

Library Resources and Services Usage by the Students of Chhatrapati Shahu ji Maharaj University, Kanpur

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Abstract

A library is an important part of the university, so any university needs to develop and maintain the standards of its library. This paper describes and highlights the usage of library resources and services by the respondents of the Chhatrapati Shahu Ji Maharaj University (CSJMU) The study tried to find out the preferred sources, resources by the users, and their usage by them. The result of the study helps the administration in improving the central library. A purposive online survey is designed through Google Forms to collect data from the respondents of the CSJMU. It was observed from the data of the study that resources of the library such as online resources (30.96%), and reference books (24.74%) are consulted by the respondents. Various databases are consulted by the research scholars as well as students such as Scopus (32.50%), Pressreader (26.54%), and J-Gate (22.50%), etc. for finding the scholarly content regarding their theses, dissertations, assignments, projects, etc.

Keywords: Library Resources, Library Services, CSJMU, Library on Device (CSJMU e-Library), Library Sources.

1. Introduction

A library is an arranged and cataloged collection of resources and services that help users to get information and knowledge. The primary function of the library is to promote access to information, encourage users to use library services, and promote literacy. The users of the university library include students, research scholars, teachers, and non-teaching staff and library staff plays an important role in fulfilling the information requirements of the users. In the current technological world, the library has to incorporate technology to make its services and sources easily accessible to the users so correct and authentic information is accessed by the users. Information and Communication Technologies (ICT) has played an important role in changing the traditional role of libraries to more technologically related libraries. The rapid progress of Information and Communication Technologies (ICT) has revolutionized the way information is generated and consumed by users. Nowadays, the focus has shifted from merely locating the information to ensuring the accuracy and relevance of the information retrieved, all while adhering to the appropriate methods and timely access. In the conventional library system, available resources are mainly comprised of physical materials like books, magazines, newspapers, and journals. However, with the continuous advancement of technology modern libraries now offer a plethora of digital assets including e-books,

extensive databases, e-journals, virtual newspapers, online dictionaries, etc. The digital resources of the library have enriched the library experience of the users of the library by providing them with a wealth of knowledge accessible to users from anywhere at any time.

About Chhatrapati Shahu Ji Maharaj University (CSJMU)

CSJMU is a state university situated in Kanpur, Uttar Pradesh. It was named after the social reformer Chhatrapati Shahu Maharaj. The university is offering various Postgraduate programs, Undergraduate programs, Ph.D. programs, PG Diploma programs, and Certificate programs. The central library of the storied building of the university was established in the year 1968. The university has a high collection of 1.5 lakh+ documents including various sources such as books, journals, periodicals, and bound volumes of journals. The central library is fully Wi-Fi enabled with high-speed internet. It has a seating capacity of 700 users with proper fully air-conditioned rooms. It also has an e-library that works 24*7 to fulfill the information requirements of the users and provide them with seamless and remote access to the digital contents of the library such as video lectures, thesis, open access journals, expert talks, etc. The central library has subscribed to various databases such as Scopus, J-Gate, HeinOnline, etc. Various anti-plagiarism software subscribed by the central library such as Urkund, iThenticate, etc. The central library is governed and managed by the well-qualified and experienced staff of the library.

2. Review of Literature

Bavaskar, Kasure, & Sutar (2023) analyzed the availability and usage of library resources & services by the PG Students of the J.E.S. college. The results from the study highlight that the majority of users frequently visit the library to fulfill their information requirements and the majority of them consult textbooks and reference books. Gurumurthy & Padmamma (2023) highlighted the use of library resources and services. The evolution of information and communication technology has drastically transformed how information is gathered and consumed. Academic professionals, particularly teachers and researchers, heavily depend on library resources, such as books and databases, significantly shaping their academic work in this technologically advanced era. Jayaraj & Kannappanavar (2023) conducted a study to find a selective review on the use of information resources and services in academic libraries. The study examines research papers from national and international journals and internet sources, revealing that users utilize library resources for diverse purposes. The studies emphasize the importance of information literacy programs and regular user studies conducted by libraries to enhance services and address the evolving needs of users. Paliwal & Raibagkar (2023) discussed the usage of the business library resources by the finance faculty from the B-schools in India. In the study, the results show that the library consists of a large number of resources, but their usage is limited by the finance faculties of the B-schools. It also highlights designing the proper policy for increasing the physical usage of the library and its resources by the users, so the research outcome of the faculties also increases.

Bentil, Liew, & Chawner (2022) conducted a study to find the management and usage of the e-resources used in academic libraries in Ghana. The results show that the libraries should improve and increase their various resources and support so that users can access them on campus as well as remotely. Specific training should be organized for the users to increase their inexperience in using the various resources of the library. Shastri & Chudasma (2022) examined the perception of ICT skills among library professionals during the Covid-19. The findings of the study show that during the COVID-19 period, the users majorly consulted more e-resources and websites for their academic purposes. Major challenges faced by the

users were regarding the lack of IT infrastructure and internet connectivity. Various facilities of the library such as new arrivals, CAS, SDI, online database service, etc. were used by the users to fulfill their information requirements. Matonkar & Dhuri (2021) analyzed the evaluation of the usage of library resources and services in academic college libraries. The users under the study were satisfied with various resources and services provided by the central library. Induction and orientation course also help in making the new users familiar with the different sections, resources, and services provided by the library. Organizing proper training programs in different areas of library resource usage will help the users increase their efficiency in using the resources of the library. Burhansab, Batcha, & Ahmad (2020) explained the usage of e-resources by library users. The results from the study highlight that users have good knowledge and awareness about the e-resources of their respective libraries. Users have good command over the usage of digital library services, databases, content management software, and databases. etc. Trivedi, et al. (2020) considered 22 parameters with the five-point Likert scale to assess the performance and quality of the e-resources of the university library system. Quality of e-services is accessed through library equipment, library website, OPAC, etc. ANNOV and T-tests are used in the study to find the results.

The study from Salubi, Okemwa, & Nekhwevha (2018) shows that the majority of respondents (82.3%) fall within the 18 to 23 age range, with an average daily library use of two hours. Wi-Fi is the most utilized library resource, while electronic resources like e-books and e-journals are underutilized. E-librarian records indicate that only 6% of undergraduate students use electronic databases, with a significant preference (62.3%) for print information resources, underscoring the importance of understanding Generation Z's demographics and information preferences for effective library services. Varadaraju (2017) in his study highlights that a substantial number of respondents (90.0%) visit the library for book lending activities, with significant percentages engaging in activities such as reading reference books (71.1%) and journals (67.2%). While a majority use traditional library services like circulation (95.0%), a considerable proportion also rely on digital services (68.3%), with librarian inquiries (55.5%) and OPAC usage (45.0%) being common information-seeking methods. Raza, Upadhyay, & Noor (2011) conducted a study that highlights that a significant portion of respondents (48.0%) visit the library for studying course materials, with 21.3% utilizing it for book borrowing. While a majority (81.3%) are aware of lending and reference services, there's lower awareness about press clipping and SDI services. Overall, a substantial 89.3% express satisfaction with the library services, emphasizing a positive user experience.

3. Objective 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 find out the various preferred sources and services of the respondents.
3. To identify the various databases consulted by the respondents for fulfilling the information requirements.
4. To know about various sources consulted by the respondents to find the required information.
5. To identify the satisfaction level of the respondents with the different facilities provided in the library.
6. To study the problems faced while using library services and resources.

4. Methodology

The study aimed to assess the utilization of library services and resources at Chhatrapati Shahu Ji Maharaj University. Data were gathered through an online survey distributed via Google Forms and shared through WhatsApp and email. A total of 285 respondents, consisting of students and research scholars were participated in the study. The Google form was open for 20 days from 5th September, 2023 to 20th September, 2023. The collected data were analyzed using Microsoft Excel, and the results were presented in tables and charts. The study focused exclusively on the Chhatrapati Shahu Ji Maharaj University community.

5. Data Analysis

5.1 Characteristics of the respondents

Table 1 explains the characteristics of the respondents of the university constituting their gender, age groups, and courses. It can be identified from the result of the study that the maximum (52.98%) of the respondents are female while the remaining (47.02%) of the respondents are male. In the age group category, most of the respondents (65.26%) are between the 20-23 years age group, followed by (20.35%), (10.78%) and (4.21%) of the respondents are between 23-26 years age group, 26-29 years age group, and above 29 years age group respectively. In the course-wise classification of the respondents, the highest number of the respondents (48.77%) are enrolled in postgraduate courses, followed by (39.30%) of the respondents enrolled in undergraduate courses while the remaining (11.93%) of respondents enrolled in Ph.D. courses. It was found from the results of the table that the majority of the respondents are female, between 20-23 years of age group, and pursuing a postgraduate course.

Table 1: Characteristics of the respondents

Gender-wise classification of the respondents		
Gender	Frequency	Percentage
Male	134	47.02%
Female	151	52.98%
Total	285	100.0%
Age group-wise classification of the respondents		
Age Group	Frequency	Percentage
20-23 years	186	65.26%
23-26 years	58	20.35%
26-29 years	29	10.78%
Above 29 years	12	4.21%
Total	285	100.0%
Course-wise classification of the respondents		
Courses	Frequency	Percentage
Undergraduate	112	39.30%
Postgraduate	139	48.77%
Ph.D. Scholar	34	11.93%
Total	285	100.0%

5.2 Frequency of visits to the library by the respondents

Table 2 highlights the frequency of the visits to the library by the respondents of the university to cater to their information requirements and demands. The frequency table is divided on a daily, twice-a-week, weekly, occasionally, and whenever-required basis. Out of the total 285 respondents, the majority (32.63%) of the respondents visit their library whenever required to cater to their information requirements and demands, followed by (30.53%) of the respondents who visit their library daily to cater to their information requirements and demands, while (17.89%), (11.58%) and (7.37%) of the respondents visits their library twice a week, weekly and occasionally respectively to cater their information requirements and demands. It was found from the results of the table that majority of the respondents visited their library whenever required to consult various documents of their needs and get the required information from their library.

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

Frequency	Frequency	Percentage
Daily	87	30.53
Twice a Week	51	17.89
Weekly	33	11.58
Occasionally	21	7.37
Whenever required	93	32.63
Total	285	100.0

5.3 Preferred sources by the respondents

Figure 1 discusses the various sources used by the respondents for accessing the information from the library. As the information in the current world is available in various sources such as print, electronic, etc. and the users are using them as per their requirements. The results show that out of the total 285 respondents, the majority (49.47%) of the respondents are using both types of sources to obtain the information, followed by (38.95%) of the respondents are using printed sources only to obtain the information and the remaining (11.58%) of the respondents are using electronic sources only to obtain the information. It is evident that the majority of the respondents prefer both electronic and printed sources to access the information. In the current digital world electronic sources are more important for accessing information anywhere, anytime without any disturbance.

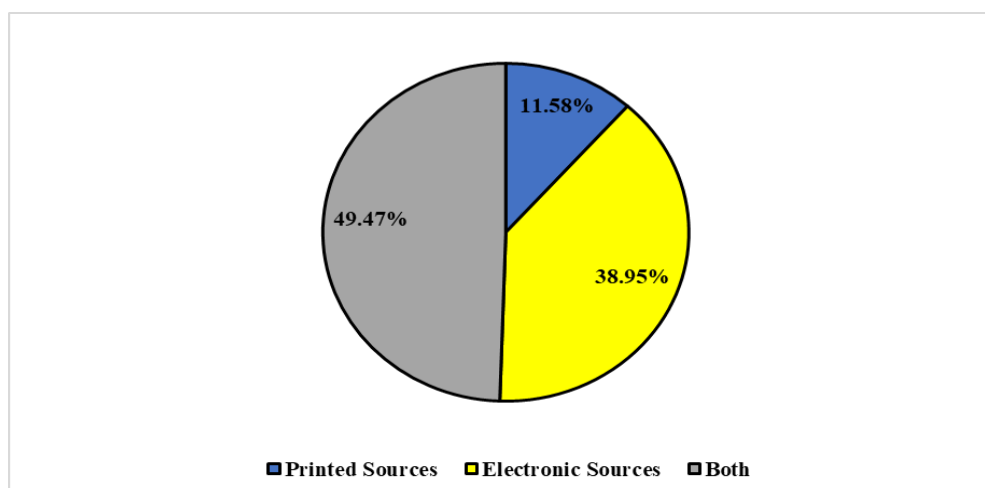


Figure 1: Preferred sources by the respondents

5.4 Sources consulted by the respondents to find out the information

Table 3 reveals the various sources consulted by the respondents to find out the information. In the current technological world vast amount of information is available digitally and to extract this information various sources are there. The data was collected from the respondents on a 4-point continuous scale: highly preferred, moderately preferred, neutral, and slightly preferred. The results from the data show that the maximum (36.14%) of the respondents are neutral about the ePG Pathshala platform which is consulted by the respondents for study purposes, (38.60%) of the respondents are neutral about the usage and benefits of the Egyankosh, while (36.14%) of the respondents are neutral about the usage and benefits of the National Digital Library of India, (40.35%) of the respondents are neutral about the usage and benefits of the Swayam platform for the study purposes and the rest (34.04%) of the respondents are neutral about the usage and benefits of the Shodhganga for the consultation of thesis and dissertations. It was found from the results of the table 3 that the maximum of the respondents rated the various sources as neutral in their usage.

Table 3: Sources consulted by the respondents to find out the information

Sources	Highly Preferred	Moderately Preferred	Neutral	Slightly Preferred	Total
ePG Pathshala	73 (25.61%)	83 (29.12%)	103 (36.14%)	26 (9.12%)	285 (100.0%)
Egyankosh	45 (15.79%)	99 (34.73%)	110 (38.60%)	31 (10.58%)	285 (100.0%)
National Digital Library of India	90 (31.58%)	53 (18.60%)	103 (36.14%)	39 (13.68%)	285 (100.0%)
Swayam	56 (19.65%)	68 (23.86%)	115 (40.35%)	46 (16.14%)	285 (100.0%)
Shodhganga	46 (16.14%)	91 (31.93%)	97 (34.04%)	51 (17.89%)	285 (100.0%)

Note: Data was collected on a 4-point scale: Highly preferred, Moderately preferred, Neutral, and Slightly preferred.

5.5 Resources consulted by the Respondents in the Library to fulfill the information requirement

Figure 2 puts forward the resources consulted by the respondents in the library to fulfill the information requirements. The central library of CSMJU holds a wide range of resources for the users of the library. The users consult more than one resource to fulfill their information requirements. The data from the figure shows that the maximum (15.81%) of the respondents consult online resources to fulfill the information requirements as online resources contain a huge amount of detailed information, followed by (24.74%) of the respondents consult reference books to fulfill the information requirements, while (30.93%) of the respondents consult the books/e-books to fulfill the information requirements whereas (13.23%) and (9.62%) of the respondents consult the journals/e-journals and dissertation/reports/thesis to fulfill the information requirements respectively and the rest (5.68%) of the respondents consult the other resources such as databases, etc. to fulfill the information requirements. It was found from the study that the maximum number of respondents are consulting online resources to fulfill the information requirements as the content of the online resources is updated from time to time and in the current digital environment it helps users to find information at a faster speed.

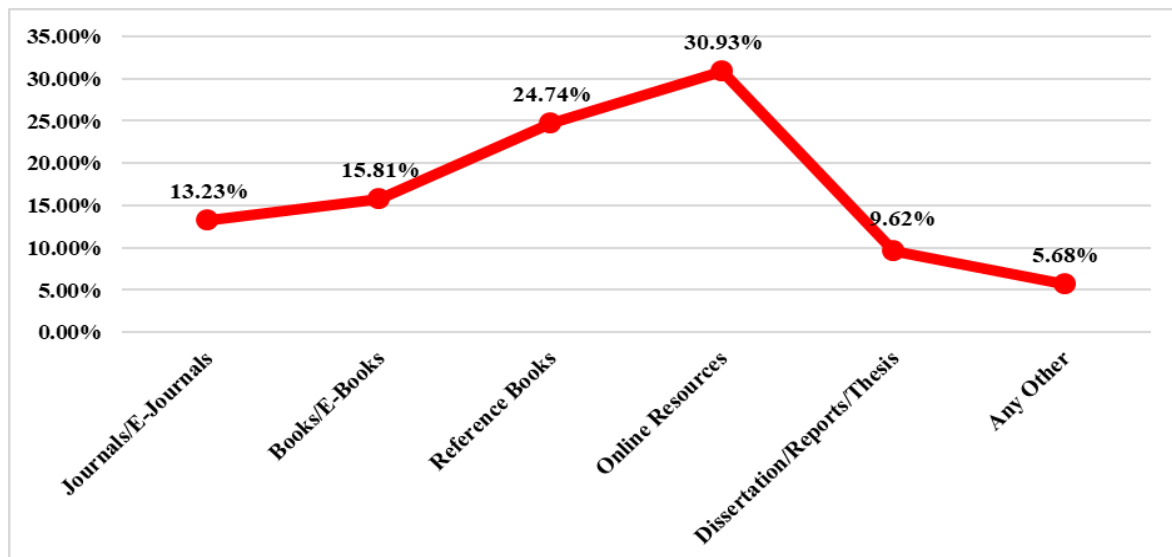


Figure 2: Resources consulted by the Respondents in the Library to fulfill the information requirement

5.6 Different databases consulted by the respondents to find the scholarly content

Figure 3 takes into consideration different databases consulted by the respondents to find the scholarly content in the central library of CSMJU. The library has subscribed to many databases and journals for the students including research scholars, so it helps them in their respective research. The respondents consulted more than one database to find scholarly content. The result from the study shows that the maximum (32.50%) of the respondents prefer to consult the Scopus database for finding scholarly content, followed by (26.54%) of the respondents who prefer to consult the Pressreader database for finding scholarly content, (22.50%) of the respondents prefer to consult J-Gate database for finding the scholarly content, and the remaining (18.46%) of the respondents prefer to consult another database such as Science Direct, JSTOR, etc. for finding the scholarly content. It was found from the study that the majority of the respondents consulted Scopus database for finding scholarly content as it contains a wide range of disciplines for the users to consult.

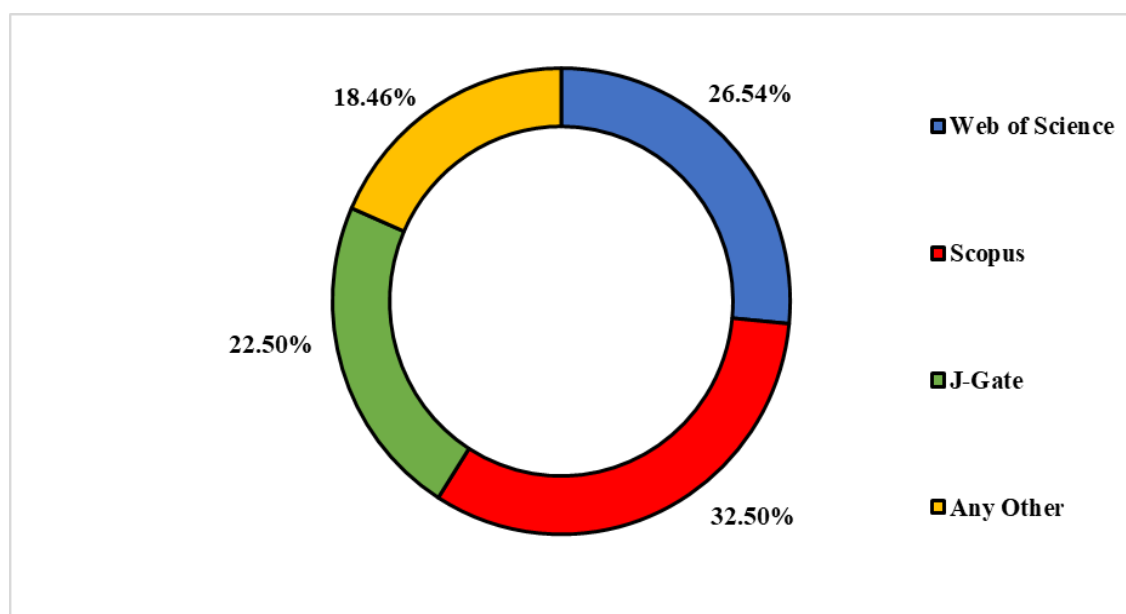


Figure 3: Different databases consulted by the respondents to find the scholarly content

5.7 Different options consulted by the respondents while finding the desired document in the library

Table 4 demonstrates the different options consulted by the respondents while finding the desired document in the library. As there are many options available to the respondents for finding the documents and the respondents under the study consult more than one option to find the documents from the library. Out of the total respondents, the maximum (42%) of the respondents consult the OPAC Search (e-catalog) for finding the desired documents in the library, followed by (26%) of the respondents consulting the library staff for finding the desired documents in the library, while (23.80%) of the respondents search the racks personally for finding the desired documents in the library and the remaining (8.20%) of the respondents consult the friends for finding the desired documents in the library. It was found from the study that the maximum number of respondents consulted the OPAC Search (e-catalog) for finding the desired documents in the library as it is the best and most appropriate method of finding the documents in the library of the CSJMU.

Table 4: Different options consulted by the respondents while finding the desired document

S.N.	Options	Frequency	Percentage
1	OPAC Search (e-catalog)	210	42
2	Library Staff	130	26
3	Friends	41	8.2
4	Search the racks personally	119	23.8
Total		500	100.0

(Note: Frequency is exceeded because respondents selected more than one option.)

5.8 Resources consulted by the Respondents in the current digital environment

Table 5 shows the resources consulted by the respondents in the current digital environment. The abundance of information is available in online resources in the current digital environment and students prefer to consult online resources as compared to print resources. Out of the various resources, the majority (34.07%) of the respondents consulted the Internet websites to find the relevant information, followed by (29.83%) of the respondents consulted the CSJMU e-library, (17.46%) of the respondents consulted the YouTube, while (6.78%), (5.59%), and (3.56%) of the respondents consulted the journals, subject gateways, and databases respectively. Whereas the remaining (2.71%) of the respondents consulted the other sources such as institutional repositories, blogs, etc. to find the relevant information. It was found from the study that the majority of the respondents consulted Internet websites as it is an easy and fast source of finding the required information in the current digital environment.

Table 5: Resources consulted by the Respondents in a current digital environment

S.N.	Resources	Frequency	Percentage
1	Internet Websites	201	34.07
2	CSJMU e-library	176	29.83
3	Journals	40	6.78
4	YouTube Channels	103	17.46
5	Subject Gateways	33	5.59
6	Databases	21	3.56
7	Any Other	16	2.71
Total		590	100.0

(Frequency is exceeded because respondents selected more than one option)

5.9 Satisfaction level of the respondents with the facilities provided in the library

Table 6 describes the satisfaction level of the respondents with the different facilities provided in the central library of CSJMU. The library provides various facilities for the users of the library. The data was collected from the respondents on a 4-point continuous scale. satisfied, moderately satisfied, neutral, and slightly preferred. The majority (47.37%) of the respondents are satisfied with the reading rooms of the central library, (47.37%) of the respondents are satisfied with the library collections of the central library, (34.74%) of the respondents are neutral with the Wi-Fi/internet service facilities of the central library, (38.25%) of the respondents are satisfied with the magazines/ newspaper facilities of the central library, (43.17%) of the respondents are neutral with the washroom & drinking water facility of the central library, (54.65%) of the respondents are satisfied with the library timings of the central library, (42.46%) of the respondents are neutral with the computer lab facility of the central library.

Table 6: Satisfaction level of the respondents with the facilities provided in the library

S.N.	Facilities	Satisfied	Moderately Satisfied	Neutral	Slightly Preferred	Total
1	Reading Rooms	135 (47.37%)	71 (24.91%)	53 (18.60%)	26 (9.12%)	285 (100.0%)
2	Library Collection	135 (47.37%)	75 (26.31%)	55 (19.30%)	20 (7.02%)	285 (100.0%)
3	Wi-Fi/Internet Service	75 (26.32%)	62 (21.75%)	99 (34.74%)	49 (17.19%)	285 (100.0%)
4	Magazines/ Newspaper	109 (38.25%)	57 (20%)	78 (27.37%)	41 (14.38%)	285 (100.0%)
5	Washroom & Drinking Water Facility	49 (17.19%)	35 (12.28%)	123 (43.17%)	78 (27.36%)	285 (100.0%)
6	Library Timings	141 (54.65%)	59 (22.87%)	49 (18.99%)	36 (13.95%)	285 (100.0%)
7	Computer Lab	71 (24.91%)	62 (21.75%)	121 (42.46%)	31 (10.88%)	285 (100.0%)

Note: Data was collected on a 4-point scale: Satisfied, Moderately Satisfied, Neutral, and Slightly Preferred

5.10 Opinion of the respondents regarding the different skills consulted with information

Table 7 illustrates the opinion of the respondents regarding the different skills consulted with information. In accessing the information, the majority (55.09%) of the respondents rate their skill as good, followed by (19.30%), (15.09%) and (10.52%) of the respondents rate their skill as excellent, average, and fair respectively. In searching the information, the maximum (38.95%) of the respondents rated their skills as good, followed by (25.96%), (20.70%), and (14.39%) of the respondents rated their skills as average, excellent, and fair respectively. In evaluating the information, the majority (48.07%) of the respondents rate their skills as good, followed by (22.10%), (20.36%), and (9.47%) of the respondents rate their skills as excellent, average, and fair respectively. In using the information, the maximum (54.73%) of the respondents rate their skill as good, followed by (20.70%), (17.54%), and (7.02%) of the respondents rate their skill as excellent, average, and fair respectively. It was found from the

study that the maximum number of respondents rated their skills as good for the various skills consulted with the information.

Table 7: Opinion of the respondents regarding the different skills consulted with information

S.N.	Skills	Excellent	Good	Average	Fair	Total
1	Accessing Information	55 (19.30%)	157 (55.09%)	43 (15.09%)	30 (10.52%)	285 (100%)
2	Searching Information	59 (20.70%)	111 (38.95%)	74 (25.96%)	41 (14.39%)	285 (100%)
3	Evaluating Information	63 (22.10%)	137 (48.07%)	58 (20.36%)	27 (9.47%)	285 (100%)
4	Using Information	59 (20.70%)	156 (54.73%)	50 (17.54%)	20 (7.02%)	285 (100%)

5.11 Challenges faced by the respondents in using the library resources and services

Figure 4 defines the various challenges faced by the respondents in using the library resources and services of the central library. The challenges helped the library to improve its services and standards so the experience of the users of the library can be improved. The data from the study shows that the majority (28.34%) of the respondents feel lack of awareness to use the OPAC is the major barrier they face in using the library resources and services, followed by (26.02%) of the respondents feel a lack of searching skills is the major barrier which they face in using the library resources and services, while (13.36%), (13.36%), and (12.30%) of the respondents feel lack of familiarity, inadequate information, and overload information respectively is the major barrier which they face in using the library resources and services and the remaining (6.59%) of the respondents feel other challenges such as fewer library hours, outdated library resources, etc. is the major barrier which they face in using the library resources and services. It was found from the study that the maximum number of respondents feel lack of awareness to use the OPAC is the major barrier to them as the detail of every document is stored and searched through the OPAC and it is important for the users to know correct way of finding the document in the library.

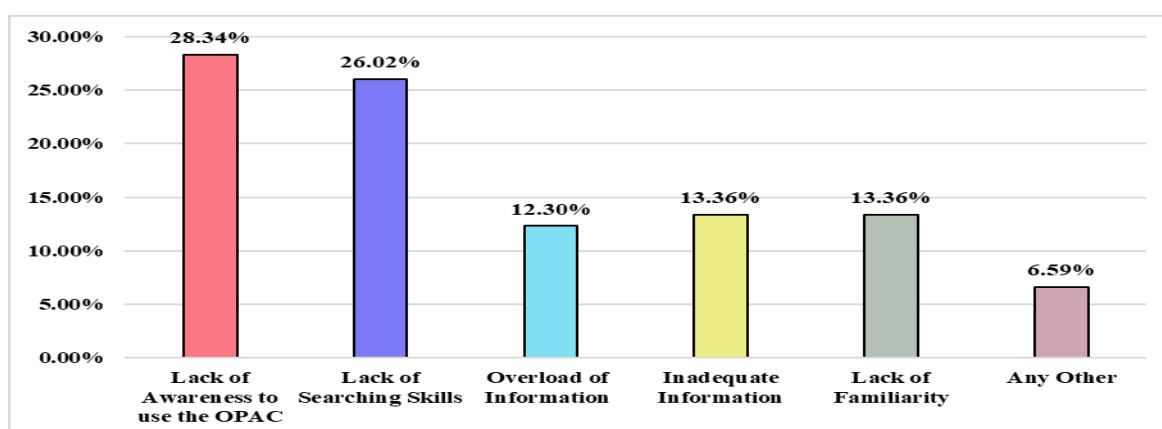


Figure 4: Challenges faced by the respondents in using the library resources and services

5.12 Different areas for the Orientation/ Training program for the betterment of users

Table 8 displays the different areas for the orientation/ training program for the betterment of users of the central library. The orientation/ training programs help the users to understand the working of the different areas which are beneficial to the users in the library. Out of the

various training areas, the majority (30.73%) of the respondents want the training program on the usage of the CSJMU e-library (Library on Device), followed by (21.27%) of the respondents want the training program on the usage of OPAC, while (17.64%) and (16%) of the respondents want the training program on the usage of web resources of library and searching skills in digital environment and the remaining (14.36%) of the respondents want the training program on the other areas such as usage of databases, institutional repositories, and anti-plagiarism software, etc. It was found from the study that the maximum number of respondents want the training program on the usage of the CSJMU e-library (Library on Device) as it is a great step and initiative of the CSMJU central library towards creating the digital environment. It provides users of the library with a great platform to get the latest and updated information from the library.

Table 8: Different areas for the Orientation/ Training program for the betterment of users

S.N.	Training Areas	Frequency	Percentage
1	Usage of OPAC	117	21.27
2	Library on Device (CSJMU e-Library)	169	30.73
3	Usage of Web Resources of Library	97	17.64
4	Searching Skills in the Digital Environment	88	16.0
5	Any Other	79	14.36
Total		550	100.0

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

6. Major Findings and Suggestions

Survey results underscore varied information-seeking behaviors among respondents.

1. It can be identified from the result of the study that the maximum (52.98%) of the respondents are female.
2. The highest number of the respondents (48.77%) are enrolled in postgraduate courses.
3. A notable 32.63% visit the library based on their specific needs, while 24.74% consult reference books for information.
4. The majority (47.37%) of the respondents are satisfied with the reading rooms.
5. The Scopus database is the top choice for 32.50% seeking scholarly content, and 42% prefer the OPAC Search for document retrieval. In the digital realm, 34.07% turn to internet websites for relevant information. Encouragingly, 47.37% express satisfaction with the central library's reading rooms.

These insights illuminate the diverse preferences in sourcing information, emphasizing the need for libraries to cater to a broad range of user habits and preferences. Improving the library experience involves extending hours and conducting orientation for new students. Implementing RFID technology in the OPAC system streamlines services. Recognizing Ph.D. scholars' needs with dedicated reading rooms supports focused research. Lastly, expanding the library's collection in both print and online formats caters to diverse academic pursuits, ensuring a dynamic and user-friendly hub.

7. Conclusion and Discussions

A library is the most important aspect of the university, so any university needs to develop and maintain the standards of the library. The library can only grow if the users of the library are using the sources and services of the library. In today's time libraries must market their services so that users can know about the different sources and services provided by the

libraries and users can make the best use of those services. CAS, SDI, new arrival services, etc. are some of the ways of making the users aware of the latest happenings in the library. The result from the study shows that the respondents are consulting sources such as ePG-Pathshala, eGyankosh, Swayam, etc., and the library must encourage and make students aware of the sources so the respondents can make the best use of them. In the current digital environment, students are interested in using electronic sources, so the library should invest more in procuring online/ electronic sources.

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