Case Study

Use of library resources and services by the research scholars of Vijayanagara Sri Krishnadevaraya University, Ballari (India): A case study

Kuri Gurumurthy* and Padmamma S.
Dept. of Library & Information Science, Kuvempu University, Shankaraghatta, Shivamogga – 577451, Karnataka, India
gmurthy.k@gmail.com

Abstract

The availability of required books and other reading materials is necessary for research scholars to make effective use of library resources and services. Within the university itself, libraries should offer researchers innovative and responsive library services to meet their academic and educational needs. Understanding how scholars use library resources and services is the primary goal of this study. The researcher gathered primary data from the research scholars by means of a survey and a questionnaire for this study. The analysis reveals that the researchers who are carrying out their studies are pleased with the library's resources and services, and the researchers also suggested that the library should acquire the most recent editions of books, including a reference collection.

Keywords: User Study, Library Resources, Academic Libraries, Library Services.

Introduction

Universities play a key role in the development of researchers' Capacity and university libraries should also provide sufficient library resources and services to strengthen academic and research resources. When evaluating the quality of the library, the quality of the services provided to the university community is also taken into account. Scholars, in particular, rely heavily on university libraries to complete their dissertations, seminars, and assignments. In this context, professional library staff need to express their opinions about their library's products and services and make regular evaluations[1,2].

The research results were certainly useful for university and library authorities to build and maintain the library collection from time to time as needed. If the university library is used more every day, the library opening hours should be extended to meet the needs of researchers. Therefore, the researcher suggested conducting the current study to learn more about how researchers can fully utilize the resources and services of the VSK University Library[3].

Objectives of the Study: i. To know the frequency of visits by VSK University researchers to the University Library, ii. To know the various purposes of research scholars' visits to the Library, iii. To identify the use of library resources and services by research scholars of VSK University, iv. To analyze the use of library resources and services and their satisfaction with accessing library resources and services for their studies.

Scope and Limitations of the study: The present study deals with the Use of Library Resources and Services by the Research Scholars of VSK University Library Bellary: A Case Study. The scope of this study is limited to the VSK University Library Ballari. Data is collected only from the research scholars.

Significance of the Study: Information resources, especially electronic resources, are undoubtedly a new and popular choice for students, especially research scholars. The change is particularly evident in modern university libraries in India, especially with paper and electronic data search engines, which form a kind of educational system for many researchers. Researchers at various levels have reported on the use of information resources and services for academic purposes; and uses the electronic resources followed by various databases[4,5].

Methodology

The study used a questionnaire method to collect data from respondents. Google form, a recently introduced technological tool for collecting data from respondents, is accepted in this study and all questions have multiple options and check marks. All 79 respondents completed all of the questions and attempted to provide appropriate responses.

Results and discussion

The data collected from the respondents will be analyzed and a total of 79 questionnaires sent to different categories of researchers. Out of the 79 questionnaires sent, 79 completed questionnaires were received, questionnaires received, 79 were deemed suitable for data analysis. In addition, the analysis of the same is given in the following tables with interpretations.

Frequency of Visit to the Library: Users, library staff, and collection constitute the trinity of library science. The library services are centered on the users. Hence, users play an important role in the development of the library. A question was raised to the research scholars to know the frequency of visits to the library. The data in Table-1 reveals that 34 (42%) are visiting the library weekly, whereas, 18 (22.5%) are visiting the library occasionally. 16 (20%) are visiting the library daily and 9 (11.3%) and 3 (3.7%) are visiting the library fortnightly and once a month.

Table-1: Frequency of Visit to the Library.

Frequency of Visit to the Library	Number	Percentage
Daily	16	20
Weekly	34	42
Fortnightly	9	11.3
Once a month	3	3.7
Occasionally	18	22.5

Purpose to visit the library: Respondents were asked to give their opinion on the purpose of using these sources. The Table shows that out of a total of 79 respondents, the majority, 56 (70%) use library resources for research purposes. About 47 (58.8%) respondents use library resources for borrowing books, whereas 44 (55%) respondents use library resources for literature search, 41 (51%) respondents use library resources for updating knowledge 40 (50%) respondents use library resources for research purposes. About 38 (47.5%) respondents use library resources for reference purposes, 27 (33.8%) respondents use library resources to read newspapers and magazines, 16 (20%) respondents use library resources for browsing, 13 (16.3%) respondents use library resources to prepare seminar presentation, 12 (15%) respondents use library resources for examination purpose, 10 (12.5%) respondents use library resources for recreation followed by 9 (11.03%) respondents who use them for writing assignment purposes.

Preference for library resources: Respondents were asked to indicate their preferences regarding the use of these sources in which format. Table-3 shows that of the 79 respondents surveyed, the majority, 68 (86.1%), like using both paper and electronic resources, while 11 (13.9%) respondents only use paper resources.

Print resources to use in the library: Table-4 shows respondents' preferences for various library resources from library. 59 (73.8%) respondents prefer to use textbooks, 56 (70%) respondents prefer to use reference books, 49 (61.3%) respondents prefer to get general books related to specific subjects, 46 (57.5%) prefer to use a Thesis and Dissertations,

32 (40%) respondents prefer to use newspapers and general publications followed by 22 (27.5%) respondents prefer to use General magazines.

Table-2: Purpose to visit the library.

Purpose to visit the library	Number	Percentage
To borrow books	47	58.80
For writing assignment	9	11.30
For examination purpose	12	15.00
Teaching purpose	40	50.00
For browsing	16	20.00
For recreation	10	12.50
To prepare a seminar presentation	13	16.30
For literature search	44	55.00
Research purpose	56	70.00
To read newspapers/magazines	27	33.80
For reference	38	47.50
Update knowledge	41	51.20

Table-3: Preference for library resources.

Preference for library resources	Number	Percentage
Only printed resources	11	13.9
Only Electronic resources	0	0
Both printed and electronic resources	68	86.1

Table-4: Print resources to use in the library.

Print resources preference to use in the library	Number	Percentage (%)
Textbooks (recommended in the syllabus)	59	73.80
General books related to specific subjects	49	61.30
Reference books (Encyclopedias, Dictionaries, etc.)	56	70.00
Theses/ Dissertations	46	57.50
General magazines	22	27.50
Newspapers	32	40.00
Government publications/reports	32	40.00

Use of General Library Services: Table-5 shows respondents' use of commonly available of library services. 62 respondents are preferring to use circulation service (Borrowing), 60 respondents prefer to use Reference Service, 35 respondents prefer to get career guidance, 30 prefer to use user education, 27 respondents are preferring to use referral services followed by 24 respondents prefer to use Newspaper clipping services.

Table-5: Use of General Library Services.

General Library Services	Number
Circulation Service (Borrowing)	62
Reference Service	60
Referral Service	27
Newspaper clipping services	24
User Education (Orientation to the Users)	30
Career Guidance	35

ICT Enabled Services: Table-6 shows the use of ICT-enabled services in the library among the respondents. 54 respondents are preferring to use Digital library services, 53 respondents prefer to use internet service, 34 respondents prefer to use current awareness services, 29 respondents prefer to get photocopying services, 23 prefer to use providing access to N LIST databases, 19 respondents are preferring to use selective dissemination of Information followed by 18 respondents prefer to use mobile alert and OPAC services.

Table-6: ICT Enabled Services.

ICT Enabled Services	Number
Institutional Repository	40
Digital Library service	54
Mobile alert service	18
OPAC	18
Photocopying service / Xerox	29
Internet Service	53
Providing access to N-LIST databases	23
Current Awareness Service	34
Selective Dissemination Information (SDI)	19

Type of e- resources prefers to use: Table-7 shows the Type of e-resources prefers to use among the respondents. 72 (92.3%) respondents prefer to use E-Journals, 62 (78.48%) respondents prefer to use E-Books, 56 (71.8%) respondents prefer to get E thesis and dissertations, 33 (42.3%) prefer to use E lecture notes, 32 (41%) respondents prefer to use the wiki and online reference sources, 27 (41%) respondents prefer to use E-Reports followed by 11 (14.1%) respondents prefer to use CD-ROM Databases.

Table-7: Type of e- resources prefers to use.

Type of e- resources prefer to use	Number	Percentage (%)
E-Journals	72	92.30
E-Books	62	78.48
E-Thesis/Dissertations	56	71.80
Wiki and online reference sources	32	41.00
E-Reports	27	34.60
E-Lecture notes	33	42.30
CD ROM databases	11	14.10

Satisfaction with library services: Table-8 shows the Satisfaction with library services among the respondents. 42 (56%) respondents are partially satisfied with the library services, 30 (40%) respondents are fully satisfied and 3(4%) are not at all satisfied with the library services.

Table-8: Satisfaction with library services.

Options	Number	Percentage (%)
Fully	30	40
Partially	42	56
Not at all	3	4

Type of problem Faced by users in the use of library resources and services: Table-9 depicts the problems faced by the research scholars in the use of library resources and services 46 (63%) respondents are facing the problem of insufficient collection, 32 (43.8%) respondents are facing the lack of ICT infrastructure, 30 (41.1%) respondents are facing the lack of trained staff, 18 (24.7%) respondents are facing the insufficient space in the reading hall, 16 (31.5%) respondents are facing Lack of knowledge in the use of library resources and services, 15 (20.5%) respondents are facing problem with library environment followed by 13 (17.8%) respondents are facing the suitability of library timings.

Table-9: Type of problems Faced by users in the use of library resources and services.

Problems Faced by users	Number	Percentage
Lack of trained staff	30	41.10
Insufficient collection	46	63.00
Library environment	15	20.50
Lack of knowledge in the use of library resources and services	16	31.50
Insufficient space in the reading hall	18	24.70
Suitability of library timing	13	17.80
Lack of ICT infrastructure	32	43.80

Findings of the Study: Based on the analysis and interpretations, the major findings of the study are: i. The majority of respondents, 34 (42%) go to the library once a week. ii. The majority of respondents, 47 (58.8 percent), borrow books from the library. iii. The majority of respondents, 68 (86.1 percent), prefer to utilize both printed and digital resources. iv. The majority of respondents, 59 (73.8 percent), would rather use textbooks. v. The majority of respondents, 62, would rather use a borrowing service (circulation service). vi. The majority of respondents, 53, would rather use an internet service. vii. The majority of respondents, 62 (78.48 percent), would rather use E-Books. viii. The majority of respondents, 42 (or 56 percent), are only partially satisfied with the services provided by the library. ix. The issue of insufficient collection is confronting the majority of respondents, 46 (63%).

Suggestions: Based on the feedback from the respondents, the following suggestions were made. i. The needs of all stakeholders, including students, should be incorporated into the revision of the library's collections development policy (CDP). ii. All faculty staff, not just HOD, should participate in the creation of the library committee. iii. Another thing is the user's orientation; Current practice and its content should be reviewed by the library; the orientation session should include more practical activities; the library has the ability to create and upload video tutorials on how to use library resources effectively. iv. The authority may require newly admitted members to attend a welcome meeting at the library; Orientation meetings should be held more than once a year. v. The library should implement the information literacy program; Experts in these fields can be invited to the meeting; these sessions should also cover various research strategies and methods. vi. If nobody comes to the library, the library tries to reach them; Social networks are a good way to inform users about the library's various services and facilities. vii. Finally, the adjustment still works; every day, library staff must personally guide at least the first few visitors about the library facilities.
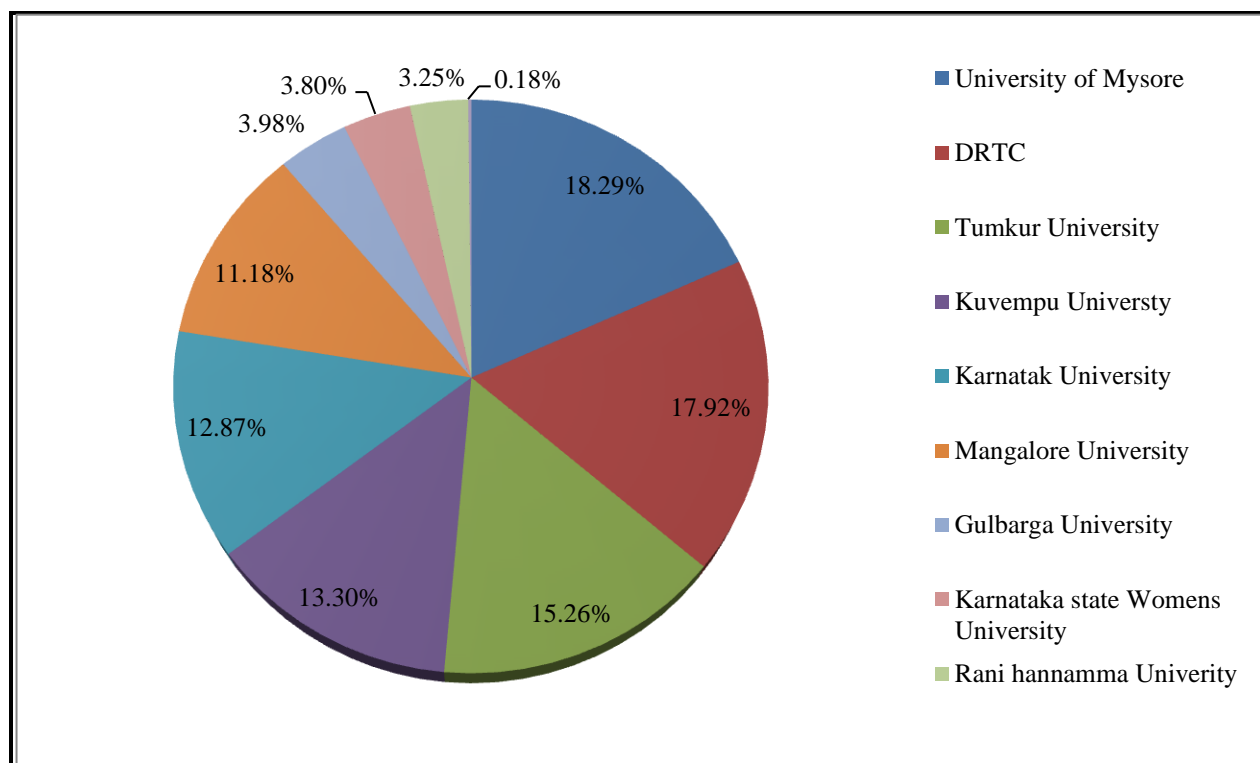

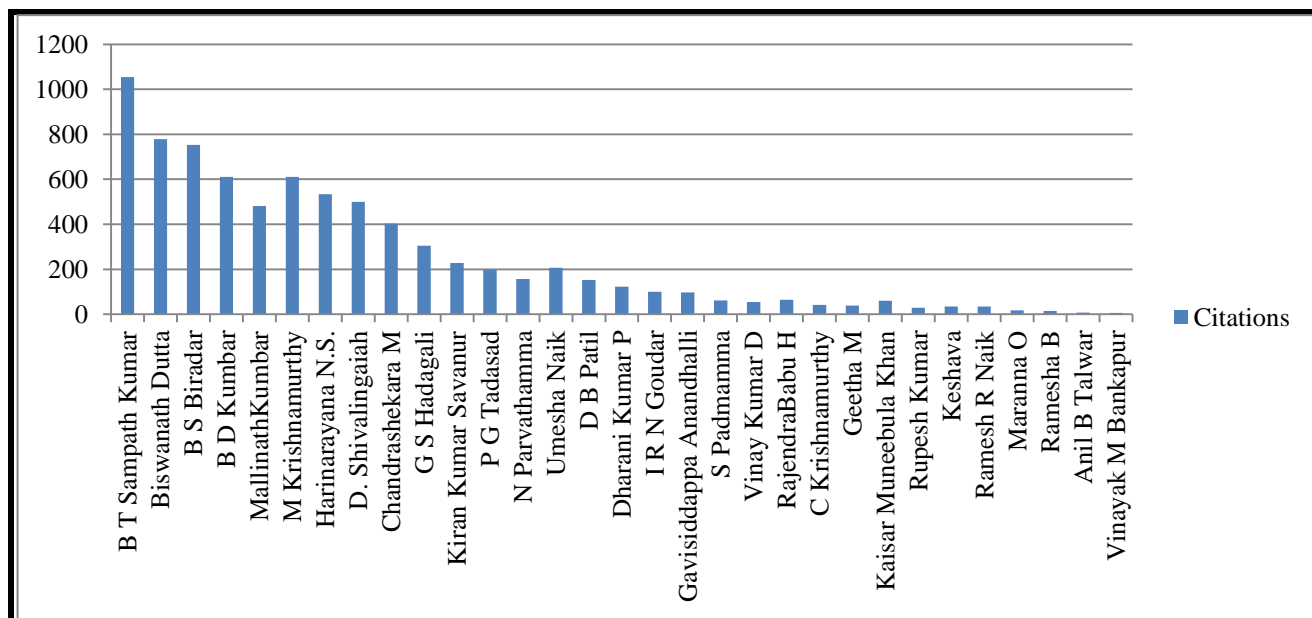**Figure-1:** Most Produced Universities in Karnataka.

Figure-2: Name and Citations Graph.

Conclusion

This survey of library users reveals gaps in current library practice; It's a more hands-on approach to assessing your current system, making changes, and developing a targeted response strategy, this study did the same and although the library spends a lot of money on various resources, the biggest problem with the most useful ones is the unavailability of books and periodicals. From this it can be concluded that the library is under using its resources. Furthermore, it can be concluded that neither the money spent on resources nor the number of resources can be used to evaluate the efficiency of a library; on the contrary, the main criterion was and remains customer satisfaction.

References

1. Huded, S., & Naikar, S. (2021). Awareness, use and impact of electronic information resources by the patrons of Narsee Monjee Institute of Management Studies (NMIMS) Hyderabad: A study. _International Journal of Information Dissemination and Technology_, 11(02), 87-91.

2. Hussain, A., & Kumar, K. (2013). Utilization of information resources and services of the master school of management library: A study. _International journal of library science_, 9(3), 39-52.

3. Kawatra, P. S. (1988). Attitudes of research scholars towards the resources and services of three University libraries in Rajasthan (India)–A study.

4. Tadasad, P. G., & Patil, S. (2017). Use of online social networking services in university libraries: A Study of university libraries of Karnataka, India. _DESIDOC Journal of Library & Information Technology_, 37(4).

5. Tom-George, N. W. (2022). Provision of Library Services and Utilization of Resources by Undergraduate Students in Federal University Libraries, South-South Nigeria. _British Journal of Library and Information Management_, 2(1), 1-17.

6. Angadi, M., & Karishnamurthy, C. (2017). Impact of electronic information resources and services on humanities research scholars of Karnatak University, Dharwad: An analytical study". _International Journal of Library and Information Studies_, 7(1), 102-110.

7. Awana, O. (2007). Availability of Books and Other Informational Materials and the Use of Academic Libraries. _African Research Review_, 1(3), 51-64.

8. Cochran, W. G. (1977). Sampling techniques. John Wiley & Sons.

9. Dina, O. (1983). Attitude of Students towards Library Use and Services: University of Lagos as a Case Study. Unpublished MLS Thesis.

10. Gurikar, R., & Gurikar, R. (2015). Use of library resources and services by Karanatak University research scholars: A case study. _DESIDOC Journal of Library & Information Technology,_ 35(5), 361-367.

11. Hatti, S., Chavan, K., & Naikar, S. (2023). Use of e-resources by UG and PG Students in SDVS Sangh's Shri LK Khot College of Commerce, Sankeshwar. In Handbook of Research on Technological Advances of Library and Information Science in Industry 5.0. pp. 378-396. IGI Global.

12. Horakeri, Mahesh D. & et.al. (2013). Usage of Library Resources by Students and Research Scholars of Karnatak and Gulbarga University: A Comparative Study. In

International Conference on Knowledge Management and Organization in Digital Era (ICKMODE), pp. 247-252. Sree Siddaganga College of Arts, Science & Commerce for Women.https://www.shorturl.at/diQXY

13. Irebovbude, M. O. (1991). Undergraduate Students Perception of Academic libraries: A case study of University of Ibadan. Unpublished MLA Thesis, 52-60.

14. Jamil, M., Tariq, R. U. H., & Jamil, S. (2013). Library Resources: Utilization by Teachers and Students. *Bulletin of Education and Research,* 35(2), 19-35.

15. Khan, A., Ahmed, S., & Masrek, M. N. (2014). Scholars' satisfaction with digital library collection and gaps in the provision of effective information resources and services: A Pakistani perspective. *Journal of Electronic Resources Librarianship*, 26(4), 250-267.

16. Korobili, S., Tilikidou, I., & Delistavrou, A. (2006). Factors that influence the use of library resources by faculty members. *Library review*, 55(2), 91-105.

17. Krishnamurthy, C., & Awari, V. H. (2015). Use and impact of electronic information resources among PG students of UAS, Dharwad. *Pearl: A Journal of Library and Information Science*, 9(1), 1-8.

18. Kumbar, M., & Lohar, M. S. (2002). Use of library facilities and information resources in Sahyadri Colleges, Shimoga (Karnataka): a study.

19. Lawal, L. D. (1997). The effective organization and utilization of non-print resources. *Library Review*, 46(3), 210-215.

20. Maan, I. S. (2019). Use of library resources and services of Punjabi university Patiala by the research scholars and post graduate students. *Journal of Indian library association*, 54(3).

21. Madhusudhan, M. (2010). Use of electronic resources by research scholars of Kurukshetra University. *The electronic library*, 28(4), 492-506.

22. Kumbar, M. (2015). Use of Information resources and services by the faculty members of First Grade Colleges Affiliated to Tumkur University, Tumkur: A study.

23. Mohamed, H. K. (2007). Use of ICT based resources and services in special libraries in Kerala. *Annals of library and information studies*, 54(1), 23-31.

24. Mukherjee, B., & Kumar, P. (2010). Use of UGC-Infonet e-journals by research scholars of the Banaras Hindu University, Varanasi: A case study.

25. Mulimani, Mallikarjun N. & Naregal, Basavaraj (2016). Use of Library Resources by Students of GFGC for Women, Chamarajpet Bangalore: A Study. In 7th KSCLA National Conference on Information Literacy and Embedded Librarianship: Changing Role of College Libraries in Digital Era (pp. 595-600). Siddaligeshwar Prakashan. https://www.shorturl.at/ABMOU

26. Mulimani, Mallikarjun N. & Ramanna, Shamrao (2015). Use of Information Resources in City Central Library, Kalaburgi, Karnataka State: A Study. *Indian Journal of Library and Information Technology*, 5(2), 16-21. https://www.shorturl.at/tJMR7

27. Muthuvennila, S., & Kannan, P. (2020). User Satisfaction with Library Information Resources and Services: Improvement and Innovation of Effective Activities of Research Scholars. In Challenges and Opportunities of Open Educational Resources Management, pp. 81-102. IGI Global.

28. Nzivo, C. N. (2012). User perception on library services and information resources in Kenyan Public Libraries. *Library Review*, 61(2), 110-127.

29. Ologbonasaiye, R. (1994). Resources Management for Librarians. Lagos: Concept Publishers.

30. Padmamma, S., Sathish, H., & Walmiki, R. H. (2013). Use of e-resources by students and faculty member of National Institute of Business Excellence, Bangalore: A study. *International Journal of Contemporary Issues*, 1(2), 21-26.

31. Padmavathi, N., Ningaiah, A., & Biradar, K. (2017). Use and user satisfaction of library resources and services by PG students and research scholars in Bangalore University Library, Bangalore. *International Research: Journal of Library and Information Science*, 7(1).

32. Ramanna, S., & Kotur, M. B. (2016). Use of Information Resources among Secondary School Children in Hai I Ikhfd (B) Village, Bidar Dist. (Karnataka State): A Case Study. *Sansmaran Research Journal*, 6(1), 19-22.

33. Siddiqui, A. F. (2001). Use of library collections in the Jawaharlal Nehru University library New Delhi. *IASLIC Bulletin*, 46(4), 184-196.