RESEARCHERS' AWARENESS AND SATISFACTION FROM UNIVERSITY LIBRARY RESOURCES AND SERVICES: A PREREQUISITE OF INFORMATION LITERACY COMPETENCY

Rajesh Singh

Shailendra Kumar

The present paper is an attempt to investigate the awareness, importance and satisfaction level of Social Science research scholars with important and highly marketed university library resources, services and facilities.

INTRODUCTION

The three major pillars for all academic and research activities in the universities are: libraries, teacher/classrooms and laboratories. Each of these pillars has its own importance and value. Pointing to the value of university libraries, Dr. S. Radhakrishnan [1] expressed that "the library is the heart of all the university's work, directly so, as regards its research work and indirectly as regards its educational work, which derives its life from research". Libraries are the pivotal point around which revolve all academic and research activities of the university. They support teaching, learning, research and other academic development programs by "collecting, preserving and making available an array of information resources relevant to their academic community" [2]. For a better understanding of the information needs of the users, at Lancaster University Library [3], user satisfaction surveys are regularly conducted to identify areas for service improvement and ensure that it remains responsive to the end user requirements. The technological revolution in the last four decades has made a tremendous impact on the way the information is being processed, stored, retrieved and disseminated in academic libraries [4]. In the rapidly changing information scenario the end users' information needs and expectations are continuously changing [5]. Technology and automation have also changed the way people perceive libraries. Further, Andaleeb [6] argues that "providing quality services in academic libraries is now a major issue among academic librarians; they see the library more in terms of the provision of and access to service quality than as just a physical place". Thus, to keep pace with these advancements university libraries are required to re-orient their collections, services, and facilities. For measuring the utility and effectiveness of library, its services and facilities users feedback is considered the most reliable source of information. As a result, the role of libraries are being re-thought and as reflected in related literature, librarians themselves have been re-evaluating their role.

PURPOSE OF THE STUDY

The study aims to identify and establish the level of awareness, importance and satisfaction for some selected library resources, services and facilities.

Rajesh Singh
Department of Library & Information Science, University of Delhi, New Delhi

rajeshzone29@gmail.com

Shailendra Kumar
Department of Library & Information Science, University of Delhi, New Delhi

shail3@yahoo.com

Corresponding Author
Rajesh Singh

RESEARCH SETTING

The basic focus of the study was to assess Information Literacy Competency (ILC) level of Social Science researchers. Awareness about information sources and services is a key component of and highly important for ILC. The respondents' opinion with respect to awareness, importance and satisfaction with various library collections, sections and services was sought to correlate with ILC level. Thus, the present paper is part of a comprehensive research conducted to assess the ILC levels of Social Science researchers.

SCOPE AND LIMITETION OF THE STUDY

The study focuses itself on Ph.D. scholars enrolled in the Department of History, Political Science, Economics, Sociology, Geography and Law, in University of Delhi, Jawaharlal Nehru University, Jamia Millia Islamia and Indira Gandhi National Open University during the period 2015-2017.

METHODOLOGY

Questionnaire method has been used to collect relevant data from a total population of 520 respondents.

SAMPLE POPULATION

The sample population is comprised of 122 researchers from DU, 120 researchers from JMI, 142 researchers from JNU and 136 researchers from IGNOU. Over all, the sample consisted of 288 (55.4%) male and 232 (44.6%) female Social Science researchers. Gender wise analysis in each University under study, shows: DU with 63.9% male and 36.1% female, JMI with 61.7% male and 38.3% female, JNU with 43.7% male and 56.3% female and IGNOU with 54.4% male and 45.6% female, constituting a total of 520 (100.0%) respondents. The distribution of respondents by university and gender is given in Table 1 and Figure 1.

Table 1: Distribution of Respondents by University and Gender

University Enrolled		Gender		Total
		Male	Female	
DU	Number of Respondents	78	44	122
	% of Respondents	63.9%	36.1%	100.0%
JMI	Number of Respondents	74	46	120
	% of Respondents	61.7%	38.3%	100.0%
JNU	Number of Respondents	62	80	142
	% of Respondents	43.7%	56.3%	100.0%
IGNOU	Number of Respondents	74	62	136
	% of Respondents	54.4%	45.6%	100.0%
Total	Number of Respondents	288	232	520
	% of Respondents	55.4%	44.6%	100.0%

	DU	JMI	JNU	IGNOU
■Female	36.10%	38.30%	56.30%	45.60%
■Male	63.90%	61.70%	43.70%	54.40%
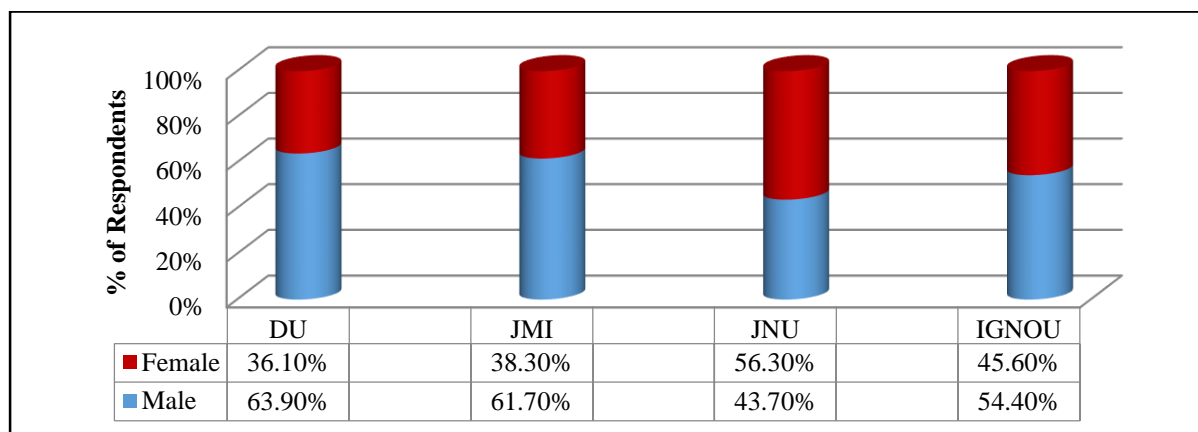
Figure 1: Distribution of Respondents by University and Gender

RESULTS AND DISCUSSIONS

As already mentioned, the basic focus of the study was to assess ILC level of Social Science researchers. Awareness about, importance of and satisfaction with the information sources and services has been considered as a key component of ILC. In view of this, an attempt was made to seek opinion of the respondents with respect to awareness, importance and satisfaction with various library collections, sections and services. It has been done purposefully to evaluate the respondent's awareness and use of library collections and services to correlate with ILC level of the respondents. Respondents' awareness, importance and satisfaction for following library collections/ section, services, information use skills and self-help tools had been ascertained.

- Awareness of Collections/ Sections
- Access to Collections/ Services
- Assistance from Library Staff
- Self-Help Tools
- Location and Frequency of Use for Library Services
- Awareness of Library Services
- Awareness of Information Retrieval Skills
- Overall Satisfaction with University Library Service

Awareness of Collections/ Sections

Any effort to assess the ILC level of research scholars may not be complete without an understanding of their awareness, use importance and satisfaction from library collections/ sections. Hence, Data was collected to depict their awareness for four important collections and sections of their respective university libraries. The respondents were also asked to rate the use, importance and their satisfaction level with these collections and sections. The details are presented in Figure 2. The collections and sections are:

- Printed books and journals
- Electronic journals, e-books, and other materials (e.g., Science Direct, JSTOR, Lexis Nexis, Nature, Sage, etc.)
- Theses and Dissertations
- Library Research facilities

It has been found that maximum 95.8% respondents were aware of the print collection including books and journals; however, only 1.9% respondents were very satisfied, 6.9% respondents were somewhat satisfied, 0.8% found it to be essential, 10.0% found it very important and 44.2% found it somewhat important. Similarly, 92.7% respondents were aware of the e-journals, e-books and other e-materials; however, only 2.3% respondents were very satisfied, 10.0% respondents were somewhat satisfied, 1.9% found it to be essential, 12.7% found very important and 35.0% found it somewhat important. Thus, there is a huge gap between the awareness of print collection including books and journals as well as of electronic resources including e-journals and e-books and its importance for research scholars and their satisfaction level. Libraries need to put more focus on print collection and strengthen it by adding more end user required books and journals and provide better ICT infrastructure with proper Internet connectivity and facilities for off campus remote access to promote the use of electronic contents in teaching, learning and research.

Theses and dissertations are primary sources of information and are always in high demand from the research scholars. These mostly remain unpublished but contribute greatly to learning and research. For this important collection overall, 90.8% of the researchers responded that they were aware, but only 1.5% respondents found it to be essential, 13.0% found it very important and 33.5% found it somewhat important. The response rate for satisfaction level was similar, as only 5.0% of the respondents reported to be very satisfied and 10.4% reported to be somewhat satisfied. The findings indicate a huge gap between the awareness, importance and satisfaction level. Libraries concerned should regularly canvas the researchers to maximize the use, importance and satisfaction level of the research scholars from this collection.

University libraries are the pivotal point around which all the research activities revolve. With a view to support the research activities in the university system, libraries have evolved certain state of the art research facilities. Attempt was made to identify the researchers' awareness of the library's research facilities and find out its importance and level of end user satisfaction. It has been found that maximum 86.9% respondents were aware of the library research facilities; however, only 5.0%

respondents were very satisfied, 9.2% respondents were somewhat satisfied, 1.9% found it to be essential, 8.1% found very important and 32.3% found it somewhat important. Library research facilities are of utmost importance to the researchers of any university. Such facilities are always in

demand and should highly be used. The respondents' opinion is quite different. Libraries under study should identify the shortcomings and strengthen the research facilities available to contribute to the research activities of the university.
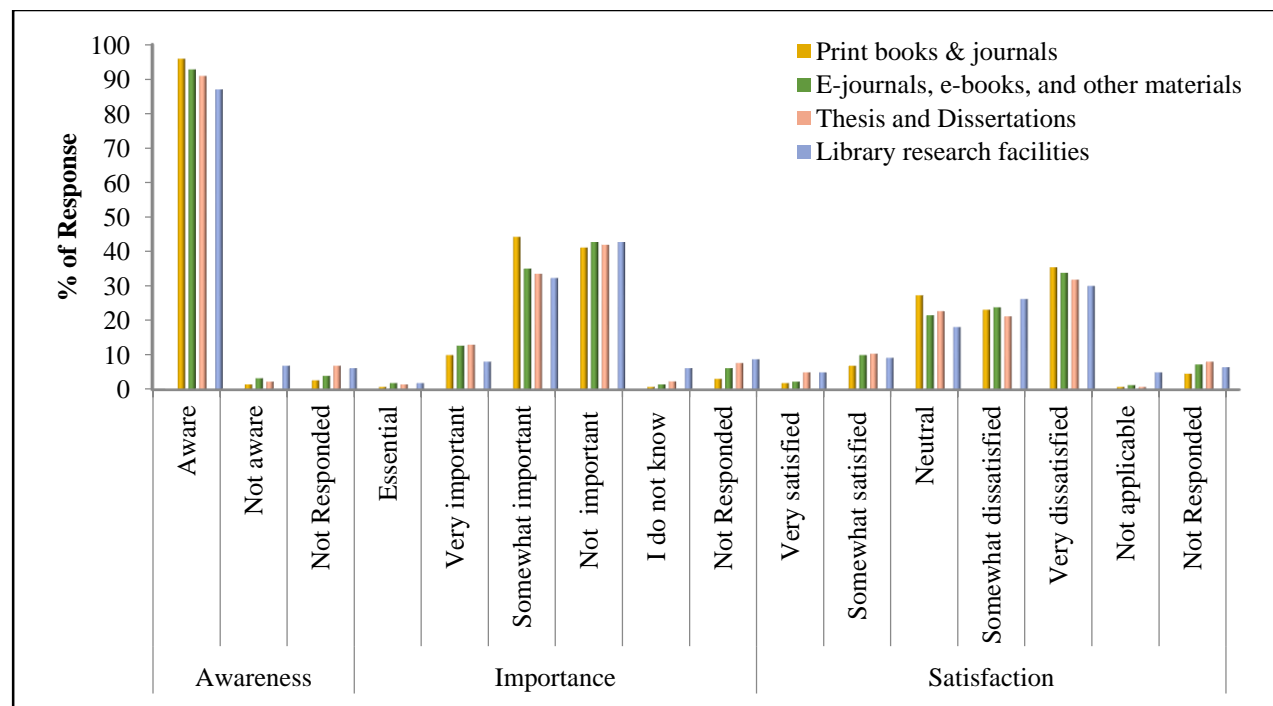

Figure 2: General Awareness- Collections/ Sections

Access to Collections/ Services

Similar to the collections and sections of the concerned libraries, an attempt was also made to find out the users' awareness, use importance and satisfaction regarding access to the following four important collections and services of their respective university libraries. The details are given in Figure 3.

- Libraries' online catalog (OPAC)
- Libraries' web page listing of e- journals/e-books and other e-materials
- Libraries' Inter Library Loan Service (ILL)
- Getting articles through J-Gate plus

Online Public Access Catalogue (OPAC) is the key to the print collection of a library. It should be able to provide specific as well as exhaustive search to the library collection. Although 85.8% of the respondents were aware of OPAC facility, only 5.0% found it essential, 3.9% found it as very important, 34.6% found it as somewhat important and 49.6% respondents rated it as not important. Similarly, only 1.2% reported to be very satisfied and 4.6%

somewhat satisfied. Contrary to the awareness level, 33.1% respondents opined as very dissatisfied and 26.9% as somewhat dissatisfied. This is really a very alarming situation and will highly hamper the usage of library collection. In the evolving information environment characterized by Google, libraries need to assess the users' requirements and keep pace with the technological developments to upgrade the library automation system and provide best possible OPAC facility to its end users.

The university library web page listing of e-journals, e-books and other e-materials provides one stop access to the end users. Such web pages are quite important in promoting the use of e-resources in teaching, learning and research and hence an assessment of users' awareness and satisfaction level along with its importance has been carried out. Although 80.0% respondents reported to be aware of the service, only 2.7% found it as essential, 10.4% found it as very important, 32.7% found it as somewhat important only 3.8% respondents were very satisfied, and 2.3% were somewhat satisfied.

Thus, contrary to the awareness level, 30.8% respondents opined as being very dissatisfied and 21.5% as somewhat dissatisfied. This is really very alarming and will highly hamper the usage of electronic information resources in the library. In the evolving information environment, libraries need to assess the users' requirements and keep pace with the technological developments to upgrade the library automation system and provide best possible access facility to its end users.

The Inter Library Loan (ILL) facility is a resource sharing service which allows the libraries to mutually cooperate and share information resources amongst the participating libraries to meet the ever changing and varying information needs of the users. Because of the importance of ILL in meeting end users' needs, an assessment of the users' awareness and satisfaction level along with its importance has been carried out. Compared to OPAC and Libraries' Web Page, only 57.3% respondents were found aware of Libraries' ILL Service. This proves that the facility has not equally been promoted among the end users. A small total of 4.6% respondents found it as essential, 9.2% found it as very important, 25.0% found it as somewhat important and 34.2% respondents reported it as not important. Similarly, only 6.9% respondents reported to be very satisfied and 1.9% as somewhat satisfied. Contrary to the awareness level, 23.9% respondents opined being very dissatisfied and 18.1% as being somewhat dissatisfied. In terms of library resource sharing and

ILL, this finding is alarming and will adversely affect the users in meeting their information needs. The libraries should popularize the services for its significant contributions in meeting end users information need beyond the resources available in a particular library.

The concept of library resource sharing is practically more feasible in the new information environment, wherein sharing of electronic documents is easy and speedy. It greatly helps to meet the ever changing and varying information needs of users and hence an assessment of users' awareness and satisfaction level along with its importance has been carried out. Document Delivery Service (DDS) through J-Gate Plus of E-Shodh Sindhu service has not adequately been popularized among the end users, particularly the researchers. Only 67.7% respondents reported to be aware of the existence of such service. As few as 2.3% respondents found it as essential, 13.1% found it as very important, 28.1% found it as somewhat important, 2.7% reported to be very satisfied and 5.4% as somewhat satisfied. Contrary to the awareness level, 22.3% respondents opined being very dissatisfied and 20.3% as somewhat dissatisfied. Electronic resource sharing in the new information environment is easy, speedy and cost effective. It greatly helps the libraries to support teaching and research even beyond its own resources. The findings are quite alarming and will adversely affect the users in meeting their information needs.
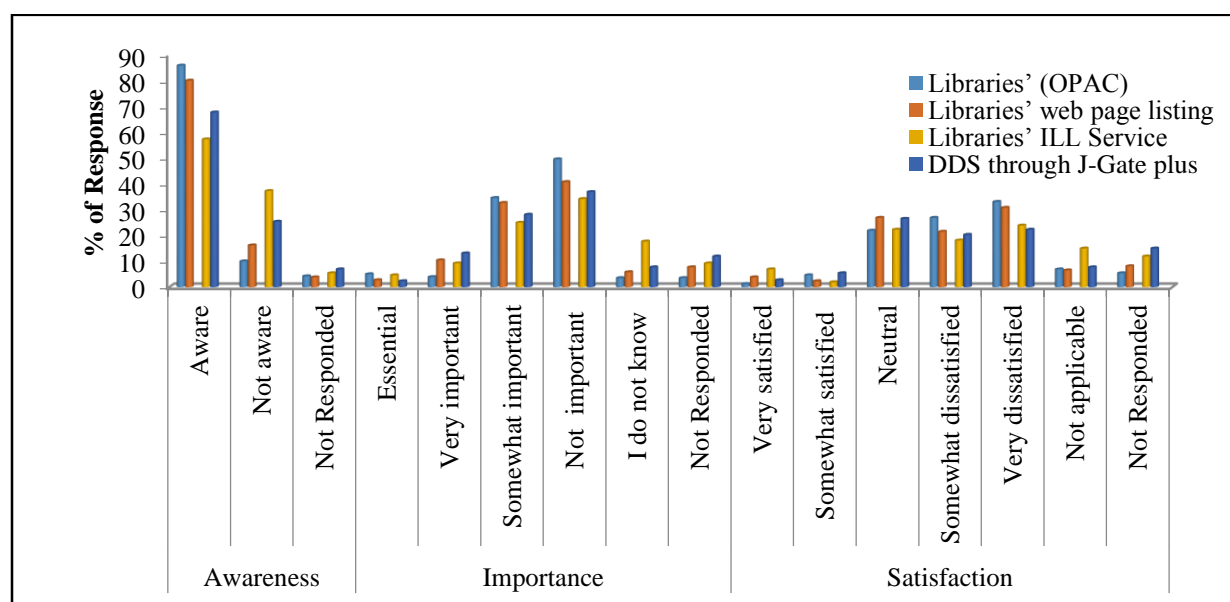

Figure 3: General Awareness- Access to Collections/ Services

Assistance from Library Staff

Assistance from library staff greatly contributes to the library services and users' satisfaction. Dr. S.R. Ranganathan had aptly opined about reference service as "Personal Service to each reader in helping him to find the documents answering his interest at the moment pointedly, exhaustively and expeditiously [7]". During the course of present study, an attempt was made to gauge the level of assistance received by the end users on the following parameters. Details of the responses are presented in Figure 4.

a. Assistance from library staff in person, by email, or by phone (e.g., Ask your Librarian)
b. One-on-one appointment with a library professional (research consultation)
c. Information Literacy Workshops /Tutorials conducted by librarians.

As far as assistance from library staff in person, by email, by phone or through services like 'Ask your Librarian' is concerned, 80.0% respondents reported to be aware of the facility, 5.4% found it as essential, 11.9% as very important, 26.5% as somewhat important and maximum 45.8% of the respondents reported it as not important. The opinion regarding satisfaction is similar as only 10.4% respondents were found to be satisfied, including 3.5% very satisfied and 6.9% somewhat satisfied. As discussed in the beginning, poor staff assistance to the library users, especially the research scholars, is a real drawback. It greatly hampers library services and the image of the library. The concerned libraries should evolve proper mechanisms to address this issue with adequate and professionally trained staff.

One-on-one appointment with a library professional is a reference service specialized in nature. Many a time the end users, especially the researchers are not able to identify their own information needs and thus not able to locate relevant information; many a time, the end users including some of the researchers are not completely aware of the variety of information resources available in the library and their marking and parking pattern; many a time, the researchers consult the library professionals as an information expert. Thus, one-on-one consultation is a specialized library reference service and quite useful for the researchers in electronic information environment. Keeping in view the importance of one-on-one appointment with a library

professional an attempt was made to find out the awareness, importance and level of satisfaction from the service. The majority of 60.0% respondents were reported to be aware of the facility; however, only 3.9% respondents found the service as essential, 11.6% as very important and 22.4% as somewhat important. It is pertinent to note that maximum 39.3% of the respondents rated it as not important, and only a small fraction of 5.8% respondents were found to be very satisfied and 7.7% responded to be somewhat satisfied. One-on-one appointment with a library professional is a highly important library service, which allows the library professionals to directly contribute to teaching, learning and research in the university. The service must be popularized among the end users, particularly the researchers. Professionally well trained and experienced library staff should be engaged to man the service.

With the ever advancing information and communication technologies, the information environment of today's society has drastically changed and so have libraries and information centers. The electronic platform has drastically changed the availability and access to information. The new platform has emerged as an efficient and effective system for organizing, locating and instantaneously retrieving the information with ease and speed. However, the new platform has posed certain serious challenges to information seekers such as identification, location and retrieval of precise and relevant information from an abundance of available information. Libraries are required to create information literacy tutorials and conduct workshops to educate and train the users on the new electronic information platform. Most of the university libraries abroad and many in India have already started information literacy and competency development activities. In tune with the objectives of the present study, it was required to gauge the awareness, importance and level of satisfaction of the respondents on information literacy activities carried out by the universities covered under study. As many as69.6% respondents reported to be aware of library conducted Information Literacy Workshops/ Tutorials, but only 3.5% respondents found the service as essential, 13.5% as very important and 24.6% as somewhat important. It is pertinent to note that as many as 43.1% of the respondents reported it as not important, and only a small fraction 4.6% of

the respondents were found to be very satisfied and 5.0% responded to be somewhat satisfied.

The awareness, importance and level of satisfaction with information literacy activities were on the lower side. In view of its importance in the new electronic information environment, the libraries should consider conducting multiple information literacy activities in close collaboration with teaching faculties to reap the complete benefits of the new developments and effectively contribute in teaching, learning and research environment of the university.
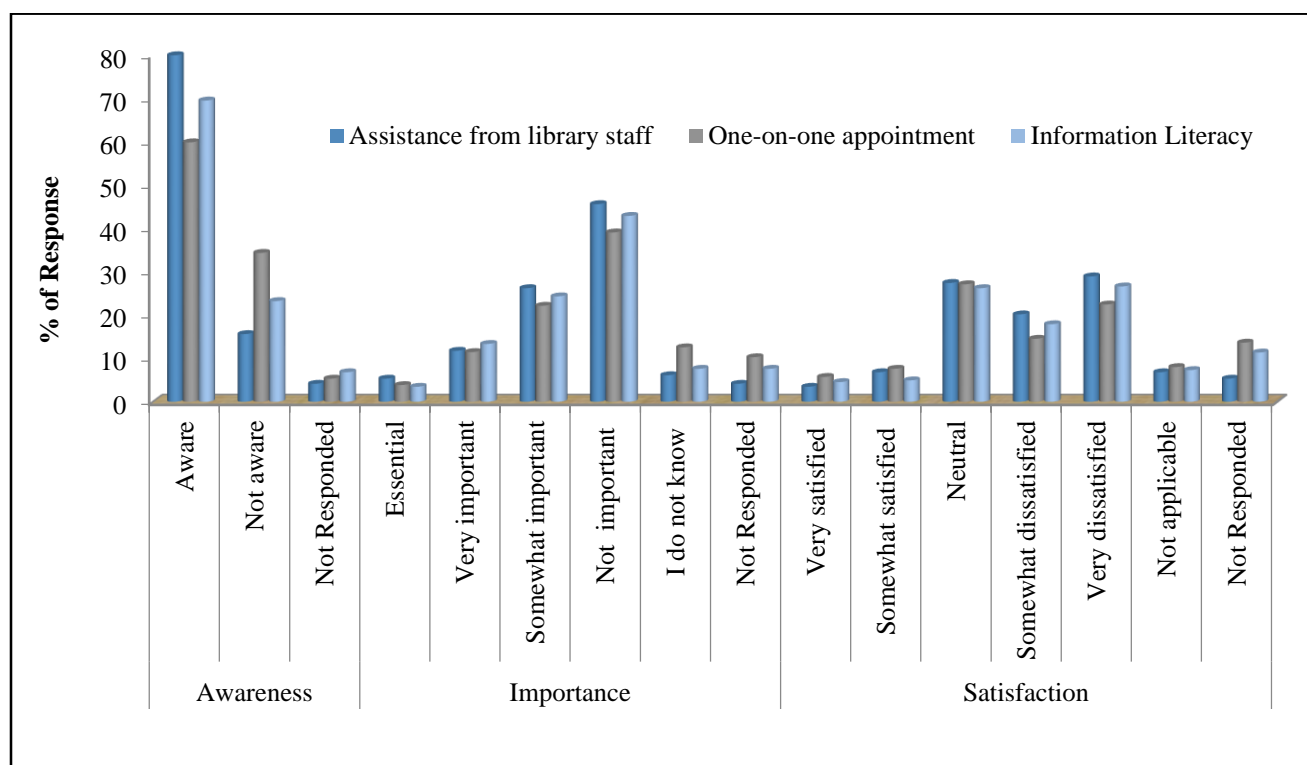
Figure 4: General Awareness- Assistance from Library Staff

Self-Help Tools

Libraries create multiple self-help tools to explain its resources, services and other facilities to promote the use of library resources and meet the users' information needs. An attempt was made to find out the users' awareness, importance and satisfaction of the following self help tools as presented in Figure 5.

- Online Information Literacy Tutorials posted on library website
- Bibliographic management tools (help to organize references and create a bibliography, e.g., RefWorks, End Note, etc.)
- Library guides to researching specific subjects
- E-content Subject Portal

The online information literacy tutorials provide a one stop solution to many of the issues associated with ICT enabled new information environment. From basics of computer operation to small troubleshooting, from basics of information sources to specialty of information sources, from basics of identifying the information needs to critical thinking, from acknowledgment of cited documents to plagiarism and from basics of citation to impact factor and h-Index, a perfectly evolved online information literacy tutorial may consist of all these aspects and many beyond these. In view of its importance, most of university libraries abroad and many libraries in India have already developed online information literacy tutorials and have placed these on their respective websites. With reference to the objectives of the present study, it was felt essential to find out the awareness, importance and level of satisfaction of the respondents regarding online information

literacy tutorials. The survey found that 68.5% respondents were aware of the service, but only 5.7% found it as essential, 8.1% as very important and25.0% as somewhat important. Similarly, only 3.8% respondents were found to be very satisfied and 5.0% somewhat satisfied.

In the today's fast evolving electronic information environment characterized particularly by abundance of information, use of bibliographic management tools is quite essential in managing research publications. It is an essential skill for academic and research survival and is quite often part of information literacy activities throughout the globe. Thus, it is directly in the ambit of the present study. In view of this, an attempt has been made to identify the level of awareness, importance and satisfaction of the researchers with such tools. It was found that 74.3% respondents were aware, 4.6% respondents rated it as essential, 6.9% found it as very important and 26.5% as somewhat important. Similarly, only 5.7% respondents reported being very satisfied and 5.7% were somewhat satisfied. With respect to its usefulness, the researchers' awareness level of 74.3% with bibliographic management tools is low. However, the unexpected lower level of importance and satisfaction indicates that although the researchers are aware of bibliographic management tools, they are not conversant with its operational aspect. Here again lie the opportunities for libraries to come forward and shoulder the responsibility of educating and training the researchers in the use of bibliographic management tools under information literacy activities.

The library is one of the most important components of the university. It is regarded as the heart and soul of the university and functions as the pivotal point around which revolves the entire academic and research activities. These libraries are actively engaged in teaching, learning and research activities of the universities. For fostering research in university, the libraries develop multiple guides for specific subjects. An understanding of users' awareness, importance and level of satisfaction from library guides to researching specific subjects is essential. As many as 68.8% respondents reported to be aware of the library guides, but only 3.8% found it as essential, 8.1%found very important and 23.1% as somewhat important. The researchers' awareness level of 68.8% with library guides is low. Further, the unexpected lower level of importance and satisfaction indicates that although the researchers are aware of the library guides to researching specific subjects, they are not facilitated properly by the libraries concerned. Library guides to researching specific subjects is one of the most used tools of research. Libraries should plan its awareness and maximum utilization.

In electronic information environment, e-content subject portal serves as a single gateway for new entrants to access subject specific electronic resources. They are equally important for the researchers to comprehend the comprehensive availability of information electronically. The researchers' point of view regarding its awareness, importance and satisfaction becomes very useful in the process to assess their information literacy competency. As many as 65.7% of the respondents reported to be aware of e-content subject portal, but only 3.5% found it as essential, 7.4% as very important,24.3% as somewhat important, only 6.9% respondents were very satisfied and 3.5% were somewhat satisfied. The researchers' awareness level of 65.7% with e-contact subject portal is lower compared to the awareness of the most of the library services covered. The awareness level has direct impact on importance and satisfaction, which are again on lower side. Possible reasons may be unavailability of properly developed and maintained e-content subject portal as well as poor promotional efforts made by the libraries under study. This library service is very important for promoting the use of e-content in teaching, learning and research. University libraries should make efforts to develop such portals and keep it regularly updated. Such facilities should be part of all the library orientation and information literacy activities.
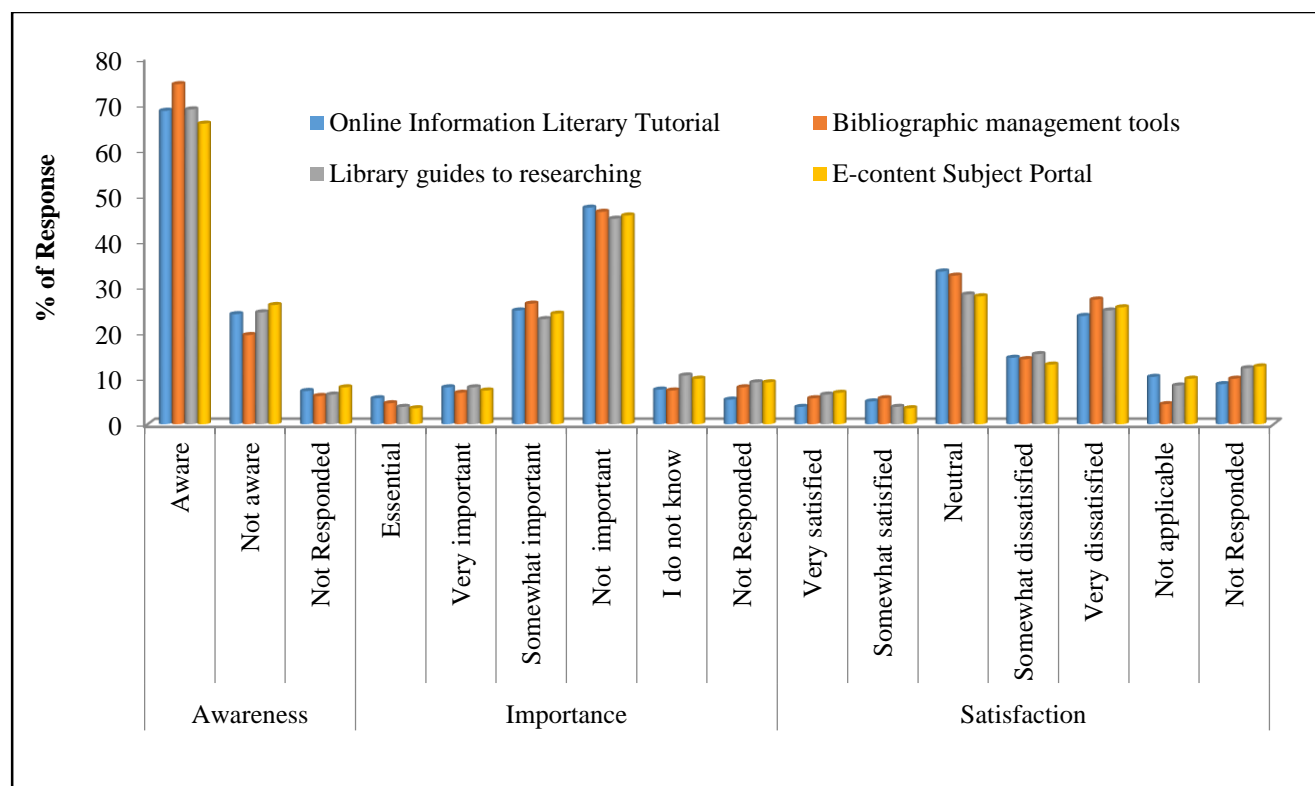
Figure 5: General Awareness- Self Help Tools

Location and Frequency of Use of Library Services

In the new information environment, the electronic information resources of the libraries are easily and speedily accessible beyond the four walls of the library. With a view to find out the most important location and frequency of use of library services, the respondents were asked to select the location and the frequency of use. Responses for location and frequency of use of library services are depicted by Figure 6.

The maximum 42.3% of the respondents have selected university library building to access library services with a frequency of more often than once a week, followed by 30.8% with monthly frequency and 23.8% with once a week frequency. The other criteria of frequencies have been less important in the case of university library building. The maximum 38.5% of the respondents reported to have used the library services from elsewhere in the university campus with a frequency of less often than once a month, followed by 23.5% with monthly frequency, 15.0% with more often than once a week and 14.2% with once a week frequency. The maximum 46.9% of the respondents reported to have used the library services from off university campus with a frequency of less often than once a week, followed by 10.8% with a frequency of more often than once a week, 9.6% with monthly frequency and 3.8% with once a week frequency. However, it is important to note that as many as 20.4% of the respondents reported to have never used the library services off university campus. It is evident that university library building is still the most favoured place for access and use of library resources and services. However, the facilities like single sign on, remote login, virtual private network (VPN) must be in place to facilitate library services at users' door step
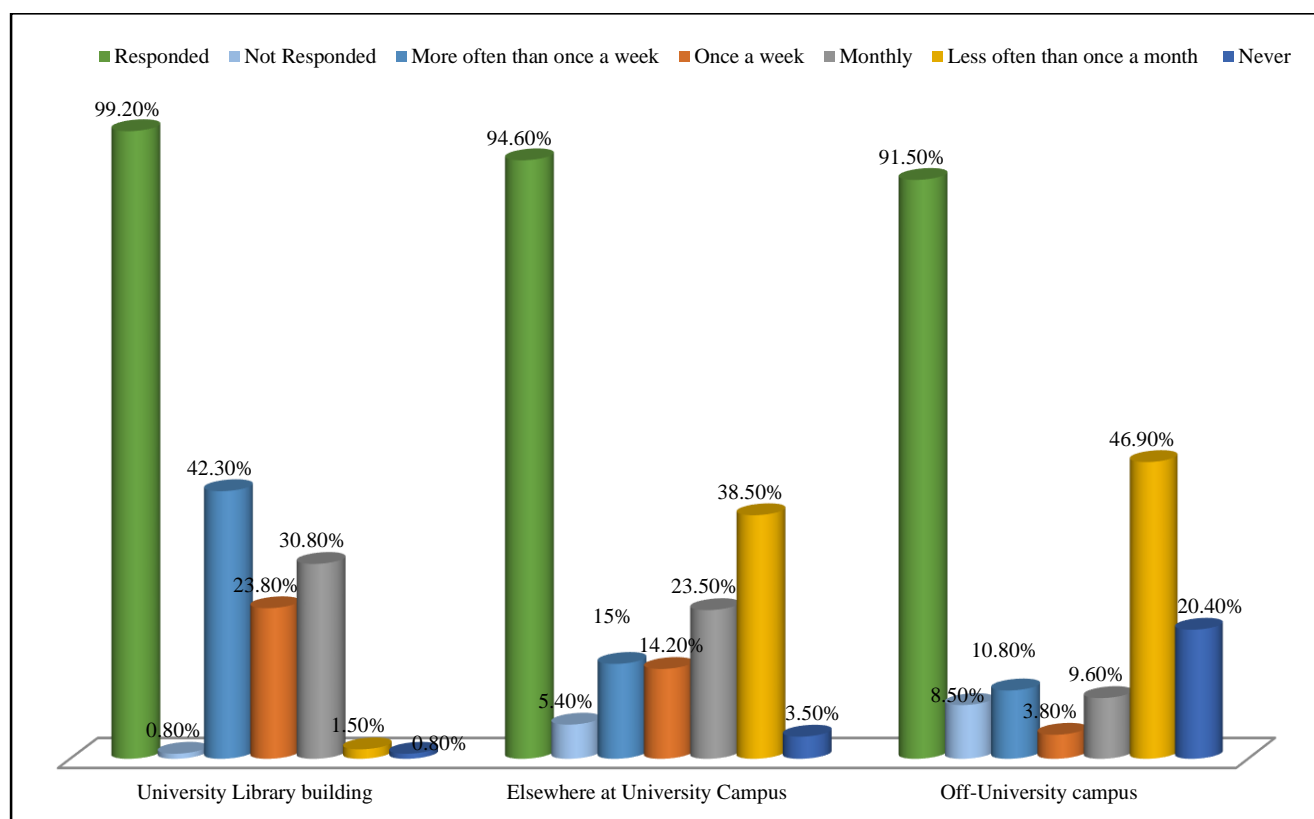
Figure 6: Location and Frequency of use of Library Services

Awareness of Library Services

During the course of survey, an attempt was made to identify the important sources for awareness of library, its collections and services. The overall response is presented in Figure 7. Out of the total 520 respondents, the maximum 93.8% have opted colleagues/ friends as the most important source for awareness about the university library service, followed by the faculty members with 87.7% responses. The most important source from the end of libraries had been the library staff with 75.3% responses, followed by e-mail from libraries with 53.4% responses. From the online methods, web search engines with 66.1% responses have emerged as the most important source of awareness about the university library services followed by university home page with 35.8% responses, library website with 34.6% responses and library RSS feeds with 32.3% responses. Strangely enough library orientation sessions/events with 23.8% responses and library brochures/ posters with 20.3% responses have not proved to be effective methods for enhancing awareness about the university library services. It is important to note that even in today's new information environment, the human resources including colleagues/friends, faculty members, thesis supervisor and library staff have proved to be the most effective sources for creating library awareness. The response trend is found almost similar across the universities, except the response of 60.0% for thesis supervisors being closely lower to library staff 68.3% at JMI. The library staff at DU and JNU has got similar response, 80.3% and 80.2% respectively, compared to 72.1 % response at IGNOU and 68.3% response at JMI.

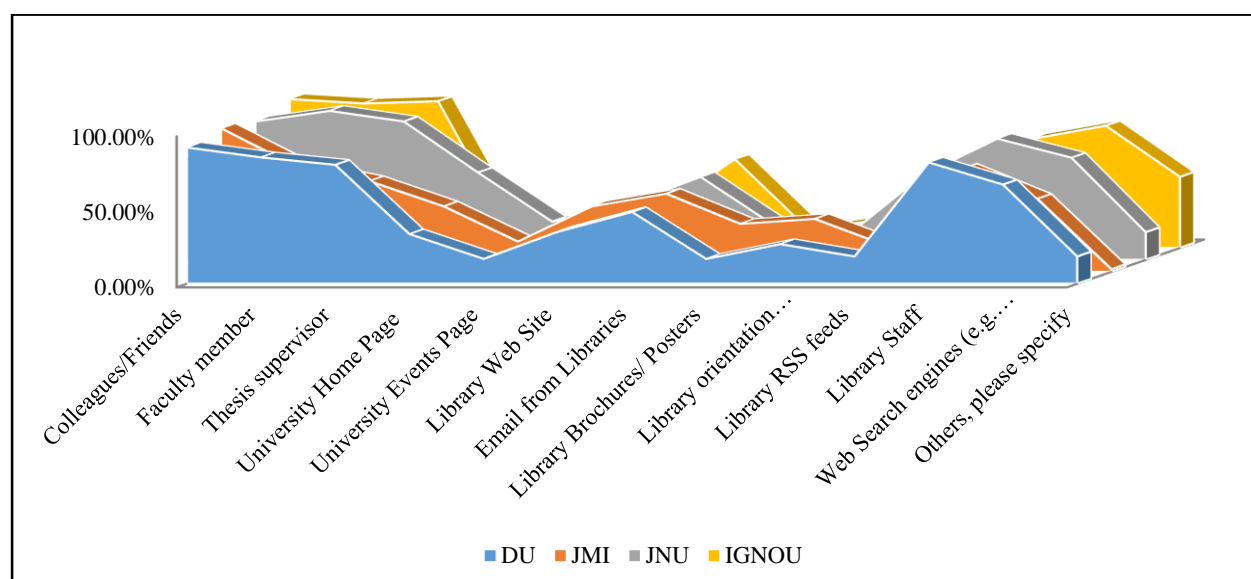## Awareness of Information Retrieval Skills

During the course of survey, an attempt was also made to identify the important methods to create awareness about the information retrieval skills. This part of the study is vital and directly related to the objectives and hypotheses of the present study. This is also likely to help in correlating the findings of the study. The overall response on the awareness of information retrieval skills is given in Figure 8.

The overall response shows that colleagues/ friends, with 90.4% responses have proved to be the most important method for awareness of information retrieval skills followed by thesis supervisor with 82.7% responses, e-mail from libraries with 74.2%

responses and online database help/guide with 64.2% responses. Owing to the new information environment, libraries have been found to be quite active in creating awareness of information retrieval skills. E-mails from the libraries with 74.2% responses followed by the library staff with 63.1% responses and online tutorial on library website with 52.7% responses shows the active involvement of libraries in creating awareness of information retrieval skills in new information environment. However, proclaimed methods like library brochures/posters and library orientation sessions/events both with 18.8% responses have measurably failed to create similar awareness. Even the trial and error method with 25.8% responses has proved to be more effective than library brochures/posters and library orientation sessions/events.

The overall trend is not similar in the case of individual universities under study. The thesis supervisors at IGNOU and JNU with 100% responses and 93.0% responses respectively have emerged as the most important impetus for the awareness of information retrieval skills. Other trends are almost similar to the overall trends across the universities.

**Figure 7: Awareness of Library Services**
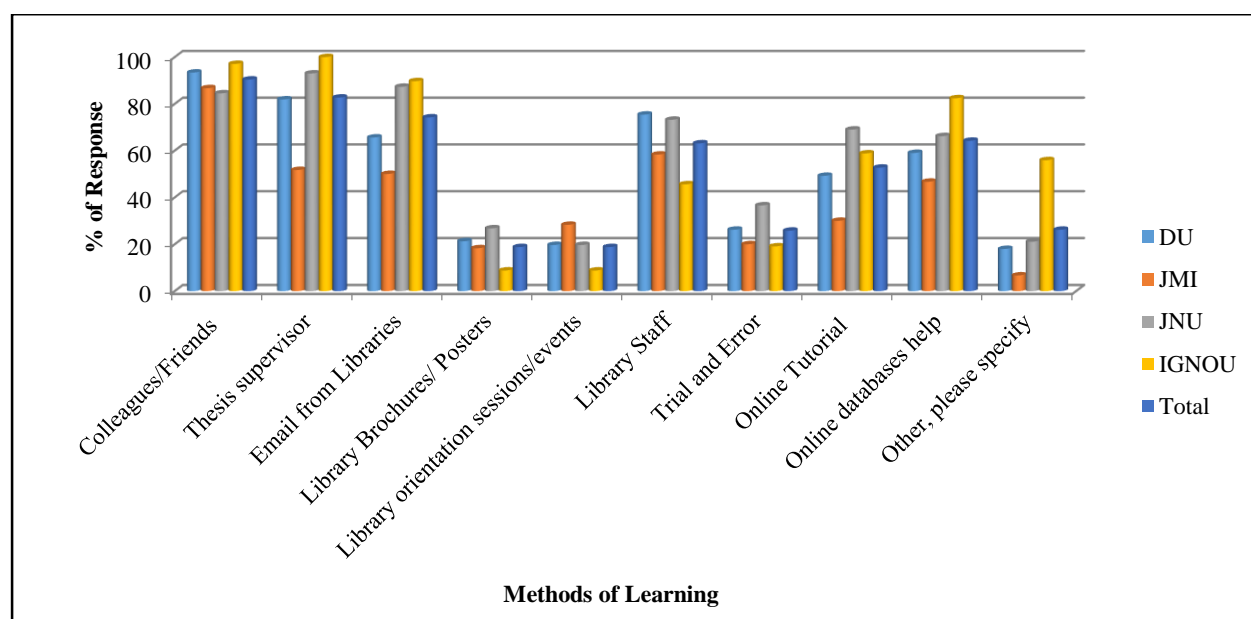
Figure 8: Awareness of Information Retrieval Skills

Overall Satisfaction with University Library Services- Across Universities

The main focus of the present study was to assess and identify the ILC levels of Social Science researchers enrolled in four select central universities. However, assessment of an overall satisfaction with university library services was felt not only pertinent, but also supportive for the study. The findings for the overall satisfaction with the university library services will support and contribute to the assessment of ILC. The overall satisfaction of the respondents with the university library services across universities is presented in Figure 9.

Across the universities, overall 40.8% respondents reported to be very satisfied with the university library services and 50.0% somewhat satisfied. Only 5.4% of the respondents reported to be somewhat dissatisfied, 1.9% very dissatisfied and 1.9% did not respond to the query. Out of the total 520 (100.0%) respondents, maximum 11.9% respondents from JMI reported to be very satisfied, followed by 10.8% from JNU, 9.2% from IGNOU and 8.8% from DU. The maximum 15.0% respondents from IGNOU reported to be somewhat satisfied, followed by 13.8% from JNU, 11.9% from DU and 9.2% from JMI. The maximum 1.9% respondents from JNU reported to be somewhat dissatisfied, followed by 1.5% from DU, 1.1% from IGNOU and 0.8% from JMI. Only 0.8% respondents from DU and IGNOU reported to be very dissatisfied followed by 0.4% from JNU. None of the respondents from JMI had reported to be very dissatisfied from the university library services.
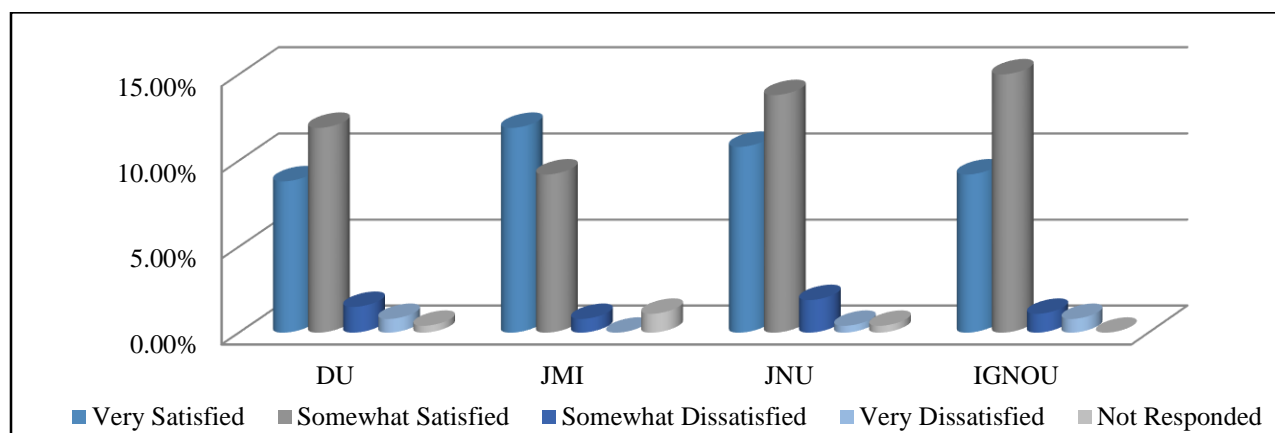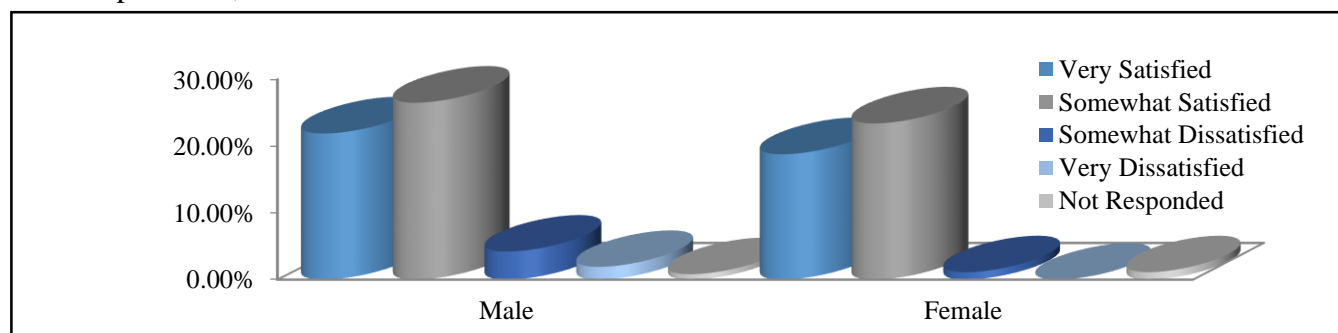

Figure 9: Overall Satisfaction with University Library Services- Across Universities

Overall Satisfaction with University Library Services- Across Gender

The overall satisfaction of the respondents with the university library services across gender has been presented in Figure 10.

Out of the total and among the 40.8% very satisfied respondents, 21.9% were male and 18.8% were female. Of the total 50.0% somewhat satisfied respondents, 26.5% were male and 23.4% were female. The total 5.4% of somewhat dissatisfied group of respondents had been constituted by 4.2% of male and 1.1% of female respondents. The total 1.9% of very dissatisfied respondents was only male and 1.1% of female and 0.8% of the male researchers did not respond to the query.

Figure 10: Overall Satisfactions with University Library Services- Across Gender

CONCLUSION

Majority of the research scholars reported to be aware of library resources and services, access services and facilities available, library staff assistance facility and multiple self help tools of library. However, only a limited number of research scholars found it as essential and very important and even lesser number reported to be very satisfied with them. With multiple frequencies, majority of the research scholars (42.3% more often than one a week, 23.8% once a week, 30.8% monthly) have found the university library building as the most suitable place for access and use of library resources and services in research. Use of library and its services largely depends on awareness among end users. Libraries always look to identify the most suitable method to create awareness and promote its services. The present study found that 93.8% of researchers opted colleague/friends, 87.7% faculty members, 82.7% thesis supervisor, 75.3% Library staff and 53.4% researchers opted email from library as the top 5 important sources for awareness of library activities and services. Similarly, as most important source for awareness of information retrieval skills, 90.4% research scholars selected colleagues/friends followed by 82.7% by thesis supervisor, 74.2% by e-mail from libraries, 64.2% by online database help/guide, 63.1% by library staff and 52.7% by online tutorial on library website.

Researchers' awareness about some selected library services and facilities has been found very poor. Overall awareness about ILL & DDS (57.3% and 67.7% respectively), research consultation & information literacy workshops/ tutorials (60.0% and 69.6% respectively) and online information literacy tutorial, library guides to researching specific subjects & e-content subject portal (68.5%, 68.8% and 65.7%) is very poor. The libraries should use important sources for creating awareness about the library, its collections, services and facilities available, as identified in this study.

REFERENCES

[1]   India, University Education Commission, 1948-49 (Chairman: Dr. S Radhakrishnan). Report. Delhi: Manager of Publications, 1949. pp. 13-110.

[2]   Kotso, J .A. Assessment of Library Use by the Lecturers of College of Education. *The Information Manager*, 10(1&2), 2010, 48-54. http://www.ajol.info/index.php/tim/article/view/75696 [accessed 15 June 2018].

[3]   Lancaster University Library (2006). Minutes of library user Forum. http://libweb.lancs.ac.uk/docs/0606min.pdf [accessed 04 March 2018]

[4]   Gupta, S. and Sharma, S. Awareness and Satisfaction of users using Digital Information Resources and Services in the Libraries of IIT Kanpur and IIT Kharagpur. Scientific Society of Advanced Research and Social Change. *SSARSC International Journal of Library, Information Networks and Knowledge*. *1*(2), 2016. http://slp.org.in/IJLINK/volumes/IJLINK-V1I2-3.pdf [accessed 13 June 2018]

[5]   King, D. B. User surveys: Libraries ask "Hey, how am I doing?" *Law Library Journal*, *97*(1), 2005, 103-115. https://scholarship.law.nd.edu/cgi/viewcontent.cgi?article=1115&context=law_faculty_scholarship [accessed 5 March 2018].

[6]   Simmonds P.L & Andaleeb S. Usage of Academic Libraries: The Role of Service Quality, Resources and User Characteristics. *Library Trends*,*49* (4), 2001, 626-634. Spring. https://www.ideals.illinois.edu/bitstream/handle/2142/8368/librarytrendsv49i4f_opt.pdf [accessed 30 July 2018]

[7]   Ranganathan, S. R. *Reference Service*, 2nd Ed., Bombay, Asia Publishing House, 1961, p. 68.