

USE OF LIBRARY RESOURCES AND SERVICES OF PUNJABI UNIVERSITY PATIALA BY THE RESEARCH SCHOLARS AND POST GRADUATE STUDENTS

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The article is based on a survey conducted to know the use of library resources and services at Punjabi University, Patiala. The study describes the users' preferences about the print and electronic resources, made available through the University library. Moreover, the study also highlights the use of different library services. To complete this study 250 structured questionnaires were distributed to the research scholars and postgraduate students of Punjabi University, Patiala. The percentage method was used to analyze the collected data. The study indicates that most of the respondents (58%) visit the library daily, whereas (25%) respondents come to the library occasionally. A large number of users suggest that the library should organize information literacy programmes for the improvement of library resources and services.

Keywords: Library Resources and Services; User Satisfaction; Electronic Resources; Information Needs.

INTRODUCTION

In the fast changing information scenario, the responsibility of university libraries is also changing day by day. In the digital era, it is becoming more and more difficult for the library users to select the right information at right time for the right decision. The university libraries are major repositories of authentic and accurate information for the teachers, researchers and students. The role of university libraries has become all the more critical to understand the expectations of users and subsequently to fulfill their information needs. In the changing format of library resources and services, nowadays libraries are procuring, managing, evaluating and disseminating the information resources and services both in print and electronic formats. University libraries are spending a lot of funds on subscribing and purchasing the print and electronic resources. Moreover, the university libraries are also creating institutional repositories of the intellectual research output of the teachers and researchers. With the changing expectations of users and their information requirements, the libraries are promoting and creating the awareness among the users about library resources and services using many different ways. It is, therefore, important for the university libraries to know the usage of library resources and services by conducting user surveys from time to time. With the help of these surveys, libraries may know the most utilized resources and services by the users, an indicator that may be useful for the improvement of existing library resources and services.

REVIEW OF LITERATURE

Chohda and Gupta [1] found that (70%) respondents were aware of electronic resources and other databases. On the other side (30%) respondents were not aware of the available resources in the library. Kim [2] conducted a study on users' perceptions and use of the academic library. The study indicates that most respondents prefer to stay in the library in non-teaching hours.

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The study further reveals that (84%) users visit the library website to access the library services. Most of the respondents had accessed the e-books, e-journals, and e-databases. It was found that users face difficulties due to lack of study materials in the library. Nanda [3] found that (92%) faculty members and (85%) research scholars were fully aware of available electronic resources in the library. Naqvi [4] found that (89%) respondents from postgraduate students and (76%) respondents from research scholars used the circulation service frequently. Ramakrishna [5] conducted a study on the use of libraries in selected deemed university libraries. All three deemed universities are providing good services to users including OPAC, Interlibrary loan, photocopy, reference etc. Tamara and Gag [6] conducted a survey to know the use of electronic resources and services by the users of IIT-Guwahati. The study reveals that (40%) respondents use electronic resources for academic information needs.

OBJECTIVES OF THE STUDY

The main objectives of the study are as under:

- To ascertain the attitude of users towards print and digital resources.
- To study the use of library resources and services of Punjabi University, Patiala.
- To know the satisfaction level of library users about resources and services.
- To find out the problems faced by the clientele in using library resources and services.
- To make suggestions to enhance the use of library resources and services.

METHODOLOGY

Survey method was used to conduct the study. To know the use of library resources and services a well-structured questionnaire was prepared and distributed to 250 library users belonging to two categories i.e. research scholars and postgraduate students. The random convenient sampling technique was used to select the respondents from various departments.

DATA ANALYSIS

Out of 250 questionnaires, 212 fully completed questionnaires were received back. In view of the stated objectives of the study, various questions were asked related to the use of library resources and services to the research scholars and postgraduate students. The data were analyzed by percentage method and presented in the following tables and charts with relevant results.

User Profile

Table 1: Gender

Gender	Frequency	Percentage
Male	118	55.7
Female	94	44.3
Total	212	100.0

The gender based study as per Table 1 shows that out of 212 respondents majority of users were male (55.7%) followed by (44.3%) female respondents.

User Category

Table 2: Category of Users

Category	Frequency	Percentage
Research Scholar	83	39.2
PG Students	129	60.8
Total	212	100

Table 2 shows that (39.2%) respondents were research scholars and (60.8%) respondents were postgraduate students.

Frequency of Visiting the Library

Table 3: Frequency of Visiting the Library

Visit the Library	Frequency	Percentage
Daily	123	58.0
Occasionally	53	25.0
Twice of Week	13	6.1
Once in Week	6	2.8
Twice a Month	11	5.2
Rarely	4	1.9
Never	2	0.9
Total	212	100

Table 3 describes that most of the respondents (58%) visit the library daily, whereas (25%)

respondents come to the library occasionally. Moreover, (6.1%) respondents visit the library twice in a week. Very few respondents (1.9%) visit the library rarely. It is clear from the above table that a large number of respondents visit the library regularly.

Purpose of Visiting the Library

Table 4: Purpose of Visiting the Library

Purpose of Visiting the Library	Frequency	%
Issue & return books	152	71.7
To study library resources for academic/research purpose	138	65.1
To complete assignments	77	36.3
To consult reference materials	130	61.3
For preparing materials	91	42.9
For updating yourself	117	55.2
To browse online information resources	59	27.8
To read print journals and other information resources	130	61.3
To consult thesis/dissertations	60	28.3
To read newspapers	72	34.0
To use e-resources	61	28.8
To browse the internet	38	17.9
To get photocopy of reading material	66	31.1
Any other purpose (please specify)	2	0.9

Table 4 describes the main purpose to visit the library. It shows that (71.7%) respondents visit the library for getting the books issued and returned from library. Moreover, (65.1%) respondents come to the library for consulting library resources for research purpose. (61.3%) respondents visit the library to consult the reference materials followed by (55.2%) respondents who visit the library for updating their knowledge.

Preferences in Using Library Resources

The table 3.3 indicates that highest number of respondents (62.7%) consult both electronic and print resources. Moreover, (31.6%) respondents prefer to access only printed resources while (5.2%) respondents use only electronic resources. It is clear from the above table that users still prefer both types of resources.

Table 5: Preference of Library Resources

Preference of Library Resources	Frequency	%
Only printed resources	67	31.6
Only electronic resources	11	5.2
Both printed and electronic resources	133	62.7
Any other purpose (please specify)	1	0.5
Total	212	100

Table 6: Preference of Type of Print Resources

Print Resources do you Prefer to Use in Library	Frequency	%
Textbooks (recommended in syllabus)	144	67.9
General books related to specifying subjects	142	67.0
Reference books (Encyclopaedias, Dictionaries, etc.)	125	59.0
Theses/ Dissertations	79	37.3
Subject journals	106	50.0
General magazines	68	32.1
Bound volumes of journals	58	27.4
Newspapers	94	44.3
Old question papers	55	25.9
Government publication/ Reports	56	26.4
Any other purpose (please specify)	3	1.4

Table 6 indicates that highest number of respondents (67.9%) use the textbooks recommended in the syllabus followed by (67%) respondents who use general books. Moreover, (59%) respondents consult reference books and (50%) respondents read the print journals. It is clear from the table that (44.3%) respondents also read newspapers for current information and (27.4%) users use the bound volumes of journals.

Services

Table 7 describes the frequency of use of library services. It shows that (60%) respondents use the photocopy facility provided by the library. Moreover, (54.7%) respondents use reference service and (53.3%) respondents use circulation service. On the other hand (36.3%) respondents use newspaper clipping service and (33%) respondents avail the OPAC facility to search information. (25%) respondents prefer to use current awareness service

followed by (21.7%) users who use selective dissemination of information service.

Table 7: Preference of Using Library Services

Use of Library Services	Frequency	%
Circulation	113	53.3
Reference	116	54.7
Reservation of books	92	43.4
Indexing and Abstracting	36	17.0
Newspaper Clipping	77	36.3
Photocopying	127	59.9
OPAC (Online Public Access Catalogue)	70	33.0
Current Awareness Service (CAS)	53	25.0
Selective Dissemination of Information (SDI)	46	21.7
Online instructions to use library resources and services	28	13.2
Virtual reference desk/Ask a Librarian	24	11.3
E-mail based services	15	7.1
Any other (Please specify)	1	0.5

Table 8: Satisfaction with the Lending Services

Satisfaction with the Lending Services		Frequency	%
No. of Books being Issued	Yes	176	83.0
	No	36	17.0
Loan Period	Yes	172	81.1
	No	40	18.9

Table 8 describes the satisfaction of respondents from library lending services. It shows that (83%) respondents were satisfied with the number of books issued by the library. On the other hand (17%) respondents were not satisfied with the lending service. Moreover, (81.1%) respondents were satisfied with the loan period of books, whereas (18.9%) respondents were not satisfied with the loan period of books.

Table 9: Overall Satisfaction with the Library Services

Table 9 highlights the satisfaction of respondents from library services. It shows that (56.6%) respondents were fully satisfied with the different type of services provided by the library. Moreover, (40.6%) respondents were partially satisfied with the library services. Only (2.8%) respondents were not satisfied with the library services. It is clear from the study that most of the respondents are satisfied with the library services.

MAJOR FINDINGS OF THE STUDY

- The study describes that most of the respondents (58%) visit the library daily, whereas (25%) respondents come to the library occasionally.
- It shows that (71.7%) respondents visit the library to get the books issued/ returned. Moreover, (65.1%) respondents come to the library for consulting library resources for research purposes.
- It shows that (59.4%) respondents have stated that they got the needed information sometimes. On the other hand (33.5%) respondents get the needed information every time.
- The study indicates that highest number of respondents (62.7%) consult both electronic and print resources. Moreover, (31.6%) respondents prefer to access only printed resources while (5.2%) respondents use only electronic resources.
- It shows that (82.5%) respondents were satisfied with the assistance provided by the library staff and (14.2%) respondents were only partially satisfied with it.

SUGGESTIONS

To improve the library resources and services users' were asked to give their suggestions. Majority of the respondents have given the suggestions to enhance the use of library resources and services. The major suggestions are given below:

The library should purchase more electronic and print resources in every subject regularly. More computers with high-speed internet connectivity should be installed in the library for accessing the electronic resources. Limitation on the number of

pages for photocopying be increased in consultation with the Publishers Guild, so that users may get more material for study. To enhance the familiarity of users with library resources and services, information literacy programmes should be organized regularly. Moreover, training programmes should be conducted about the use of library OPAC, and Online Databases available through Consortia/ INFLIBNET.

CONCLUSION

In the emerging information communication technology scenario, the library users have to complete the various assignments and projects to finish their study and research projects. With the advent of social media and web-based services, users have a lot of information available in various formats. But it is a very crucial and sensitive issue for them to get the right information for right purpose at right time. It can only be possible if the university libraries continuously update the information resources and services according to the information needs of library users. The university libraries should also get the suggestions from the library users to enhance the use of library resources and services. The technical skills of library staff should be continuously updated and motivational programmes should also be conducted for the library staff to serve the library users in the best way possible.

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