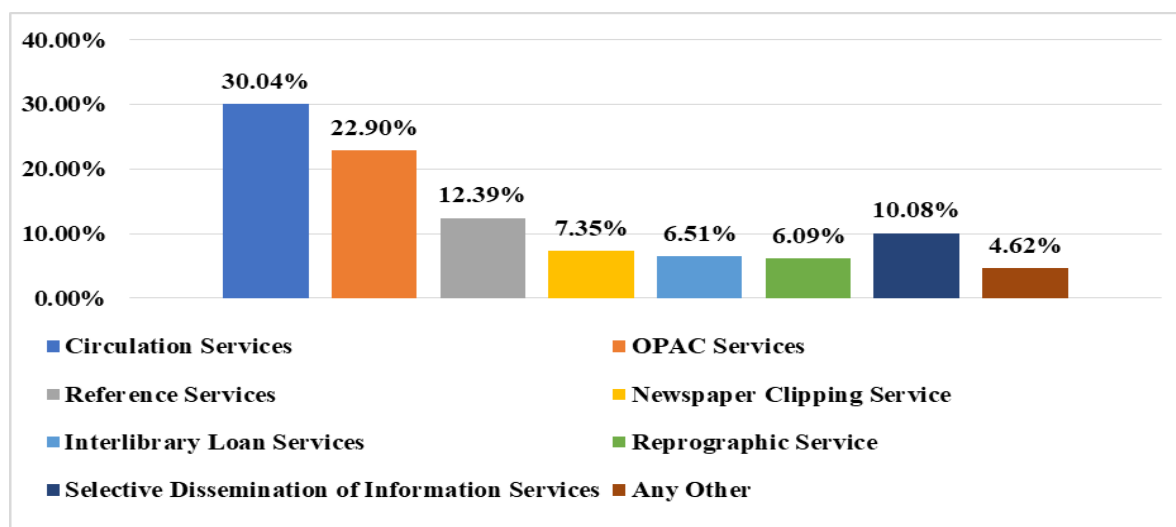
6.6 Usage of the library services by the respondents

Table 6 and Figure 3 illustrate the usage of the different library services by the respondents. Many services are provided to the users of the library. Out of the respondents in the study, the majority (30.43%) of the respondents were visiting the library for using the circulation services of the library, followed by (22.90%) of the respondents visiting the library for using the OPAC services to find out the required document from the library, followed by (12.39%) of the respondents were visiting the library for using the reference services of the library, while (10.08%), (7.35%), 31 (6.51%) and (6.09%) of the respondents were visiting the library for using the SDI services, newspaper clipping services, interlibrary loan services and reprographic services of the library respectively and the remaining (4.62%) of the respondents were visiting the library for using the other services such as alert services, CAS, online databases, internet services, etc. It was found from the study that the maximum number of the respondents were visiting the library for the circulation services which includes the charging of the documents by the users from the library to satisfy their information needs.

Table 6: Usage of the library services by the respondents

Services	Frequency (N=476)	Percentage
1. Circulation Services	143	30.04
2. OPAC Services	109	22.90
3. Reference Services	59	12.39
4. Newspaper Clipping Service	35	7.35
5. Interlibrary Loan Services	31	6.51
6. Reprographic Service	29	6.09
7. Selective Dissemination of Information Services	48	10.08
8. Any Other	22	4.62

(Note: Frequency exceeded because respondents choose more than one option)

**Figure 3: Usage of the Library services by the Respondents**

6.7 Sources consulted by the respondents in the library to find document

Table 7 shows the sources consulted by the respondents in the library to find out the document. The analysis of the table shows that majority 138 (33.17%) of the respondents were consulting the OPAC search to find out the documents in the library, followed by 99 (23.80%) were consulting their friends to search the documents in the library, 77 (18.51%) were consulting library staff and 70 (16.83%) searching racks personally to search the documents in the library whereas only 32 (7.69%) were personally consulting the library catalogues to search the documents in the library. It is clear from the study that the majority of the respondents were consulting the OPAC search to find out the documents in the library as it is the most advanced search among the other search ways available in the library.

Table 7: Sources consulted by the respondents in the library to find document

Sources	Frequency	Percentage
1. Through OPAC search	138	33.17
2. Searching the racks personally	70	16.83
3. With the assistance of Library Staff	77	18.51
4. With the assistance of Friends	99	23.80
5. Library Catalogues	32	7.69
Total	416	100.00

(Note: Frequency exceeded because respondents choose more than one option)

6.8 Challenges faced by the respondents while seeking information in the library

Table 8 and Figure 4 describe the various challenges faced by the respondents while seeking information in the library. The process of seeking information from the library includes various challenges. Under the study, a maximum of (27.65%) of the respondents feel the inadequate resources in the library are the major barrier faced by them, followed by (19.22%) of the respondents who feel the overload of information in the library is the major barrier faced by them, followed by (15.55%), (14.47%) and (12.53%) of the respondents feel the lack of documents/ materials/ e-resources, lack of information searching skills, lack of proper infrastructure in the library is the major barrier faced by them and the remaining (10.58%) of the respondents feel other barriers such as fewer library hours, outdated library resources, lack of professional staff, etc. It was found from the study that the maximum number of the respondents feel the inadequate resources in the library are the major barrier faced by them because if there are no proper resources in the library the users will not get the right kind of information from the library.

Table 8: Challenges faced by the respondents while seeking information in the library

Major Troubles	Frequency	Percentage
1. Overload of Information	89	19.22
2. Inadequate Resources	128	27.65
3. Lack of Proper Infrastructure	58	12.53
4. Lack of Information Searching Skills	67	14.47
5. Lack of Documents/Materials/e-Resources	72	15.55
6. Any Other	49	10.58
Total	463	100.00

(Note: Frequency exceeded because respondents choose more than one option)

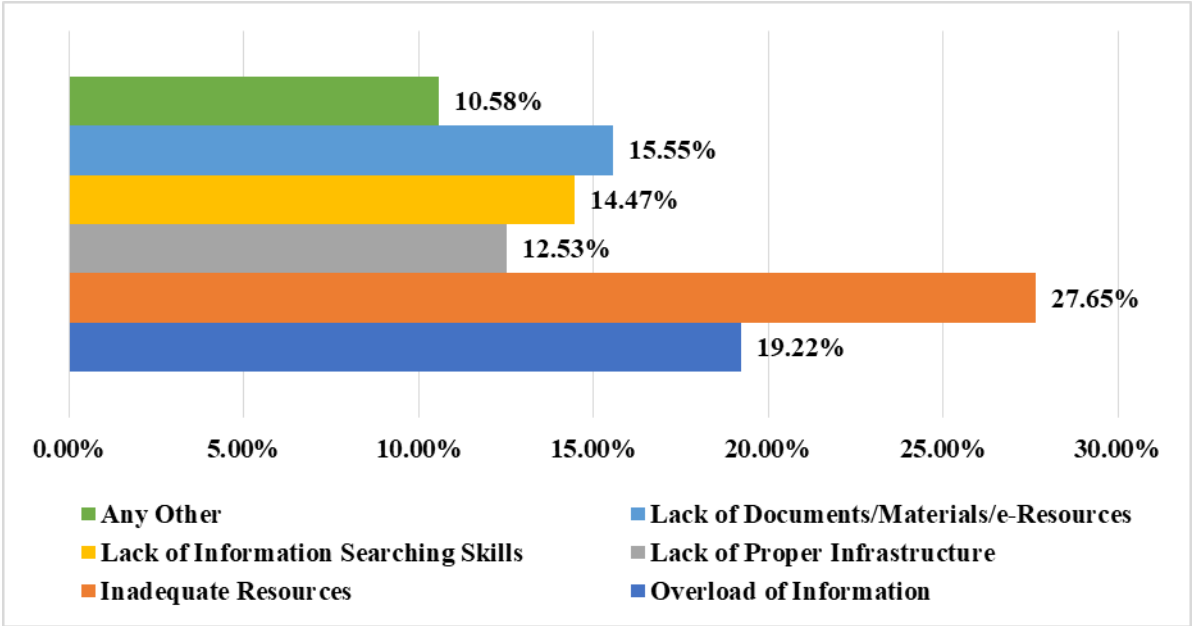


Figure 4: Various Challenges faced by the Respondents while seeking the Information in the Library

6.9 Opinion of the respondents regarding the Orientation/ Training program on the utilization of library sources and services

Table 9 defines the opinions of the respondents regarding the orientation/training program on the utilization of library sources and services. Out of the total of 310 respondents in the study, the majority (72.90%) of respondents feel there is a need for the orientation /training program while the remaining (27.10%) of the respondents feel there is no need for the orientation /training program. The respondents are interested in the different orientation/ training programs related to the library. A maximum of (28.08%) of the respondents require an orientation/ training program in the usage of databases, institutional repositories, and anti-plagiarism software, followed by (25.37%) of the respondents who require an orientation/ training program in the usage of OPAC, while (18.47%) and (15.02%) of the respondents require orientation/ training program in the usage of web resources and formulation of proper searching techniques, the remaining (13.05%) of the respondents require orientation/ training program in the other areas such as usage of internet services, usage of library resources, etc. It was found from the study that the maximum number of respondents requires an orientation/ training program in the usage of databases, institutional repositories, and anti-plagiarism software.

Table 9: Opinion of the respondents regarding the Orientation/ Training program Need for the Orientation/ Training program on the utilization of Library Sources and Services

Options	Frequency	Percentage
Yes	226	72.9
No	84	27.1
Total	310	100.0
Different Areas for the Orientation/ Training program on the utilization of Library Sources and Services		
Different Areas	Frequency	Percentage
Usage of OPAC	103	25.37
Usage of Web Resources	75	18.47
Formulating Proper Searching Techniques	61	15.02
Usage of Databases, Institutional Repositories, and Anti-Plagiarism Software	114	28.08
Any Other	53	13.05
Total	406	100.00

(Note: Frequency exceeded because respondents choose more than one option)

7. Suggestions

The suggestion and feedback on the given data, the following recommendations are given to the respondents of the University of Jammu to help to improve the usage of library services and resources:

1. Library and Reading room timing should be increased so that users will get more time to access the library.
2. Library orientation sessions should be provided to the newly enrolled students in the course, so the students become aware of the collection, services, and working of the library.
3. Users of the library were uncertain about the library services and collection so its services and collection should be improved.

4. Library should subscribe to more online resources such as e-journals, e-books, etc.
5. OPAC service should be provided with RFID technology so document searching, and circulation can become easy and fast.

8. Significance of the Study

The study is significant and fruitful in providing various aspects of the information concerned with the usage and utilization of the various services and resources that are being provided by the libraries at the University of Jammu. The study emphasizes the characteristics of the students. It also specifies various sources like books, newspapers, theses, dissertations, etc. that are being consulted and used by the students. All the services, challenges faced by the respondents, satisfaction level of the students, etc. are also elaborated very precisely in our study. By the virtue of this study, it is also made clear about all those various services, guidance, programmes, services, opportunities, etc. that must be provided to a student who is enrolled in a particular institution so that he can gain access to all sorts of information for which he is craving for. Therefore, it becomes the duty of the library and its staff to retrieve and dispense all the information-related sources and services for the overall intellectual and intellectual growth and development of the students.

9. Discussion and Conclusion

The primary base of a library is dependent upon the quality and authenticity of the sources, services, and various other programmes and facilities that are being presented by it. These are the first and foremost significant requirements of the library mechanism. Any sort of lagging and setbacks while providing these facilities can hinder the working system and the bond established between the users and the library. So, these facilities should be provided efficiently for the sake of the users and the smooth functioning of the library. So, in the end, it can be wrapped up by saying that if the services and sources and other facilities of the library are to be fully utilized, it is very necessary and obligatory to make all these facilities reach out to the domain of the users so that they can achieve satisfaction by availing all these to cater and fulfill their information needs.

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